

**Quality Employment and Development
Committee**

Dept. of Workforce Investment Small Conference Room

1880 Wardrobe Ave, Merced, CA 95341

Thursday, July 16, 2009, 3:30-5:00 p.m.

Meeting Agenda



**WORKFORCE
INVESTMENT BOARD
MERCED COUNTY**

<http://www.mercedwib.com>

-
1. Greetings Steve Newvine
 2. Committee Direction Staff
 3. Mission Statement Brian Cutler
 4. Reports
 - a. Worknet Leadership Team..... Brian Cutler
 - i. Recertification-Debrief of Feedback Report Joanne Presnell
 - ii. Strategic Planning (MaryAnn Pranke)..... Joanne Presnell
 5. Recruitment for Quality Employment and Development Committee Brian Cutler
 6. California New Start Sub-Grant..... Brian Cutler
 7. American Recovery and Reinvestment Act (ARRA)
 - a. Regionalization to Increase Training Capacity Staff
 - b. Computer Literacy Lab – Merced Adult School..... Staff
 - c. Auto Mechanic/Alternative Fuels – Merced College Staff
 - d. Waste Water Management – Merced College Staff
 - e. Department of Labor Grants Brian Cutler
 8. Policy Review None
 9. Discussion
 - a. Customer Service/Satisfaction Staff
 - b. Participant Reports Brian Cutler
 - c. Performance (Waiver-Regression Model) Brian Cutler
 - d. Future Meetings Brian Cutler
 10. Recommendations to Executive Committee/WIB Steve Newvine
 11. Chair Comments..... (5 min)
 12. Next Meeting – Wednesday August 12, 2009 at 3:30.....
 13. Adjourn

Date: 7/16/90

Information Paper - Quality Employment and Development Committee

Agenda Item: 3

Subject: Mission Statement

Discussion:

Proposed mission statement: Develop and institute policies that promote effectiveness, quality and continuous improvement in our One-Stops and programs that produce positive employment outcomes.

Compare the proposed mission statement to the agenda topics to make sure all topics are covered in the statement.

Proposed Recommendation(s):

Recommend a mission statement for this committee to the Executive Committee.

Attachment(s): N/A

Date: 7/16/90

Information Paper - Quality Employment and Development Committee

Agenda Item: 6

Subject: New Start – Prison-to-Employment

Discussion:

The Merced Department of Workforce Investment is the subrecipient of additional State funding in the amount of \$40,109. The purpose is to improve vocational aptitude of offenders while in custody, and increase the likelihood of their secured employment upon release from prison. In addition, the program establishes partnerships with a network of local career centers, and connects parolees to local employment opportunities.

The Local Workforce Investment Board (WIB) shall:

- Provide funds to its One-Stop Career Centers to serve the parolee population with core, intensive and training services as deemed appropriate for the parolee.
- Participate in Parole and Community Team local meetings coordinated by the California Department of Corrections and Rehabilitation (CDCR) Division of Adult Parole Operations (DAPO)
- Market the employability of parolees to prospective employers.
- Participate in employer stakeholder forums with CDCR.
- Create lists of employers ready to hire parolees, and maintain the list as additional employers are identified.
- Submit a 3-5 page plan by September 1, 2009, detailing how funding will be utilized to serve parolees.

Proposed Recommendation(s):

Review Options for this new funding and make recommendation to WIB

Attachment(s): N/A



Worknet Customer Service & Satisfaction Report For All Locations May 2009

Volume 10
No. 5

Merced County Department of Workforce Investment

Daily Sign-ins

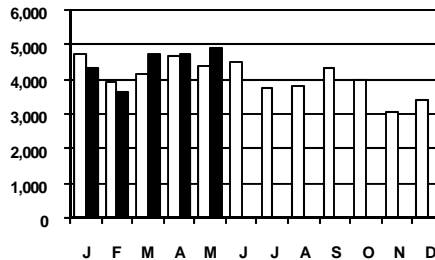
Daily sign-ins for May totaled 4,894, up 182 from the previous month and up 511 from May 2008. Daily sign-ins for the month of May are above the 6 year average.

May's 6 year average: 4,138

2008 annual average: 4,058

Daily Sign-ins
2008 & 2009

□ Daily Sign-ins (2008)
■ Daily Sign-ins (2009)



Return Visits

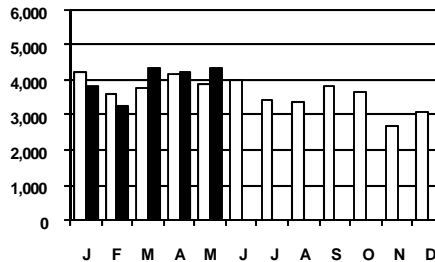
Return visits for May totaled 4,347, up 101 from the previous month and up 469 from May 2008. Return visits for the month of May are above the 6 year average.

May's 6 year average: 3,831

2008 annual average: 3,647

Returning Visitors
2008 & 2009

□ Returning Visitors (2008)
■ Returning Visitors (2009)



First Visits

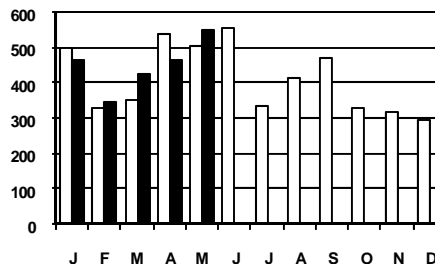
First Visits for May totaled 547, up 81 from the previous month and up 42 from May 2008. First Visits for the month of May are above the 6 year average.

May's 6 year average: 307

2008 annual average: 411

First Visits
2008 & 2009

□ First Visits (2008)
■ First Visits (2009)



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Customer Flow for May 2009

All Locations

- On average, Thursdays were the busiest days of the week, averaging 263 customers per day. (Weekly Average: 1,202 customers)

Merced (including Wardrobe Avenue Office)

- Tuesdays were the busiest day of the week, with an average of 156 customers per day. (Weekly Average: 689 customers).

Los Banos

- Thursdays were the busiest day of the week, with an average of 119 customers per day (Weekly Average: 513 customers).

Notes:

- As of May, 2009, Merced Customer Flow includes visitors at the Wardrobe Avenue Office, and we are tracking a new metric: Summer Employment visits.
- A single Saturday event serving 84 summer youth customers at the Wardrobe office is not included in the customer flow data above, but does appear in all other visit totals.



**Worknet
Customer Service & Satisfaction Report
For All Locations
May 2009**

Merced County Department of Workforce Investment

**Marketing advertisements for
May 2009**

** The Bus*

Worknet signs inside buses

** Merced Sun-Star*

*Worknet Ads in Wednesday, Friday,
and Saturday editions*

How did you hear about us?

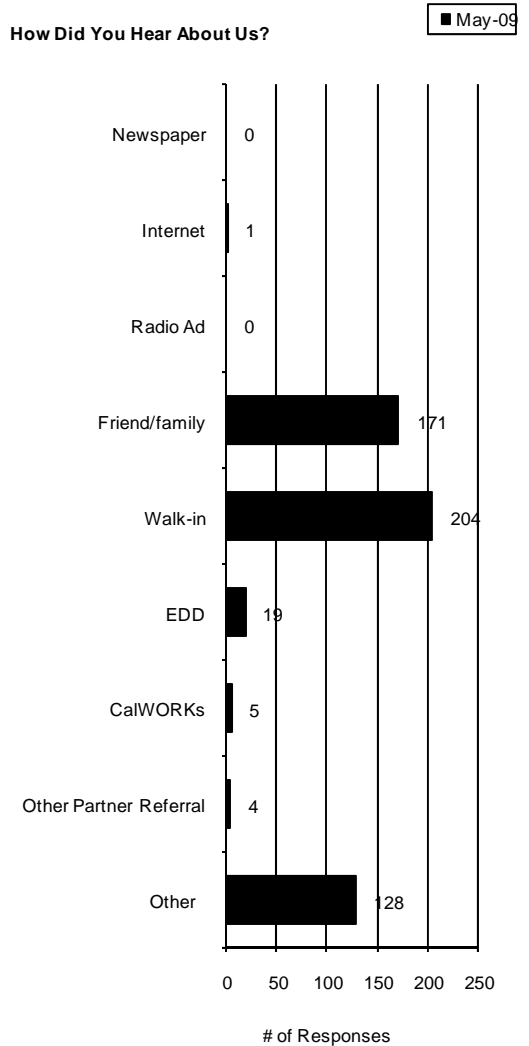
Responses from first-time visitors

In May, our first time visitors responded most often that they were walk-in visitors to Worknet offices., with 204 customers providing this response.

An additional 171 visitors responded that they heard about Worknet from friends or family

Of the 128 visitors whose responses were classed as "Other," all who were visiting the Los Banos Worknet Offices wrote "City of Los Banos" on the response form. Most visiting the Merced Worknet Offices wrote "Summer Youth" on the response form. Other Merced visitors wrote "TSC", "Merced College", "Yosemite", or "Central Coast Alliance" on the response form.

How Did You Hear About Us?



*In May, 100.00 percent of our
customers responding would refer
our services to others*

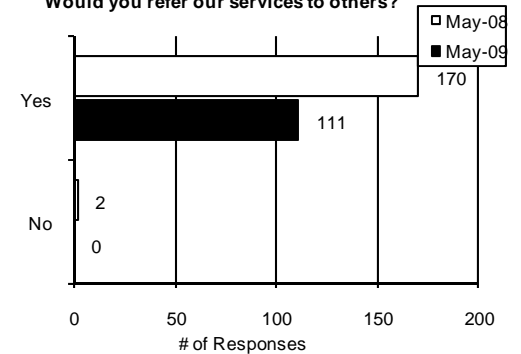
Would you refer our services to others?

Of those responding to this question, 100.00 percent of our customers would refer our services to others.

PY 06/07 annual average: 98.36%

PY 07/08 annual average: 98.79%

Would you refer our services to others?



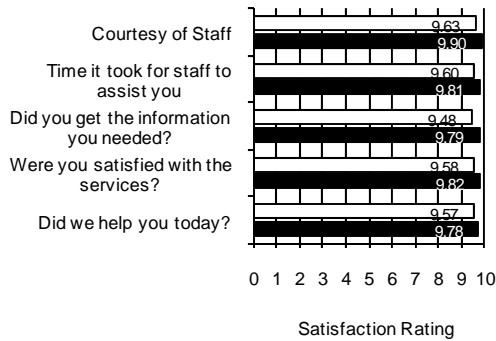


**Worknet
Customer Service & Satisfaction Report
For All Locations
May 2009**

Merced County Department of Workforce Investment

Customer Satisfaction

□ May-08
■ May-09



Customer Satisfaction Ratings

We received 120 surveys with responses to customer satisfaction questions in the month of May.

Consistently we see overall ratings for all questions in this category to be greater than 9.78 out of 10.

One questionnaire contained a response of 5 or less.

“Consistently we see overall ratings for all questions in this category to be greater than 9.78 out of 10.”

Return Rate For Customer Satisfaction Survey

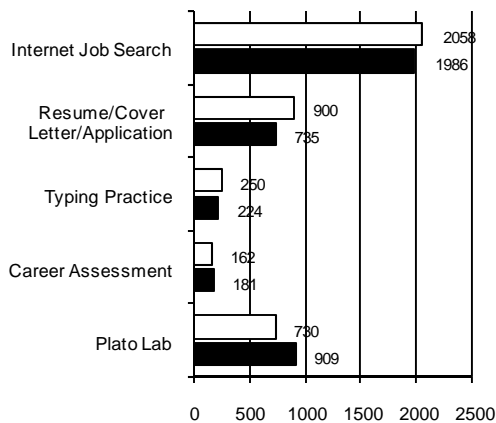
Both Locations: 2.45%

Merced: 1.94%

Los Banos: 3.46%

What Did Our Customer Use? Computer Services

□ May-08
■ May-09



How our customers use our services

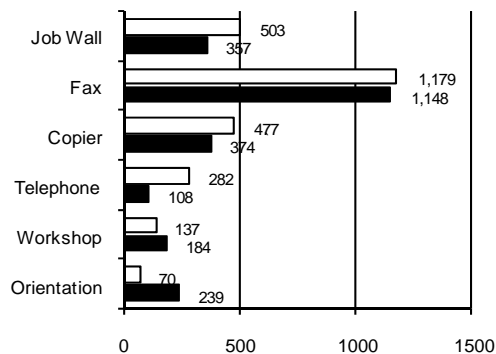
Computer related services are always the ones most used by our customers, with customers using one or more such services 4,035 times in May.

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

1,148 customers used our Fax service at Worknet in the month of May.

What Did Our Customer Use? Non-Computer Services

□ May-08
■ May-09



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



Worknet
Customer Service & Satisfaction Report
For All Locations
May 2009

Merced County Department of Workforce Investment

Customer Service/Satisfaction Summary Data - All Locations

	May-08	Mar-09	Apr-09	May-09
Return Visits	3,878	4,320	4,246	4,347
First Visits	505	423	466	547
Total Visits	4,383	4,743	4,712	4,894
Total Visitors	2,066	1,923	1,988	2,213
How did you hear about us?				
Newspaper	0	1	1	0
Internet	1	2	0	1
Radio Ad	0	0	0	0
Friend/family	93	192	122	171
Walk-in	193	153	154	204
EDD	13	24	21	19
CalWORKs	14	21	5	5
Other Partner Referral	20	3	2	4
Other	172	37	51	128
What did our customers use?				
Internet Job Search	2,058	2,377	2,107	1,986
Resume/Cover Letter/Application	900	840	661	735
Typing Practice	250	190	199	224
Career Assessment	162	151	136	181
Job Wall	503	442	400	357
Fax	1,179	1,355	1,025	1,148
Copier	477	457	385	374
Telephone	282	105	92	108
Plato Lab	730	959	1,016	909
Workshop	137	212	153	184
Orientation	70	128	119	239
Staff Appointment	354	328	292	297
Special Class	75	107	297	146
EDD/Unemployment	133	143	112	109
Certificate Test	106	51	52	81
Summer Employment			33	518
Customer Satisfaction				
Courtesy of Staff	9.63	9.82	9.90	9.90
Time it took for staff to assist you	9.60	9.81	9.88	9.81
Did you get the information you needed?	9.48	9.75	9.94	9.79
Were you satisfied with the services?	9.58	9.80	9.97	9.82
Did we help you today?	9.57	9.79	9.94	9.78
Would you refer our services to others?				
Yes	170	215	125	111
No	2	0	2	0



Worknet
 Customer Service & Satisfaction Report
 For All Locations
 May 2009

Merced County Department of Workforce Investment

Customer Service/Satisfaction Summary Data - Individual Locations

Who were our visitors	Merced	Los Banos	Wardrobe	All Locations
Return Visits	2,272	1,874	201	4,347
First Visits	251	179	117	547
Total Visits	2,523	2,053	318	4,894
Total Visitors	1,198	759	256	2,213
How did you hear about us?				
Newspaper	0	0	0	0
Internet	1	0	0	1
Radio Ad	0	0	0	0
Friend/family	20	150	1	171
Walk-in	135	0	69	204
EDD	8	9	2	19
CalWORKs	2	0	3	5
Other Partner Referral	0	0	4	4
Other	76	22	30	128
What did our customers use?				
Internet Job Search	1,166	743	77	1,986
Resume / Cover Letter / Application	397	338	0	735
Typing Practice	95	126	3	224
Career Assessment	114	61	6	181
Job Wall	254	101	2	357
Fax	713	423	12	1,148
Copier	274	100	0	374
Telephone	14	93	1	108
Plato Lab	266	638	5	909
Workshop	137	47	0	184
Orientation	85	72	82	239
Staff Appointment	123	174	0	297
Special Class	15	131	0	146
EDD/Unemployment	68	41	0	109
Certificate Test	30	45	6	81
Summer Employment	93	217	208	518
Customer Satisfaction				
Courtesy of Staff	9.84	9.94	0.00	9.90
Time it took for staff to assist you	9.69	9.89	0.00	9.81
Did you get the information you needed?	9.53	9.97	0.00	9.79
Were you satisfied with the services?	9.63	9.96	0.00	9.82
Did we help you today?	9.59	9.91	0.00	9.78
Would you refer our services to others?				
Yes	45	66	0	111
No	0	0	0	0



Worknet
Customer Service & Satisfaction Report
For All Locations
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Suggestions

More brochures for information
You are great!
it is already very good!
you are a big help!
so far so good!
it is great!
over all awesome!
I am learning a lot!!!
Yes i think it would benefit worknet and clients if you offered a "money Management" workshop especially if you offer Financial Aid to them.
Very good service.
Add more languages to computer at sign in.
Have a few computers with flash drive accessibility.
No your services is excellent.
At the computers you have a sign in sheet. It would be better to have a PC displaying available PCS. I feel peoples privacy could be better kept by PC instead of sign in sheet.
Too new to know.
Excellent info very helpful services.
Have at least 1 person to help lab from 12-1p
Longer hours
great services
doing a great job
Staff was great i am no longer confused.
No, you guys are doing great.
to have more resume and interview workshop classes available.



Worknet
Customer Service & Satisfaction Report
For All Locations
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Concerns

get me a job!
You have done so much already!
Keep it up.
My wife is Korean and there is no one here to help her in Korean like there is for Spanish.
No you all cover everything that employment concern.
Too new to know.
Job search.
So far, so good!
Only one succeeding in getting me a job.

WIA PARTICIPANT SUMMARY REPORT - FORMULA GRANTS

PY 2008/09 - May 2009

Report Range 07/2008 to 05/2009

91.67% of Plan Year Expended

	Adult (201)			Dislocated Worker (501)		
	Actual	Planned	Per Cent	Actual	Planned	Per Cent
Total Participants	513	523	98.1%	182	208	87.5%
Participants Carried In	310	271	114.4%	69	70	98.6%
New Participants Entering Grant	203	252	80.6%	113	138	81.9%
Total Participants Exiting WI	276	318	86.8%	62	161	38.5%
Entered Unsubsidized Employment	169	299	56.5%	47	140	33.6%
Training Related	48	85	56.5%	3	53	5.7%
Other Exits*	21	19	110.5%	7	21	33.3%
Program Activities/Services Summary						
Core Services (Registered)	513	466	110.1%	182	135	134.8%
Intensive Services	275	216	127.3%	133	122	109.0%
Training Services**	35	110	31.8%	41	93	44.1%
Non-WIA Funded Services	172			26		
Supportive Services	229			76		

	Older Youth (301)				
	Older Youth	Younger Youth	Actual Total	Planned	Per Cent
Total Participants	162	337	499	490	101.8%
Participants Carried In	104	204	308	310	99.4%
New Participants Entering Grant	58	133	191	180	106.1%
Total Participants Exiting WI	38	68	106	102	103.9%
Entered Unsubsidized Employment	11	9	20	35	57.1%
Training Related	2	1	3	15	20.0%
Entered Post-Secondary Education	10	40	50	40	125.0%
Entered Advanced Training	3		3	7	42.9%
Attained High School Diploma/GED	3	40	43	55	78.2%
Other Exits	5	6	11	5	220.0%
Program Activities/Services Summary					
Goals Set (Younger Youth Only)**		231	231		

*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 2008/09 - May 2009

Report Range 07/2008 to 05/2009

	Federal LVN Grant (907)	SJC Manufacturing (914)	WIA 15% CalGRIP (414)	CalGRIP Younger Youth (417)
Total Participants	85	19	14	22
Participants Carried In				
New Participants Entering Grant	85	19	14	22
Total Participants Exiting WI	33	16		
Entered Unsubsidized Employment	14	12		
Training Related	25	8		
Entered Military Service				
Entered Qualified Apprenticeship Program				
Entered Post-Secondary Education				
Entered Advanced Training				
Attained Recognized Certificate/Diploma/Degree	23	14		
Attained High School Diploma/GED				
Returned to Secondary School (Youth Only)				
Exits Excluded from Performance				
Other Exits	4	4		
Program Activities/Services Summary				
Core Services (Registered)	84	19		
Intensive Services	80	19	14	22
Training Services*		8		
Non-WIA Funded Services	79	10	2	
Supportive Services	85	19	4	1
Youth Services			12	22
Concurrent Program Participants	12	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 5/2009

FORMULA GRANTS

	ADULT		DISLOCATED WORKER		301 OLDER YOUTH		301 YOUNGER YOUTH		TOTAL (ALL GRANT CODES)	
	#	%	#	%	#	%	#	%	#	%
Total	513	100.0%	182	100.0%	174	100.0%	337	100.0%	1,206	100.0%
Female	371	72.3%	98	53.8%	102	58.6%	169	50.1%	740	61.4%
Male	142	27.7%	84	46.2%	72	41.4%	168	49.9%	466	38.6%
Age										
14-18	43	8.4%			17	9.8%	337	100.0%	397	32.9%
19-21	52	10.1%	5	2.7%	157	90.2%			214	17.7%
22-29	159	31.0%	22	12.1%					181	15.0%
30-44	178	34.7%	67	36.8%					245	20.3%
45-54	58	11.3%	55	30.2%					113	9.4%
55-61	19	3.7%	32	17.6%					51	4.2%
62-64	2	0.4%							2	0.2%
65 and over	2	0.4%	1	0.5%					3	0.2%
Race/Ethnicity										
American Indian / Alaskan Native	6	1.2%	2	1.1%	1	0.6%	5	1.5%	14	1.2%
Asian	51	9.9%	7	3.8%	13	7.5%	69	20.5%	140	11.6%
Black / African American	26	5.1%	5	2.7%	10	5.7%	23	6.8%	64	5.3%
Hawaiian Native/Other Pacific Islander	13	2.5%	2	1.1%	2	1.1%	1	0.3%	18	1.5%
White	199	38.8%	78	42.9%	19	10.9%	43	12.8%	339	28.1%
Ethnicity Hispanic or Latino	242	47.2%	93	51.1%	131	75.3%	211	62.6%	677	56.1%
Labor Force Status										
Employed	184	35.9%	6	3.3%	17	9.8%	5	1.5%	212	17.6%
Unemployed	329	64.1%	175	96.2%	157	90.2%	332	98.5%	993	82.3%
UI Claimant	38	7.4%	150	82.4%	5	2.9%	1	0.3%	194	16.1%
UI Exhaustee	18	3.5%	24	13.2%			1	0.3%	43	3.6%
Barriers to Employment										
Disabled	13	2.5%	1	0.5%	8	4.6%	28	8.3%	50	4.1%
Limited English Proficiency	4	0.8%	3	1.6%	7	4.0%	8	2.4%	22	1.8%
Single Parent	107	20.9%	24	13.2%	28	16.1%	13	3.9%	172	14.3%
Work Profiling Reempl. Services Referral	1	0.2%	14	7.7%	1	0.6%			16	1.3%
Low Income	333	64.9%	83	45.6%	157	90.2%	320	95.0%	893	74.0%
Displaced Homemaker										
Offender	7	1.4%	4	2.2%	17	9.8%	23	6.8%	51	4.2%
Homeless	2	0.4%	1	0.5%	5	2.9%	5	1.5%	13	1.1%
Runaway Youth					2	1.1%	5	1.5%	7	0.6%
Pregnant Parenting Youth					48	27.6%	25	7.4%	73	6.1%
Youth Needing Additional Assistance					174	100.0%	334	99.1%	508	42.1%
Basic Literacy Skills Deficient	77	15.0%	75	41.2%	149	85.6%	271	80.4%	572	47.4%
Substance Abuse	2	0.4%			6	3.4%	13	3.9%	21	1.7%
Foster Youth					3	1.7%	8	2.4%	11	0.9%

WIA PARTICIPANT CHARACTERISTICS SUMMARY

Report Period: 7/2008 to 5/2009

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)	
	#	%	#	%	#	%	#	%	#	%
Total	85	100.0%	19	100.0%	14	100.0%	22	100.0%	140	100.0%
Female	80	94.1%			6	42.9%	4	18.2%	90	64.3%
Male	5	5.9%	19	100.0%	8	57.1%	18	81.8%	50	35.7%
Age										
14-18					4	28.6%	22	100.0%	26	18.6%
19-21	2	2.4%	1	5.3%	8	57.1%			11	7.9%
22-29	39	45.9%	2	10.5%	2	14.3%			43	30.7%
30-44	32	37.6%	13	68.4%					45	32.1%
45-54	10	11.8%	2	10.5%					12	8.6%
55-61	2	2.4%	1	5.3%					3	2.1%
62-64										
65 and over										
Race/Ethnicity										
American Indian / Alaskan Native										
Asian	28	32.9%					1	4.5%	29	20.7%
Black / African American	5	5.9%			1	7.1%	4	18.2%	10	7.1%
Hawaiian Native/Other Pacific Islander	4	4.7%							4	2.9%
White	26	30.6%	7	36.8%	2	14.3%	1	4.5%	36	25.7%
Ethnicity Hispanic or Latino	27	31.8%	12	63.2%	11	78.6%	16	72.7%	66	47.1%
Labor Force Status										
Employed	63	74.1%			1	7.1%			64	45.7%
Unemployed	22	25.9%	19	100.0%	13	92.9%	22	100.0%	76	54.3%
UI Claimant			8	42.1%					8	5.7%
UI Exhaustee	1	1.2%							1	0.7%
Barriers to Employment										
Disabled	1	1.2%	1	5.3%	1	7.1%	1	4.5%	4	2.9%
Limited English Proficiency	1	1.2%					3	13.6%	4	2.9%
Single Parent	23	27.1%			4	28.6%	1	4.5%	28	20.0%
Work Profiling Reempl. Services Referral										
Low Income	36	42.4%	12	63.2%	14	100.0%	21	95.5%	83	59.3%
Displaced Homemaker										
Offender			5	26.3%	6	42.9%	20	90.9%	31	22.1%
Homeless			1	5.3%					1	0.7%
Runaway Youth							4	18.2%	4	2.9%
Pregnant Parenting Youth					5	35.7%	3	13.6%	8	5.7%
Youth Needing Additional Assistance					12	85.7%	21	95.5%	33	23.6%
Basic Literacy Skills Deficient	11	12.9%	4	21.1%	13	92.9%	17	77.3%	45	32.1%
Substance Abuse			1	5.3%			4	18.2%	5	3.6%
Foster Youth					1	7.1%			1	0.7%

Quarterly Performance Update
Report Date 7/9/2009

Adult	07/08 Neg*	08/09 State*	7/1/08-6/30/09	Ratio
Entered Employment	75.00%	78.00%	92.75%	179/193
Retention	78.50%	83.00%	82.70%	153/185
Average Earnings	\$13,300.00	\$12,500.00	\$15,775.60	2,413,666.06/153

Dislocated Worker	07/08 Neg	08/09 State*	7/1/08-6/30/09	Ratio
Entered Employment	79.00%	86.00%	85.00%	85/100
Retention	84.00%	88.00%	87.96%	95/108
Average Earnings	\$14,000.00	\$15,900.00	\$14,021.14	1332008.47/95

Youth	08/09 State Neg		7/1/08-6/30/09	Ratio
Entered Employment or Education	67.00%		78.81%	93/118
Attained Degree or Certificate	47.00%		88.89%	104/117
Literacy and Numeracy Gains	30.00%		19.85%	27/136

***Negotiated Levels from 07/08 are listed for a frame of reference only due to the lack of 08/09 performance goals.**

***State goals are noted as a broad frame of reference only. LWIA performance measures for Merced are normally lower than the State levels.**

Local youth goals will be the same as the State.