

ONE-STOP REPORT
Merced Employment Resource Center (ERC)
August 2001

ERC Customers

All signatures (*including Orientations & Assessments*)

<u>August 2000</u>	<u>August 2001</u>
1576	2111*
<u>Reception Signatures</u>	
1480	1947

*Considerations: 2 Job Corps Orientations
 1 Building Trades Orientation

The following information from green Day Passes collected

Number of Day Passes collected:	992	(51% collected)
First Visit	195	(20%)
Subsequent visits	797	(80%)

What Do Our Customers Use

1. Computer (35%)
2. Appointments (33%)
 - A. EDD
 - B. Take Take Test
 - C. Attend Job Search Workshops
3. CalJobs/Internet Job Search (30%)

Customer Satisfaction (*10 points are a perfect score*)

Courtesy of staff:	9.5
Time waiting to see a Counselor:	9.4
Getting information needed:	9.5
Satisfaction with services:	9.3
Did we help you today:	9.4

Marketing

How did you hear about us (*Top 3*)

- 117 - Other (not including newspaper, radio, friends or family)
- 77 - Friends/Family
- 64 - Referred by EDD