

**Workforce Investment Board**  
**Dept of Workforce Investment Large Conference Room**  
**1880 W. Wardrobe Ave, Merced, CA 95341**  
**Thursday, November 13, 2008, 12:00-12:30 p.m.**  
**Meeting Agenda**



<http://web.co.merced.ca.us/wi/wib/wib.html>

1. Call to Order/Roll Call.....
2. Approval of Agenda .....
3. Approval of September 18, 2008 Minutes.....
4. Public Opportunity to Speak .....
5. Consent Agenda .....
- a. Consent .....
- i. One-Stop Certification – Prospector Award ..... Steve Newvine/Joanne Presnell
- ii. Incentive Funds Disposition..... Brian Cutler
- iii. Modification 9 to Five-Year Plan..... Brian Cutler
- iv. Assembly Bill 1234 – Workforce Investment Board Policy ..... Alfredo Mendoza
- b. Consent .....
- i. Youth Funding Levels for PY 09/10 ..... Rennise Ferrario
- ii. Younger Youth Contract Amendment ..... Rennise Ferrario
- iii. Older Youth Contract Amendment ..... Rennise Ferrario
6. Action Agenda .....
- a. WIB Membership – Ms. Karyn Wiens ..... Alfredo Mendoza
- b. Youth Council Membership – Ms. Patricia Evans..... Rennise Ferrario
7. Information .....
- a. Technology –Based Learning Grant Cardoza Letter of Support ..... Alfredo Mendoza
- b. Regional Veterans Grant Proposal..... Alfredo Mendoza
- c. Customer Service & Satisfaction Report ..... Joanne Presnell
- d. WIB Recertification..... Brian Cutler
- e. Fiscal Reports..... Jackie Walther-Parnell
- f. Participant Report ..... Brian Cutler
8. Director Comments..... (5 min)
9. Chair Comments..... (5 min)
10. Next Meeting – January 8, 2009 .....
11. Adjourn .....
12. WIB Retreat (immediately following meeting) ..... Virginia Hamilton (12:30 p.m. – 4:30 p.m.)

**SEE ATTACHED RETREAT AGENDA AND BACKGROUND INFORMATION**

**Workforce Investment Board**  
**Dept of Workforce Investment, Large Conference Rm**  
**1880 W. Wardrobe Ave, Merced, CA**  
**September 18, 2008, 3:00-5:00 p.m.**  
**Meeting Minutes**



<http://www.mercedwib.com/>

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**Members Present:**

Lee Andersen	Andrea Baker	Brenda Callahan-Johnson
Kathleen Crookham	Ernie Flores	Peter Fluetsch
Debra Glass	Darren Hughes	Henry Idefonzo
David Long	Albert Montejano	Steve Newvine
Alfonse Peterson	Al Romero	Loretta Schlosser
Vann (Mike) Smith	Mike Sullivan	

**Members Absent:**

Bob Bittner	Edward Dietz	Rennise Ferrario
Carol Greenberg	Amalee Jayasinghe	Garith Krause
Joseph Lombardi	Terry Nichols	Rick Osorio
John Stewart	Nancy Ugarte	

**Others Present:**

Brian Cutler	Eddie Harding	Patricia Hinson
Alfredo Mendoza	Joanne Presnell	Jackie Walther-Parnell

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1. Call to Order/Roll Call – The Chair, Mr. Albert Montejano, noted at 3:10 p.m., there was no quorum so the board would listen to the first discussion (item 7.a. below). After the discussion, the Chair called the meeting to order at 3:20 p.m. Roll call was taken.
2. Approval of Agenda – It was *M/S/C Peterson/Flores* to approve the agenda.
3. Approval of Minutes – It was *M/S/C Romero/Peterson* to approve the July 10, 2008 minutes.
4. Public Opportunity to Speak – None.
5. Consent Agenda: It was *M/S/C Idefonzo /Newvine* to approve items a. through c. of the Consent Agenda.
  - a. Domain Name for Workforce Investment Board Website
  - b. Merced County Comprehensive Economic Development Strategy (CEDS)
  - c. Technology-Based Learning Grant
6. Action Agenda:
  - a. Youth Council Membership – Sam Rangel: It was *M/S/C Andersen/Idefonzo* to approve the nomination, and forward to the Board of Supervisors for approval.
  - b. Amendment to Merced College PLATO Lab Contract: It was *M/S/C Idefonzo/Flores* to approve the amendment to Merced College Westside PLATO Lab contract due to the modification of Employment Services Contract No. 200414 (CalWORKs), and forward to Board of Supervisors for approval.
7. Discussion Agenda:

a. **WIB Retreat:** Staff noted the WIB retreat is scheduled for November 13, 2008, 12:00 to 5:00 p.m., 1880 W. Wardrobe Avenue. The date is the same date as the scheduled WIB meeting for the month of November. The topics will be determined by an email poll of WIB member's preferences. Ms. Virginia Hamilton with the California Workforce Association will be the facilitator. Lunch will be provided.

**8. Presentations:**

**2 Million Minutes:** The WIB members viewed a video documenting six (U.S., China, India) high school students from freshman to senior and how they each spend their time preparing for their future.

**9. Member Committee Reports:**

a. **Youth Council:** Staff noted the Youth Council was provided information by Ms. Eldonna Caudill on the Tulare County Youth Transitions Program. Tulare County has a program that assists youth in transitioning to adult roles and responsibilities. Tulare County also shared their efforts in creating a youth focused-website designed by youth. Mr. Lee Andersen has been invited to attend the next Youth Council meeting and provide information about the school system in Merced County.

b. **P-16 Council:** Mr. Lee Andersen noted the committee will start to meet again. The committee will focus on providing access to all students to attend higher education, and continuing success.

c. **BEAM Committee:** Mr. Lee Andersen noted the committee had its first meeting hosted by Hilmar Cheese. Several employers and legislators attended. It was a very good turnout.

d. **Item d added-WIB Economic Development Ad Hoc Committee Meeting:** The Chair asked Mr. Steve Newvine to give a brief report about the Ad Hoc committee meeting. Mr. Newvine noted the meeting had a very good turnout. One of the items members discussed was what can the WIB do with economic development. Businesses throughout the county view the WIB as a valuable resource. Members decided to continue to keep in touch and share information. The Merced Chambers of Commerce will publish information about WIB activities in their newsletter.

**10. Information Agenda:**

- a. Fiscal Reports
- b. Labor Market Information
- c. Connectory.com Training
- d. Letter to Congressman Cardoza regarding HR1332 and YOP
- e. Career Advancement Academy Update
- f. Customer Service & Satisfaction Report
- g. State and LWIA Youth Performance Goals for PY 2007/08
- h. New Start Employment Program

**11. Director's Comments:** Ms. Andrea Baker noted Rapid Response activities are services provided to employers who are forecasting future layoffs or will be closing. Staff and One-Stop partners visit employers and talk to the employees about how Worknet can help them get services needed, and assist in helping them find a new job. As of July '07 to June '08, the County has had nine county businesses to downsize or close and 119 employees affected. Between July and August this year, the county has had six businesses that either laid off or closed, and about 300 employees were affected. So far, for the

month of September there are seven businesses that are involved in layoffs or will close, and 135 employees will be affected. This is a reflection of the economic impact Merced County is going through.

Staff has been assisting new employers in their hiring process by providing services such as Job Fairs, interviewing and screening candidates. Some of the new businesses in Merced County include: Petco, Target, and Tractor Supply.

**12. Chair Comments:** The Chair noted he attended the Annual Meeting of the Minds Conference in Monterey, and was very impressed with the new trend of “jobs going green”. The Chair is pleased with how the Merced County WIB is already moving towards preparing for these new green jobs. The WIB plans to host an event and invite knowledgeable guests who can share information about “going green”.

He noted the focus should be finding ways to retrain employees who have lost their jobs, so the County could maintain its workforce here. He thanked Mr. Alfonse Peterson for bringing the poster “Exploring the Emerging California Workforce Gap,” and thanked everyone for their participation and attendance.

**13. Next Meeting –** Nov 13, 2008, Dept. of Workforce Investment, 1880 W. Wardrobe Ave, Merced.

**14. Adjourn –** Meeting was adjourned 3:45 p.m.

**TO: Workforce Investment Board**

**DATE: 11/13/08**

**FROM: Executive Committee**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: One-Stop Certification – Prospector Award**

**PROPOSED MOTION(S):** Ratify the Executive Committee’s decision from November 3, 2008, to approve a 3-year certification of the Merced and Los Banos Worknet Employment Resource Centers for meeting the criteria of the Prospector Award under the scrutiny of the California Awards for Performance Excellence (CAPE) team of examiners.

**DISCUSSION:** On May 5, 2008, the Executive Committee approved the submission of application for the California Prospector Award under CAPE.

The Department of Workforce Investment received official notification on October 22, 2008, that the Worknet of Merced County Employment Resource Centers have been granted the Prospector Award from CAPE, thus meeting the Workforce Investment Board criteria and standards for One-Stop certification.

**ATTACHMENT(S):**

Copies of the California Prospector Award Application will be available at the meeting.

**TO: Workforce Investment Board**

**DATE: 11/13/08**

**FROM: Executive Committee**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Incentive Funds Disposition**

**PROPOSED MOTION(S): Ratify the Executive Committee's decision from November 3, 2008, to direct the disposition of Incentive Funds as follows:**

- **Ed Morrison Consultation, which would cost approximately \$4000.00**
- **Youth Community Violence Intervention and Prevention for \$1000.00**
- **The remainder of the incentive funds (\$7646.00) could be allocated toward supportive services for LVNs and RNs as needed.**

**DISCUSSION: Annually the Governor awards Incentive Funds to Local Workforce Investment Areas (LWIA) based on each LWIA's program performance. Incentive Funds are not linked to any of the three programs; that is, they are not Adult, Dislocated Worker or Youth funds, and they may be spent in any or all of the programs.**

**There are incentive funds from fiscal year 2007 in the amount of \$12,646 that must be used by June 30, 2009. Last year these funds were spent on supportive services for Registered Nurses. Previous allocations and options include employer appreciation, community specific training, and marketing.**

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

**TO: Workforce Investment Board**

**DATE: 11/13/08**

**FROM: Executive Committee**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Modification 9 to Five-Year Strategic Plan**

**PROPOSED MOTION(S): Ratify the Executive Committee Decision on November 3, 2008 to approve Modification 9 to the Five-Year Strategic Plan.**

**DISCUSSION: On September 20, 2000, the Merced County Board of Supervisors approved the local Five-Year Strategic Plan required by the Workforce Investment Act of 1998. Pursuant to Title 20 of the Code of Federal Regulations, Part 661.355, the Governor has published procedures governing the modifications of the local Five-Year Strategic Plan.**

**The Workforce Investment Board (WIB) last modified the plan (Modification 8) on November 8, 2007.**

**The plan reflects consistency with the State plan, changes to local policies resulting from the recent passage of Senate Bill 293, and contains new labor market analysis. The plan is a projection of participants to be served as Adults, Dislocated Workers and Youth, along with associated costs. All One-Stop Memorandums of Understanding and Resource/Cost Sharing Agreements are also included.**

**ATTACHMENT(S):**

**Copies of Modification 9 to the Five Year Strategic Plan will be available at the meeting.**

**TO: Workforce Investment Board**

**DATE: 11/13/08**

**FROM: Executive Committee**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Assembly Bill 1234 – Workforce Investment Board Policy**

**PROPOSED MOTION(S): Ratify the Executive Committee’s decision to approve a Workforce Investment Board (WIB) Policy regarding WIB Member Reimbursements per Assembly Bill 1234 Guidelines.**

**DISCUSSION: Assembly Bill 1234 (Salinas), Chapter 700, Statutes of 2005 requires that a written policy be approved for WIB Member Reimbursements other than meetings of the legislative body, advisory body, or attendance at a conference or organized educational activity.**

**WIB members only receive reimbursements for allowable expenses when representing the WIB at conferences or organized educational activities. The policy reflects allowable reimbursements similar to the Department of Workforce Investment’s established policy and procedures for travel and overnight travel reimbursements.**

**This policy fulfills the requirements of AB 1234 as set forth in the Employment Development Department Bulletin No. WIAB06-44 issued January 18, 2007.**

**ATTACHMENT(S):  
WIB Policy AB 1234**





**DEPARTMENT OF  
WORKFORCE INVESTMENT**

**Policy/Procedure  
For  
WIB Member Reimbursements  
AB 1234 (Salinas)**

**Andrea T. Baker**  
*Director*

**Joanne Presnell**  
*Assistant Director*

1880 W. Wardrobe Avenue  
Merced, CA 95341-6407  
(209) 724-2000  
(209) 725-3592 Fax  
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Equal Opportunity Employer

**Policy:** Assembly Bill 1234 (Salinas), Chapter 700, Statutes of 2005, requires a local agency that provides reimbursement for expenses to members of its legislative body to adopt a written policy on the duties for which legislative body members may receive compensation, other than meetings of the legislative body or an advisory body, or attendance at a conference or organized educational activity.

Workforce Investment Board members shall only receive reimbursements for allowable expenses when representing the Workforce Investment Board at conferences, or organized educational activities. Reimbursements for Travel and Training shall follow the established Department of Workforce Investment Travel and Training Non-Overnight and Overnight.

Established departmental policies that pertain to this document may be found at:

<http://mc-info/wiws/polproc/Travel - Day.pdf>

<http://mc-info/wiws/polproc/Travel - Overnight.pdf>.

This policy shall fulfill the requirements set forth in the Employment Development Department Bulletin No. WIAB06-44 issued January 18, 2007.

**Responsible Official: Director**  
**Revised/Reviewed: Oct 29, 2008**

**TO: Workforce Investment Board**

**DATE: 11/13/08**

**FROM: Executive Committee**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Youth Contract Funding Levels for PY 09/10**

**PROPOSED MOTION(S): Ratify the Executive Committee's decision to approve youth programs at a 50/50 funding level beginning with the 2009/10 program year.**

**DISCUSSION: The present youth contracts are funded at a 60/40 split with the Younger Youth contract receiving 60% of the funds. Across the nation, the trend has been a shift to serving out-of-school youth. This shift is within the Employment and Training Administration of the US Department of Labor (ETA/DOL) recommendations for WIA youth programs. In order to plan ahead and stay in tune with the ETA/DOL's vision for youth, a 50/50 split is recommended for PY 2009/10.**

**At times in the past, the Youth Council has recommended against moving to a 50/50 funding level due to a large number of younger youth not being able to be fully served. Currently this is no longer an issue, and this is the appropriate time to change the split in funding. The number of younger youth being served has decreased to the point that the impact will be sustainable. The Youth Council recommended moving funding to a 50/50 split for the WIA youth programs at their regularly scheduled meeting in October (10/08/08).**

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

**TO: Workforce Investment Board**

**DATE: 11/13/08**

**FROM: Executive Committee**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Younger Youth Contract Amendment**

**PROPOSED MOTION(S): Ratify the Executive Committee's decision to approve the Youth Council's recommendation of adding \$98,016.00 of carryover funds to the 2008/09 Younger Youth Contract (No. 2008148).**

**DISCUSSION: The present Younger Youth contract (No. 2008148) began July 1, 2008. All invoices for the prior contract year have been submitted and paid - carryover monies are established. On October 8, 2008, the Youth Council approved the addition of these carryover funds be applied evenly to both youth contracts. The total cost of the contract was \$719,372.00. This amendment adds \$98,016.00 of carryover funding to the contract, increasing the total amount to \$817,388.00.**

**The addition of these dollars will increase numbers of youth being served by 100 new participants as well as increase line items in budgets planned by Merced County Office of Education and approved by the Youth Council.**

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

**TO: Workforce Investment Board**

**DATE: 11/13/08**

**FROM: Executive Committee**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Out-of-School Youth Contract Amendment**

**PROPOSED MOTION(S): Ratify the Executive Committee's decision to approve the Youth Council's recommendation of adding \$98,016 of carryover funds to the 2008/09 Out-of-School Youth Contract (No. 2008149).**

**DISCUSSION: The present Out-of-School Youth contract (No. 2008149) began July 1, 2008. All invoices for the prior contract year have been submitted and paid - carryover monies are established. On October 8, 2008, the Youth Council approved the addition of carryover funds be applied evenly to both youth contracts. The total cost of the contract was \$479,581. This amendment adds \$98,016 of carryover funding to the contract, increasing the total amount to \$577,597.00.**

**The addition of these dollars will increase numbers of clients being served by approximately 75 new participants as well as increase line items in budgets planned by Merced County Office of Education and approved by the Youth Council.**

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

**TO: Workforce Investment Board**

**DATE: 11/13/08**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Workforce Investment Board Membership – Ms. Karyn Wiens, Merced College**

**PROPOSED MOTION(S): Accept the nomination of Ms. Karyn Wiens and forward to the Board of Supervisors for approval.**

**DISCUSSION: Section 117 (b)(2) of the Workforce Investment Act outlines criteria for membership on the local Workforce Investment Board (WIB). One of the membership requirements is to have “representatives of local education” be part of the WIB composition (Sec. 117(2)(b)(v)).**

**Ms. Karyn Wiens was nominated by Dr. Benjamin Duran, Superintendent/President of Merced College. Ms. Wiens has served on the Los Baños Rotary Club, Los Baños Community Access Group, California Workforce Association (CWA), and as Director of the Employer-focused Training Center for Merced College. Currently, Ms. Wiens is an Instructional Dean at Merced College. Ms. Wiens’ membership will be effective 12/09/08 as a new member.**

**ATTACHMENT(S):**

**Application will be available at the meeting.**

**TO: Workforce Investment Board**

**DATE: 11/13/08**

**FROM: Youth Council**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Application for Membership to Youth Council – Ms. Patricia Evans**

**PROPOSED MOTION(S): Concur with the Youth Council’s nomination of Ms. Patricia Evans, to the Merced County Youth Council and forward to Board of Supervisors for approval.**

**DISCUSSION: During its October 8, 2008 meeting, the Youth Council approved Ms. Patricia Evans’ request for membership on the Youth Council. Ms. Evans has served as the Chairperson to California’s Independent Living Program Redesign Committee and on the California home-team for the National Governor’s Association Policy Academy on Services for Transitional-Aged Youth. Currently Ms. Evans sits on the Statewide Leadership team for the Independent Living Program Breakthrough Series Collaborative.**

**ATTACHMENT(S): Application available at the meeting.**

**TO: Workforce Investment Board**

**DATE: 11/13/08**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Technology-Based Learning – Cardoza Letter of Support**

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

**DISCUSSION:** A letter has been sent to Congressman Cardoza’s office requesting his support for a proposal submitted to the Department of Labor. Merced County has submitted a grant proposal to the Department of Labor (DOL) to support manufacturers in their expansion and skills attainment efforts for their workers. The collaborative consists of 17 local manufacturers, Merced College and the Workforce Investment Board, and has requested \$500,000 for a Technology-Based Learning grant.

The grant funding will be used to coordinate technology-based training to employees of existing manufacturers in the local area. This incumbent worker project will provide Programmable Logic Controller (PLC) training to 82 individuals. PLCs are the “brains” that control every aspect of manufacturing lines, by moving, shifting, turning, sliding products/output. Individual assessments will be provided at the One-Stop, and will be directly connected to the Manufacturers Skills Standards Certificate (MSSC). A large number of manufacturers have expressed interest in this grant opportunity and are willing to release their employees (with pay) to take part in this incumbent worker training.

**ATTACHMENT(S):**

**Congressman Cardoza TBL Support Letter**



**WORKFORCE  
INVESTMENT BOARD**  
MERCED COUNTY

Albert Montejano, Chair  
Alfonse Peterson, 1<sup>st</sup> Vice Chair  
Steve Newvine, 2<sup>nd</sup> Vice Chair  
1880 West Wardrobe Ave. Merced, CA 95341  
Phone (209)725-3593 FAX (209)725-3592  
[www.co.merced.ca.us/wi/wib/wib.html](http://www.co.merced.ca.us/wi/wib/wib.html)

September 23, 2008

The Honorable Dennis Cardoza  
435 Cannon Building  
Washington, DC 20515

Dear Congressman Cardoza:

Support for Merced County Industrial Automations Project Collaborative

This letter is to notice you that Merced County has submitted a grant proposal to the Department of Labor (DOL) to support manufacturers in their expansion and skills attainment efforts for their workers. The collaborative consists of 17 local manufacturers, Merced College and the Workforce Investment Board and have requested \$500,000 for a Technology-Based Learning grant.

The economic strength of our communities largely depends on the availability of a highly skilled and trained workforce. Through this grant we will be able to provide workers with the skills employers need and have requested for a strong economy.

The grant funding will be used to coordinate technology-based training to employees of existing manufacturers in the local area. This incumbent worker project will provide Programmable Logic Controller (PLC) training to 82 individuals. PLCs are the “brains” that control every aspect of manufacturing lines, by moving, shifting, turning, sliding products/output. Individual assessments will be provided by the local One-Stop and will be tied to the Manufacturers Skills Standards Certificate. A large number of manufacturers have expressed interest in this grant opportunity and if awarded, will release their employees (with pay) to take part in this incumbent worker training.

We strongly urge your support for this Technology-Based Learning Grant being offered by the DOL to seek an improved investment in the Nation and California’s workers and business. Your support will assist in building a stronger economy, one built on the skills of the American workforce.

Thank you for your attention.

Sincerely,

Andrea T. Baker  
Executive Director



**TO: Workforce Investment Board**

**DATE: 11/13/08**

**FROM: Executive Committee**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Regional Veterans Grant Proposal**

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

**DISCUSSION: The Employment Development Department (EDD) in coordination with the California Workforce Investment Board (CALWIB), on behalf of the California Labor and Workforce Development Agency is requesting proposals for a Veterans Employment-Related Assistance.**

**The Merced County Department of Workforce Investment, Madera County Workforce Investment Board, and the Stanislaus County Alliance Worknet, in collaboration with local/regional veterans service organizations have proposed to implement a regional project to identify and recruit recently discharged, campaign-era, and disabled veterans, including veterans with significant employment barriers, and will provide a comprehensive menu of personalized and accelerated services and/or training in regionally identified high-demand industry sectors (Healthcare, Manufacturing, Renewable Energy, Agriculture and Agri-Business, Transportation/Logistics) to facilitate employment and advancement of veterans throughout the region in high-wage, high growth occupations.**

**If awarded, Madera County will be the fiscal agent for the project, and has requested \$1,000,000 to serve veterans over a 36-month period. The industry sectors chosen are aligned with the Merced County Workforce Investment Board and the Central California Workforce Collaborative (CCWC). The regional project is scheduled to serve 120 veterans (Madera and Merced–30 each, Stanislaus–60 participants). The project will provide veterans with training, on-the-job training (OJTs), supportive services, and assessments (WorkKeys).**

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



# Worknet

## Customer Service & Satisfaction Report

### For All Locations

### September 2008

Merced County Department of Workforce Investment

#### Daily Sign-ins

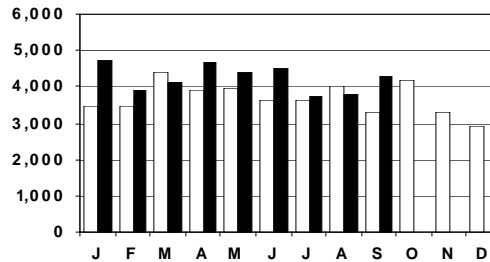
Daily sign-ins for September totaled 4,320, up 513 from the previous month and up 1,027 from September 2007. Daily sign-ins for the month of September are above the 6 year average.

September's 6 year average: 3,740

2007 annual average: 3,685

**Daily Sign-ins  
2007 & 2008**

□ Daily Sign-ins(2007)  
■ Daily Sign-ins(2008)



#### Return Visits

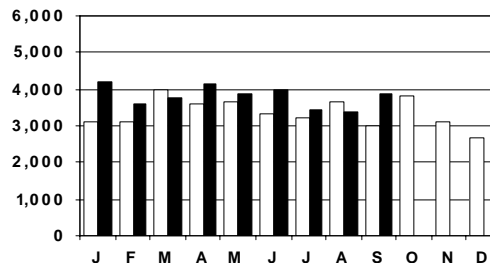
Return visits for September totaled 3,848, up 452 from the previous month and up 839 from September 2007. Return visits for the month of September are above the 6 year average.

September's 6 year average: 3,446

2007 annual average: 3,353

**Returning Visitors  
2007 & 2008**

□ Returning Visitors(2007)  
■ Returning Visitors(2008)



#### First Visits

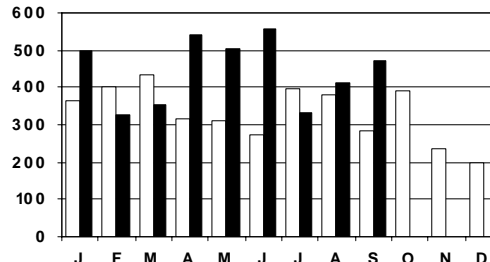
First Visits for September totaled 472, up 61 from the previous month and up 188 from September 2007. First Visits for the month of September are above the 6 year average.

September's 6 year average: 294

2007 annual average: 332

**First Visits  
2007 & 2008**

□ First Visits(2007)  
■ First Visits(2008)



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#### Customer Flow for September 2008

##### Both Locations

- On average, Tuesdays were the busiest days of the week, averaging 224 customers per day. (Weekly Average: 1,029 customers)

##### Merced

- Mondays were the busiest day of the week, with an average of 143 customers per day. (Weekly Average: 640 customers).

##### Los Banos

- Thursdays were the busiest day of the week, with an average of 83 customers per day (Weekly Average: 389 customers).

#### Note:

- As of March, 2008, we are tracking new metrics: Total Visitors, Staff Appointment, EDD/Unemployment visits, Special Classes and Certificate Tests.



**Worknet  
Customer Service & Satisfaction Report  
For All Locations  
September 2008**

Merced County Department of Workforce Investment

**Marketing advertisements for  
September 2008**  
*\* The Bus  
Worknet signs inside buses*

**How did you hear about us?**

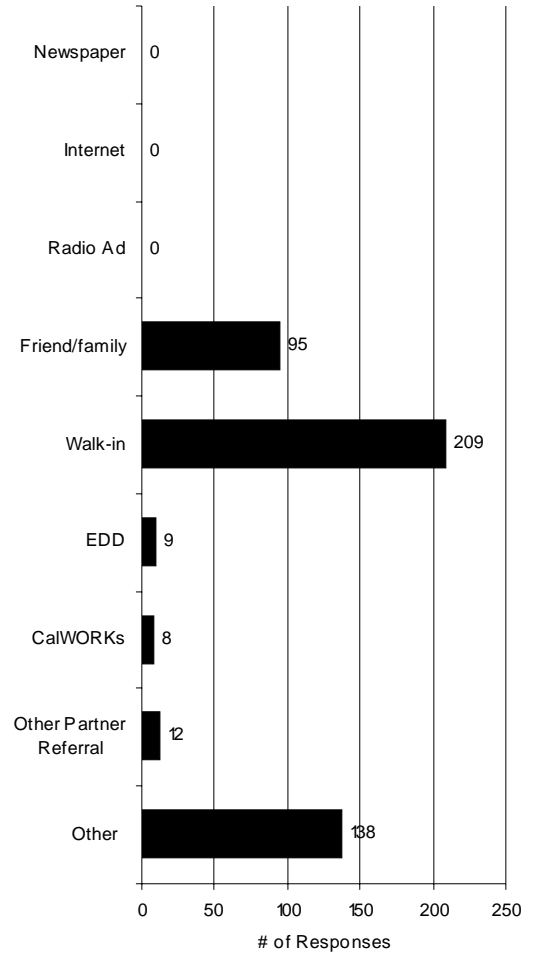
*Responses from first-time visitors*

In September, our first time visitors responded most often that they were walk-ins to the Worknet offices, with 209 customers providing this response.

An additional 95 visitors responded that they heard about us from friends or family.

Of the 138 visitors whose responses were classed as "Other," most visiting the Merced Worknet Office wrote in "Job Fair" on the response form. Most visiting the Los Banos Worknet Office wrote "ASVAB" on the response form.

**How Did You Hear About Us?** ■ Sep-08



*In September, 99.02 percent of our customers responding would refer our services to others*

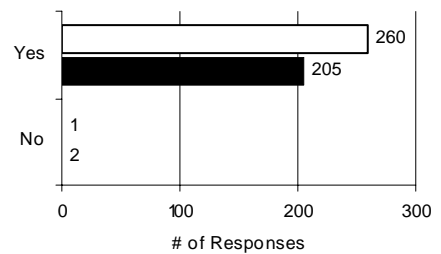
**Would you refer our services to others?**

Of those responding to this question, 99.02 percent of our customers would refer our services to others.

PY 06/07 annual average: 98.36%

PY 07/08 annual average: 98.83%

**Would you refer our services to others?** □ Sep-07  
■ Sep-08



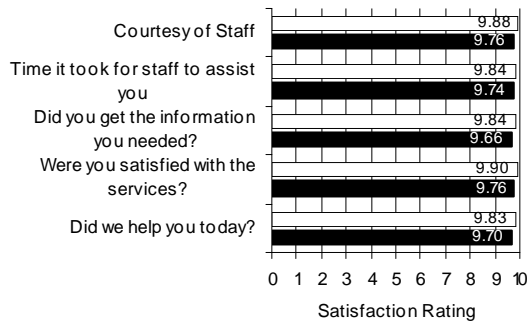


**Worknet**  
**Customer Service & Satisfaction Report**  
**For All Locations**  
**September 2008**

Merced County Department of Workforce Investment

**Customer Satisfaction**

□ Sep-07  
 ■ Sep-08



**Customer Satisfaction Ratings**

We received 210 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 9.66 out of 10.

Three questionnaire contained a response of 5 or less.

*“Consistently we see overall ratings for all questions in this category to be greater than 9.66 out of 10.”*

**Return Rate For Customer Satisfaction Survey**

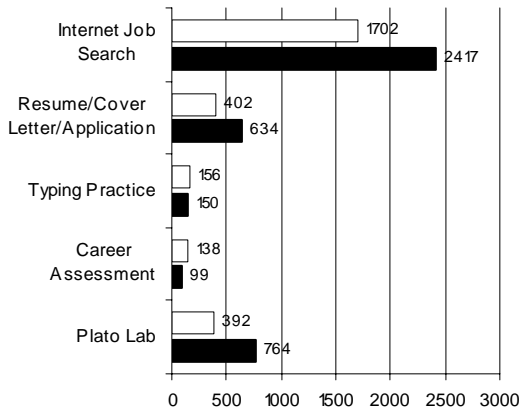
*Both Locations: 4.86%*

*Merced: 4.17%*

*Los Banos: 6.00%*

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

□ Sep-07  
 ■ Sep-08



**How our customers use our services**

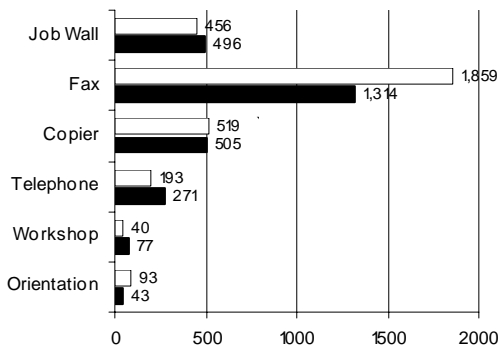
Computer related services are always the ones most used by our customers, with customers using one or more such services 4,064 times in September.

Internet Job Search and the PLATO Lab were our most accessed computer services.

*1,314 customers used our Fax service at Worknet in the month of September.*

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

□ Sep-07  
 ■ Sep-08



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



Worknet  
**Customer Service & Satisfaction Report**  
 For All Locations  
 September 2008

Merced County Department of Workforce Investment

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

	Sep-07	Jul-08	Aug-08	Sep-08
Return Visits	3,009	3,433	3,396	3,848
First Visits	284	333	411	472
Total Visits	3,293	3,766	3,807	4,320
Total Visitors		1,716	1,739	1,925
<b>How did you hear about us?</b>				
Newspaper	2	0	1	0
Internet	0	0	1	0
Radio Ad	2	0	0	0
Friend/family	138	130	109	95
Walk-in	63	178	195	209
EDD	16	12	16	9
CalWORKs	34	1	1	8
Other Partner Referral	8	9	7	12
Other	21	9	83	138
<b>What did our customers use?</b>				
Internet Job Search	1,702	2,086	2,032	2,417
Resume/Cover Letter/Application	402	523	527	634
Typing Practice	156	115	183	150
Career Assessment	138	74	92	99
Job Wall	456	485	401	496
Fax	1,859	1,253	1,133	1,314
Copier	519	472	476	505
Telephone	193	301	300	271
Plato Lab	392	653	700	764
Workshop	40	136	75	77
Orientation	93	32	45	43
Staff Appointment		162	119	198
Special Class		44	178	128
EDD/Unemployment		129	135	180
Certificate Test		34	107	86
<b>Customer Satisfaction</b>				
Courtesy of Staff	9.88	9.72	9.78	9.76
Time it took for staff to assist you	9.84	9.80	9.76	9.74
Did you get the information you needed?	9.84	9.75	9.76	9.66
Were you satisfied with the services?	9.90	9.74	9.79	9.76
Did we help you today?	9.83	9.76	9.84	9.70
<b>Would you refer our services to others?</b>				
Yes	260	197	289	205
No	1	2	2	2



Worknet  
 Customer Service & Satisfaction Report  
 For All Locations  
 September 2008

Merced County Department of Workforce Investment

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

<b>Who were our visitors</b>	<b>Merced</b>	<b>Los Banos</b>	<b>Both Locations</b>
Return Visits	2,326	1,522	3,848
First Visits	362	110	472
Total Visits	2,688	1,632	4,320
Total Visitors	1,363	562	1,925
<b>How did you hear about us?</b>			
Newspaper	0	0	0
Internet	0	0	0
Radio Ad	0	0	0
Friend/family	13	82	95
Walk-in	209	0	209
EDD	3	6	9
CalWORKs	8	0	8
Other Partner Referral	12	0	12
Other	121	17	138
<b>What did our customers use?</b>			
Internet Job Search	1,800	617	2,417
Resume / Cover Letter / Application	485	149	634
Typing Practice	107	43	150
Career Assessment	71	28	99
Job Wall	403	93	496
Fax	978	336	1,314
Copier	422	83	505
Telephone	202	69	271
Plato Lab	112	652	764
Workshop	24	53	77
Orientation	22	21	43
Staff Appointment	75	123	198
Special Class	106	22	128
EDD/Unemployment	126	54	180
Certificate Test	64	22	86
<b>Customer Satisfaction</b>			
Courtesy of Staff	9.60	9.94	9.76
Time it took for staff to assist you	9.56	9.95	9.74
Did you get the information you needed?	9.44	9.90	9.66
Were you satisfied with the services?	9.59	9.95	9.76
Did we help you today?	9.46	9.97	9.70
<b>Would you refer our services to others?</b>			
Yes	108	97	205
No	2	0	2



Worknet  
Customer Service & Satisfaction Report  
For All Locations  
September 2008

Merced County Department of Workforce Investment

### Suggestions

I think everythings was done good.
None as of yet.
You're doing an excellent job
Volunteer Information
Everything is great
Excellent!
Satisfied, not really hve any suggestions
One more plato evening class.
Thank you.
Have a select all on the sign in screen
no, maybe one more copier
Keep up the great ob your doing
Put up a no profanity sign and enforce it. It is distracting and unprofessional, was a problem yestereday.
Take turns passing by every ones desk and seing if they need help.
Job listings for money.
Have training in microsoft office programs as needed.
Your services is pretty good.
Typing test font should be a 12 or 14 - It seem so tiny on the test.
None at this time.
Maybe using cell phones outside computrer area
Help people (some help-ohter don't) in comuter lab-not everyone is computer literate.
Everyone has always gone the extra mile to help me. thank you
Coffee & donuts b - 4 10 on Monday mornings.
Get outlook upgrade to MS Office 07, Word, Excel
No, everything seems good.
... sub sandwiches and a barber would be nice
Have another service working there to assist when the other goes to lunch
No, I think you guys do a wonderful job.
Ask araound does anyone need help, or are they ok.
Help in CPU room between 12:00 to 1:00
To communicate all the things that are available in this facility to the people.
NO, everything good.
GED
one more evening class at night for plato
offer clerical training
No its perfect



**Worknet**  
**Customer Service & Satisfaction Report**  
**For All Locations**  
**September 2008**

Merced County Department of Workforce Investment

**Page 7**

### Concerns

Get me a job fast!
Interview process.
Job
Not at this moment
findign a job.
Jobs in Merced area.
Get a job
Homelessness
I have been looking for a good job for 4 months, I need assistance, futhermore, I finished mony of Worknet classes and received many certificates.
any you hve done your job very satisfied.
Work and motivate people on all the options and chances we have to get a job. what;s out there for us. More info.
Just need to find a job.
No dont' change a thing





# Worknet Customer Service & Satisfaction Report For All Locations September 2008

Merced County Department of Workforce Investment

## Daily Sign-ins

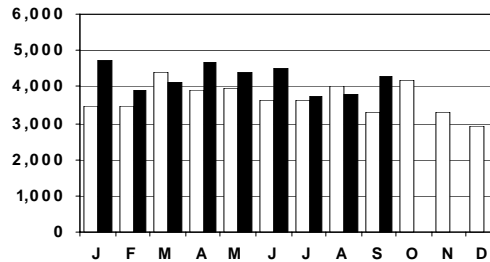
Daily sign-ins for September totaled 4,320, up 513 from the previous month and up 1,027 from September 2007. Daily sign-ins for the month of September are above the 6 year average.

September's 6 year average: 3,740

2007 annual average: 3,685

**Daily Sign-ins  
2007 & 2008**

□ Daily Sign-ins(2007)  
■ Daily Sign-ins(2008)



## Return Visits

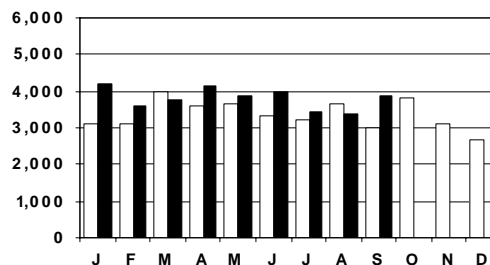
Return visits for September totaled 3,848, up 452 from the previous month and up 839 from September 2007. Return visits for the month of September are above the 6 year average.

September's 6 year average: 3,446

2007 annual average: 3,353

**Returning Visitors  
2007 & 2008**

□ Returning Visitors(2007)  
■ Returning Visitors(2008)



## First Visits

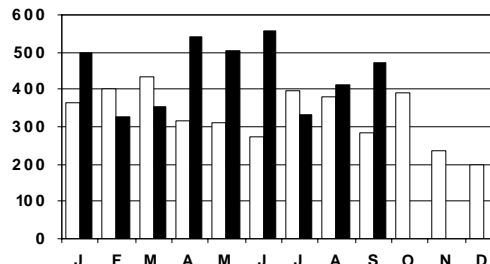
First Visits for September totaled 472, up 61 from the previous month and up 188 from September 2007. First Visits for the month of September are above the 6 year average.

September's 6 year average: 294

2007 annual average: 332

**First Visits  
2007 & 2008**

□ First Visits(2007)  
■ First Visits(2008)



## Contents

<i>How did you hear about us?</i>	2
<i>Would you refer our services to others?</i>	2
<i>Customer Satisfaction</i>	3
<i>How our customers used our services</i>	3
<i>Summary Data - All Locations</i>	4
<i>Summary Data - Individual Locations</i>	5
<i>Suggestions</i>	6
<i>Concerns</i>	7

## Customer Flow for September 2008

### Both Locations

- On average, Tuesdays were the busiest days of the week, averaging 224 customers per day. (Weekly Average: 1,029 customers)

### Merced

- Mondays were the busiest day of the week, with an average of 143 customers per day. (Weekly Average: 640 customers).

### Los Banos

- Thursdays were the busiest day of the week, with an average of 83 customers per day (Weekly Average: 389 customers).

## Note:

- As of March, 2008, we are tracking new metrics: Total Visitors, Staff Appointment, EDD/Unemployment visits, Special Classes and Certificate Tests.



**Worknet  
Customer Service & Satisfaction Report  
For All Locations  
September 2008**

Merced County Department of Workforce Investment

**Marketing advertisements for  
September 2008**  
\* The Bus  
Worknet signs inside buses

**How did you hear about us?**

*Responses from first-time visitors*

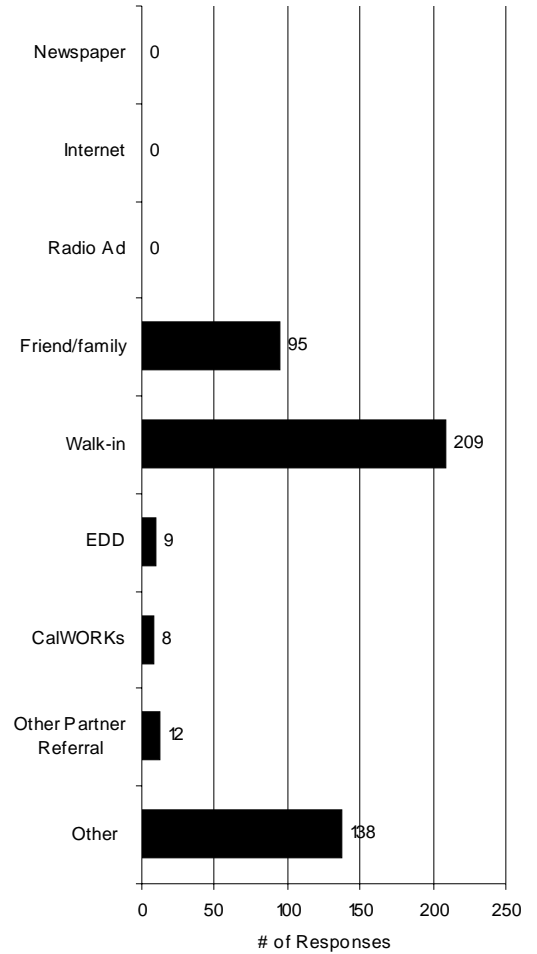
In September, our first time visitors responded most often that they were walk-ins to the Worknet offices, with 209 customers providing this response.

An additional 95 visitors responded that they heard about us from friends or family.

Of the 138 visitors whose responses were classed as "Other," most visiting the Merced Worknet Office wrote in "Job Fair" on the response form. Most visiting the Los Banos Worknet Office wrote "ASVAB" on the response form.

**How Did You Hear About Us?**

■ Sep-08



*In September, 99.02 percent of our customers responding would refer our services to others*

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

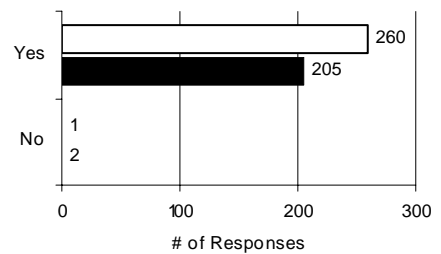
Of those responding to this question, 99.02 percent of our customers would refer our services to others.

PY 06/07 annual average: 98.36%

PY 07/08 annual average: 98.83%

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

□ Sep-07  
■ Sep-08



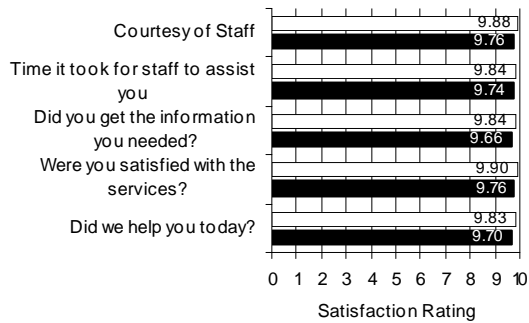


**Worknet**  
**Customer Service & Satisfaction Report**  
**For All Locations**  
**September 2008**

Merced County Department of Workforce Investment

**Customer Satisfaction**

□ Sep-07  
 ■ Sep-08



**Customer Satisfaction Ratings**

We received 210 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 9.66 out of 10.

Three questionnaire contained a response of 5 or less.

*“Consistently we see overall ratings for all questions in this category to be greater than 9.66 out of 10.”*

**Return Rate For Customer Satisfaction Survey**

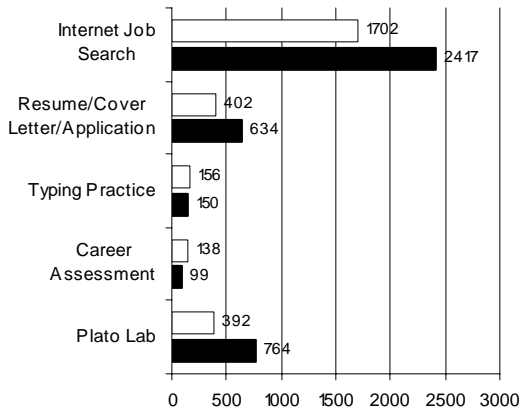
*Both Locations: 4.86%*

*Merced: 4.17%*

*Los Banos: 6.00%*

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

□ Sep-07  
 ■ Sep-08



**How our customers use our services**

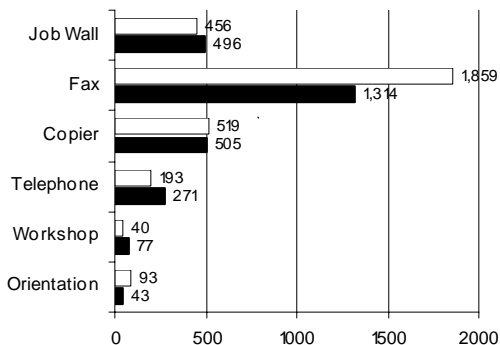
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Internet Job Search and the PLATO Lab were our most accessed computer services.

*1,314 customers used our Fax service at Worknet in the month of September.*

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

□ Sep-07  
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Fax and Copier were the most used non-computer related services. Job Wall and Telephone were the next most used services under this category.



Worknet  
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Merced County Department of Workforce Investment

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Radio Ad	2	0	0	0
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<b>Would you refer our services to others?</b>				
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EDD	3	6	9
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No	2	0	2



Worknet  
Customer Service & Satisfaction Report  
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Merced County Department of Workforce Investment

### Suggestions

I think everythings was done good.
None as of yet.
You're doing an excellent job
Volunteer Information
Everything is great
Excellent!
Satisfied, not really hve any suggestions
One more plato evening class.
Thank you.
Have a select all on the sign in screen
no, maybe one more copier
Keep up the great ob your doing
Put up a no profanity sign and enforce it. It is distracting and unprofessional, was a problem yestereday.
Take turns passing by every ones desk and seing if they need help.
Job listings for money.
Have training in microsoft office programs as needed.
Your services is pretty good.
Typing test font should be a 12 or 14 - It seem so tiny on the test.
None at this time.
Maybe using cell phones outside computrer area
Help people (some help-ohter don't) in comuter lab-not everyone is computer literate.
Everyone has always gone the extra mile to help me. thank you
Coffee & donuts b - 4 10 on Monday mornings.
Get outlook upgrade to MS Office 07, Word, Excel
No, everything seems good.
... sub sandwiches and a barber would be nice
Have another service working there to assist when the other goes to lunch
No, I think you guys do a wonderful job.
Ask araound does anyone need help, or are they ok.
Help in CPU room between 12:00 to 1:00
To communicate all the things that are available in this facility to the people.
NO, everything good.
GED
one more evening class at night for plato
offer clerical training
No its perfect



**Worknet**  
**Customer Service & Satisfaction Report**  
**For All Locations**  
**September 2008**

Merced County Department of Workforce Investment

**Page 7**

**Concerns**

Get me a job fast!
Interview process.
Job
Not at this moment
findign a job.
Jobs in Merced area.
Get a job
Homelessness
I have been looking for a good job for 4 months, I need assistance, futhermore, I finished mony of Worknet classes and received many certificates.
any you hve done your job very satisfied.
Work and motivate people on all the options and chances we have to get a job. what;s out there for us. More info.
Just need to find a job.
No dont' change a thing

**TO: Workforce Investment Board**

**DATE: 11/13/08**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Local Workforce Investment Board Recertification**

**PROPOSED MOTION(S): Information only.**

**DISCUSSION: The Merced County Workforce Investment Board applies for recertification with the State every two years. The current certification period is from December 1, 2006 to November 30, 2008. The application has been submitted for State review and approval.**

**ATTACHMENT(S):**

**Copies of the WIB Recertification Document will be available at the meeting.**



**TO: Workforce Investment Board**

**DATE: 11/13/08**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: WIA Fiscal Report**

**PROPOSED MOTION(S): None. For Information Only.**

**DISCUSSION:** Attached is the Fiscal Report for Fiscal Year 2008/09 covering July 1, 2008 through September 30, 2008. This report shows all WIA funds available for Fiscal Year 2008/09, accrued expenditures through September 30, 2008, and obligations as of September 30, 2008. Target for expenditures is approximately 25% and as of September 30th we were at 20.28% of Formula Funds (Adult, Dislocated Worker and Youth). This is within expectations as some costs come up later in the fiscal year. Other grants are at different percentages due to different grant timelines.

**Staff will be present at the meeting to answer questions.**

**ATTACHMENT(S):**

**FY 2008/09 WIA Fiscal Report**

**MERCED COUNTY DEPARTMENT OF WORKFORCE INVESTMENT  
FISCAL REPORT FOR FINANCE COMMITTEE**

**For Fiscal Year 2008/2009  
July 1, 2008 - June 30, 2009  
Through 09/30/08**

**Target 25.00%**

AVAILABLE FUNDS			BUDGET				ACTUAL			OBLIGATIONS			COMMITTED - AVAILABLE			
	Carryover Funds From 07/08	Appropriation FY 08/09	Planned for New Funds Per Estimated Plan Mod 7/1/08 to 6/30/09	Budget for Available Funds	Budget Adjustments	Revised Budget	Accrued Expense	Available	Percent Expended	Total Obligated Funds	Available after Obligations	Percent Spent + Obligated	Total Committed Funds	Available after Committed	Pct Spent + Obligated + Committed	
							FY to Date		To Date							
<b>ADULT</b>			Core A	\$ 351,716	\$ 418,161	\$ -	\$ 418,161	\$ 86,066	\$ 332,094	20.58%	\$ 18,997	\$ 313,098	25.12%	\$ 313,098	\$ -	100.00%
08/09 Allocation		\$ 1,648,103	Core B	\$ 485,623	\$ 577,365	\$ -	\$ 577,365	\$ 150,811	\$ 426,554	26.12%	\$ 30,050	\$ 396,504	31.33%	\$ 396,504	\$ -	100.00%
			Intensive	\$ 131,173	\$ 155,954	\$ -	\$ 155,954	\$ 25,762	\$ 130,191	16.52%	\$ 7,388	\$ 122,803	21.26%	\$ 122,803	\$ -	100.00%
PY Cash Balances 6/30/08	\$ 303,620		Training	\$ 514,781	\$ 612,031	\$ -	\$ 612,031	\$ 98,427	\$ 513,604	16.08%	\$ 73,704	\$ 439,900	28.12%	\$ 439,900	\$ -	100.00%
	\$ 303,620	\$ 1,648,103	<b>Total</b>	\$ 1,483,293	\$ 1,763,510	\$ -	\$ 1,763,510	\$ 361,066	\$ 1,402,444	20.47%	\$ 130,138	\$ 1,272,306	27.85%	\$ 1,272,305	\$ -	100.00%
<b>DISPLACED WORKER</b>			Core A	\$ 441,622	\$ 506,955	\$ -	\$ 506,955	\$ 92,106	\$ 414,849	18.17%	\$ 23,461	\$ 391,388	22.80%	\$ 391,388	\$ -	100.00%
08/09 Allocation		\$ 1,380,143	Core B	\$ 399,429	\$ 458,520	\$ -	\$ 458,520	\$ 164,420	\$ 294,100	35.86%	\$ 38,880	\$ 255,220	44.34%	\$ 255,220	\$ -	100.00%
			Intensive	\$ 120,619	\$ 138,463	\$ -	\$ 138,463	\$ 18,881	\$ 119,582	13.64%	\$ 3,796	\$ 115,786	16.38%	\$ 115,786	\$ -	100.00%
PY Cash Balances 6/30/08	\$ 208,106		Training	\$ 280,459	\$ 321,950	\$ -	\$ 321,950	\$ 31,099	\$ 290,851	9.66%	\$ 44,699	\$ 246,152	23.54%	\$ 246,152	\$ -	100.00%
	\$ 208,106	\$ 1,380,143	<b>Total</b>	\$ 1,242,129	\$ 1,425,888	\$ -	\$ 1,425,888	\$ 306,505	\$ 1,119,383	21.50%	\$ 110,836	\$ 1,008,546	29.27%	\$ 1,008,546	\$ -	100.00%
<b>YOUTH</b>			In School	\$ 950,573	\$ 1,434,320	\$ -	\$ 1,434,320	\$ 280,646	\$ 1,153,674	19.57%	\$ 759,894	\$ 393,780	72.55%	\$ 393,780	\$ -	100.00%
08/09 Allocation		\$ 1,760,318	Out of School	\$ 633,714	\$ 956,213	\$ -	\$ 956,213	\$ 184,252	\$ 771,961	19.27%	\$ 427,997	\$ 343,964	64.03%	\$ 343,964	\$ -	100.00%
PY Cash Balances 6/30/08	\$ 911,140		<b>Total</b>	\$ 1,584,287	\$ 2,390,533	\$ -	\$ 2,390,533	\$ 464,898	\$ 1,925,635	19.45%	\$ 1,187,891	\$ 737,744	69.14%	\$ 737,744	\$ -	100.00%
	\$ 911,140	\$ 1,760,318														
<b>ADMINISTRATIVE</b>			Total Admin	\$ 478,855	\$ 631,499	\$ -	\$ 631,499	\$ 127,337	\$ 504,162	20.16%	\$ 24,127	\$ 480,035	23.98%	\$ 126,000	\$ 354,035	43.94%
<b>All Formula Grants</b>	\$ 1,422,866	\$ 4,788,564	<b>Total</b>	\$ 4,788,564	\$ 6,211,430	\$ -	\$ 6,211,430	\$ 1,259,807	\$ 4,951,624	20.28%	\$ 1,452,993	\$ 3,498,631	43.67%	\$ 3,144,595	\$ 354,035	94.30%
<b>RAPID RESPONSE/15%/25%</b>			Rapid Resp.	\$ 156,472	\$ 158,525	\$ -	\$ 158,525	\$ 61,479	\$ 97,046	38.78%	\$ 15,168	\$ 81,878	48.35%	\$ 81,878	\$ -	100.00%
Formula Rapid Response (541)**	\$ 2,053	\$ 156,472	CalGRIP*	\$ -	\$ 390,227	\$ -	\$ 390,227	\$ 46,981	\$ 343,246	12.04%	\$ 320,554	\$ 22,691	94.19%	\$ 22,691	\$ -	100.00%
CalGRIP*	\$ 390,227		<b>Total</b>	\$ 156,472	\$ 548,752	\$ -	\$ 548,752	\$ 108,460	\$ 440,292	19.76%	\$ 335,722	\$ 104,570	80.94%	\$ 104,569	\$ -	100.00%
	\$ 392,280	\$ 156,472														
<b>INCENTIVE AWARDS</b>			Incentive	\$ -	\$ 12,646	\$ -	\$ 12,646	\$ -	\$ 12,646	0.00%	\$ -	\$ 12,646	0.00%	\$ -	\$ 12,646	0.00%
08/09 Award (Amount TBD)	\$ 12,646		<b>Total</b>	\$ -	\$ 12,646	\$ -	\$ 12,646	\$ -	\$ 12,646	0.00%	\$ -	\$ 12,646	0.00%	\$ -	\$ 12,646	0.00%
PY Cash Balances 6/30/08	\$ 12,646															
	\$ 12,646															
<b>OTHER (DoL, Contract, etc.)</b>			LVN Project	\$ -	\$ 1,325,286	\$ -	\$ 1,325,286	\$ 310,233	\$ 1,015,053	23.41%	\$ 760,574	\$ 254,479	80.80%	\$ 254,479	\$ -	100.00%
Federal LVN Grant*	\$ 1,325,286		San Joaquin	\$ -	\$ 52,068	\$ -	\$ 52,068	\$ 36,076	\$ 15,991	69.29%	\$ 2,259	\$ 13,733	73.63%	\$ 1,350	\$ 12,383	76.22%
San Joaquin Manufacturing Contract*	\$ 52,068		SA Biotech	\$ 29,272	\$ 29,272	\$ -	\$ 29,272	\$ 2,769	\$ 26,503	9.46%	\$ 433	\$ 26,070	10.94%	\$ 1,515	\$ 24,555	16.11%
Stan Alliance Biotech Contract		\$ 29,272	WorkKeys	\$ -	\$ 42,634	\$ -	\$ 42,634	\$ 11,093	\$ 31,541	26.02%	\$ 2,269	\$ 29,272	31.34%	\$ 1,516	\$ 27,756	34.90%
CCWC (WorkKeys) Contract*	\$ 42,634		MCCAdvnc	\$ 20,000	\$ 20,000	\$ -	\$ 20,000	\$ 7,582	\$ 12,418	37.91%	\$ 1,093	\$ 11,325	43.38%	\$ 11,325	\$ -	100.00%
MC Career Advancement Academy		\$ 20,000	<b>Total</b>	\$ 49,272	\$ 1,469,260	\$ -	\$ 1,469,260	\$ 367,754	\$ 1,101,505	25.03%	\$ 766,627	\$ 334,879	77.21%	\$ 270,185	\$ 64,694	95.60%
	\$ 1,419,988	\$ 49,272														

\* Amounts represent cash balances remaining from entire multi-year award amounts, which are immediately available. \*\*Rapid Response "carry in" is realized accruals claimed as cash for prior year closeout.

<b>BUDGET:</b>	Includes all funds available for fiscal year based on Plan to be submitted to EDD on request, revised in accordance with latest appropriations information received from Chief, Workforce Services Division, as required. Formula Administrative Funds lose their identity upon appropriation.	In-School Youth	60.37%
		Out-of-School Youth	39.63%
<b>OBLIGATIONS:</b>	Includes funds obligated in contracts and ITA's. Does NOT include funds committed for operations.		
<b>COMMITTED:</b>	Includes projected staff personnel and overhead costs		
<b>AVAILABLE:</b>	Balance after expenditures and obligations		

**TO: Workforce Investment Board**

**DATE: 11/13/08**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Participant Report**

**PROPOSED MOTION(S): Information only.**

**DISCUSSION:** Attached is a participant report for the time period July 2008 through September 2008, which reflects the number of participants enrolled and exited (and how they entered and exited the programs) within specific grant codes. Each year a modification to the Workforce Investment Boards 5-Year Strategic Plan is submitted with projected participant numbers. The attached report is a comparison of the actual participant numbers with the projected numbers submitted in the yearly plan with 25% of the program year expended.

**ATTACHMENT(S):  
Participant Report**

**WIA PARTICIPANT SUMMARY REPORT - FORMULA GRANTS**

**PY 2008/09 - September 2008**

**Report Range 07/2008 to 09/2008**

25.00% of Plan Year Expended

	Adult (201)			Dislocated Worker (501)		
	Actual	Planned	Per Cent	Actual	Planned	Per Cent
<b>Total Participants</b>	357	523	68.3%	78	208	37.5%
Participants Carried In	306	271	112.9%	69	70	98.6%
New Participants Entering Grant	51	252	20.2%	9	138	6.5%
<b>Total Participants Exiting WI</b>	185	318	58.2%	43	161	26.7%
Entered Unsubsidized Employment	120	299	40.1%	34	140	24.3%
Training Related	11	85	12.9%	3	53	5.7%
Other Exits*	9	19	47.4%	5	21	23.8%
<b>Program Activities/Services Summary</b>						
Core Services (Registered)	357	466	76.6%	78	135	57.8%
Intensive Services	172	216	79.6%	45	122	36.9%
Training Services	32	110	29.1%	10	93	10.8%

	Older Youth (301)				
	Older Youth	Younger Youth	Actual Total	Planned	Per Cent
<b>Total Participants</b>	105	205	310	490	63.3%
Participants Carried In	105	205	310	310	100.0%
New Participants Entering Grant				180	
<b>Total Participants Exiting WI</b>		43	43	102	42.2%
Entered Unsubsidized Employment		1	1	35	2.9%
Training Related				15	
Entered Post-Secondary Education		32	32	40	80.0%
Entered Advanced Training				7	
Attained High School Diploma/GED		33	33	55	60.0%
Other Exits		3	3	5	60.0%
<b>Program Activities/Services Summary</b>					
Goals Set (Younger Youth Only)**		12	12		

\*Other Exits includes Exit Code 02 "Remained With Layoff Employer" for Dislocated Workers.

\*\*Goals Set is no longer a Participant Plan data point. Results listed for informational purposes only.

**WIA PARTICIPANT SUMMARY REPORT - OTHER GRANTS AND CONTRACTS**

**PY 2008/09 - September 2008**

**Report Range 07/2008 to 09/2008**

	<b>Federal LVN Grant (907)</b>	<b>SJC Manufacturing (914)</b>	<b>WIA 15% CalGRIP (414)</b>	<b>CalGRIP Younger Youth (417)</b>
<b>Total Participants</b>	83	19	9	11
Participants Carried In				
New Participants Entering Grant	83	19	9	11
<b>Total Participants Exiting WI</b>	9	5		
Entered Unsubsidized Employment	4	5		
Training Related	2	3		
Entered Military Service				
Entered Qualified Apprenticeship Program				
Entered Post-Secondary Education				
Entered Advanced Training				
Attained Recognized Certificate/Diploma/Degree	2	4		
Attained High School Diploma/GED				
Returned to Secondary School (Youth Only)				
Exits Excluded from Performance				
Other Exits	4			
<b>Program Activities/Services Summary</b>				
Core Services (Registered)	74	19		
Intensive Services	77	19	9	11
Training Services*		8		
Youth Services			9	11
Concurrent Program Participants	11	4	3	1
Individual Training Accounts				
Goals Set (Younger Youth Only)				

**\*Training Services totals exclude Non-WIA Funded Training Services**

**WIA PARTICIPANT CHARACTERISTICS SUMMARY**

**Report Period: 7/2008 to 9/2008**

**FORMULA GRANTS**

	ADULT		DISLOCATED WORKER		301 OLDER YOUTH		301 YOUNGER YOUTH		TOTAL (ALL GRANT CODES)	
	#	%	#	%	#	%	#	%	#	%
<b>Total</b>	357	100.0%	78	100.0%	111	100.0%	205	100.0%	751	100.0%
Female	263	73.7%	50	64.1%	75	67.6%	91	44.4%	479	63.8%
Male	94	26.3%	28	35.9%	36	32.4%	114	55.6%	272	36.2%
<b>Age</b>										
14-18	38	10.6%			9	8.1%	205	100.0%	252	33.6%
19-21	44	12.3%	3	3.8%	102	91.9%			149	19.8%
22-29	110	30.8%	6	7.7%					116	15.4%
30-44	121	33.9%	28	35.9%					149	19.8%
45-54	31	8.7%	26	33.3%					57	7.6%
55-61	11	3.1%	14	17.9%					25	3.3%
62-64	1	0.3%							1	0.1%
65 and over	1	0.3%	1	1.3%					2	0.3%
<b>Race/Ethnicity</b>										
American Indian / Alaskan Native	4	1.1%	1	1.3%			5	2.4%	10	1.3%
Asian	40	11.2%	3	3.8%	7	6.3%	33	16.1%	83	11.1%
Black / African American	18	5.0%	2	2.6%	7	6.3%	17	8.3%	44	5.9%
Hawaiian Native/Other Pacific Islander	11	3.1%			2	1.8%	1	0.5%	14	1.9%
White	128	35.9%	29	37.2%	12	10.8%	31	15.1%	200	26.6%
Ethnicity Hispanic or Latino	177	49.6%	44	56.4%	84	75.7%	133	64.9%	438	58.3%
<b>Labor Force Status</b>										
Employed	138	38.7%	1	1.3%	14	12.6%	4	2.0%	157	20.9%
Unemployed	219	61.3%	77	98.7%	97	87.4%	201	98.0%	594	79.1%
UI Claimant	20	5.6%	60	76.9%	2	1.8%			82	10.9%
UI Exhaustee	12	3.4%	15	19.2%					27	3.6%
<b>Barriers to Employment</b>										
Disabled	9	2.5%			7	6.3%	26	12.7%	42	5.6%
Limited English Proficiency	4	1.1%	3	3.8%	6	5.4%	7	3.4%	20	2.7%
Single Parent	72	20.2%	11	14.1%	19	17.1%	9	4.4%	111	14.8%
Work Profiling Reempl. Services Referral	1	0.3%	8	10.3%					9	1.2%
Low Income	228	63.9%	44	56.4%	102	91.9%	196	95.6%	570	75.9%
Displaced Homemaker										
Offender	5	1.4%	1	1.3%	10	9.0%	17	8.3%	33	4.4%
Homeless	2	0.6%	1	1.3%	3	2.7%	2	1.0%	8	1.1%
Runaway Youth					2	1.8%	3	1.5%	5	0.7%
Pregnant Parenting Youth					34	30.6%	16	7.8%	50	6.7%
Youth Needing Additional Assistance					111	100.0%	203	99.0%	314	41.8%
Basic Literacy Skills Deficient	51	14.3%	33	42.3%	102	91.9%	185	90.2%	371	49.4%
Substance Abuse	1	0.3%			5	4.5%	10	4.9%	16	2.1%
Foster Youth					2	1.8%	4	2.0%	6	0.8%

**WIA PARTICIPANT CHARACTERISTICS SUMMARY**

**Report Period: 7/2008 to 9/2008**

**OTHER GRANTS AND CONTRACTS**

	FEDERAL LVN GRANT (907)		SJC MANUFACTURING CONTRACT (914)		WIA 15% CALGRIP (414)		WIA 15% CALGRIP YOUNGER YOUTH (417)		TOTAL (ALL GRANT CODES)	
	#	%	#	%	#	%	#	%	#	%
<b>Total</b>	83	100.0%	19	100.0%	9	100.0%	11	100.0%	122	100.0%
<b>Female</b>	78	94.0%			4	44.4%	2	18.2%	84	68.9%
<b>Male</b>	5	6.0%	19	100.0%	5	55.6%	9	81.8%	38	31.1%
<b>Age</b>										
14-18					1	11.1%	11	100.0%	12	9.8%
19-21	2	2.4%	1	5.3%	8	88.9%			11	9.0%
22-29	39	47.0%	2	10.5%					41	33.6%
30-44	31	37.3%	13	68.4%					44	36.1%
45-54	9	10.8%	2	10.5%					11	9.0%
55-61	2	2.4%	1	5.3%					3	2.5%
62-64										
65 and over										
<b>Race/Ethnicity</b>										
American Indian / Alaskan Native										
Asian	28	33.7%							28	23.0%
Black / African American	5	6.0%			1	11.1%	2	18.2%	8	6.6%
Hawaiian Native/Other Pacific Islander	4	4.8%							4	3.3%
White	24	28.9%	7	36.8%	1	11.1%	1	9.1%	33	27.0%
Ethnicity Hispanic or Latino	27	32.5%	12	63.2%	7	77.8%	8	72.7%	54	44.3%
<b>Labor Force Status</b>										
Employed	62	74.7%			1	11.1%			63	51.6%
Unemployed	21	25.3%	19	100.0%	8	88.9%	11	100.0%	59	48.4%
UI Claimant			8	42.1%					8	6.6%
UI Exhaustee	1	1.2%							1	0.8%
<b>Barriers to Employment</b>										
Disabled	1	1.2%	1	5.3%	1	11.1%			3	2.5%
Limited English Proficiency	1	1.2%					2	18.2%	3	2.5%
Single Parent	23	27.7%			4	44.4%			27	22.1%
Work Profiling Reempl. Services Referral										
Low Income	36	43.4%	12	63.2%	9	100.0%	10	90.9%	67	54.9%
Displaced Homemaker										
Offender			5	26.3%	3	33.3%	10	90.9%	18	14.8%
Homeless			1	5.3%					1	0.8%
Runaway Youth							2	18.2%	2	1.6%
Pregnant Parenting Youth					4	44.4%	2	18.2%	6	4.9%
Youth Needing Additional Assistance					9	100.0%	10	90.9%	19	15.6%
Basic Literacy Skills Deficient	11	13.3%	4	21.1%	8	88.9%	9	81.8%	32	26.2%
Substance Abuse			1	5.3%			2	18.2%	3	2.5%
Foster Youth										

**Workforce Investment Board of Merced County  
Retreat  
November 13, 2008  
Agenda**

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Noon

Lunch

12:30 p.m.

Context Setting:

- After the Election
- Trends around the Country
- Merced County and the Region
- Roles of the WIB

1:20 p.m.

What are the strengths, weaknesses, opportunities and trends?

1:45 p.m.

What do we want to see in place as the result of the Merced County WIB in 1-2 years?

3:15 p.m.

What specific initiatives and projects would best move us forward?

4:00 p.m.

Next Steps

4:15 p.m.

Reflection

4:30 p.m.

Adjourn



## **WIB Retreat Background Information**

New initiatives/legislative proposals affecting the refresh or replacement of the Workforce Investment Act and may impact the workforce climate for Merced County.

### **Sector work:**

Industries that have been identified as important to Merced and for the regional economy include Health and Medical Care, Manufacturing, Renewable Energy, Logistics and Supply Chain Management, and Agribusiness, to include Food Processing, Agricultural Technology and Biotechnology.

### **Industry Sectors definition:**

Industry Sectors cut across an entire field of commercial activity. Organized economic activity connected with the production, manufacturing, or construction of a particular type of product or service.

Sector strategies focus on the common needs of firms in an industry. In sector strategies, all elements of the community including government, assist firms in an industry by addressing their common needs as opposed to targeting the needs of an individual firm. In sector strategies, industries may be small and just emerging, or strong and vibrant, or an industry that is past its prime.

### **Economic clusters definition:**

Cluster strategy is a particular type of sectoral strategy, focused on industries with certain characteristics within a regional area. It is the organizing principle around which workforce and economic development may be coordinated.

Industry cluster is the term for a geographic concentration of interdependent competitive firms that do business with each other, including firms that sell

inside and outside of the geographic region as well as support firms that supply new materials, components, and business services that compete but also cooperate, and other institutions including government and education. It includes upstream suppliers of inputs – such as firms that supply materials and equipment, and downstream customers, including other firms. It also includes related entities that shape the environment within which the industry operates – such as government regulatory bodies. The key characteristic is inter-relatedness.

**Alternative Energy:** (Including renewable energy)

With new legislation and the State taking a stance on alternative energy, what impact will this have on workforce development?

A study entitled “Energy Efficiency, Innovation, and Job Creation in California”, authored by Professor David Roland-Holst, of the University of California, examined the economic impacts of the state's energy efficiency policies over the last thirty-five years, and forecasts the economic effects of more policies proposed to reduce global warming emissions to 1990 levels by 2020.

The research indicates that California's steps to reduce energy dependence and increase energy productivity directed a greater percentage of its consumption to in-state, employment-intensive goods and services, whose supply chains largely reside within the state, creating a strong "multiplier" effect of job creation.

Additionally, over the past thirty years, energy efficiency has created 1.5 million FTE jobs with a total payroll of over \$45 billion, and saved California consumers over \$56 billion on energy costs.

The report's historical findings include the following:

The same efficiency resulted in slower (but still positive) growth in energy supply chains, including oil, gas, and electric power. For every job foregone in these sectors, however, more than 50 new jobs have been created across the state's diverse economy.

The economic benefits of energy efficiency innovation have a compounding effect. The first 1.4 percent of annual efficiency gain produced

about 181,000 additional jobs, while an additional one percent yielded 222,000 more. It is reasonable to assume that incremental efficiency gains will be more costly, but they have more intensive economic growth benefits.

By revenue, energy is the world's largest industry, and energy efficiency can become to this sector what Information Technology was to management, and biotechnology to medicine, a way to revolutionize traditional practices and increase real living standards around the world.

### **Biotechnology:**

Biotech has been identified as a priority cluster for the California Partnership for the San Joaquin Valley. It includes Life sciences and Research Development sectors. Local amenities to prepare for Bio Enterprise include facilities and the workforce.

The Merced WIB currently in partnership with Stanislaus and San Joaquin WIBs to research and create a plan to impact Bio Enterprise in our region.

Merced assets include agricultural companies already engaged in the field and UC Merced planned Medical school and current research and development work in the life sciences.

Agriculture, and Logistics and Supply Chain Management are in the sector. The biotech cluster in health care includes; medical devices nanotech, drug transference, medical services and IT crossovers.

### **Green Jobs:**

There are blue collar jobs, white collar jobs and now Green jobs which is the new job classification for environmentally friendly jobs.

Green jobs are found in traditional employment sectors of manufacturing, installation, fabrication and operations. Energy generation and storage, water and waste water treatment, environmental/public policy/government, health care. renewable energies, energy efficient auditing, power plant operations, facilities management, bio fuels and farming all have green jobs.

Generally, these jobs pay living wages and make available access to health care benefits. Individuals can access training through High Schools, Community Colleges, unions and employers. Aligning pathways across the

discipline has not been completed and with the rise of new technology continuing alignment may be ongoing.

**Transitional jobs:**

Initiatives are being proposed to focus on transitional jobs for individuals with barriers to employment who will be especially impacted in terms of finding, keeping, and being successful in work in this down turned economy. It is believed, strategies for helping these targeted groups get and keep jobs will be critical in stabilizing the economy. Transitional Jobs programs would be specifically dedicated to people with barriers to employment such as persons who are formerly incarcerated, disconnected youth, TANF recipients, people experiencing homelessness, and veterans.