



**WORKFORCE  
INVESTMENT BOARD  
MERCED COUNTY**

**Workforce Investment Board (WIB)  
2222 M Street, Room 310, Merced, CA 95340  
Thursday, November 10, 2011, 3:00-4:00 p.m.  
Meeting Agenda**

<http://www.mercedwib.com>

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1. Call to Order/Roll Call.....	
2. Approval of Agenda .....	1
3. Approval of October 7, 2011 Meeting Minutes .....	2
4. Public Opportunity to Speak .....	
5. Consent Agenda .....	(10 min)
a. Supportive Services Policy.....	Brian Cutler 5
b. State Energy Sector Partnership Grant with Alliance Worknet .....	Alfredo Mendoza 11
6. Discussion/Action Agenda .....	(5 min)
a. Entrepreneurial Challenge.....	Alfredo Mendoza
b. Great Valley Center MOU .....	Nancy Havens 12
7. Presentations.....	(20 min)
a. End of Year Report 2010/2011 .....	Brian Cutler
b. Private Sector Highlight .....	Ed Dietz
c. Public Sector Highlight .....	Debra Glass
8. Reports .....	(10 min)
a. Youth Council .....	Debra Glass
b. Quality Employment and Development Committee .....	Ed Dietz
9. Information .....	(10 min)
a. Fiscal Report .....	Jackie Walther-Parnell 13
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c. AB 1234 Ethics Training.....	Nancy Havens 18
10. Acting Director Comments.....	(5 min)
11. Chair Comments.....	(5 min)
12. Next Meeting – January 12, 2012, 2222 “M” Street, Room 310, Merced, CA 95340.....	
13. Adjourn.....	



**WORKFORCE  
INVESTMENT BOARD**  
MERCED COUNTY

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

**Workforce Investment Board**

2222 M Street, Merced, CA

October 7, 3:00-4:00 p.m.

**Meeting Minutes**

**Members Present:**

Steve Newvine (Chair)  
Edward Dietz  
Debra Glass  
Joanne Presnell  
James Wood Jr.

Michael Altomare  
Karyn Dower  
Steve Gomes  
Cordell "Corky" Price  
Chuck Falkenstein

Jerry Sterner  
Terry Nichols  
Greg Vincelet  
Supervisor Hubert "Hub" Walsh

**Members Absent:**

Henry Ildefonso  
Jean Haskell  
Richard Liszewski

Brenda Callahan-Johnson  
David Spaur

Darren Hughes  
Rennise Ferrario

**Others Present:**

Andrea Baker  
Alfredo Mendoza  
Mark Bowden

Brian Cutler  
Jackie Walther-Parnell  
Elena Blanton

Nancy Havens  
Cynthia Mount  
Edward Harding

The Chair introduced Ms. Elena Blanton, Case Manager with the Department of Workforce Investment at 3:07 p.m. Ms. Blanton presented the success story of Hasan Husain, a program participant that obtained truck driver training successfully, found employment and has recently purchased his own truck (Mr. Husain was working and unable to attend the meeting).

1. Call to Order/Roll Call: The Chair called the meeting to order at 3:11 pm and roll call was taken. The Chair recognized a new member, David Sharafian, and a prospective member, Mark Bowden and asked them to each introduce themselves.
2. Approval of Agenda: It was *M/S/C Altomare/Dietz* to approve the Agenda as published.
3. Approval of Minutes: It was *M/S/C Altomare/ Price* to approve the July 14, 2011 minutes.
4. Public Opportunity to Speak: None
5. Consent Agenda: It was *M/S/C Woods/Gomes* to accept the Consent Agenda as follows:
  - a. WIB Membership – Ms. Mary Mendoza: to ratify the Executive Committee’s decision to accept the nomination of Ms. Mary Mendoza, and forward to the Board of Supervisors for approval.
  - b. WIB Membership – Mr. Mark Bowden: to ratify the Executive Committee’s decision to accept the nomination of Mr. Mark Bowden for WIB membership, and forward to the Board of Supervisors for approval.
  - c. Worknet of Tulare County National Emergency Grant: to ratify the Executive Committee’s recommendation to approve a new Memorandum of Agreement (MOA) with the Workforce Investment Board of Tulare County to satisfy the Regional Economic Impact – National Emergency Grant (REI/NEG) requirements, provided \$200,844 in revenue for assessments, work experience, and training related activities, and forward to the Board of Supervisors for approval.

- d. South Bay Workforce Investment Board Multi Sector Grant Agreement: to ratify the Executive Committee's decision to approve a Memorandum of Agreement (MOA) with South Bay WIB to serve local dislocated workers in the amount of \$455,022.00, for the duration March 18, 2011 through March 17, 2013, and forward to the Board of Supervisors for approval.
  - e. Stanislaus County Alliance Worknet Veterans Connect Grant Agreement: to ratify the Executive Committee's decision to approve a Memorandum of Agreement (MOA) with Alliance Worknet to serve local veterans in the amount of \$90,000 for assessments, work experience, and training related activities, for the duration June 1, 2011 through March 31, 2013, and forward to the Board of Supervisors for approval.
6. Discussion/Action Agenda
- a. Hire One –It was *M/S/C Price/Dietz* to support a local initiative to have the Department of Workforce Investment investigate and help implement a “Hire One” program for the County of Merced, providing initial efforts prove promising.
  - b. Entrepreneurial Challenge: Ms. Baker presented the 2012 San Joaquin Entrepreneurial Challenge and the requirements to be represented as a full partner in the program. Ms. Baker requested the WIB approve the participation with Merced County Department of Commerce, Aviation and Economic Development to raise \$7,000 in cash or in-kind services as the share of the prize to the winner. All contributions will be tax deductible as the University of the Pacific's foundation is the holder of the funds. It was *M/S/C Dower/Altomare* to support the Entrepreneurial Challenge and approve the participation with the Merced County Commerce, Aviation and Economic Development.
  - c. Strategic Planning: Ms. Baker reported that the review of how other Workforce Investment Boards are structured is the result of the Quality Employment Development Committee (QUED) request of other state Local Workforce Investment Areas (LWIAs) basic structures. Recommendations were made: 1) the Merced WIB remain a separate workforce investment area (if forced to consolidate based on numbers, our labor market focus would align with Stanislaus County to the north of us); and, 2) if funding is reduced significantly, seek efficiencies with Economic Development.
7. Reports
- a. Youth Council: Ms. Glass reported the last Youth Council meeting occurred on August 17, 2011. A number of items were discussed including the potential of a New Youth Council Member Orientation to better understand the purpose of youth council. The next meeting is scheduled for October 19<sup>th</sup>. with EMPOWER and YOP program students scheduled to share their program experiences. This year the bi-monthly meetings will be held in various partner locations. Ms. Glass again mentioned that the Youth Council is still in need of WIB members to be in compliance with the by-laws which require 5 WIB members. Mr. Newvine requested that every member who is willing and able, to consider participating on the Youth Council in order to obtain the 5 required WIB members.
  - b. Quality Employment and Development Committee- Mr. Dietz, Chairman, explained that the QUED meets once a month. The QUED is the first line where issues/items are presented, reviewed, discussed, and passed on to Executive Committee and then to the WIB.
8. Information
- a. Fiscal Report
  - b. Grants Awarded for Training – Mr. Newvine reported that staff was requested to provide information to the WIB for a comparison breakdown of costs involved and funding received for each customer.
  - c. Advocacy: Ms. Baker reported that SB 734, SB 698, and AB 554 were signed by the Governor. The Department of Workforce Investment (WI) is already performing most of the new requirements. The State will provide additional information to ensure the programs are in compliance with the newly signed bills.
  - d. State WIB Certification/Logo
  - e. Strategic Scorecard
    - i. Customer Service Report
    - ii. Customer Satisfaction Report

- f. Youth Council Meeting Schedule/Locations
  - g. Ethics Training: Seminar – Ms. Havens shared that in coordination with Merced County Administration, two workshops for Ethics Training will be provided on: Nov. 15th at 1:30 pm – 4:30 pm and Dec. 14<sup>th</sup> at 9 am-12:00 noon, at the Merced County Board Chambers, 2222 M Street. Information will be sent to both WIB and Youth Council members. Both WIB and Youth Council members should complete two hours of Ethics Training every two years.
9. Director Comments: Ms. Baker reported that the Merced County unemployment rate is at 18.7% due to the harvest season in the area. A consortium of community colleges received a two year grant with WI receiving a portion to provide one-stop services at the colleges. Portions of the President's Job Training Bill may pass requiring individuals receiving Unemployment Insurance (UI) benefits to access One-Stop centers. Research by the government is underway which may change the way LWIA's receive fiscal funding. The current Fiscal Year is July through June and could change to the Federal Fiscal Year October through September. This change would require WI to reprogram how resources and customers are being tracked. Ms. Baker thanked all the members for their dedication and service. She shared that they have made our lives better for their input and that she will miss them.
10. Chair Comments: The Chair expressed "a special thank you" to Ms. Baker on behalf of the WIB for her service to the WIB and the department in acknowledgment of her last WIB meeting.
12. Next Meeting – November 10, 2011 – Room 310, Merced County Administration Office, 2222 M Street
13. Adjourn: Meeting was adjourned at 4:02 p.m. to a reception for Ms. Baker farewell.

**TO: Workforce Investment Board**

**DATE: 11/10/11**

**FROM: Executive Committee**

**For Action**

For  **Discussion**

For  **Information**

**SUBJECT: Supportive Services Policy**

**PROPOSED MOTION(S): Ratify the Executive Committee's decision to approve the revised Supportive Services Policy.**

**DISCUSSION:** The Supportive Services Policy is used to ensure that participants will be provided consistent services based on their need. All Supportive Services are contingent upon the availability of funds and may include, but are not limited to:

- pre-employment related services,
- transportation reimbursements,
- childcare,
- books,
- uniforms,
- supplies,
- parking permits,
- testing fees, and
- other fees.

These services are provided in order to maximize the success of participants going through the programs. Once approved, the changes to the Support Services Policy will allow for the provision of post-exit services to youth participants. Additionally, exceptions to the Supportive Services will require Director approval. Other changes to the policy include transferring language (previously referred to in footnotes) to the main document. Finally, the responsibility of the Supportive Service Policy has been designated to the Program Managers.

**ATTACHMENT(S): Revised Supportive Services Policy**



**Brian Cutler**  
*Acting Director*

**DEPARTMENT OF  
WORKFORCE INVESTMENT**

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Equal Opportunity Employer

**Policy/Procedure  
For  
Supportive Services**

**Policy:** Effective November 7, 2011, customers may be provided supportive services using the criteria stated in this policy.

**General Provisions:**

The Merced County Workforce Investment Board (WIB), through the Merced County Department of Workforce Investment (WI), will make available supportive services to appropriate Workforce Investment Act (WIA) customers. All requests for customer supportive services and all collaborating information detailing the need will be documented in the Individual Employment Plan and/or in the customer's case notes/diary. Provisions of supportive services under this policy are contingent upon the availability of funds. Additionally, at the discretion of the local WIB, this Supportive Services Policy is subject to review and change. The WI will ensure:

- Services provided under this policy are based on the needs of the customer;
- Incidental payments/related supportive services are based on the program activity in which an individual is enrolled and the ongoing assessment of need related to the customer. Such information will be documented in the Individual Employment Plan.
- Services provided under this policy are available after all other resources have been exhausted;
- Services provided under this policy are necessary to enable customers to participate in activities authorized under Title IB of WIA and adults, dislocated workers and youth participants served under the American Recovery and Reinvestment Act of 2009;
- Services provided do not duplicate services available from other sources, and are coordinated with the services and resources of the One-Stop partners and other community service partners;
- Financial assistance does not include post-exit services except for Follow Up Services for Youth;
- Bonus and incentive payments, when allowable by law and if provided, are based on the attendance and performance by the customers receiving them;
- The Workforce Investment Area will meet applicable Internal Revenue Service and Fair Labor Standards Act requirements.

**Section 1: Levels of Supportive Services**

**Core B Services:**

- Enrollment in Intensive Job Search, Pre-employment Related Services or

Employment Specific Services – up to \$150. Employment and Training Specialists are authorized to spend up to \$150 per enrolled individual and are responsible to ensure that funds are available. For purchases that exceed \$150, a manager’s authorization is needed. This includes the Customer Reimbursement Form and Vendor Notification of Authorization to Purchase. Amounts that exceed \$500 per enrolled individual require the approval of the Director.

### **Intensive and Training Services:**

- Enrollment in a full-time training activity that is listed on the State Eligible Training Provider List:
  - Up to \$2,500, this may include transportation and childcare, dependent on the need of the customer and funding availability.
- Enrollment in a full-time training activity with a training provider not on the Eligible Training Provider List:
  - Up to \$3,000, this may include transportation and childcare dependent on the need of the customer and WIA funding availability.
  - May include actual costs associated with the training such as books, uniforms, supplies, and fees such as health and parking.
  - In no instance may any portion of this money be used for registration or tuition costs.
- Enrollment in Work Experience or Internship:
  - Employment and Training Specialists are authorized to spend up to \$150 per enrolled individual and are responsible to ensure that funds are available. For amounts that exceed \$150, a manager’s authorization is needed. This includes the Customer Reimbursement Form and Vendor Notification of Authorization to Purchase. Amounts that exceed \$500 per enrolled individual require the approval of the Director.
- Enrollment in On-the-Job (OJT):
  - Employment and Training Specialists are authorized to spend up to \$150 per enrolled individual and are responsible to ensure that funds are available. This includes the Customer Reimbursement Form and Vendor Notification of Authorization to Purchase. For amounts that exceed \$150, a manager’s authorization is needed. This includes the Customer Reimbursement Form and Vendor Notification of Authorization to Purchase. Amounts that exceed \$500 per enrolled individual require the approval of the Director.
  - May include actual costs associated with OJT such as tools, uniforms, and safety equipment not usually provided by the employer.

Exceptions may be made to this policy on a case-by-case basis should individual circumstances warrant exception, and are to be documented in the case notes/diary by an Employment and Training Specialist and approved by the Director.

### **Section 2: Types of Supportive Services**

The WI, in accordance with the Workforce Investment Act and its implementing regulations, will provide supportive services deemed appropriate for payment or reimbursement to customers and/or other agencies or businesses for preapproved necessary services, supplies and/or materials provided to the customer. The customer’s need must be documented. Such services, supplies and/or materials may include, but are not limited to, the following:

- DMV printouts.
- Physicals when required for training or employment.

- One-time GED Testing Fee for each of the 5 required tests (mathematics, language arts/reading, language arts/writing, science and social studies) noted in the Individual Employment Plan.
- Transportation
- Childcare
- One-time Emergency Assistance for training or employment
- Incidental Payments up to \$5 per day

Customers who obtain unsubsidized employment may have their supportive services reduced or terminated. The needs of the customer will be reassessed to determine if further assistance from WIA funding is required.

An Employment and Training Specialist, in collaboration with the customer, will develop a plan for services, supplies and/or materials that are typical for a customer's area of training, job search, and/or program activity.

### **Section 3: Pell Grants**

Customers enrolled or accepted for enrollment at an accredited college or in other training in a course of study eligible for Federal or State financial aid must apply for a Federal Pell Grant. No supportive services will be provided until this action is accomplished, as verified by a copy of the Pell Grant Application or award letter. Pell Grant recipients must reapply each year to continue supportive services. Any other grants that the customer has applied for must also be verified. Copies of the verification documents will be maintained in the customer's file.

Note: Preliminary Pell Grant eligibility can be established prior to enrollment into a training program. The Free Application for Federal Student Aid (FAFSA) form is used to determine eligibility, and is available through the Internet or the financial-aid offices of accredited colleges. Applications can be submitted on-line through the Worknet One-Stop. Worknet One-Stop Employment and Training Specialists will be familiar with the proper completion procedures for these forms, and be able to assist customers in the filing process. Pell Grants are awarded only once in a program year, and only for one academic institution. The maximum amount for the Pell Grant will vary from year to year.

For WIA customers enrolled in programs at a College, supportive services may be provided while a Pell Grant application is pending. Expenditures for supportive services will be tracked through the WI's client financial database.

Worknet One-Stop Employment and Training Specialists will utilize their monthly contact with the customer to verify the status of the Pell Grant application. Upon award of a Pell Grant, full or partial, the customer's needs will be reassessed and documented to determine appropriate level of assistance from WIA funding. The customer's supportive services may then be reduced or terminated.

### **Section 4: ITAs, Limitations of Financial Support**

For those customers who elect to attend occupational skills training within the local labor market area (defined as from Fresno County to the South and Stanislaus County to the North), the maximum amount of funds available will be limited by the needs identified in the Individual Employment Plan, and be consistent with the criteria put forth in this policy.

The WI will make no supportive services available to customers who elect to attend occupational classroom training outside of the defined labor market area unless an exception is approved by the Director.

**Procedure:** The Employment and Training Specialist will interview each customer and ask appropriate questions relevant to the level of assistance the customer requires. The Employment and Training Specialist will prepare a plan of services that will be based on the individual's needs and what he/she is eligible for to successfully complete training. The Employment and Training Specialist, in collaboration with the customer, will prepare all supportive services obligations. Backup documentation is required in the file to support the need for the supportive services and the exact amount and type of services(s) provided. For example:

Customers attending training who drive their own vehicle may be eligible, based on need, for mileage reimbursement. Mileage must be verified by Map Quest or a similar website (including to and from the childcare provider to attend in-county full-time training). Daily attendance will be verified by the training provider. Bus passes may be available to those customers whose schedule and childcare arrangements can be accommodated by public transportation.

When mileage is provided, the following must be kept in the customer's file and copies provided to Fiscal/MIS: 1) a copy of the customer's valid CA Driver's License; 2) proof of current insurance for the vehicle to be driven; 3) proof of current California vehicle registration in the customer's name; and 4) a map (from a known source; i.e., MapQuest) of the commute to and from training. If the car is not in the customer's name (i.e. the vehicle is owned by a parent), a signed form/letter from the vehicle's owner must be maintained in the file giving permission for the customer to use the vehicle along with the same information contained in items 1, 2, 3, and 4 above. The maximum rate of reimbursement varies:

- 10-19 miles roundtrip, \$5.00 per day
- 20-34 miles roundtrip, \$7.50 per day
- 35-49 miles roundtrip, \$10 per day
- 50-64 miles roundtrip, \$12.50 per day
- 65-79 miles roundtrip, \$15.00 per day
- 80-94 miles roundtrip, \$17.50 per day
- 95+ miles roundtrip, \$20.00 per day

When child care is provided, the following must be kept in the customer's file and copies provided to Fiscal/MIS: A form or written statement from the childcare provider which will include the name of the provider, their Social Security number or Federal ID number or Childcare License number, the number of children, their age(s), and hours per day of care.

Customers with a child 12 years of age or younger may be eligible for childcare. Customers with a child 13 through 18 years of age may be eligible for childcare if the child is physically or mentally incapable of caring for him or herself as determined by a legally qualified professional, or, if the child is under court supervision. If the customer's spouse or significant other is either not working nor looking for work, nor participating in a training program, and is not incapacitated or does not have special needs, childcare will not be authorized. Customers qualifying for childcare will be reimbursed for childcare at the rate of \$10.00 per day if attending training for 4 hours or less, or \$20.00 per day if attending training over 4 hours. Documentation for reimbursement for childcare is the customer's time and attendance for days in training, to be furnished by the training provider. When childcare is provided, the length and number of days of training, number of children, age(s), hours per day childcare is required, and the childcare provider need to be documented in the Individual Employment Plan/Diary. Childcare funding should not be provided while children are at school.

Employment and Training Specialists will review the Individual Employment Plan with their supervisor, either individually or during a staffing session, at which time written approval/denial/-modification will be given by the manager. The Employment and Training Specialist will complete the Customer Financial Form (CFF) and submit it electronically to Fiscal/MIS, and a copy of the CFF will be forwarded to the supervisor/manager. Upon acceptance by Fiscal/MIS, the client obligation (or CFF) will be logged into the web-based obligations database used to manage funding resources in the various grants.

Needs related payments provide financial assistance to participants for the purpose of enabling individuals to participate in training and are one of the supportive services authorized by WIA section 134(e)(3). Adult/Dislocated Workers must be (a) unemployed, (b) not qualify for, or have ceased qualifying for, unemployment compensation and enrolled in training services under WIA by the end of the 13<sup>th</sup> week. For Adults the amount of funds cannot exceed the poverty levels for the equivalent period. For Dislocated Worker the amounts cannot exceed the weekly level of UI benefits. The amount of up to \$5 a day times the number of days in training can be determined by the Employment and Training Specialist. Any additional Needs Related Payments or One-time Emergency Assistance needs to have the approval of a manager and be provided to the Director for final approval.

**Procedure for Approving Exceptions to Supportive Service Limits:**

Employment and Training Specialists will prepare the file to request an exception to the ITA or supportive services limits, and present the file with all supporting documentation of need to the Program Manager (PM) for review and concurrence. The PM will review and ensure that funds are available prior to approval. Upon approval by the Manager the request will be sent for final written approval by the Director.

**Responsible Official:** Program Managers

**Reviewed Date:** November 7, 2011

**Revised Date:** November 7, 2011

**TO: Workforce Investment Board**

**DATE: 11/10/11**

**FROM: Executive Committee**

**For Discussion**

**For**  **Action**

**For**  **Information**

**SUBJECT: State Energy Sector Partnership (SESP) Grant with Alliance Worknet**

**PROPOSED MOTION(S): Ratify the Executive Committee’s decision to approve a Memorandum of Agreement (MOA) with Stanislaus County Alliance Worknet in the amount of \$57,403.00 for On-the-Job Training, Vocational, and other training-related activities in the green industry, for the duration September 1, 2011 through January 28, 2013, and forward to the Board of Supervisors for approval.**

**DISCUSSION:** The MOA with the Stanislaus County Alliance Worknet will provide \$57,403.00 to Merced County to work with local companies that are focused on green activities, assess training needs to find workers and/or vocational training(s) to meet the local demand. The training will be in a pre-approved SESP Grant related green industry (Renewable and Recyclable). The grant will also provide funds to identify, recruit, and enroll potential participants, create and maintain a comprehensive participant case file, identify target companies and contact information, assist with employer focus groups, and participate in quarterly project meetings and activities. The total number of individuals served with these funds shall not exceed 12 participants in accordance with locally approved processes and procedures. The contract duration shall be September 1, 2011 through January 28, 2013.

**ATTACHMENT(S):** Contract shall be available at the meeting.

**TO: Workforce Investment Board**

**DATE: 11/10/11**

**FROM: Executive Committee**

**For Discussion**

For  **Action**

For  **Information**

**SUBJECT: Great Valley Center - Memorandum of Understanding**

**PROPOSED MOTION(S): Approve the new Memorandum of Understanding (MOU) with the Great Valley Center to partner with the One-Stop Center and forward to the Board of Supervisors for approval.**

**DISCUSSION:** The Workforce Investment Act (WIA) of 1998 Section 121 requires that a Memorandum of Understanding (MOU) be developed and maintained between Merced County Workforce Investment Board and each of partners of the One-Stop Center.

Great Valley Center (GVC), a non-profit organization, in partnership with California Connects, a Foundation for Community Colleges, has received a U.S. Department of Commerce National Telecommunications and Information Administration Broadband Technology Opportunities Program grant to recruit and provide the Latino community training on the basics of computer and Internet use whereby opening up job search and educational opportunities. The grant is unique in that it covers a broad geographic region, mostly within the Central Valley. GVC has requested to partner with the WIB to provide services in the One-Stop Centers in Merced and Los Baños.

**ATTACHMENT(S): Memorandum of Understanding will be available at meeting.**

**TO: Workforce Investment Board**

**DATE: 11/10/11**

**FROM: WIB Staff**

**For Discussion**

**For Action**

**For Information**

**SUBJECT: WIA Fiscal Reports**

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

**DISCUSSION:** Attached is the first Fiscal Report for Fiscal Year 2011/12 which covers July 1, 2011 through June 30, 2012. This report shows all WIA funds available for Fiscal Year 2011/12 (both new funds and funds carried forward from FY 10/11), accrued expenditures through September 30, 2011, and obligations as of September 30, 2011.

All Fiscal Reports are reviewed and accepted monthly by the WIB Executive Committee acting as the Finance Committee.

Staff will be present at your meeting to answer questions.

**ATTACHMENT(S): FY 2011/12 WIA Fiscal Reports**

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

For Fiscal Year 2011/2012

July 1, 2011 - June 30, 2012

Through 09/30/11

Target 25.00%

AVAILABLE FUNDS			BUDGET				ACTUAL			OBLIGATIONS			COMMITTED - AVAILABLE		
	Carryover Funds From 10/11	Appropriation FY 11/12	Planned for New Funds Per Estimated Plan Mod 7/1/11 to 6/30/12	Budget for Available Funds	Budget Adjustments	Revised Budget	Accrued Expense	Available	Percent Expended	Total Obligated Funds	Available after Obligations	Percent Spent + Obligated	Total Committed Funds	Available after Committed	Pct Spent + Obligated + Committed
							FY to Date		to Date						
<b>ADULT</b>															
11/12 Allocation		\$ 1,163,709	Core A \$ 107,311	\$ 184,160	\$ -	\$ 184,160	\$ 36,745	\$ 147,414	19.95%	\$ 2,188	\$ 145,226	21.14%	\$ 77,123	\$ 68,103	63.02%
			Core B \$ 296,090	\$ 508,129	\$ -	\$ 508,129	\$ 71,114	\$ 437,016	14.00%	\$ 3,780	\$ 433,236	14.74%	\$ 230,072	\$ 203,164	60.02%
			Intensive \$ 130,853	\$ 224,561	\$ -	\$ 224,561	\$ 107,709	\$ 116,852	47.96%	\$ 15,394	\$ 101,459	54.82%	\$ 53,880	\$ 47,579	78.81%
			Training \$ 513,085	\$ 880,521	\$ -	\$ 880,521	\$ 130,440	\$ 750,081	14.81%	\$ 54,577	\$ 695,504	21.01%	\$ 369,351	\$ 326,153	62.96%
PY Cash Balances 6/30/11	\$ 833,369		Total \$ 1,047,339	\$ 1,797,371	\$ -	\$ 1,797,371	\$ 346,008	\$ 1,451,363	19.25%	\$ 75,939	\$ 1,375,425	23.48%	\$ 730,426	\$ 644,999	64.11%
	\$ 833,369	\$ 1,163,709													
<b>DISPLACED WORKER</b>															
11/12 Allocation		\$ 1,218,611	Core A \$ 166,949	\$ 213,199	\$ -	\$ 213,199	\$ 37,595	\$ 175,604	17.63%	\$ 2,281	\$ 173,323	18.70%	\$ 92,044	\$ 81,279	61.88%
			Core B \$ 313,549	\$ 400,412	\$ -	\$ 400,412	\$ 80,198	\$ 320,214	20.03%	\$ 4,436	\$ 315,779	21.14%	\$ 167,696	\$ 148,083	63.02%
			Intensive \$ 258,733	\$ 330,410	\$ -	\$ 330,410	\$ 108,425	\$ 221,985	32.82%	\$ 7,511	\$ 214,474	35.09%	\$ 113,897	\$ 100,577	69.56%
			Training \$ 357,519	\$ 456,563	\$ -	\$ 456,563	\$ 127,838	\$ 328,726	28.00%	\$ 9,245	\$ 319,481	30.02%	\$ 169,662	\$ 149,819	67.19%
PY Cash Balances 6/30/11	\$ 337,594		Total \$ 1,096,750	\$ 1,400,585	\$ -	\$ 1,400,585	\$ 354,056	\$ 1,046,529	25.28%	\$ 23,473	\$ 1,023,056	26.96%	\$ 543,299	\$ 479,758	65.75%
	\$ 337,594	\$ 1,218,611													
<b>YOUTH</b>															
11/12 Allocation		\$ 1,375,508	In School \$ 495,183	\$ 668,177	\$ -	\$ 668,177	\$ 197,588	\$ 470,589	29.57%	\$ 276,735	\$ 193,853	70.99%	\$ 102,947	\$ 90,907	86.39%
			Out of School \$ 742,775	\$ 1,002,265	\$ -	\$ 1,002,265	\$ 211,714	\$ 790,551	21.12%	\$ 293,154	\$ 497,397	50.37%	\$ 264,145	\$ 233,252	76.73%
PY Cash Balances 6/30/11	\$ 480,538		Total \$ 1,237,958	\$ 1,670,442	\$ -	\$ 1,670,442	\$ 409,303	\$ 1,261,140	24.50%	\$ 569,889	\$ 691,251	58.62%	\$ 367,092	\$ 324,159	80.59%
	\$ 480,538	\$ 1,375,508													
<b>ADMINISTRATIVE</b>															
			Total Admin \$ 375,781	\$ 540,931	\$ -	\$ 540,931	\$ 162,472	\$ 378,459	30.04%	\$ 10,317	\$ 368,142	31.94%	\$ 195,504	\$ 172,639	68.08%
<b>All Formula Grants</b>	\$ 1,651,501	\$ 3,757,828	Total \$ 3,757,828	\$ 5,409,329	\$ -	\$ 5,409,329	\$ 1,271,838	\$ 4,137,491	23.51%	\$ 679,617	\$ 3,457,874	36.08%	\$ 1,836,320	\$ 1,621,555	70.02%
<b>RAPID RESPONSE/15%/25%</b>															
Formula Rapid Response (540,541)*	\$ 87,104	\$ 128,032	Rapid Resp. \$ 128,032	\$ 215,136	\$ -	\$ 215,136	\$ 82,248	\$ 132,888	38.23%	\$ 6,778	\$ 126,110	41.38%	\$ 66,971	\$ 59,139	72.51%
25% RR Additional Assistance (527)**		\$ 950,000	\$ 950,000	\$ 950,000	\$ -	\$ 950,000	\$ 75,096	\$ 874,904	7.90%	\$ 62,923	\$ 811,981	14.53%	\$ 811,981	\$ -	100.00%
Hi Concentration of Youth (648)		\$ 100,000	\$ 100,000	\$ 100,000	\$ -	\$ 100,000	\$ 11,086	\$ 88,914	11.09%	\$ 80,946	\$ 7,968	92.03%	\$ 7,968	\$ -	100.00%
OJT Nat Emergency Grant (775)***	\$ 255,640		\$ -	\$ 255,640	\$ -	\$ 255,640	\$ 39,511	\$ 216,129	15.46%	\$ 18,583	\$ 197,546	22.72%	\$ 197,546	\$ -	100.00%
			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.00%	\$ -	\$ -	0.00%	\$ -	\$ -	100.00%
	\$ 342,744	\$ 1,178,032	Total \$ 1,178,032	\$ 1,520,776	\$ -	\$ 1,520,776	\$ 207,941	\$ 1,312,835	13.67%	\$ 169,230	\$ 1,143,605	24.80%	\$ 1,084,466	\$ 59,139	96.11%
<b>OTHER (Contracts, etc.)</b>															
Tulare NEG		\$ 200,844	Tulare NEG \$ 200,844	\$ 200,844		\$ 200,844	\$ 28,212	\$ 172,632	14.05%	\$ 28,470	\$ 144,162	28.22%	\$ 144,162	\$ -	100.00%
South Bay NEG		\$ 455,422	S. Bay NEG \$ 455,422	\$ 455,422		\$ 455,422	\$ 44,295	\$ 411,127	9.73%	\$ 4,443	\$ 406,684	10.70%	\$ 406,684	\$ -	100.00%
Stanislaus Vets Assistance		\$ 90,000	Stan. Vets \$ 90,000	\$ 90,000		\$ 90,000	\$ 9,335	\$ 80,665	10.37%	\$ 564	\$ 80,102	11.00%	\$ 80,101	\$ -	100.00%
	\$ -	\$ 746,266	Total \$ 746,266	\$ 746,266	\$ -	\$ 746,266	\$ 81,842	\$ 664,424	10.97%	\$ 33,477	\$ 630,947	15.45%	\$ 630,947	\$ -	100.00%

\*One time carry-over of Rapid Response funds permitted. \*\*GC527 End Date 12/31/2012. \*\*\*Amount represents cash balance of multiple year funds.

**BUDGET:** Includes all funds available for fiscal year based on Plan to be submitted to EDD on request, revised in accordance with latest appropriations information received from Chief, Workforce Services Division, as required. **Formula Administrative Funds lose their identity upon appropriation.** In-School Youth 48.27%  
Out-of-School Youth 51.73%

**OBLIGATIONS:** Includes funds obligated in contracts and ITA's. Does NOT include funds committed for operations.

**COMMITTED:** Includes projected staff personnel and overhead costs

**AVAILABLE:** Balance after expenditures and obligations

# Worknet Customer Service Report

October 2011

	Oct-10	Oct-11	Sep-11	Aug-11
<b>All Locations Combined</b>				
<b>Visits</b>				
Return Visits (Total Visits - First Visit Registrations)	3903	3132	3387	3819
First Visits (New Registrations)	410	322	374	449
Total Visits (Unique Visitors per Day)	4313	3454	3761	4268
Total Visitors (Unique Visitors per Month)	1736	1508	1618	1748
<b>What did our customers use?</b>				
Career Assessment	89	142	135	194
Certificate Test	143	92	144	118
Copier	300	318	307	376
EDD/Unemployment	71	53	59	69
External Web Site Job Referral	2308	1491	1720	2047
Fax	195	200	222	239
Internet Job Search	3101	2258	2577	3188
Job Wall	739	598	587	793
Local Office Orientation - JTA 18	63	121	104	183
Other VOS Internet Services	346	248	253	340
PLATO Lab	642	372	398	351
Resume/Cover Letter/Application JTA 15	959	618	865	1095
Special Class	86	46	75	70
Staff Appointment	152	237	229	184
Summer Jobs for Youth	15	4	7	4
Telephone	174	82	84	88
Typing Practice	150	81	95	124
Workshop	64	22	36	41
Totals	9597	6983	7897	9504

## Results By Location - October 2011

	Merced	Los Banos	All Locations
<b>Visits</b>			
Return Visits	1621	1510	3132
First Visits	205	117	322
Total Visits	1826	1627	3454
Total Visitors*	921	605	1508
<b>What did our customers use?</b>			
Career Assessment	78	64	142
Certificate Test	75	17	92
Copier	196	122	318
EDD/Unemployment	31	22	53
External Web Site Job Referral	860	631	1491
Fax	107	93	200
Internet Job Search	1348	910	2258
Job Wall	398	200	598
Local Office Orientation - JTA 18	69	52	121
Other VOS Internet Services	115	133	248
PLATO Lab	5	367	372
Resume/Cover Letter/Application JTA 15	388	230	618
Special Class	9	37	46
Staff Appointment	110	127	237
Summer Jobs for Youth	3	1	4
Telephone	35	47	82
Typing Practice	52	29	81
Workshop	7	15	22

\*Total visitors count for all locations may be different than the total for each location combined as one person may have visited more than one location during the month.

# Worknet Customer Satisfaction Report

October 2011

All Locations Combined	Oct-10	Oct-11	Sep-11	Aug-11
<b>Customer Satisfaction</b>				
Courtesy of staff.	9.65	8.95	8.70	9.11
Time it took for staff to assist you.	9.56	8.68	8.62	9.09
Did you get the information you needed?	9.62	8.32	8.85	8.80
Were you satisfied with the services?	9.72	8.81	8.61	9.11
Did we help you today?	9.66	8.27	8.69	9.05
<b>Would you refer our services to others?</b>				
Yes	105	21	59	43
No	4	1	5	1
No Selection Made	1	0	1	0
<b>How did you hear about us?</b>				
CalWORKs	6	1	11	3
EDD	16	3	13	11
Flyer/Brochure	1	1	1	0
Friend/Family	33	10	21	13
Internet	4	1	3	2
Newspaper	4	1	1	1
Other	7	2	3	1
Phone Book	1	0	0	0
Radio Ad	1	0	0	0
Walk-in	46	5	18	17

## Results By Location - October 2011

	Merced	Los Banos	Internet	All Locations
<b>Customer Satisfaction</b>				
Courtesy of staff.	8.58	9.44	0.00	8.95
Time it took for staff to assist you.	8.67	8.70	0.00	8.68
Did you get the information you needed?	8.33	8.30	0.00	8.32
Were you satisfied with the services?	8.64	9.00	0.00	8.81
Did we help you today?	8.17	8.40	0.00	8.27
<b>Would you refer our services to others?</b>				
Yes	11	10	0	21
No	1	0	0	1
No Selection Made	0	0	0	0
<b>How did you hear about us?</b>				
CalWORKs	0	1	0	1
EDD	2	1	0	3
Flyer/Brochure	0	1	0	1
Friend/Family	6	4	0	10
Internet	1	0	0	1
Newspaper	1	0	0	1
Other	0	0	0	2
Phone Book	0	0	0	0
Radio Ad	2	3	0	0
Walk-in	2	0	0	5

Note: December 13, 2010 Merced ERC and Wardrobe facilities were combined at Wardrobe location.

**TO: Workforce Investment Board**

**DATE: 11/10/11**

**FROM: WIB Staff**

**For Discussion**

**For Action**

**For Information**

**SUBJECT: Performance (First Quarter)**

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

**DISCUSSION:** The Common Performance Measures under the Workforce Investment Act specifies 9 measures that Local Workforce Investment Areas must achieve. Of those measures, there are three (3) for adult, three (3) for dislocated workers, and three (3) for Youth. Performance reports are generated quarterly to update the status of local performance from the beginning of the program year through the end of the last quarter for which data is available. Local performance measure data is detailed below, which represents performance from July 1, 2011 to September 30, 2011 (First Quarter). Based on the Department's internal reporting system using data sent to the State, it appears that the Entered Employment measure for Adult programs is currently being met (attainment of 80% of measure is considered meeting the measure) but not exceeded.

### **Quarterly Performance Update**

**Report Date 7/1/2011- 9/30/2011**

**Data as of 10/24/11**

	<b>2011/12 Negotiated</b>	<b>Actual</b>	<b>Ratio</b>
<b>Adult</b>			
Entered Employment	72.00%	61.43%	43/70
Retention	78.50%	93.33%	56/60
Average Earnings	\$13,000.00	\$21,184.78	\$1,186,347.84/56

<b>Dislocated Worker</b>			
Entered Employment	74.00%	76.74%	33/43
Retention	81.00%	83.61%	51/61
Average Earnings	\$13,900.00	\$24,835.15	\$1,266,592.65/51

<b>Youth</b>			
Entered Employment or Education	65.00%	78.26%	36/46
Attained Degree or Certificate	61.00%	86.36%	38/44
Literacy and Numeracy Gains	40.00%	77.78%	7/9

**ATTACHMENT(S): None**

**TO: Workforce Investment Board**

**DATE: 11/10/11**

**FROM: WIB Staff**

**For Discussion**

**For**  **Action**

**For**  **Information**

**SUBJECT: AB 1234 Ethics Training**

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

**DISCUSSION:** Assembly Bill (AB) 1234 Ethics Training is a requirement of the California Fair Political Practices Commission (FPPC) for local agency representatives that sit on public boards, committees or commissions. According to the County of Merced, verification/ certificates of completion are required to be submitted and maintained by the Merced County Board Clerk's office in accordance with the California Government Code. It is important to note that the County of Merced is requiring this training of all board, committee and commission members whether they receive some type of compensation or expense reimbursement, or not.

The Merced County Department of Workforce Investment has coordinated with Merced County Administration to procure the law firm of Liebert, Cassidy, and Whitmore to present the AB 1234 Ethics Training. For members who have not yet taken the AB 1234 Ethics Training, please contact Cynthia Mount (Assistant to Brian Cutler, Acting Director) at (209) 724-2042 to participate in one of the two upcoming training sessions:

Date: Tuesday, November 15, 2011

Time: 1:30pm to 4:30pm

Location: Board Chambers – 3<sup>rd</sup> Floor, Merced County Administration Building, in Merced

Date: Wednesday, December 14, 2011

Time: 9:00am to 12:00pm

Location: Board Chambers – 3<sup>rd</sup> Floor, Merced County Administration Building, in Merced

If a WIB or Youth Council member has not completed the AB 1234 training and is unable to attend one of the training sessions, the California FPPC provides a self-directed course through the web (<http://fppc.ca.gov/index.php?id=477>). Please provide a certificate of completion to Cynthia Mount prior to January 1, 2012.

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