



Worknet Customer Service & Satisfaction Report For All Locations

JULY 2005

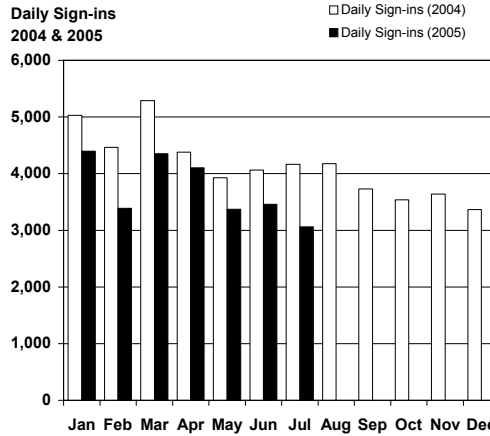
Merced County Department of Workforce Investment

Daily Sign-ins

Daily sign-ins for July totaled 3,066. Down 391 from the previous month and down 1,097 from July 2004. Daily sign-ins for the month of July is below the 5 year average.

July 5 year average: 3,821

2004 annual average: 4,146

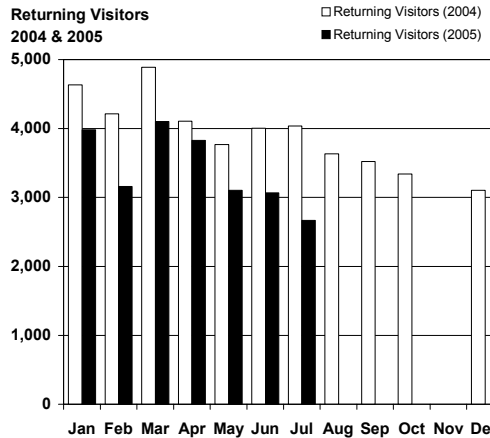


Return Visits

Return visits for July totaled 2,673. Down 394 from the previous month and down 1,364 from July 2004. Return visits for the month of July is below the 5 year average.

July 5 year average: 2,907

2004 annual average: 3,605

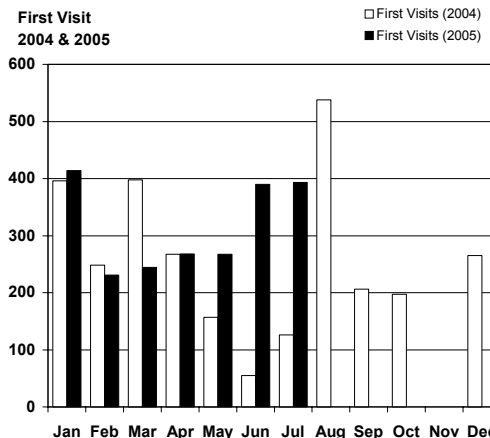


First Visits

First Visits for July totaled 393. Up 3 from the previous month and up 267 from July 2004. First visits for the month of July exceeds the 5 year average.

July 5 year average: 264

2004 annual average: 238



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Customer Flow for July 2005

All Locations

- On average, Mondays were the busiest days of the week. Averaging 173 clients per day. (Weekly Average: 741 customers)

Merced

- Mondays were the busiest day of the week, with an average of 125 clients per/day. (Weekly Average: 494 customers).

Los Banos

- Wednesday was the busiest day of the week, with an average of 55 clients per day (Weekly Average: 247 customers).

Livingston

- No information for available for Livingston.



Marketing advertisements for July 2005

**Demo Grant Ad
07/1/2005*

** News Papers Ads:
Merced Sun-Star
Atwater Signal
Livingston Chronicle
Los Banos Enterprise
Chowchilla
Vida*

07/5-9, 12-16, 19-23, 26-30/2005

** Valley Values
07/14, 28/2005*

** The Bus*

Worknet signs inside buses

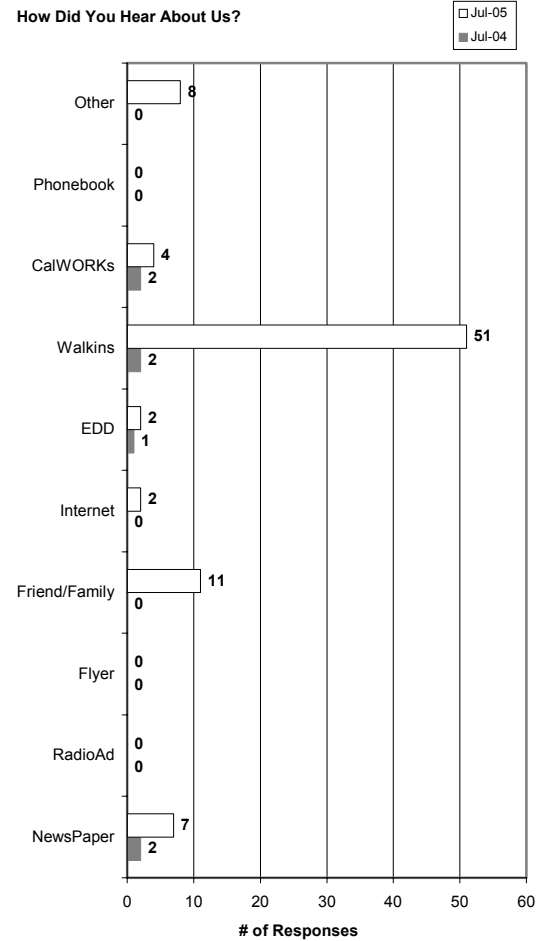
How did you hear about us?

Eighty-five customers responded to this question in July.

Fifty-on customers responded with Walk-in as the most frequent response. Friend or Family was the next most frequent response.

We change the method of collecting the data in November 2004 to capture more responses. Due to this change, prior year data is not directly comparable. When comparing current data with prior year data, compare only the rank of the response.

How Did You Hear About Us?



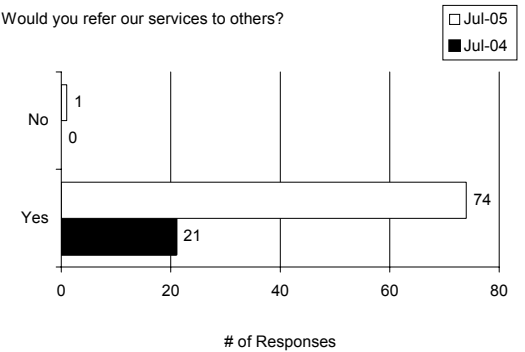
98.7 percent of our customer would refer our services to others

Would you refer our services to others?

Of those responding to this question, 98.7 percent of our customers would refer our services to others.

PY 03/04 annual average: 98.6%
PY 04/05 annual average: 97.3%

Would you refer our services to others?





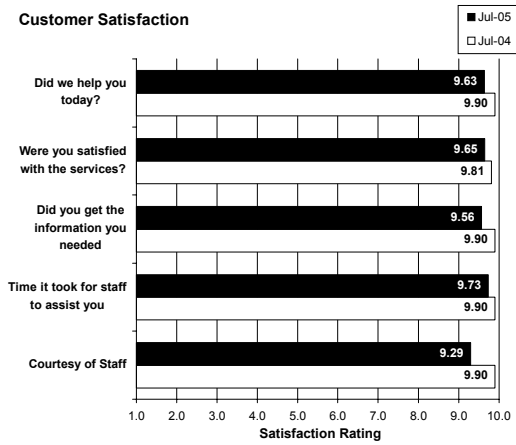
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Customer Satisfaction



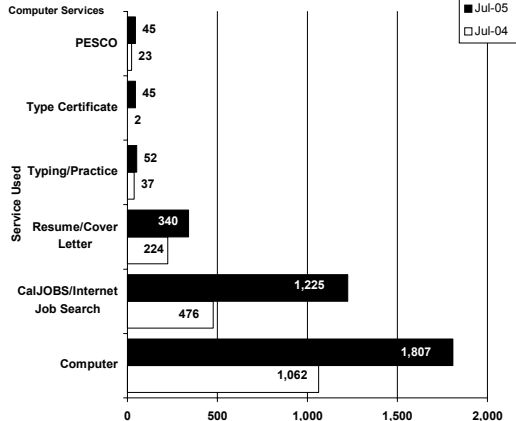
Customer Satisfaction Ratings

Customer satisfaction questions received 93 responses from our customers in July. These questions received ratings between 9.73 and 9.29, with “Time it took for staff to assist you” receiving the highest rating.

There was 5 customer that rated “Courtesy of Staff”, with a 5 or less, representing 5.4 percent of our customers.

‘Time it took for staff to assist you’ received the highest rating with 9.53 on a scale of 1 to 10.

What Did Our Customer Use?

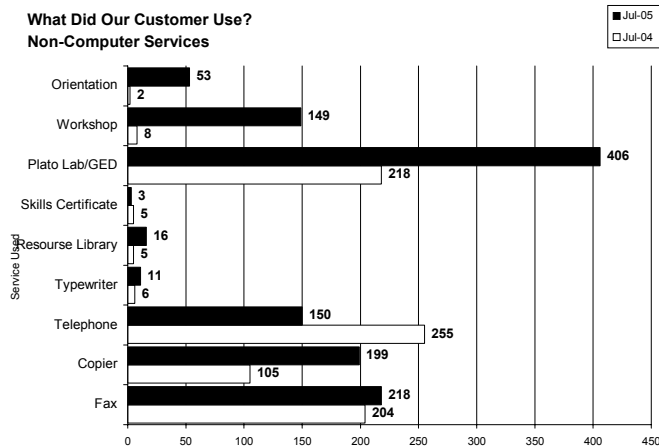


How our customers use our services?

Computer related services are always the most used service by our customers, with 1,807 customers responding to this question. CalJobs/Internet Job Search and Resume/Cover Letter received the most usage within the computer service sub-topic.

‘1,807 customers used our came to WorkNet to use our computer services in the month of July.’

**What Did Our Customer Use?
Non-Computer Services**



Plato Lab/GED and Fax are the most used non-computer related services. Telephone, Workshop, and Copier are the next most use services under this category.



**Worknet
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For All Locations**

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Merced County Department of Workforce Investment

Customer Service/Satisfaction Summary Data - All Locations

Number of Sign-ins																					
Day of the Week	W	TH	F	M	T	W	TH	F	M	T	W	TH	F	M	T	W	TH	F	M	T	
Date	1	2	3	6	7	8	9	10	13	14	15	16	17	20	21	22	23	24	27	28	Total
Livingston	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	-
Los Banos	43	42	56	51	53	37	42	54	43	51	48	60	58	64	54	60	57	53	59	45	1,030
Merced	59	91	109	94	97	149	133	106	98	92	124	87	92	76	106	102	114	116	101	90	2,036
Total	102	133	165	145	150	186	175	160	141	143	172	147	150	140	160	162	171	169	160	135	3,066

	Jul-04	May-05	Jun-05	Jul-05
Daily Sign-ins				
Return Visit	4,163	3,373	3,457	3,066
First Visit	4,037	3,106	3,067	2,673
Total	126	267	390	393
How did you hear about us?				
NewsPaper	2	20	13	7
RadioAd	0	4	4	0
Flyer	0	12	3	0
Friend/Family	0	37	21	11
Internet	0	7	1	2
EDD	1	13	13	2
Walkins	2	72	69	51
CalWORKs	2	28	5	4
Phonebook	0	4	0	0
Other	NA	5	15	8
What did our customer use?				
Computer	1,062	1,793	2,062	1,807
CalJOBS/Internet Job Search	476	1,131	1,142	1,225
Resume/Cover Letter	224	190	121	340
Typing/Practice	37	45	40	52
Type Certificate	2	33	28	45
PESCO	23	54	40	45
Job Listing	362	403	460	566
Fax	204	213	276	218
Copier	105	166	147	199
Telephone	255	206	252	150
Typewriter	6	14	15	11
Resource Library	5	13	16	16
Skills Certificate	5	1	4	3
Plato Lab/GED	218	537	543	406
Workshop	8	147	107	149
Orientation	2	30	43	53
Customer Satisfaction				
Courtesy of Staff	9.90	9.53	9.47	9.29
Time it took for staff to assist you	9.90	9.60	9.51	9.73
Did you get the information you needed	9.90	9.53	9.52	9.56
Were you satisfied with the services?	9.81	9.53	9.47	9.65
Did we help you today?	9.90	9.50	9.53	9.63
Would you refer our services to others?				
Yes	172	143	74	74
No	6	6	1	1



**Worknet
Customer Service & Satisfaction Report
For All Locations**

JULY 2005

Merced County Department of Workforce Investment

Customer Service/Satisfaction Summary Data - Individual Locations

Who were are visitors	Merced	Los Banos	Livingston	All Locations
First Visit	287	106	0	393
Return Visit	1,749	924	0	2,673
How did you hear about us?				
Newspaper	1	6	0	7
Radio Ad	0	0	0	0
Flyer	0	0	0	0
Friend	8	3	0	11
Internet	2	0	0	2
EDD	2	0	0	2
Walk-ins	11	40	0	51
CalWORKs	0	4	0	4
Phone Book	0	0	0	0
Other	2	6	0	8
What did our customers use?				
Computer	1,238	569	0	1,807
CalJOBS/Internet Job Search	827	398	0	1,225
Resume	255	85	0	340
Typing	42	10	0	52
Typing Certificate	35	10	0	45
Career	18	27	0	45
Job Listing	339	227	0	566
Fax	153	65	0	218
Copier	152	47	0	199
Telephone	91	59	0	150
Typewriter	4	7	0	11
Resource Library	1	15	0	16
Skills Certificate	2	1	0	3
Plato Lab	104	302	0	406
Workshop	0	149	0	149
Orientation	35	18	0	53
Customer Satisfaction				
Courtesy of Staff	8.17	9.68	0.00	9.29
Time it took for staff to assist you	9.88	9.68	0.00	9.73
Did you get the information you needed?	9.54	9.57	0.00	9.56
Were you satisfied with the services?	9.75	9.61	0.00	9.65
Did we help you today?	9.71	9.61	0.00	9.63

WIA PARTICIPANT SUMMARY REPORT - ADULT

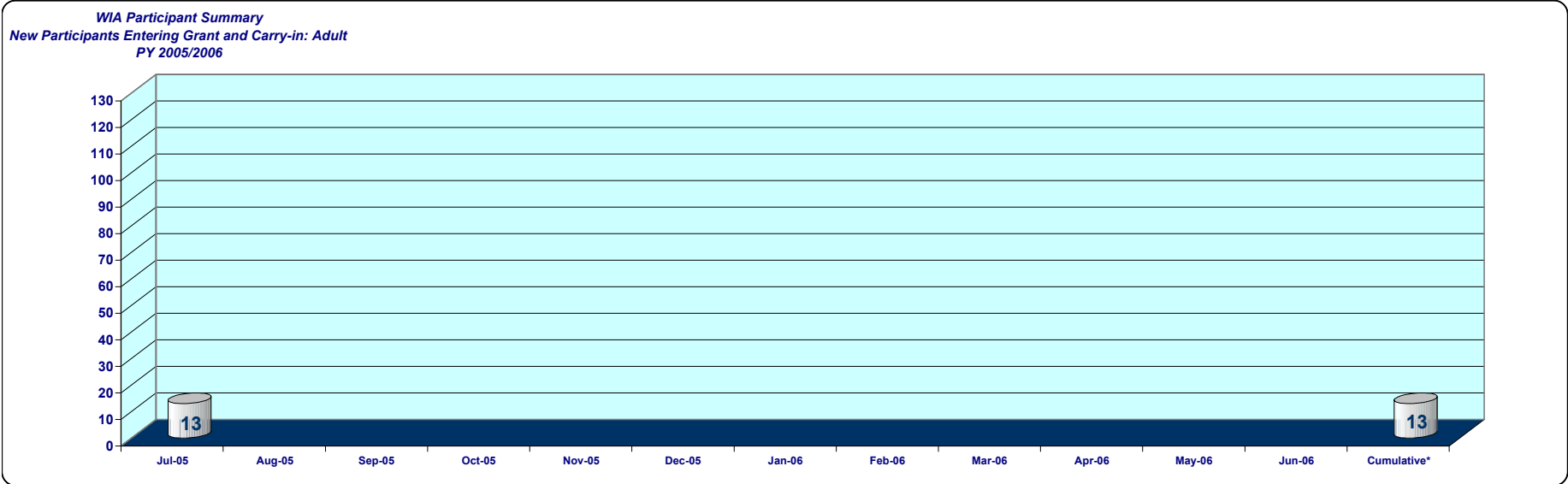
PY 2005/2006

Report Range 07/2005 to 07/2005

	ADULT												Cumulative*	Part. Plan	% of Plan
	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06		PY 05/06	Attained
Total Participants	184												184	317	58.0%
Participants Carried In	171												171	223	76.7%
New Participants Entering Grant	13												13	94	13.8%

	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Cumulative*	PY 05/06	% of Plan
Total Participants Exiting WI	0												0		
Entered Unsubsidized Employment	0												0	98	0.0%
Training Related	0												0	63	0.0%
Entered Military Service	0												0		
Entered Qualified Apprenticeship Program	0												0		
Entered Post-Secondary Education	0												0		
Entered Advanced Training	0												0		
Attained Recognized Certificate/Diploma/Degree	0												0		
Attained High School Diploma/GED	0												0		
Returned to Secondary School (Youth Only)	0												0		
Exits Excluded from Performance	0												0		
Other Exits	0												0	79	0.0%

	Enrolled															
Program Activities/Services Summary																
Core Services (Registered)	184												184	317	58.0%	
Intensive Services	167												167	170	98.2%	
Training Services	76												76	100	76.0%	
Youth Services	0												0			
Concurrent Program Participants	9												9			
Individual Training Accounts	5												5			
Goals Set (Younger Youth Only)	0												0			



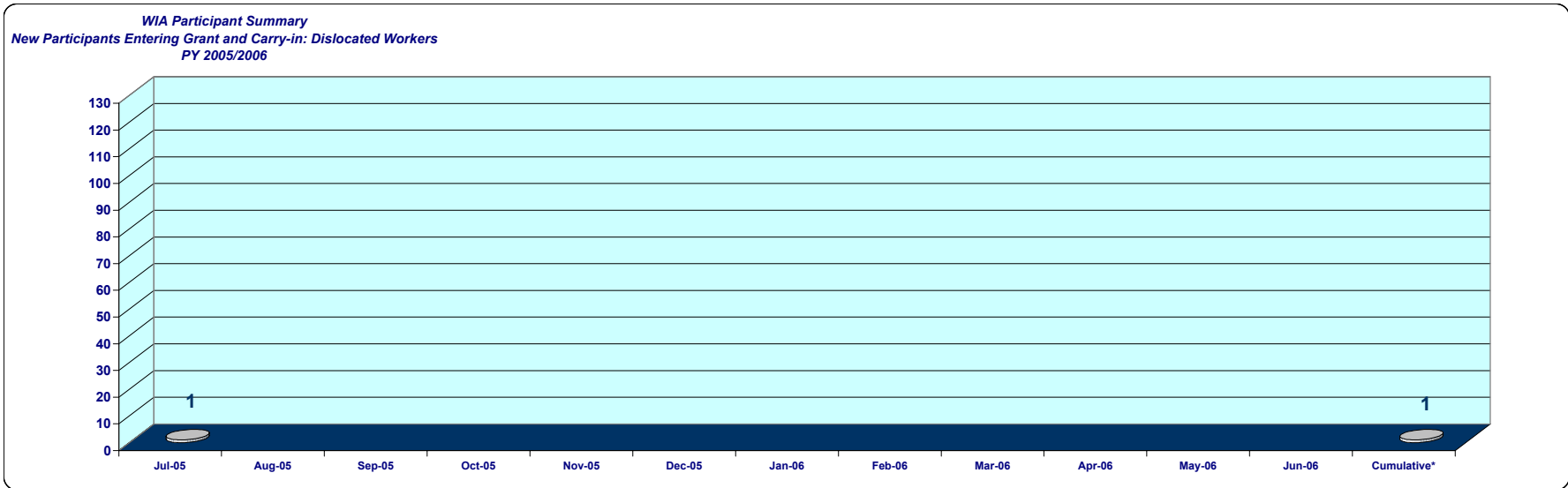
Monthly totals are produced on the 20th of the following month and are not updated on a monthly basis. Late data entry are not updated for previous months, see cumulative totals for current total.

WIA PARTICIPANT SUMMARY REPORT - DISLOCATED WORKER
PY 2005/2006
Report Range 07/2005 to 07/2005

	DISLOCATED WORKER												Cumulative*	Part. Plan PY 05/06	% of Plan Attained	
	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06				
Total Participants	125													125	224	55.8%
Participants Carried In	124													124	161	77.0%
New Participants Entering Grant	1													1	63	1.6%

	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Cumulative*	Part. Plan PY 05/06	% of Plan Attained
Total Participants Exiting WI	0												0	72	
Entered Unsubsidized Employment	0												0	54	0.0%
Training Related	0												0	28	0.0%
Entered Military Service	0												0		
Entered Qualified Apprenticeship Program	0												0		
Entered Post-Secondary Education	0												0		
Entered Advanced Training	0												0		
Attained Recognized Certificate/Diploma/Degree	0												0		
Attained High School Diploma/GED	0												0		
Returned to Secondary School (Youth Only)	0												0		
Exits Excluded from Performance	0												0		
Other Exits	0												0	55	0.0%

	Enrolled												Cumulative*	Part. Plan PY 05/06	% of Plan Attained	
Program Activities/Services Summary																
Core Services (Registered)	125												125	317	39.4%	
Intensive Services	110												110	170	64.7%	
Training Services	48												48	100	48.0%	
Youth Services	0												0			
Concurrent Program Participants	8												8			
Individual Training Accounts	7												7			
Goals Set (Younger Youth Only)	0												0			



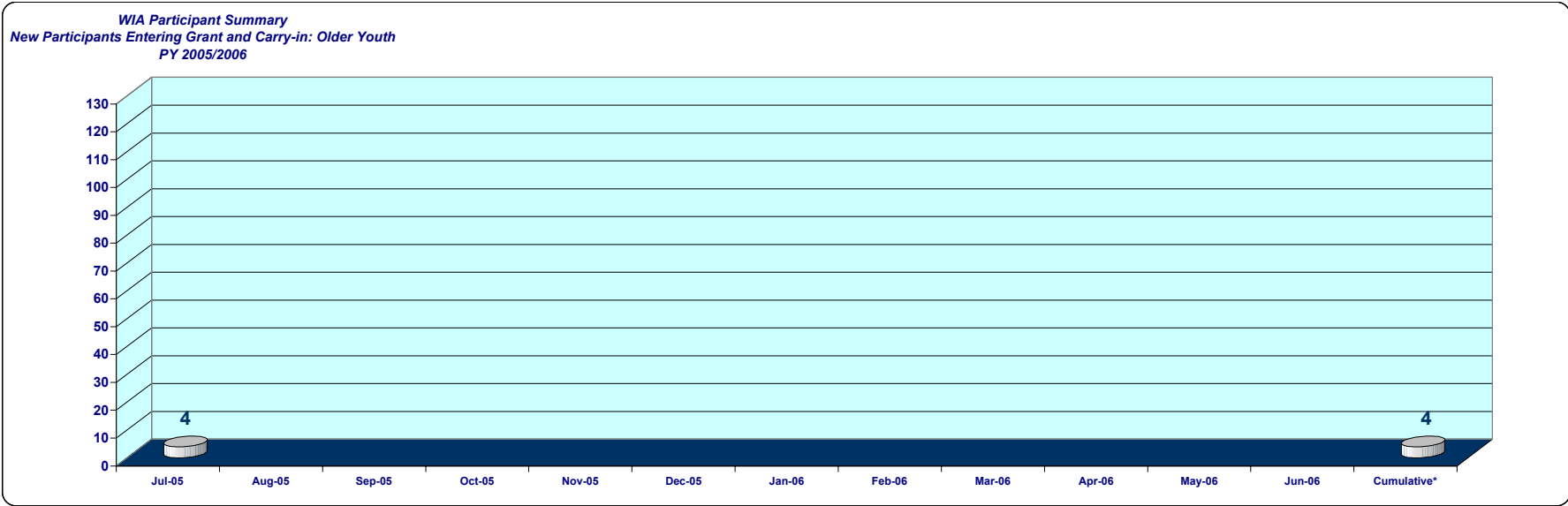
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WIA PARTICIPANT SUMMARY REPORT - OLDER YOUTH
PY 2005/2006
Report Range 07/2005 to 07/2005

	OLDER YOUTH												Cumulative*	Part. Plan PY 05/06	% of Plan Attained
	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06			
Total Participants	161												161	317	50.8%
Participants Carried In	157												157	378	41.5%
New Participants Entering Grant	4												4	35	11.4%

	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Cumulative*	Part. Plan PY 05/06	% of Plan Attained
Total Participants Exiting WI	0												0		
Entered Unsubsidized Employment	0												0	33	0.0%
Training Related	0												0	15	0.0%
Entered Military Service	0												0		
Entered Qualified Apprenticeship Program	0												0		
Entered Post-Secondary Education	0												0	57	
Entered Advanced Training	0												0	10	
Attained Recognized Certificate/Diploma/Degree	0												0		
Attained High School Diploma/GED	0												0		
Returned to Secondary School (Youth Only)	0												0		
Exits Excluded from Performance	0												0		
Other Exits	0												0	60	0.0%

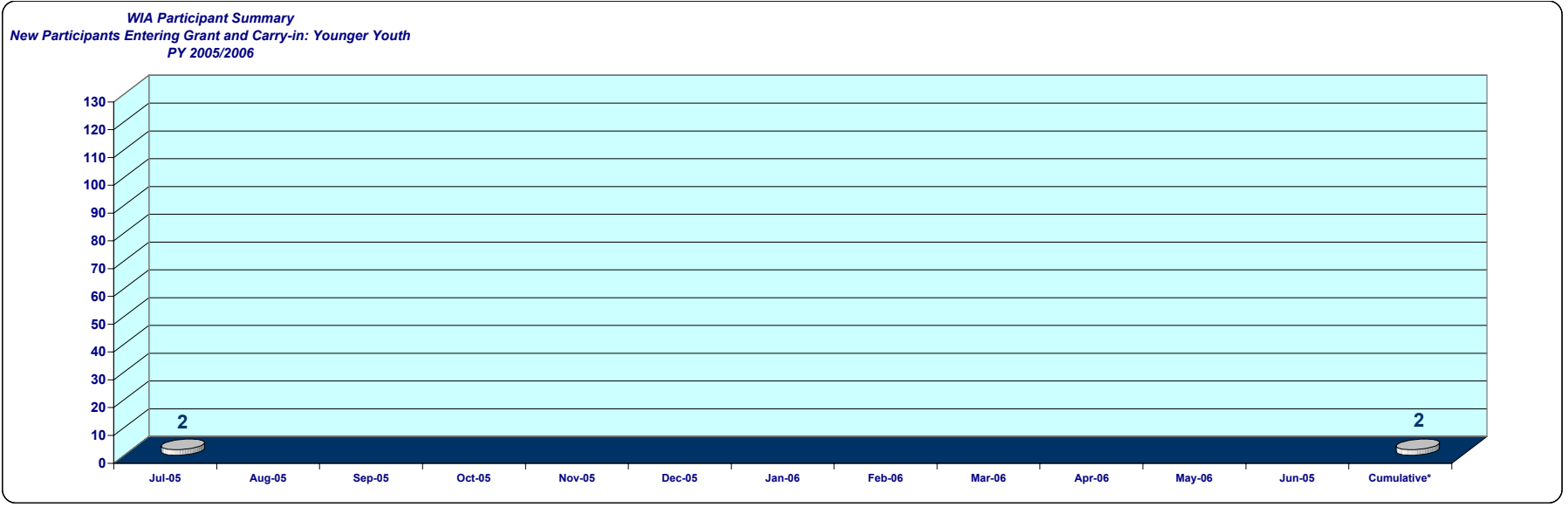
Program Activities/Services Summary	Enrolled														
Core Services (Registered)	0												0		
Intensive Services	138												138		
Training Services	112												112		
Youth Services	156												156		
Concurrent Program Participants	64												64		
Individual Training Accounts	0												0		
Goals Set (Younger Youth Only)	0												0		



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WIA PARTICIPANT SUMMARY REPORT - YOUNGER YOUTH
PY 2005/2006
Report Range 07/2005 to 07/2005

	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-05	Cumulative*	Participant Plan PY 04/05	% of Plan Attained
Total Participants	624												624	900	69.3%
Participants Carried In	622												622	618	100.6%
New Participants Entering Grant	2												2	282	0.7%
Total Participants Exiting WI	0												0		
Entered Unsubsidized Employment	0												0	80	0.0%
Training Related	0												0	20	0.0%
Entered Military Service	0												0	8	
Entered Qualified Apprenticeship Program	0												0	0	
Entered Post-Secondary Education	0												0	130	
Entered Advanced Training	0												0	5	
Attained Recognized Certificate/Diploma/Degree	0												0		
Attained High School Diploma/GED	0												0	450	
Returned to Secondary School (Youth Only)	0												0	15	
Exits Excluded from Performance	0												0		
Other Exits	0												0	40	0.0%
Program Activities/Services Summary	Enrolled														
Core Services (Registered)	0												0		
Intensive Services	95												95		
Training Services	78												78		
Youth Services	623												623		
Concurrent Program Participants	413												413		
Individual Training Accounts	0												0		
Goals Set (Younger Youth Only)	6												6		



Monthly totals are produced on the 20th of the following month and are not updated on a monthly basis. Late data entry are not updated for previous months, see cumulative totals for current total.

*Cumulative Total Reflect Totals From First of Fiscal Year To Current Report Range and Will Not Total Monthly Totals

Code	Description	Adult		Youth		Dislocated Worker		Totals		Grand Total
		New	Carry Over	New	Carry Over	New	Carry Over	New	Carry Over	
CORE B	10 FOLLOW UP SRVCS CNSLNG	1	37				29	1	66	67
	11 STAFF ASSIST JOB DEVELOP		6				21		27	27
	12 STAFF ASSIST JOB REFER		12				32		44	44
	13 STAFF ASSIST JOB SRCH	8	38			1	47	9	85	94
	14 STAFF ASSIST WRKSHP		2						2	2
	15 OTHER CORE SERVICES	6	13				5	6	18	24
	16 NON WIA FUNDED SERVICES									
17 CO-ENROLLED CORE SERVICES		2				22		24	24	
INTENSIVE	30 CASE MGMT FOR PARTIC	11	82	8	215	1	51	20	348	368
	31 COMPREHENSIVE ASSESSMNTS	6	13				21	6	34	40
	32 DEVELOP INDIV EMPL PLAN	6	14		1		13	6	28	34
	33 GROUP COUNSELING									
	34 EMPL EXPERIENCE			1	32			1	32	33
	35 INDIV CNSLNG CAREER PLAN				2				2	2
	36 OUT OF AREA JOB SEARCH									
	37 RELOCATION EXPENSES									
	38 SHORT TERM PREVOC SRVCS									
	39 INTERNSHIPS									
	40 OTHER INTENSIVE SRVCS	1	7				7	1	14	15
	41 NONWIA FUND INTENS SRVCS									
42 CO-ENROLLED INTENSIVE SRVCS										
TRAINING	50 ADULT EDUCATION			1	36			1	36	37
	51 CUSTOMIZED TRAINING		2				1		3	3
	52 ENTREPRENEURIAL TRAINING				1				1	1
	53 JOB READINESS TRAINING			3	19			3	19	22
	54 OCCUP SKILLS TRAINING	2	44	3	73		19	5	136	141
	55 ON THE JOB TRAINING	1	3				2	1	5	6
	56 PRIVATE SECTOR TRAINING									
	57 SKILL UPGRADNG RETRNG									
	58 WRKPLCE TRNG AND COOP ED									
	59 OTHER TRAINING SRVCS									
	60 NON-WIA FUNDED TRNG SRVCS	1	27				18	1	45	46
61 CO-ENROLLED TRAINING SRVCS										
YOUTH	70 SUMMER RELATED				2				2	2
	71 EDUCATNL ACHVMNT SRVCS			14	673			14	673	687
	72 EMPLOYMENT SERVICES				294				294	294
	73 CITIZEN LEADERSHIP SRVCS				1				1	1
	74 OTHER YOUTH SERVICES									
	75 NONWIA FUNDED YOUTH SRVCS									
	76 CO-ENROLLED YOUTH SRVCS									
MISC.	80 OTHER JTPA									
	81 SUPPORTIVE SERVICES	6	110		20	1	66	7	196	203
	82 NEEDS RELATED PAYMENT									
	83 BREAK IN SERVICE									
	84 NON-WIA FUNDED MISC									
	85 CO-ENROLLED MISCELLANEOUS									
	86 BRK IN SERV - HEALTH/MED									
	TOTAL	49	412	30	1369	3	354	82	2135	2217

WIA Participant Characteristics Summary

Report Period: 7/2005 to 7/2005

Data as of: 08/20/2005

	Adult		Dislocated Workers		Older Youth		Younger Youth		All Programs	
	Enrolled	% of Tot.	Enrolled	% of Tot.	Enrolled	% of Tot.	Enrolled	% of Tot.	Enrolled	% of Total
Total Participants	184	100.0%	125	100.0%	161	100.0%	624	100.0%	1,094	100.0%
Gender										
Female	142	77.2%	67	53.6%	114	70.8%	324	51.9%	647	59.1%
Male	42	22.8%	58	46.4%	47	29.2%	300	48.1%	447	40.9%
Age										
14 - 18	3	1.6%	0	0.0%	0	0.0%	624	100.0%	627	57.3%
19 - 21	23	12.5%	5	4.0%	161	100.0%	0	0.0%	189	17.3%
22 - 29	61	33.2%	32	25.6%	0	0.0%	0	0.0%	93	8.5%
30 - 44	69	37.5%	46	36.8%	0	0.0%	0	0.0%	115	10.5%
45 - 54	20	10.9%	30	24.0%	0	0.0%	0	0.0%	50	4.6%
55 - 61	7	3.8%	10	8.0%	0	0.0%	0	0.0%	17	1.6%
62 - 64	1	0.5%	1	0.8%	0	0.0%	0	0.0%	2	0.2%
65 and Older	0	0.0%	1	0.8%	0	0.0%	0	0.0%	1	0.1%
Race/Ethnicity								0.0%		
America Indian/Alaskan Native	4	2.2%	3	2.4%	2	1.2%	8	1.3%	17	1.6%
Asian	21	11.4%	5	4.0%	25	15.5%	126	20.2%	177	16.2%
Black/African American	14	7.6%	8	6.4%	14	8.7%	50	8.0%	86	7.9%
Hawaiian Native/Other Pacific Islander	2	1.1%	4	3.2%	1	0.6%	4	0.6%	11	1.0%
White	67	36.4%	49	39.2%	18	11.2%	102	16.3%	236	21.6%
Ethnicity Hispanic or Lation	79	42.9%	60	48.0%	102	63.4%	363	58.2%	604	55.2%
Veterans Status										
Total Veterans	7	3.8%	13	10.4%	1	0.6%	0	0.0%	21	1.9%
Campaign Veteran	6	3.3%	10	8.0%	0	0.0%	0	0.0%	16	1.5%
Disabled Veteran	0	0.0%	1	0.8%	0	0.0%	0	0.0%	1	0.1%
Recently Separated Veteran	3	1.6%	2	1.6%	1	0.6%	0	0.0%	6	0.5%
Spouse of Veteran	2	1.1%	3	2.4%	0	0.0%	0	0.0%	5	0.5%
Labor Force Status										
Employed	78	42.4%	14	11.2%	24	14.9%	24	3.8%	140	12.8%
Unemployed	106	57.6%	110	88.0%	137	85.1%	599	96.0%	952	87.0%
Public Assistance Status										
TANF	10	5.4%	4	3.2%	15	9.3%	215	34.5%	244	22.3%
GA, RCA, or SSI	4	2.2%	2	1.6%	5	3.1%	48	7.7%	59	5.4%
Pell Grant Recipient	17	9.2%	4	3.2%	5	3.1%	2	0.3%	28	2.6%
Food Stamps	42	22.8%	15	12.0%	28	17.4%	244	39.1%	329	30.1%
Education Status										
Student, High School or Less	6	3.3%	4	3.2%	0	0.0%	516	82.7%	526	48.1%
Student, Attending Post High School	54	29.3%	12	9.6%	6	3.7%	4	0.6%	76	6.9%
Out-of-School, High School Dropout	8	4.3%	9	7.2%	38	23.6%	22	3.5%	77	7.0%
Out-of-School, High School Grad, with Employ Difficulty	53	28.8%	41	32.8%	114	70.8%	81	13.0%	289	26.4%
Out-of-School, HSG, No Employ Diff. (Counted as In-School)	63	34.2%	59	47.2%	3	1.9%	1	0.2%	126	11.5%
Unemployment Insurance Status										
UI Claimant	18	9.8%	91	72.8%	4	2.5%	2	0.3%	115	10.5%
UI Exhaustee	9	4.9%	21	16.8%	1	0.6%	0	0.0%	31	2.8%
Barriers To Employment										
Disabled	1	0.5%	1	0.8%	11	6.8%	141	22.6%	154	14.1%
Limited Eng. Proficiency	1	0.5%	5	4.0%	11	6.8%	52	8.3%	69	6.3%
Single Parent	55	29.9%	20	16.0%	26	16.1%	18	2.9%	119	10.9%
Worker Profiling/Reemployment Services Referral	3	1.6%	7	5.6%	0	0.0%	0	0.0%	10	0.9%
Low Income	106	57.6%	50	40.0%	159	98.8%	592	94.9%	907	82.9%
Displaced Homemaker	1	0.5%	0	0.0%	1	0.6%	0	0.0%	2	0.2%
Offender	11	6.0%	3	2.4%	12	7.5%	45	7.2%	71	6.5%
Homeless	2	1.1%	2	1.6%	8	5.0%	9	1.4%	21	1.9%
Runaway Youth	0	0.0%	0	0.0%	4	2.5%	7	1.1%	11	1.0%
Pregnant/Parenting Youth	0	0.0%	0	0.0%	43	26.7%	39	6.3%	82	7.5%
Youth Needing Additional Assistance	0	0.0%	0	0.0%	158	98.1%	618	99.0%	776	70.9%
Basic Literacy Skills Deficient	66	35.9%	74	59.2%	149	92.5%	588	94.2%	877	80.2%
Substance Abuse	0	0.0%	0	0.0%	3	1.9%	20	3.2%	23	2.1%
Foster Youth	0	0.0%	0	0.0%	1	0.6%	22	3.5%	23	2.1%