

**Workforce Investment Board of Merced County**  
**Quality Assurance Committee**  
**Dept of Workforce Investment (Large Conference Room)**  
**1880 W. Wardrobe Ave, Merced, CA**  
**February 25, 2005, 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 (February 1, 2005) .....
  4. Public Opportunity to Speak .....
  5. Action Agenda
    - a. Recertification Training and Certified Examiner ..... Elaine Craig
    - b. Exemplary Performance Award/Corrective Action ..... Dave Davis
  6. Information/Discussion
    - a. PY 04/05 Negotiated Performance Measures..... Elaine Craig
    - b. Participant Data Reports..... Elaine Craig
  7. Chair Comments .....
  8. Next Meeting Date/Time – March 25, 2005, 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  
February 1, 2005, 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

**Staff Present:** Elaine Craig, Dave Cramer, Dave Davis, Dee Knight

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1. **Call to Order and Roll Call:** The Chair called the meeting to order at 7:33 a.m. A sign-in sheet was used in lieu of roll call.
2. **Approval of Agenda:** It was *M/S/C Miller/Roberds* to approve the agenda as published.
3. **Approval of Minutes (November 19, 2004):** It was *M/S/C Roberds/Nichols* to approve the November 19, 2004 minutes.
4. **Public Opportunity to Speak:** None.
5. **Action Agenda:**

**a. Worknet Recertification:** Staff presented for discussion and action the available options for the Worknet Recertification. These options are being presented because only three Workforce Investment Board (WIB) members volunteered for the Evaluation Team (the original team had six members). Team members must be from the business community, and have no conflict of interest.

It was *M/S/C Roberds/Miller* to contract with California Awards for Performance Excellence to provide an examiner to act as the Senior Examiner/Consultant, contingent on the cost, and have the Dept of WI Analyst Dave Davis as an alternate member.

Staff will e-mail committee members the cost and timetables if received before the next meeting. The committee would like to review the Application for Recertification before it is submitted.

**6. Information/Discussion:**

**a. Workforce Investment Board Strategic Scorecard Review of:** Staff noted the presentation of the Measurement Categories/Indicators will relate to the scorecard.

**1) Customer Perspective/Job Seeker Customer Satisfaction – Dec 2004:** Committee members noted the new report format was easier to read. Staff noted since the implementation of the new Sign-In Sheet and Customer Satisfaction Survey in December 2004, more accurate information is being gathered and follow-up completed. The Merced Worknet will be reconfigured within the next couple of months to make it more customer friendly.

It was recommended the committee be provided the unemployment percentage rates—current and prior year—on a periodic basis.

**2) Internal Operations/Organizational Effectiveness: Program Accountability:** No comments.

**3) Learning & Innovation: Progress in Preparation for Worknet Recertification and Update from Worknet Leadership Team:** Staff noted all Worknet workgroups have been diligently meeting, and have begun the writing process for each recertification category. A writing team will be formed by March 10, 2005.

**7. Chair Comments:** The Chair expressed thanks to everyone for being flexible in changing the meeting date, and to those who volunteered to participate on the Evaluation Team.

**8. Next Meeting Date & Time:** The next meeting will be February 25, 2005, 7:30 a.m., Dept of Workforce Investment Large Conference Room, 1880 W. Wardrobe Ave, Merced.

**9. Adjourn:** The meeting adjourned at 8:05 a.m.

Minutes prepared by Dee Knight.

**TO: Quality Assurance Committee**

**DATE: 02/25/05**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Recertification Training and Certified Examiner**

**PROPOSED MOTION(S): Approve contracting with MaryAnn Pranke Training & Consulting, Inc. to provide training and a Certified Examiner to facilitate the recertification of the Worknet Employment Resource Center.**

**DISCUSSION: At the last QA meeting, staff was directed to contact MaryAnn Pranke to discuss her organization working for the WIB to provide recertification training and a certified examiner to lead the WIB's examination team.**

**MaryAnn Pranke Training & Consulting, Inc. (MPT&C) is available and willing to contract with the WIB. Her proposal states "MPT&C, shall train, facilitate, and work with WIB Members and Staff to implement a successful, Baldrige-based Recertification process." Ms. Pranke will be the trainer for the process, and Ms. Doreen Wong will be the Certified Examiner. The State of California's Employment Training Network has certified MPT&C as qualified examiners and trainers, and will contribute up to \$925 to defray costs.**

**WIB costs to MPT&C are as follows:**

<b>Examiner Training</b>	<b>\$1,800 (full day)</b>
<b>Certified Examiner</b>	<b>\$5,000</b>
<b>Admin (10%)</b>	<b><u>680</u></b>
<b>Total Budget</b>	<b>\$7,480</b>

**ATTACHMENT(S): Resumes**

MPT&C brings the expertise of the Certification process, Malcolm Baldrige National Quality Award (MBNQA) Criteria, with WIA and One-Stop system experience. Moreover, MaryAnn Pranke and her associate, Doreen Wong, have assisted (and currently assists) numerous One-Stops and Workforce Investment Boards (WIBs) in implementing Baldrige based performance excellence processes and strategies as well as designing and implementing local certification and chartering processes. Workforce Development agencies and their partners who have received or are currently receiving services include: City of Los Angeles Workforce Investment Board, Chinatown WorkSource Center, City of Long Beach Workforce Investment System, Carson/Lomita/Torrance Workforce Investment Network, City of Glendale, Westlake WorkSource Center, and the San Diego Workforce Partnership, to name a few. She is currently working with the Virginia Employment Commission to launch their statewide certification process.

Submitted by:



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MaryAnn Pranke  
President  
MaryAnn Pranke Training & Consulting, Inc.

## **MARYANN PRANKE**

MaryAnn Pranke is one of Southern California's most requested trainers in the Human Resource and Performance Excellence field with over fifteen years experience in developing and implementing workforce development programs. She is a certified National Examiner in the Malcolm Baldrige National Quality Award Criteria by the National Institute of Standards & Technology and State Examiner by the California Awards for Performance Excellence™.

MaryAnn holds training expertise in Customer Satisfaction, Leadership, Employee Development, Activity Based Management and Continuous Improvement. She develops all training curricula and materials for MaryAnn Pranke Training & Consulting, Inc. She also specializes in conducting organizational needs assessments and designing systems for implementation. She has been a featured speaker/trainer in over 50 conferences and workshops sponsored by organizations including: U.S. Department of Labor, State of California Employment Development Department, California Workforce Association, and the League for Innovation in the Community College.

As a former Senior Manager for the Carson/Lomita/Torrance Private Industry Council, MaryAnn has provided business needs assessments and consulting services in all areas of workforce development, to both public and private sector organizations. Some of the businesses who have utilized her expertise are McDonnell-Douglas, TRW, Allied Signal, Hughes, and Motorola. MaryAnn also specializes in facilitating strategic planning process and writing strategic plans, continuous improvement plans, and designing employee development plans.

In the Workforce Development field, MaryAnn specializes in designing and implementing customer focused strategies to meet Workforce Investment Act (WIA) legislation including Diagnostic and Objective Assessments, Suitability, Case Management, Economic Development and Business Services, Rapid Response, and Job Development. She also has expertise in the development of Workforce Investment Boards (WIBs) and assisting them in implementing Baldrige based performance excellence strategies, strategic planning, and performance measurement systems. She is also experienced in working with organization's to develop and deploy supplier certification systems including the implementation of Continuous Quality Improvement (CQI) required at some local Workforce Investment Areas.

MaryAnn is the Vice-Chair of the California Awards for Performance Excellence™ Council (CAPE). She served as the Chair of the Training Committee for CAPE for seven years and served on the prestigious panel of Judges for the California Awards for Performance Excellence™ for three years. She is the 1998 recipient of California's Golden State Quality Award for Individual Service.

MaryAnn Pranke Training & Consulting, Inc. has provided services to the most prestigious organizations in the country including: Carson/Lomita/Torrance Workforce Investment Network, Chinatown WorkSource Center, City of Los Angeles Community Development Department, Greater Long Beach Workforce Development Bureau, Housing Authority, City of Los Angeles, Merced County Private Industry Training Department, Northeast One-Stop Career Center, Orange County Private Industry Council, San Diego Workforce Partnership, Santa Barbara County Workforce Investment Board, South East Michigan Community Alliance, United States Department of Labor, Virginia Employment Commission, Westlake WorkSource Center, and the Workforce Excellence Network.

## **DOREEN WONG**

Doreen Wong is a charismatic workforce development consultant and trainer specializing in Performance Excellence and Disability Accessibility Compliance. Recently, named as one of the Women Achievers of 2003 by Business Life Magazine, Ms. Wong is a certified Senior Examiner in the Malcolm Baldrige criteria by the California Awards for Performance Excellence and has participated in six successful Continuous Quality Improvement (CQI) Certifications with the City and County of Los Angeles.

Doreen is the Chairperson of the Pasadena Mayor's Committee, an affiliated member of the Governor's Committee both of which focus on the employment of persons with disabilities and is currently participating in a subcommittee with the Governor's Committee rewriting the Windmills training curriculum. She also sits as chairperson of the Board of Directors for Asian Rehabilitation Services. With over seven years of experience as an influential leader in the disability community, she is able to synthesize theoretical concepts into a training curriculum that is applicable to real-life scenarios.

A former Disability Specialist for Pasadena City College Community Education Center, Doreen's skills in quality improvement and customer satisfaction emerged when she developed a Disabled Student Program providing close to one hundred students with psycho-educational assessment, academic/vocational guidance, and collegiate preparatory courses while working only twenty hours a week. Having earned the reputation of being a hard worker and strong leader, enabled Doreen to partner with City of Los Angeles Department on Disability, Santa Monica and Harbor College, Aids Project Los Angeles, Goodwill Industries of Southern California, Employment Development Department, Department of Rehabilitation, Ability First, Pacific Clinics and Union Bank of California.

Experienced in the Workforce Investment Act (WIA), Americans with Disabilities Act, and the Malcolm Baldrige Criteria, Doreen provides consulting services to private and public organizations in performance excellence, process management, marketing/outreach, accessibility compliance, disability etiquette/sensitivity (Windmills), certification preparation, and disability accommodations.

Doreen has a Bachelor's degree in Behavioral Science with an emphasis in Psychology and Sociology from California State Polytechnic University, Pomona and is currently the Director of Education & Outreach at the Western Law Center for Disability Rights.

**TO: Quality Assurance Committee**

**DATE: 02/25/05**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Exemplary Performance Award/Corrective Action Plan**

**PROPOSED MOTION(S): Acknowledge the award of \$19,208 to the Merced County Workforce Investment Area and approve the Corrective Action Plan.**

**DISCUSSION:** The State of California Employment Development Department (EDD) recently awarded the Merced County Workforce Investment Area an exemplary performance incentive award of \$19,208 for meeting or exceeding the majority of the LWIA's performance goals for Program Year 2003-04. Only 6 other LWIAs received more money than Merced. However, two performance goals were not met, the Older Youth Credential/Diploma Rate, and the Older Youth Entered Employment Rate. Because of this, the WIB is required to submit a Corrective Action and Technical Assistance Plan. The Plan is due back to EDD by March 29, 2005.

During PY 2002-03, the Older Youth Credential/Diploma Rate was also not attained. In July 2004, the WIB submitted a Corrective Action and Technical Assistance Plan concerning that performance standard. In a January 24, 2005 letter from EDD, they state, "We have received and accepted your Local Board's PY 2002-03 Technical Assistance and Corrective Action Plan and are confident that you are continuing to implement the program improvements outlined in the plan". MCOE has since developed a State approved Working Professional credential, which every older youth now earns. The youth exited during this performance period had not been in the program long enough to have earned this credential.

The second performance measure in question, Older Youth Entered Employment Rate, included Jobs for California Graduates youth who exited between April 1, 2003 and March 31, 2004. The Negotiated Performance Level was then 56.8%; attained was 44%. The employment of one additional participant would have raised the performance level to satisfactory. Presently, using the most current data from the Second Quarter of PY 2004-05, 30 of 39 exited youth were employed for a 76.92% rate.

The best insurance to consistently attain the Entered Employment Measure is a consistent, effective Exit Strategy. Department of Workforce Investment analysts have trained MCOE's staff in both Performance Measures and Exit Strategies. EDD's Capacity Building Unit will provide additional training on Performance Measures on February 23, 2005, and Exit Strategies on March 23, 2005. Attendance for the EMPOWER Older Youth staff is mandatory.

The attached Corrective Action Plan reflects the above actions.

**ATTACHMENT(S): LWIA Corrective Action and Technical Assistance Plan**

# LOCAL WORKFORCE INVESTMENT AREA

## CORRECTIVE ACTION AND TECHNICAL ASSISTANCE PLAN

Local Workforce Investment Area (LWIA):

Merced County

Date: March 1, 2005

Contact Person: Joanne Presnell

Telephone Number: 209-724-2041

Please work as necessary with your assigned Regional Advisor from the Workforce Investment Division (WID) of the Employment Development Department (EDD) to complete the following questions and information. Please be brief and specific in your responses.

1. List the performance measure(s) for which the LWIA failed to achieve at least 80 percent, and list the percentage achieved for each.

**Older Youth Credential Rate: 23.3%**

**Older Youth Entered Employment Rate: 44.0%**

2. For each of the above, provide an explanation or analysis of why the LWIA failed to achieve the minimum 80 percent.

**Several factors impacted these performance measures;**

**Older Youth Credential Rate: Please see attached Merced County's Local Workforce Investment Area Corrective Action and Technical Assistance Plan dated July 1, 2004.**

**Older Youth Entered Employment Rate: See below**

**a. The Older Youth Provider, ARBOR, had been notified that their contract would not be continued because of marginal management. The provider had the cost of the contract and the number of clients to be served considerably reduced, half way through the performance period.**

**b. A second Older Youth Provider, Jobs for California Graduates, Inc. began a new contract 6 months into the performance measures period. Start-up, combined with eventually having to take over the ARBOR case load, resulted in slow enrollments and very few exits. The termination of the Arbor contract also resulted in some clients losing faith in the program and "dropping out."**

**c. Sixty-two (62) older youth clients exited during the program period between April 1, 2003 and March 31, 2004. The Entered Employment Rate was 44.0% and was measured against 25 youth exiting employed. The addition of 1 more youth exiting employed would have caused the performance measure to meet and exceed the 80% parameter.**

**d. Our second Older Youth Provider, Jobs for California Graduates, Inc. (JCG) terminated its Older Youth contract on September 19, 2003 with over 9 months left on its contract. Over 250 clients were left without a service provider. On November 25, 2003, a little over 2 months later, a new youth provider, Merced County Office of Education, was selected and contracted to provide out-of-school youth services. Start-up, combined with the fact that many of the former JCG clients again felt abandoned and did not trust any youth provider, resulted in many clients once more "dropping out" of the program, mostly unemployed.**

3. Based on the above analysis, describe what corrective actions will be taken to ensure that the minimum 80 percent performance will be achieved in subsequent years. See

the attached "Items to Consider in Developing a Corrective Action Plan" for guidance as applicable to your situation.

Please see attached PY 2002-03 Corrective Action and Technical Assistance Plan concerning actions to ensure the Older Youth Credentialing/Diploma Rate is attained.

For the Older Youth Entered Employment Rate:

The newest older youth provider, Merced County Office of Education (MCOE) has continued to serve Merced County's older youth. Their contract has been renewed as a result of a Request for Proposal and past contract performance. The present program began July 1, 2004 and will run until June 30, 2005. During its February 9, 2005 meeting, the Merced County Youth Council voted to continue MCOE's older youth contract.

Training has been provided to the MCOE staff by the Department of Workforce Investment on performance measures and exit strategies. The EDD Capacity Building Unit is scheduled for Merced County on February 23, 2005 for Youth Performance Measures, and on March 23, 2005 for Exit Strategies. All exits from the program are now coordinated decisions between MCOE and Department of Workforce Investment.

The Department of Workforce Investment's Local WIA Performance Detail Report - Older Youth Quarterly Report; 07/2004 to 12/2004 reflects that of 39 youth exited and measured by the performance measure, 30 have entered employment for a 76.92% rate, well above last year's 56.8% negotiated rate.

4. Will you require technical assistance from sources other than your LWIA staff resources as part of your corrective action plan?

Yes  No

5. If "Yes," identify the source(s) and the type(s) of assistance, and how the assistance will help to achieve the previously described corrective action goals. For example, local training/consultation may be available from other governmental or private entities. At the State level, your WID Regional Advisor may be able to provide or identify other sources available to meet your specific needs, such as the WID Capacity Building Unit, EDD's Employment and Training Network, the Department of Labor, and other sources.

**N/A**

6. Will any of the technical assistance sources identified above require funding not currently available to the LWIA?

Yes  No

7. If "Yes," do you plan to apply for technical assistance funds from the State? (NOTE: Other sources must be used if available. Requesting funding from the State must be a last resort if other sources are not available.)

Yes  No

If "Yes," complete the attached "Application for Technical Assistance Funds Regarding Failure to Meet Performance" and attach it to this corrective action plan. If "No," describe how you plan to procure the assistance.

## **ITEMS TO CONSIDER IN DEVELOPING A CORRECTIVE ACTION PLAN**

- Improving the assessment methodology to ensure appropriate referrals to Core B, Intensive, and Training services
- Training for staff and/or subcontractors through a combination of cross-training by strong performers and on-site visits elsewhere in the State
- Training on adult, dislocated worker, and youth performance management
- Training on job development and client job retention
- Training on Workforce Investment Act (WIA) case management for adults and youth
- Improving customer service and customer satisfaction
- Improving local partnerships and expanding services in the One-Stop system
- Improving monitoring of service providers and other subcontractors
- Training on WIA participant reporting forms
- Training regarding the efficient use of management information system data
- Procurement of updated labor market information tailored to local participant and employer needs
- Development of specialized outreach efforts to publicize the services available in the One-Stop Career Centers, including free public announcements through local media and professionally produced videos
- Reorganization study conducted by outside consultants
- Consultant services to assess the LWIA's procurement system
- Improving the One-Stop certification process
- Improving linkages with the business community
- Improving client follow-up services

## APPLICATION FOR TECHNICAL ASSISTANCE FUNDS REGARDING FAILURE TO MEET PERFORMANCE

Subject to the availability of funds, the State may provide a maximum of \$25,000. A local area will not receive more funding for technical assistance than it would have been eligible to receive in incentive awards, or that it received as a partial award, under the Exemplary Performance Incentive Award policy described in WIA Directive WIAD01-11. The State will not fund the following:

- Administrative costs
- Staff salaries or benefits
- Out-of-State travel
- Development or implementation of management information systems (NOTE: local areas may receive funding for consultant services or training on how to improve their systems, use data efficiently, etc., but not to directly develop or implement a new system)

Identify each training source/title, seminar/conference, etc. (NOTE: Make sure this is consistent with sources identified in *items 3 and/or 5* on the first page of this corrective action plan). A brief expenditure breakout is required for each source/activity identifying expenditures by type of activity:

- Consultant/Trainer Costs
- Travel/Equipment/Facilities, etc.
- All Other Costs (identify types and amounts)

TOTAL FUNDS REQUESTED: \$ 0.00

## SIGNATURE PAGE

This Corrective Action and Technical Assistance Plan for the **Merced**  
**County** Local Workforce Investment Area is approved  
for submittal to the State of California.

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Andrea T. Baker  
Director, Dept of Workforce Investment

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Signature

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February  
28, 2005

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Nellie McGarry  
Merced County Workforce Investment  
Board Chair

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Signature

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February  
28, 2005

**TO: Quality Assurance Committee**

**DATE: 02/25/05**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: PY 04/05 Negotiated Performance Measures**

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

**DISCUSSION:** The Department of Workforce Investment received verbal notification that Program Year 04/05 Performance Measures will remain the same as this past year's measures. Once the actual rates are formally received, the Workforce Investment Board will be allowed to attempt to negotiate those rates.

**The Performance Measures for PY 04/05 are as follows:**

**Adult**

<b>Entered Employment Rate</b>	<b>72.0%</b>
<b>Retention Rate</b>	<b>79.0%</b>
<b>Earnings Change/Replacement</b>	<b>\$3,400 (in six months)</b>
<b>Credential/Diploma Rate</b>	<b>50.0%</b>

**Dislocated Worker**

<b>Entered Employment Rate</b>	<b>75.4%</b>
<b>Retention Rate</b>	<b>85.2%</b>
<b>Earning Change/Replacement</b>	<b>96.0% (in six months)</b>
<b>Credential/Diploma Rate</b>	<b>58.0%</b>

**Older Youth**

<b>Entered Employment Rate</b>	<b>56.8%</b>
<b>Retention Rate</b>	<b>70.1%</b>
<b>Earning Change/Replacement</b>	<b>\$2,960 (in six months)</b>
<b>Credential/Diploma Rate</b>	<b>30.0%</b>

**Younger Youth**

<b>Retention Rate</b>	<b>53.8%</b>
<b>Credential/Diploma Rate</b>	<b>55.0%</b>
<b>Skill Attainment Rate</b>	<b>78.7%</b>

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



# Worknet Customer Service & Satisfaction Report For All Locations

January 2005

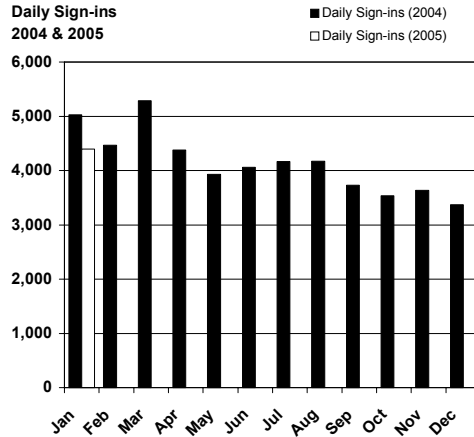
Merced County Department of Workforce Investment

## Daily Sign-ins

Daily sign-in for January totaled 4,397. Up 1,027 from the previous month and down 632 from the previous year. Daily sign-ins for the month of January is 188 below the 4 year average.

January's 4 year average: 4,585

2004 annual average: 4,146

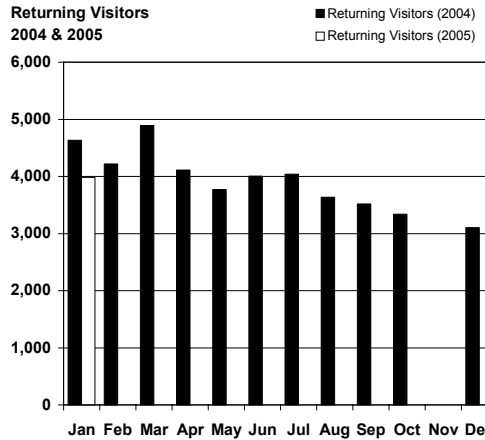


## Return Visits

Return visits for January totaled 3,983. Up 878 from the previous month and down 650 from the previous year. Return visits for the month of January exceeds the 4 year average.

January's 4 year average: 3,772

2004 annual average: 3,933

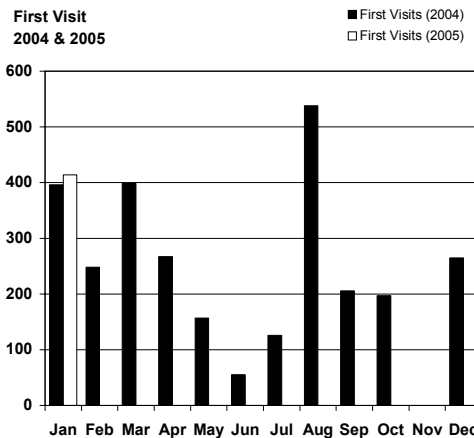


## First Visits

First Visits for January totaled 414. Up 149 from the previous month and up 18 from the previous year. First visits for the month of January exceeds the 5 year average.

January's 5 year average: 332

2004 annual average: 259



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<i>How our customers used our services</i>	3
<i>Summary Data - All Locations</i>	4
<i>Summary Data - Individual Locations</i>	5

## Customer Flow for December 2004

### All Locations

- On average, Mondays were the busiest day for all locations.
- Then gradually tapering off to Friday, our slowest day with 173 customers. (Average: 1,032 customers/week)

### Merced

- Follows the same pattern as all locations (Average: 632 customers/week).

### Los Banos

- Follows the same pattern as all locations (Average: 378 customers/week).

### Livingston

- Thursday's were the busiest day of the week with the remaining days consistent throughout the week. (Average: 28 customers/week).



**Marketing advertisements for  
January 2005**

Various News Papers:  
01/4-8,11-15,18-22,25-29/2005

FOX radio - KBKY

*All month*

The Bus

*Worknet signs inside buses*

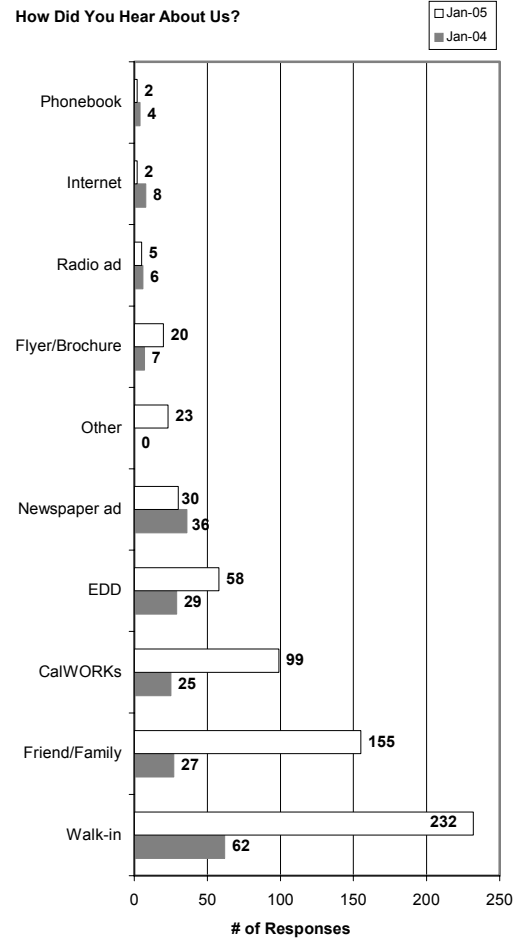
**How did you hear about us?**

Six hundred twenty-six customers responded to this question in January.

Two hundred thirty-two customers responded with Walk-in as the most frequent response. Family or Friend and CalWORKs were the next most frequent response.

We change the method of collecting the data in November 2004 to capture more responses. Due to this change, prior year data is not directly comparable. When comparing current data with prior year data, compare only the rank of the response (e.g. Walk-in responses in January 2005 received the most responses, just as it did in January 2004).

How Did You Hear About Us?



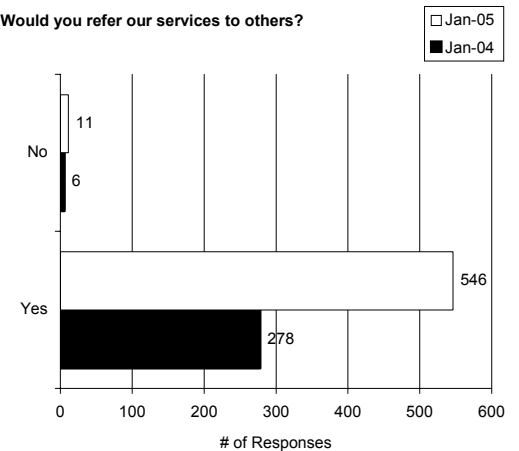
98 percent of our customer would refer our services to others

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

Of those responding to this question, 98 percent of our customers would refer our services to others.

PY 03/04 annual average: 98.8%  
PY 04/05 seven month average: 98.0%

Would you refer our services to others?





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

January 2005

Merced County Department of Workforce Investment

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**Customer Satisfaction**

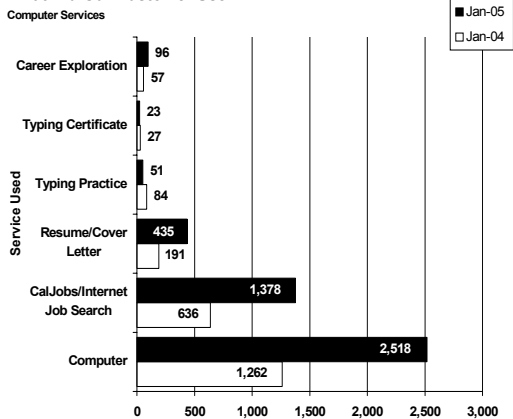


**Customer Satisfaction Ratings**

The five customer satisfaction questions received 692 responses from our customers in January 2005. These questions received ratings between 9.52 and 9.55, with “Were you satisfied with the services?” and “Courtesy of Staff” receiving the highest rating. There were 19 customer that rated “Time it took for staff to assist you?” and “Did you get the information you needed?” with a 5 or less, representing 2.8 percent of our customers.

*‘Were you satisfied with the services? And Courtesy of Staff received the highest rating with 9.55’*

**What Did Our Customer Use?**

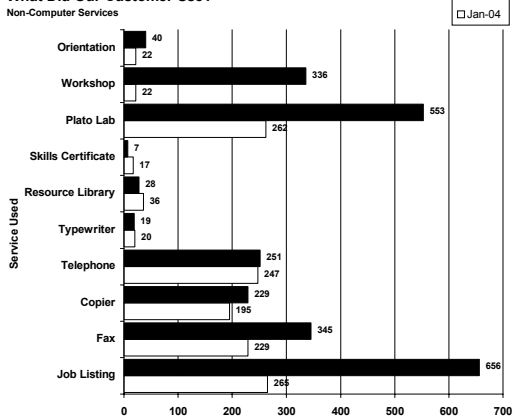


**How our customers use our services?**

Computer related services are always the most used service by our customers, with 2,518 customers responding to this question. CalJobs/Internet Job Search and Resume/Cover Letter received the most usage.

*‘2,518 customers used computer services in the month of January, with 1,378 using CalJobs/Internet Job Search’*

**What Did Our Customer Use?**



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

Worknet  
Customer Service & Satisfaction Report  
For All Locations

January 2005

Merced County Department of Workforce Investment

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

	Jan-04	Nov-04	Dec-04	Jan-05
<b>Daily Sign-ins</b>				
Returning Visit	4,633	NA	3,105	3,983
First Visit	396	NA	265	414
<b>Total</b>	5,029	3,636	3,370	4,397
<b>How did you hear about us?</b>				
Newspaper ad	36	45	38	30
Radio ad	6	10	12	5
Flyer/Brochure	7	13	14	20
Friend/Family	27	180	137	155
Internet	8	5	8	2
EDD	29	69	84	58
Walk-in	62	265	251	232
CalWORKs	25	117	142	99
Phonebook	4	11	10	2
Other	NA	57	22	23
<b>What did our customer use?</b>				
Computer	1,262	1,414	1,837	2,518
CalJobs/Internet Job Search	636	641	873	1,378
Resume/Cover Letter	191	216	171	435
Typing Practice	84	60	43	51
Typing Certificate	27	29	21	23
Career Exploration	57	58	64	96
Job Listing	265	330	503	656
Fax	229	214	253	345
Copier	195	171	195	229
Telephone	247	222	298	251
Typewriter	20	18	13	19
Resource Library	36	39	30	28
Skills Certificate	17	16	4	7
Plato Lab	262	325	483	553
Workshop	22	105	130	336
Orientation	22	40	46	40
<b>Customer Satisfaction</b>				
Courtesy of Staff	9.52	9.27	9.58	9.55
Time it took for staff to assist you	9.55	9.26	9.60	9.53
Did you get the information you needed	9.54	9.28	9.56	9.52
Were you satisfied with the services?	9.51	9.27	9.62	9.55
Did we help you today?	9.51	9.29	9.58	9.54
<b>Would you refer our services to others?</b>				
Yes	278	716	595	546
No	6	27	16	11

Worknet  
Customer Service & Satisfaction Report  
For All Locations

January 2005

Merced County Department of Workforce Investment

Page 5

Customer Service/Satisfaction Summary Data - Individual Locations

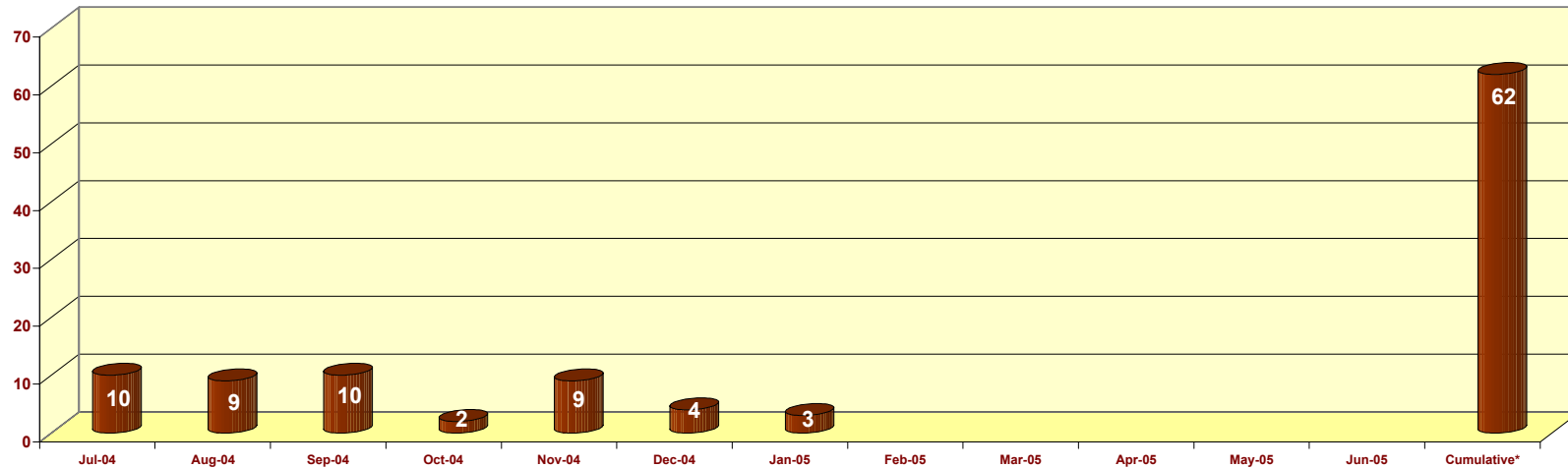
NUMBER OF SIGN-INS																						
Day of the Week	M	T	W	TH	F	M	T	W	TH	F	S	T	W	TH	F	M	T	W	TH	F	M	Total
Date	3	4	5	6	7	10	11	12	13	14	15	18	19	20	21	24	25	26	27	28	31	
Livingston	7	7	2	5	5	0	7	4	5	8	0	3	9	11	6	3	9	7	8	6	8	120
Los Banos	95	81	77	73	49	81	78	73	75	55	3	95	107	80	77	105	85	81	84	62	81	1,597
Merced	143	136	125	120	100	179	111	141	153	119	0	186	154	137	111	176	116	114	111	96	152	2,680
Total	245	224	204	198	154	260	196	218	233	182	3	284	270	228	194	284	210	202	203	164	241	4,397
WHO WERE ARE VISITORS		Merced					Los Banos					Livingston					All Locations					
First Visit	248					166					0					414						
Return Visit	2,432					1,431					120					3,983						
HOW DID YOU HEAR ABOUT US?																						
NewsPaper	18					11					1					30						
RadioAd	3					1					1					5						
Flyer	7					12					1					20						
Friend	74					77					4					155						
Internet	2					0					0					2						
EDD	22					35					1					58						
Walkins	93					132					7					232						
CalWORKs	10					84					5					99						
Phonebook	0					2					0					2						
Other	8					15					0					23						
WHAT DID OUR CUSTOMERS USE?																						
Computer	1,616					902					0					2,518						
CalJOBS/Internet Job Search	1,103					275					0					1,378						
Resume	323					112					0					435						
Typing	18					33					0					51						
Typing Certificate	15					8					0					23						
Career	25					71					0					96						
Job Listing	271					385					0					656						
Fax	210					135					0					345						
Copier	142					87					0					229						
Telephone	167					84					0					251						
Typewriter	12					7					0					19						
Resource Library	8					20					0					28						
Skills Certificate	3					4					0					7						
Plato	155					398					0					553						
Workshop	4					332					0					336						
Orientation	26					14					0					40						
CUSTOMER SATISFACTION																						
Courtesy Of Staff	9.41					9.60					9.93					9.55						
Time it took for staff to assist you	9.51					9.55					9.21					9.53						
Did you get the information you needed?	9.44					9.56					9.86					9.52						
Were you satisfied with the services?	9.42					9.60					9.93					9.55						
Did we help you today?	9.37					9.62					9.93					9.54						

**WIA PARTICIPANT SUMMARY REPORT - ADULT**  
**PY 2004/2005**  
**Report Range 07/2004 to 01/2005**

	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	173	147	157	166	141						203	783
Participants Carried In	140	150	163	145	148	162	138						141	423
New Participants Entering Grant	10	9	10	2	9	4	3						62	360
<b>Total Participants Exiting WI</b>	0	0	28	0	0	34	2						64	
Entered Unsubsidized Employment	0	0	25	0	0	30	0						55	160
Training Related	0	0	13	0	0	12	0						25	75
Entered Military Service	0	0	0	0	0	0	0						0	
Entered Qualified Apprenticeship Program	0	0	0	0	0	0	0						0	
Entered Post-Secondary Education	0	0	0	0	0	0	0						0	
Entered Advanced Training	0	0	0	0	0	0	0						0	
Attained Recognized Certificate/Diploma/Degree	0	0	16	0	0	13	1						30	
Attained High School Diploma/GED	0	0	0	0	0	0	0						0	
Returned to Secondary School (Youth Only)	0	0	0	0	0	0	0						0	
Exits Excluded from Performance	0	0	0	0	0	2	0						2	
Other Exits	0	0	23	0	0	29	2						54	60

	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*	
<b>Program Activities/Services Summary</b>														
Core Services (Registered)	149	158	172	147	157	166	141						203	515
Intensive Services	113	120	125	107	115	124	115						152	260
Training Services	68	71	76	64	66	74	63						89	100
Youth Services	0	0	0	0	0	0	0						0	
Concurrent Program Participants	9	9	9	6	6	9	7						12	
Individual Training Accounts	4	4	4	2	2	2	2						4	
Goals Set (Younger Youth Only)	0	0	0	0	0	0	0						0	

**WIA Participant Summary**  
**New Participants Entering Grant : Adult**  
**PY 2004/2005**

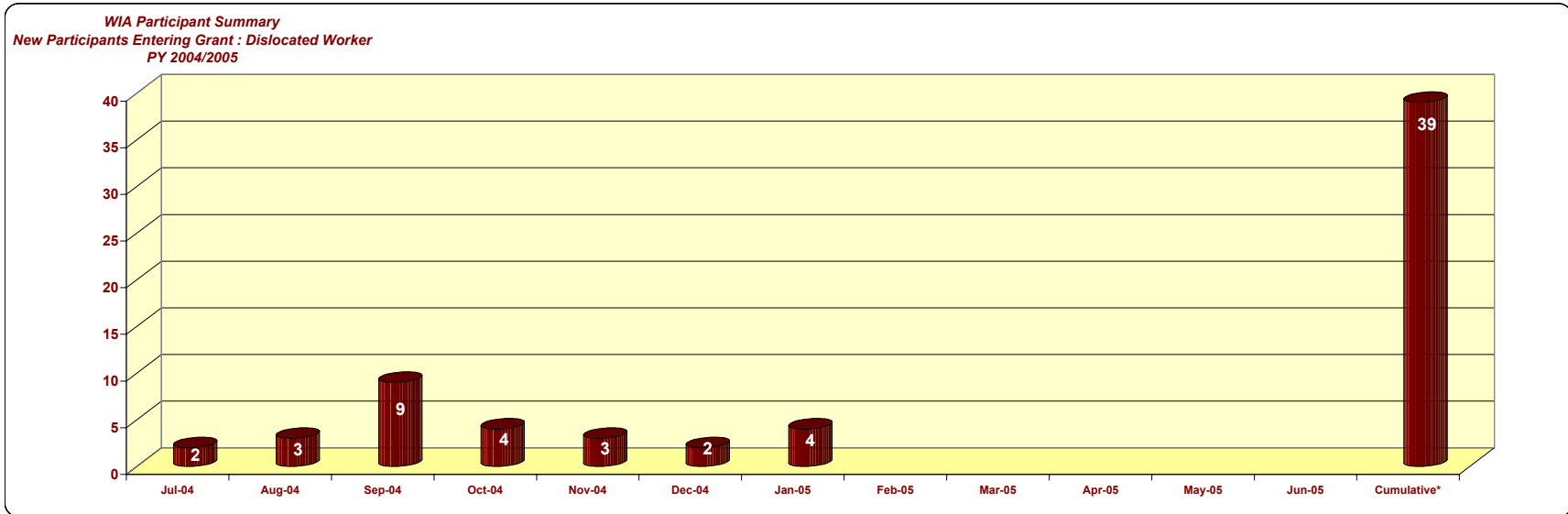


Monthly totals are produced on the 20th of the following month and are not updated on a monthly basis. Late data entry are not updated for previous months, see cumulative totals for current total.

**WIA PARTICIPANT SUMMARY REPORT - DISLOCATED WORKER**  
**PY 2004/2005**  
**Report Range 07/2004 to 01/2005**

	DISLOCATED WORKER												Cumulative*	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			
<b>Total Participants</b>	89	92	104	95	98	102	92							126	671
Participants Carried In	87	89	95	91	95	100	88							87	251
New Participants Entering Grant	2	3	9	4	3	2	4							39	420
<b>Total Participants Exiting WI</b>	0	0	16	0	0	18	0							34	120
Entered Unsubsidized Employment	0	0	12	0	0	14	0							26	65
Training Related	0	0	4	0	0	9	0							13	
Entered Military Service	0	0	0	0	0	0	0							0	
Entered Qualified Apprenticeship Program	0	0	0	0	0	0	0							0	
Entered Post-Secondary Education	0	0	0	0	0	0	0							0	
Entered Advanced Training	0	0	0	0	0	0	0							0	
Attained Recognized Certificate/Diploma/Degree	0	0	7	0	0	13	0							20	
Attained High School Diploma/GED	0	0	0	0	0	0	0							0	
Returned to Secondary School (Youth Only)	0	0	0	0	0	0	0							0	
Exits Excluded from Performance	0	0	0	0	0	1	0							1	
Other Exits	0	0	15	0	0	17	0							32	60

Program Activities/Services Summary	Enrolled												Cumulative*	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			
Core Services (Registered)	89	92	104	95	98	102	92							126	500
Intensive Services	62	66	69	64	67	71	66							90	150
Training Services	30	31	33	30	31	31	27							39	80
Youth Services	0	0	0	0	0	0	0							0	
Concurrent Program Participants	13	13	13	12	12	12	8							13	
Individual Training Accounts	5	5	5	4	4	4	3							6	
Goals Set (Younger Youth Only)	0	0	0	0	0	0	0							0	

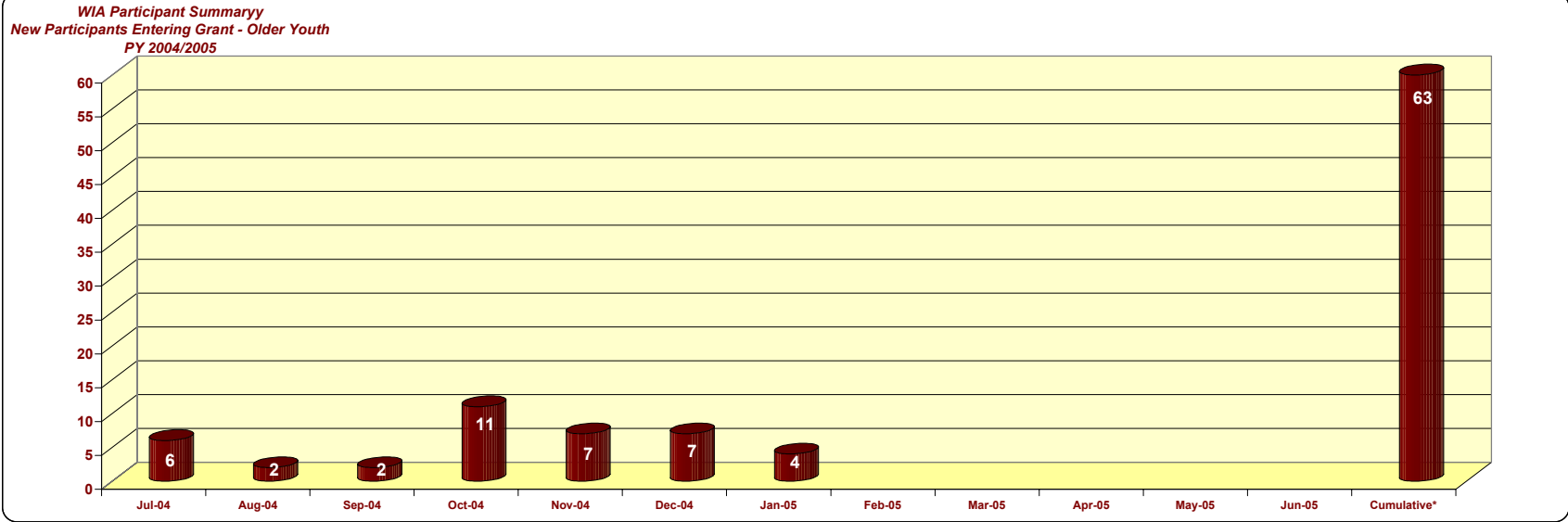


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**WIA PARTICIPANT SUMMARY REPORT - OLDER YOUTH**  
**PY 2004/2005**  
**Report Range 07/2004 to 01/2005**

	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	117	122	132	143	150						180	310
Participants Carried In	124	111	115	111	125	136	146						117	234
New Participants Entering Grant	6	2	2	11	7	7	4						63	76
<b>Total Participants Exiting WI</b>	15	0	2	0	0	0	0						30	
Entered Unsubsidized Employment	5	0	1	0	0	0	0						14	10
Training Related	4	0	1	0	0	0	0						7	5
Entered Military Service	0	0	0	0	0	0	0						0	
Entered Qualified Apprenticeship Program	0	0	0	0	0	0	0						0	
Entered Post-Secondary Education	1	0	0	0	0	0	0						2	5
Entered Advanced Training	0	0	0	0	0	0	0						0	
Attained Recognized Certificate/Diploma/Degree	4	0	1	0	0	0	0						8	
Attained High School Diploma/GED	0	0	0	0	0	0	0						0	
Returned to Secondary School (Youth Only)	0	0	0	0	0	0	0						0	
Exits Excluded from Performance	0	0	0	0	0	0	0						0	
Other Exits	9	0	2	0	0	0	0						24	60

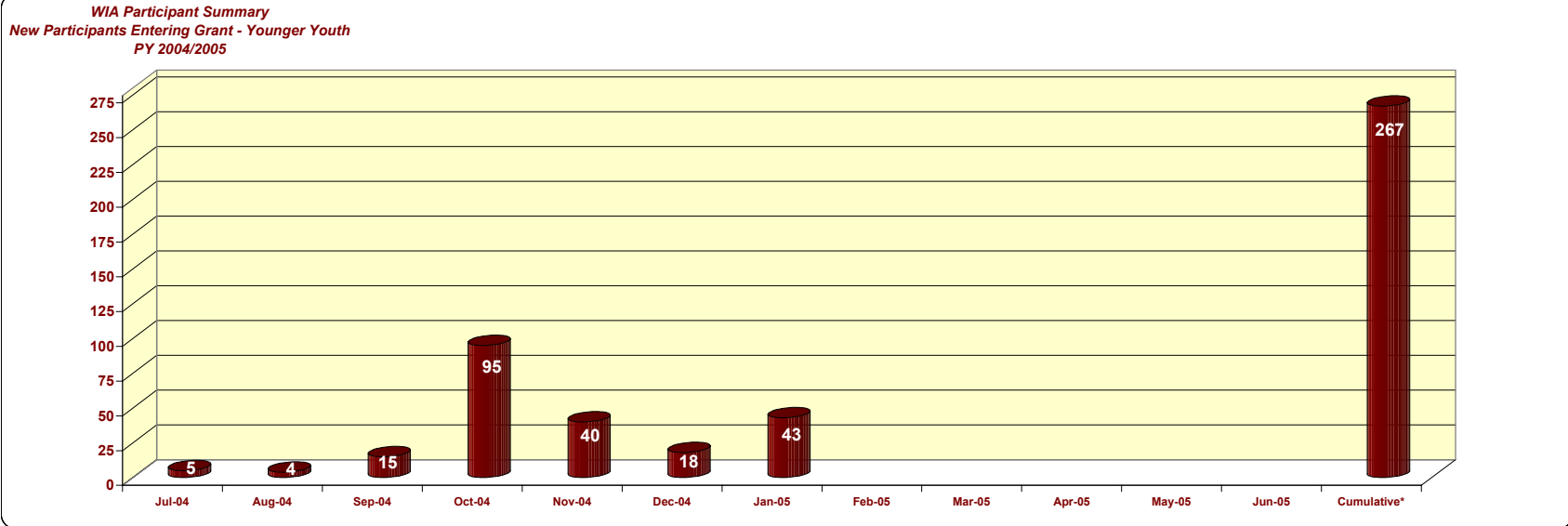
Program Activities/Services Summary	Enrolled												
	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Cumulative*
Core Services (Registered)	0	0	0	0	0	0	0						0
Intensive Services	115	98	100	107	114	119	125						150
Training Services	86	79	83	85	90	97	103						120
Youth Services	118	104	108	117	130	141	148						175
Concurrent Program Participants	94	76	72	65	67	70	72						99
Individual Training Accounts	0	0	0	0	0	0	0						0
Goals Set (Younger Youth Only)	0	0	0	0	0	0	0						0



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**WIA PARTICIPANT SUMMARY REPORT - YOUNGER YOUTH**  
**PY 2004/2005**  
**Report Range 07/2004 to 01/2005**

	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	341	436	471	496	549						710	900
Participants Carried In	450	362	326	341	431	478	506						443	618
New Participants Entering Grant	5	4	15	95	40	18	43						267	282
<b>Total Participants Exiting WI</b>	83	42	12	5	2	3	7						168	
Entered Unsubsidized Employment	6	6	3	1	0	0	2						22	80
Training Related	11	4	4	0	0	0	0						24	20
Entered Military Service	0	0	0	0	0	0	0						0	8
Entered Qualified Apprenticeship Program	0	0	0	0	0	0	0						0	0
Entered Post-Secondary Education	30	10	6	0	0	0	0						49	130
Entered Advanced Training	1	1	0	0	0	0	0						2	5
Attained Recognized Certificate/Diploma/Degree	78	40	10	1	2	0	2						142	
Attained High School Diploma/GED	77	40	9	0	2	0	2						136	450
Returned to Secondary School (Youth Only)	1	0	0	1	0	0	0						2	15
Exits Excluded from Performance	0	1	1	0	0	0	0						2	
Other Exits	82	40	12	4	2	3	7						163	40
<b>Program Activities/Services Summary</b>	<b>Enrolled</b>													
Core Services (Registered)	0	0	0	0	0	0	0						0	
Intensive Services	82	74	73	83	84	87	90						105	
Training Services	71	67	65	69	71	73	78						92	
Youth Services	449	362	338	436	470	495	548						707	
Concurrent Program Participants	334	261	250	323	339	355	381						505	
Individual Training Accounts	0	0	0	0	0	0	0						0	
Goals Set (Younger Youth Only)	12	10	31	112	47	41	85						420	



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

Code	Description	Adult		Youth		Dislocated Worker		Totals		Grand Total
		New	Carry Over	New	Carry Over	New	Carry Over	New	Carry Over	
CORE B	10 FOLLOW UP SRVCS CNSLNG	9	14			2	21	11	35	46
	11 STAFF ASSIST JOB DEVELOP	3	3			2		5	3	8
	12 STAFF ASSIST JOB REFER	7	6			1	7	8	13	21
	13 STAFF ASSIST JOB SRCH	10	24			4	19	14	43	57
	14 STAFF ASSIST WRKSHP	4						4		4
	15 OTHER CORE SERVICES	10	2			7		17	2	19
	16 NON WIA FUNDED SERVICES									
17 CO-ENROLLED CORE SERVICES		3			10	3	10	6	16	
INTENSIVE	30 CASE MGMT FOR PARTIC	11	23	72	127	9	10	92	160	252
	31 COMPREHENSIVE ASSESSMNTS	8	1			5	1	13	2	15
	32 DEVELOP INDIV EMPL PLAN	11	1	1	1	11	2	23	4	27
	33 GROUP COUNSELING									
	34 EMPL EXPERIENCE			12	23			12	23	35
	35 INDIV CNSLNG CAREER PLAN			2				2		2
	36 OUT OF AREA JOB SEARCH									
	37 RELOCATION EXPENSES									
	38 SHORT TERM PREVOC SRVCS									
	39 INTERNSHIPS									
	40 OTHER INTENSIVE SRVCS	5	1			5	2	10	3	13
	41 NONWIA FUND INTENS SRVCS									
42 CO-ENROLLED INTENSIVE SRVCS										
TRAINING	50 ADULT EDUCATION			21	12			21	12	33
	51 CUSTOMIZED TRAINING									
	52 ENTREPRENEURIAL TRAINING				1				1	1
	53 JOB READINESS TRAINING			16	9			16	9	25
	54 OCCUP SKILLS TRAINING	13	27	30	38	6	5	49	70	119
	55 ON THE JOB TRAINING	4				1		5		5
	56 PRIVATE SECTOR TRAINING									
	57 SKILL UPGRADNG RETRNG									
	58 WRKPLCE TRNG AND COOP ED									
	59 OTHER TRAINING SRVCS									
	60 NON-WIA FUNDED TRNG SRVCS	13	12			11	9	24	21	45
61 CO-ENROLLED TRAINING SRVCS										
YOUTH	70 SUMMER RELATED									
	71 EDUCATNL ACHVMNT SRVCS			348	299			348	299	647
	72 EMPLOYMENT SERVICES			129	185			129	185	314
	73 CITIZEN LEADERSHIP SRVCS									
	74 OTHER YOUTH SERVICES									
	75 NONWIA FUNDED YOUTH SRVCS									
	76 CO-ENROLLED YOUTH SRVCS									
MISC.	80 OTHER JTPA									
	81 SUPPORTIVE SERVICES	34	48	5	25	27	17	66	90	156
	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									
	TOTAL	142	165	636	720	101	97	879	982	1,861

**WIA Participant Characteristics Summary**  
**Report Period: 7/2004 to 01/2005**  
**Data as of: 02/22/2005**

	Adult		Dislocated Workers		Older Youth		Younger Youth		All Programs	
	Enrolled	% of Tot.	Enrolled	% of Tot.	Enrolled	% of Tot.	Enrolled	% of Tot.	Enrolled	% of Total
<b>Total Participants</b>	203	100.0%	126	100.0%	180	100.0%	710	100.0%	1,219	100.0%
<b>Gender</b>										
Female	148	72.9%	68	54.0%	120	66.7%	388	54.6%	724	59.4%
Male	55	27.1%	58	46.0%	60	33.3%	322	45.4%	495	40.6%
<b>Age</b>										
14 - 18	3	1.5%	0	0.0%	0	0.0%	710	100.0%	713	58.5%
19 - 21	31	15.3%	2	1.6%	180	100.0%	0	0.0%	213	17.5%
22 - 29	61	30.0%	37	29.4%	0	0.0%	0	0.0%	98	8.0%
30 - 44	85	41.9%	46	36.5%	0	0.0%	0	0.0%	131	10.7%
45 - 54	16	7.9%	30	23.8%	0	0.0%	0	0.0%	46	3.8%
55 - 61	6	3.0%	9	7.1%	0	0.0%	0	0.0%	15	1.2%
62 - 64	1	0.5%	1	0.8%	0	0.0%	0	0.0%	2	0.2%
65 and Older	0	0.0%	1	0.8%	0	0.0%	0	0.0%	1	0.1%
<b>Race/Ethnicity</b>										
America Indian/Alaskan Native	5	2.5%	4	3.2%	1	0.6%	6	0.8%	16	1.3%
Asian	18	8.9%	8	6.3%	32	17.8%	136	19.2%	194	15.9%
Black/African American	15	7.4%	12	9.5%	14	7.8%	43	6.1%	84	6.9%
Hawaiian Native/Other Pacific Islander	3	1.5%	3	2.4%	1	0.6%	9	1.3%	16	1.3%
White	83	40.9%	48	38.1%	19	10.6%	104	14.6%	254	20.8%
Ethnicity Hispanic or Latino	85	41.9%	55	43.7%	115	63.9%	438	61.7%	693	56.8%
<b>Veterans Status</b>										
Total Veterans	11	5.4%	14	11.1%	1	0.6%	0	0.0%	26	2.1%
Campaign Veteran	9	4.4%	10	7.9%	0	0.0%	0	0.0%	19	1.6%
Disabled Veteran	3	1.5%	1	0.8%	0	0.0%	0	0.0%	4	0.3%
Recently Separated Veteran	4	2.0%	3	2.4%	1	0.6%	0	0.0%	8	0.7%
Spouse of Veteran	2	1.0%	2	1.6%	0	0.0%	0	0.0%	4	0.3%
<b>Labor Force Status</b>										
Employed	84	41.4%	6	4.8%	23	12.8%	26	3.7%	139	11.4%
Unemployed	119	58.6%	118	93.7%	157	87.2%	682	96.1%	1,076	88.3%
<b>Public Assistance Status</b>										
TANF	12	5.9%	2	1.6%	15	8.3%	214	30.1%	243	19.9%
GA, RCA, or SSI	3	1.5%	4	3.2%	7	3.9%	54	7.6%	68	5.6%
Pell Grant Recipient	19	9.4%	5	4.0%	7	3.9%	3	0.4%	34	2.8%
Food Stamps	40	19.7%	13	10.3%	26	14.4%	260	36.6%	339	27.8%
<b>Education Status</b>										
Student, High School or Less	2	1.0%	3	2.4%	1	0.6%	592	83.4%	598	49.1%
Student, Attending Post High School	57	28.1%	11	8.7%	10	5.6%	5	0.7%	83	6.8%
Out-of-School, High School Dropout	7	3.4%	6	4.8%	35	19.4%	22	3.1%	70	5.7%
Out-of-School, High School Grad, with Employ Difficulty	43	21.2%	38	30.2%	131	72.8%	90	12.7%	302	24.8%
Out-of-School, HSG, No Employ Diff. (Counted as In-School)	94	46.3%	68	54.0%	3	1.7%	1	0.1%	166	13.6%
<b>Unemployment Insurance Status</b>										
UI Claimant	19	9.4%	89	70.6%	6	3.3%	2	0.3%	116	9.5%
UI Exhaustee	9	4.4%	18	14.3%	2	1.1%	0	0.0%	29	2.4%
<b>Barriers To Employment</b>										
Disabled	5	2.5%	3	2.4%	7	3.9%	135	19.0%	150	12.3%
Limited Eng. Proficiency	3	1.5%	3	2.4%	14	7.8%	81	11.4%	101	8.3%
Single Parent	49	24.1%	19	15.1%	25	13.9%	20	2.8%	113	9.3%
Worker Profiling/Reemployment Services Referral	2	1.0%	4	3.2%	0	0.0%	6	0.8%	12	1.0%
Low Income	104	51.2%	56	44.4%	177	98.3%	665	93.7%	1,002	82.2%
Displaced Homemaker	1	0.5%	0	0.0%	1	0.6%	0	0.0%	2	0.2%
Offender	9	4.4%	7	5.6%	15	8.3%	49	6.9%	80	6.6%
Homeless	1	0.5%	1	0.8%	11	6.1%	9	1.3%	22	1.8%
Runaway Youth	0	0.0%	0	0.0%	4	2.2%	7	1.0%	11	0.9%
Pregnant/Parenting Youth	0	0.0%	0	0.0%	36	20.0%	40	5.6%	76	6.2%
Youth Needing Additional Assistance	0	0.0%	0	0.0%	175	97.2%	700	98.6%	875	71.8%
Basic Literacy Skills Deficient	55	27.1%	58	46.0%	172	95.6%	674	94.9%	959	78.7%
Substance Abuse	1	0.5%	0	0.0%	4	2.2%	22	3.1%	27	2.2%
Foster Youth	0	0.0%	0	0.0%	1	0.6%	22	3.1%	23	1.9%

Local WIA Performance Outcome Summary  
 Quarterly Report: 07/2004 to 12/2004

Data as of: 02/08/05

		Local Negotiated Performance Level for PY 03/04 <sup>1</sup>	State Negotiated Aggrement PY 2004-2005 <sup>2</sup>	Performance Level - Second Quarter PY 04/05	Difference in 2nd Qtr Perf. Outcome and PY 03/04 Neg. Perf. Level
<b>Entered Employment Rate</b>	Adults	72.0%	72.0%	95.45%	23.45%
	Dislocated Worker	75.4%	79.5%	87.04%	11.64%
	Older Youth	56.8%	67.0%	76.92%	20.12%
<b>Retention Rate</b>	Adults	79.0%	82.0%	92.15%	13.15%
	Dislocated Worker	85.2%	88.0%	89.25%	4.05%
	Older Youth	70.1%	78.0%	75.00%	4.90%
	Younger Youth	53.8%	53.0%	75.93%	22.13%
<b>Earning Change/Earnings Replacement in Six Months</b>	Adults	\$3,400	\$3,450	\$6,454	\$3,054
	Dislocated Workers	96.0%	96.0%	112.54%	16.54%
	Older Youth	\$2,960	\$3,000	\$1,128	-\$1,832
<b>Credential/Diploma Rate</b>	Adults	50.0%	55.0%	65.00%	15.00%
	Dislocated Worker	58.0%	58.0%	73.68%	15.68%
	Older Youth	30.0%	30.0%	13.04%	-16.96%
	Younger Youth	55.0%	55.5%	97.79%	42.79%
<b>Skill Atainment</b>	Younger Youth	78.7%	76.5%	93.42%	14.72%

1-Negotiated Performance Level are PY 03/04 for comparison. No PY 04/05 Negotiated Perf. Level as of 2/08/2005.

2-Performance goals negotiated with the Department of Labor and the State of California



# The Quick Look

## A Merced County Labor Market Review - December 2004

Welcome to the Merced County labor market review. The Quick Look has been developed by the Department of Workforce Investment staff for the Merced County Local Workforce Investment Board. The data and information is provided by the California Employment Development Department. Questions can be referred to the Department of Workforce Investment, 1880 West Wardrobe Avenue, Merced, CA 95340. Telephone (209) 724-2042. Email: pitd26@co.merced.ca.us

Labor Force and Industrial Employment						
Merced County	March 2003 Benchmark					
Data not adjusted for Seasonality	Dec 03	Oct 04	Nov 04	Dec 04	Percent	Change
			Revised	Prelim.	Month	Year
Civilian Labor Force (1)	90,000	93,600	93,700	92,800	-1.0%	3.1%
Civilian Employment	76,800	83,100	81,600	80,000	-2.0%	4.2%
Civilian Unemployment	13,200	10,400	12,100	12,800	5.8%	-3.0%
Civilian Unemployment Rate	14.6%	11.2%	12.9%	13.8%		
(CA Unemployment Rate)	6.2%	5.7%	5.7%	5.4%		
(U.S. Unemployment Rate)	5.4%	5.1%	5.2%	5.1%		
Total, All Industries	65,700	71,000	69,200	67,800	-2.0%	3.2%
Total Farm	9,000	12,500	10,500	9,100	-13.3%	1.1%
Total Nonfarm	56,700	58,500	58,700	58,700	0.0%	3.5%
Total Private	43,200	45,400	45,100	45,000	-0.2%	4.2%
Goods Producing	14,300	15,600	15,400	15,400	0.0%	7.7%
Natural Resources, Mining and Construction	3,200	3,600	3,500	3,700	5.7%	15.6%
Manufacturing	11,100	12,000	11,900	11,700	-1.7%	5.4%
Durable Goods	1,600	1,600	1,700	1,800	5.9%	12.5%
Nondurable Goods	9,500	10,400	10,200	9,900	-2.9%	4.2%
Food Man & Beverage & Tobacco	7,600	8,600	8,300	8,000	-3.6%	5.3%
Residual-Textile Mills	1,900	1,800	1,900	1,900	0.0%	0.0%
Service Providing	42,400	42,900	43,300	43,300	0.0%	2.1%
Trade, Transportation and Utilities	11,900	12,300	12,300	12,200	-0.8%	2.5%
Wholesale Trade	1,700	1,900	1,800	1,600	-11.1%	-5.9%
Retail Trade	7,800	7,800	8,000	8,100	1.3%	3.8%
Food and Beverage Stores	1,600	1,600	1,600	1,600	0.0%	0.0%
General Merchandise Stores	1,800	1,900	2,100	2,200	4.8%	22.2%
Residual-Miscellaneous Store Retailers	4,400	4,300	4,300	4,300	0.0%	-2.3%
Transportation, Warehousing and Utilities	2,400	2,600	2,500	2,500	0.0%	4.2%
Information	500	500	500	500	0.0%	0.0%
Financial Activities	1,600	1,600	1,600	1,600	0.0%	0.0%
Finance and Insurance	1,000	1,000	1,000	1,000	0.0%	0.0%
Real Estate and Rental and Leasing	600	600	600	600	0.0%	0.0%
Professional and Business Services	3,100	3,400	3,400	3,400	0.0%	9.7%
Educational and Health Services	5,600	5,500	5,400	5,400	0.0%	-3.6%
Leisure and Hospitality	4,500	4,700	4,700	4,700	0.0%	4.4%
Food Service and Drinking Places	3,700	3,800	3,800	3,800	0.0%	2.7%
Residual-Arts, Entertainment, and Recreation	800	900	900	900	0.0%	12.5%
Other Services	1,700	1,800	1,800	1,800	0.0%	5.9%
Government	13,500	13,100	13,600	13,700	0.7%	1.5%
Federal Government	800	800	800	800	0.0%	0.0%
State and Local Government	12,700	12,300	12,800	12,900	0.8%	1.6%
State Government	600	600	500	500	0.0%	-16.7%
Local Government	12,100	11,700	12,300	12,400	0.8%	2.5%

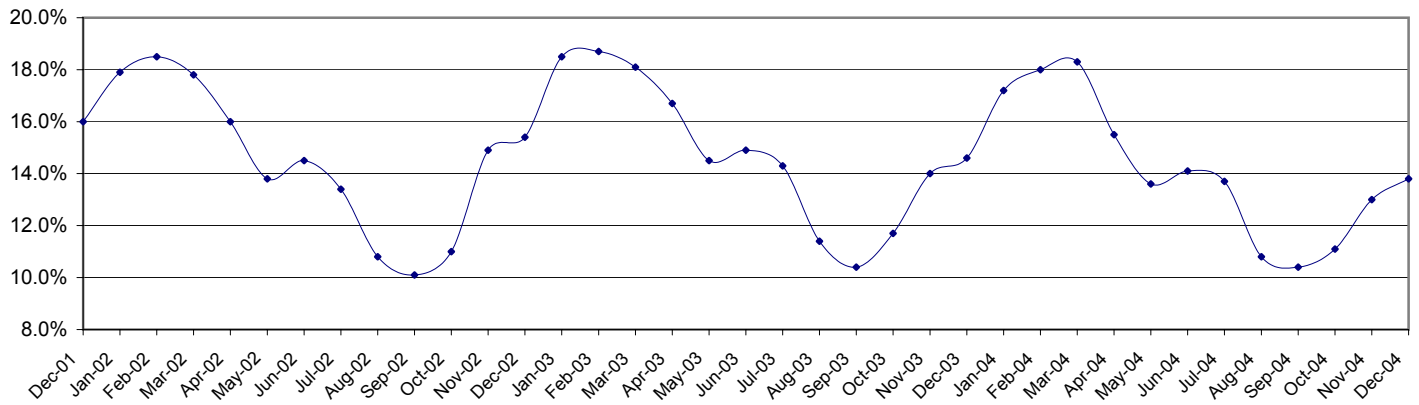
The County continues with one of the highest unemployment rates in the State, ranking 54th out of 58 counties in the Month of November. The preliminary result is an increase of 0.8 percentage point in the unemployment rate from the revised November rate. This preliminary figure is a decrease of 0.8 percentage point from the unemployment rate of one year ago.

Overall, the County's Labor Force decreased by 900 persons over last month's figure. Industrial employment decrease by 1,400 jobs in December over November's figures.

## The Quick Look

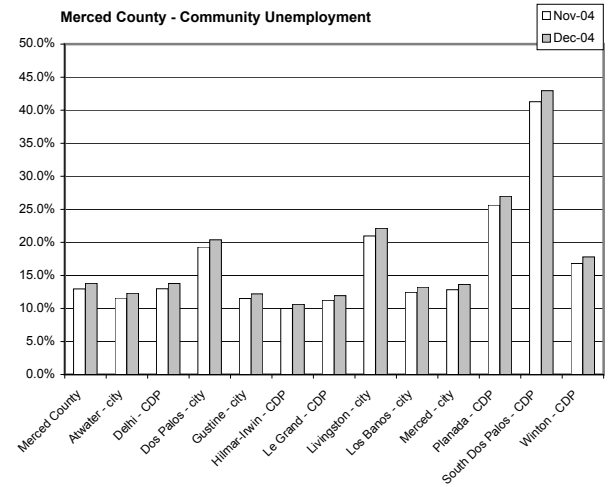
### A Merced County Labor Market Review - December 2004

**Merced County Unemployment Rate  
Historical Trend**



### Sub County average unemployment rates for the county, cities, and municipalities.

Area Name	Labor Force	Employment	Unemployment	
			Number	Rate
Merced County	92,800	80,000	12,800	13.8%
Atwater - city	10,900	9,560	1,340	12.3%
Delhi - CDP	1,690	1,460	230	13.8%
Dos Palos - city	2,110	1,680	430	20.4%
Gustine - city	2,060	1,810	250	12.2%
Hilmar-Irwin - CDP	1,900	1,700	200	10.6%
Le Grand - CDP	560	490	70	11.9%
Livingston - city	4,330	3,370	960	22.1%
Los Banos - city	7,900	6,860	1,040	13.2%
Merced - city	28,180	24,340	3,840	13.6%
Planada - CDP	1,900	1,390	510	27.0%
South Dos Palos - CDP	580	330	250	43.0%
Winton - CDP	3,700	3,040	660	17.8%



QuickLook at the Seven Counties: Merced County's workforce has grown over the past 20 years reflecting improvement of the County's economic well being; however, unemployment remains a consistent barrier to greater prosperity. Average Unemployment has fluctuated from a yearly low of 12.8 percent to a yearly high of 17.3 percent in 1992. Between the years 1990 to 2003 Merced County's average unemployment was 15.2 percent.

The County's unemployment rate is the fifth highest in the state. Merced County saw an increase in the unemployment rate of 0.8 percentage point above November's revised unemployment rate. Three counties (Merced, Mariposa, and San Benito) saw increases in their unemployment rate. Three counties (Madera, San Joaquin, and Stanislaus) unemployment rate remain stable. Fresno county unemployment rate saw a decrease.

### Seven County Quick Look

County	Rank	Labor Force	Employ	Unemploy	Rate
Merced	54	92,800	80,000	12,800	13.8%
Madera	44	56,400	50,200	6,200	11.0%
Mariposa	37	6,970	6,390	590	8.4%
Fresno	49	393,100	344,400	48,700	12.4%
San Benito	39	28,310	25,870	2,440	8.6%
San Joaquin	41	283,600	257,000	26,600	9.4%
Stanislaus	42	215,800	193,100	22,800	10.5%

**Seven County Unemployment Rate**

