

# Workforce Investment Board

Dept of Workforce Investment Large Conference Room

1880 W. Wardrobe Ave, Merced, CA 95341

Thursday, September 18, 2008, 3:00-5:00 p.m.

## Meeting Agenda



**WORKFORCE  
INVESTMENT BOARD**  
MERCED COUNTY

<http://web.co.merced.ca.us/wi/wib/wib.html>

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1. Call to Order/Roll Call.....
  2. Approval of Agenda .....
  3. Approval of July 10, 2008 Minutes.....
  4. Public Opportunity to Speak .....
  5. Consent Agenda .....
  - a. Domain Name for Workforce Investment Board Website..... Brian Cutler
  - b. Merced County Comprehensive Economic Development Strategy (CEDS)..... Brian Cutler
  - c. Technology-Based Learning Grant..... Alfredo Mendoza
  6. Action Agenda .....
  - a. Youth Council Membership – Sam Rangel ..... Rennise Ferrario
  - b. Amendment to Merced College Plato Lab Contract..... Alfredo Mendoza
  7. Discussion Agenda.....
  - a. WIB Retreat .....
  8. Presentations .....
  - a. 2 Million Minutes (immediately following meeting)..... Andrea Baker
  9. Member/Committee Reports .....
  - a. Youth Council..... Rennise Ferrario
  - b. P-16 Council .....
  - c. BEAM Committee .....
  10. Information .....
  - a. Fiscal Report .....
  - b. Labor Market Information .....
  - c. Connectory.com Training .....
  - d. Letter to Congressman Cardoza regarding HR1332 and YOP .....
  - e. Career Advancement Academy Update.....
  - f. Customer Service & Satisfaction Report .....
  - g. State and LWIA Youth Performance Goals for PY 2007/08.....
  - h. New Start Employment Program .....
  11. Director Comments.....(5 min)
  12. Chair Comments.....(5 min)
  13. Next Meeting WIB Retreat– November 13, 2008 .....
  14. Adjourn .....

**Workforce Investment Board**  
**Dept of Workforce Investment, Large Conference Rm**  
**1880 W. Wardrobe Ave, Merced, CA**  
**July 10, 2008, 3:00-5:00 p.m.**  
**Meeting Minutes**



<http://www.co.merced.ca.us/wi/wib/wib.html>

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**Members Present:**

Andrea Baker	Brenda Callahan-Johnson	Kathleen Cookham
Edward Dietz	Debra Glass	Darren Hughes
Amalee Jayasinghe	Joseph Lombardi	David Long
Albert Montejano	Rick Osorio	Alfonse Peterson
Al Romero	Loretta Schlosser	Vann (Mike) Smith
Mike Sullivan		

**Members Absent:**

Lee Andersen	Bob Bittner	Rennise Ferrario
Ernie Flores	Peter Fluetsch	Carol Greenberg
Henry Ildefonso	Garith Krause	Steve Newvine
Terry Nichols	John Stewart	Thomas Tsubota
Nancy Ugarte		

**Others Present:**

Brian Cutler	Eddie Harding	Dee Knight
Alfredo Mendoza	Joanne Presnell	Jackie Walther-Parnell

- 
1. Call to Order/Roll Call – The Chair, Mr. Albert Montejano, noted at 3:12 there was no quorum so the board would listen to the first presentation (item 7.a. below). Chair asked everyone to introduce themselves since there were several new members. After the presentation, the Chair called the meeting to order at 3:27 p.m. Roll call was taken.
  2. Approval of Agenda – It was *M/S/C Romero/Peterson* to approve the agenda with the following change: Pull item 6.c.
  3. Approval of Minutes – It was *M/S/C Smith/Sullivan* to approve the May 8, 2008 minutes.
  4. Public Opportunity to Speak – None.
  5. Consent Agenda: It was *M/S/C Peterson/Dietz* to approve items a. through d. of the Consent Agenda.
    - a. Exceptions to Individual Training Account Policy
    - b. Workforce Investment Board & Executive Committee Meetings for PY 08/09
    - c. Workforce Investment Board Membership – Ms. Amalee Jayasinghe
    - d. Workforce Investment Board Strategic Scorecard
  6. Action Agenda:
    - a. At-Large Member Election (if needed): It was *M/S/C Sullivan/Long* that the Workforce Investment Board (WIB) keep the following Chair appointed and at-large members:

Vann (Mike) Smith	Chair Appointed
Edward Dietz	Member at Large
Al Romero	Member at Large

b. Recertification of Los Banos Worknet Employment Resource Center: It was *M/S/C Smith/Crookham* to approve the recommendation from the Executive Committee of a three-year Affiliate Site Recertification for the Los Banos Worknet Employment Resource Center.

c. Authorization to Sign Documents Resolution Approval Request: (Pulled)

**7. Presentations:**

a. California Army National Guard: Sgt Robert Bender provided everyone a copy of the Enlistment Criteria for the CA Army National Guard, and gave an overview of the information. His counterpart, Sgt Jamie Mares, works in the Merced Worknet along with Ms. Anna Garcia who is a paid National Guard employee. He works out of the Los Banos Worknet office. Sgt Bender noted a big problem is getting applicants to pass the ASVAB test. The National Guard program is designed to help the applicants pass the ASVAB test. There was a question and answer period following the presentation.

b. State Integration Pilot Project: Ms. Andrea Baker provided a PowerPoint presentation on the State Integration Pilot Project because the WIB may decide to participate in this project at some future time. The State is piloting integrated service delivery in several places around the state. Project implementation may be different at each pilot site because their particular labor market and their WIB determine how it is implemented. The integration of service includes Wagner-Peyser, which are funds that fund Employment Development Departments' (EDD) Job Service and the One-Stops. Several states—New York, Oklahoma, N. Dakota and Louisiana—have already integrated this project.

EDD wants to find out if integrating these two organizations at the One-Stops would improve services, unite policies, get everyone working on the same performance measures, help the job-seeking customer in a more fluid way, and do all the programs and funding in the same office. The State EDD will soon send a letter to everyone asking if we would like to participate in this pilot project, or adopt another model from another state or workforce area.

It was suggested that the Department start gathering information on the other models used along with the model used in California so the WIB would be more prepared when the request comes from EDD. Also, get some statistics and information from our National/State Associations on the states who are using this program.

**8. Member Committee Reports:**

a. Youth Council: Staff noted the Youth Council would be having Common Measures training on Aug 20, 2008, 8:30 a.m.-4:30 p.m., at Merced County Office of Education Complex. The State is sending two people to facilitate this training. The Ad Hoc Youth Website Committee will have a presentation next month from Tulare County on the process they went through to get their website up and running.

Mr. Mike Smith commented on the "Two Million Minutes" video (a documentary on high school students from freshman to senior) the Youth Council viewed, and how it would be worthwhile for our educators to see. He noted the Youth Council is also trying to get a presentation from a researcher in Oakland who did a study on the San Jose school district who about five years ago put all their students on the college track.

b. P-16 Council: Committee does not meet during the summer months.

- c. BEAM Committee: Committee does not meet during the summer months.

**9. Information Agenda:**

- a. Fiscal Reports
- b. Labor Market Information
- c. Customer Service & Satisfaction Report

**10. Director's Comments:** Ms. Baker noted she is watching bill AB 2570 because it has to do with revamping Employment and Training Panel (ETP) money. This amendment would delete the limitation on the number of licensed nursing programs that could be funded by ETP in any one year in the State. She will consult with Mr. Joseph Lombardi of Mercy Hospital and Merced College to see if they can advocate for this legislative change. This fund would then be available for Merced County's nursing programs to apply for.

**11. Chair Comments:** The Chair noted he appreciated everyone's participation in the meeting. He is looking forward to receiving information from staff on the Integration Pilot Project. The Chair wished everyone a nice Labor Day, and he is looking forward to the meeting everyone on September 18<sup>th</sup>.

**12. Next Meeting –** Sept 18, 2008, Dept of Workforce Investment, 1880 W, Wardrobe Ave, Merced.

**13. Adjourn –** Meeting was adjourned 4:16 p.m.

**TO: Workforce Investment Board**

**DATE: 09/18/08**

**FROM: Executive Committee**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Domain Name for Workforce Investment Board (WIB) Website**

**PROPOSED MOTION(S): Ratify the Executive Committee's decision to choose mercedwib.com as the domain name for the WIB's website.**

**DISCUSSION: On August 8, 2008, the Executive Committee voted on choosing mercedwib.com from the domain names available (below). A domain name can reflect the type of business or organization that a website represents. If the domain name is part of the URL or web address, it is easier to remember and can be input to access the website. Due to changes in the County website design, the WIB was provided the opportunity to select a domain name for its website. The following domain names were available at the writing of this paper:**

- a. mcwib.org**
- b. mercedwib.org**
- c. mcwib.com**
- d. mercedwib.com**

**The Executive Committee unanimously selected mercedwib.com.**

**ATTACHMENT(S): N/A**

**TO: Workforce Investment Board**

**DATE: 09/18/08**

**FROM: Executive Committee**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Workforce Investment Board (WIB) Representation – Merced County  
Comprehensive Economic Development Strategy (CEDs) - “Strategy  
Committee”**

**PROPOSED MOTION(S): Concur with the Executive Committee’s recommendation to  
appoint former WIB Member/Chairperson Robert Harmon as a representative to serve on  
the CEDs Committee for the final review of the CEDs document.**

**DISCUSSION: The Merced County Economic Development Corporation (MCEDCO) is  
proceeding with a countywide CEDs to help position the cities and County of Merced to  
compete for federal funding through the US Department of Commerce, Economic  
Development Administration (EDA). MCEDCO is the Planning Organization for CEDs,  
and has identified its Executive Committee as the Strategy Committee.**

**MCEDCO has asked for participation and support from the WIB for this project. Mr.  
Robert Harmon was the past WIB Representative for this project and was asked to attend  
the final review meeting on Wednesday, August 20, 2008.**

**ATTACHMENT(S): N/A**

**TO: Workforce Investment Board**

**DATE: 09/18/08**

**FROM: Executive Committee**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Application to Department of Labor (DOL) for Technology-Based Learning Grant**

**PROPOSED MOTION(S): Ratify the Executive Committee's (9/8/08) approval of the submission for a Technology-Based Learning Grant to DOL in the amount of \$500,000 entitled "Merced Industrial Automation Technologies".**

**DISCUSSION: The U.S. Department of Labor (DOL) has announced the availability of competitive grant funds for Technology-Based Learning (TBL). The source of the grant funds is Federal and are derived from H-1B visas to employ foreign workers. DOL intends to fund \$10 million in grants ranging from \$100,000 – \$500,000 each. The Merced County Department of Workforce Investment in collaboration with Merced College and Local Manufacturers, has submitted the grant proposal.**

**The grant funding will be used to coordinate technology based training to employees of existing manufacturers in the local area. This incumbent worker project will provide Programmable Logic Controller (PLC) training to 82 individuals. PLCs are the "brains" that control every aspect of manufacturing lines, by moving, shifting, turning, sliding products/output. Individual assessments will be provided by the local One-Stop and will be tied to the Manufacturers Skills Standards Certificate (MSSC). A large number of manufacturers have expressed interest in this grant opportunity and if awarded, will release their employees (with pay) to take part in this incumbent worker training.**

**Due to limited time frames, the application has been coordinated through the Merced County CEO's office and submitted.**

**ATTACHMENT(S): Application available at meeting.**

**TO: Workforce Investment Board**

**DATE: 9/18/08**

**FROM: Youth Council**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Application for Membership – Mr. Samuel Rangel**

**PROPOSED MOTION(S): Concur with the Youth Council’s nomination for membership of Mr. Sam Rangel, Executive Director of New Hope Merced, and forward recommendation to the Board of Supervisors for approval.**

**DISCUSSION: Mr. Rangel applied for membership on the Youth Council. During its July 9, 2008 meeting, the Youth Council approved Mr. Samuel Rangel’s request for membership on the Youth Council. Mr. Rangel has served as Founder of Distinguished Outreach Services, Volunteer Counselor for Sandy Mush Correctional Facility, Volunteer Gang Awareness Educator and event speaker on community forums.**

**ATTACHMENT(S):**

**Application will be available at the meeting.**

**TO: Workforce Investment Board**

**DATE: 09/18/08**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Merced College Westside Plato Lab Amendment 1 to Contract No. 2008086**

**PROPOSED MOTION(S): Approve the amendment to Merced College Westside PLATO Lab contract due to the modification of Employment Services Contract No. 2004141 (CalWORKs) and direct staff to forward recommendation to the Board of Supervisors.**

**DISCUSSION: Due to a modification in the Employment Services Contract (No. 2004141) with the Human Services Agency (HSA), fifty percent of instructor salary and benefits for PLATO Lab instruction will no longer be paid by the HSA Employment Services contract.**

**In order to continue providing Plato Lab instruction at the Westside One-Stop Center, a modification to the current Westside PLATO Lab contract between the Department of Workforce Investment and Merced College (No. 2008086) is needed. The services being provided to the public in the Westside area of the County (GED preparation and testing) have been proven to be exceptionally valuable. If approved, the fifty percent (instructor salary and benefits) needed to continue regular operation of PLATO Lab instruction in the Westside One-Stop will now be covered with Workforce Investment funds (Adult and Dislocated Worker).**

**ATTACHMENT(S): N/A**

**TO: Workforce Investment Board**

**DATE: 09/18/08**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Workforce Investment Board (WIB) Retreat Update**

**PROPOSED MOTION(S): None. For Discussion Only.**

**DISCUSSION: It has been over 24 months since the WIB had its last retreat. The Workforce Investment Board will host a retreat facilitated by Ms. Virginia Hamilton, on:**

**Date: November 13, 2008**

**Time: 12:00 p.m. – 5:00 p.m.**

**Location: 1880 W. Wardrobe Avenue  
Merced, CA 95341**

**The date is the same date as the scheduled WIB meeting for the month of November. The topics will be determined by an e-mail poll of WIB member's preferences.**

**ATTACHMENT(S): N/A**

Save The Date!

**September 18, 2008**  
**Workforce Investment Board**



**WORKFORCE**  
**INVESTMENT BOARD**  
MERCED COUNTY

**"2 Million Minutes"**

Running time: 56 minutes

**Location**

**Merced County**

**Department of Workforce Investment**

**Large Conference Room**

**1880 W. Wardrobe Avenue**

**Merced, CA 95341**

**Time**

***Immediately following the WIB meeting***

**Date**

**Thursday, September 18, 2008**

**SAVE THE DATE**

**TO: Workforce Investment Board**

**DATE: 09/18/08**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: WIA Fiscal Report**

**PROPOSED MOTION(S): For Information Only**

**DISCUSSION:** Attached is the Fiscal Report for Fiscal Year 2008/09 covering July 1, 2008 through July 31, 2008. This report shows all WIA funds available for Fiscal Year 2008/09, accrued expenditures through July 31, 2008, and obligations as of July 31, 2008. Target for expenditures is approximately 8.33% and as of July 31<sup>st</sup> we were at 7.8% of Formula Funds (Adult, Dislocated Worker and Youth). This is within expectations as some costs come up later in the fiscal year. Other grants are at different percentages due to different grant timelines.

**Staff will be present at your meeting to answer questions.**

**ATTACHMENT(S): FY 2008/09 WIA Fiscal Report**

**MERCED COUNTY DEPARTMENT OF WORKFORCE INVESTMENT  
FISCAL REPORT FOR FINANCE COMMITTEE**

**For Fiscal Year 2008/2009  
July 1, 2008 - June 30, 2009  
Through 07/31/08**

**Target 8.33%**

AVAILABLE FUNDS			BUDGET				ACTUAL			OBLIGATIONS			COMMITTED - AVAILABLE			
	Carryover Funds From 07/08	Appropriation FY 08/09	Planned for New Funds Per Estimated Plan Mod 7/1/08 to 6/30/09	Budget for Available Funds	Budget Adjustments	Revised Budget	Accrued Expense	Available	Percent Expended to Date	Total Obligated Funds	Available after Obligations	Percent Spent + Obligated	Total Committed Funds	Available after Committed	Pct Spent + Obligated + Committed	
							FY to Date									
<b>ADULT</b>			Core A	\$ 351,716	\$ 418,161	\$ -	\$ 418,161	\$ 24,977	\$ 393,184	5.97%	\$ 22,083	\$ 371,100	11.25%	\$ 371,100	\$ -	100.00%
08/09 Allocation		\$ 1,648,103	Core B	\$ 485,623	\$ 577,365	\$ -	\$ 577,365	\$ 58,602	\$ 518,762	10.15%	\$ 50,827	\$ 467,935	18.95%	\$ 467,935	\$ -	100.00%
			Intensive	\$ 131,173	\$ 155,954	\$ -	\$ 155,954	\$ 8,334	\$ 147,619	5.34%	\$ 6,684	\$ 140,935	9.63%	\$ 140,935	\$ -	100.00%
PY Cash Balances 6/30/08	\$ 303,620		Training	\$ 514,781	\$ 612,031	\$ -	\$ 612,031	\$ 44,125	\$ 567,906	7.21%	\$ 114,697	\$ 453,209	25.95%	\$ 453,209	\$ -	100.00%
	\$ 303,620	\$ 1,648,103	<b>Total</b>	\$ 1,483,293	\$ 1,763,510	\$ -	\$ 1,763,510	\$ 136,039	\$ 1,627,471	7.71%	\$ 194,292	\$ 1,433,180	18.73%	\$ 1,433,179	\$ -	100.00%
<b>DISPLACED WORKER</b>			Core A	\$ 441,622	\$ 506,955	\$ -	\$ 506,955	\$ 24,377	\$ 482,578	4.81%	\$ 21,553	\$ 461,025	9.06%	\$ 461,025	\$ -	100.00%
08/09 Allocation		\$ 1,380,143	Core B	\$ 399,429	\$ 458,520	\$ -	\$ 458,520	\$ 57,532	\$ 400,988	12.55%	\$ 48,896	\$ 352,091	23.21%	\$ 352,091	\$ -	100.00%
			Intensive	\$ 120,619	\$ 138,463	\$ -	\$ 138,463	\$ 6,502	\$ 131,961	4.70%	\$ 5,240	\$ 126,722	8.48%	\$ 126,722	\$ -	100.00%
PY Cash Balances 6/30/08	\$ 208,106		Training	\$ 280,459	\$ 321,950	\$ -	\$ 321,950	\$ 17,599	\$ 304,350	5.47%	\$ 55,954	\$ 248,397	22.85%	\$ 248,397	\$ -	100.00%
	\$ 208,106	\$ 1,380,143	<b>Total</b>	\$ 1,242,129	\$ 1,425,888	\$ -	\$ 1,425,888	\$ 106,010	\$ 1,319,878	7.43%	\$ 131,643	\$ 1,188,235	16.67%	\$ 1,188,235	\$ -	100.00%
<b>YOUTH</b>			In School	\$ 950,573	\$ 1,434,320	\$ -	\$ 1,434,320	\$ 89,672	\$ 1,344,648	6.25%	\$ 941,690	\$ 402,958	71.91%	\$ 402,958	\$ -	100.00%
08/09 Allocation		\$ 1,760,318	Out of School	\$ 633,714	\$ 956,213	\$ -	\$ 956,213	\$ 103,594	\$ 852,619	10.83%	\$ 480,383	\$ 372,236	61.07%	\$ 372,236	\$ -	100.00%
PY Cash Balances 6/30/08	\$ 911,140		<b>Total</b>	\$ 1,584,287	\$ 2,390,533	\$ -	\$ 2,390,533	\$ 193,266	\$ 2,197,267	8.08%	\$ 1,422,073	\$ 775,194	67.57%	\$ 775,194	\$ -	100.00%
	\$ 911,140	\$ 1,760,318														
<b>ADMINISTRATIVE</b>			Total Admin	\$ 478,855	\$ 631,499	\$ -	\$ 631,499	\$ 49,216	\$ 582,283	7.79%	\$ 34,569	\$ 547,713	13.27%	\$ 246,210	\$ 301,503	52.26%
<b>All Formula Grants</b>	\$ 1,422,866	\$ 4,788,564	<b>Total</b>	\$ 4,788,564	\$ 6,211,430	\$ -	\$ 6,211,430	\$ 484,531	\$ 5,726,899	7.80%	\$ 1,782,576	\$ 3,944,322	36.50%	\$ 3,642,818	\$ 301,503	95.15%
<b>RAPID RESPONSE/15%/25%</b>			Rapid Resp.	\$ 156,472	\$ 158,525	\$ -	\$ 158,525	\$ 18,798	\$ 139,727	11.86%	\$ 15,000	\$ 124,728	21.32%	\$ 124,728	\$ -	100.00%
Formula Rapid Response (541)**	\$ 2,053	\$ 156,472	CalGRIP	\$ -	\$ 390,227	\$ -	\$ 390,227	\$ 42,937	\$ 347,289	11.00%	\$ 320,269	\$ 27,020	93.08%	\$ 27,020	\$ -	100.00%
CalGRIP*	\$ 390,227		<b>Total</b>	\$ 156,472	\$ 548,752	\$ -	\$ 548,752	\$ 61,735	\$ 487,017	11.25%	\$ 335,269	\$ 151,748	72.35%	\$ 151,748	\$ -	100.00%
	\$ 392,280	\$ 156,472														
<b>INCENTIVE AWARDS</b>			Incentive	\$ -	\$ 12,646	\$ -	\$ 12,646	\$ -	\$ 12,646	0.00%	\$ -	\$ 12,646	0.00%	\$ -	\$ 12,646	0.00%
08/09 Award (Amount TBD)	\$ 12,646		<b>Total</b>	\$ -	\$ 12,646	\$ -	\$ 12,646	\$ -	\$ 12,646	0.00%	\$ -	\$ 12,646	0.00%	\$ -	\$ 12,646	0.00%
PY Cash Balances 6/30/08	\$ 12,646															
	\$ 12,646															
<b>OTHER (DoL, Contract, etc.)</b>			LVN Project	\$ -	\$ 1,325,286	\$ -	\$ 1,325,286	\$ 197,538	\$ 1,127,748	14.91%	\$ 821,476	\$ 306,272	76.89%	\$ 306,272	\$ -	100.00%
Federal LVN Grant*	\$ 1,325,286		San Joaquin	\$ -	\$ 52,068	\$ -	\$ 52,068	\$ 18,956	\$ 33,112	36.41%	\$ 19,282	\$ 13,829	73.44%	\$ 6,037	\$ 7,792	85.03%
San Joaquin Manufacturing Contract*	\$ 52,068		SA Biotech	\$ 29,272	\$ 29,272	\$ -	\$ 29,272	\$ 2,070	\$ 27,202	7.07%	\$ 836	\$ 26,366	9.93%	\$ 3,496	\$ 22,870	21.87%
Stan Alliance Biotech Contract		\$ 29,272	WorkKeys	\$ -	\$ 42,634	\$ -	\$ 42,634	\$ 2,482	\$ 40,152	5.82%	\$ 1,701	\$ 38,451	9.81%	\$ 3,504	\$ 34,947	18.03%
CCWC (WorkKeys) Contract*	\$ 42,634		MCCAdvnc	\$ 20,000	\$ 20,000	\$ -	\$ 20,000	\$ 3,499	\$ 16,501	17.49%	\$ 2,677	\$ 13,825	30.88%	\$ 13,825	\$ -	100.00%
MC Career Advancement Academy		\$ 20,000	<b>Total</b>	\$ 49,272	\$ 1,469,260	\$ -	\$ 1,469,260	\$ 224,544	\$ 1,244,715	15.28%	\$ 845,973	\$ 398,743	72.86%	\$ 333,134	\$ 65,609	95.53%
	\$ 1,419,988	\$ 49,272														

\* Amounts represent cash balances remaining from entire multi-year award amounts, which are immediately available. \*\*Rapid Response "carry in" is realized accruals claimed as cash for prior year closeout.

**BUDGET:** Includes all funds available for fiscal year based on Plan being prepared for EDD, revised in accordance with latest appropriations information received from Chief, Workforce Services Division, as required. Formula Administrative Funds lose their identity upon appropriation. **In-School Youth 46.40%**  
**Out-of-School Youth 53.60%**

**OBLIGATIONS:** Includes funds obligated in contracts and ITA's. Does NOT include funds committed for operations.

**COMMITTED:** Includes projected staff personnel and overhead costs

**AVAILABLE:** Balance after expenditures and obligations



# The Quick Look

## A Merced County Labor Market Review - July 2008

Welcome to the Merced County labor market review. The Quick Look has been developed by the Department of Workforce Investment staff for the Merced County Local Workforce Investment Board. The data and information is provided by the California Employment Development Department. Questions can be referred to the Department of Workforce Investment, 1880 West Wardrobe Avenue, Merced, CA 95340. Telephone (209) 724-2145. Email: [pitd131@co.merced.ca.us](mailto:pitd131@co.merced.ca.us) or to EDD's Labor Market Information Division at (916) 262-2162.

Merced County Data not adjusted for Seasonality	Labor Force and Industrial Employment						
	March 2006 Benchmark					Percent Change	
	Jul 07	May 08	Jun 08	Jul 08	Month	Year	
Civilian Labor Force	101,900	106,200	107,800	106,300	-1.4%	4.3%	
Civilian Employment	91,800	93,900	95,100	93,500	-1.7%	1.9%	
Civilian Unemployment	10,100	12,300	12,700	12,800	0.8%	26.7%	
Civilian Unemployment Rate	9.9%	11.6%	11.8%	12.1%			
(CA Unemployment Rate)	5.7%	6.5%	7.0%	7.6%			
(U.S. Unemployment Rate)	4.9%	5.2%	5.7%	6.0%			
Total, All Industries	70,500	72,700	74,100	72,300	-2.4%	2.6%	
Total Farm	12,400	12,500	13,500	13,500	0.0%	8.9%	
Total Nonfarm	58,100	60,200	60,600	58,800	-3.0%	1.2%	
Total Private	44,500	43,900	44,200	44,800	1.4%	0.7%	
Goods Producing	13,200	12,500	12,700	13,300	4.7%	0.8%	
Natural Resources and Mining and Constuction	3,400	3,000	3,000	3,100	3.3%	-8.8%	
Construction	3,400	3,000	3,000	3,100	3.3%	-8.8%	
Manufacturing	9,800	9,500	9,700	10,200	5.2%	4.1%	
Durable Goods	1,800	2,000	2,000	2,000	0.0%	11.1%	
Nondurable Goods	8,000	7,500	7,700	8,200	6.5%	2.5%	
Service Providing	44,900	47,700	47,900	45,500	-5.0%	1.3%	
Private Service Producing	31,300	31,400	31,500	31,500	0.0%	0.6%	
Trade, Transportation and Utilities	11,800	11,800	11,900	12,000	0.8%	1.7%	
Wholesale Trade	1,800	1,800	1,900	2,000	5.3%	11.1%	
Retail Trade	7,700	7,900	7,900	7,900	0.0%	2.6%	
Food and Beverage Stores	1,700	1,700	1,700	1,700	0.0%	0.0%	
General Merchandise Stores	1,700	1,800	1,800	1,800	0.0%	5.9%	
Residual - Miscellaneous Store Retailers	4,300	4,400	4,400	4,400	0.0%	2.3%	
Transportation, Warehousing and Utilities	2,300	2,100	2,100	2,100	0.0%	-8.7%	
Information	1,300	1,300	1,300	1,300	0.0%	0.0%	
Financial Activities	1,900	1,900	1,900	1,900	0.0%	0.0%	
Finance and Insurance	1,200	1,200	1,200	1,200	0.0%	0.0%	
Real Estate and Rental and Leasing	700	700	700	700	0.0%	0.0%	
Professional and Business Services	4,200	4,300	4,300	4,300	0.0%	2.4%	
Educational and Health Services	5,600	5,500	5,500	5,500	0.0%	-1.8%	
Leisure and Hospitality	5,000	5,100	5,100	5,000	-2.0%	0.0%	
Food Services and Drinking Places	4,200	4,300	4,300	4,200	-2.3%	0.0%	
Residual - Arts, Entertainment, and Recreation	800	800	800	800	0.0%	0.0%	
Other Services	1,500	1,500	1,500	1,500	0.0%	0.0%	
Government	13,600	16,300	16,400	14,000	-14.6%	2.9%	
Federal Government	800	800	800	800	0.0%	0.0%	
State Government	1,700	1,800	1,800	1,800	0.0%	5.9%	
Local Government	11,100	13,700	13,800	11,400	-17.4%	2.7%	

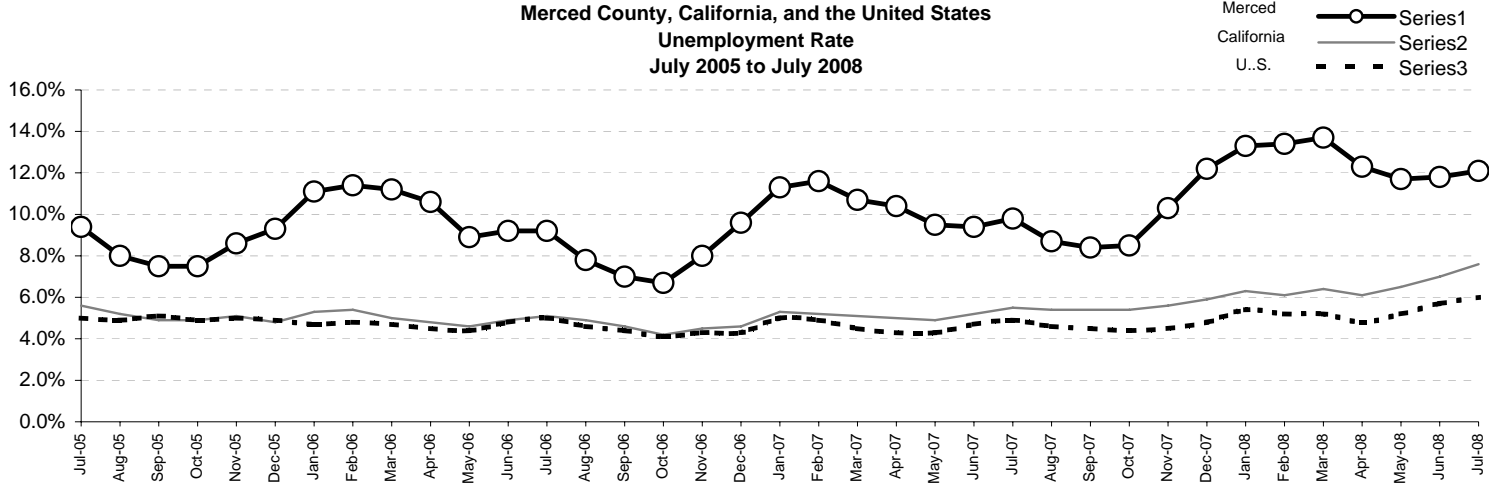
The County continues with one of the highest unemployment rates in the State, ranking 55th out of 58 counties in the month of July. The preliminary result is an increase of 0.3 percentage points in the unemployment rate from the May rate. For year ago data, this preliminary figure is an increase of 2.2 percentage points in the unemployment rate.

Overall, the County's Civilian Labor Force decreased by 1,500 persons over last month's figure and an increase of 4,400 persons over year ago figure. Industrial employment decreased by 1,800 jobs in June over May's figure and an increase of 1,800 jobs over year ago's figures.

## The Quick Look

Jun 2008

Merced County, California, and the United States  
Unemployment Rate  
July 2005 to July 2008

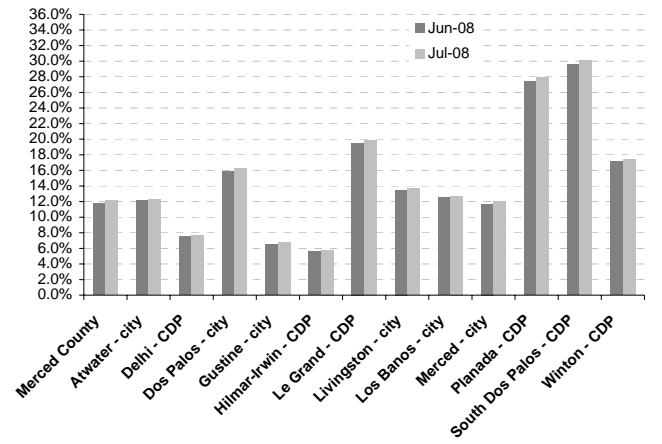


### Sub County average unemployment rates for the county, cities, and municipalities.

Area Name	Labor Force	Employment	Unemployment	
			Number	Rate
Merced County	106,300	93,500	12,800	12.1%
Atwater city	12,400	10,900	1,500	12.3%
Delhi CDP	4,100	3,800	300	7.7%
Dos Palos city	2,000	1,700	300	16.2%
Gustine city	2,600	2,400	200	6.7%
Hilmar Irwin CDP	2,900	2,700	200	5.8%
Le Grand CDP	700	600	100	19.9%
Livingston city	5,200	4,500	700	13.7%
Los Banos city	13,300	11,600	1,700	12.7%
Merced city	31,500	27,700	3,800	12.0%
Planada CDP	1,800	1,300	500	27.9%
South Dos Palos CDP	400	300	100	30.1%
Winton CDP	4,000	3,300	700	17.4%

CDP - Census Designated Place

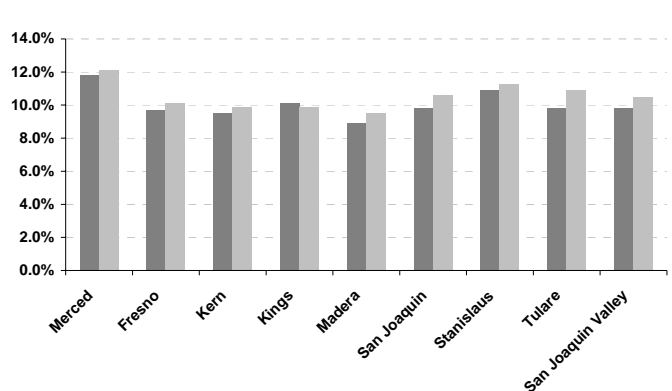
Merced County - Community Unemployment



### Counties in the San Joaquin Valley Quick Look

County	Rank	Labor Force	Employ	Unemployed	Rate
Merced	55	106,300	93,500	12,800	12.1%
Fresno	46	445,400	400,400	45,000	10.1%
Kern	43	368,700	332,100	36,600	9.9%
Kings	43	61,700	55,600	6,100	9.9%
Madera	41	66,700	60,400	6,300	9.5%
San Joaquin	49	302,500	270,500	32,000	10.6%
Stanislaus	53	239,600	212,400	27,200	11.3%
Tulare	51	200,300	178,400	21,900	10.9%
San Joaquin Valley		1,791,200	1,603,300	187,900	10.5%

Counties in the San Joaquin Valley  
Unemployment Rates



**MONTHLY CIVILIAN LABOR FORCE DATA FOR COUNTIES**  
**July 2008, and June 2008 and July 2007 (Revised); Not Seasonally Adjusted**  
**2007 Benchmark**

AREA / COUNTY	RANK	LABOR FORCE	EMPLOYMENT	UNEMPLOYMENT	RATE (%)	Jun 2008 Month-Ago	Jul 2007 Year-Ago
<b>CALIFORNIA</b>	<b>--</b>	<b>18,555,800</b>	<b>17,146,800</b>	<b>1,409,000</b>	<b>7.6%</b>	<b>7.0%</b>	<b>5.7%</b>
ALAMEDA	14	765,100	713,800	51,300	6.7%	6.2%	5.2%
ALPINE	55	490	430	60	12.1%	12.6%	10.6%
AMADOR	28	18,970	17,490	1,480	7.8%	7.4%	5.9%
BUTTE	36	107,100	97,600	9,500	8.9%	8.2%	7.2%
CALAVERAS	32	21,710	19,850	1,860	8.6%	8.0%	6.7%
COLUSA	48	11,250	10,070	1,180	10.5%	11.0%	8.4%
CONTRA COSTA	14	532,900	497,300	35,600	6.7%	6.3%	5.1%
DEL NORTE	37	11,600	10,540	1,060	9.1%	8.5%	7.8%
EL DORADO	17	96,000	89,500	6,500	6.8%	6.6%	5.2%
FRESNO	46	445,400	400,400	45,000	10.1%	9.7%	8.3%
GLENN	50	13,050	11,640	1,410	10.8%	9.8%	9.7%
HUMBOLDT	23	60,800	56,300	4,500	7.3%	6.8%	5.9%
IMPERIAL	58	72,700	55,800	16,900	23.3%	22.5%	20.7%
INYO	21	9,320	8,670	650	7.0%	6.4%	5.2%
KERN	43	368,700	332,100	36,600	9.9%	9.5%	8.1%
KINGS	43	61,700	55,600	6,100	9.9%	10.1%	8.1%
LAKE	47	26,370	23,680	2,690	10.2%	9.5%	8.3%
LASSEN	35	13,360	12,180	1,180	8.8%	8.4%	7.5%
LOS ANGELES	30	4,995,200	4,592,900	402,300	8.1%	7.1%	5.6%
MADERA	41	66,700	60,400	6,300	9.5%	8.9%	7.5%
MARIN	1	140,300	133,300	7,000	5.0%	4.6%	3.9%
MARIPOSA	12	10,450	9,770	680	6.5%	6.5%	5.1%
MENDOCINO	13	44,970	41,990	2,980	6.6%	6.4%	5.4%
MERCED	55	106,300	93,500	12,800	12.1%	11.8%	9.9%
MODOC	34	4,020	3,670	350	8.7%	8.5%	7.4%
MONO	23	7,650	7,090	560	7.3%	7.9%	5.5%
MONTEREY	17	221,400	206,400	15,000	6.8%	6.6%	5.5%
NAPA	3	76,500	72,600	3,900	5.2%	4.9%	4.0%
NEVADA	20	51,780	48,220	3,560	6.9%	6.7%	5.0%
ORANGE	5	1,647,400	1,553,900	93,500	5.7%	5.3%	4.3%
PLACER	17	177,900	165,800	12,100	6.8%	6.4%	5.1%
PLUMAS	27	11,590	10,700	890	7.6%	7.5%	6.8%
RIVERSIDE	40	926,500	840,100	86,400	9.3%	8.4%	6.8%
SACRAMENTO	26	705,100	652,500	52,600	7.5%	7.0%	5.8%
SAN BENITO	32	25,700	23,500	2,200	8.6%	8.9%	6.1%
SAN BERNARDINO	31	897,700	821,800	75,900	8.5%	7.9%	6.2%
SAN DIEGO	9	1,577,300	1,476,300	101,000	6.4%	6.0%	4.9%
SAN FRANCISCO	6	447,100	421,400	25,700	5.8%	5.4%	4.7%
SAN JOAQUIN	49	302,500	270,500	32,000	10.6%	9.8%	8.4%
SAN LUIS OBISPO	8	139,100	130,500	8,600	6.2%	5.7%	4.7%
SAN MATEO	2	390,900	371,000	19,900	5.1%	4.7%	4.1%
SANTA BARBARA	4	222,700	210,500	12,200	5.5%	5.1%	4.4%
SANTA CLARA	9	878,400	822,300	56,100	6.4%	6.0%	5.1%
SANTA CRUZ	9	155,000	145,100	9,900	6.4%	6.1%	5.2%
SHASTA	43	86,200	77,700	8,500	9.9%	9.2%	7.5%
SIERRA	39	1,690	1,530	160	9.2%	8.6%	6.7%
SISKIYOU	37	20,070	18,250	1,820	9.1%	8.6%	7.7%
SOLANO	23	215,100	199,400	15,700	7.3%	6.9%	5.7%
SONOMA	7	267,900	251,700	16,200	6.1%	5.6%	4.7%
STANISLAUS	53	239,600	212,400	27,200	11.3%	10.9%	8.8%
SUTTER	54	42,600	37,600	5,000	11.8%	11.9%	8.8%
TEHAMA	42	25,740	23,270	2,470	9.6%	8.8%	7.7%
TRINITY	52	5,400	4,800	600	11.1%	10.8%	9.0%
TULARE	51	200,300	178,400	21,900	10.9%	9.8%	8.9%
TUOLUMNE	28	26,950	24,840	2,110	7.8%	7.3%	6.2%
VENTURA	14	431,900	402,900	29,000	6.7%	6.1%	5.3%
YOLO	22	97,900	90,900	7,000	7.1%	6.9%	5.6%
YUBA	57	28,100	24,700	3,400	12.2%	11.6%	9.5%

**NOTE:** Unemployment rates are calculated from unrounded labor force and unemployment level data.

**NOTE:** The 'RANK' assigned to each county is a whole number based on the ascending order of unemployment rates for the current month (e.g., the county with the lowest unemployment rate is assigned a 'RANK' of 1; conversely, the county with the highest rate is assigned a 'RANK' of 58).

SOURCE: EDD, Labor Market Information Division, Current Economic Statistics Group.

**TO: Workforce Investment Board**

**DATE: 09/18/08**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Connectory.com® Training on October 1, 2008**

**PROPOSED MOTION(S): Information Only**

**DISCUSSION: The Connectory.com® website contains detailed profiles of California Industrial and Technology companies across all industries at every level of the supply chain. The goal is to link California businesses to each other and to provide information about the industrial/technology base of the nation's largest economy.**

**On October 1, 2008 from 10:00 a.m. to 12:00 p.m., the Department of Workforce Investment 1880 W. Wardrobe Avenue, Merced, CA, will host a training to learn how to use the Connectory.com® website.**

**The Connectory.Com® website is a statewide, Web-Based Buyer-Supplier Network that provides:**

- **A unique way to connect with companies by understanding their capabilities**
- **Powerful means for government, large company, and institutional buyers to identify sources of products, services, technologies, capabilities, and capacities**
- **Detailed capabilities and capacities for companies at every level of the supply chain**
- **Focus on manufacturing/technology companies and their supplier chain including wholesalers/logistics, technical services, construction, agribusiness, and mining**
- **Showcase for tens of thousands of California companies at NO COST to them**
- **Geocoding and interactive mapping feature for locating assets/resources**
- **Internet speed/powerful search engine combined with in-depth company database**
- **Commitment to usability, coverage, quality, and continual updating distinguishes it from any other available database**
- **IT platform on which Communities of Interest (COI) can segment the Connectory.Com® database within Portals, specified by geography, industry, or other COI criteria**

**ATTACHMENT(S): N/A**

**TO: Workforce Investment Board**

**DATE: 9/18/08**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Fostering Employment Opportunities and the Youth Opportunity Program (YOP)**

**PROPOSED MOTION(S): None. For information only.**

**DISCUSSION: On August 1, 2008, the Merced Sun Star ran a story about House Resolution 1332, the Fostering Employment Opportunities Act. The same story made connections to the Youth Opportunity Program (WIA Youth Program). The letter to Congressman Cardoza is to inform him that Federal Workforce Investment Act funding is responsible for the Youth Opportunity Program in Merced County.**

**Additionally, the letter displays WIB support for programs that provide employment guidance to youth and young adults.**

**ATTACHMENT(S):**

**Application will be available at the meeting.**



**WORKFORCE  
INVESTMENT BOARD**  
MERCED COUNTY

Albert Montejano, Chair  
Alfonse Peterson, 1<sup>st</sup> Vice Chair  
Steve Newvine, 2<sup>nd</sup> Vice Chair  
1880 West Wardrobe Ave. Merced, CA 95341  
Phone (209) 724-2008 FAX (209) 725-3592  
[www.co.merced.ca.us/wi/wib/wib.html](http://www.co.merced.ca.us/wi/wib/wib.html)

August 4, 2008

The Honorable Dennis Cardoza  
U.S. House of Representatives  
435 Cannon House Office Building  
Washington, DC 20515

Dear Congressman Cardoza:

The Workforce Investment Board of Merced County applauds your leadership and support in providing foster youth the guidance needed to land a first job or internship in a field they see themselves working as adults. The front page story printed in the Merced Sun Star (8/1/08) makes connections between the goals of House Resolution 1332, the Fostering Employment Opportunities Act and the Youth Opportunity Program (YOP) currently in effect in Merced County.

The Merced County Workforce Investment Board (WIB) would like to point out that it is federal Workforce Investment Act dollars that is the primary funding mechanism which helps provide YOP program participants the tools necessary to prepare themselves for the employment world.

The Merced County WIB joins you in recognizing the need to better prepare our nation's youth with employability skills that will assist them as they enter the workforce. We look forward to working with you as Congress takes action on your proposed legislation.

Sincerely,

Albert Montejano  
Chairman

**TO: Workforce Investment Board**

**DATE: 09/18/08**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Career Advancement Academy Grant**

**PROPOSED MOTION(S): For Information Only**

**DISCUSSION: The California Community Colleges Chancellor's Office awarded State Center Community College District (SCCD) the Central Valley Career Advancement Academy Grant. The SCCD has developed a Career Advancement Academy encompassing six community colleges in the San Joaquin Valley. The goal of the Academy is to enroll youth and young adults currently not being served by community colleges into contextualized basic skills and/or vocational training programs. In this second year of operation, the Department of Workforce Investment (WI) will continue providing marketing, outreach, and assessment services to promote the Career Advancement Academy in Merced County.**

**This regional collaboration requires the Merced County Dept of WI to enter into a Memorandum of Agreement (MOA) with Merced College. The Career Services Academy Grant will run from July 1, 2008 through June 30, 2009, and will provide \$20,000 revenue to Dept of WI for marketing, outreach and assessment services. The focus of the grant in Merced County will be students in both Computer & Business and Medical Assistant training.**

**ATTACHMENT(S): N/A**



# Worknet Customer Service & Satisfaction Report For All Locations July 2008

Merced County Department of Workforce Investment

## Daily Sign-ins

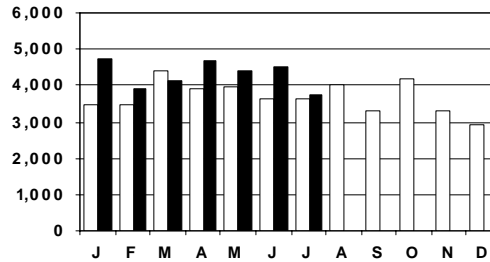
Daily sign-ins for July totaled 3,766, down 762 from the previous month and up 158 from July 2007. Daily sign-ins for the month of July are below the 6 year average.

July's 6 year average: 3,851

2007 annual average: 3,685

**Daily Sign-ins  
2007 & 2008**

□ Daily Sign-ins(2007)  
■ Daily Sign-ins(2008)



## Return Visits

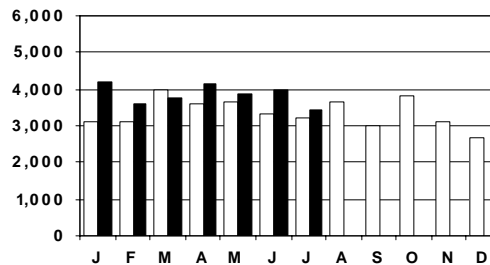
Return visits for July totaled 3,433, down 540 from the previous month and up 219 from July 2007. Return visits for the Month of July are below the 6 year average.

July's 6 year average: 3,543

2007 annual average: 3,353

**Returning Visitors  
2007 & 2008**

□ Returning Visitors(2007)  
■ Returning Visitors(2008)



## First Visits

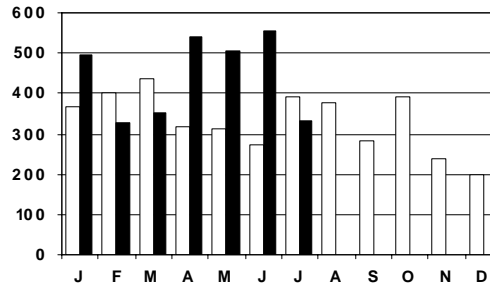
First Visits for July totaled 333, down 222 from the previous month and down 61 from July 2007. First Visits for the month of July are above the 6 year average.

July's 6 year average: 308

2007 annual average: 332

**First Visits  
2007 & 2008**

□ First Visits(2007)  
■ First Visits(2008)



## Contents

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<i>How our customers used our services</i>	3
<i>Summary Data - All Locations</i>	4
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<i>Concerns</i>	6
<i>Suggestions</i>	6

## Customer Flow for June 2008

### Both Locations

- On average, Mondays were the busiest days of the week, averaging 220 customers per day. (Weekly Average: 856 customers)

### Merced

- Mondays were the busiest day of the week, with an average of 125 customers per day. (Weekly Average: 496 customers).

### Los Banos

- Mondays were the busiest day of the week, with an average of 95 customers per day (Weekly Average: 360 customers).

## Note:

- As of March, 2008, we are tracking new metrics: Total Visitors, Staff Appointment, EDD/Unemployment visits, Special Classes and Certificate Tests.



**Worknet  
Customer Service & Satisfaction Report  
For All Locations  
July 2008**

Merced County Department of Workforce Investment

**Page 2**

**Marketing advertisements for  
July 2008**  
*\* The Bus  
Worknet signs inside buses*

**How did you hear about us?**

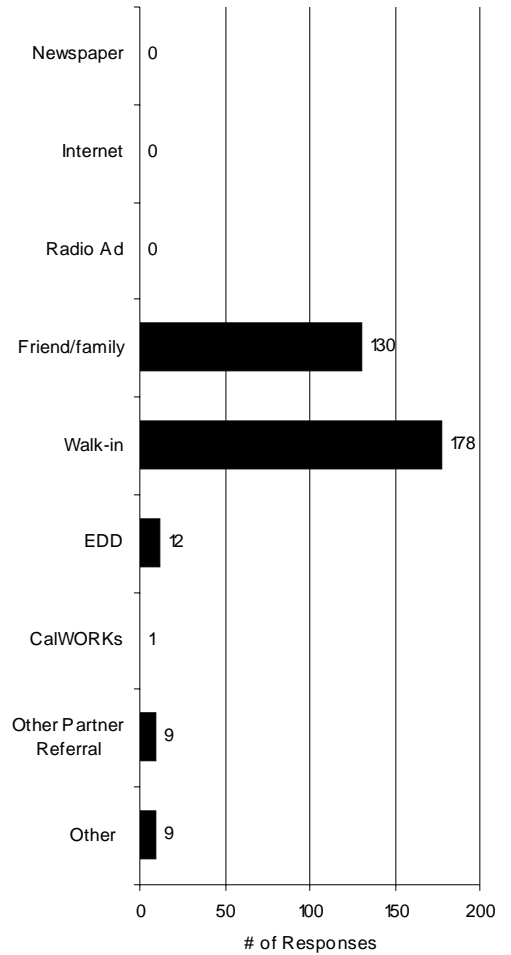
*Responses from first-time visitors*

In July, our first time visitors responded most often that they were walk-ins to the Worknet offices, with 178 customers providing this response.

An additional 130 visitors responded that they heard about us from friends or family.

**How Did You Hear About Us?**

■ Jul-08



*In July, 98.98 percent of our customers responding would refer our services to others*

**Would you refer our services to others?**

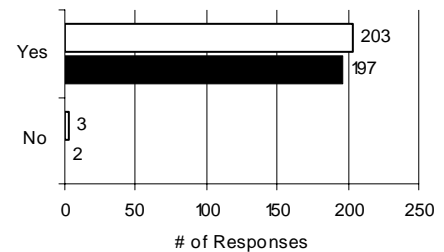
Of those responding to this question, 98.98 percent of our customers would refer our services to others.

PY 06/07 annual average: 98.36%

PY 07/08 annual average: 98.83%

**Would you refer our services to others?**

□ Jul-07  
■ Jul-08

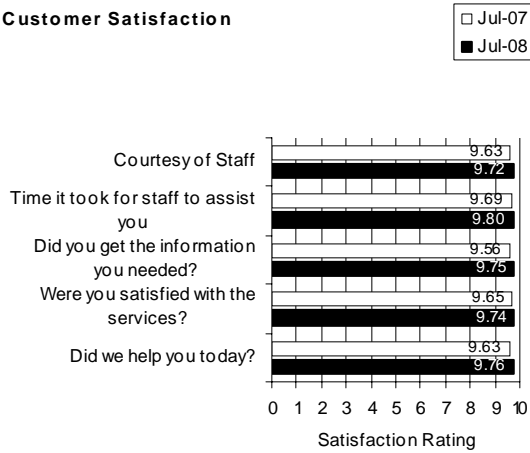




**Worknet  
Customer Service & Satisfaction Report  
For All Locations  
July 2008**

Merced County Department of Workforce Investment

**Customer Satisfaction**



**Customer Satisfaction Ratings**

We received 201 surveys with responses to customer satisfaction questions in the month of July.

Consistently we see overall ratings for all questions in this category to be greater than 9.72 out of 10.

Two questionnaires contained a response of 5 or less.

*“Consistently we see overall ratings for all questions in this category to be greater than 9.72 out of 10.”*

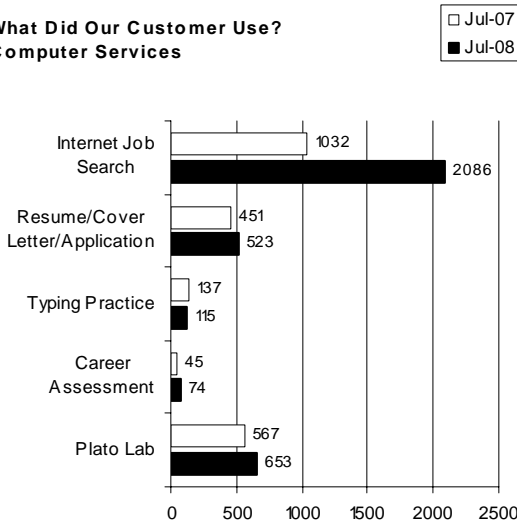
**Return Rate For Customer Satisfaction Survey**

*Both Locations: 5.34%*

*Merced: 5.40%*

*Los Banos: 5.25%*

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



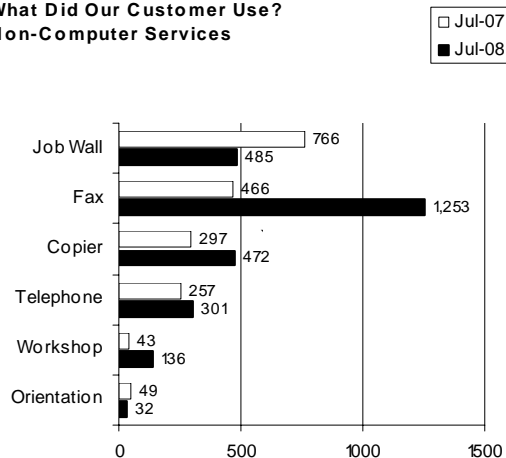
**How our customers use our services**

Computer related services are always the ones most used by our customers, with customers using one or more such services 3,451 times in July.

Internet Job Search and the PLATO Lab were our most accessed computer services.

*1,253 customers used our Fax service at Worknet in the month of July.*

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



Fax and Job Wall were the most used non-computer related services. Copier and Telephone were the next most used services under this category.



Worknet  
Customer Service & Satisfaction Report  
For All Locations  
July 2008

Merced County Department of Workforce Investment

**Customer Service/Satisfaction Summary Data - Both Locations**

	<b>Jul-07</b>	<b>May-08</b>	<b>Jun-08</b>	<b>Jul-08</b>
Return Visits	3,139	4,161	3,878	3,433
First Visits	392	540	505	333
Total Visits	3,531	4,701	4,383	3,766
Total Visitors		2,133	2,066	1,716
<b>How did you hear about us? - responses from first-time visitors beginning July 2007</b>				
Newspaper	9	2	0	0
Internet	2	1	1	0
Radio Ad	4	0	0	0
Friend/family	48	144	93	130
Walk-in	104	180	193	178
EDD	29	11	13	12
CalWORKs	29	29	14	1
Other Partner Referral		4	20	9
Other	19	160	172	9
<b>What did our customers use?</b>				
Internet Job Search	1,032	2,303	2,058	2,086
Resume/Cover Letter/Application	451	766	900	523
Typing Practice	137	280	250	115
Career Assessment	45	125	162	74
Job Wall	766	653	503	485
Fax	466	1,236	1,179	1,253
Copier	297	649	477	472
Telephone	257	354	282	301
Plato Lab	567	852	730	653
Workshop	43	86	137	136
Orientation	49	62	70	32
Staff Appointment		433	354	162
Special Class		107	75	44
EDD/Unemployment		156	133	129
Certificate Test		125	106	34
<b>Customer Satisfaction</b>				
Courtesy of Staff	9.63	9.48	9.63	9.72
Time it took for staff to assist you	9.69	9.55	9.60	9.80
Did you get the information you needed?	9.56	9.52	9.48	9.75
Were you satisfied with the services?	9.65	9.58	9.58	9.74
Did we help you today?	9.63	9.55	9.57	9.76
<b>Would you refer our services to others?</b>				
Yes	203	264	170	197
No	3	2	4	2



Worknet  
 Customer Service & Satisfaction Report  
 For All Locations  
 July 2008

Merced County Department of Workforce Investment

**Customer Service/Satisfaction Summary Data - Individual Locations**

<b>Who were our visitors</b>	<b>Merced</b>	<b>Los Banos</b>	<b>Both Locations</b>
Return Visits	1,959	1,474	3,433
First Visits	225	108	333
Total Visits	2,184	1,582	3,766
Total Visitors	1,149	567	1,716
<b>How did you hear about us?</b>			
Newspaper	0	0	0
Internet	0	0	0
Radio Ad	0	0	0
Friend/family	16	114	130
Walk-in	178	0	178
EDD	12	0	12
CalWORKs	1	0	1
Other Partner Referral	9	0	9
Other	9	0	9
<b>What did our customers use?</b>			
Internet Job Search	1,389	697	2,086
Resume / Cover Letter / Application	402	121	523
Typing Practice	84	31	115
Career Assessment	43	31	74
Job Wall	395	90	485
Fax	877	376	1,253
Copier	394	78	472
Telephone	227	74	301
Plato Lab	54	599	653
Workshop	37	99	136
Orientation	24	8	32
Staff Appointment	93	69	162
Special Class	40	4	44
EDD/Unemployment	86	43	129
Certificate Test	29	5	34
<b>Customer Satisfaction</b>			
Courtesy of Staff	9.58	9.93	9.72
Time it took for staff to assist you	9.71	9.92	9.80
Did you get the information you needed?	9.64	9.90	9.75
Were you satisfied with the services?	9.61	9.93	9.74
Did we help you today?	9.64	9.93	9.76
<b>Would you refer our services to others?</b>			
Yes	115	82	197
No	2	0	2



**Worknet  
Customer Service & Satisfaction Report  
For All Locations  
July 2008**

Merced County Department of Workforce Investment

### Suggestions

at least 1 more evening class, plato lab.
just keep up the good work!
keep up the good work!
Everything great, wonderful!
more computers
May be by open on weekens
Be more explanative as to how all you resourses work
The services were very good
Great services
Perfect, no need to change
More male workers & maybe moe 1 on 1 asst
Not asted first time vistors to fill out this form until service rendered
Everything is good
None at the moment
No/yes more compurters & phones
Worknet is great.
Its just right as is a'll lry you knoe ig you do.
Not to speak of /reception is friendly and helpful
Maybe set up a voice mail system for cll backs on jobs.
Yes, give staff a raise
Keep up the good work.
Keep doing what you ae doing.
One on one job search asistance for qualified special jobs that may be exclusive for me.
At least 1 more evening class, plato lab.

### Concerns

criminal background maybe legal assistance.
computer training classes
Just job placement
Finding a job right now, or internship
No, I really like your worknet first time here.
I would really like a job
Finding a job!
Looking for a job.
Getting a good job..
Finding a job.
GED
GED
Finding a good job.
No the assistance was perfect

**TO: Workforce Investment Board**

**DATE: 9/18/08**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Statewide and LWIA Performance Goals**

**PROPOSED MOTION(S): Information only.**

**DISCUSSION: The Department of Labor granted California's request to implement Common Measures on December 11, 2007 from the Workforce Investment Act Section 136(b)(2). This action modified the State's responsibility for reporting performance outcomes to three measures each for Adult, Dislocated Worker, and Youth Programs.**

**The State has published the final Local Workforce Investment Area (LWIA) performance goals for PY 2007-08. The performance goals are calculated by the Department of Labor by taking into account prior performance, demographic information, client characteristics and regional economies.**

<b>07-08</b>	<b>Entered Employment</b>	<b>Retention</b>	<b>Average Earnings</b>
<b>Adult</b>	<b>75.0 %</b>	<b>78.5 %</b>	<b>\$13,300</b>
<b>Dislocated Worker</b>	<b>79.0 %</b>	<b>84.0 %</b>	<b>\$14,000</b>
	<b>Employment or Education</b>	<b>Degree or Certificate</b>	<b>Literacy &amp; Numeracy</b>
<b>Youth 07-08</b>	<b>65.0 %</b>	<b>45.0 %</b>	<b>15.0 %</b>
<b>Youth 08-09 (State)</b>	<b>67.0 %</b>	<b>47.0 %</b>	<b>30.0 %</b>

**ATTACHMENT(S): N/A**

**TO: Workforce Investment Board**

**DATE: 09/18/08**

**FROM: WIB Staff**

For Action

For Information

For Discussion

**SUBJECT: New Start Employment Program Collaboration**

**PROPOSED MOTION(S): For Information Only**

**DISCUSSION:** Since September 2007, the Governor's Rehabilitation Strike Team began pursuing a four-pronged strategy for bringing rehabilitation programs back into the California corrections system. These initiatives include a Prison to Employment Program – designed to facilitate offenders' successful employment after release, initially using California's existing Workforce Investment Boards, and eventually implementing a comprehensive "New Start" employment program.

The California Department of Corrections and Rehabilitation operates with a \$10 Billion annual budget. In May 2007, Governor Schwarzenegger signed into law prison reform legislation - AB 900, or the Public Safety and Offender Rehabilitation Services of 2007. To assist in the implementation of AB 900, two strike teams were composed focusing on construction issues and developing and implementing prison and parole programs.

A phased-in approach is being implemented with Phase III involving all California Workforce Investment Boards(CWIBs) by early 2009. The CWIBs may participate in providing assessments and placement of offenders in rehabilitation program and increase offenders' participation in vocational education.

- **Offenders Leaving Prison**
  - **2006: 134,000 prisoners – 10% participated in prison vocational education, 18% in classroom education.**
  - **2006: Parolees – 10% participated in parolee vocational or classroom education.**
  - **20% prisoners completely illiterate; 40% functionally illiterate.**
  - **60% to 80% parolee unemployment rate one year after prison release.**
  - **Most parolees – two or less 15-minute meetings with parole agent each month.**
  - **66% of parolees return to prison within three years of release – twice national average.**
    - **Most: Administrative revocation process**
    - **Some: Criminal prosecution**

**ATTACHMENT(S): N/A**