

TO: Workforce Investment Board

DATE: 11/21/02

FROM: WIB Staff

- For Action
- For Information
- Meeting Notes

SUBJECT: Westside Activity

PROPOSED MOTION(S): For Information Only

DISCUSSION: The Los Banos Employment Resource Center counted 1,309 visits in September 2002. Of this number, 699 customer surveys were obtained. The surveys give us specific information about customer activity in the Center.

Of the customers surveyed, 44 were first time visitors.

Of the customers surveyed, 25 reported being employed. Of that number, 16 were working part time and looking for full time employment.

As with other centers, most customers surveyed, visit the center in the morning (420). Approximately 1/2 or 230 came in the afternoons and 49 used center services in the evenings.

The most popular services of the westside center are our comuters; both the PLATO Lab and the internet job search are the features most reported used by our customers. Approximatley half of our customers come in solely to use one or the other of the labs.

There is good usage of our PLATO Lab. In a WIA audit of the Merced College/PLATO contract, we found that 450 people have been served in the last program year, while contracting for a minimum of 150. We also celebrated the success of our 35 GED graduates and found that 100 people have obtained their GED's through the use of PLATO since the lab was opened in Los Banos.

The Westside Employment Resource Center has most of the services offered by any employment center:

* Computers w/internet access and various job search and retention tools as well as computers w/dedicated programming to basic skills training and assessment

- * Copiers and telephone banks**
- * Job listings**
- * Fax machine**
- * Comprehensive resource library w/books, magazines, and "worksheets" on various job search and retention topics**
- * Typewriters**
- * Referrals to other assistance agencies; including partners in our center and other agencies in our area**
- * Evening hours to 9PM on Tuesday-Thursdays**

The Resource Room is continually staffed with WIA staff knowledgeable in all programs in the computers and all information and resources of the Center.

People visiting the center can select to enter into WIA intensive and training activities by first attending an Orientation to WIA Services. The orientations are held each Thursday at 4PM. Attendance varies, but seems to have an average of 8-10 weekly.

From information gathered in the orientation and subsequent assessment activities, people wishing training may be enrolled. Last program year, 43 adults and dislocated workers were enrolled. Of that number 16 were employed during the program year. The others are still completing follow up services, or are still actively enrolled.

Currently we have enrolled 16 adult and dislocated workers and have three employed thus far into this program year.

The partners working with us in the center are made up of contract relationships as well as MOU's. Our partners are

- *MCOE younger youth programs representative**
- *JCG older youth program representative**
- *EDD**
- *Childrens' Services**
- *Action Business Center**
- *Merced College**
- *CalWorks (HSA)**

Our partners have been extremely helpful and reliable. Currently, we are seeking more help from them as alternates in the Resource Room and customer greeting.

Customer Service Data reports consistently that word of mouth and family members referrals are our best sources of new customers. This is especially true in Los Banos. We have found that satisfied customers not only speak well of our services, but bring in friends and family.

When you find yourself headed west on the 152, stop by our Employment Resource Center at 800 7th Street and visit. Our friendly staff would like to give you a tour and answer any questions you might have.

ATTACHMENT(S):