

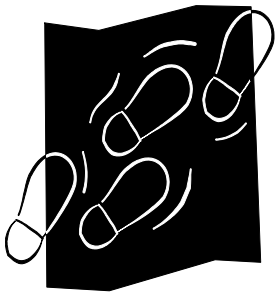
**Year-End
Report**

Workforce Investment Board of Merced County

**July 2000
Thru
June 2001**

Mission of the WIB

Merced County's Workforce Investment System will keep pace with new growth, the emerging economy, and the ever-changing needs of employers by creating a better educated, highly skilled workforce, that's capable, prepared and thoroughly knowledgeable.



History of the WIB

On May 16, 2000, the Board of Supervisors created the Local Workforce Investment Board (LWIB). Members from the Interim WIB, as well as other members to represent business, education, labor, community based organizations, economic development and One-Stop partners were appointed.

The Board of Supervisors also appointed Steve Tinetti as temporary Chair of the WIB, until such time as the WIB held election of officers

The following provides the WIB's sequence of events over the next several months:

June 15, 2000: The first meeting of the WIB; oaths of office were signed, members were sworn in. Nomination committee was appointed for the election of officers.

July 12, 2000: An all day strategic planning session was held, strategic goals from the Five-Year Plan were reviewed and an action plan was established.

June 2000—Chair Steve Tinetti addressing the newly formed Workforce Investment Board .

August 17, 2000: A fourth strategic goal was added; supplemental information for the Five-Year Plan was approved; officers

September 27, 2000: WIB's vision from the Five-Year Plan was used to establish committee structure.

November 16, 2000: Committee Chairs were appointed; WIB Bylaws approved. Members assigned to Committees.

Establishing Goals

1. Improve the economic performance of Merced County to exceed the average of the San Joaquin Valley.
2. Improve the educational job skills of the local workforce , including youth to exceed the average of the San Joaquin Valley and to meet the needs of employers
3. Align and coordinate strategic plans and goals with that of education, economic development organizations and other community Workforce Development organizations
4. Provide support to the Youth Council to implement the Council's role, vision, mission statement and strategic goals for all youth in Merced County.



Marketing & Partnerships Committee

Committee Purpose

Designs the logo that denotes certification as a One-Stop or Affiliate site. Develops the marketing message to customers, constituents and stakeholders. Markets new products and services. Oversees the Partners commitments to the workforce development system through the MOU among the partners and with the WIB.

tional Chart and a Workforce Investment Board/One-Stop Career Center Organization Chart

- Completed a WIB brochure
- Improved the WIB WEB site with a member listing, committee listing, calendar, meeting dates, agendas, minutes, and "Hot" news items and more
- Arranged for KYOS to interview Steve Tinetti and Andrea Baker about the WIB

- Developed a draft PowerPoint for the WIB Speakers Bureau to use for presentations with chambers, service organizations, and city councils
- Began the contracting process for a consultant to develop a logo and WIB identity.

Addressed in PY 2000:

- Identified the five take aways that explain who the WIB is
- Completed a WIB Organiza-

Addressed in PY 2001

Standards & Certification Committee

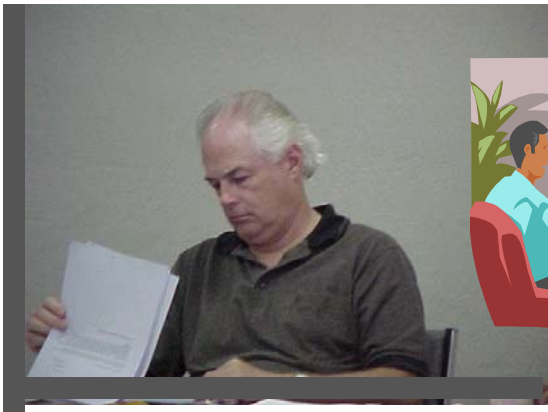
Committee Purpose
 Develops the Quality Standards required to become certified as a One-Stop or an Affiliate. Designs the process for becoming certified as either a full service One-Stop or an Affiliate. Reviews applications and renewals. Validates industry-based skill standards.

Addressed/Scheduled in PY 2001

- Certification - Merced One-Stop and Satellite Sites
- Certification Criteria for Affiliate Site
- Locally Recognized Credentials

Addressed in PY 2000

- Certification Criteria for One-Stop Career Centers



Education & Employers Committee

Committee Purpose
 Facilitates communication between the education sector and employers. Provides linkages with the School-to-Work efforts in the community. Develops linkages with the region's economic development efforts. Reviews and coordinates labor market research. Designs services for employers.

Addressed in PY 2000:

- Created a list of Education Services for employers and their employees

Addressed in PY 2001

- Researched what other areas have done with Youth Employability cards and designed a local system in collaboration with the principals in Merced County.

Planning and Policy Development Committee

Committee Purpose
 Gathers customer data and uses it for continuous process improvement and planning. Investigates how money is spent in relationship to results produce. Continually research best practices, and benchmarks current practice for program effectiveness. Develops the yearly consumer report card. Develops policy positions for the WIB to promote at the national and state level.

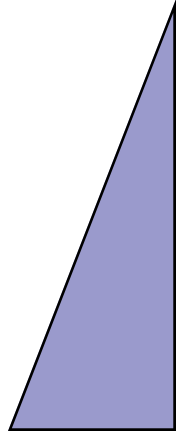
Addressed in PY 2000

- Merced County Sheriff's Office (MCSO) Correctional Officer Recruitment Program/Contract

- Self-Sufficiency Wage
- WIA-Sponsored RN Program
- Tattoo Removal Program
- Local Plan Modification
- Supportive Services Policy
- Building Trades Contract Extension
- WIB/CLEO Agreement
- MOU Amendments - Cost Sharing
- Public Benefit Corporation
- Assignment of Oversight Responsibility

Addressed/Scheduled in PY 2001

- H1B Grant Application
- Limited Funds Status
- Occupations in Demand
- Local Performance Measures
- Statutory Exceptions to Individual Training Accounts
- Individual Training Account Policy

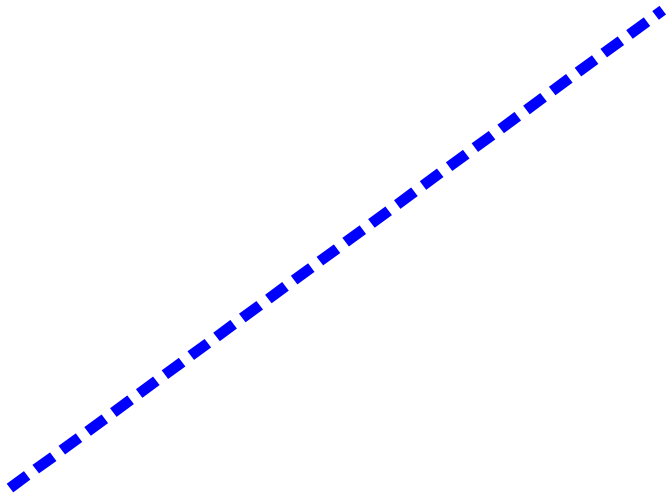
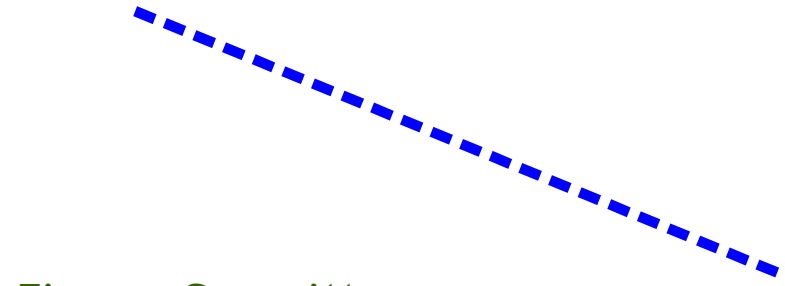


Finance Committee

Committee Purpose
 Develops new sources of funds to carry out the work of the Board. Oversees the financial stability of the organization. Monitors the allocations of resources to the One-stops and Affiliate sites. Considers the formula for determining the worth of an Individual Training Account.

Addressed in PY 2000:

- Sheds Produced by Building Trades Program
- Transfer for Passenger Vans to Firm Build
- Budget Oversight



Youth Council

“Every Youth A Success”

Build a community-wide consensus that promotes and supports and integrated youth service delivery system that ensures any youth the support needed

Committee Purpose

Strategically link/connect all youth delivery systems in a way that promotes a County-wide vision of successful youth.

Goals

1. Lead the efforts to connect all youth strategies within the community.
2. Advocate and communicate the use of youth development
3. Develop and implement an outreach program for youth to increase their knowledge of programs available to youth.
4. Oversee and foster all WIA youth programs to assure goals, objectives and timelines are being met.

History of the Youth Council

During June 1999, an interim Youth Council was established. At the Board of Supervisors (BOS) meeting on November 2, 1999, the Youth Council was officially formed and the Youth Council membership was ratified by the Board.

Youth Operations Committee

Committee Purpose

Provides oversight to all the WIA functions that the Youth Council is responsible for. This includes developing the RFP for Services; creating the mechanisms, policies and procedures to keep service providers accountable; develops competitive grant funds; investigates how money is spent in relationship to results produced. As the Council's overall work broadens beyond WIA, this committee will oversee all operational issues.

- RFP issued for Older Youth Program

Addressed in PY 2001

- Evaluation procedures for monetary requests to Youth Council

Addressed in PY 2000:

- Request for Proposal (RFP) issued for Younger Youth Program

Youth Planning & Quality Assurance Committee

Committee Purpose

Reviews customer satisfaction/input and uses it for continuous improvement of youth programs and services. Researches and evaluates the best practices and current indicators for success.

Addressed in PY 2001:

- Asset mapping and gap analysis

Youth Leadership/Marketing Committee

Committee Purpose

Promotes the development of youth leadership within the community and on the Youth Council. Ensures that new youth members of the Youth Council are oriented and develop leadership skills. Takes the lead in providing opportunities for youth to take the lead roles on selected tasks in the strategic plan. Develops the marketing message to customers, constituents and stakeholders. Develops and monitors the marketing and communication plan. Develops marketing material. Markets new products

Addressed in PY 2001:

- Established Youth Services Director
- Established Youth Advisory Committee
- Developed the Leadership message
- Marketing the Youth Council



**Fiscal Report
Adult
Available Funds (All Sources)* \$2,995,668
PY 2000/2001**

| Expenses | Committed Funds | Reserve/Carry Over |
|--------------------------------|-----------------|--------------------|
| Core A \$404,546 | | \$ 41,683 |
| Core B 537,623 | | 62,363 |
| Intensive 426,968 | | 150,771 |
| Training 756,575 | \$105,000 | 41,566 |
| Admin 126,215 | | 99,597 |
| Incentive Funds <u>105,472</u> | _____ | |
| | | <u>137,289</u> |
| \$2,357,399 | \$105,000 | \$533,269 |

* Includes normal allocations, transfer of funds from dislocated worker and JTPA, plus incentive funds.

**Fiscal Report
Dislocated Worker
Available Funds (All Sources)* \$2,897,979
PY 2000/2001**

| Expenses | Committed Funds | Reserve/Carry Over |
|------------------------------|-----------------|--------------------|
| Core A \$ 459,945 | | \$ 18,406 |
| Core B 734,420 | | (11,148) |
| Intensive 506,694 | | 150,669 |
| Training 441,694 | \$65,000 | 23,104 |
| Admin. <u>143,627</u> | | <u>115,302</u> |
| \$2,536,646 | <u>\$65,000</u> | \$ 296,333 |

* Includes normal allocation, transfer of funds to Adult funding, plus funds from JTPA

**Fiscal Report
Youth
Available Funds (All Sources)* \$2,987,737
PY 2000/2001**

| | <u>Expenses</u> | <u>Committed Funds</u> | <u>Reserve/Carry Over</u> |
|---------------|--------------------|------------------------|---------------------------|
| In-School | \$916,498 | | \$ 262,041 |
| Out of School | 426,085 | | 359,607 |
| Program | 100,468 | | 672,241 |
| Admin. | <u>67,345</u> | | <u>183,452</u> |
| | \$1,510,396 | | \$1,477,341 |

*Includes normal allocation, plus Youth funds from JTPA.

**Fiscal Report
Rapid Response
Available Funds (All Sources)* \$377, 174
PY 2000/2001**

| | <u>Expenses</u> | <u>Committed Funds</u> | <u>Reserve/Carry Over</u> |
|--|------------------|------------------------|---------------------------|
| | \$217,172 | \$160,002 | <u>0</u> |

* Rapid Response application for PY 2001/2002 for (\$376,936) is pending approval at California Workforce Investment Division

**Fiscal Report
Welfare-to-Work
Available Funds (All Sources)* \$2,348,901
PY 2000/2001**

| | <u>Expenses</u> | <u>Committed Funds</u> | <u>Reserve/Carry Over</u> |
|--------------------|--------------------|------------------------|---------------------------|
| Program Activities | \$1,569,217 | \$521,292 | 0 |
| Admin. | <u>127,677</u> | <u>130,661</u> | <u>0</u> |
| | \$1,696,948 | \$651,953 | 0 |

WorkNet Employment Resource Centers

4th Quarter Customer Satisfaction Survey Results

Scale 1-10
1 = very dissatisfied
10 = very satisfied

| 4th Quarter FY 2000/2001 - Responses to the following ques- tion - All Location | NA | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Total- | | 5 and under | | |
|---|----|----|----|----|----|----|----|-----|-----|-----|-------|--------|-------|-------------|-----|------|
| | | | | | | | | | | | | Total | NA | Rating | % | |
| Courtesy of staff | 0 | 17 | 9 | 7 | 12 | 47 | 82 | 84 | 282 | 452 | 2,635 | 3,627 | 3,627 | 9.40 | 92 | 2.5% |
| Time it took to see a counselor | 65 | 28 | 11 | 11 | 13 | 43 | 69 | 117 | 233 | 373 | 2,426 | 3,389 | 3,324 | 9.35 | 106 | 3.2% |
| Did you get the information you needed? | 6 | 27 | 6 | 13 | 16 | 53 | 88 | 118 | 266 | 411 | 2,590 | 3,594 | 3,588 | 9.33 | 115 | 3.2% |
| Were you satisfied with the ser- | 1 | 21 | 5 | 9 | 18 | 45 | 71 | 95 | 281 | 412 | 2,627 | 3,585 | 3,584 | 9.40 | 98 | 2.7% |
| Did we help you today? | 4 | 31 | 11 | 8 | 16 | 41 | 82 | 92 | 246 | 403 | 2,656 | 3,590 | 3,586 | 9.38 | 107 | 3.0% |

WorkNet Employment Resource Centers

4th Quarter Customer Assistance Tracking

| Customer Assistance Tracking | All Locations |
|--|---------------|
| Daily Sign In | 10,425 |
| Daily Number of Questionnaires | 4,923 |
| First Visit | |
| Yes | 1,228 |
| No | 3,706 |
| Computer | 1,466 |
| CalJobs/Internet Job Search | 1,269 |
| Plato Lab/GED | 855 |
| Appointment with (One-Stop Partner Counselor) | 835 |
| Job listings (I.e., Newspaper, Bulletin Board) | 741 |
| Information (Training/Education, Transportation, Child Care, Workshops) | 704 |
| Telephone | 644 |
| Copier | 622 |
| Fax | 602 |
| Resume/Cover Letters | 505 |
| Typing Certification | 429 |
| Workshop | 320 |
| Career Exploration (I.e., Eureka, LMI, Self-Assessment) | 233 |
| Typing Practice | 159 |
| Agency Referral to: | 155 |
| Typewriter | 105 |
| Resource Library (Books, Videos) | 83 |
| Skills Certificate (Computer software proficiency I.e., Works, Word, Access or Customer Services) | 55 |

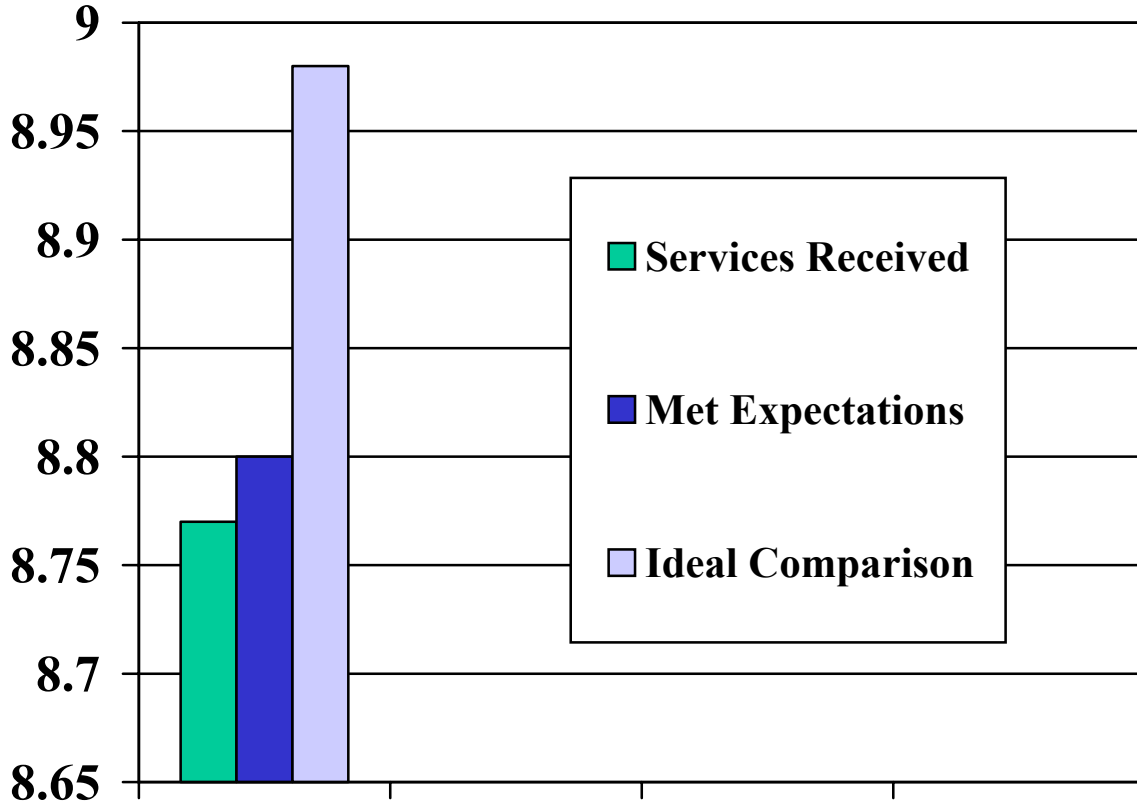
PARTICIPANT DATA
JULY 1, 2000 TO JUNE 30, 2001

| | Older Youth | Younger Youth |
|--------------------------------------|--------------------|----------------------|
| Enrolled | 49 | 710 |
| Entered Employment | 13 | |
| Advanced Credential Program | | |
| Entered Military Services | 11 | N/A |
| Entered Advanced Training | | |
| Attained High School Diploma/ | N/A | 3 |
| Attained a skill Goal | N/A | 123 |

PARTICIPANT DATA
JULY 1, 200- TO JUNE 30, 2001

| | Adult | Dislocated Worker |
|-------------------------------------|--------------|--------------------------|
| Enrolled | 210 | 231 |
| Occupational Skills Training | 35 | 39 |
| OJT | 35 | 14 |
| Work Experience | 14 | 12 |
| Non-WIA Funded Training | 49 | 26 |
| Supportive Services | 90 | 68 |
| Exiters | 43 | 70 |
| Employed at Exit | 32 | 45 |
| Unemployed at Exit | 11 | 25 |
| In Retention Services | 48 | 48 |
| Employed at Exit | 43 | 45 |
| Unemployed | 5 | 3 |

Workforce Investment Act Exited Participants Customer Satisfaction Survey Results



Information based on:

- Three State recommended questions.
 - “How would you rate services received...”
 - “Did we meet your expectations...”
 - “Services received compare to your ideal...”
- Scale 1 to 10 (1 being low)
- Average of total (64) surveyed.**

