



Worknet

Customer Service & Satisfaction Report

For All Locations

SEPTEMBER 2005

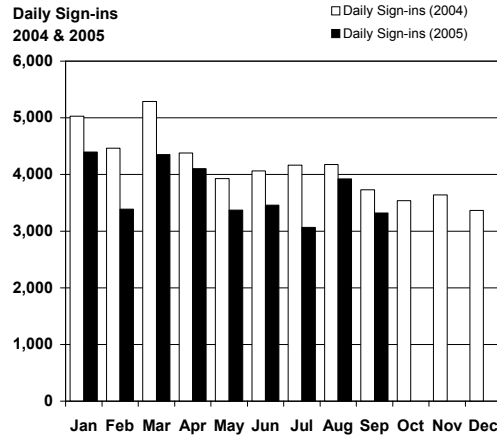
Merced County Department of Workforce Investment

Daily Sign-ins

Daily sign-ins for September totaled 3,324. Down 596 from the previous month and down 403 from September 2004. Daily sign-ins for the month of September is below the 5 year average.

September's 5 year average: 3,636

2004 annual average: 4,146

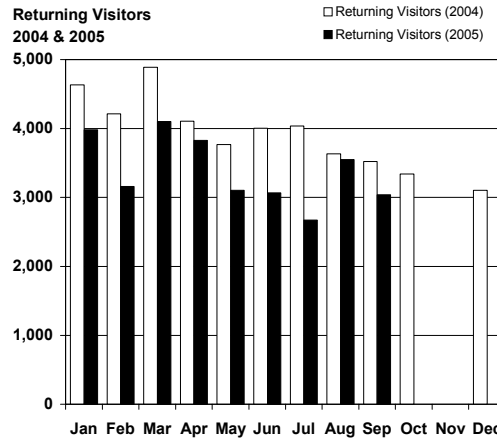


Return Visits

Return visits for September totaled 3,040. Down 509 from the previous month and down 481 from September 2004. Return visits for the month of September is below the 5 year average.

September 5 year average: 2,721

2004 annual average: 3,605

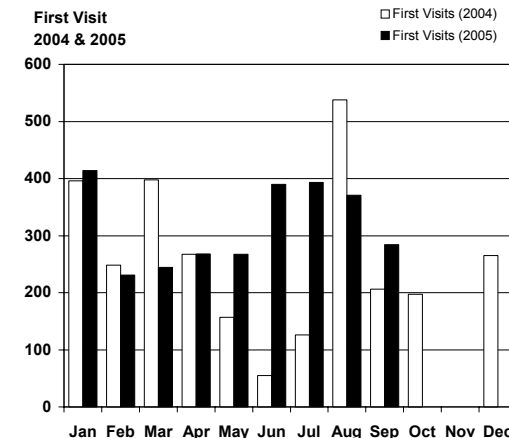


First Visits

First Visits for September totaled 284. Down 87 from the previous month and up 78 from September 2004. First visits for the month of September exceeds the 5 year average.

September 5 year average: 253

2004 annual average: 238



Contents

How did you hear about us?	2
Would you refer our services to others?	2
Customer Satisfaction	3
How our customers used our services	3
Summary Data - All Locations	4
Summary Data - Individual Locations	5

Customer Flow for September 2005

All Locations

- On average, Tuesdays were the busiest days of the week. Averaging 188 clients per day. (Weekly Average: 760 customers)

Merced

- Tuesdays were the busiest day of the week, with an average of 128 clients per day. (Weekly Average: 476 customers).

Los Banos

- Mondays were the busiest day of the week, with an average of 61 clients per day (Weekly Average: 262 customers).

Livingston

- Wednesdays were the busiest day of the week, with an average of 7 per day (Weekly Average: 23 customers).



**Marketing advertisements for
September 2005**

* News Papers Ads:
Merced Sun-Star
Atwater Signal
Livingston Chronicle
Los Banos Enterprise
Chowchilla
Vida
09/1-3, 14-17, 21-24/2005

* Valley Values
09/1, 15, 29/2005

* The Bus
Worknet signs inside buses

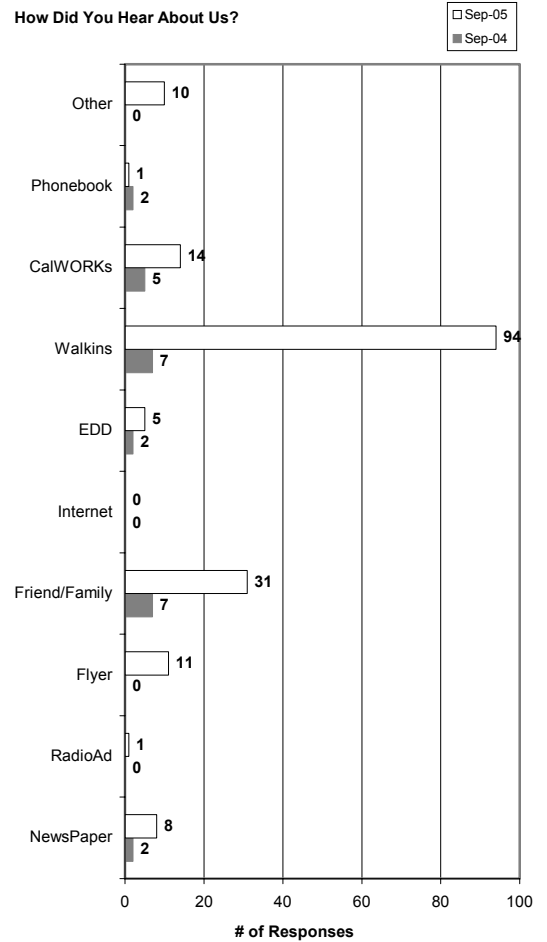
How did you hear about us?

One hundred seventy-five customers responded to this question in July.

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

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

How Did You Hear About Us?



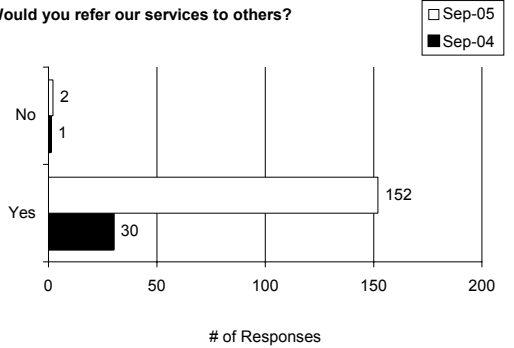
98.7 percent of our customer would refer our services to others

Would you refer our services to others?

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

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

Would you refer our services to others?





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

SEPTEMBER 2005

Merced County Department of Workforce Investment

Customer Satisfaction



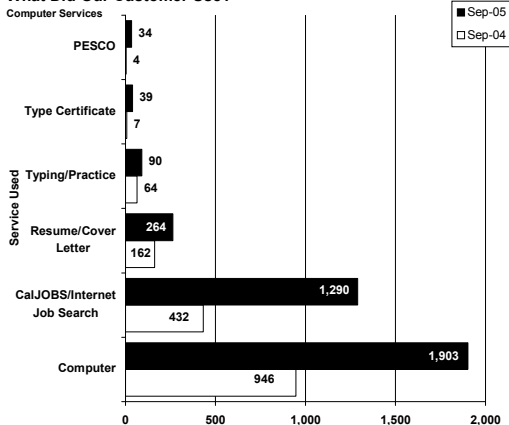
Customer Satisfaction Ratings

Customer satisfaction questions received 165 responses from our customers in September. These questions received ratings between 9.12 and 9.67, with “Time it took for staff to assist you?” receiving the highest rating.

‘Did we help you today?’ received the highest rating with 9.76 on a scale of 1 to 10.

There was 11 customer that rated “Courtesy of Staff”, with a 5 or less, representing 6.5 percent of our customers.

What Did Our Customer Use?

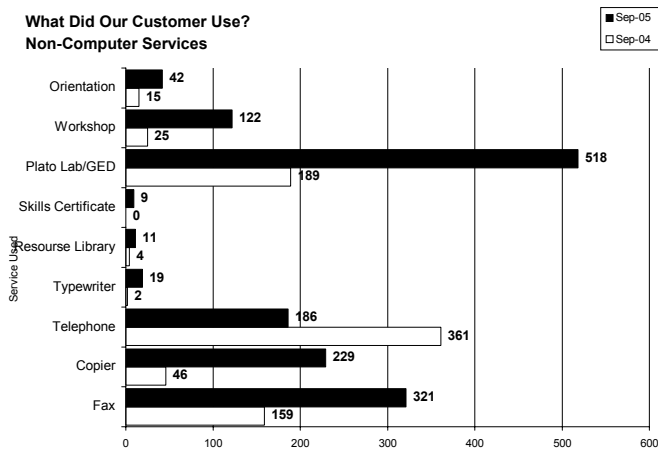


How our customers use our services?

Computer related services are always the most used service by our customers, with 1,903 customers responding to this question. CalJobs/Internet Job Search and Resume/Cover Letter received the most usage within the computer service sub-topic.

‘518 customers used the PlatoLab at WorkNet in the month of September.’

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



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



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

SEPTEMBER 2005

Merced County Department of Workforce Investment

Customer Service/Satisfaction Summary Data - All Locations

Number of Sign-ins																									
Day of the Week	M	T	W	T	F	M	T	W	TH	F	M	T	W	TH	F	M	T	W	TH	F	M				
Date	01	02	06	07	08	09	12	13	14	15	16	19	20	21	22	23	26	27	28	29	30	Total			
Livingston	5	5	10	15	7	10	12	3	12	8	7	6	0	0	0	0	0	0	0	0	0	100			
Los Banos	44	47	55	54	52	43	63	46	79	52	47	59	68	53	62	49	60	57	62	47	40	1,139			
Merced	96	87	155	105	95	96	105	129	83	90	92	116	139	107	84	75	124	88	85	71	63	2,085			
Total	145	139	220	174	154	149	180	178	174	150	146	181	207	160	146	124	184	145	147	118	103	3,324			
														Sep-04	Jul-05	Aug-05	Sep-05								
Daily Sign-ins																									
Return Visit														3,521	2,673	3,549	3,040								
First Visit														206	393	371	284								
Total														3,727	3,066	3,920	3,324								
How did you hear about us?																									
NewsPaper														2	7	3	8								
RadioAd														0	0	0	1								
Flyer														0	0	1	11								
Friend/Family														7	11	13	31								
Internet														0	2	0	0								
EDD														2	2	8	5								
Walkins														7	51	73	94								
CalWORKs														5	4	6	14								
Phonebook														2	0	1	1								
Other														NA	8	1	10								
What did our customer use?																									
Computer														946	1,807	2,056	1,903								
CalJOBS/Internet Job Search														432	1,225	1,424	1,290								
Resume/Cover Letter														162	340	485	264								
Typing/Practice														64	52	126	90								
Type Certificate														7	45	94	39								
PESCO														4	45	42	34								
Job Listing														418	566	803	543								
Fax														159	218	423	321								
Copier														46	199	487	229								
Telephone														361	150	231	186								
Typewriter														2	11	8	19								
Resourse Library														4	16	15	11								
Skills Certificate														0	3	9	9								
Plato Lab/GED														189	406	489	518								
Workshop														25	149	121	122								
Orientation														15	53	59	42								
Customer Satisfaction																									
Courtesy of Staff														9.65	9.29	9.50	9.12								
Time it took for staff to assist you														9.54	9.73	9.49	9.44								
Did you get the information you needed														9.58	9.56	9.52	9.49								
Were you satisfied with the services?														9.63	9.65	9.52	9.58								
Did we help you today?														9.63	9.63	9.52	9.67								
Would you refer our services to others?																									
Yes														74	102	152	152								
No														1	2	2	2								



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

SEPTEMBER 2005

Merced County Department of Workforce Investment

Page 5

Customer Service/Satisfaction Summary Data - Individual Locations

Who were are visitors	Merced	Los Banos	Livingston	All Locations
First Visit	184	93	7	284
Return Visit	1,901	1,046	93	3,040
How did you hear about us?				
Newspaper	4	4	0	8
Radio Ad	1	0	0	1
Flyer	1	10	0	11
Friend	24	7	0	31
Internet	0	0	0	0
EDD	3	2	0	5
Walk-ins	30	64	0	94
CalWORKs	7	7	0	14
Phone Book	0	1	0	1
Other	0	10	0	10
What did our customers use?				
Computer	1,364	505	34	1,903
CalJOBS/Internet Job Search	944	324	22	1,290
Resume	195	64	5	264
Typing	60	29	1	90
Typing Certificate	33	6	0	39
Career	25	9	0	34
Job Listing	278	247	18	543
Fax	216	99	6	321
Copier	174	54	1	229
Telephone	129	55	2	186
Typewriter	5	13	1	19
Resource Library	0	9	2	11
Skills Certificate	3	6	0	9
Plato Lab	135	383	0	518
Workshop	11	111	0	122
Orientation	31	10	1	42
Customer Satisfaction				
Courtesy of Staff	8.13	9.72	0.00	9.12
Time it took for staff to assist you	9.06	9.68	0.00	9.44
Did you get the information you needed?	9.30	9.60	0.00	9.49
Were you satisfied with the services?	9.39	9.70	0.00	9.58
Did we help you today?	9.56	9.74	0.00	9.67

WIA PARTICIPANT SUMMARY REPORT - ADULT

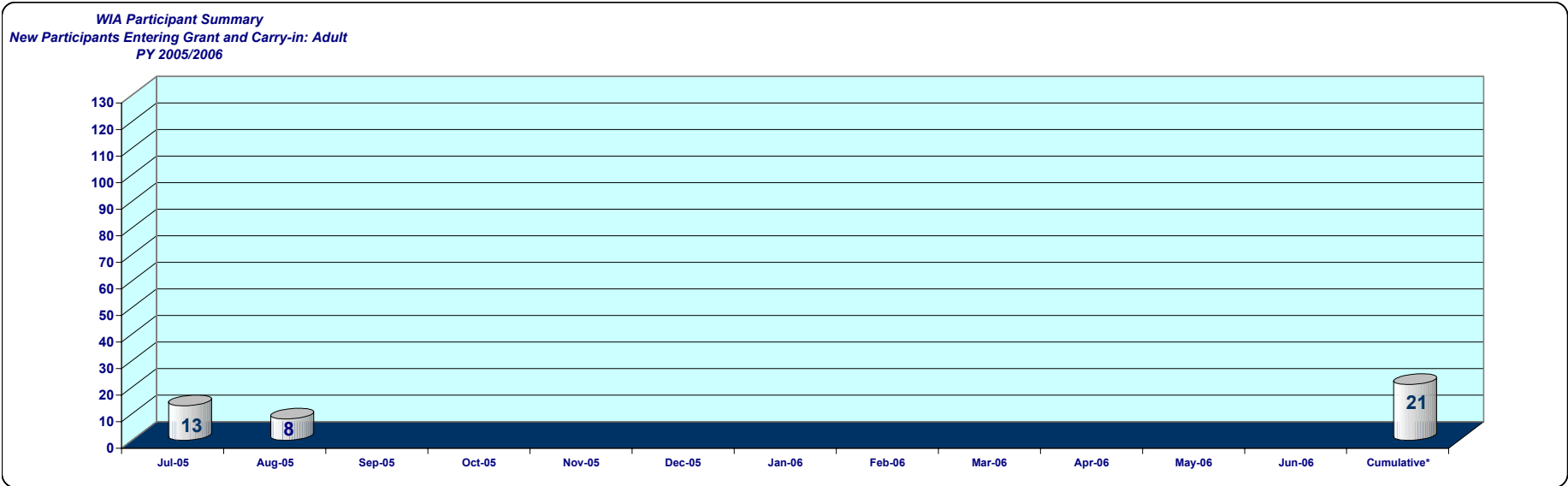
PY 2005/2006

Report Range 07/2005 to 08/2005

	ADULT												Cumulative*	Part. Plan	% of Plan
	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06		PY 05/06	Attained
Total Participants	184	193											193	317	60.9%
Participants Carried In	171	187											172	223	77.1%
New Participants Entering Grant	13	8											21	94	22.3%

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

Program Activities/Services Summary	Enrolled												Cumulative*	Part. Plan	% of Plan
Core Services (Registered)	184	193											193	317	60.9%
Intensive Services	167	178											178	170	104.7%
Training Services	76	90											90	100	90.0%
Youth Services	0	0											0		
Concurrent Program Participants	9	10											10		
Individual Training Accounts	5	5											5		
Goals Set (Younger Youth Only)	0	0											0		



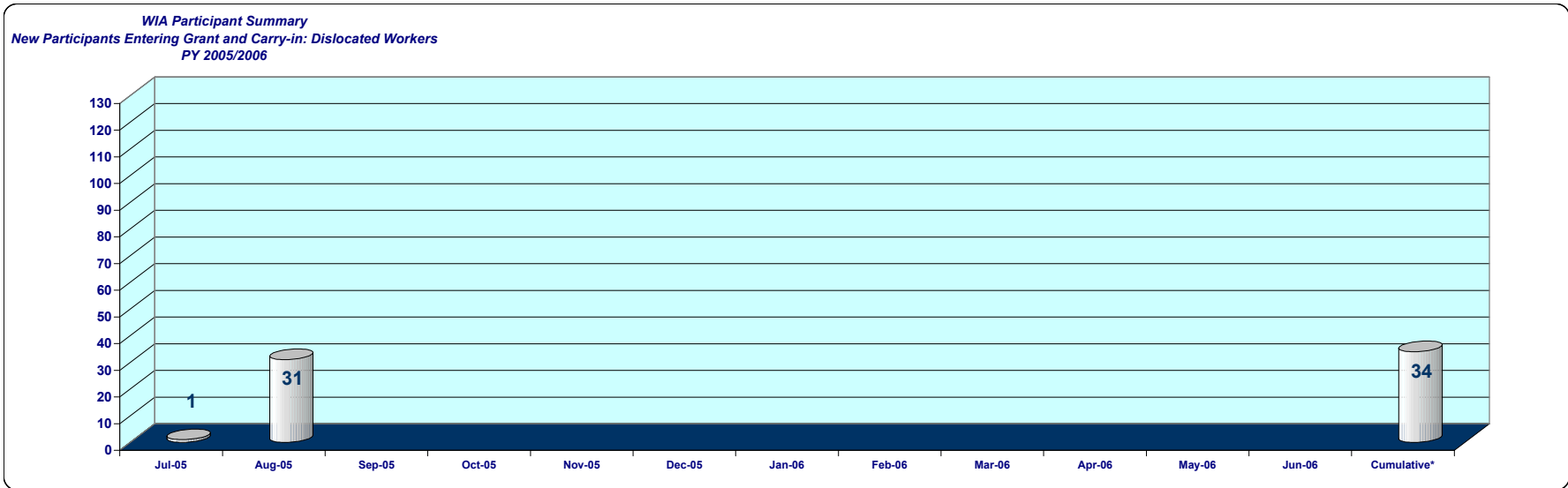
Monthly totals are produced on the 20th of the following month and are not updated on a monthly basis. Late data entry are not updated for previous months, see cumulative totals for current total.

WIA PARTICIPANT SUMMARY REPORT - DISLOCATED WORKER
PY 2005/2006
Report Range 07/2005 to 08/2005

	DISLOCATED WORKER												Cumulative*	Part. Plan PY 05/06	% of Plan Attained	
	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06				
Total Participants	125	159												159	224	71.0%
Participants Carried In	124	128												125	161	77.6%
New Participants Entering Grant	1	31												34	63	53.97%

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

Program Activities/Services Summary	Enrolled												Cumulative*	Part. Plan PY 05/06	% of Plan Attained
	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06			
Core Services (Registered)	125	159											159	317	50.2%
Intensive Services	110	140											140	170	82.4%
Training Services	48	49											49	100	49.0%
Youth Services	0	0											0		
Concurrent Program Participants	8	34											34		
Individual Training Accounts	7	7											7		
Goals Set (Younger Youth Only)	0	0											0		



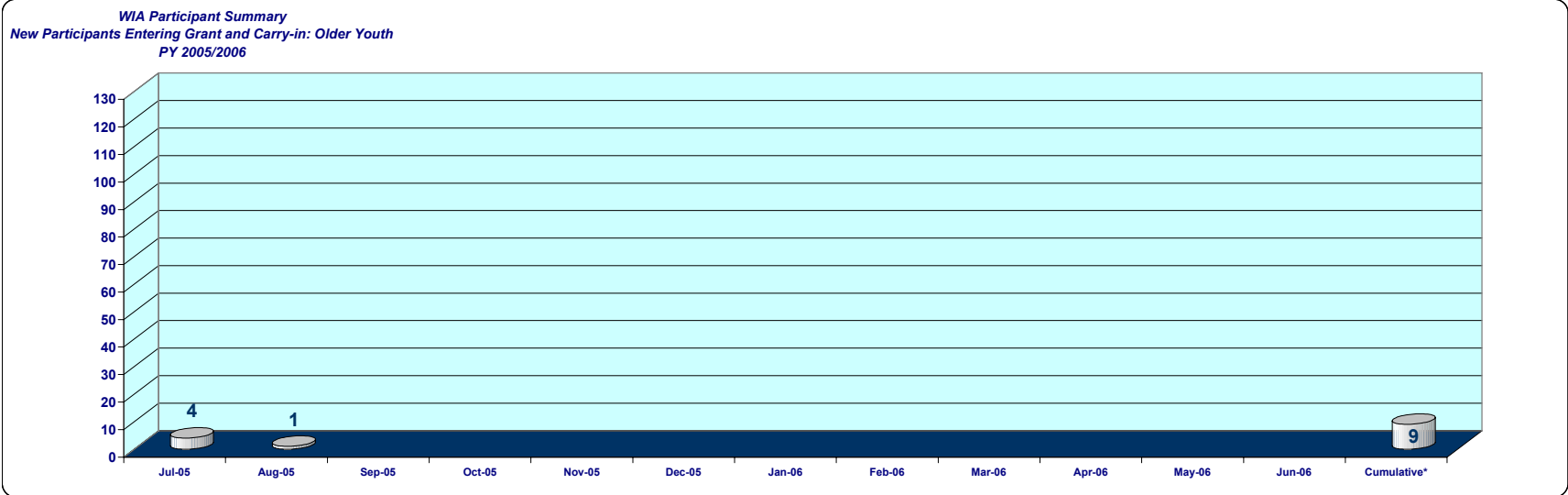
Monthly totals are produced on the 20th of the following month and are not updated on a monthly basis. Late data entry are not updated for previous months, see cumulative totals for current total.

WIA PARTICIPANT SUMMARY REPORT - OLDER YOUTH
PY 2005/2006
Report Range 07/2005 to 08/2005

	OLDER YOUTH												Cumulative*	Part. Plan PY 05/06	% of Plan Attained	
	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06				
Total Participants	161	165												165	317	52.1%
Participants Carried In	157	164												156	378	41.3%
New Participants Entering Grant	4	1												9	35	25.7%

Total Participants Exiting WI																	
Entered Unsubsidized Employment	0	0														0	
Training Related	0	0														0	33
Entered Military Service	0	0														0	15
Entered Qualified Apprenticeship Program	0	0														0	
Entered Post-Secondary Education	0	0														0	57
Entered Advanced Training	0	0														0	10
Attained Recognized Certificate/Diploma/Degree	0	0														0	
Attained High School Diploma/GED	0	0														0	
Returned to Secondary School (Youth Only)	0	0														0	
Exits Excluded from Performance	0	0														0	
Other Exits	0	0														0	60

Program Activities/Services Summary																	
Enrolled																	
Core Services (Registered)	0	0														0	
Intensive Services	138	139														139	
Training Services	112	114														114	
Youth Services	156	160														160	
Concurrent Program Participants	64	65														65	
Individual Training Accounts	0	0														0	
Goals Set (Younger Youth Only)	0	0														0	



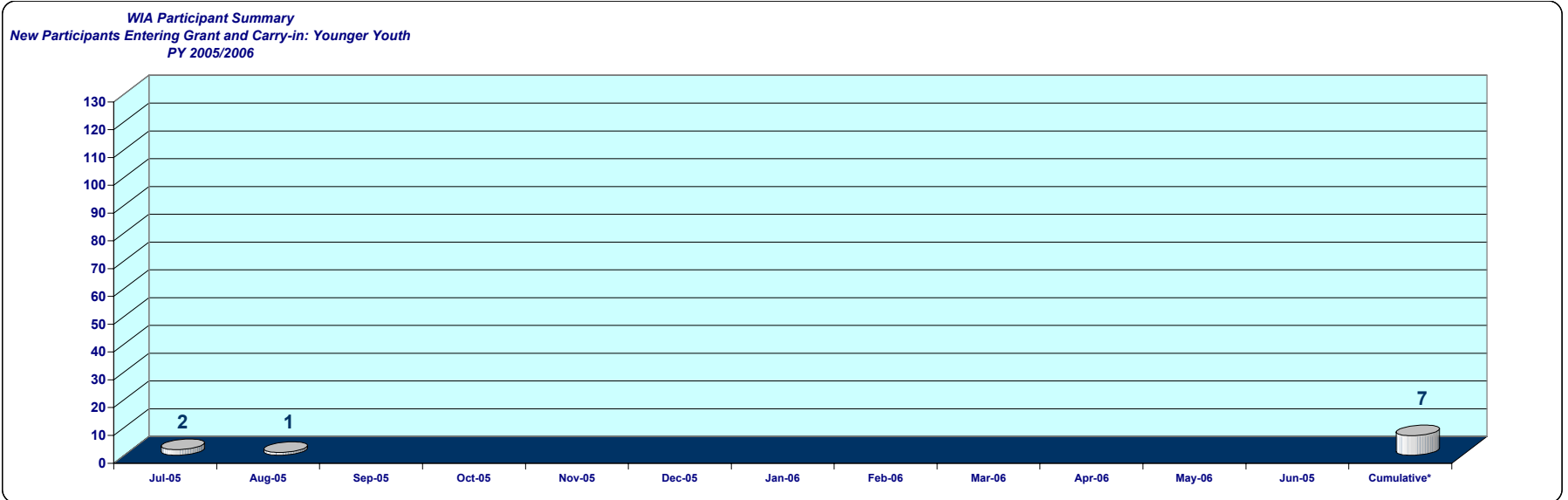
Monthly totals are produced on the 20th of the following month and are not updated on a monthly basis. Late data entry are not updated for previous months, see cumulative totals for current total.

WIA PARTICIPANT SUMMARY REPORT - YOUNGER YOUTH
PY 2005/2006
Report Range 07/2005 to 08/2005

	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-05	Cumulative*	Participant Plan PY 04/05	% of Plan Attained
Total Participants	624	585											585	900	65.0%
Participants Carried In	622	584											578	618	93.5%
New Participants Entering Grant	2	1											7	282	2.5%

Total Participants Exiting WI	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-05	Cumulative*	Participant Plan PY 04/05	% of Plan Attained
Entered Unsubsidized Employment	0	0											0	80	0.0%
Training Related	0	0											0	20	0.0%
Entered Military Service	0	0											0	8	
Entered Qualified Apprenticeship Program	0	0											0	0	
Entered Post-Secondary Education	0	0											0	130	
Entered Advanced Training	0	0											0	5	
Attained Recognized Certificate/Diploma/Degree	0	0											0		
Attained High School Diploma/GED	0	0											0	450	
Returned to Secondary School (Youth Only)	0	0											0	15	
Exits Excluded from Performance	0	0											0		
Other Exits	0	0											0	40	0.0%

Program Activities/Services Summary	Enrolled												Cumulative*	Participant Plan PY 04/05	% of Plan Attained	
Core Services (Registered)	0	0												0		
Intensive Services	95	100												100		
Training Services	78	79												79		
Youth Services	623	585												585		
Concurrent Program Participants	413	376												376		
Individual Training Accounts	0	0												0		
Goals Set (Younger Youth Only)	6	15												26		



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

Code	Description	Adult		Youth		Dislocated Worker		Totals		Grand Total
		New	Carry Over	New	Carry Over	New	Carry Over	New	Carry Over	
CORE B	10 FOLLOW UP SRVCS CNSLNG	8	50			3	40	11	90	101
	11 STAFF ASSIST JOB DEVELOP		5				19		24	24
	12 STAFF ASSIST JOB REFER	1	12			4	32	5	44	49
	13 STAFF ASSIST JOB SRCH	8	43			36	51	44	94	138
	14 STAFF ASSIST WRKSHP		2						2	2
	15 OTHER CORE SERVICES	8	3			1	3	9	6	15
	16 NON WIA FUNDED SERVICES									
	17 CO-ENROLLED CORE SERVICES		1				18		19	19
	20 HURRICANE KATRINA									
	30 CASE MGMNT FOR PARTIC	19	96	10	220	34	58	63	374	437
	31 COMPREHENSIVE ASSESSMNTS	7	2				15	7	17	24
	32 DEVELOP INDIV EMPL PLAN	8	3		1	1	9	9	13	22
	33 GROUP COUNSELING									
	34 EMPL EXPERIENCE			2	31			2	31	33
	35 INDIV CNSLNG CAREER PLAN				2				2	2
	36 OUT OF AREA JOB SEARCH									
	37 RELOCATION EXPENSES									
	38 SHORT TERM PREVOC SRVCS									
	39 INTERNSHIPS		1						1	1
	40 OTHER INTENSIVE SRVCS		5				6		11	11
	41 NONWIA FUND INTENS SRVCS									
	TRAINING	42 CO-ENROLLED INTENSIVE SRVCS								
50 ADULT EDUCATION				1	35			1	35	36
51 CUSTOMIZED TRAINING			2				1		3	3
52 ENTREPRENEURIAL TRAINING					1				1	1
53 JOB READINESS TRAINING				3	15			3	15	18
54 OCCUP SKILLS TRAINING		6	48	3	76		19	9	143	152
55 ON THE JOB TRAINING		1	2				2	1	4	5
56 PRIVATE SECTOR TRAINING										
57 SKILL UPGRADNG RETRNG										
58 WRKPLCE TRNG AND COOP ED										
59 OTHER TRAINING SRVCS										
YOUTH	60 NON-WIA FUNDED TRNG SRVCS	3	29			23	16	26	45	71
	61 CO-ENROLLED TRAINING SRVCS									
	70 SUMMER RELATED				2				2	2
	71 EDUCATNL ACHVMNT SRVCS			19	665			19	665	684
	72 EMPLOYMENT SERVICES			1	265			1	265	266
	73 CITIZEN LEADERSHIP SRVCS				1				1	1
	74 OTHER YOUTH SERVICES									
	75 NONWIA FUNDED YOUTH SRVCS									
MISC.	76 CO-ENROLLED YOUTH SRVCS									
	80 OTHER JTPA									
	81 SUPPORTIVE SERVICES	18	108		18	32	67	50	193	243
	82 NEEDS RELATED PAYMENT									
	83 BREAK IN SERVICE									
	84 NON-WIA FUNDED MISC									
85 CO-ENROLLED MISCELLANEOUS										
86 BRK IN SERV - HEALTH/MED		1						1	1	

WIA Participant Characteristics Summary

Report Period: 7/2005 to 7/2005

Data as of: 08/20/2005

	Adult		Dislocated Workers		Older Youth		Younger Youth		All Programs	
	Enrolled	% of Tot.	Enrolled	% of Tot.	Enrolled	% of Tot.	Enrolled	% of Tot.	Enrolled	% of Total
Total Participants	193	100.0%	159	100.0%	165	100.0%	585	100.0%	1,102	100.0%
Gender										
Female	146	75.6%	99	62.3%	116	70.3%	307	52.5%	668	60.6%
Male	47	24.4%	60	37.7%	49	29.7%	278	47.5%	434	39.4%
Age										
14 - 18	4	2.1%	0	0.0%	0	0.0%	585	100.0%	589	53.4%
19 - 21	24	12.4%	5	3.1%	165	100.0%	0	0.0%	194	17.6%
22 - 29	64	33.2%	33	20.8%	0	0.0%	0	0.0%	97	8.8%
30 - 44	71	36.8%	61	38.4%	0	0.0%	0	0.0%	132	12.0%
45 - 54	22	11.4%	44	27.7%	0	0.0%	0	0.0%	66	6.0%
55 - 61	7	3.6%	13	8.2%	0	0.0%	0	0.0%	20	1.8%
62 - 64	1	0.5%	2	1.3%	0	0.0%	0	0.0%	3	0.3%
65 and Older	0	0.0%	1	0.6%	0	0.0%	0	0.0%	1	0.1%
Race/Ethnicity										
America Indian/Alaskan Native	4	2.1%	3	1.9%	2	1.2%	8	1.4%	17	1.5%
Asian	22	11.4%	9	5.7%	28	17.0%	118	20.2%	177	16.1%
Black/African American	14	7.3%	10	6.3%	14	8.5%	48	8.2%	86	7.8%
Hawaiian Native/Other Pacific Islander	2	1.0%	4	2.5%	1	0.6%	4	0.7%	11	1.0%
White	74	38.3%	57	35.8%	19	11.5%	94	16.1%	244	22.1%
Ethnicity Hispanic or Lation	80	41.5%	81	50.9%	102	61.8%	342	58.5%	605	54.9%
Veterans Status										
Total Veterans	8	4.1%	15	9.4%	1	0.6%	0	0.0%	24	2.2%
Campaign Veteran	7	3.6%	12	7.5%	0	0.0%	0	0.0%	19	1.7%
Disabled Veteran	0	0.0%	2	1.3%	0	0.0%	0	0.0%	2	0.2%
Recently Separated Veteran	3	1.6%	2	1.3%	1	0.6%	0	0.0%	6	0.5%
Spouse of Veteran	2	1.0%	4	2.5%	0	0.0%	0	0.0%	6	0.5%
Labor Force Status				0.0%						
Employed	81	42.0%	14	8.8%	25	15.2%	22	3.8%	142	12.9%
Unemployed	112	58.0%	144	90.6%	140	84.8%	563	96.2%	959	87.0%
Public Assistance Status										
TANF	11	5.7%	5	3.1%	17	10.3%	208	35.6%	241	21.9%
GA, RCA, or SSI	4	2.1%	2	1.3%	7	4.2%	47	8.0%	60	5.4%
Pell Grant Recipient	17	8.8%	5	3.1%	5	3.0%	3	0.5%	30	2.7%
Food Stamps	4	2.1%	18	11.3%	31	18.8%	236	40.3%	289	26.2%
Education Status										
Student, High School or Less	6	3.1%	4	2.5%	0	0.0%	473	80.9%	483	43.8%
Student, Attending Post High School	55	28.5%	15	9.4%	6	3.6%	4	0.7%	80	7.3%
Out-of-School, High School Dropout	8	4.1%	10	6.3%	38	23.0%	21	3.6%	77	7.0%
Out-of-School, High School Grad, with Employ Difficulty	59	30.6%	67	42.1%	118	71.5%	86	14.7%	330	29.9%
Out-of-School, HSG, No Employ Diff. (Counted as In-School)	65	33.7%	63	39.6%	3	1.8%	1	0.2%	132	12.0%
Unemployment Insurance Status										
UI Claimant	18	9.3%	122	76.7%	3	1.8%	1	0.2%	144	13.1%
UI Exhaustee	10	5.2%	22	13.8%	1	0.6%	0	0.0%	33	3.0%
Barriers To Employment										
Disabled	1	0.5%	1	0.6%	11	6.7%	104	17.8%	117	10.6%
Limited Eng. Proficiency	1	0.5%	6	3.8%	11	6.7%	48	8.2%	66	6.0%
Single Parent	56	29.0%	25	15.7%	26	15.8%	18	3.1%	125	11.3%
Worker Profiling/Reemployment Services Referral	3	1.6%	8	5.0%	0	0.0%	0	0.0%	11	1.0%
Low Income	111	57.5%	55	34.6%	163	98.8%	553	94.5%	882	80.0%
Displaced Homemaker	1	0.5%	0	0.0%	1	0.6%	0	0.0%	2	0.2%
Offender	13	6.7%	3	1.9%	12	7.3%	44	7.5%	72	6.5%
Homeless	2	1.0%	3	1.9%	8	4.8%	9	1.5%	22	2.0%
Runaway Youth	0	0.0%	0	0.0%	4	2.4%	7	1.2%	11	1.0%
Pregnant/Parenting Youth	0	0.0%	0	0.0%	43	26.1%	38	6.5%	81	7.4%
Youth Needing Additional Assistance	0	0.0%	0	0.0%	162	98.2%	579	99.0%	741	67.2%
Basic Literacy Skills Deficient	70	36.3%	78	49.1%	153	92.7%	548	93.7%	849	77.0%
Substance Abuse	0	0.0%	0	0.0%	3	1.8%	20	3.4%	23	2.1%
Foster Youth	0	0.0%	0	0.0%	1	0.6%	22	3.8%	23	2.1%