

**Quality Employment and Development Ad Hoc
Committee Meeting**

**Dept. of Workforce Investment Small Conference Room
1880 Wardrobe Ave, Merced, CA 95341
Wednesday, April 14, 2010, 3:30-4:30 p.m.
Meeting Agenda**



**WORKFORCE
INVESTMENT BOARD
MERCED COUNTY**

<http://www.mercedwib.com>

1. Greetings Steve Newvine
2. Information and Discussion
 - a. Strategic Scorecard Brian Cutler
 - 1) Participant Report Brian Cutler
 - b. Contracts and Proposals Brian Cutler
 - 1) Merced College Training Courses..... Joanne Presnell
 - 2) Commerce Aviation & Economic Development Business Expansion Activities... Joanne Presnell
 - c. Conducting the Business Customer Satisfaction Survey..... Brian Cutler
3. Recommendations to Executive Committee/WIB Steve Newvine (3 min)
4. Chair Comments Steve Newvine (2 min)
5. Next Meeting (Quality Employment Development Committee) – Wednesday May 12, 2010 at 3:30.....
6. Adjourn

TO: QUED

DATE: 4/14/10

FROM: WIB Staff

For Discussion

For Action

For Information

SUBJECT: Participant Report

PROPOSED OUTCOME(S): Information only.

DISCUSSION: Attached is a participant report for the time period July 2009 to January 2010, which reflects the number of participants enrolled and exited (and how they entered and exited the programs) within specific grant codes. The attached report is a comparison of the actual participant numbers with 58.33% of the program year expended and tentative projections, which include additional participants for ARRA funding. Modification 10 of the Five Year Strategic Plan was approved by the Board of Supervisors on March 16, 2010. At the next scheduled QUED meeting the new report will be provided with the new plan numbers for FY 2009/2010.

This report is a monthly “snapshot” of the Workforce Investment Act (WIA) programs. Non-WIA services and Supportive services reflect other trainings and services where WIA funds were used to help participants with supplies, materials, transportation, childcare, and other necessary expenses allowed by the WIA.

**ATTACHMENT(S):
Participant Report**

WIA PARTICIPANT SUMMARY REPORT - FORMULA GRANTS

PY 2009/10 - January 2010

Report Range 07/2009 to 01/2010

58.33% of Plan Year Expended

	Adult (201)			Dislocated Worker (501)		
	Actual	Planned	Per Cent	Actual	Planned	Per Cent
Total Participants	364	523	69.6%	303	208	145.7%
Participants Carried In	253	271	93.4%	157	70	224.3%
New Participants Entering Grant	111	252	44.0%	146	138	105.8%
Total Participants Exiting WI	55	318	17.3%	36	161	22.4%
Entered Unsubsidized Employment	29	299	9.7%	28	140	20.0%
Training Related	27	85	31.8%	7	53	13.2%
Other Exits*	11	19	57.9%	5	21	23.8%
Program Activities/Services Summary						
Core Services (Registered)	363	466	77.9%	302	135	223.7%
Intensive Services	322	216	149.1%	283	122	232.0%
Training Services**	70	110	63.6%	158	93	169.9%
Non-WIA Funded Services	194			40		
Supportive Services	311			226		

	Older Youth (301)				
	Older Youth	Younger Youth	Actual Total	Planned	Per Cent
Total Participants	178	467	645	490	131.6%
Participants Carried In	118	286	404	310	130.3%
New Participants Entering Grant	60	181	241	180	133.9%
Total Participants Exiting WI	10	56	66	102	64.7%
Entered Unsubsidized Employment	5	13	18	35	51.4%
Training Related	3	4	7	15	46.7%
Entered Post-Secondary Education	1	34	35	40	87.5%
Entered Advanced Training		3	3	7	42.9%
Attained High School Diploma/GED	1	36	37	55	67.3%
Other Exits	1	11	12	5	240.0%
Program Activities/Services Summary					
Goals Set (Younger Youth Only)**		278	278		

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

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

***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 2009/10 - January 2010

Report Range 07/2009 to 01/2010

	Federal LVN Grant (907)	**WIA DW Augment (307)	WIA 15% CalGRIP (414)	CalGRIP Younger Youth (417)
Total Participants	85	121	17	24
Participants Carried In				
New Participants Entering Grant	85	121	17	24
Total Participants Exiting WI	42	25	6	1
Entered Unsubsidized Employment	15	22	4	
Training Related	30	6		
Entered Military Service				
Entered Qualified Apprenticeship Program				
Entered Post-Secondary Education	1	2		
Entered Advanced Training				
Attained Recognized Certificate/Diploma/Degree	29	9	1	1
Attained High School Diploma/GED				1
Returned to Secondary School (Youth Only)				
Exits Excluded from Performance				
Other Exits	8	1	2	
Program Activities/Services Summary				
Core Services (Registered)	84	117		
Intensive Services	80	112	16	22
Training Services*		76		
Non-WIA Funded Services	79	15	2	
Supportive Services	85	113	6	1
Youth Services			15	24
Concurrent Program Participants	12	121	4	1
Individual Training Accounts		2		
Goals Set (Younger Youth Only)				

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

****Dislocated Worker Augmentation Participants may be co-enrolled in formula Dislocated Worker Grant**

WIA PARTICIPANT CHARACTERISTICS SUMMARY
Report Period: 7/2009 to 1/2010
FORMULA GRANTS

	ADULT		DISLOCATED WORKER		301 OLDER YOUTH		301 YOUNGER YOUTH		TOTAL (ALL GRANT CODES)	
	#	%	#	%	#	%	#	%	#	%
Total	364	100.0%	303	100.0%	195	100.0%	467	100.0%	1,329	100.0%
Female	255	70.1%	115	38.0%	99	50.8%	248	53.1%	717	54.0%
Male	109	29.9%	188	62.0%	96	49.2%	219	46.9%	612	46.0%
Age										
14-18	7	1.9%	1	0.3%	21	10.8%	467	100.0%	496	37.3%
19-21	21	5.8%	5	1.7%	174	89.2%			200	15.0%
22-29	125	34.3%	50	16.5%					175	13.2%
30-44	133	36.5%	120	39.6%					253	19.0%
45-54	53	14.6%	89	29.4%					142	10.7%
55-61	21	5.8%	36	11.9%					57	4.3%
62-64	3	0.8%	2	0.7%					5	0.4%
65 and over	1	0.3%							1	0.1%
Race/Ethnicity										
American Indian / Alaskan Native	9	2.5%	6	2.0%	3	1.5%	2	0.4%	20	1.5%
Asian	34	9.3%	18	5.9%	19	9.7%	122	26.1%	193	14.5%
Black / African American	23	6.3%	16	5.3%	16	8.2%	30	6.4%	85	6.4%
Hawaiian Native/Other Pacific Islander	7	1.9%	2	0.7%	2	1.0%	1	0.2%	12	0.9%
White	161	44.2%	144	47.5%	27	13.8%	45	9.6%	377	28.4%
Ethnicity Hispanic or Latino	143	39.3%	132	43.6%	133	68.2%	276	59.1%	684	51.5%
Labor Force Status										
Employed	129	35.4%	40	13.2%	15	7.7%	4	0.9%	188	14.1%
Unemployed	235	64.6%	262	86.5%	180	92.3%	462	98.9%	1,139	85.7%
UI Claimant	41	11.3%	245	80.9%	4	2.1%	1	0.2%	291	21.9%
UI Exhaustee	10	2.7%	16	5.3%			1	0.2%	27	2.0%
Barriers to Employment										
Disabled	7	1.9%	2	0.7%	5	2.6%	24	5.1%	38	2.9%
Limited English Proficiency			1	0.3%	5	2.6%	8	1.7%	14	1.1%
Single Parent	82	22.5%	42	13.9%	33	16.9%	13	2.8%	170	12.8%
Work Profiling Reempl. Services Referral	1	0.3%	28	9.2%	1	0.5%	1	0.2%	31	2.3%
Low Income	228	62.6%	143	47.2%	174	89.2%	446	95.5%	991	74.6%
Displaced Homemaker										
Offender	14	3.8%	9	3.0%	18	9.2%	35	7.5%	76	5.7%
Homeless	3	0.8%	1	0.3%	7	3.6%	9	1.9%	20	1.5%
Runaway Youth					3	1.5%	9	1.9%	12	0.9%
Pregnant Parenting Youth					54	27.7%	25	5.4%	79	5.9%
Youth Needing Additional Assistance					194	99.5%	463	99.1%	657	49.4%
Basic Literacy Skills Deficient	94	25.8%	125	41.3%	156	80.0%	353	75.6%	728	54.8%
Substance Abuse	1	0.3%			3	1.5%	13	2.8%	17	1.3%
Foster Youth					4	2.1%	8	1.7%	12	0.9%

WIA PARTICIPANT CHARACTERISTICS SUMMARY
Report Period: 7/2009 to 1/2010
OTHER GRANTS AND CONTRACTS

	FEDERAL LVN GRANT (907)		WIA 15% DISPLACED WORKER AUGMENTATION (307)		WIA 15% CALGRIP (414)		WIA 15% CALGRIP YOUNGER YOUTH (417)		TOTAL (ALL GRANT CODES)	
	#	%	#	%	#	%	#	%	#	%
Total	85	100.0%	121	100.0%	17	100.0%	24	100.0%	247	100.0%
Female	80	94.1%	46	38.0%	7	41.2%	4	16.7%	137	55.5%
Male	5	5.9%	75	62.0%	10	58.8%	20	83.3%	110	44.5%
Age										
14-18					5	29.4%	24	100.0%	29	11.7%
19-21	2	2.4%	2	1.7%	9	52.9%			13	5.3%
22-29	39	45.9%	21	17.4%	3	17.6%			63	25.5%
30-44	32	37.6%	52	43.0%					84	34.0%
45-54	10	11.8%	35	28.9%					45	18.2%
55-61	2	2.4%	11	9.1%					13	5.3%
62-64										
65 and over										
Race/Ethnicity										
American Indian / Alaskan Native			3	2.5%					3	1.2%
Asian	28	32.9%	5	4.1%			1	4.2%	34	13.8%
Black / African American	5	5.9%	7	5.8%	2	11.8%	4	16.7%	18	7.3%
Hawaiian Native/Other Pacific Islander	4	4.7%	1	0.8%					5	2.0%
White	26	30.6%	60	49.6%	2	11.8%	1	4.2%	89	36.0%
Ethnicity Hispanic or Latino	27	31.8%	50	41.3%	13	76.5%	18	75.0%	108	43.7%
Labor Force Status										
Employed	63	74.1%	5	4.1%	1	5.9%			69	27.9%
Unemployed	22	25.9%	115	95.0%	16	94.1%	24	100.0%	177	71.7%
UI Claimant			109	90.1%					109	44.1%
UI Exhaustee	1	1.2%	7	5.8%					8	3.2%
Barriers to Employment										
Disabled	1	1.2%	1	0.8%	1	5.9%	1	4.2%	4	1.6%
Limited English Proficiency	1	1.2%					3	12.5%	4	1.6%
Single Parent	23	27.1%	16	13.2%	5	29.4%	1	4.2%	45	18.2%
Work Profiling Reempl. Services Referral			5	4.1%					5	2.0%
Low Income	36	42.4%	54	44.6%	17	100.0%	23	95.8%	130	52.6%
Displaced Homemaker										
Offender			4	3.3%	9	52.9%	22	91.7%	35	14.2%
Homeless										
Runaway Youth							4	16.7%	4	1.6%
Pregnant Parenting Youth					8	47.1%	3	12.5%	11	4.5%
Youth Needing Additional Assistance					15	88.2%	23	95.8%	38	15.4%
Basic Literacy Skills Deficient	11	12.9%	60	49.6%	16	94.1%	19	79.2%	106	42.9%
Substance Abuse							4	16.7%	4	1.6%
Foster Youth					1	5.9%			1	0.4%

TO: QUED

DATE: 4/14/10

FROM: WIB Staff

- For Discussion**
- For Action**
- For Information**

SUBJECT: Merced College Training Courses

PROPOSED MOTION(S): For Information and discussion

DISCUSSION: Following a recent discussion with Merced College and the Department of Workforce Investment it was determined there is a potential for training contracts. Merced College is looking into the feasibility of providing trainings in the WIB identified industries. The cost of each course, the maximum amount of students per class, or when the courses would be delivered is not yet determined. Listed below are the types of trainings that are being considered.

- **LVN to RN**
- **Pediatric Sonographer**
- **Diesel Mechanic - 2 semester certificate**
- **Heavy Equipment (mechanized ag)- 2 semester certificate**
- **HVAC – 2 semester certificate**
- **Child Development**
- **Lab Technician (Food or medical)**
- **Phlebotomy**
- **Thrive and Survive (10 classes with 6 in Merced and 4 in LB)**

ATTACHMENT(S): None

TO: QUED

DATE: 4/14/10

FROM: WIB Staff

For Discussion

For Action

For Information

SUBJECT: Commerce, Aviation and Economic Development (CAED) Business Retention and Expansion Program Proposal.

FOR OUTCOME(S): Recommend to the Executive Committee how to move forward with the Business Retention and Expansion program proposed by Commerce, Aviation and Economic Development (CAED).

DISCUSSION: The goal of CAED is to participate in activities leading to the expansion of job opportunities in Merced County and facilitating the resources necessary to sustain and expand existing businesses. The primary goal is a healthy local economy and an improved business climate. By partnering with the Department of Workforce (WI) this goal can be expanded. The partnership would also promote business retention and job growth by identifying the concerns and barriers to survival and growth facing local business. Business visits will be conducted, with follow-up and on-going business support by building a local database from the information collected on the businesses.

In order to facilitate this process Commerce, Aviation and Economic Development (CAED) has requested funding from Department of Workforce (WI) to hire a student intern, for the use of a computer, office supplies and equipment, and the use of a county van. The funding provided by the Department of Workforce (WI) will not exceed \$27,702. The funding would be from July 2010 through June 2011.

ATTACHMENT(S): Proposal available at meeting

TO: QUED

DATE: 4/14/10

FROM: WIB Staff

For Action

For Information

For Discussion

SUBJECT: Conducting Business Customer Satisfaction Survey

PROPOSED OUTCOME(S): Information and Discussion.

DISCUSSION: The Quality Employment and Development Committee launched the survey on December 29, 2009 and was completed on January 15, 2010. The On-Line Business Customer Satisfaction Survey was sent to employers, and while the results were overwhelmingly positive there were only six businesses that completed the survey. The Executive Committee decided to send the survey out again in two or three months with phone calls as follow-up and to encourage more respondents.

ATTACHMENT(S):

Business Survey

How are we doing?

1 Business Name:

2 Which of our services have you used? (Check all that apply)

- Employment Screening/Selective Recruitment
- Referral of Job Seekers
- Interview Rooms/Scheduling of Candidates
- Referral Services to Community Resources
- On-the-Job Training: (OJT)
- Upgrade Skills and Training
- Incumbent Worker Training
- Consultation and Outplacement
- Enterprise Zone Tax Credits
- Work Opportunity Tax Credit (WOTC)
- Labor Market & Wage Information

Please check the appropriate box to rate our service in the following areas.

3 Information Recieved?

- Excellent
- Good
- Fair
- Poor

4 Courtesy of staff?

- Excellent
- Good
- Fair
- Poor

5 Quality of overall service?

- Excellent

- Good
 - Fair
 - Poor
 - N/A
-

6 Quality of facility/programs?

- Excellent
 - Good
 - Fair
 - Poor
 - N/A
-

7 Did you get a timely response?

- Excellent
 - Good
 - Fair
 - Poor
 - N/A
-

8 Were staff knowledgeable?

- Excellent
 - Good
 - Fair
 - Poor
 - N/A
-

9 Who is the Business Resource Representative that you have worked with at Merced County Dept. of Workforce Investment/Worknet?

- David Heyer
- Eve Snelling
- Elena Blanton
- Emily Tolsma
- Johnny Valadez
- Martin Gomez-Benitez
- Roberta Anderson
- Other, please specify

10 When was the last time you were contacted by a Business Resource Representative? Within the last:

- 3 Months
- 6 Months
- 9 Months
- 12 Months

11 Would you recommend our services to other businesses?

Why you would/would not recommend our services to others?

12 How did you hear about us?

13 Which services would you be interested in? (Check all that apply)

- Employment Screening/Selective Recruitment
- Referral of Job Seekers
- Interview Rooms/Scheduling of Candidates
- Referral Services to Community Resources
- On-the-Job Training: (OJT)
- Upgrade Skills and Training
- Incumbent Worker Training
- Consultation and Outplacement
- Enterprise Zone Tax Credits
- Work Opportunity Tax Credit (WOTC)
- Labor Market & Wage Information

14 Comments:

