

**Workforce Investment Board of Merced County  
Quality Assurance Committee  
Dept of Workforce Investment (Large Conference Room)  
1880 W. Wardrobe Ave, Merced, CA  
November 19, 2004, 7:30-9:00 a.m.  
Meeting Agenda**



[www.co.merced.ca.us/wi/wib/wib.html](http://www.co.merced.ca.us/wi/wib/wib.html)

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1. Call to Order and Roll Call .....
  2. Approval of Agenda .....
  3. Approval of Minutes (September 24, 2004).....
  4. Public Opportunity to Speak .....
  5. Action Agenda .....
  - a. Recertification Baseline Score and Length of Term .....
  6. Information/Discussion .....
  - a. Update on Worknet Recertification.....
  - b. Introduction to Baldrige .....
  - c. Final PY 2003/04 Performance .....
  - d. Participant Data .....
  7. Chair Comments.....
  8. Next Meeting Date/Time – Dec 31, 2004, 7:30–9:00 a.m. ....
  9. Adjourn.....

**Workforce Investment Board of Merced County**  
**Quality Assurance Committee**  
**Dept of Workforce Investment Large Conference Room**  
**1880 W. Wardrobe Ave, Merced, CA**  
**September 24, 2004, 7:30–9:00 a.m.**  
**Meeting Minutes**



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**Members Present:** Ned Miller, Albert Montejano (Chair), Terry Nichols, Carole Roberds (Vice Chair), Steve Tinetti

**Members Absent:** Jeremiah Greggains, Brian Griffin

**Staff Present:** Elaine Craig, Dave Davis, Eddie Harding, Robin Keezer, Dee Knight, Joanne Presnell

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1. **Call to Order and Roll Call:** The Chair called the meeting to order at 7:34 a.m. A sign-in sheet was used in lieu of roll call.
2. **Approval of Agenda:** It was *M/S/C Tinetti/Nichols* to approve the agenda as published.
3. **Approval of Minutes (August 27, 2004):** It was *M/S/C Roberds/Tinetti* to approve the August 27, 2004 minutes.
4. **Public Opportunity to Speak:** None.

Ms. Joanne Presnell noted that Mr. Ernie Flores requested to be moved from Quality Assurance to the Program Planning and Development Committee because of a conflict with the meeting time. The Workforce Investment Board (WIB) Chair approved the request.

She also noted that Ms. Elaine Craig has been designated to staff the full WIB and all the WIB committees.

**5. Information/Discussion:**

**a. Worknet Certification Timeline and Criteria:** Ms. Presnell presented the Worknet Recertification Timeline, gave an overview of the criteria, and pointed out some decisions the Quality Assurance Committee needs to make regarding the recertification baseline score (previous score was 300) and length of term (previous term was 2 years). There should be 7 examiners, preferable from the private sector, and they cannot be involved as a One-Stop partner.

It was the consensus of the committee that the recertification baseline score would be set at 330, and the recertification length of term would be 3 years based on the determination of the examiners after recertification that significant progress has been made. These will be action items for the October 29, 2004 meeting.

**b. Worknet Employment Resource Center Management Tools:**

**1) Worknet Customer Service Data for August 2004:** Ms. Robin Keezer provided an overview of the Customer Service Data for August 2004 for Merced Worknet ERC and the Los Banos and Livingston offices. Compared to the same time in 2002 and 2003 the sign-ins have increased, and have significantly increased since July 2004.

Staff is trying to find a means to measure the effectiveness of marketing. In order to get a more accurate count, it was recommended that the sign-in process at the front desk be changed to make it more staff assisted.

**c. Monitoring Summary for January 04-June 04:** Ms. Elaine Craig gave an overview of the Monitoring Report Summary, which covers all of the monitoring activities of the Monitoring Unit during the period Jan-Jun 2004. The report is compiled twice a year—Jan through June, and July through December. She noted there were no significant problems.

**6. Action Agenda:**

**a. Workforce Investment Board Strategic Scorecard:** Staff noted the WIB Strategic Scorecard is being presented for the Quality Assurance committee to review and approve its assigned Measurement categories. The Program Planning and Development Committee made several additions at its meeting on Wednesday, September 22, 2004, which were:

1) Customer Perspective – Item 1.a. Method, Business Services would develop and implement the face-to-face survey for 30 employers, and that it be done in concert with regular visits. It was also recommended that a WIB member accompany the Business Services representative.

Quality Assurance members recommended that prior to the survey being developed some coordination be made with other agencies to determine if any such survey is already being produced.

2) Customer Perspective – Item 1.b. Method, add “Review industries adopted from the 2003 Merced County Economic Development Strategic Plan”. Responsible WIB Committee, add the Economic Development Action Team.

It was *M/S/C Tinetti/Miller* to approve the applicable sections of the Quality Assurance Committee with the above-cited corrections being made.

**7. Chair Comments:** The Chair asked committee members for comments/recommendations on what training tools would help members become more effective and efficient as a Quality Assurance team. It was the consensus that the committee would increase its professional knowledge in the use of the Baldrige criteria. Staff will work on a method of how to integrate this training into the monthly meetings.

Committee members were reminded of the WIB meeting/teleconference on Sep 28, 2004, 7:30 a.m., at MCOE.

**8. Next Regular Meeting Date & Time:** October 29, 2004, 7:30 a.m., Dept of Workforce Investment Large Conference Room, 1880 W. Wardrobe Ave, Merced.

**9. Adjourn:** The meeting adjourned at 8:49 a.m.

Minutes prepared by Dee Knight.

**TO: WIB Quality Assurance Committee**

**DATE: 11/19/04**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Worknet Recertification**

**PROPOSED MOTION(S): Approve the Recertification Baseline Score and length of term.**

**DISCUSSION: During the September 24, 2004 Quality Assurance Committee meeting, the committee was presented the Worknet Recertification Timeline. The committee was asked to discuss decisions needed regarding the recertification baseline score and length of term.**

**It was the consensus of the committee that the recertification baseline score would be 330 (previous baseline was 300), and the recertification length of term would be 3 years based on the determination of the examiners after recertification that significant progress has been made.**

**This consensus requires formal approval.**

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

**TO: WIB Quality Assurance Committee**

**DATE: 11/19/04**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Introduction to Baldrige**

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

**DISCUSSION: Baldrige criteria were used in the Worknet Certification process and will be used again for recertification. A PowerPoint presentation introducing Baldrige will be presented at the meeting.**

**ATTACHMENT(S):**

**PowerPoint Presentation**

# *Introduction to the Malcolm Baldrige Quality Principles*

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## Malcolm Baldrige Quality Award

- Who was Malcolm Baldrige?
- What is the history of the award and why does it exist?
- Why choose Baldrige as your performance management framework?
- What are the core values, and concepts embodied in the seven categories?
- What are the seven categories?

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## Who, What, and Why Was Malcolm Baldrige?

- WHO: Malcolm Baldrige was the 26<sup>th</sup> United States Secretary of Commerce
- WHAT: The Award was created by Public Law 100-107, signed into law on August 20, 1987. The award program led to the creation of a new public-private partnership. Principal support for the program comes from the Foundation for the MBNQA, established in 1988 and is managed by the National Institute of Standards and Technology, an agency of the United States Department of Commerce.

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## Who, What, and Why Was Malcolm Baldrige?

- WHY: A national quality award program would help improve quality and productivity by:
  - Building active partnerships in the private sector, and between the private sector and all levels of government, which is seen as fundamental to the success of the Award in improving national competitiveness.
  - Helping to stimulate American organizations to improve quality and productivity for the pride of recognition.

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## Who, What, and Why Was Malcolm Baldrige?

- WHY: A national quality award program would help improve quality and productivity by:
  - Recognizing achievements.
  - Establishing guidelines and criteria that can be used by any organization in evaluating their own quality improvement efforts.

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“The Malcolm Baldrige National Quality Award has had a profound influence on increasing U.S. competitiveness and heightening our awareness to the challenges we face in a global economy.”

Michael Kantor, Secretary of Commerce 1997

“The United States is the most competitive nation in the world. Quality is a key to retaining that title. The Malcolm Baldrige National Quality Award is helping U.S. organizations satisfy customers and improve overall company performance and capabilities.”

William J. Clinton

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## Why Choose Baldrige?

- **The Criteria for Performance Excellence provides a framework for improvement without being prescriptive.** Organizations are encouraged to develop creative and flexible approaches aligned with organizational needs and to demonstrate cause-effect linkages between these approaches and their results.

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## Why Choose Baldrige?

- **The Criteria are inclusive.** While other approaches focus on a single aspect, such as leadership, strategic planning, or process management, the Criteria describe an integrated management framework that addresses all the factors that define the organization, its operations, and its results.

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## Why Choose Baldrige?

- **The Criteria focus on common requirements, rather than procedures, tools or techniques.** Other improvement efforts (e.g., ISO, Six Sigma, or accreditation) may be integrated into the organization's performance management system and included as part of a response to Criteria requirements.

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## Why Choose Baldrige?

- **The Criteria are adaptable.** They can be used by large and small businesses, education and health care organizations, government and nonprofit organizations, and organizations with one site or worldwide locations.

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## Why Choose Baldrige?

- **The Criteria are at the leading edge of validated management practices.** They are regularly improved to enhance coverage of strategy-driven performance, address the needs of all stakeholders, and accommodate important organizational needs and practices.

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## Core values and concepts

- | 2004                                   | 2002                                   |
|--|--|
| • Visionary leadership                 | • Leadership                           |
| • Customer-driven excellence           | • Customer-driven excellence           |
| • Organizational and personal learning | • Continuous improvement & learning    |
| • Valuing employees and partners       | • Employee participation & development |
| • Agility                              | • Fast response                        |
| • Focus on the future                  | • Design quality & prevention          |
| • Managing for innovation              | • Long range view of the future        |
| • Management by fact                   | • Management by fact                   |
| • Social responsibility                | • Partnership development              |
| • Focus on results and creating value  | • Company responsibility & citizenship |
| • Systems perspective                  | • Results focus                        |

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## The seven categories

- Core values & concepts are embodied in each category
  - Leadership
  - Strategic Planning
  - Customer and Market Focus
  - Measurement, Analysis, and Knowledge Management (previously: Information and Analysis)
  - Human Resource Focus (previously: Human Resources Development and Management)
  - Process Management
  - Business Results

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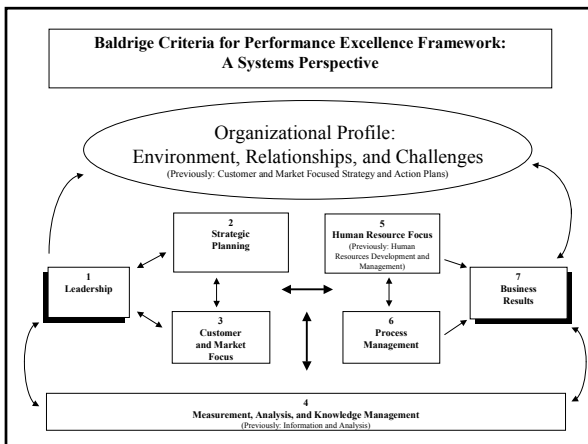
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### Baldrige Criteria for Performance Excellence Framework: A Systems Perspective



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## Next Meeting...

We will begin to define specific criteria within each of the seven categories beginning with Leadership and Strategic Planning.

**THANK YOU AND HAVE A GREAT DAY! ☺**

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**TO: WIB Quality Assurance Committee**

**DATE: 11/19/04**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Final PY 2003-04 Performance**

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

**DISCUSSION: The Workforce Investment Act specifies 15 core performance measures. The final performance for the Merced County Workforce Investment Area is attached.**

**Total Participants Served**

<b>Adults</b>	<b>298</b>
<b>Dislocated Workers</b>	<b>171</b>
<b>Older Youth</b>	<b>197</b>
<b>Younger Youth</b>	<b>893</b>

**Total Exiters**

<b>Adults</b>	<b>185</b>
<b>Dislocated Workers</b>	<b>110</b>
<b>Older Youth</b>	<b>62</b>
<b>Younger Youth</b>	<b>588</b>

**ATTACHMENT(S): Performance Data**

Local Area Name <b>Merced County WIB</b>	Total Participants Served	Adults	298
		Dislocated Workers	171
		Older Youth	197
		Younger Youth	893
ETA Assigned # 6090	Total Exiters	Adults	185
		Dislocated Workers	110
		Older Youth	62
		Younger Youth	588

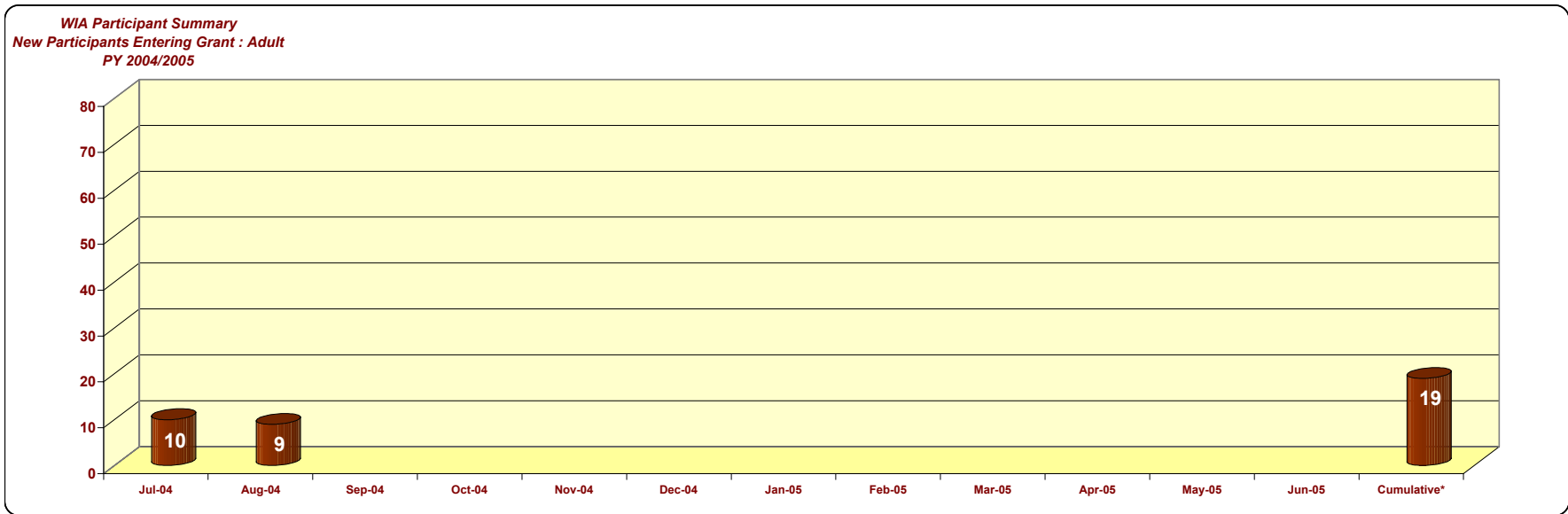
		Negotiated Performance Level	Actual Performance Level	Success Rate
Entered Employment Rate	Adults	72.0%	84.7%	117.68%
	Dislocated Workers	75.4%	81.2%	107.69%
	Older Youth	56.8%	44.0%	77.46%
Retention Rate	Adults	79.0%	88.3%	111.76%
	Dislocated Workers	85.2%	90.4%	106.06%
	Older Youth	70.1%	72.0%	102.71%
	Younger Youth	53.8%	82.3%	152.96%
Earnings Change / Earnings Replacement in Six Months	Adults	\$3,400	\$8,270	243.23%
	Dislocated Workers	96.0%	115.9%	120.69%
	Older Youth	\$2,960	\$2,899	97.94%
Credential/Diploma Rate	Adults	50.0%	65.0%	129.92%
	Dislocated Workers	58.0%	70.0%	120.69%
	Older Youth	30.0%	23.3%	77.77%
	Younger Youth	55.0%	91.0%	165.36%
Skill Attainment Rate	Younger Youth	78.7%	89.0%	113.09%

Total participants served are clients entering the program between July 1, 2003, and June 30, 2004. Total exiters include clients leaving the program during the period from April 1, 2003, to March 31, 2004. See Information Bulletin WIAB03-61, dated March 9, 2004, for measurement periods and exit cohort time periods used.

**WIA PARTICIPANT SUMMARY REPORT - ADULT**  
**PY 2004/2005**  
**Report Range 07/2004 to 07/2004**

	ADULT												Part. Plan	
	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Cumulative*	PY 04/05
<b>Total Participants</b>	150	159											159	783
Participants Carried In	140	150											140	423
New Participants Entering Grant	10	9											19	360
<b>Total Participants Exiting WI</b>														
Entered Unsubsidized Employment	0	0											0	160
Training Related	0	0											0	75
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	60

Program Activities/Services Summary	Enrolled													
	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Cumulative*	PY 04/05
Core Services (Registered)	149	158											158	515
Intensive Services	113	120											120	260
Training Services	68	71											71	100
Youth Services	0	0											0	
Concurrent Program Participants	9	9											9	
Individual Training Accounts	4	4											4	
Goals Set (Younger Youth Only)	0	0											0	

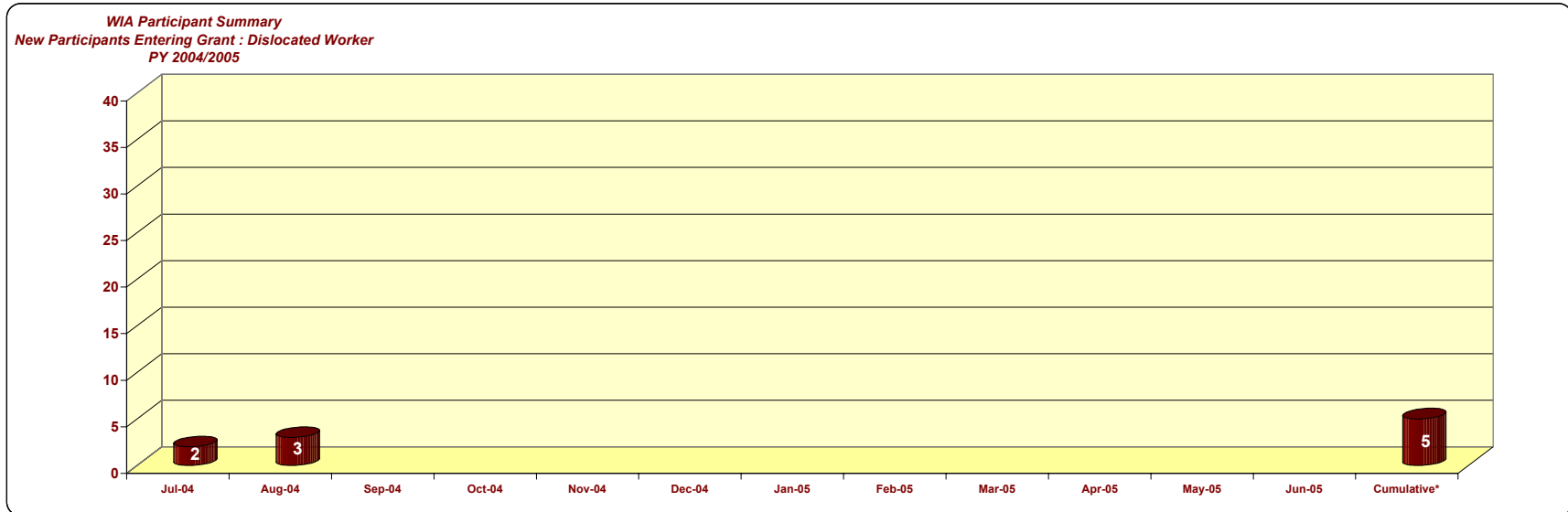


Monthly totals are produced on the 20th of the following month and are not updated on a monthly basis. Late data entry are not updated for previous months, see cumulative totals for current total.

**WIA PARTICIPANT SUMMARY REPORT - DISLOCATED WORKER**  
**PY 2004/2005**  
**Report Range 07/2004 to 07/2004**

	DISLOCATED WORKER												Part. Plan	
	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Cumulative*	PY 04/05
<b>Total Participants</b>	89	92											92	671
Participants Carried In	87	89											87	251
New Participants Entering Grant	2	3											5	420
<b>Total Participants Exiting WI</b>														
Entered Unsubsidized Employment	0	0											0	120
Training Related	0	0											0	65
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	60

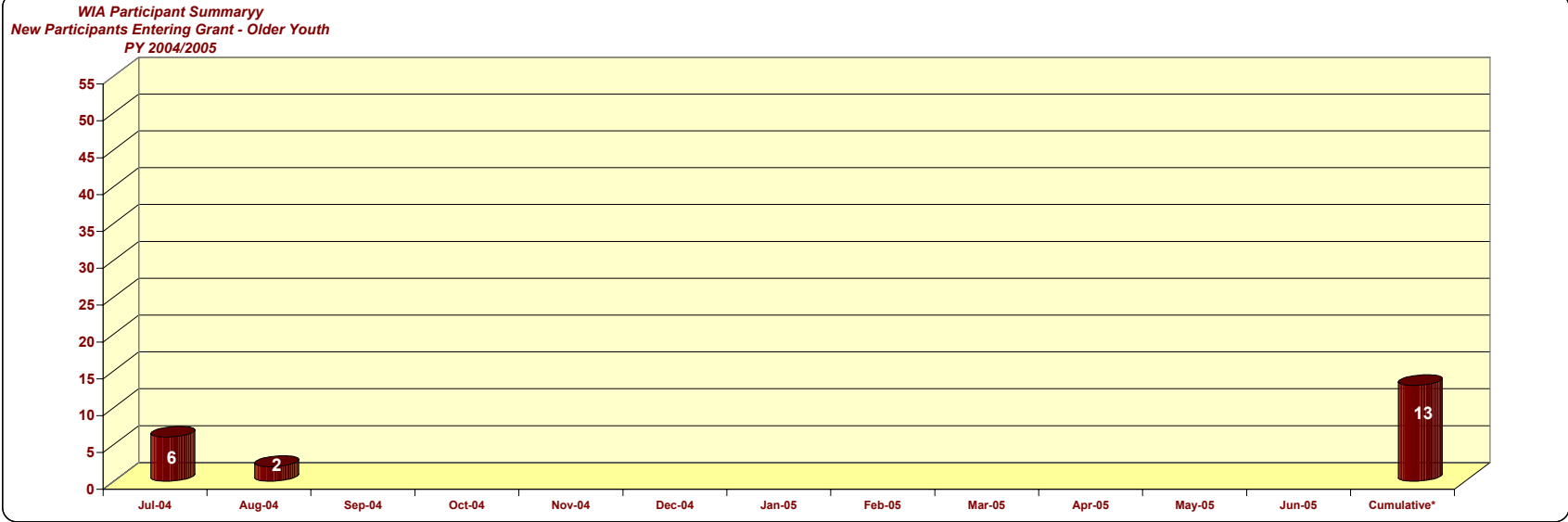
<b>Program Activities/Services Summary</b>	Enrolled													
Core Services (Registered)	89	92											92	500
Intensive Services	62	66											66	150
Training Services	30	31											31	80
Youth Services	0	0											0	
Concurrent Program Participants	13	13											13	
Individual Training Accounts	5	5											5	
Goals Set (Younger Youth Only)	0	0											0	



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**WIA PARTICIPANT SUMMARY REPORT - OLDER YOUTH**  
**PY 2004/2005**  
**Report Range 07/2004 to 07/2004**

	OLDER YOUTH												Part. Plan PY 04/05	
	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05		Cumulative*
<b>Total Participants</b>	130	113											130	310
Participants Carried In	124	111											117	234
New Participants Entering Grant	6	2											13	76
<b>Total Participants Exiting WI</b>	15	0											17	
Entered Unsubsidized Employment	5	0											6	10
Training Related	4	0											5	5
Entered Military Service	0	0											0	
Entered Qualified Apprenticeship Program	0	0											0	
Entered Post-Secondary Education	1	0											1	5
Entered Advanced Training	0	0											0	
Attained Recognized Certificate/Diploma/Degree	4	0											5	
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	9	0											11	60
<b>Program Activities/Services Summary</b>	<b>Enrolled</b>													
Core Services (Registered)	0	0											0	
Intensive Services	115	98											115	
Training Services	86	79											88	
Youth Services	118	104											119	
Concurrent Program Participants	94	76											90	
Individual Training Accounts	0	0											0	
Goals Set (Younger Youth Only)	0	0											0	

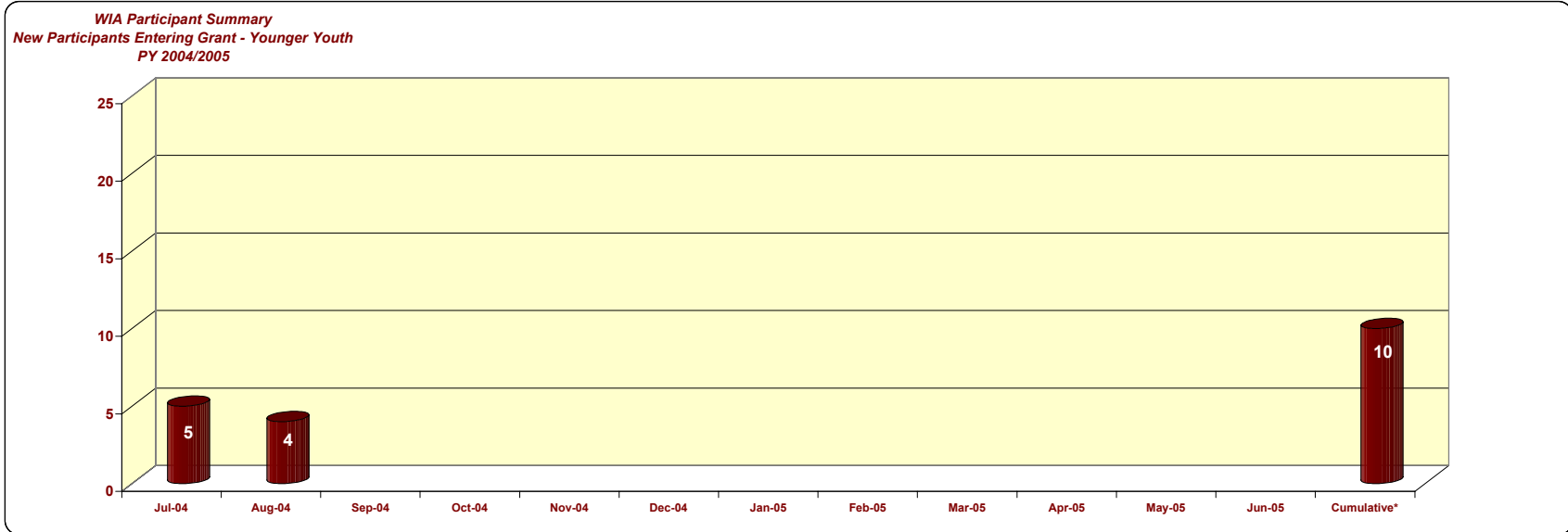


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\*Cumulative Total Reflect Totals From First of Fiscal Year To Current Report Range and Will Not Total Monthly Totals

**WIA PARTICIPANT SUMMARY REPORT - YOUNGER YOUTH**  
**PY 2004/2005**  
**Report Range 07/2004 to 07/2004**

	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Cumulative*	Participant Plan PY 04/05
<b>Total Participants</b>	455	366											454	900
Participants Carried In	450	362											444	618
New Participants Entering Grant	5	4											10	282
<b>Total Participants Exiting WI</b>	83	42											130	
Entered Unsubsidized Employment	6	6											14	80
Training Related	11	4											17	20
Entered Military Service	0	0											0	8
Entered Qualified Apprenticeship Program	0	0											0	0
Entered Post-Secondary Education	30	10											41	130
Entered Advanced Training	1	1											2	5
Attained Recognized Certificate/Diploma/Degree	78	40											122	
Attained High School Diploma/GED	77	40											120	450
Returned to Secondary School (Youth Only)	1	0											1	15
Exits Excluded from Performance	0	1											1	
Other Exits	82	40											127	40
<b>Program Activities/Services Summary</b>	<b>Enrolled</b>													
Core Services (Registered)	0	0											0	
Intensive Services	82	74											79	
Training Services	71	67											70	
Youth Services	449	362											449	
Concurrent Program Participants	334	261											332	
Individual Training Accounts	0	0											0	
Goals Set (Younger Youth Only)	12	10											23	



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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	2	45				39		84	84
	11 STAFF ASSIST JOB DEVELOP	2	3			1	1		4	4
	12 STAFF ASSIST JOB REFER	2	12			1	10		22	22
	13 STAFF ASSIST JOB SRCH	4	34				27		61	61
	14 STAFF ASSIST WRKSHP									
	15 OTHER CORE SERVICES	5	1			1	1		2	2
	16 NON WIA FUNDED SERVICES									
17 CO-ENROLLED CORE SERVICES										
INTENSIVE	30 CASE MGMT FOR PARTIC	4	36	15	128	2	13		177	177
	31 COMPREHENSIVE ASSESSMNTS	5	1			2	1		2	2
	32 DEVELOP INDIV EMPL PLAN	8	2	1	1	3			3	3
	33 GROUP COUNSELING									
	34 EMPL EXPERIENCE			4	24				24	24
	35 INDIV CNSLNG CAREER PLAN				2				2	2
	36 OUT OF AREA JOB SEARCH									
	37 RELOCATION EXPENSES									
	38 SHORT TERM PREVOC SRVCS		1			1			1	1
	39 INTERNSHIPS									
	40 OTHER INTENSIVE SRVCS						1		1	1
	41 NONWIA FUND INTENS SRVCS									
42 CO-ENROLLED INTENSIVE SRVCS										
TRAINING	50 ADULT EDUCATION			3	15				15	15
	51 CUSTOMIZED TRAINING									
	52 ENTREPRENEURIAL TRAINING				5				5	5
	53 JOB READINESS TRAINING			3	16				16	16
	54 OCCUP SKILLS TRAINING	2	35	7	39		7		81	81
	55 ON THE JOB TRAINING	4	6			1	3		9	9
	56 PRIVATE SECTOR TRAINING									
	57 SKILL UPGRADNG RETRNG									
	58 WRKPLCE TRNG AND COOP ED									
	59 OTHER TRAINING SRVCS									
	60 NON-WIA FUNDED TRNG SRVCS	4	17			1	15		32	32
61 CO-ENROLLED TRAINING SRVCS										
YOUTH	70 SUMMER RELATED									
	71 EDUCATNL ACHVMNT SRVCS			23	322				322	322
	72 EMPLOYMENT SERVICES				224				224	224
	73 CITIZEN LEADERSHIP SRVCS				1				1	1
	74 OTHER YOUTH SERVICES									
	75 NONWIA FUNDED YOUTH SRVCS									
	76 CO-ENROLLED YOUTH SRVCS									
MISC.	80 OTHER JTPA									
	81 SUPPORTIVE SERVICES	9	74	2	30	3	34		138	138
	82 NEEDS RELATED PAYMENT									
	83 BREAK IN SERVICE		1						1	1
	84 NON-WIA FUNDED MISC									
	85 CO-ENROLLED MISCELLANEOUS									
	86 BRK IN SERV - HEALTH/MED		1						1	1
	TOTAL	51	269	58	807	16	152		1228	1228

WIA Participant Characteristics Summary

Report Period: 7/2004 to 8/2004

Data as of: 09/20/2004

	Adult		Dislocated Workers		Older Youth		Younger Youth		All Programs	
	Enrolled	% of Tot.	Enrolled	% of Tot.	Enrolled	% of Tot.	Enrolled	% of Tot.	Enrolled	% of Total
<b>Total Participants</b>	159	100.0%	92	100.0%	130	100.0%	454	100.0%	835	100.0%
<b>Gender</b>										
Female	114	71.7%	51	55.4%	81	62.3%	246	54.2%	492	58.9%
Male	45	28.3%	41	44.6%	49	37.7%	208	45.8%	343	41.1%
<b>Age</b>										
14 - 18	2	1.3%	0	0.0%	0	0.0%	454	100.0%	456	54.6%
19 - 21	25	15.7%	1	1.1%	130	100.0%	0	0.0%	156	18.7%
22 - 29	47	29.6%	26	28.3%	0	0.0%	0	0.0%	73	8.7%
30 - 44	71	44.7%	36	39.1%	0	0.0%	0	0.0%	107	12.8%
45 - 54	9	5.7%	21	22.8%	0	0.0%	0	0.0%	30	3.6%
55 - 61	5	3.1%	7	7.6%	0	0.0%	0	0.0%	12	1.4%
62 - 64	0	0.0%	1	1.1%	0	0.0%	0	0.0%	1	0.1%
65 and Older	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>Race/Ethnicity</b>										
America Indian/Alaskan Native	3	1.9%	2	2.2%	0	0.0%	1	0.2%	6	0.7%
Asian	17	10.7%	5	5.4%	27	20.8%	88	19.4%	137	16.4%
Black/African American	13	8.2%	10	10.9%	12	9.2%	27	5.9%	62	7.4%
Hawaiian Native/Other Pacific Islander	3	1.9%	2	2.2%	0	0.0%	7	1.5%	12	1.4%
White	65	40.9%	37	40.2%	15	11.5%	52	11.5%	169	20.2%
Ethnicity Hispanic or Lation	64	40.3%	40	43.5%	77	59.2%	287	63.2%	468	56.0%
<b>Veterans Status</b>										
Total Veterans	9	5.7%	11	12.0%	0	0.0%	0	0.0%	20	2.4%
Campaign Veteran	7	4.4%	8	8.7%	0	0.0%	0	0.0%	15	1.8%
Disabled Veteran	3	1.9%	1	1.1%	0	0.0%	0	0.0%	4	0.5%
Recently Separated Veteran	2	1.3%	3	3.3%	0	0.0%	0	0.0%	5	0.6%
Spouse of Veteran	1	0.6%	2	2.2%	0	0.0%	0	0.0%	3	0.4%
<b>Labor Force Status</b>				0.0%						
Employed	68	42.8%	6	6.5%	15	11.5%	18	4.0%	107	12.8%
Unemployed	91	57.2%	84	91.3%	115	88.5%	434	95.6%	724	86.7%
<b>Public Assistance Status</b>										
TANF	9	5.7%	2	2.2%	12	9.2%	127	28.0%	150	18.0%
GA, RCA, or SSI	2	1.3%	2	2.2%	4	3.1%	35	7.7%	43	5.1%
Pell Grant Recipient	14	8.8%	5	5.4%	7	5.4%	3	0.7%	29	3.5%
Food Stamps	30	18.9%	10	10.9%	21	16.2%	157	34.6%	218	26.1%
<b>Education Status</b>										
Student, High School or Less	2	1.3%	2	2.2%	1	0.8%	369	81.3%	374	44.8%
Student, Attending Post High School	46	28.9%	10	10.9%	9	6.9%	3	0.7%	68	8.1%
Out-of-School, High School Dropout	6	3.8%	3	3.3%	21	16.2%	15	3.3%	45	5.4%
Out-of-School, High School Grad, with Employ Difficulty	34	21.4%	33	35.9%	96	73.8%	66	14.5%	229	27.4%
Out-of-School, HSG, No Employ Diff. (Counted as In-School)	71	44.7%	44	47.8%	3	2.3%	1	0.2%	119	14.3%
<b>Unemployment Insurance Status</b>										
UI Claimant	15	9.4%	66	71.7%	5	3.8%	2	0.4%	88	10.5%
UI Exhaustee	5	3.1%	14	15.2%	2	1.5%	0	0.0%	21	2.5%
<b>Barriers To Employment</b>										
Disabled	5	3.1%	2	2.2%	5	3.8%	62	13.7%	74	8.9%
Limited Eng. Proficiency	2	1.3%	1	1.1%	10	7.7%	53	11.7%	66	7.9%
Single Parent	37	23.3%	16	17.4%	19	14.6%	12	2.6%	84	10.1%
Worker Profiling/Reemployment Services Referral	1	0.6%	3	3.3%	0	0.0%	0	0.0%	4	0.5%
Low Income	78	49.1%	42	45.7%	128	98.5%	421	92.7%	669	80.1%
Displaced Homemaker	0	0.0%	0	0.0%	1	0.8%	0	0.0%	1	0.1%
Offender	5	3.1%	7	7.6%	10	7.7%	27	5.9%	49	5.9%
Homeless	0	0.0%	1	1.1%	8	6.2%	6	1.3%	15	1.8%
Runaway Youth	0	0.0%	0	0.0%	3	2.3%	5	1.1%	8	1.0%
Pregnant/Parenting Youth	0	0.0%	0	0.0%	25	19.2%	24	5.3%	49	5.9%
Youth Needing Additional Assistance	0	0.0%	0	0.0%	125	96.2%	448	98.7%	573	68.6%
Basic Literacy Skills Deficient	35	22.0%	37	40.2%	125	96.2%	429	94.5%	626	75.0%
Substance Abuse	1	0.6%	0	0.0%	2	1.5%	13	2.9%	16	1.9%
Foster Youth	0	0.0%	0	0.0%	1	0.8%	10	2.2%	11	1.3%