



# Worknet

## Customer Service & Satisfaction Report

### For All Locations

August 2007

Merced County Department of Workforce Investment

#### Daily Sign-ins

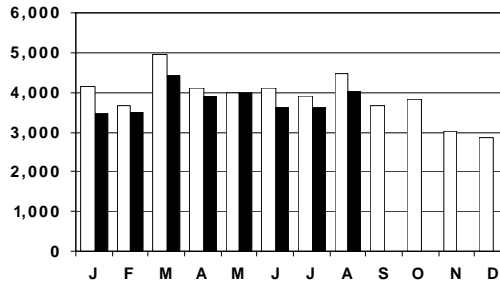
Daily sign-ins for August totaled 4,016, up 408 from the previous month and down 446 from August 2006. Daily sign-ins for the month of August are above the 6 year average.

August's 6 year average: 4,011

2006 annual average: 3,893

Daily Sign-ins  
2006 & 2007

□ Daily Sign-ins (2006)  
■ Daily Sign-ins (2007)



#### Return Visits

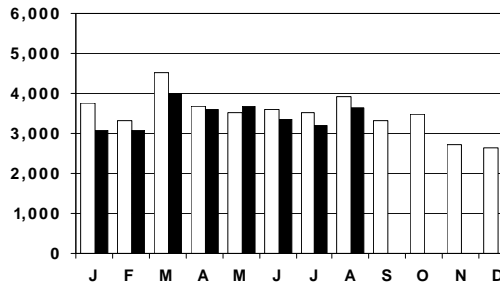
Return visits for August totaled 3,638, up 424 from the previous month and down 275 from August 2006. Return visits for the month of August are below the 6 year average.

August's 6 year average: 3,647

2006 annual average: 3,504

Returning Visitors  
2006 & 2007

□ Returning Visitors (2006)  
■ Returning Visitors (2007)



#### First Visits

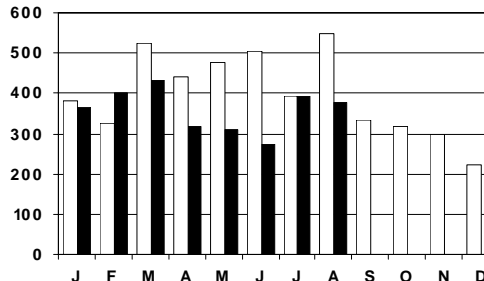
First Visits for August totaled 378, down 16 from the previous month and down 171 from August 2006. First visits for the month of August above the 6 year average.

August's 6 year average: 364

2006 annual average: 397

First Visit  
2006 & 2007

□ First Visits (2006)  
■ First Visits (2007)



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#### Customer Flow for August 2007

##### Both Locations

- On average, Mondays were the busiest days of the week, averaging 195 customers per day. (Weekly Average: 873 customers)

##### Merced

- Mondays were the busiest day of the week, with an average of 130 customers per day. (Weekly Average: 557 customers).

##### Los Banos

- Wednesdays were the busiest day of the week, with an average of 70 customers per day (Weekly Average: 316 customers).

##### Livingston—New info

- As of July 2007, we are no longer providing WIA services through our Livingston office, therefore Livingston will no longer be included in this report.



**Marketing advertisements for August 2007**

*\*Merced Sun-Star  
8/29-31/2007*

*Ad targeted for Manufacturing*

*Grant*

*\* The Bus*

*Worknet signs inside buses*

**How did you hear about us?**

*Responses from first-time visitors*

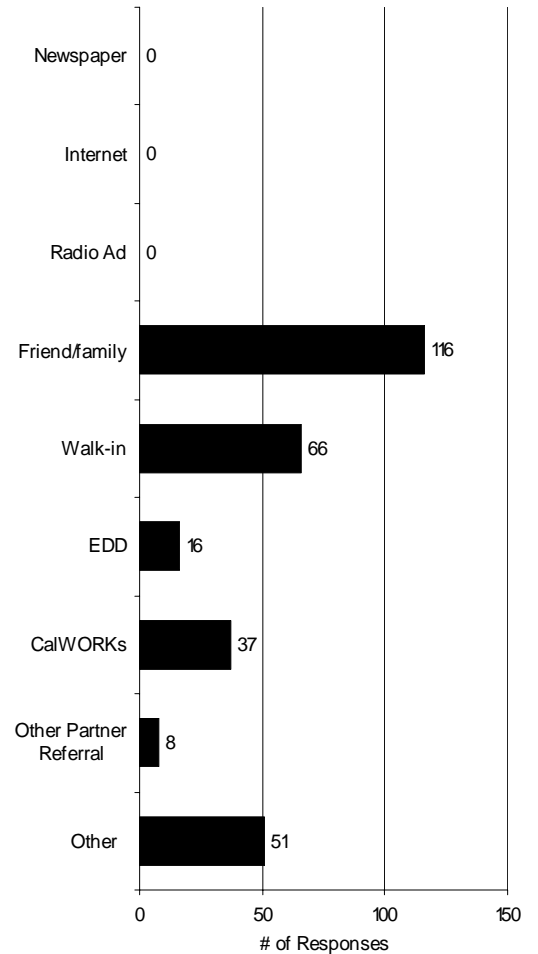
As of July 2007, we are now asking this question of our first-time visitors. Previously, we tracked the same information through responses clients provided on Customer Satisfaction surveys.

Our first time visitors tell us most often that they hear about us through friend or family, with 116 customers providing this response in August.

In the 'other' category, twenty-three clients were sent for assessment to our Los Banos office by the City of Los Banos.

How Did You Hear About Us?

■ Aug-07



*99.7 percent of our customers would refer our services to others*

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

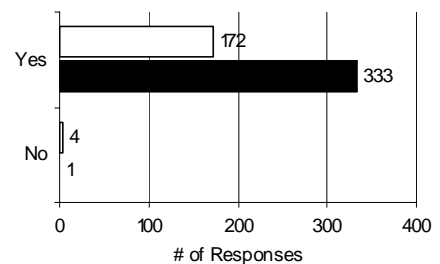
Of those responding to this question, 99.7 percent of our customers would refer our services to others.

PY 05/06 annual average: 98.78%

PY 06/07 annual average: 98.36%

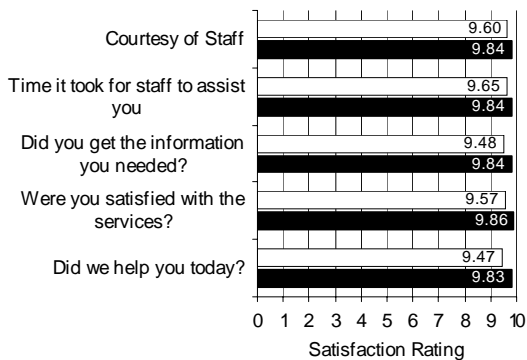
Would you refer our services to others?

□ Aug-06  
■ Aug-07





**Customer Satisfaction**



**Customer Satisfaction Ratings**

We received 341 surveys with responses to customer satisfaction questions in the month of August.

Consistently we see overall ratings for all questions in this category to be greater than 9.5 out of 10.

This month, all ratings are up over the same ratings last year.

Two questionnaires had a response of 5 or less.

*“This month, all ratings are up over the same ratings last year.”*

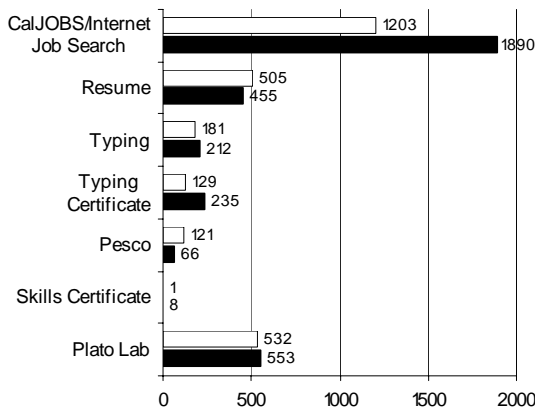
**Return Rate For Customer Satisfaction Survey**

Both Locations: 8.83%

Merced: 2.95%

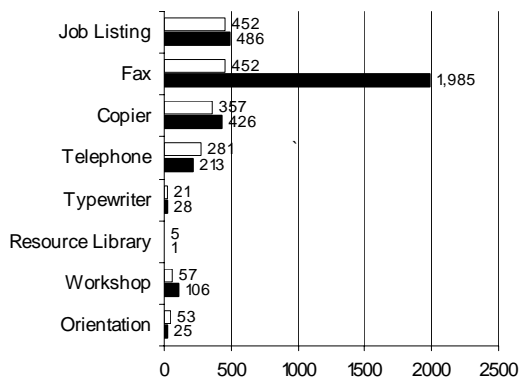
Los Banos: 18.57%

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



Computer related services are always the ones most used by our customers, with 2,716 customers using one or more such services in August. CalJobs/Internet Job Search and Plato Lab were our most accessed computer services.

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



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

*1,985 customers used our Fax service at WorkNet in the month of August.*



**Worknet**  
**Customer Service & Satisfaction Report**  
**For All Locations**  
**August 2007**  
 Merced County Department of Workforce Investment

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

	<b>Aug-06</b>	<b>Jun-07</b>	<b>Jul-07</b>	<b>Aug-07</b>
Return Visits	3,913	3,350	3,214	3,638
First Visits	549	275	394	378
Total Visits	4,462	3,625	3,608	4,016
<b>How did you hear about us? - responses from first-time visitors beginning July 2007</b>				
Newspaper			3	0
Internet			0	0
Radio Ad			0	0
Friend/family			162	116
Walk-in			63	66
EDD			32	16
CalWORKs			32	37
Other Partner Referral			17	8
Other			61	51
<b>What did our customers use?</b>				
CalJOBS/Internet Job Search	1,203	1,619	1,625	1,890
Resume	505	371	325	455
Typing	181	101	126	212
Typing Certificate	129	91	168	235
Pesco	121	65	61	66
Job Listing	452	505	406	486
Fax	452	1,686	1,577	1,985
Copier	357	680	448	426
Telephone	281	207	176	213
Typewriter	21	14	11	28
Resource Library	5	2	0	1
Skills Certificate	1	2	5	8
Plato Lab	532	589	528	553
Workshop	57	114	39	106
Orientation	53	28	26	25
<b>Customer Satisfaction</b>				
Courtesy of Staff	9.60	9.69	9.68	9.84
Time it took for staff to assist you	9.65	9.73	9.72	9.84
Did you get the information you needed?	9.48	9.73	9.72	9.84
Were you satisfied with the services?	9.57	9.72	9.72	9.86
Did we help you today?	9.47	9.68	9.70	9.83
<b>Would you refer our services to others?</b>				
Yes	172	366	339	333
No	4	3	2	1



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

<b>Number of Signins</b>																									
<b>Day of the Week</b>	<b>W</b>	<b>TH</b>	<b>F</b>	<b>M</b>	<b>T</b>	<b>W</b>	<b>TH</b>	<b>F</b>	<b>M</b>	<b>T</b>	<b>W</b>	<b>TH</b>	<b>F</b>	<b>M</b>	<b>T</b>	<b>W</b>	<b>TH</b>	<b>F</b>	<b>M</b>	<b>T</b>	<b>W</b>	<b>TH</b>	<b>F</b>		
<b>Date</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>17</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>	<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>	<b>31</b>	<b>Total</b>	
<b>Los Banos</b>	74	68	48	86	77	54	57	40	53	61	85	58	56	54	72	70	60	58	67	64	69	69	54	1454	
<b>Merced</b>	116	132	106	127	98	109	132	112	148	120	123	75	111	110	132	108	98	95	134	119	88	79	90	2562	
<b>Total</b>	190	200	154	213	175	163	189	152	201	181	208	133	167	164	204	178	158	153	201	183	157	148	144	4016	
<b>Who were our visitors</b>				<b>Merced</b>					<b>Los Banos</b>					<b>Both Locations</b>											
Return Visits						2,307					1,331					3,638									
First Visits						255					123					378									
Daily Signins						2,562					1,454					4,016									
<b>How did you hear about us? - responses from first-time visitors starting July 2007</b>																									
Newspaper						0					0					0									
Internet						0					0					0									
Radio Ad						0					0					0									
Friend/family						57					59					116									
Walk-in						45					21					66									
EDD						8					8					16									
CalWORKs						30					7					37									
Other Partner Referral						8					0					8									
Other						19					32					51									
<b>What did our customers use?</b>																									
CalJOBS/Internet Job Search						1,575					315					1,890									
Resume						366					89					455									
Typing						135					77					212									
Typing Certificate						134					101					235									
Career						41					25					66									
Job Listing						401					85					486									
Fax						1,539					446					1,985									
Copier						382					44					426									
Telephone						179					34					213									
Typewriter						25					3					28									
Resource Library						1					0					1									
Skills Certificate						8					0					8									
Plato Lab						90					463					553									
Workshop						16					90					106									
Orientation						7					18					25									
<b>Customer Satisfaction</b>																									
Courtesy of Staff						9.77					9.86					9.84									
Time it took for staff to assist you						9.83					9.84					9.84									
Did you get the information you needed?						9.83					9.84					9.84									
Were you satisfied with the services?						9.83					9.86					9.86									
Did we help you today?						9.80					9.83					9.83									
<b>Would you refer our services to others?</b>																									
Yes						66					267					333									
No						1					0					1									



## Suggestions

everything is good
job fairs
great job!
your services are amazing
Your doing a good job.
Need plato lab to be united with LB Merced.
Wonderful services to the public.
Everything is done well.
everything is done well
your staff is very intelligent & respectful.
More jobs listed, some in other counties
did great
you did great
everything is fine
More financial aid for college training.
You're doing very wel.
Doing a fine job.
No. Hire me.
Bigger place, more computers.
no, all is good here at worknet
when a person is taking a typing test, people need to not talk



## Concerns

I would like to get on the job traing .
Not at this time.
Training on test for my work
On the job training
Resume review
I am truely looking for a job and want one with all my heart, I am on time and educated.
more computers
Yes, please ask everyone to be quite then we can consentrate
Contact with employers.
Very friendly.
Me happy with your service.



# Worknet Customer Service & Satisfaction Report For All Locations

September 2007

Merced County Department of Workforce Investment

## Daily Sign-ins

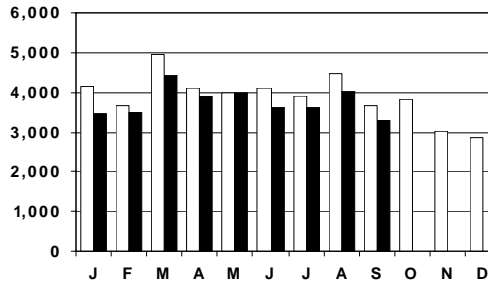
Daily sign-ins for September totaled 3,293, down 723 from the previous month and down 371 from September 2006. Daily sign-ins for the month of September are below the 6 year average.

September's 6 year average: 3,686

2006 annual average: 3,893

Daily Sign-ins  
2006 & 2007

□ Daily Sign-ins (2006)  
■ Daily Sign-ins (2007)



## Return Visits

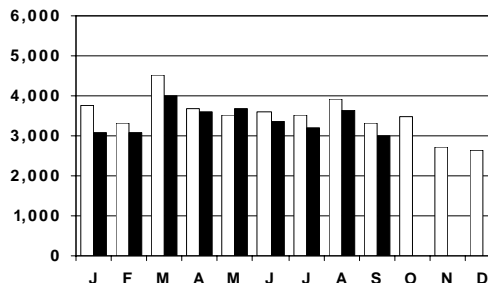
Return visits for September totaled 3,009, down 629 from the previous month and down 275 from September 2006. Return visits for the month of September are below the 6 year average.

September's 6 year average: 3,419

2006 annual average: 3,504

Returning Visitors  
2006 & 2007

□ Returning Visitors (2006)  
■ Returning Visitors (2007)



## First Visits

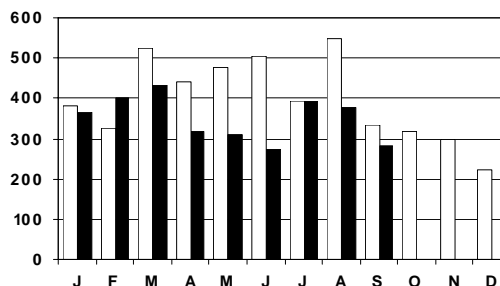
First Visits for September totaled 284, down 94 from the previous month and down 48 from September 2006. First visits for the month of September are above the 6 year average.

September's 6 year average: 267

2006 annual average: 397

First Visit  
2006 & 2007

□ First Visits (2006)  
■ First Visits (2007)



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## Customer Flow for September 2007

### Both Locations

- On average, Mondays were the busiest days of the week, averaging 195 customers per day. (Weekly Average: 867 customers)

### Merced

- Mondays were the busiest day of the week, with an average of 140 customers per day. (Weekly Average: 567 customers).

### Los Banos

- Tuesdays were the busiest day of the week, with an average of 70 customers per day (Weekly Average: 300 customers).

### Livingston—New info

- As of July 2007, we are no longer providing WIA services through our Livingston office, therefore Livingston will no longer be included in this report.





**Marketing advertisements for  
September 2007**

- \*Merced Sun-Star and various local papers  
9/1, 5-8, 12-15, 19-22.
- Ad targeted for Manufacturing Grant  
\* **The Bus**
- Worknet signs inside buses

**How did you hear about us?**

*Responses from first-time visitors*

As of July 2007, we are now asking this question of our first-time visitors. Previously, we tracked the same information through responses clients provided on Customer Satisfaction surveys.

Our first time visitors tell us most often that they hear about us through friend or family, with 278 customers providing this response in September.

In the 'other' category, twenty-three clients were sent for assessment to our Los Banos office by the City of Los Banos.

99.6 percent of our customers would refer our services to others

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

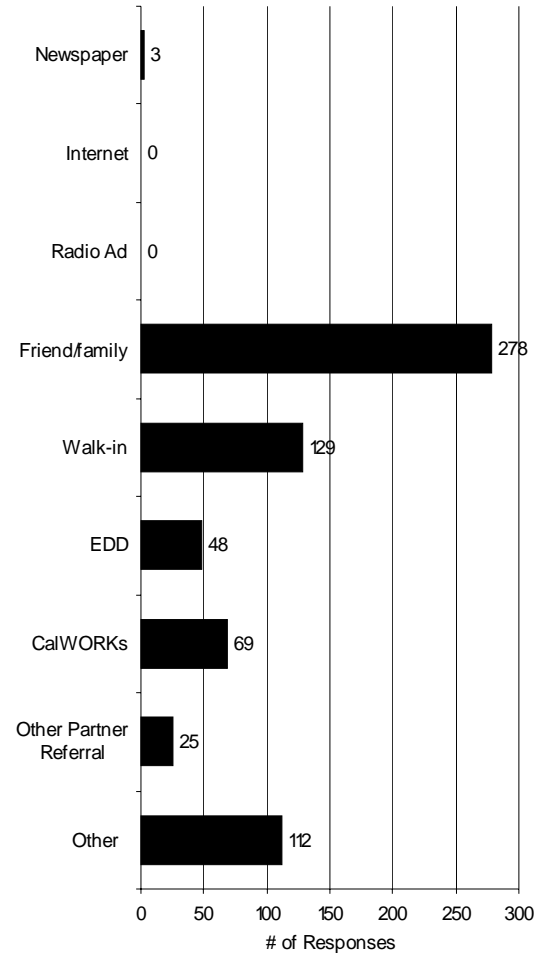
Of those responding to this question, 99.6 percent of our customers would refer our services to others.

PY 05/06 annual average: 98.78%

PY 06/07 annual average: 98.36%

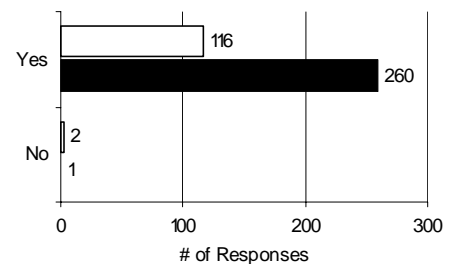
**How Did You Hear About Us?**

■ Sep-07



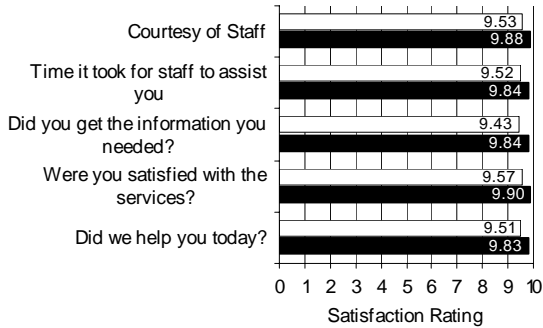
**Would you refer our services to others?**

□ Sep-06  
■ Sep-07





**Customer Satisfaction**



**Customer Satisfaction Ratings**

We received 270 surveys with responses to customer satisfaction questions in the month of September.

Consistently we see overall ratings for all questions in this category to be greater than 9.5 out of 10.

This month, all ratings are up over the same ratings last year.

Three questionnaires had a response of 5 or less.

*“This month, all ratings are up over the same ratings last year.”*

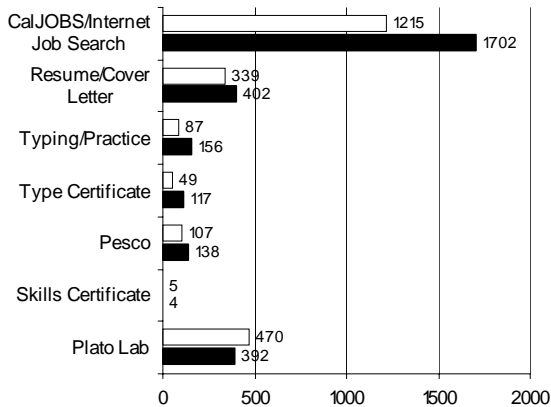
**Return Rate For Customer Satisfaction Survey**

*Both Locations: 7.90%*

*Merced: 1.72%*

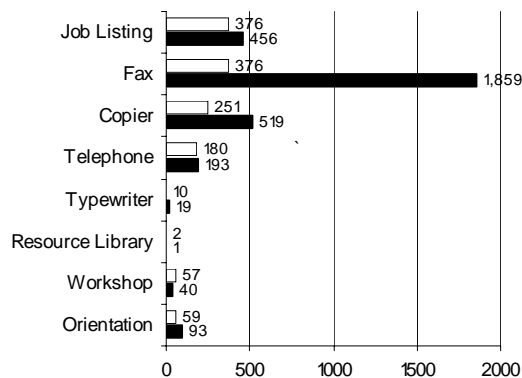
*Los Banos: 19.58%*

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



Computer related services are always the ones most used by our customers, with 2,268 customers using one or more such services in September. CalJobs/Internet Job Search and Resume / Cover Letter were our most accessed computer services.

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



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

*1,859 customers used our Fax service at WorkNet in the month of September.*



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

	Sep-06	Jul-07	Aug-07	Sep-07
Return Visits	3,913	3,214	3,638	3,009
First Visits	549	394	378	284
Total Visits	4,462	3,608	4,016	3,293
<b>How did you hear about us? - responses from first-time visitors beginning July 2007</b>				
Newspaper		3	0	3
Internet		0	0	0
Radio Ad		0	0	0
Friend/family		162	116	278
Walk-in		63	66	129
EDD		32	16	48
CalWORKs		32	37	69
Other Partner Referral		17	8	25
Other		61	51	112
<b>What did our customers use?</b>				
CalJOBS/Internet Job Search	1,215	1,625	1,890	1,702
Resume/Cover Letter	339	325	455	402
Typing/Practice	87	126	212	156
Type Certificate	49	168	235	117
Pesco	107	61	66	138
Job Listing	376	406	486	456
Fax	376	1,577	1,985	1,859
Copier	251	448	426	519
Telephone	180	176	213	193
Typewriter	10	11	28	19
Resource Library	2	0	1	1
Skills Certificate	5	5	8	4
Plato Lab	470	528	553	392
Workshop	57	39	106	40
Orientation	59	26	25	93
<b>Customer Satisfaction</b>				
Courtesy of Staff	9.53	9.68	9.84	9.88
Time it took for staff to assist you	9.52	9.72	9.84	9.84
Did you get the information you needed?	9.43	9.72	9.84	9.84
Were you satisfied with the services?	9.57	9.72	9.86	9.90
Did we help you today?	9.51	9.70	9.83	9.83
<b>Would you refer our services to others?</b>				
Yes	116	339	333	260
No	2	2	1	1



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

<b>Number of Signins</b>																				
<b>Day of the Week</b>	<b>T</b>	<b>W</b>	<b>TH</b>	<b>F</b>	<b>M</b>	<b>T</b>	<b>W</b>	<b>TH</b>	<b>F</b>	<b>M</b>	<b>T</b>	<b>W</b>	<b>TH</b>	<b>F</b>	<b>M</b>	<b>T</b>	<b>W</b>	<b>TH</b>	<b>F</b>	
<b>Date</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>Total</b>
<b>Los Banos</b>	55	57	55	38	58	75	67	70	54	72	72	55	63	41	36	77	66	73	55	1139
<b>Merced</b>	112	98	142	80	140	109	110	103	87	143	121	126	95	146	136	102	99	90	115	2154
<b>Total</b>	167	155	197	118	198	184	177	173	141	215	193	181	158	187	172	179	165	163	170	3293
<b>Who were our visitors</b>				<b>Merced</b>				<b>Los Banos</b>				<b>Both Locations</b>								
Return Visits	1,973				1,036				3,009											
First Visits	181				103				284											
Daily Signins	2,154				1,139				3,293											
<b>How did you hear about us? - responses from first-time visitors starting July 2007</b>																				
Newspaper	2				0				2											
Internet	0				0				0											
Radio Ad	2				0				2											
Friend/family	69				69				138											
Walk-in	47				16				63											
EDD	7				10				17											
CalWORKs	31				8				39											
Other Partner Referral	5				5				10											
Other	12				1				13											
<b>What did our customers use?</b>																				
CalJOBS/Internet Job Search	1,411				291				1,702											
Resume	343				59				402											
Typing	123				33				156											
Typing Certificate	96				21				117											
Career	118				20				138											
Job Listing	362				94				456											
Fax	1,417				442				1,859											
Copier	458				61				519											
Telephone	161				32				193											
Typewriter	18				1				19											
Resource Library	1				0				1											
Skills Certificate	4				0				4											
Plato Lab	52				340				392											
Workshop	15				25				40											
Orientation	70				23				93											
<b>Customer Satisfaction</b>																				
Courtesy of Staff	9.51				9.95				9.88											
Time it took for staff to assist you	9.35				9.93				9.84											
Did you get the information you needed?	9.35				9.93				9.84											
Were you satisfied with the services?	9.49				9.97				9.90											
Did we help you today?	9.33				9.93				9.83											
<b>Would you refer our services to others?</b>																				
Yes	37				223				260											
No	1				0				1											



## Suggestions

more telephones
Everything is done very well!
No, doint a great job!
no, servcie very professional
no, doing a great job!
They are perfect!
Keep up the good work
None, doing good work keep it up.
no-great service
no, it was fine
between edd and network, alot of the subject for interviews are very much the same
Keep up the good work!
service is wonderful!
more computers please
make another computer room when Calwork students need computers
none, everything is good
no, this program is just perfect and helpful
no, everything is just right
no everyting is fine
no, service is great
services are just fine
Service is great, wornderful staff.



## Concerns

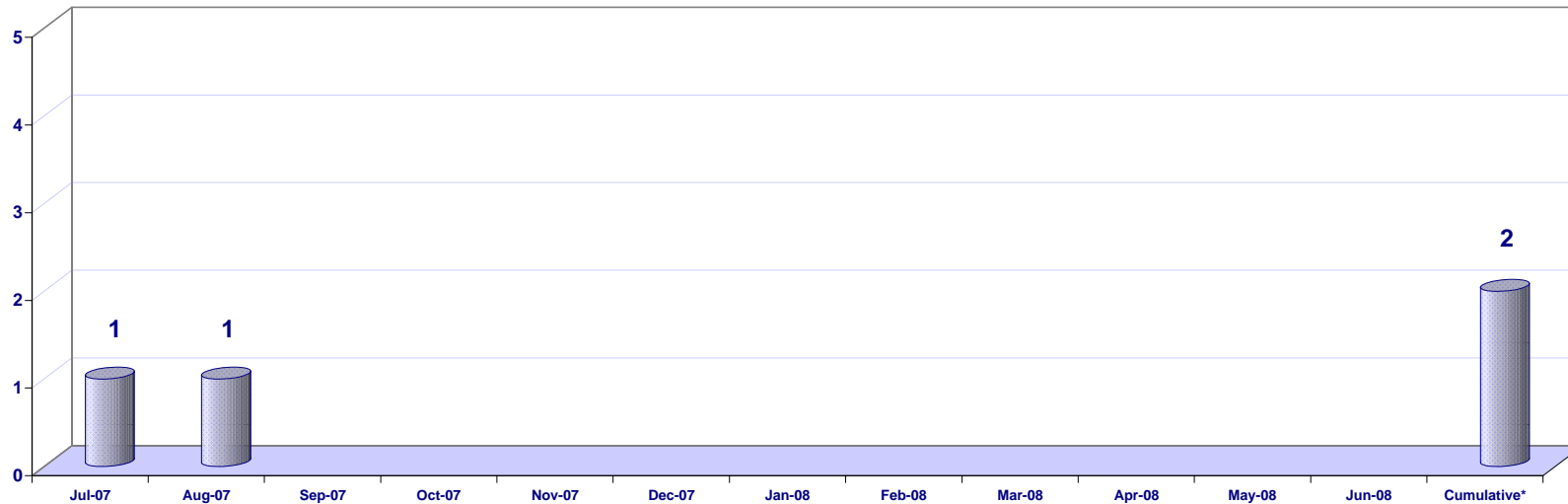
getting more job listings available for handicap people
Results are up to the individual!
Keep current want ads out
getting a good job
no, none
Assist in helping a job without duplicating steps.
just, that sometimes there are people talking to much in resource room

WIA PARTICIPANT SUMMARY REPORT - ADULT (Grant Code: 201)  
 PY 2007/08 - August 2007  
 Report Range 07/2007 to 08/2007

	ADULT												Part. Plan	% of Plan	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*	PY 07/08	Attained
<b>Total Participants</b>	107	108											108	250	43.2%
Participants Carried In	106	107											106	105	101.0%
New Participants Entering Grant	1	1											2	145	1.4%
<b>Total Participants Exiting WI</b>														91	
Entered Unsubsidized Employment														71	
Training Related														22	
Entered Military Service															
Entered Qualified Apprenticeship Program															
Entered Post-Secondary Education															
Entered Advanced Training															
Attained Recognized Certificate/Diploma/Degree															
Attained High School Diploma/GED															
Returned to Secondary School (Youth Only)															
Exits Excluded from Performance															
Other Exits														78	

Program Activities/Services Summary	Enrolled												Cumulative*	PY 07/08	% of Plan
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08			
Core Services (Registered)	107	108											108	384	28.1%
Intensive Services	83	84											84	179	46.9%
Training Services	39	39											39	117	33.3%
Youth Services															
Concurrent Program Participants	19	19											19		
Individual Training Accounts	3	3											3		
Goals Set (Younger Youth Only)															

WIA PARTICIPANT SUMMARY - ADULT  
 New Participants Entering Grant

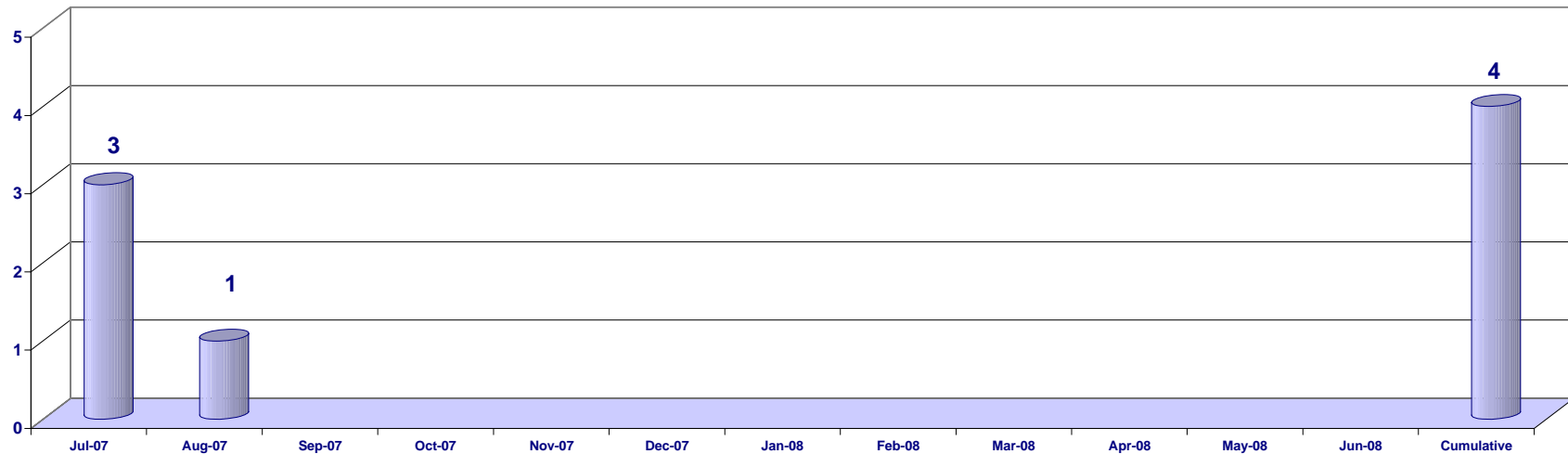


WIA PARTICIPANT SUMMARY REPORT - DISLOCATED WORKER (Grant Code: 501)  
 PY 2007/08 - August 2007  
 Report Range 07/2007 to 08/2007

	DISLOCATED WORKER												Part. Plan	% of Plan	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative	PY 07/08	Attained
<b>Total Participants</b>	91	92											92	158	58.2%
Participants Carried In	88	91											88	85	103.5%
New Participants Entering Grant	3	1											4	73	5.5%
<b>Total Participants Exiting WI</b>														39	
Entered Unsubsidized Employment														35	
Training Related														17	
Entered Military Service															
Entered Qualified Apprenticeship Program															
Entered Post-Secondary Education															
Entered Advanced Training															
Attained Recognized Certificate/Diploma/Degree															
Attained High School Diploma/GED															
Returned to Secondary School (Youth Only)															
Exits Excluded from Performance															
Other Exits														38	

Program Activities/Services Summary	Enrolled												PY 07/08	% of Plan	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08			Cumulative
Core Services (Registered)	91	92											92	216	42.6%
Intensive Services	76	77											77	113	68.1%
Training Services	25	25											25	71	35.2%
Youth Services															
Concurrent Program Participants	34	34											34		
Individual Training Accounts	3	3											3		
Goals Set (Younger Youth Only)															

WIA PARTICIPANT SUMMARY - DISLOCATED WORKER  
 New Participants Entering Grant



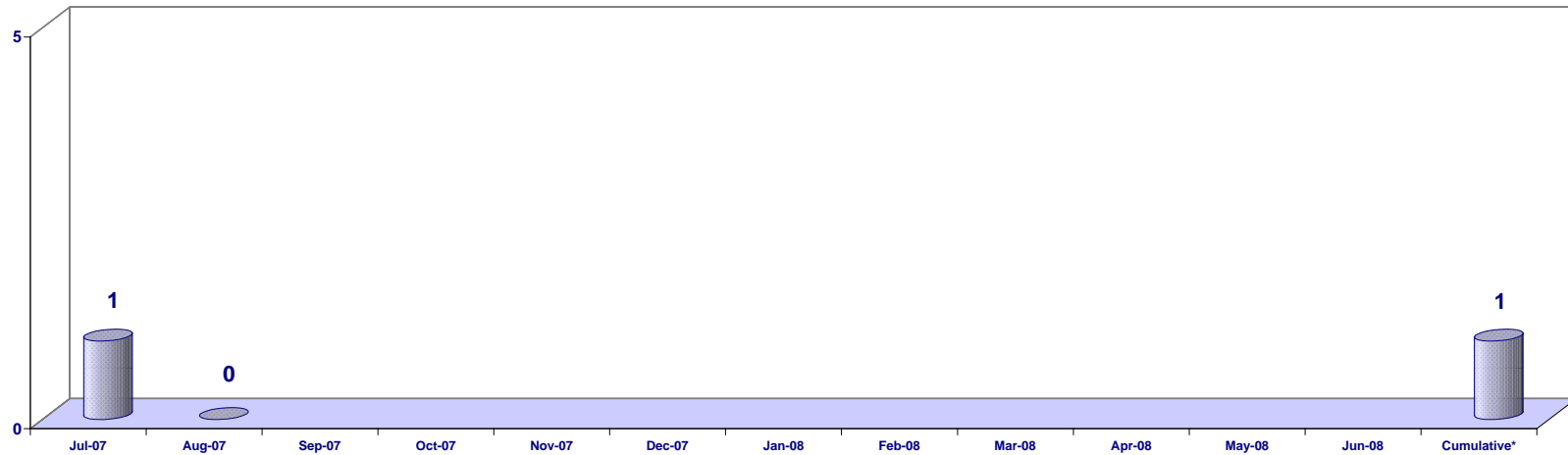


WIA PARTICIPANT SUMMARY REPORT - 25% MERCED EXPANSION PROJECT (Grant Code: 528)  
 PY 2007/08 - August 2007  
 Report Range 07/2007 to 08/2007

	QUEBECOR												Part. Plan	% of Plan	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*	PY 07/08	Attained
<b>Total Participants</b>	13	13											13		
Participants Carried In	12	13											12		
New Participants Entering Grant	1												1		
<b>Total Participants Exiting WI</b>															
Entered Unsubsidized Employment															
Training Related															
Entered Military Service															
Entered Qualified Apprenticeship Program															
Entered Post-Secondary Education															
Entered Advanced Training															
Attained Recognized Certificate/Diploma/Degree															
Attained High School Diploma/GED															
Returned to Secondary School (Youth Only)															
Exits Excluded from Performance															
Other Exits															

Program Activities/Services Summary	Enrolled												Cumulative*	PY 07/08	% of Plan
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08			
Core Services (Registered)	13	13											13		
Intensive Services	5	5											5		
Training Services	4	4											4		
Youth Services															
Concurrent Program Participants	2	2											2		
Individual Training Accounts															
Goals Set (Younger Youth Only)															

WIA PARTICIPANT SUMMARY - 25 % DISLOCATED WORKER AUGMENTATION: QUEBECOR  
 New Participants Entering Grant

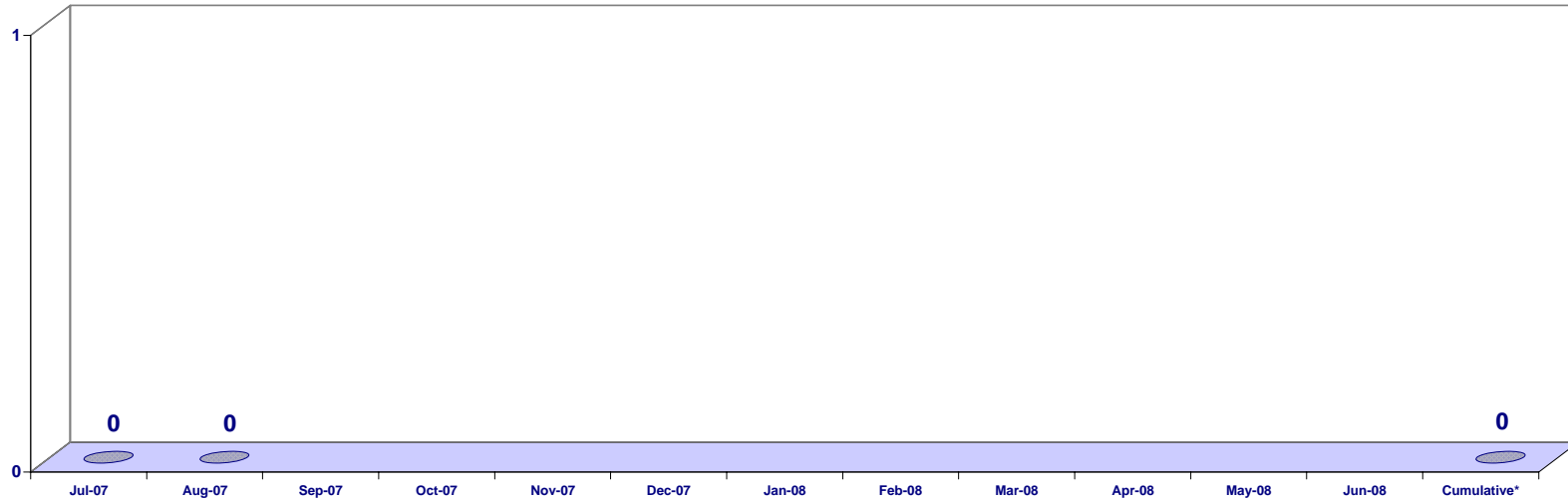


WIA PARTICIPANT SUMMARY REPORT - DWI/CVOC JOINT PROJECT (Grant Code: 537)  
 PY 2007/08 - August 2007  
 Report Range 07/2007 to 08/2007

	DWI/CVOC JOINT PROJECT													Part. Plan	% of Plan
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*	PY 07/08	Attained
<b>Total Participants</b>	35	35											35		
Participants Carried In	35	35											35		
New Participants Entering Grant															
<b>Total Participants Exiting WI</b>															
Entered Unsubsidized Employment															
Training Related															
Entered Military Service															
Entered Qualified Apprenticeship Program															
Entered Post-Secondary Education															
Entered Advanced Training															
Attained Recognized Certificate/Diploma/Degree															
Attained High School Diploma/GED															
Returned to Secondary School (Youth Only)															
Exits Excluded from Performance															
Other Exits															

Program Activities/Services Summary	Enrolled													Cumulative*	PY 07/08	Attained
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08				
Core Services (Registered)	33	33											33			
Intensive Services	34	24											34			
Training Services	7	7											7			
Youth Services																
Concurrent Program Participants	25	25											25			
Individual Training Accounts	2	2											2			
Goals Set (Younger Youth Only)																

WIA PARTICIPANT SUMMARY - DWI/CVOC JOINT PROJECT  
 New Participants Entering Grant

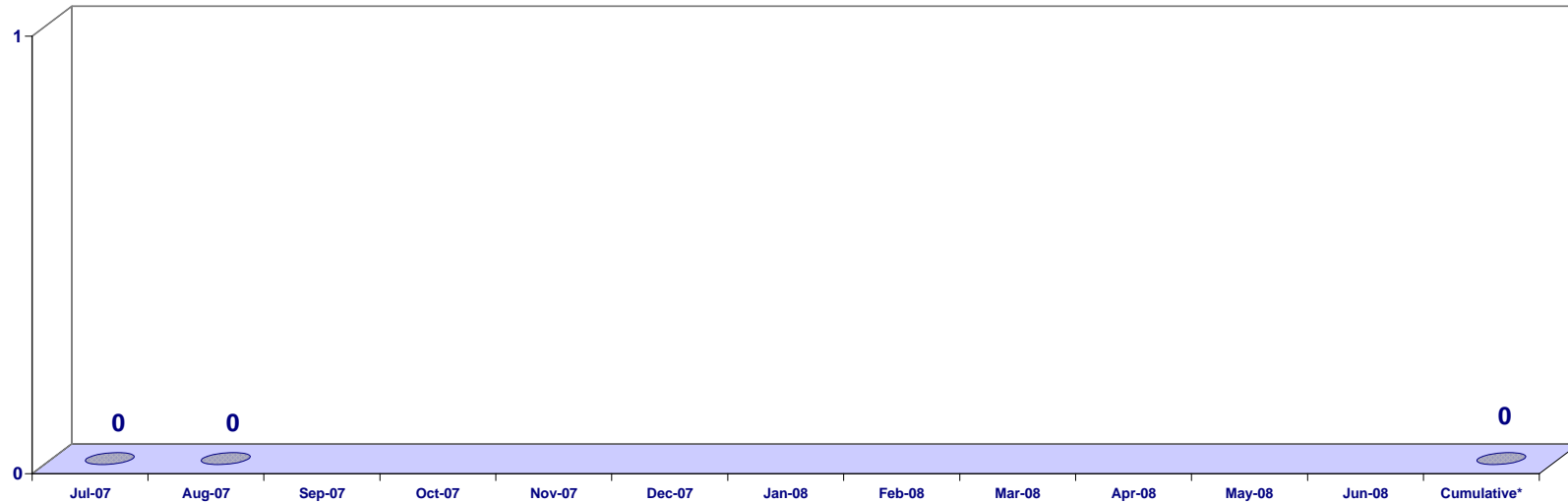


WIA PARTICIPANT SUMMARY REPORT - HIGH CON. YOUTH (Grant Code: 648)  
 PY 2007/08 - August 2007  
 Report Range 07/2007 to 08/2007

	High Concentration Youth Program												Cumulative*
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	
<b>Total Participants</b>	21	21											21
Participants Carried In	21	21											21
New Participants Entering Grant													
<b>Total Participants Exiting WI</b>													
Entered Unsubsidized Employment													
Training Related													
Entered Military Service													
Entered Qualified Apprenticeship Program													
Entered Post-Secondary Education													
Entered Advanced Training													
Attained Recognized Certificate/Diploma/Degree													
Attained High School Diploma/GED													
Returned to Secondary School (Youth Only)													
Exits Excluded from Performance													
Other Exits													

Program Activities/Services Summary	Enrolled												Cumulative*
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	
Core Services (Registered)													
Intensive Services	7	7											7
Training Services	3	3											3
Youth Services	21	21											21
Concurrent Program Participants	6	6											6
Individual Training Accounts													
Goals Set (Younger Youth Only)													

WIA PARTICIPANT SUMMARY - HIGH CON. YOUTH (GRANT CODE: 648)  
 New Participants Entering Grant

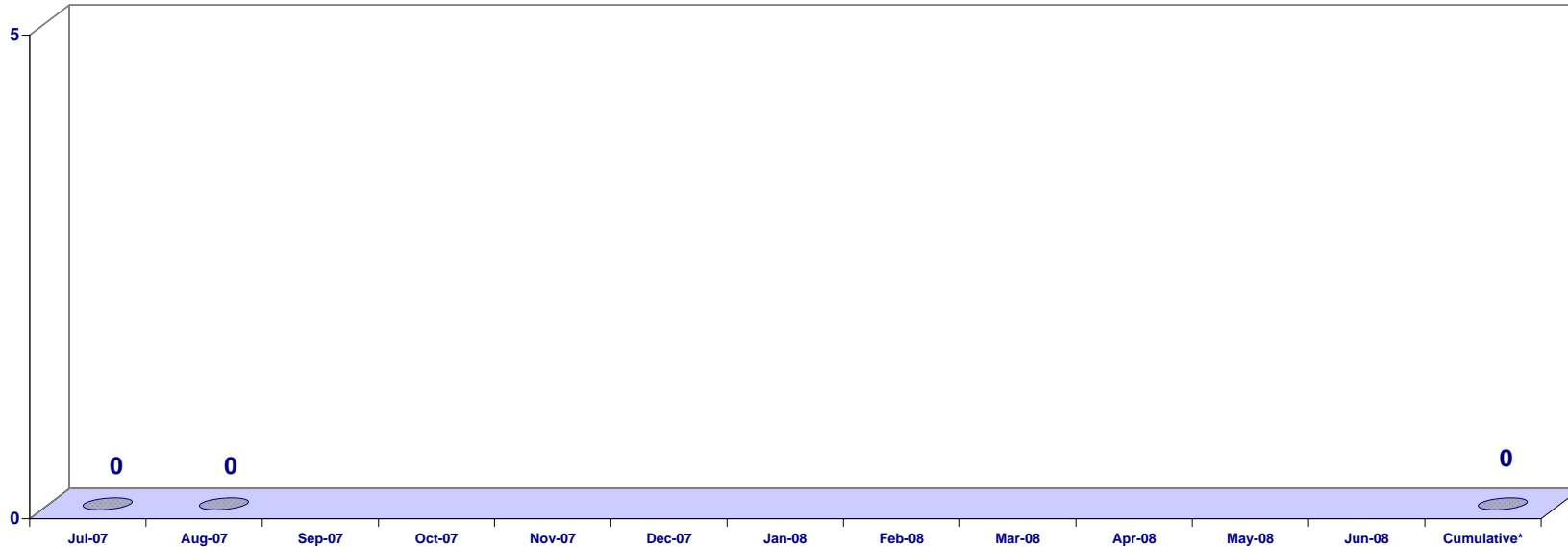


WIA PARTICIPANT SUMMARY REPORT - NURSING PROGRAM (Grant Code: 693)  
 PY 2007/08 - August 2007  
 Report Range 07/2007 to 08/2007

	Nursing Program												Cumulative*	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08		
<b>Total Participants</b>	27	27												27
Participants Carried In	27	27												27
New Participants Entering Grant														
<b>Total Participants Exiting WI</b>														
Entered Unsubsidized Employment														
Training Related														
Entered Military Service														
Entered Qualified Apprenticeship Program														
Entered Post-Secondary Education														
Entered Advanced Training														
Attained Recognized Certificate/Diploma/Degree														
Attained High School Diploma/GED														
Returned to Secondary School (Youth Only)														
Exits Excluded from Performance														
Other Exits														

Program Activities/Services Summary	Enrolled												Cumulative*	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08		
Core Services (Registered)	22	22												22
Intensive Services	27	27												27
Training Services	19	19												19
Youth Services														
Concurrent Program Participants	3	3												3
Individual Training Accounts	1	1												1
Goals Set (Younger Youth Only)														

WIA PARTICIPANT SUMMARY - NURSING PROGRAM (GRANT CODE: 693)  
 New Participants Entering Grant

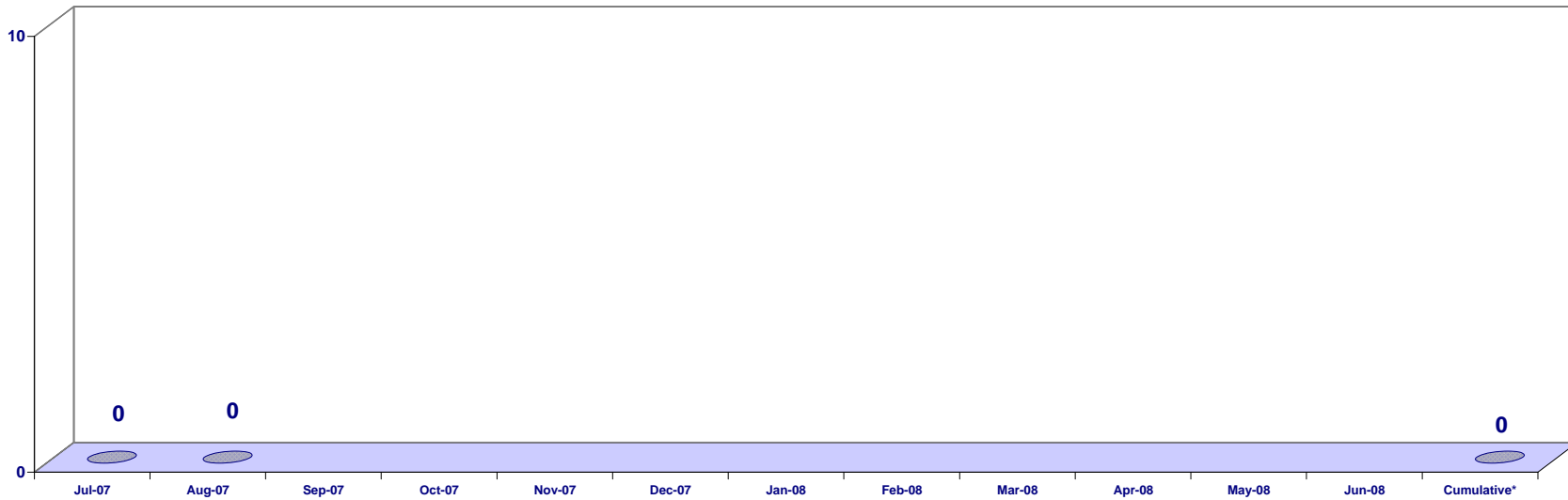


**WIA PARTICIPANT SUMMARY REPORT - 15% MERCED EXPANSION PROJECT (Grant Code: 787)**  
**PY 2007/08 - August 2007**  
**Report Range 07/2007 to 08/2007**

	Nursing Program													Part. Plan	% of Plan
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*	PY 07/08	Attained
<b>Total Participants</b>	15	15											15		
Participants Carried In	15	15											15		
New Participants Entering Grant															
<b>Total Participants Exiting WI</b>															
Entered Unsubsidized Employment															
Training Related															
Entered Military Service															
Entered Qualified Apprenticeship Program															
Entered Post-Secondary Education															
Entered Advanced Training															
Attained Recognized Certificate/Diploma/Degree															
Attained High School Diploma/GED															
Returned to Secondary School (Youth Only)															
Exits Excluded from Performance															
Other Exits															

Program Activities/Services Summary	Enrolled													Cumulative*	Part. Plan	% of Plan
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08				
Core Services (Registered)	15	15											15			
Intensive Services	2	2											2			
Training Services	2	2											2			
Youth Services																
Concurrent Program Participants	2	2											2			
Individual Training Accounts																
Goals Set (Younger Youth Only)																

**WIA PARTICIPANT SUMMARY - 15% MERCED EXPANSION PROJECT (GRANT CODE: 787)**  
**New Participants Entering Grant**

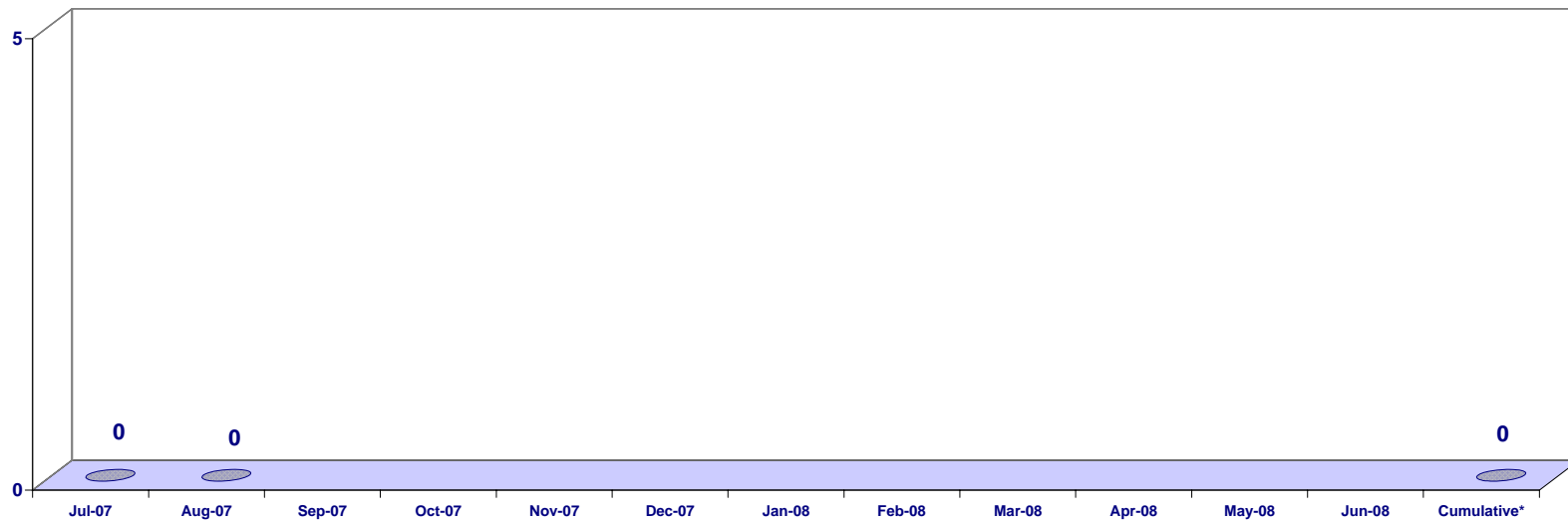


**WIA PARTICIPANT SUMMARY REPORT - OLDER YOUTH**  
**PY 2007/08 - August 2007**  
**Report Range 07/2007 to 08/2007**

	OLDER YOUTH												Part. Plan	% of Plan	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*	PY 07/08	Attained
<b>Total Participants</b>	93	93											93	132	70.5%
Participants Carried In	93	93											93	102	91.2%
New Participants Entering Grant														30	
<b>Total Participants Exiting WI</b>														35	
Entered Unsubsidized Employment														25	
Training Related														9	
Entered Military Service															
Entered Qualified Apprenticeship Program															
Entered Post-Secondary Education														9	
Entered Advanced Training														1	
Attained Recognized Certificate/Diploma/Degree															
Attained High School Diploma/GED															
Returned to Secondary School (Youth Only)															
Exits Excluded from Performance															
Other Exits														35	

Program Activities/Services Summary	Enrolled												PY 07/08	Attained		
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08			Cumulative*	
Core Services (Registered)																
Intensive Services	82	82												82		
Training Services	60	60												60		
Youth Services	91	91												91		
Concurrent Program Participants	28	28												28		
Individual Training Accounts																
Goals Set (Younger Youth Only)																

**WIA PARTICIPANT SUMMARY - OLDER YOUTH**  
**New Participants Entering Grant**

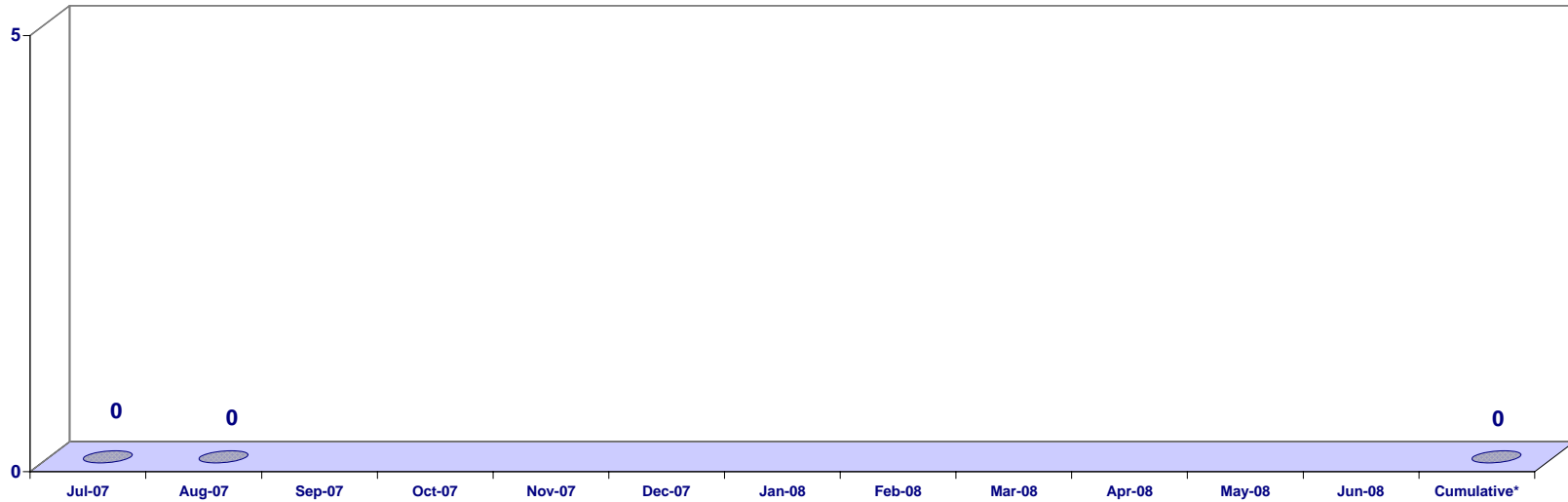


**WIA PARTICIPANT SUMMARY REPORT - YOUNGER YOUTH**  
**PY 2007/08 - August 2007**  
**Report Range 07/2007 to 08/2007**

	Younger Youth													Part. Plan	% of Plan
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*	PY 07/08	Attained
<b>Total Participants</b>	196	196											196	316	62.0%
Participants Carried In	196	196											196	286	68.5%
New Participants Entering Grant														30	
<b>Total Participants Exiting WI</b>														100	
Entered Unsubsidized Employment														15	
Training Related														10	
Entered Military Service														5	
Entered Qualified Apprenticeship Program															
Entered Post-Secondary Education														62	
Entered Advanced Training														2	
Attained Recognized Certificate/Diploma/Degree															
Attained High School Diploma/GED														75	
Returned to Secondary School (Youth Only)														4	
Exits Excluded from Performance															
Other Exits														85	

Program Activities/Services Summary	Enrolled													PY 07/08	% of Plan	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*			
Core Services (Registered)																
Intensive Services	46	46											46			
Training Services	31	31											31			
Youth Services	196	196											196			
Concurrent Program Participants	102	102											102			
Individual Training Accounts																
Goals Set (Younger Youth Only)	12	10											22	250	8.8%	

**WIA PARTICIPANT SUMMARY - YOUNGER YOUTH**  
**New Participants Entering Grant**

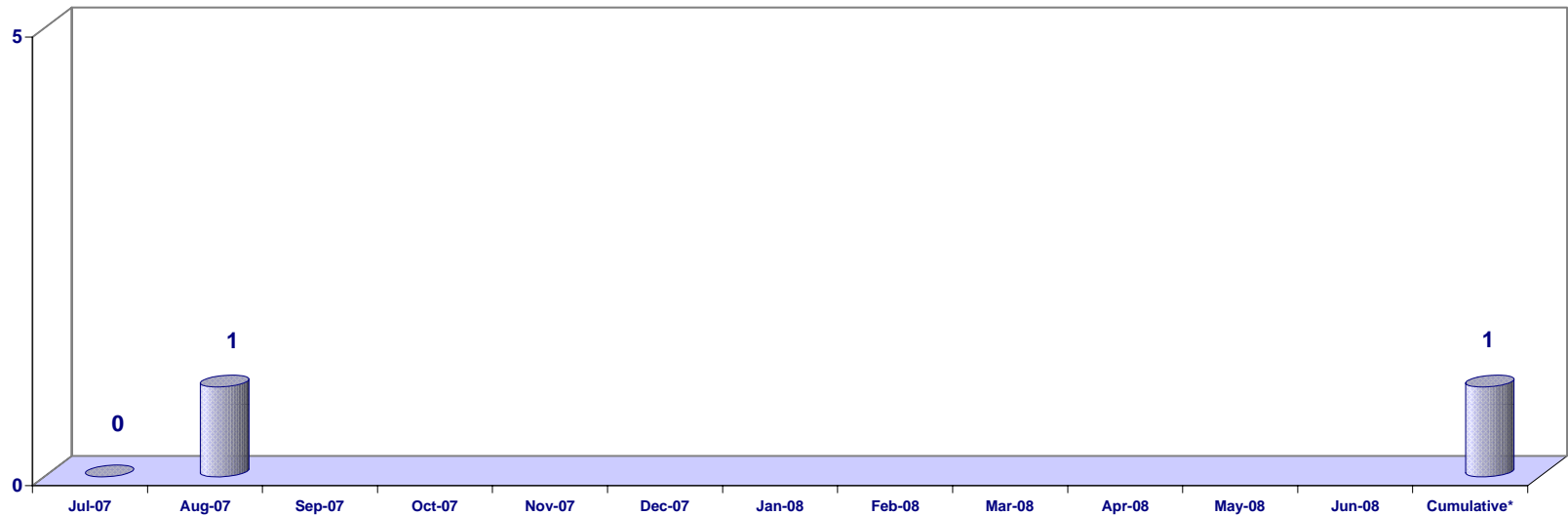


WIA PARTICIPANT SUMMARY REPORT - 907 DOL San Joaquin LVN Program  
 PY 2007/08 - August 2007  
 Report Range 07/2007 to 08/2007

	DOL San Joaquin LVN Program												
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*
<b>Total Participants</b>	27	28											28
Participants Carried In	27	27											27
New Participants Entering Grant		1											1
<b>Total Participants Exiting WI</b>													
Entered Unsubsidized Employment													
Training Related													
Entered Military Service													
Entered Qualified Apprenticeship Program													
Entered Post-Secondary Education													
Entered Advanced Training													
Attained Recognized Certificate/Diploma/Degree													
Attained High School Diploma/GED													
Returned to Secondary School (Youth Only)													
Exits Excluded from Performance													
Other Exits													

Program Activities/Services Summary	Enrolled												
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*
Core Services (Registered)	19	19											19
Intensive Services	27	28											28
Training Services													
Youth Services													
Concurrent Program Participants	3	3											3
Individual Training Accounts													
Goals Set (Younger Youth Only)													

WIA PARTICIPANT SUMMARY - DOL SAN JOAQUIN LVN PROGRAM  
 New Participants Entering Grant



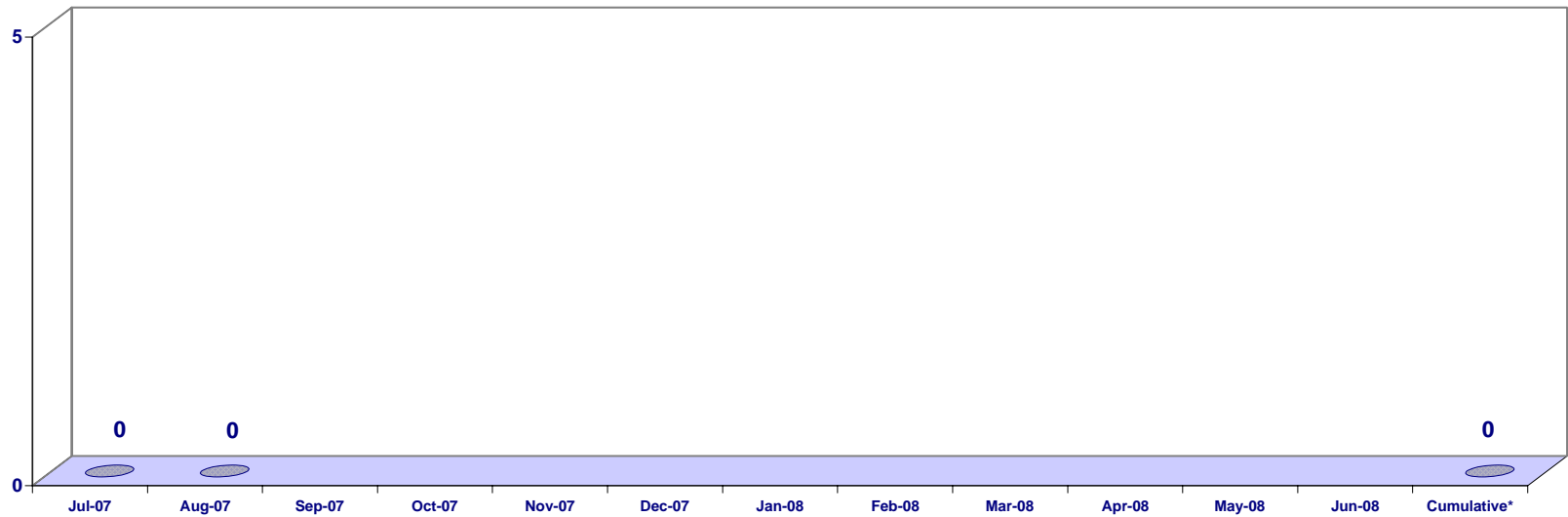


WIA PARTICIPANT SUMMARY REPORT - SJC MANUFACTURING PROJECT (914)  
 PY 2007/08 - August 2007  
 Report Range 07/2007 to 08/2007

	DOL San Joaquin LVN Program												
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*
<b>Total Participants</b>	1	1											
Participants Carried In	1	1											
New Participants Entering Grant													
<b>Total Participants Exiting WI</b>													
Entered Unsubsidized Employment													
Training Related													
Entered Military Service													
Entered Qualified Apprenticeship Program													
Entered Post-Secondary Education													
Entered Advanced Training													
Attained Recognized Certificate/Diploma/Degree													
Attained High School Diploma/GED													
Returned to Secondary School (Youth Only)													
Exits Excluded from Performance													
Other Exits													

Program Activities/Services Summary	Enrolled												
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*
Core Services (Registered)	1	1											
Intensive Services	1	1											
Training Services													
Youth Services													
Concurrent Program Participants													
Individual Training Accounts													
Goals Set (Younger Youth Only)													

WIA PARTICIPANT SUMMARY - SJC MANUFACTURING PROJECT  
 New Participants Entering Grant



WIA PARTICIPANT CHARACTERISTICS SUMMARY

Report Period: 7/2007 to 08/2007

ENROLLED

	ADULT		DISLOCATED WORKER		528 25% MERCED EXPANSION PROJECT		537 WIA-CVOC JOINT PROJECT		648 WIA-HIGH CON. YTH		693 RN PROGRAM	
	#	%	#	%	#	%	#	%	#	%	#	%
<b>Total</b>	108	100.0%	92	100.0%	13	100.0%	35	100.0%	21	100.0%	27	100.0%
Female	79	73.1%	57	62.0%	5	38.5%	26	74.3%	9	42.9%	20	74.1%
Male	29	26.9%	35	38.0%	8	61.5%	9	25.7%	12	57.1%	7	25.9%
<b>Age</b>												
14-18									13	61.9%		
19-21	6	5.6%	4	4.3%	2	15.4%	1	2.9%	8	38.1%	2	7.4%
22-29	52	48.1%	8	8.7%	3	23.1%					17	63.0%
30-44	32	29.6%	29	31.5%	6	46.2%	9	25.7%			6	22.2%
45-54	14	13.0%	32	34.8%	2	15.4%	13	37.1%			2	7.4%
55-61	4	3.7%	17	18.5%			10	28.6%				
62-64			1	1.1%			1	2.9%				
65 and over			1	1.1%			1	2.9%				
<b>Race/Ethnicity</b>												
American Indian / Alaskan Native	1	0.9%	2	2.2%	2	15.4%						
Asian	26	24.1%	5	5.4%	1	7.7%	2	5.7%	1	4.8%	1	3.7%
Black / African American	6	5.6%	8	8.7%	1	7.7%	2	5.7%	3	14.3%		
Hawaiian Native / Other Pacific Islander	6	5.6%	1	1.1%							1	3.7%
White	36	33.3%	26	28.3%	4	30.8%	7	20.0%	4	19.0%	15	55.6%
Ethnicity Hispanic or Latino	41	38.0%	55	59.8%	7	53.8%	25	71.4%	13	61.9%	11	40.7%
<b>Labor Force Status</b>												
Employed	59	54.6%	1	1.1%					2	9.5%	19	70.4%
Unemployed	49	45.4%	91	98.9%	13	100.0%	35	100.0%	19	90.5%	8	29.6%
UI Claimant	6	5.6%	71	77.2%	7	53.8%	31	88.6%				
UI Exhaustee	1	0.9%	19	20.7%	6	46.2%	3	8.6%				
<b>Barriers to Employment</b>												
Disabled	4	3.7%							11	52.4%	1	3.7%
Limited English Proficiency	1	0.9%	2	2.2%			2	5.7%				
Single Parent	31	28.7%	13	14.1%	2	15.4%	4	11.4%	1	4.8%	5	18.5%
Work Profiling Reemployment Services Referral			12	13.0%			5	14.3%				
Low Income	54	50.0%	36	39.1%	8	61.5%	10	28.6%	21	100.0%	12	44.4%
Displaced Homemaker												
Offender	6	5.6%	2	2.2%	2	15.4%					1	3.7%
Homeless												
Runaway Youth									3	14.3%		
Pregnant Parenting Youth									3	14.3%		
Youth Needing Additional Assistance									21	100.0%		
Basic Literacy Skills Deficient	30	27.8%	45	48.9%	1	7.7%	26	74.3%	21	100.0%	4	14.8%
Substance Abuse									1	4.8%		
Foster Youth	1	0.9%							2	9.5%		

WIA PARTICIPANT CHARACTERISTICS SUMMARY

Report Period: 7/2007 to 08/2007

ENROLLED

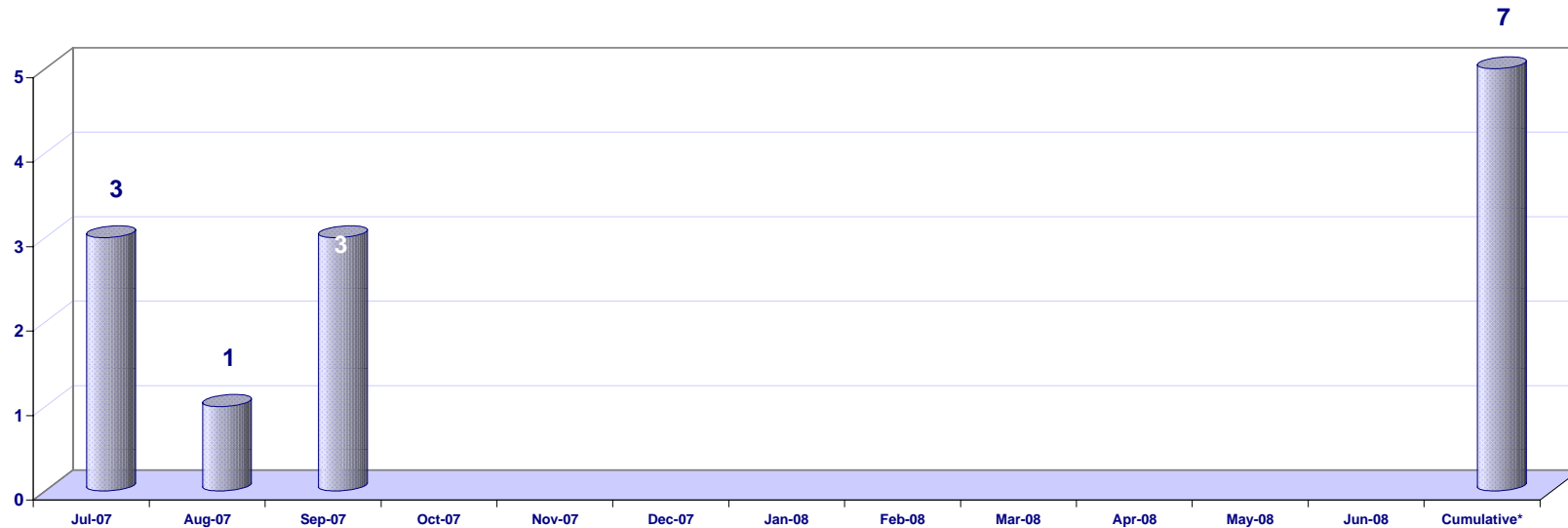
	787 15% MERCED EXPANSION PROJECT		907 DOL SAN JOAQUIN LVN PROGRAM		301 OLDER YOUTH		301 YOUNGER YOUTH		914 SJC MANUF. PROJECT		TOTAL (ALL GRANT CODES)	
	#	%	#	%	#	%	#	%	#	%	#	%
<b>Total</b>	15	100.0%	28	100.0%	93	100.0%	196	100.0%	1	100.0%	629	100.0%
Female	4	26.7%	25	89.3%	68	73.1%	101	51.5%			394	62.6%
Male	11	73.3%	3	10.7%	25	26.9%	95	48.5%	1	100.0%	235	37.4%
<b>Age</b>												
14-18							196	100.0%			209	33.2%
19-21					93	100.0%					116	18.4%
22-29	8	53.3%	15	53.6%							103	16.4%
30-44	3	20.0%	11	39.3%					1	100.0%	97	15.4%
45-54	3	20.0%	1	3.6%							67	10.7%
55-61	1	6.7%	1	3.6%							33	5.2%
62-64											2	0.3%
65 and over											2	0.3%
<b>Race/Ethnicity</b>												
American Indian / Alaskan Native					1	1.1%	3	1.5%			9	1.4%
Asian	3	20.0%	14	50.0%	6	6.5%	30	15.3%			89	14.1%
Black / African American	2	13.3%	1	3.6%	9	9.7%	14	7.1%			46	7.3%
Hawaiian Native / Other Pacific Islander	1	6.7%	3	10.7%	1	1.1%	1	0.5%			14	2.2%
White	2	13.3%	8	28.6%	11	11.8%	27	13.8%			140	22.3%
Ethnicity Hispanic or Latino	8	53.3%	5	17.9%	66	71.0%	132	67.3%	1	100.0%	364	57.9%
<b>Labor Force Status</b>												
Employed	10	66.7%	19	67.9%	14	15.1%	6	3.1%			130	20.7%
Unemployed	5	33.3%	9	32.1%	79	84.9%	190	96.9%	1	100.0%	499	79.3%
UI Claimant	1	6.7%			1	1.1%			1	100.0%	118	18.8%
UI Exhaustee											29	4.6%
<b>Barriers to Employment</b>												
Disabled	1	6.7%	1	3.6%	5	5.4%	23	11.7%			46	7.3%
Limited English Proficiency			1	3.6%	7	7.5%	6	3.1%			19	3.0%
Single Parent	5	33.3%	6	21.4%	16	17.2%	10	5.1%			93	14.8%
Work Profiling Reemployment Services Referral											17	2.7%
Low Income	11	73.3%	8	28.6%	91	97.8%	191	97.4%			442	70.3%
Displaced Homemaker												
Offender	2	13.3%			8	8.6%	13	6.6%	1	100.0%	35	5.6%
Homeless					2	2.2%	1	0.5%			3	0.5%
Runaway Youth					2	2.2%	6	3.1%			11	1.7%
Pregnant Parenting Youth					32	34.4%	17	8.7%			52	8.3%
Youth Needing Additional Assistance					93	100.0%	194	99.0%			308	49.0%
Basic Literacy Skills Deficient			8	28.6%	82	88.2%	178	90.8%	1	100.0%	396	63.0%
Substance Abuse					3	3.2%	9	4.6%			13	2.1%
Foster Youth					2	2.2%	3	1.5%			8	1.3%

WIA PARTICIPANT SUMMARY REPORT - ADULT (Grant Code: 201)  
 PY 2007/08 - September 2007  
 Report Range 07/2007 to 09/2007

	ADULT												Part. Plan	% of Plan	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*	PY 07/08	Attained
<b>Total Participants</b>	110	111	114										114	250	45.6%
Participants Carried In	107	110	111										107	105	101.9%
New Participants Entering Grant	3	1	3										7	145	4.8%
<b>Total Participants Exiting WI</b>			28										28	91	30.8%
Entered Unsubsidized Employment			21										21	71	29.6%
Training Related			7										7	22	31.8%
Entered Military Service															
Entered Qualified Apprenticeship Program															
Entered Post-Secondary Education															
Entered Advanced Training															
Attained Recognized Certificate/Diploma/Degree			11										11		
Attained High School Diploma/GED															
Returned to Secondary School (Youth Only)															
Exits Excluded from Performance															
Other Exits			27										27	78	34.6%

Program Activities/Services Summary	Enrolled												Cumulative*	PY 07/08	% of Plan
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08			
Core Services (Registered)	110	111	113										113	384	29.4%
Intensive Services	84	85	87										87	179	48.6%
Training Services	39	39	39										39	117	33.3%
Youth Services															
Concurrent Program Participants	20	20	20										20		
Individual Training Accounts	3	3	3										3		
Goals Set (Younger Youth Only)															

WIA PARTICIPANT SUMMARY - ADULT  
 New Participants Entering Grant

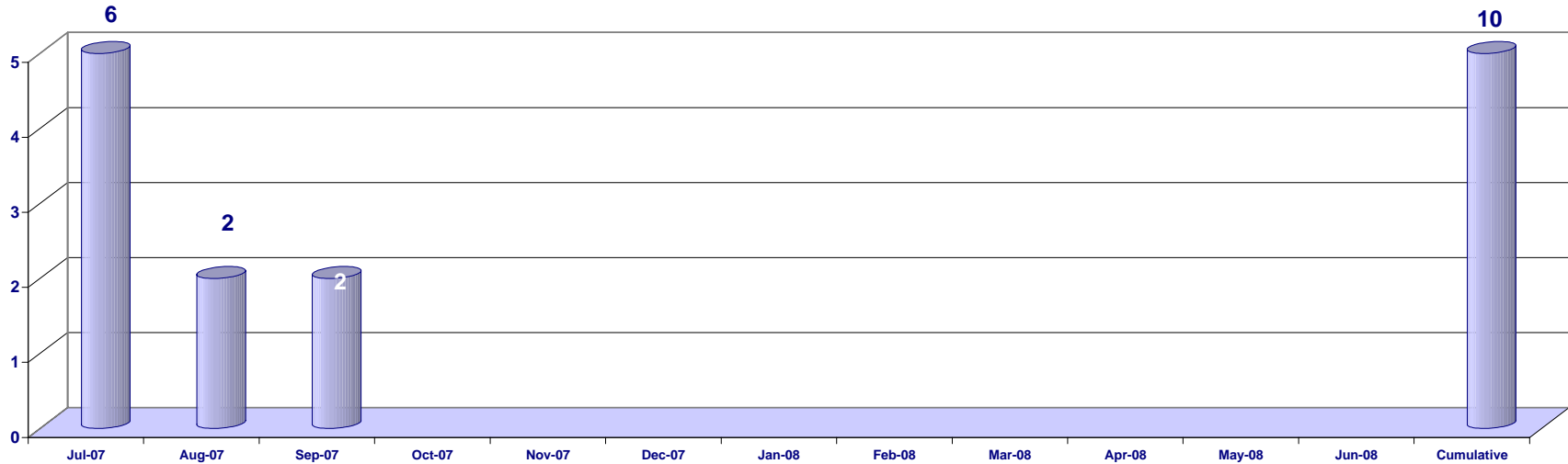


WIA PARTICIPANT SUMMARY REPORT - DISLOCATED WORKER (Grant Code: 501)  
 PY 2007/08 - September 2007  
 Report Range 07/2007 to 09/2007

	DISLOCATED WORKER												Part. Plan	% of Plan	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative	PY 07/08	Attained
<b>Total Participants</b>	95	97	99										99	158	62.7%
Participants Carried In	89	95	97										89	85	104.7%
New Participants Entering Grant	6	2	2										10	73	13.7%
<b>Total Participants Exiting WI</b>			25										25	39	64.1%
Entered Unsubsidized Employment			19										19	35	54.3%
Training Related			3										3	17	17.6%
Entered Military Service															
Entered Qualified Apprenticeship Program															
Entered Post-Secondary Education															
Entered Advanced Training															
Attained Recognized Certificate/Diploma/Degree			10										10		
Attained High School Diploma/GED															
Returned to Secondary School (Youth Only)															
Exits Excluded from Performance			3										3		
Other Exits			22										22	38	57.9%

Program Activities/Services Summary	Enrolled												Cumulative	PY 07/08	% of Plan
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08			
Core Services (Registered)	95	97	99										99	216	45.8%
Intensive Services	80	82	84										84	113	74.3%
Training Services	25	25	26										26	71	36.6%
Youth Services															
Concurrent Program Participants	36	36	36										36		
Individual Training Accounts	3	3	3										3		
Goals Set (Younger Youth Only)															

WIA PARTICIPANT SUMMARY - DISLOCATED WORKER  
 New Participants Entering Grant

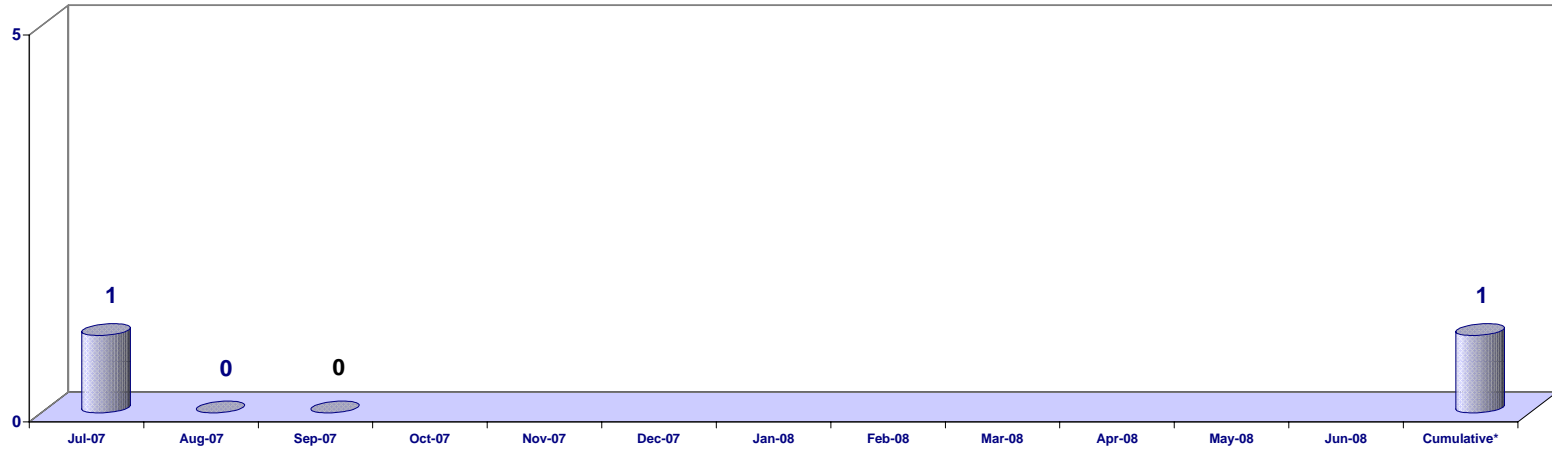


WIA PARTICIPANT SUMMARY REPORT - 25% MERCED EXPANSION PROJECT (Grant Code: 528)  
 PY 2007/08 - September 2007  
 Report Range 07/2007 to 09/2007

	QUEBECOR												Part. Plan	% of Plan	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*	PY 07/08	Attained
<b>Total Participants</b>	13	13	13										13		
Participants Carried In	12	13	13										12		
New Participants Entering Grant	1												1		
<b>Total Participants Exiting WI</b>			8										8		
Entered Unsubsidized Employment			7										7		
Training Related			1										1		
Entered Military Service															
Entered Qualified Apprenticeship Program															
Entered Post-Secondary Education															
Entered Advanced Training															
Attained Recognized Certificate/Diploma/Degree			2										2		
Attained High School Diploma/GED															
Returned to Secondary School (Youth Only)															
Exits Excluded from Performance															
Other Exits			8										8		

Program Activities/Services Summary	Enrolled												Cumulative*	PY 07/08	Attained
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08			
Core Services (Registered)	13	13	13										13		
Intensive Services	5	5	5										5		
Training Services	4	4	4										4		
Youth Services															
Concurrent Program Participants	2	2	2										2		
Individual Training Accounts															
Goals Set (Younger Youth Only)															

WIA PARTICIPANT SUMMARY - 25 % DISLOCATED WORKER AUGMENTATION: QUEBECOR  
 New Participants Entering Grant

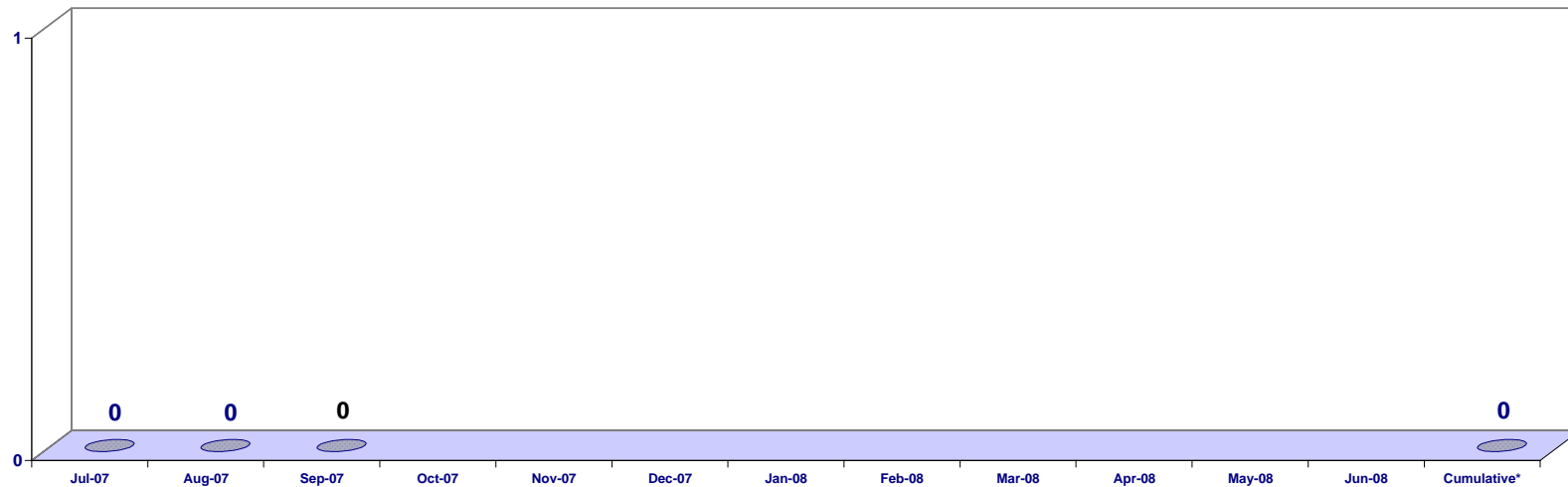


WIA PARTICIPANT SUMMARY REPORT - DWI/CVOC JOINT PROJECT (Grant Code: 537)  
 PY 2007/08 - September 2007  
 Report Range 07/2007 to 09/2007

	DWI/CVOC JOINT PROJECT													Part. Plan	% of Plan
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*	PY 07/08	Attained
<b>Total Participants</b>	35	35	35										35		
Participants Carried In	35	35	35										35		
New Participants Entering Grant															
<b>Total Participants Exiting WI</b>			7										7		
Entered Unsubsidized Employment			5										5		
Training Related			2										2		
Entered Military Service															
Entered Qualified Apprenticeship Program															
Entered Post-Secondary Education															
Entered Advanced Training															
Attained Recognized Certificate/Diploma/Degree			4										4		
Attained High School Diploma/GED															
Returned to Secondary School (Youth Only)															
Exits Excluded from Performance			2										2		
Other Exits			5										5		

Program Activities/Services Summary	Enrolled													PY 07/08	% of Plan
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*		
Core Services (Registered)	33	33	34										34		
Intensive Services	34	34	34										34		
Training Services	7	7	7										7		
Youth Services															
Concurrent Program Participants	25	25	25										25		
Individual Training Accounts	2	2	2										2		
Goals Set (Younger Youth Only)															

WIA PARTICIPANT SUMMARY - DWI/CVOC JOINT PROJECT  
 New Participants Entering Grant

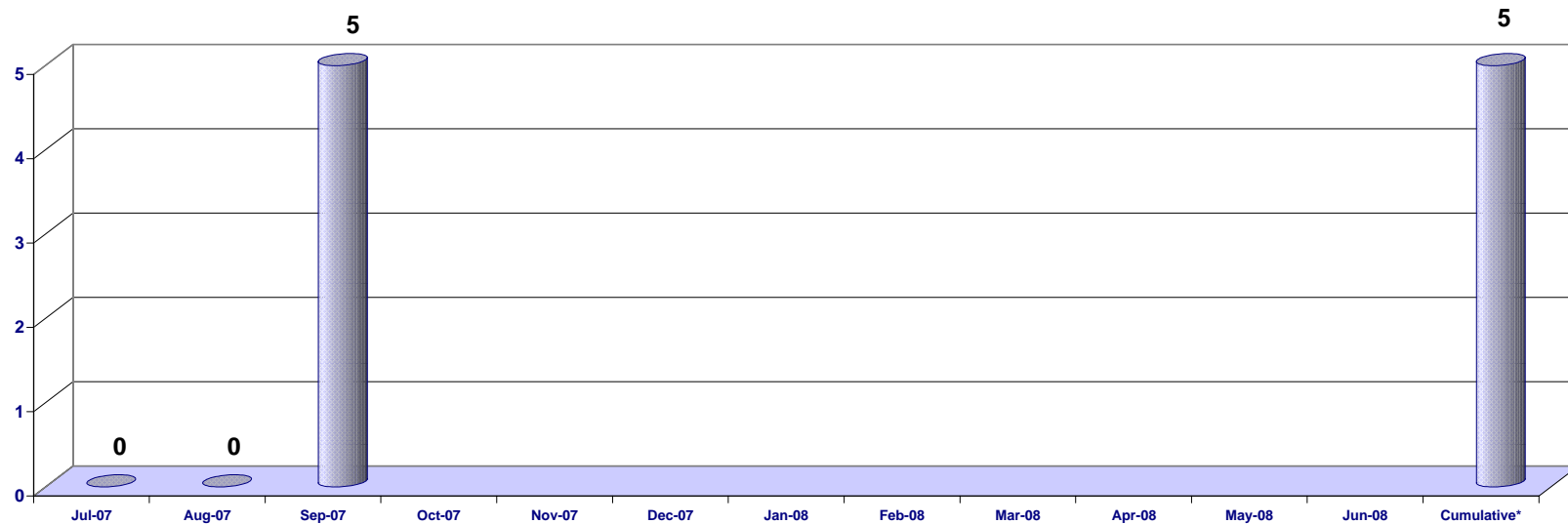


WIA PARTICIPANT SUMMARY REPORT - HIGH CON. YOUTH (Grant Code: 648)  
 PY 2007/08 - September 2007  
 Report Range 07/2007 to 09/2007

	High Concentration Youth Program												Cumulative*
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	
<b>Total Participants</b>	21	21	26										26
Participants Carried In	21	21	21										21
New Participants Entering Grant			5										5
<b>Total Participants Exiting WI</b>													
Entered Unsubsidized Employment													
Training Related													
Entered Military Service													
Entered Qualified Apprenticeship Program													
Entered Post-Secondary Education													
Entered Advanced Training													
Attained Recognized Certificate/Diploma/Degree													
Attained High School Diploma/GED													
Returned to Secondary School (Youth Only)													
Exits Excluded from Performance													
Other Exits													

Program Activities/Services Summary	Enrolled												Cumulative*
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	
Core Services (Registered)													
Intensive Services	7	7	11										11
Training Services	3	3	4										4
Youth Services	21	21	26										26
Concurrent Program Participants	6	6	7										7
Individual Training Accounts													
Goals Set (Younger Youth Only)													

WIA PARTICIPANT SUMMARY - HIGH CON. YOUTH (GRANT CODE: 648)  
 New Participants Entering Grant



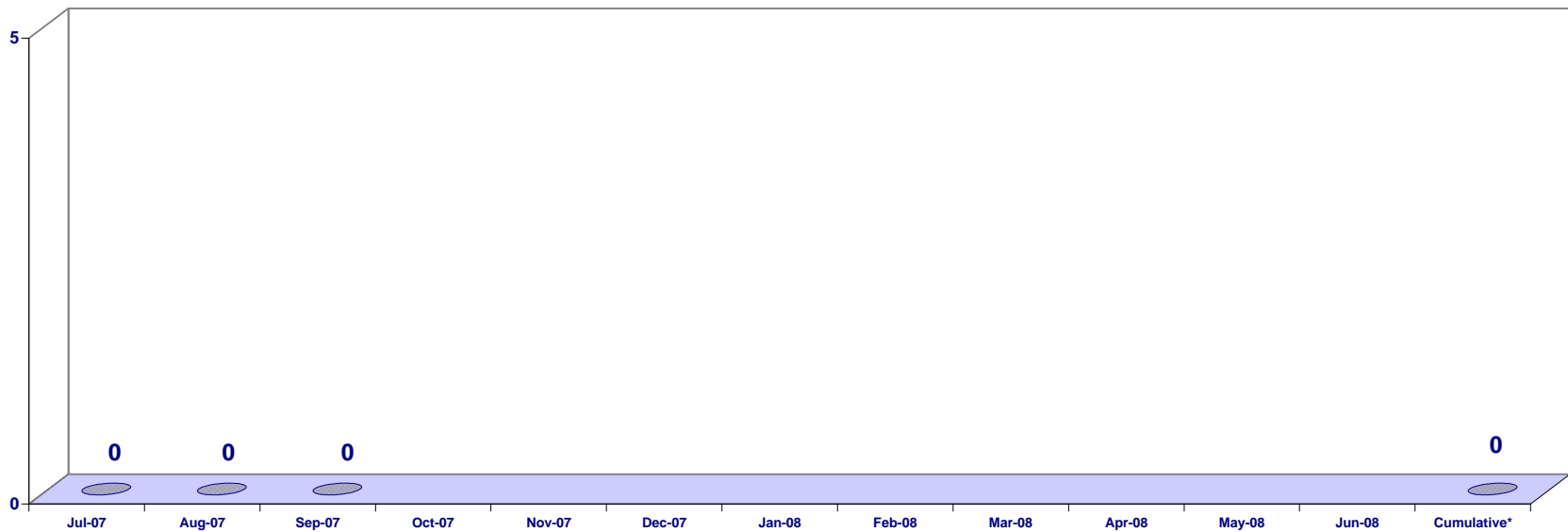


WIA PARTICIPANT SUMMARY REPORT - NURSING PROGRAM (Grant Code: 693)  
 PY 2007/08 - September 2007  
 Report Range 07/2007 to 09/2007

	Nursing Program												Cumulative*
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	
<b>Total Participants</b>	27	27	27										27
Participants Carried In	27	27	27										27
New Participants Entering Grant													
<b>Total Participants Exiting WI</b>			3										3
Entered Unsubsidized Employment			3										3
Training Related			2										2
Entered Military Service													
Entered Qualified Apprenticeship Program													
Entered Post-Secondary Education													
Entered Advanced Training													
Attained Recognized Certificate/Diploma/Degree			2										2
Attained High School Diploma/GED													
Returned to Secondary School (Youth Only)													
Exits Excluded from Performance													
Other Exits			3										3

Program Activities/Services Summary	Enrolled												Cumulative*
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	
Core Services (Registered)	22	22	22										22
Intensive Services	27	27	27										27
Training Services	19	19	19										19
Youth Services													
Concurrent Program Participants	3	3	3										3
Individual Training Accounts	1	1	1										1
Goals Set (Younger Youth Only)													

WIA PARTICIPANT SUMMARY - NURSING PROGRM (GRANT CODE: 693)  
 New Participants Entering Grant

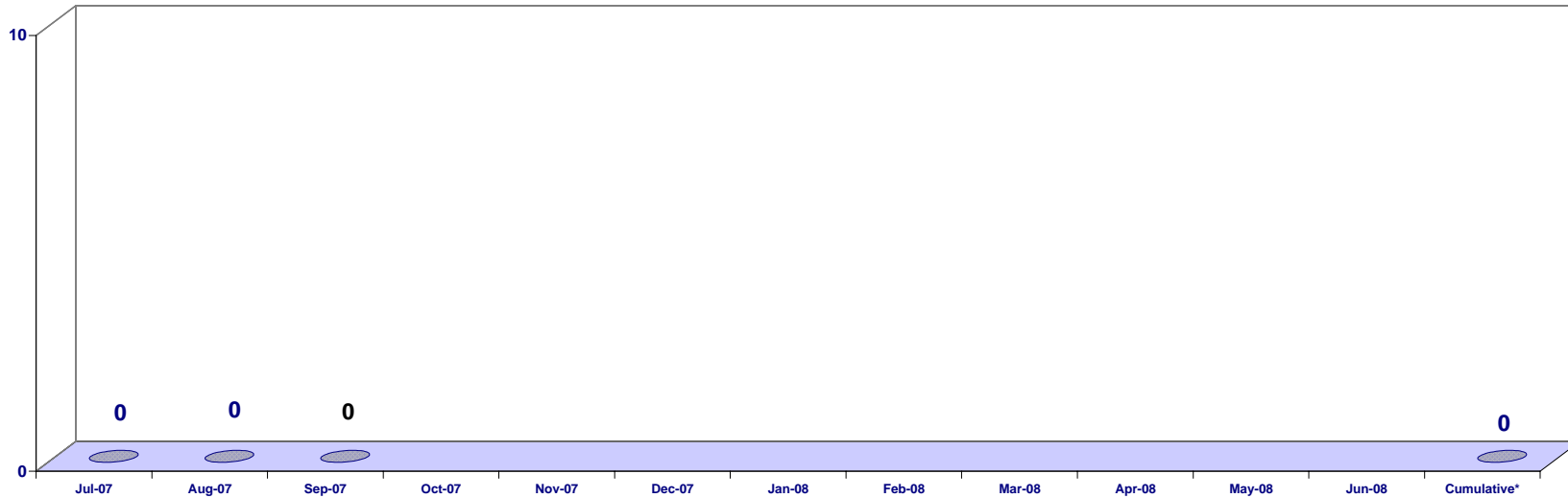


WIA PARTICIPANT SUMMARY REPORT - 15% MERCED EXPANSION PROJECT (Grant Code: 787)  
 PY 2007/08 - September 2007  
 Report Range 07/2007 to 09/2007

	Nursing Program													Part. Plan	% of Plan
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*	PY 07/08	Attained
<b>Total Participants</b>	15	15	15										15		
Participants Carried In	15	15	15										15		
New Participants Entering Grant															
<b>Total Participants Exiting WI</b>			8										8		
Entered Unsubsidized Employment			6										6		
Training Related			2										2		
Entered Military Service															
Entered Qualified Apprenticeship Program															
Entered Post-Secondary Education															
Entered Advanced Training															
Attained Recognized Certificate/Diploma/Degree			2										2		
Attained High School Diploma/GED															
Returned to Secondary School (Youth Only)															
Exits Excluded from Performance															
Other Exits			8										8		

Program Activities/Services Summary	Enrolled													PY 07/08	% of Plan
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*		
Core Services (Registered)	15	15	15										15		
Intensive Services	2	2	2										2		
Training Services	2	2	2										2		
Youth Services															
Concurrent Program Participants	2	2	2										2		
Individual Training Accounts															
Goals Set (Younger Youth Only)															

WIA PARTICIPANT SUMMARY - 15% MERCED EXPANSION PROJECT (GRANT CODE: 787)  
 New Participants Entering Grant

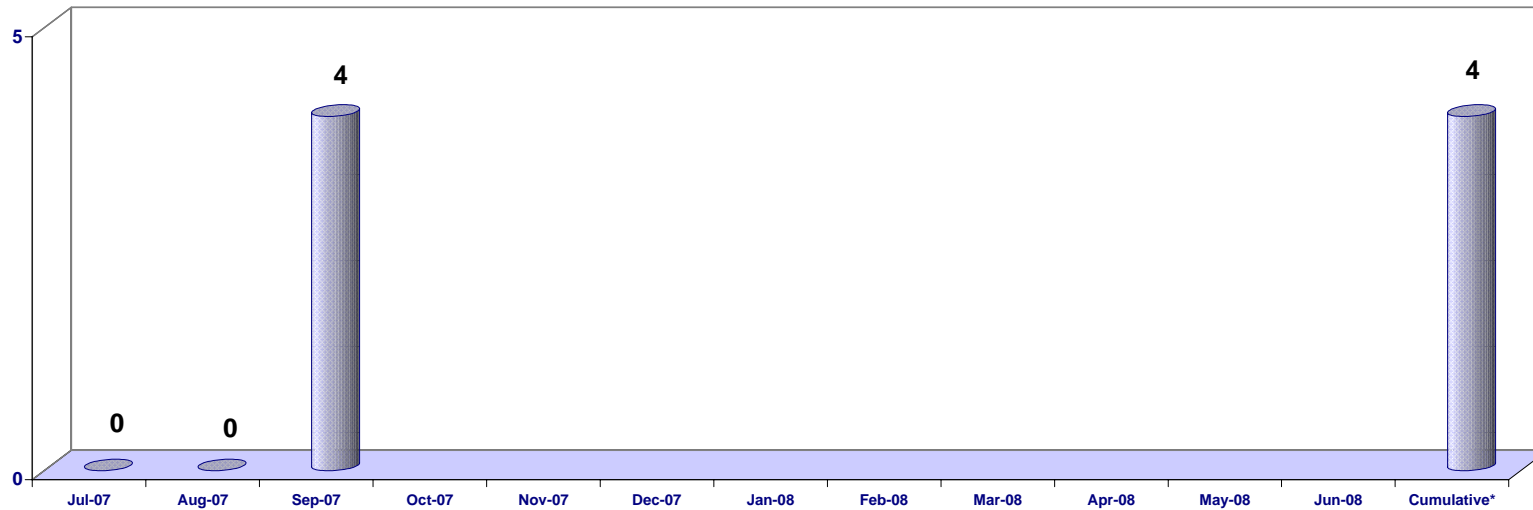


**WIA PARTICIPANT SUMMARY REPORT - OLDER YOUTH**  
**PY 2007/08 - September 2007**  
**Report Range 07/2007 to 09/2007**

	OLDER YOUTH												Part. Plan	% of Plan	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*	PY 07/08	Attained
<b>Total Participants</b>	93	93	97										97	132	73.5%
Participants Carried In	93	93	93										93	102	91.2%
New Participants Entering Grant			4										4	30	13.3%
<b>Total Participants Exiting WI</b>														35	
Entered Unsubsidized Employment														25	
Training Related														9	
Entered Military Service															
Entered Qualified Apprenticeship Program															
Entered Post-Secondary Education														9	
Entered Advanced Training														1	
Attained Recognized Certificate/Diploma/Degree															
Attained High School Diploma/GED															
Returned to Secondary School (Youth Only)															
Exits Excluded from Performance															
Other Exits														35	

Program Activities/Services Summary	Enrolled												Cumulative*	PY 07/08	Attained	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08				
Core Services (Registered)																
Intensive Services	82	82	86										86			
Training Services	60	60	61										61			
Youth Services	91	91	95										95			
Concurrent Program Participants	28	28	29										29			
Individual Training Accounts																
Goals Set (Younger Youth Only)																

**WIA PARTICIPANT SUMMARY - OLDER YOUTH**  
**New Participants Entering Grant**

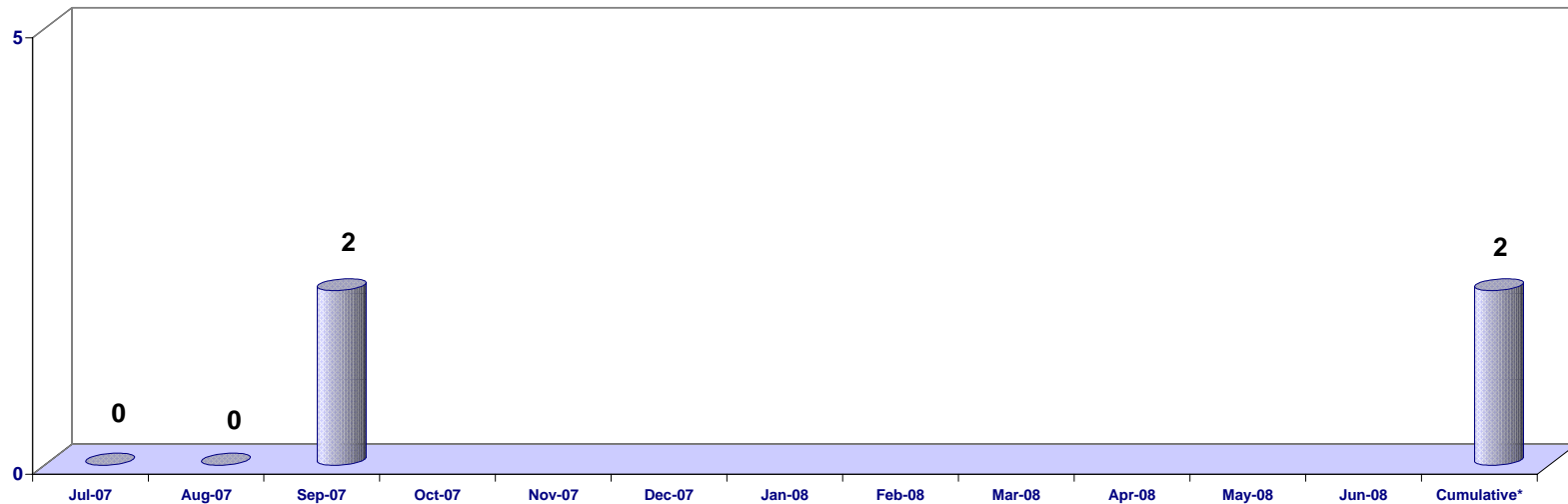


**WIA PARTICIPANT SUMMARY REPORT - YOUNGER YOUTH**  
**PY 2007/08 - September 2007**  
**Report Range 07/2007 to 09/2007**

	Younger Youth												Cumulative*	Part. Plan	% of Plan
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08		PY 07/08	Attained
<b>Total Participants</b>	196	196	198										198	316	62.7%
Participants Carried In	196	196	196										196	286	68.5%
New Participants Entering Grant			2										2	30	6.7%
<b>Total Participants Exiting WI</b>														100	
Entered Unsubsidized Employment														15	
Training Related														10	
Entered Military Service														5	
Entered Qualified Apprenticeship Program															
Entered Post-Secondary Education														62	
Entered Advanced Training														2	
Attained Recognized Certificate/Diploma/Degree															
Attained High School Diploma/GED														75	
Returned to Secondary School (Youth Only)														4	
Exits Excluded from Performance															
Other Exits														85	

Program Activities/Services Summary	Enrolled												Cumulative*	PY 07/08	% of Plan	
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08				
<b>Core Services (Registered)</b>																
Intensive Services	46	46	47											47		
Training Services	31	31	31											31		
Youth Services	196	196	198											198		
Concurrent Program Participants	102	102	102											102		
Individual Training Accounts																
Goals Set (Younger Youth Only)	12	11	4											27	250	10.8%

**WIA PARTICIPANT SUMMARY - YOUNGER YOUTH**  
**New Participants Entering Grant**

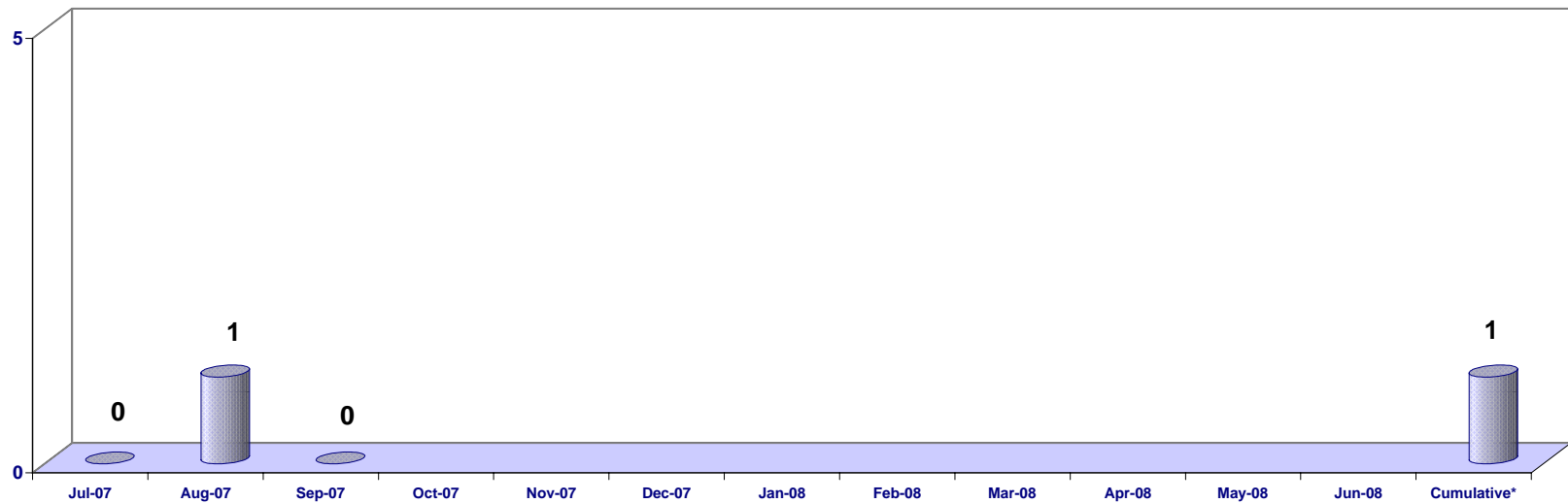


WIA PARTICIPANT SUMMARY REPORT - 907 DOL San Joaquin LVN Program  
 PY 2007/08 - September 2007  
 Report Range 07/2007 to 09/2007

	DOL San Joaquin LVN Program												
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*
<b>Total Participants</b>	27	28	28										28
Participants Carried In	27	27	28										27
New Participants Entering Grant		1											1
<b>Total Participants Exiting WI</b>			1										1
Entered Unsubsidized Employment													
Training Related													
Entered Military Service													
Entered Qualified Apprenticeship Program													
Entered Post-Secondary Education													
Entered Advanced Training													
Attained Recognized Certificate/Diploma/Degree													
Attained High School Diploma/GED													
Returned to Secondary School (Youth Only)													
Exits Excluded from Performance													
Other Exits			1										1

Program Activities/Services Summary	Enrolled												
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*
Core Services (Registered)	19	19	19										19
Intensive Services	27	28	28										28
Training Services													
Youth Services													
Concurrent Program Participants	3	3	3										3
Individual Training Accounts													
Goals Set (Younger Youth Only)													

WIA PARTICIPANT SUMMARY - DOL SAN JOAQUIN LVN PROGRAM  
 New Participants Entering Grant

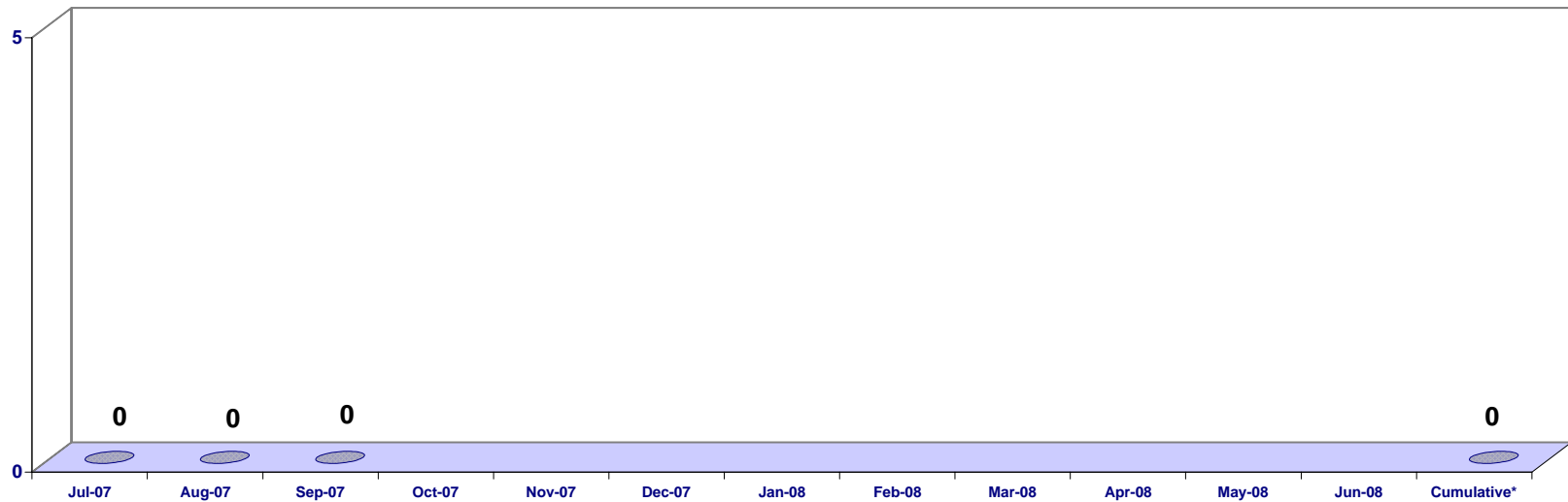


WIA PARTICIPANT SUMMARY REPORT - SJC MANUFACTURING PROJECT (914)  
 PY 2007/08 - September 2007  
 Report Range 07/2007 to 09/2007

	DOL San Joaquin LVN Program												
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*
<b>Total Participants</b>	1	1	1										1
Participants Carried In	1	1	1										1
New Participants Entering Grant													
<b>Total Participants Exiting WI</b>													
Entered Unsubsidized Employment													
Training Related													
Entered Military Service													
Entered Qualified Apprenticeship Program													
Entered Post-Secondary Education													
Entered Advanced Training													
Attained Recognized Certificate/Diploma/Degree													
Attained High School Diploma/GED													
Returned to Secondary School (Youth Only)													
Exits Excluded from Performance													
Other Exits													

Program Activities/Services Summary	Enrolled												
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative*
Core Services (Registered)	1	1	1										1
Intensive Services	1	1	1										1
Training Services													
Youth Services													
Concurrent Program Participants													
Individual Training Accounts													
Goals Set (Younger Youth Only)													

WIA PARTICIPANT SUMMARY - SJC MANUFACTURING PROJECT  
 New Participants Entering Grant



**WIA PARTICIPANT CHARACTERISTICS SUMMARY**

Report Period: 7/2007 to 09/2007

**ENROLLED**

	ADULT		DISLOCATED WORKER		528 25% MERCED EXPANSION PROJECT		537 WIA-CVOC JOINT PROJECT		648 WIA-HIGH CON. YTH		693 RN PROGRAM	
	#	%	#	%	#	%	#	%	#	%	#	%
<b>Total</b>	114	100.0%	99	100.0%	13	100.0%	35	100.0%	26	100.0%	27	100.0%
<b>Female</b>	83	72.8%	62	62.6%	5	38.5%	26	74.3%	12	46.2%	20	74.1%
<b>Male</b>	31	27.2%	37	37.4%	8	61.5%	9	25.7%	14	53.8%	7	25.9%
<b>Age</b>												
14-18	6	5.3%	4	4.0%	2	15.4%	1	2.9%	15	57.7%	2	7.4%
19-21									11	42.3%		
22-29	53	46.5%	9	9.1%	3	23.1%					17	63.0%
30-44	35	30.7%	30	30.3%	6	46.2%	9	25.7%			6	22.2%
45-54	14	12.3%	37	37.4%	2	15.4%	13	37.1%			2	7.4%
55-61	6	5.3%	17	17.2%			10	28.6%				
62-64			1	1.0%			1	2.9%				
65 and over			1	1.0%			1	2.9%				
<b>Race/Ethnicity</b>												
American Indian / Alaskan Native	1	0.9%	3	3.0%	2	15.4%						
Asian	26	22.8%	5	5.1%	1	7.7%	2	5.7%	1	3.8%	1	3.7%
Black / African American	7	6.1%	8	8.1%	1	7.7%	2	5.7%	3	11.5%		
Hawaiian Native / Other Pacific Islander	6	5.3%	1	1.0%							1	3.7%
White	39	34.2%	29	29.3%	4	30.8%	7	20.0%	4	15.4%	15	55.6%
Latino	44	38.6%	58	58.6%	7	53.8%	25	71.4%	18	69.2%	11	40.7%
<b>Labor Force Status</b>												
Employed	61	53.5%							3	11.5%	19	70.4%
Unemployed	53	46.5%	99	100.0%	13	100.0%	35	100.0%	23	88.5%	8	29.6%
UI Claimant	6	5.3%	77	77.8%	7	53.8%	31	88.6%				
UI Exhaustee	1	0.9%	20	20.2%	6	46.2%	3	8.6%				
<b>Barriers to Employment</b>												
Disabled	4	3.5%							12	46.2%	1	3.7%
Limited English Proficiency	1	0.9%	2	2.0%			2	5.7%				
Single Parent	33	28.9%	13	13.1%	2	15.4%	4	11.4%	1	3.8%	5	18.5%
Reemployment Services Referral			13	13.1%			5	14.3%				
Low Income	58	50.9%	38	38.4%	8	61.5%	10	28.6%	26	100.0%	12	44.4%
Displaced Homemaker												
Offender	6	5.3%	2	2.0%	2	15.4%			1	3.8%	1	3.7%
Homeless									1	3.8%		
Runaway Youth									3	11.5%		
Pregnant Parenting Youth									3	11.5%		
Youth Needing Additional Assistance									26	100.0%		
Deficient	34	29.8%	51	51.5%	1	7.7%	26	74.3%	25	96.2%	4	14.8%
Substance Abuse									1	3.8%		
Foster Youth	1	0.9%							2	7.7%		

WIA PARTICIPANT CHARACTERISTICS SUMMARY

Report Period: 7/2007 to 09/2007

ENROLLED

	787 15% MERCED EXPANSION PROJECT		907 DOL SAN JOAQUIN LVN PROGRAM		301 OLDER YOUTH		301 YOUNGER YOUTH		914 SJC MANUF. PROJECT		TOTAL (ALL GRANT CODES)	
	#	%	#	%	#	%	#	%	#	%	#	%
<b>Total</b>	15	100.0%	28	100.0%	97	100.0%	198	100.0%	1	100.0%	653	100.0%
<b>Female</b>	4	26.7%	25	89.3%	72	74.2%	101	51.0%	1	100.0%	411	62.9%
<b>Male</b>	11	73.3%	3	10.7%	25	25.8%	97	49.0%			242	37.1%
<b>Age</b>												
14-18					97	100.0%	198	100.0%			213	32.6%
19-21											123	18.8%
22-29	8	53.3%	15	53.6%							105	16.1%
30-44	3	20.0%	11	39.3%					1	100.0%	101	15.5%
45-54	3	20.0%	1	3.6%							72	11.0%
55-61	1	6.7%	1	3.6%							35	5.4%
62-64											2	0.3%
65 and over											2	0.3%
<b>Race/Ethnicity</b>												
American Indian / Alaskan Native					1	1.0%	3	1.5%			10	1.5%
Asian	3	20.0%	14	50.0%	6	6.2%	30	15.2%			89	13.6%
Black / African American	2	13.3%	1	3.6%	9	9.3%	14	7.1%			47	7.2%
Hawaiian Native / Other Pacific Islander	1	6.7%	3	10.7%	1	1.0%	1	0.5%			14	2.1%
White	2	13.3%	8	28.6%	11	11.3%	27	13.6%			146	22.4%
Latino	8	53.3%	5	17.9%	70	72.2%	134	67.7%	1	100.0%	381	58.3%
<b>Labor Force Status</b>												
Employed	10	66.7%	19	67.9%	16	16.5%	5	2.5%			133	20.4%
Unemployed	5	33.3%	9	32.1%	81	83.5%	193	97.5%	1	100.0%	520	79.6%
UI Claimant	1	6.7%			1	1.0%			1	100.0%	124	19.0%
UI Exhaustee											30	4.6%
<b>Barriers to Employment</b>												
Disabled	1	6.7%	1	3.6%	5	5.2%	24	12.1%			48	7.4%
Limited English Proficiency			1	3.6%	7	7.2%	6	3.0%			19	2.9%
Single Parent	5	33.3%	6	21.4%	16	16.5%	10	5.1%			95	14.5%
Reemployment Services Referral											18	2.8%
Low Income	11	73.3%	8	28.6%	95	97.9%	193	97.5%			459	70.3%
Displaced Homemaker												
Offender	2	13.3%			8	8.2%	14	7.1%	1	100.0%	37	5.7%
Homeless					3	3.1%	1	0.5%			5	0.8%
Runaway Youth					2	2.1%	6	3.0%			11	1.7%
Pregnant Parenting Youth					32	33.0%	17	8.6%			52	8.0%
Youth Needing Additional Assistance					97	100.0%	196	99.0%			319	48.9%
Deficient			8	28.6%	85	87.6%	180	90.9%	1	100.0%	415	63.6%
Substance Abuse					3	3.1%	9	4.5%			13	2.0%
Foster Youth					2	2.1%	3	1.5%			8	1.2%