

CAREER CENTERS

BROADWAY

915 Broadway
Sacramento, CA 95818
(916) 324-6202

CITRUS HEIGHTS

7640 Greenback Lane
Citrus Heights, CA 95610
(916) 676-2540

FRANKLIN

7000 Franklin Blvd., Suite 540
Sacramento, CA 95823
(916) 262-3200

GALT

1000 C Street, Suite 100
Galt, CA 95632
(209) 744-7702

GREATER SACRAMENTO URBAN LEAGUE

3725 Marysville Blvd.
Sacramento, CA 95838
(916) 286-8600

HILLSDALE

5655 Hillsdale Blvd., Suite 8
Sacramento, CA 95842
(916) 263-4100

LA FAMILIA COUNSELING CENTER

5523 34th Street
Sacramento, CA 95820
(916) 227-2577

LEMON HILL

5451 Lemon Hill Avenue
Sacramento, CA 95824
(916) 433-2620

MARK SANDERS COMPLEX

2901 50th Street
Sacramento, CA 95817
(916) 227-1395

MATHER

10638 Schirra Avenue
Mather, CA 95655
(916) 228-3127

RANCHO CORDOVA

10665 Coloma Rd., Suite 200
Rancho Cordova, CA 95670
(916) 942-2165

SOUTH COUNTY

8401 - A Gerber Road
Sacramento, CA 95828
(916) 689-3560

Administrative Offices & Employer Services

925 Del Paso Blvd.
Sacramento, CA 95815
(916) 263-3800

Website: <http://www.seta.net>



SACRAMENTO WORKS, INC. PLANNING/OVERSIGHT COMMITTEE

Date: Monday, June 12, 2006

Time: 8:00 a.m.

Location: SETA Board Room
925 Del Paso Blvd.
Sacramento, CA 95815

AGENDA

1. Call to Order/Roll Call
2. **Action Item:** Approval of Minutes of the March 13, 2006 Meeting
3. **SMARTware Demonstration:** Core Services Tracking and Reporting System (Melissa Noteboom, Earl Sullaway, & Ralph Giddings)
4. **Information Item:** Review of 3rd Quarter Performance Data for the Sacramento Works One Stop Career Center system (Robin Purdy)
5. **Information Item:** Sacramento Works, Inc. Career Center Funding Summary, Fiscal Year 2006-07 (Robin Purdy)
6. **Action Item** – Approval of Workforce Investment Act Modification to Extend the Strategic Five-Year Plan for the Sacramento Workforce Investment Area, Fiscal Year 2006-07 (Ginger Brunson & Robin Purdy)
7. **Discussion Item:** Sacramento Works Retreat: Future Priorities and Role in Workforce Development Collaborations and Policy (Robin Purdy)
8. Input from the public
9. Adjournment

Committee Members: Mike Dourgarian (Chair), Dr. Jim Hernandez, Matt Kelly, Kathy Kossick, Jim Lambert, James Pardun, Joan Polster, Tim Ray.

DISTRIBUTION DATE: WEDNESDAY, JUNE 7, 2006

Sacramento Works, Inc.
Planning/Oversight Committee
Minutes/Synopsis

SETA Board Room
925 Del Paso Blvd.
Sacramento, CA 95815

Monday, March 13, 2006
8:00 a.m.

1. **Call to Order/Roll Call:** Mr. Dourgarian called the meeting to order at 8:01 a.m.

Members Present: Mike Dourgarian, Kathy Kossick, Jim Lambert, James Pardun, Joan Polster, Tim Ray.

Members Absent: Rick Dibble, Dr. James Hernandez, Matt Kelly.

Others Present: Robin Purdy, Roy Kim, Ginger Brunson, Mark Snaer, Espie Lindsay.

2. **ACTION ITEM:** Approval of Minutes of the January 9, 2006 Meeting

Minutes were reviewed; no questions or corrections.

Moved/Lambert, second/Kossick, to approve the minutes as distributed.
Voice Vote: Unanimous approval.

3. **ACTION ITEM:** Approval of Resource Allocation Plan

Ms. Purdy reported that staff has been collecting data for two months and meeting with the site supervisors. A team was sent out to the career centers to discuss what services are available.

It is the responsibility of this Committee to determine the type of services available and how the services are allocated. Every year, the Committee affirms or changes the provision of resources to the sites. Ms. Purdy reviewed the services currently provided. In the past, 3% of funds have been set aside for board initiatives such as researching newly emerging industry clusters or employer outreach activities.

A performance review of the career centers was done over the past eight months. There was a slight increase in the number of customers served. The core services are highly effective in getting the customers jobs, and for those not yet ready for employment, intensive services is available. There was a high exit rate for those that go through intensive services. By the end of February, 65% of the training funds were obligated.

The workload needs of the career centers was discussed. Ms. Purdy reviewed the areas under which changes are being recommended.

- emphasis on high quality customer services
- investment in equipment
- high speed internet connectivity
- emphasis on meeting the needs of employers
- implementing common performance measures

Staff is in the process of determining the specialty of each of the career centers. Also, whether career centers that are located in close geographic areas that can be merged and if there a way that we can move from a comprehensive center to an affiliate center. A report will be brought back. Mr. Ray asked about cost per customer and cost per center. Ms. Purdy stated that a core services analysis was done but not a cost-per-customer analysis. Staff will be putting together a spreadsheet on the cost per center.

Ms. Purdy stated that lowering the OJT budget will lower the ability to work with people wanting OJTs. Staff will be studying the effectiveness of the OJT program. Mr. Pardun stated that it is not difficult to get people into the job but difficult to keep the trainee there and remind the employer of the value of the person. There were some wonderful success stories in OJT programs. Staff is looking into whether OJT programs are more or less successful than intensive services. OJT serves limited English speakers, ex-offenders, and disabled customers. The retention rate for these populations is not as good.

Mr. Dourgarian inquired how much remained of the board initiative funds. Ms. Purdy stated that there is about \$70,000 available. Mr. Dourgarian would like to bookmark the funds so that when there is an apprenticeship program, it can be funded.

Mr. Dourgarian stated that the activity in the one stops is up by 1%, but the participation by partners is down. Ms. Purdy stated that in our region, SETA has the most traffic in our career centers as compared to Golden Sierra and Yolo. Our biggest partner when we started was EDD and they have had fairly significant cuts over the years. There used to be one staff member in each career center but now it has been cut to two or three times per week instead of every day. EDD staff is shrinking and the types of services that were offered is shrinking. A lot of the CBO staff are also cutting their participation in the career centers due to budget cuts. SCOE has refocused their efforts and will be shutting down their adult programs to focus more on youth. There used to be retired senior program representatives and now, only half of the centers have a person. DHA continues to invest in the career centers. Staff is working on a chart that shows the partner, the participation, and the money brought to the 'table'. Ms. Kossick stated that a study will be done throughout the state to determine who is contributing to the one stop centers and who is not.

Ms. Purdy reported that SETA is funded by the Department of Rehabilitation to provide the navigation program. This gives staff information on the accommodations that are needed to better serve disabled customers.

Moved/Lambert, second/Ray, to approve the resource allocation plan as outlined in the agenda.

Voice Vote: Unanimous approval.

4. **ACTION ITEM:** Sacramento Works Education Policy Implementation

An Ad Hoc Education Committee was created after the last board retreat. This committee worked in November and December to develop their mission statement. The LEED program is being reconstituted and Ms. Purdy reviewed the various organizations that are working on this.

Mr. Lambert stated feels that this policy is too educationally oriented. There is not enough focus on work or getting ready for work. Business has to be more involved. Mr. Pardun stated that it is important that we do not focus JUST on education; we need to include people that do not want to pursue an advanced education because they want to work.

Moved/Pardun, second/Ray, to approve the Partnership for Prosperity High School Action Team Goals, Strategies, Tactics and Timelines. Also, recommend to the full board to “champion” the High School Action Team and designate Kathy Kossick and Robin Purdy, to represent Sacramento Works, Inc. on the implementation team.

Voice vote: Unanimous approval.

5. **INFORMATION ITEM:** Update on Voluntary Income Tax Assistance Program

Ms. Espie Lindsay reviewed this item. Last year, the Department of Human Assistance trained people to do the tax preparation. This year, SETA staff was trained by IRS staff to do the tax preparation.

6. **INFORMATION ITEM:** WIA Adult/Dislocated Worker Performance Incentive Awards

Mr. Mark Snaer reviewed this item. Sacramento Lao Family and Asian Resources are doing very well in meeting their goals. With the centers that are not meeting their goals, there are measures in effect to assist them to do better.

7. Input from the public: No comments.

8. Adjournment: Adjourned at 9:26 a.m.

SWCC Core Service Cost Report FY 2005-2006

Host Agency	Current Funding Amount FY2005-2006	Number of Core Customers Served 7/1/05-3/31/06	Cost Per Core Customer	Number of Core Services Provided 7/1/05-3/31/06	Cost Per Core Service	Number of Core Visits 7/1/05-3/31/06	Cost Per Core Visit
	One-Stop Services						
Broadway - Asian Resources	\$ 270,000	4,212	\$ 64.10	11,989	\$ 22.52	10,972	\$ 24.61
Citrus Heights - San Juan USD	270,000	2,374	113.73	9,340	28.91	6,892	39.18
Franklin - SETA	270,000	3,410	79.18	12,434	21.71	10,752	25.11
Galt - SETA	110,000	875	125.71	3,034	36.26	2,762	39.83
Greater Sacramento Urban League	50,000	950	52.63	4,412	11.33	2,048	24.41
Hillsdale - SETA	270,000	3,960	68.18	14,645	18.44	12936	20.87
La Familia Counseling Center	175,000	1,908	91.72	8,276	21.15	3,695	47.36
Lemon Hill - Sacramento City USD	285,000	3,651	78.06	15,076	18.90	12,740	22.37
Mark Sanders - SETA	280,000	7,428	37.70	21,018	13	17,267	16
Mather - County DHA	105,000	1,364	76.98	8,326	13	7,758	14
Rancho Cordova - SETA	230,000	2,277	101.01	7,054	32.61	5,803	39.63
South County - Elk Grove USD	195,000	3,124	62.42	9,170	21.26	9,116	21.39
Total	\$2,510,000	35,533	70.64	124,774	\$20.12	102,741	24.43
	unduplicated core customers	29,267	85.76				

SETA - Core Service Activity Report

7/1/2005 to 3/31/2006

Core Activity	Career Center												System
	BW	CH	FK	GT	HD	LF	LH	MS	MT	RC	SC	UL	
Career Center Orientation	187	909	447	269	1414	856	1506	478	203	682	942	509	8402
Resume	706	911	2431	579	2498	833	1086	4237	618	525	528	1228	16180
Posted Job Listings	2081	3875	2371	514	2456	3113	2527	4292	1772	1661	2819	900	28381
Internet Job Search	5292	2611	5480	1010	4398	1156	3812	10338	4759	2163	2828	924	44771
Assessments	934	160	408	67	1029	245	2806	354	931	577	189	62	7762
Supportive Service Referral*	48	29	47	22	198	222	396	224	15	23	2	403	1629
UI Information & Referral	5	81	21	36	80	8	76	51	0	40	11	9	418
Eligibility Appointment	30	0	40	39	131	322	14	14	20	16	54	2	682
Employer Presentation	140	45	122	60	331	41	283	375	7	316	799	216	2735
Labor Market Information	29	22	48	18	6	28	29	14	1	7	91	84	377
Program Performance Info.	8	73	50	4	22	73	21	42	0	18	4	34	349
All Youth Core Services**	164	356	654	394	355	692	395	88	0	903	359	18	4378
Core Workshop Services***	2365	268	315	22	1727	687	2125	511	0	123	544	23	8710
Total Services	11989	9340	12434	3034	14645	8276	15076	21018	8326	7054	9170	4412	124774

Total Customers	4214	2374	3410	875	3960	1906	3651	7428	1364	2277	3124	950	29267 †
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Total Visits	10972	6892	10752	2762	12936	3695	12740	17267	7758	5803	9116	2048	102741
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Youth Specialist Referral	131	121	332	44	194	398	128	74	0	118	33	9	1582
Foster Youth Services Referral	19	32	56	0	46	2	3	9	0	12	36	4	219
YS School & Community Links	0	31	91	4	0	137	70	0	0	288	204	1	826
YS Orientation & Assessment	13	62	165	80	96	60	193	1	0	247	72	1	990
YS Workshop	1	110	10	266	19	95	1	4	0	238	14	3	761

*Includes referrals for Financial Assistance, Crisis Intervention, Advocacy, Food Assistance, Housing/Shelter, Health Service

**Includes Youth Specialist Referral, Foster Youth Services Referral, Youth Specialist School & Community Linkages, Youth Specialist Orientation & Assessment, and Youth Specialist Workshop

***Does not include Youth Specialist Workshop

†These are non-duplicated customers receiving core services (it is not a row total)

BW-Broadway, **CH**-Citrus Heights, **FK**-Franklin, **GT**-Galt, **HD**-Hillsdale, **LF**-La Familia, **LH**-Lemon Hill, **MS**-Mark Sanders, **MT**-Mather, **RC**-Rancho Cordova, **SC**-South County, **UL**-Urban League

CORE SERVICES BAR CODE CHART

CODE	TITLE	DESCRIPTION	
100	Orientation	All orientations except	
101	One-on-one	Individual orientation to career center	} Aggregated into 100
102	Group	Group orientation to career center	
103	Rapid Response	Group Orientation for Dislocated Workers	
104	Spanish	Spanish orientation to career center	
301	Resume	Information on resume creation and development	
302	Posted Job Listings	Access and review of posted job listings with private businesses and government	
303	Internet Job Search	Browsing the internet for job search	
305	CalJOBS	Information on job search & employers within California (EDD)	} Aggregated into 303
306	CalJOBS Resume	Online resume submitted for various employers within California	
500	Assessments	All assessments	
501	Staff	Initial assessment of skill levels, aptitudes, abilities & need for s	} Aggregated into 500
502	Computer	Computerized self-service assessment of skills, abilities, aptitu	
503	Self-Assessment	Self-service assessment of skills, abilities, aptitudes, interests	
504	Plato	Self- service use of Plato for GED or other education	
400	Support Service & Training Info. & Referral	All support service & training referrals	
401	Childcare	Information & referral on childcare providers	} Aggregated into 400
402	Transportation	Information & referral for transportation assistance	
403	Health Services	Information & referral to health services including no/low cost health insurance	
404	Housing/Shelter	Information & referral for emergency shelters and permanent h	
405	Food Assistance	Information & referral for emergency food distribution and nutri	
406	Advocacy	Information & referral for client advocacy services	
407	Crisis Intervention	Information & referral for crisis counseling and domestic violence intervention	
408	Financial Assistance	Information & referral for utilities & rental assistance	
409	Training Referral	Information & referral to training providers	
410	Unemployment Insurance	Information & referral for unemployment benefits	
600	Eligibility Appointment	All eligibility appointments	
601	WIA	Assistance in establishing eligibility for Workforce Investment Act	} Aggregated into 600
603	NRA	Assistance in establishing eligibility for National Reserve Acco	
604	CalWORKS/Summer Youth	Assistance in establishing eligibility for Summer Youth 2001	
A00	Employer Presentation(s)	Attending employer presentation/recruitment for available jobs at their business	
800	Labor Market Information	Information on employment statistics, job skill requirements, demand occupations	

CODE	TITLE	DESCRIPTION
900	Program Performance Information	Performance information on local 1-Stop System and training providers
B00	Youth Services	
B01	Youth Specialist Referral	Information on education/training, employment and support services for youth (ages 14-21)
B02	Foster Youth Services Referral	Information on education/training, employment and support services for foster youth
B03	Youth Specialist Linkages	Linkages with schools & community organizations by the Youth Specialist
B04	Youth Specialist Orient. & Assmnt.	Orientations & Assessments by the Youth Specialist

CORE WORKSHOPS CHART

Core Workshop Services - All workshop bar codes are aggregated into one reporting area. Workshops include		
Cal JOBS	Financial Aid	Youth-Applications & Resumes
Resume Writing	Work Readiness	Youth-Mock Interviews/Attire For Hire
Interview Skills	Career/Academic Assessment	Youth-Career Assessment/College Prep
Applications	Drug & Alcohol	DHA Job Club/Search LEP - Spanish
Hidden Job Market	Employer Orientation	DHA Job Club/Search LEP - Russ/Ukran
Dress for Success	Youth Employment Skills	DHA Job Club/Search Ex-offenders
Choices	CalJOBS Resume	Youth Specialist Workshops
Career Assessment	Tax Assistance	Boot Camp
Introduction to Internet	How to Get a Job with the State	WSP - Assessment/Assisted Services
CalWORKs/Job Club	Veteran Benefits	WSP - Skills Services
Spanish Application & Resume	Job Search	WSP - Business Services
Conviction Expungement	Initial Assistance	WSP - Personal/Professional Services
Driver's License Reinstatement	Basics in Finding a Job	
Vocational Rehabilitation	Job Focus	
How to Advance Your Career	Skills Analysis	
Home Buyer	Plato	
Ex-offender	CalWORKs Retention Services	
Computer Literacy	Financial Literacy	
GED Assessment	Computer Literacy, Spanish	
Small Business	Personalized Job Search	
Life Skills	Strategies That Employ People	
Job Retention	Youth-Keys to Success	

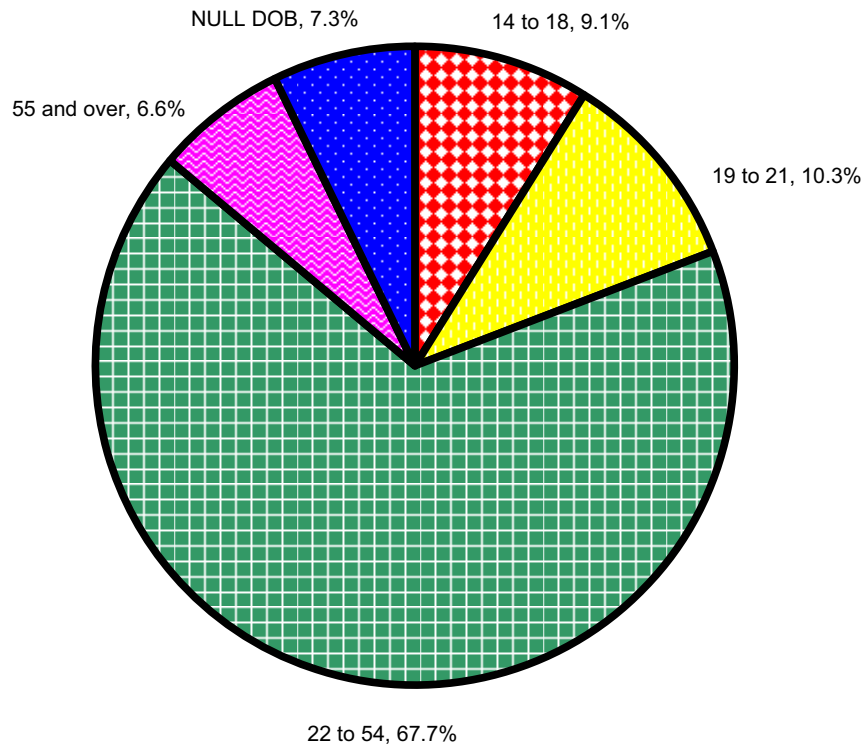
SETA - Age Breakdown

7/1/2005 to 3/31/2006

Onestop	14 to 18	19 to 21	22 to 54	55 and over	NULL DOB
Broadway	4%	8%	77%	6%	6%
Citrus Heights	10%	8%	68%	10%	6%
Franklin	13%	15%	63%	4%	6%
Galt	20%	12%	57%	7%	4%
Hillsdale	6%	10%	69%	8%	8%
La Familia	20%	10%	62%	4%	5%
Lemon Hill	10%	15%	65%	4%	7%
Mark Sanders	3%	6%	73%	9%	10%
Mather	1%	4%	80%	10%	4%
Rancho Cordova	16%	10%	64%	6%	5%
South County	8%	11%	67%	6%	9%
Urban League	6%	8%	69%	4%	13%

System	9.1%	10.3%	67.7%	6.6%	7.3%
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Age Breakdown System-wide



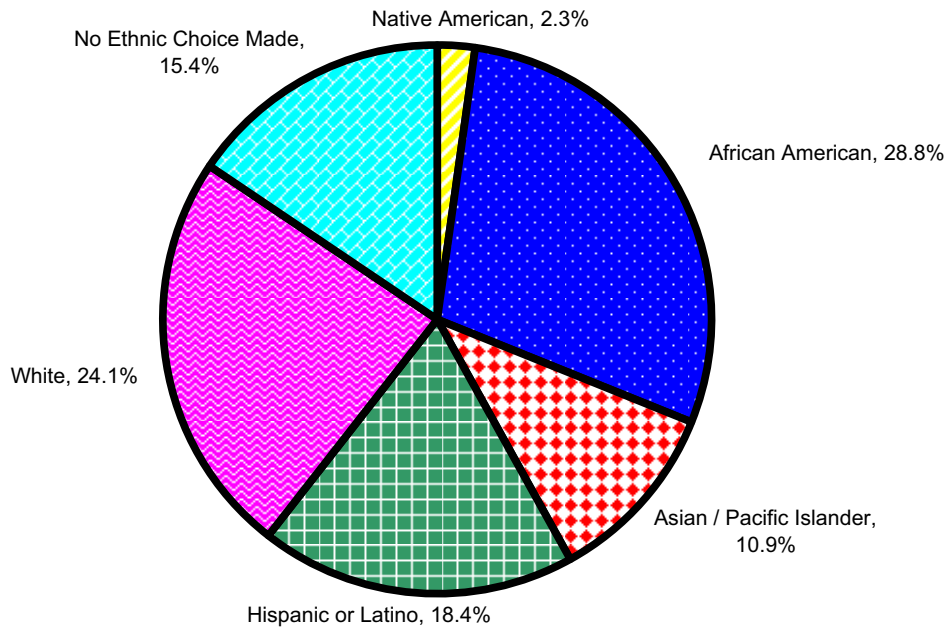
SETA - Ethnic Breakdown

7/1/2005 to 3/31/2006

Onestop	Native American	African American	Asian / Pacific Islander	Hispanic or Latino	White	No Ethnic Choice Made
Broadway	3%	36%	9%	15%	19%	18%
Citrus Heights	2%	17%	5%	11%	50%	15%
Franklin	2%	45%	15%	15%	10%	14%
Galt	2%	5%	15%	43%	27%	8%
Hillsdale	2%	30%	5%	13%	32%	16%
La Familia	2%	24%	7%	51%	6%	10%
Lemon Hill	3%	27%	20%	18%	19%	13%
Mark Sanders	3%	31%	9%	18%	22%	18%
Mather	2%	34%	8%	10%	33%	13%
Rancho Cordova	2%	24%	9%	12%	41%	12%
South County	2%	32%	15%	19%	15%	17%
Urban League	1%	45%	8%	13%	12%	22%

System	2.3%	28.8%	10.9%	18.4%	24.1%	15.4%
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Ethnic Breakdown System-wide

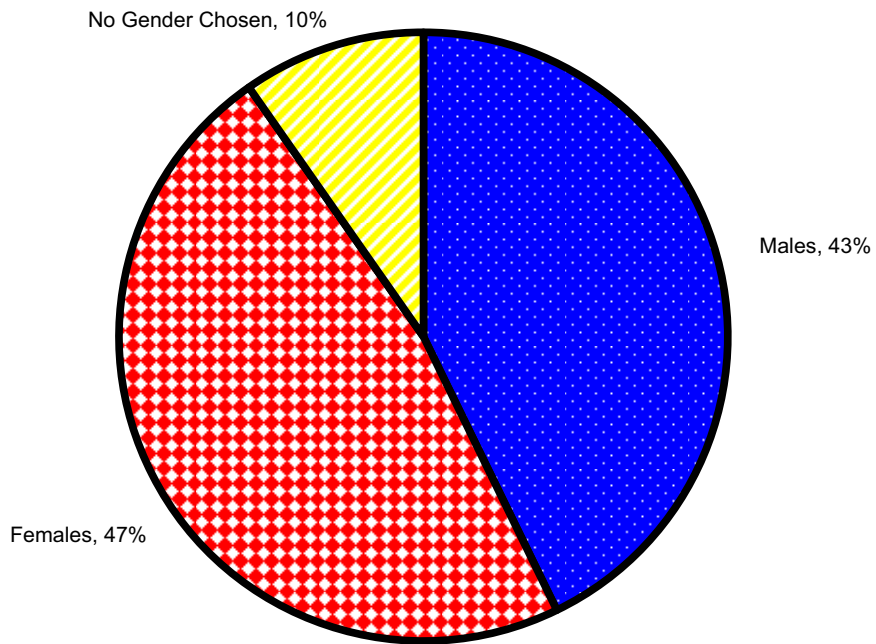


SETA - Gender Breakdown

7/1/2005 to 3/31/2006

Onestop	Males	Females	No Gender Chosen
Broadway	45%	47%	8%
Citrus Heights	44%	49%	7%
Franklin	40%	53%	7%
Galt	42%	51%	7%
Hillsdale	38%	51%	11%
La Familia	40%	54%	6%
Lemon Hill	40%	51%	9%
Mark Sanders	48%	39%	13%
Mather	48%	47%	5%
Rancho Cordova	44%	50%	6%
South County	39%	49%	12%
Urban League	30%	49%	21%
System	43%	47%	10%

Gender Breakdown System-wide



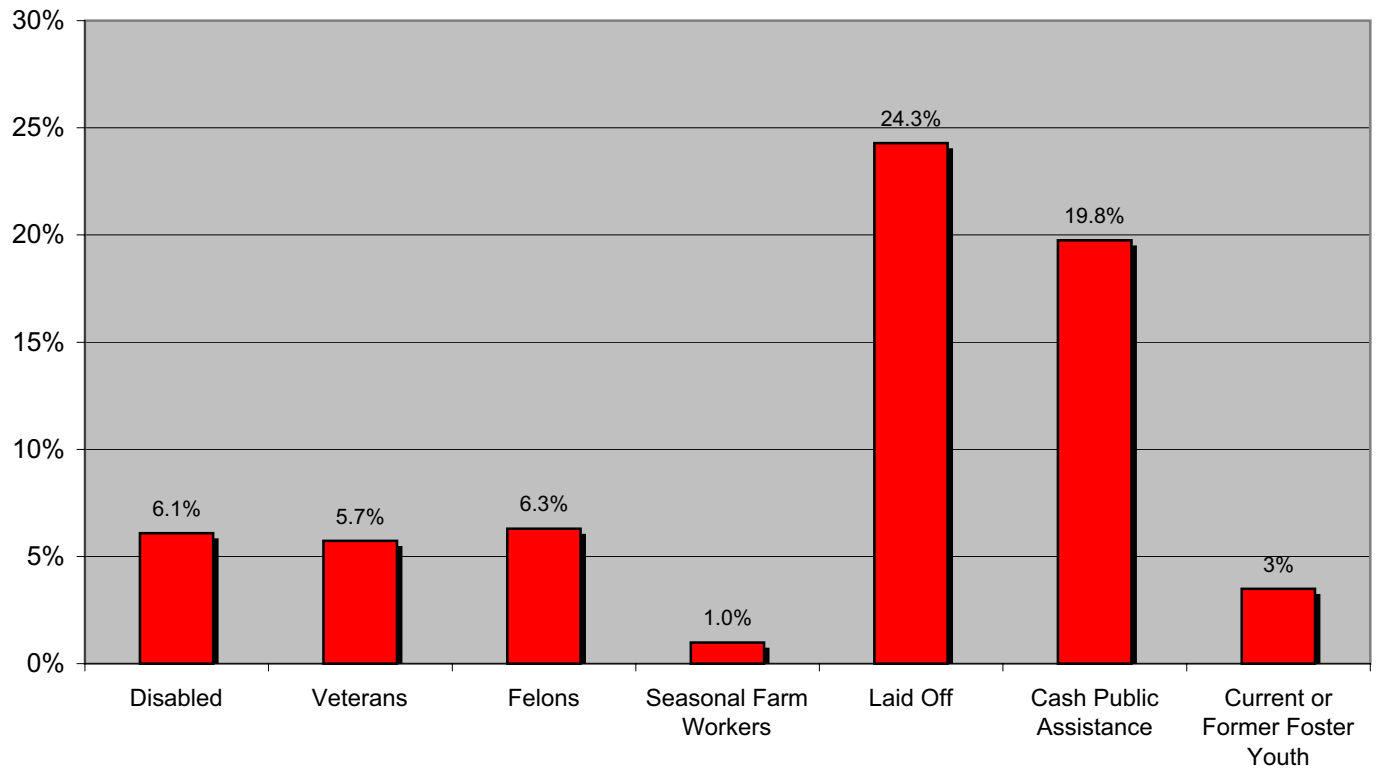
SETA - Employment Characteristics

7/1/2005 to 3/31/2006

Onestop	Disabled	Veterans	Felons	Seasonal Farm Workers	Laid Off	Cash Public Assistance	Current or Former Foster Youth
Broadway	6%	4%	9%	0%	21%	21%	3%
Citrus Heights	11%	7%	6%	0%	30%	17%	5%
Franklin	7%	3%	6%	1%	19%	23%	5%
Galt	3%	4%	3%	5%	23%	12%	1%
Hillsdale	7%	6%	5%	1%	28%	24%	5%
La Familia	4%	2%	7%	2%	17%	21%	3%
Lemon Hill	5%	3%	7%	1%	16%	23%	3%
Mark Sanders	5%	10%	7%	1%	36%	16%	2%
Mather	8%	17%	8%	0%	28%	27%	2%
Rancho Cordova	5%	4%	4%	1%	22%	26%	2%
South County	7%	5%	10%	1%	22%	17%	4%
Urban League	5%	5%	5%	1%	21%	20%	4%

System	6.1%	5.7%	6.3%	1.0%	24.3%	19.8%	3.5%
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Employment Characteristics System-wide



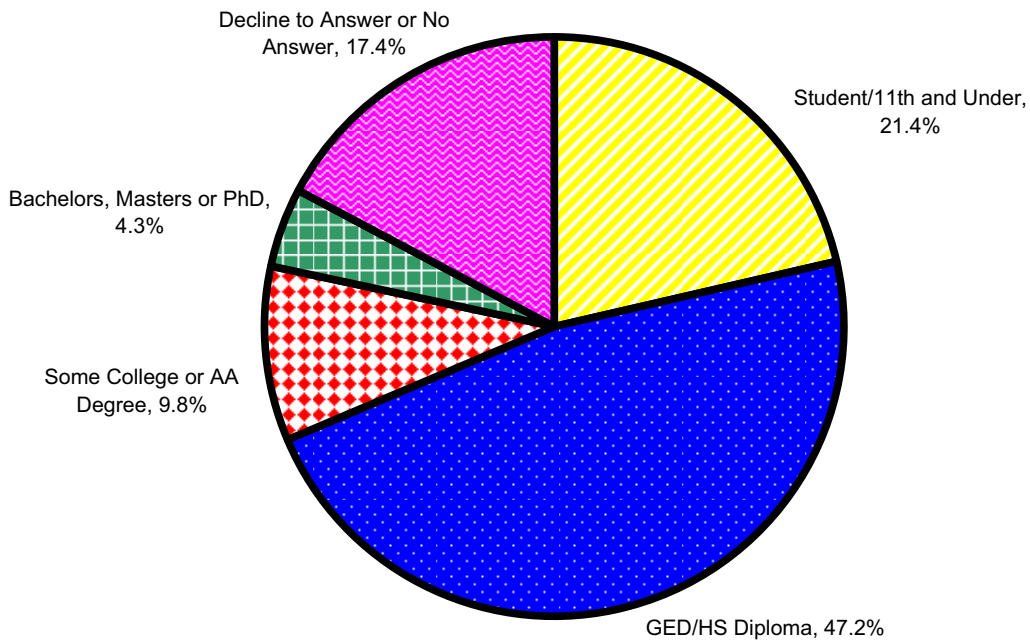
SETA - Education Status Breakdown

7/1/2005 to 3/31/2006

Onestop	Student/11th and Under	GED/HS Diploma	Some College or AA Degree	Bachelors, Masters or PhD	Decline to Answer or No Answer
Broadway	16%	50%	9%	4%	22%
Citrus Heights	18%	45%	17%	7%	14%
Franklin	26%	48%	9%	3%	14%
Galt	33%	43%	11%	3%	10%
Hillsdale	19%	50%	10%	5%	16%
La Familia	34%	37%	4%	1%	24%
Lemon Hill	27%	48%	7%	3%	15%
Mark Sanders	15%	50%	11%	5%	18%
Mather	11%	51%	17%	9%	12%
Rancho Cordova	26%	46%	10%	6%	12%
South County	19%	47%	10%	4%	19%
Urban League	17%	44%	11%	4%	24%

System	21.4%	47.2%	9.8%	4.3%	17.4%
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Education Breakdown System-wide

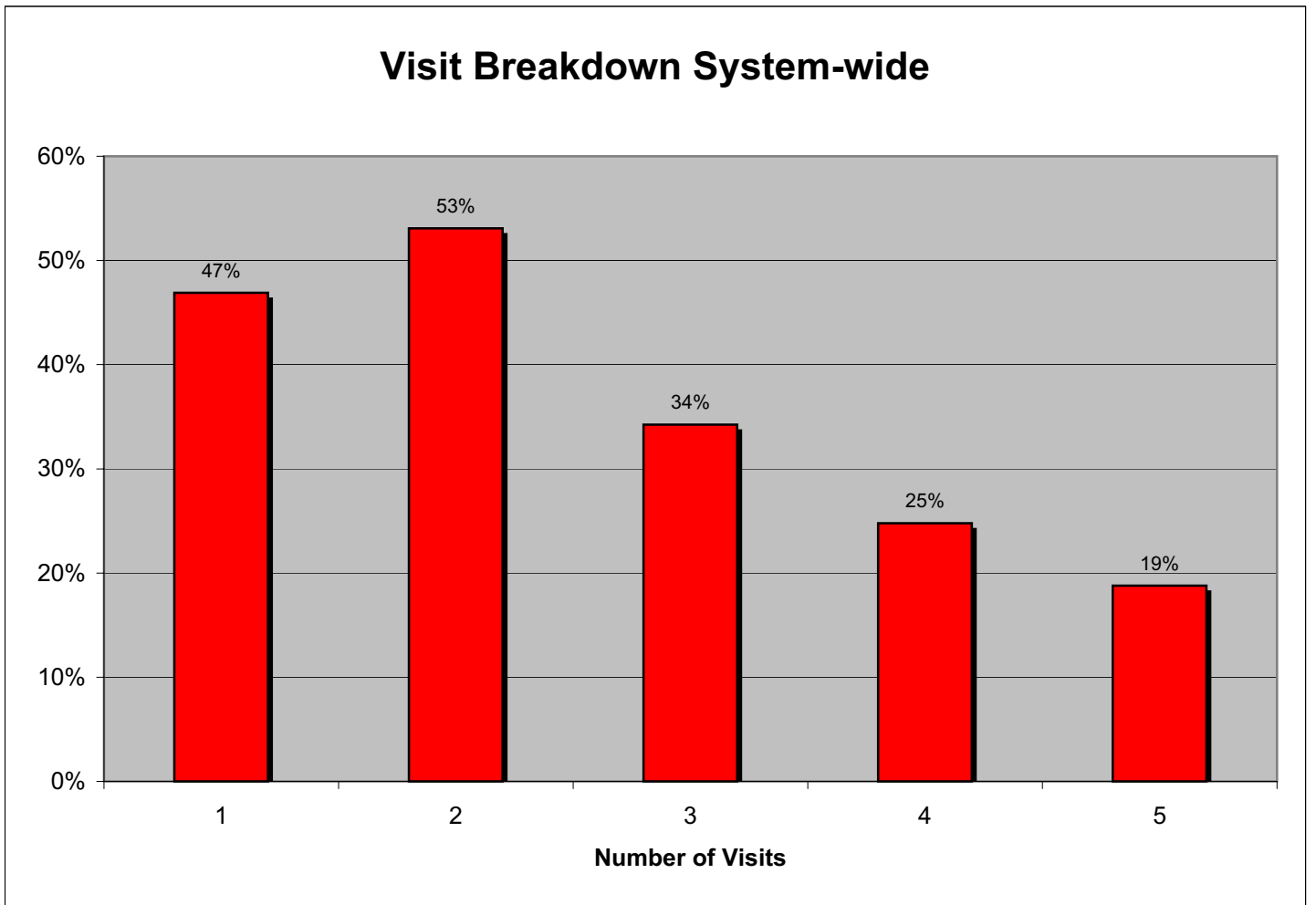


SETA - Visit Breakdown

7/1/2005 to 3/31/2006

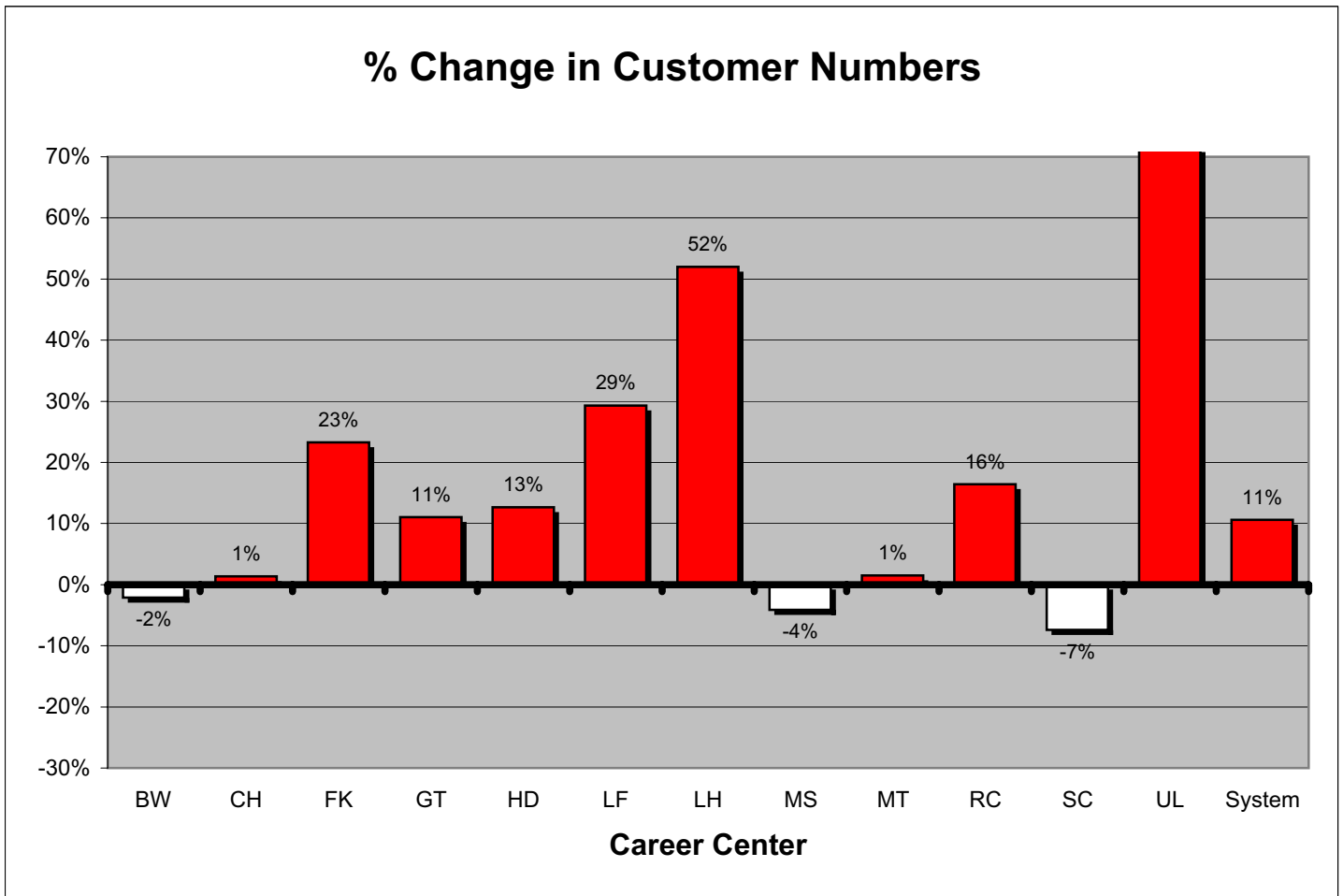
Onestop	1 Visit Only	2 or More Visits	3 or More Visits	4 or More Visits	5 or More Visits
Broadway	57%	43%	25%	17%	13%
Citrus Heights	53%	47%	30%	21%	15%
Franklin	52%	48%	31%	23%	18%
Galt	49%	51%	35%	25%	18%
Hillsdale	47%	53%	34%	24%	18%
La Familia	62%	38%	19%	12%	8%
Lemon Hill	44%	56%	34%	24%	18%
Mark Sanders	62%	38%	21%	14%	10%
Mather	39%	61%	46%	38%	30%
Rancho Cordova	55%	45%	25%	17%	12%
South County	53%	47%	29%	20%	15%
Urban League	61%	39%	19%	13%	9%

System	47%	53%	34%	25%	19%
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SETA - Percent Change in Customer Numbers by Career Center

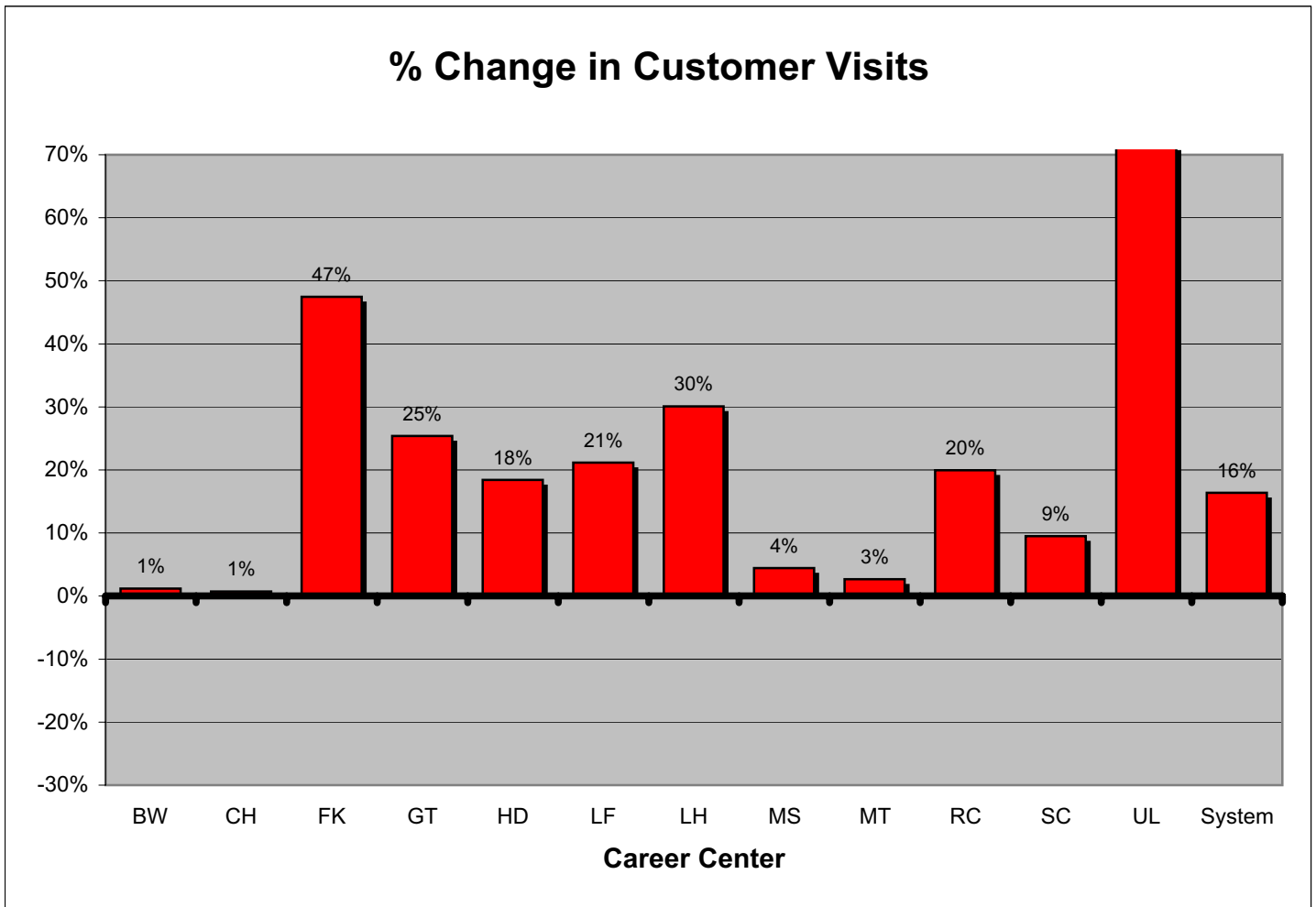
Quarters	BW	CH	FK	GT	HD	LF	LH	MS	MT	RC	SC	UL	System
7/1/04 - 3/31/05	4305	2342	2766	788	3515	1474	2402	7749	1344	1956	3373	48	26461
7/1/05 - 3/31/06	4214	2374	3410	875	3960	1906	3651	7428	1364	2277	3124	950	29267
Difference	-91	32	644	87	445	432	1249	-321	20	321	-249	902	2806
% Change	-2%	1%	23%	11%	13%	29%	52%	-4%	1%	16%	-7%	1879%	11%



BW-Broadway, **CH**-Citrus Heights, **FK**-Franklin, **GT**-Galt, **HD**-Hillsdale, **LF**-La Familia, **LH**-Lemon Hill, **MS**-Mark Sanders, **MT**-Mather, **RC**-Rancho Cordova, **SC**-South County, **UL**-Urban League

SETA - Percent Change in Customer Visits by Career Center

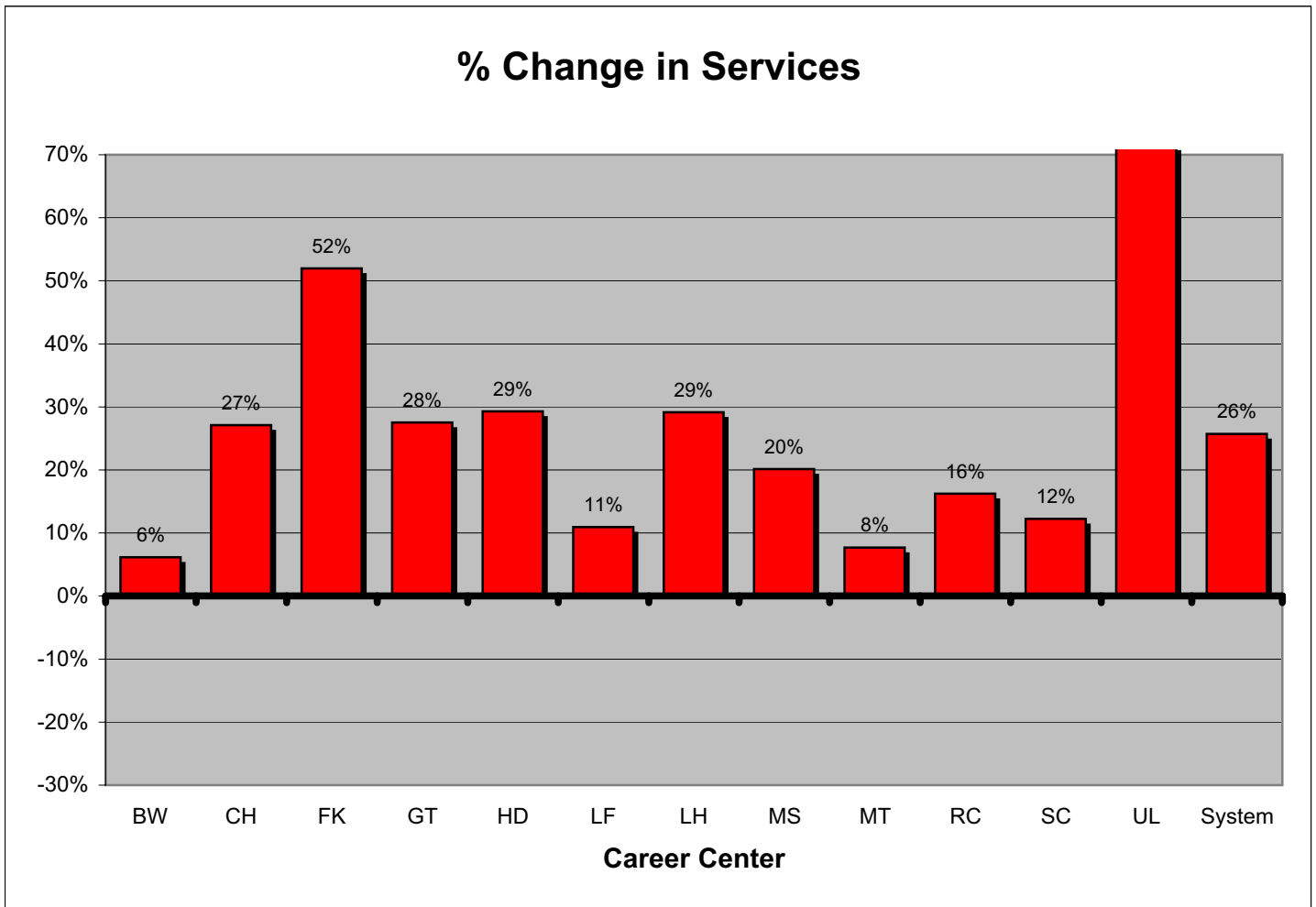
Quarters	BW	CH	FK	GT	HD	LF	LH	MS	MT	RC	SC	UL	System
7/1/04 - 3/31/05	10845	6844	7291	2203	10924	3050	9792	16531	7555	4837	8327	75	88274
7/1/05 - 3/31/06	10972	6892	10752	2762	12936	3695	12740	17267	7758	5803	9116	2048	102741
Difference	127	48	3461	559	2012	645	2948	736	203	966	789	1973	14467
% Change	1%	1%	47%	25%	18%	21%	30%	4%	3%	20%	9%	2631%	16%



BW-Broadway, **CH**-Citrus Heights, **FK**-Franklin, **GT**-Galt, **HD**-Hillsdale, **LF**-La Familia, **LH**-Lemon Hill, **MS**-Mark Sanders, **MT**-Mather, **RC**-Rancho Cordova, **SC**-South County, **UL**-Urban League

SETA - Percent Change in Services by Career Center

Quarters	BW	CH	FK	GT	HD	LF	LH	MS	MT	RC	SC	UL	System
7/1/04 - 3/31/05	11296	7348	8182	2379	11327	7460	11673	17496	7733	6069	8171	127	99261
7/1/05 - 3/31/06	11989	9340	12434	3034	14645	8276	15076	21018	8326	7054	9170	4412	124774
Difference	693	1992	4252	655	3318	816	3403	3522	593	985	999	4285	25513
% Change	6%	27%	52%	28%	29%	11%	29%	20%	8%	16%	12%	3374%	26%



BW-Broadway, **CH**-Citrus Heights, **FK**-Franklin, **GT**-Galt, **HD**-Hillsdale, **LF**-La Familia, **LH**-Lemon Hill, **MS**-Mark Sanders, **MT**-Mather, **RC**-Rancho Cordova, **SC**-South County, **UL**-Urban League

Sacramento Works Career Center Utilization Report

7/1/2005 to 3/31/2006

City of Sacramento					
Sacramento Works Career Center: Broadway			Sacramento Works Career Center: La Familia		
Career Center: Broadway		Total Customers: 4214 Total Visits: 10972	Career Center: La Familia		Total Customers: 1906 Total Visits: 3695
% Customers Using other Career Centers: 32%			% Customers Using other Career Centers: 28%		
Other Career Centers frequently visited by customers:			Other Career Centers frequently visited by customers:		
Mark Sanders	560	South County	230	Mark Sanders	190
Franklin	315	Lemon Hill	212	Broadway	140
Zip Codes with highest number of customers:			Zip Codes with highest number of customers:		
95823	387	95823	279	95820	261
95818	350	95824	221	95822	199
95814	217	95828	112		
95822	217				
No Zipcode	208				
Sacramento Works Career Center: Franklin			Sacramento Works Career Center: Mark Sanders		
Career Center: Franklin		Total Customers: 3410 Total Visits: 10752	Career Center: Mark Sanders		Total Customers: 7428 Total Visits: 17267
% Customers Using other Career Centers: 33%			% Customers Using other Career Centers: 25%		
Other Career Centers frequently visited by customers:			Other Career Centers frequently visited by customers:		
Mark Sanders	374	South County	298	Broadway	560
Broadway	315	Lemon Hill	223	Franklin	374
Zip Codes with highest number of customers:			Zip Codes with highest number of customers:		
95823	960	No Zipcode	679	95823	668
95822	394	95820	531	95828	401
95832	268	95824	382		
95828	245				
95824	186				
Sacramento Works Career Center: Lemon Hill			Sacramento Works Career Center: Urban League		
Career Center: Lemon Hill		Total Customers: 3651 Total Visits: 12740	Career Center: Urban League		Total Customers: 950 Total Visits: 2048
% Customers Using other Career Centers: 24%			% Customers Using other Career Centers: 34%		
Other Career Centers frequently visited by customers:			Other Career Centers frequently visited by customers:		
Mark Sanders	297	Broadway	212	Mark Sanders	115
Franklin	223	South County	141	Hillsdale	90
Zip Codes with highest number of customers:			Zip Codes with highest number of customers:		
95823	527	95838	246	95815	86
95824	466	No Zipcode	62	95833	53
95828	299	95823	40		
95820	261				
95822	216				

Sacramento Works Career Center Utilization Report

7/1/2005 to 3/31/2006

South Sacramento County					
Sacramento Works Career Center: South County			Sacramento Works Career Center: Galt		
Career Center: South County	Total Customers:	3124	Career Center: Galt	Total Customers:	875
	Total Visits:	9116		Total Visits:	2762
% Customers Using other Career Centers: 28%			% Customers Using other Career Centers: 8%		
Other Career Centers frequently visited by customers:			Other Career Centers frequently visited by customers:		
Franklin	298	Broadway	230	Franklin	24
Mark Sanders	291	Lemon Hill	141	Mark Sanders	14
South County		Broadway	10		
Zip Codes with highest number of customers:			Zip Codes with highest number of customers:		
95828		689	95632		635
95823		517	95638		24
No Zipcode		234	95758		22
95758		222	95220		14
95624		218	No Zipcode		14
East Sacramento County					
Sacramento Works Career Center: RanchoCordova			Sacramento Works Career Center: Mather		
Career Center: Rancho Cordova	Total Customers:	2277	Career Center: Mather	Total Customers:	1364
	Total Visits:	5803		Total Visits:	7758
% Customers Using other Career Centers: 23%			% Customers Using other Career Centers: 36%		
Other Career Centers frequently visited by customers:			Other Career Centers frequently visited by customers:		
Mark Sanders	156	Broadway	102	Mark Sanders	166
Mather	144	Hillsdale	83	Rancho Cordova	144
Rancho Cordova		Lemon Hill	83		
Zip Codes with highest number of customers:			Zip Codes with highest number of customers:		
95670		919	95670		267
95827		178	95655		232
95826		117	95827		103
No Zipcode		84	95826		77
95608		55	No Zipcode		59
North Sacramento City and County					
Sacramento Works Career Center: Citrus Heights			Sacramento Works Career Center: Hillsdale		
Career Center: Citrus Heights	Total Customers:	2374	Career Center: Hillsdale	Total Customers:	3960
	Total Visits:	6892		Total Visits:	12936
% Customers Using other Career Centers: 24%			% Customers Using other Career Centers: 22%		
Other Career Centers frequently visited by customers:			Other Career Centers frequently visited by customers:		
Hillsdale	271	Broadway	84	Citrus Heights	271
Mark Sanders	155	Rancho Cordova	73	Mark Sanders	257
Rancho Cordova		Urban League	90		
Zip Codes with highest number of customers:			Zip Codes with highest number of customers:		
95610		476	95842		669
95621		280	95660		568
95628		169	No Zipcode		396
95608		165	95843		262
95662		134	95841		234

WIA Overall Real-Time Performance

7/1/04 – 3/31/06

WIA Title I	Total Served	Exits	Entered Employment Rate* Adult Goal 71.3% DW Goal 78.8%	Employment Credential Rate Adult Goal 55% DW Goal 58%	Average Earnings Change/Earnings Replacement Rate Adult Goal \$3,600 DW Goal 91.7%
Adult	1390	954	87.3%	88.2%	\$5,529.00
Dislocated Worker	762	415	92%	91.6%	106%

* The formula for the Entered Employment Rate excludes exits that resulted from death, incarceration, and/or medical condition.

Sacramento Works Career Center Intensive/Training Cost Report
FY 2005-2006

Host Agency	Current Funding Amount FY2005-2006			Customers Enrolled from July 1, 2005 to March 31, 2006		Customers Served during the period 7/1/05 to 3/31/06	
	One-Stop Services	Scholarships/WSP	Total	# Enrolled	Cost per Customer	# Served	Cost per Customer
Broadway	\$ 270,000	\$ 200,000	\$ 470,000	75	\$ 6,267	164	\$ 2,866
Citrus Heights	270,000	155,000	425,000	76	\$ 5,592	152	\$ 2,796
Franklin	270,000	145,000	415,000	85	\$ 4,882	135	\$ 3,074
Galt	110,000	75,000	185,000	29	\$ 6,379	57	\$ 3,246
Hillsdale	270,000	220,000	490,000	91	\$ 5,385	174	\$ 2,816
La Familia Counseling Center	175,000	80,000	255,000	83	\$ 3,072	116	\$ 2,198
Lemon Hill	285,000	155,000	440,000	74	\$ 5,946	144	\$ 3,056
Mark Sanders	280,000	240,000	520,000	99	\$ 5,253	148	\$ 3,514
Mather	105,000	65,000	170,000	60	\$ 2,833	84	\$ 2,024
Rancho Cordova	230,000	170,000	400,000	96	\$ 4,167	127	\$ 3,150
South County	195,000	185,000	380,000	49	\$ 7,755	80	\$ 4,750
	\$2,460,000	\$1,690,000	\$4,150,000	817	\$ 5,080	1381	\$ 3,005

served in fiscal year, but enrolled in prior year

564

PY 2005/06 3rd QUARTER PERFORMANCE OUTCOMES
 07/1/05-03/31/06
 (Base Wage Available to December, 2005)

<u>MEASURE</u>	<u>Goal</u>	<u>Actual</u>	<u>Success Rate*</u>	<u>Exiters</u>
Adult Credential	56.00%	74.14%	132.39%	290
Adult Entered Employment	72.00%	80.06%	111.20%	311
Adult Earnings Change	\$3700	\$5048	136.44%	304
Adult Retention	77.20%	83.49%	108.15%	315
Disl. Worker Credential	66.00%	70.41%	106.68%	98
Disl. Worker Entered Employment	79.00%	76.79%	97.20%	168
Disl. Worker Earnings Replacement	-\$3000	\$139	205%	122
Disl. Worker Retention	84.60%	90.63%	107%	128
Youth Diploma/Equiv. Attainment	66.00%	79.25%	120.07%	106
Younger Youth Retention	61.30%	77.39%	126.25	115
Youth Skill Attainment	81.20%	89.17%	109.81%	397
Older Youth Credential	38.00%	68.60%	180.51%	121
Older Youth Entered Employment	70.10%	78.85%	112.48%	104
Older Youth Earnings Change	\$3000	\$3237.18	107.91	76
Older Youth Retention	78.00%	81.58%	104.59%	76

*Success Rate of 80% -100% = MEETS PERFORMANCE

*Success Rate >100% = EXCEEDS PERFORMANCE

12 May 2006

WIA/ADULT
Plan vs. Actual MIS Review/Analysis
07/01/04 - 03/31/06

Region: North City/County

One-Stop Services						Entered Employment Rate*	Employment Credential Rate	Average Earning Change
Performance Goal (-15% is allowable)						71.3%	55%	\$3,600
		07/01/05 - 03/31/06 3 rd Quarter New Enrollments		07/01/04 - 03/31/06 Grant 201		Below reflects real-time performance calculated on grant 201.		
SWCC	Year End Plan	3 rd Qtr. Plan	3 rd Qtr. Actual	Participants	Exits			
Citrus Heights	44	37	38	95	52	93.6%	97.1%	\$3,451
Hillsdale	40	35	45	117	58	84.3%	95.7%	\$3,577

*The formula for the Entered Employment Rate excludes exits that resulted form death, incarceration, and/or medical condition.

Region: South City

One-Stop Services						Entered Employment Rate*	Employment Credential Rate	Average Earning Change
Performance Goal (- 15% is allowable)						71.3%	55%	\$3,600
		07/01/05 - 03/31/06 3 rd Quarter New Enrollments		07/01/04 - 03/31/06 Grant 201		Below reflects real-time performance calculated on grant 201.		
SWCC	Year End Plan	3 rd Qtr. Plan	3 rd Qtr. Actual	Participants	Exits			
Broadway	50	50	59	192	160	83.7%	83%	\$5,886
Franklin	50	50	60	173	119	94%	96%	\$6,937
Mark Sanders	40	40	46	140	107	94.1%	88.2%	\$4,735
South County	51	40	31*	100	69	60.3%	90.5%	\$5,128

*The formula for the Entered Employment Rate excludes exits that resulted form death, incarceration, and/or medical condition.

South County - *Third quarter enrollments are below plan. Correction is required.

Region: South/East County

One-Stop Services						Entered Employment Rate*	Employment Credential Rate	Average Earning Change
Performance Goal (- 15% is allowable)						71.3%	55%	\$3,600
		<i>07/01/05 –03/31/06 3rd Quarter New Enrollments</i>		07/01/04 – 03/31/06 Grant 201		Below reflects real-time performance calculated on grant 201.		
SWCC	Year End Plan	3rd Qtr. Plan	3rd Qtr. Actual	Participants	Exits			
Galt	20	15	18	39	27	92%	100%	\$7,294
La Familia	58	52	76	165	118	88%	88%	\$5,377
Lemon Hill	52	52	47	143	87	92%	90.6%	\$5,544
Mather	31	27	46	75	55	87.3%	75%	\$8,302
Rancho Cordova	40	31	67	147	98	89.6%	81.2%	\$4,631

*The formula for the Entered Employment Rate excludes exits that resulted form death, incarceration, and/or medical condition.

**WIA/DISLOCATED WORKER
Plan vs. Actual MIS Review/Analysis
07/01/04-03/31/06**

Region: North City/County

One-Stop Services						Entered Employment Rate*	Employment Credential Rate	Wage Replacement Rate
Performance Goal (- 15% of goal is allowable)						78.8%	58%	91.7%
		04/01/05-03/31/06 3 rd Quarter New Enrollments		07/01/04-03/31/06 Grant 501		Below reflects real-time performance calculated on Grant 501.		
SWCC	Year End Plan	3 rd Qtr. Plan	3 rd Qtr. Actual	Participants	Exits			
Citrus Heights	56	40	38	102	45	95.6%	83.3%	94.4%
Hillsdale	50	43	46	126	62	91.7%	87.5%	91.8%

*The formula for the Entered Employment Rate excludes exits that resulted from death, incarceration, and/or medial condition.

Region: South City

One-Stop Services						Entered Employment Rate*	Employment Credential Rate	Wage Replacement Rate
Performance Goal (- 15% of goal is allowable)						78.8%	58%	91.7%
		04/01/05-03/31/06 3 rd Quarter New Enrollments		07/01/04-03/31/06 Grant 501		Below reflects real-time performance calculated on Grant 501.		
SWCC	Year End Plan	3 rd Qtr. Plan	3 rd Qtr. Actual	Participants	Exits			
Broadway	35*	35	16*	71	46	93%	76.5%	101%
Franklin	40	30	25	55	25	100%	92.3%	148.1%
Mark Sanders	53	45	53	130	70	95.5%	94.7%	121.4%
South County	32*	30	18**	52	32	66.7%	93.3%	108%

*The formula for the Entered Employment Rate excludes exits that resulted from death, incarceration, and/or medial condition.

Broadway - *Third quarter enrollments continue to be below plan. The career center site supervisor submitted a plan of action to increase enrollments. This corrective action plan is in effect until June 2006. Year end plan reflects April 6, 2006 board approved modification.

South County - * Year end plan reflects April 6, 2006 board approved modification.

**Third quarter enrollments continue to be below plan. Correction is required. Program reports they are making progress toward meeting fourth quarter goals.

Region: South/East County

One-Stop Services				Entered Employment Rate*	Employment Credential Rate	Wage Replacement Rate		
Performance Goal (- 15% of goal is allowable)				78.8%	58%	91.7%		
		04/01/05-03/31/06 3 rd Quarter New Enrollments		07/01/04-03/31/06 Grant 501		Below reflects real-time performance calculated on Grant 501.		
SWCC	Year End Plan	3 rd Qtr. Plan	3 rd Qtr. Actual	Participants	Exits			
Galt	17	12	11*	36	23	100%	100%	113.3%
La Familia	9*	9	7	27	20	89.5%	88.9%	141.7%
Lemon Hill	38*	35	27*	76	40	94.7%	100%	86.4%
Mather	10	9	14	24	16	81.3%	85.7%	133%
Rancho Cordova	37	29	29	62	36	94.4%	100%	100.8%

*The formula for the Entered Employment Rate excludes exits that resulted from death, incarceration, and/or medial condition.

Galt - *Is within allowable 15% of goal. Corrective action to increase enrollments is rescinded.

La Familia - * Year end plan reflects April 6, 2006 board approved modification.

Lemon Hill - *Enrollment remains below 85% of goal. Corrective action needs to continue. Year end plan reflects April 6, 2006 board approved modification.

SCHOLARSHIPS

Fiscal Year 2005 - 2006

State Provider ID	Training Provider	Training Enrollments (enrolled before July 1, 2005)	Training Enrollments (enrolled after June 30, 2005)	Training Program Completers	Exits	Total Placements	Total Employment Rate	Training Related Placements	Training Related Employment Rate	Average Wage at Placement (Training Related)
1483	Allied Business Schools	4	4	4	1	1	100%	1	100%	\$9.50
67	BTTI/EGUSD	13	11	11	8	5	63%	3	60%	\$11.83
63	California Alarm & Lock	1	1	1	1	1	100%	0	0%	N/A
447	California Institute of Jewelry Training	2	0	2	1	0	0%	0	0%	N/A
1466	California Security Training Academy	4	4	7	4	4	100%	4	100%	\$13.10
917	Calif. State University, Sacramento, (Cont. Ed.)	8	3	10	7	5	71%	4	80%	\$43.89
69	Center for Employment Training (CET)	6	14	6	6	4	67%	4	100%	\$10.63
903	Contractors State License Services	2	2	3	1	0	0%	0	0%	N/A
756	Federico Beauty Institute	2	1	2	1	0	0%	0	0%	N/A
174	Global Travel Academy	0	0	0	0	0	0%	0	0%	N/A
450	High-Tech Institute	11	4	10	10	10	100%	7	70%	\$12.07
1747	Institute of Technology	13	5	11	6	6	100%	4	67%	\$18.17
1238	Maric College	1	0	1	1	1	100%	1	100%	N/A
677	Modoc Railroad Academy	5	0	4	4	4	100%	2	50%	\$17.37
60	MTI College	13	7	11	10	9	90%	6	67%	\$17.96
758	National Career Education	14	4	15	10	10	100%	10	100%	\$13.47
503	No. Calif. Barber/Cosmetology Apprenticeship	4	1	1	1	0	0%	0	0%	N/A
681	Northern California Teamsters	2	0	2	2	1	50%	1	100%	\$16.90
57	Northwestern College	0	1	0	0	0	0%	0	0%	N/A
1821	OSC (Sacramento Office Skills Center)	3	10	3	3	3	100%	2	67%	\$14.00
998	Oxman College	0	0	0	0	0	0%	0	0%	N/A
1725	Precision Technical Institute	1	3	1	1	1	100%	1	100%	\$15.00
989	Sacramento City USD (Old Marshall & Charles A. Jones)	69	47	48	45	37	82%	28	76%	\$14.04
1818	SATI of Sacramento	24	18	31	20	18	90%	15	83%	\$14.51
176	Tech Skills	75	38	62	42	39	93%	28	72%	\$17.68
53	Truck Driving Academy	8	13	14	10	8	80%	6	75%	\$13.74
1762	United Medical Institute	0	2	0	0	0	0%	0	0%	N/A
1527	Vocational Evaluation Services, Inc.	0	0	0	0	0	0%	0	0%	N/A
64	Western Career College	4	2	3	3	3	100%	1	33%	\$12.50
54	Western Pacific Truck School	13	13	17	12	10	83%	10	100%	\$13.80
58	Western Truck School	6	9	12	6	4	67%	3	75%	\$14.72
1710	Williams Hair Academy	0	0	0	0	0	0%	0	0%	N/A
Totals		308	217	292	216	184	85%	141	77%	\$15.74

**WIA/ADULT/OJT
Plan vs. Actual MIS Review/Analysis
07/01/04 - 03/31/06**

On-the-Job Training						Entered Employment Rate	Employment Credential Rate	Average Earnings Change
Performance Goal (-15% is allowable)						71.3%*	55%	\$3,600
		<i>07/01/05 – 03/31/06 3rd Quarter New Enrollments</i>		07/01/04 – 03/31/06 Grant 201		Below reflect real-time actual performance calculated on Grant 201		
SUBGRANTEE	Year End Plan	3rd Qtr Plan	3rd Qtr Actual	Participants	Exits			
Asian Resources, Inc.	54	48	37*	108	97	84.5%	68%	\$5,036
GSUL	42	42	20	81	56	89.3%	76.7%	\$3,764
La Familia	51	46	40	116	90	81.1%	71.7%	\$4,850
Sacramento Chinese Community Svc. Center	51	47	46	114	86	93%	75.4%	\$5,878
Sacramento Lao Family Community, Inc.	41	41	33*	90	67	94%	80%	\$6,716

*The formula for the Entered Employment Rate excludes exits that resulted from death, incarceration, and/or medical condition.

Asian Resources, Inc. - *Third quarter enrollments are below plan. Correction is required.

Greater Sacramento Urban League - *New enrollments remain low (48% of contracted goal). Corrective action needs to continue.

Sacramento Lao Family Community Inc. - *Third quarter enrollments are below plan. Correction is required.

On-the-Job Training Cost Report FY 2005-2006

OJT Provider	Current Funding Amount, FY2005-2006			Number of Customers Served 7/1/05-3/31/06	Cost Per OJT Customer
	WIA	CalWORKs	Total		
Sacramento Lao Family	180,000	28,800	208,800	33	6,327.27
Sacramento Chinese	180,000	29,453	209,453	46	4,553.33
Asian Resources	\$210,000	\$30,400	\$240,400	37	6,497.30
La Familia Counseling Center	175,000	30,400	205,400	40	5,135.00
Greater Sacramento Urban League*	144,790	30,400	175,190	20	8,759.50
	\$889,790	\$149,453	\$1,039,243	176	5,904.79



Date _____

Customer Service Survey – ***** SWCC

1. **How old are you?**

Youth /Age 14-21 Adult /Age 22 or above

2. **How many visits have you made to this Career Center?**

First-time Visitor 2 to 3 visits 4 to 5 visits 5 or more

3. **Did you find the Career Center STAFF to be: (1-not very to 5-very):**

	1	2	3	4	5
Available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledgeable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Receptive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. **Were the following items EASY TO UNDERSTAND and use? (1-difficult to 5-easy):**

	1	2	3	4	5
Equipment (computers, fax, copier)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Materials (books & brochures)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Software (computer programs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. **How HELPFUL were the following services? (1-not very to 5-very):**

	1	2	3	4	5	N/A
Fax/Copier/Telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Informational Sessions/Workshops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job Search Activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resume Assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unemployment Insurance question or information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. **For individuals with disabilities, how would you rate the accessibility of this career center? (1-difficult to 5-easy):**

	1	2	3	4	5	N/A
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. **What service(s) would you like available or what was missing from this career center?**

8. **Please provide us with ADDITIONAL COMMENTS about your experience with this career center.**

Capital Area Investment Zone

Overall Job Seeker Customer Satisfaction Survey All Ages

July 1, 2005 - March 31, 2006

Question	CAIZ Region	LWIA		
		SETA	Golden Sierra	Yolo County DESS
Career Center Staff				
Available	4.64	4.64	4.95	4.73
Helpful	4.67	4.66	5	4.79
Knowledgeable	4.67	4.66	4.95	4.8
Professional	4.68	4.67	5	4.81
Receptive	4.67	4.66	4.95	4.8
Ease of Use				
Equipment	4.56	4.56	4.84	4.64
Materials	4.58	4.57	4.79	4.75
Software	4.53	4.52	4.79	4.59
Helpfulness of Services				
FAX/Copier/Phone	4.61	4.6	4.68	4.76
Informational Session Workshops	4.57	4.56	4.5	4.79
Job Search Activities	4.61	4.59	4.78	4.83
Resume Assistance	4.6	4.59	4.38	4.8
Training Information	4.56	4.55	4.5	4.77
UI Q&A/Information	4.52	4.51	4.86	4.53
Disabled				
Accessibility of Facility	4.53	4.52	5	4.71
Total No. of Records	4822	4568	20	234

Note: 19 One-Stops are located in the CAIZ Region

(SETA 12, Golden Sierra 5, Yolo County 2)

**Detailed Job Seeker Customer Satisfaction Survey Results - ADULTS (SETA)
July 1, 2005 - March 31, 2006**

Career Center	CAREER CENTER STAFF					EASE OF USE			HELPFULNESS OF SERVICES						DISABLED	Total
	Available	Helpful	Knowledge	Professionalism	Receptive	Equipment	Materials	Software	Phone/Fax/Copier	Sessions/Workshops	Job Search	Resume	Tng. Info.	UI Info.	Accessibility	
Broadway	4.48	4.5	4.51	4.51	4.48	4.43	4.39	4.38	4.37	4.36	4.36	4.39	4.33	4.34	4.25	777
Citrus Heights	4.71	4.72	4.68	4.72	4.73	4.42	4.43	4.35	4.64	4.55	4.63	4.58	4.61	4.48	4.47	174
Franklin	4.64	4.58	4.64	4.68	4.64	4.38	4.38	4.29	4.47	4.49	4.41	4.41	4.47	4.37	4.46	218
Galt	4.95	4.95	4.94	4.96	4.96	4.63	4.83	4.23	4.92	4.82	4.92	4.93	4.87	4.86	4.91	192
Hillsdale	4.7	4.73	4.7	4.77	4.77	4.51	4.63	4.5	4.58	4.63	4.69	4.66	4.65	4.6	4.64	292
La Familia	4.64	4.67	4.66	4.69	4.69	4.7	4.7	4.72	4.68	4.66	4.69	4.7	4.65	4.64	4.54	790
Lemon Hill	4.76	4.86	4.7	4.89	4.64	4.68	4.64	4.52	4.75	4.71	4.75	4.68	4.65	4.37	5	38
Mark Sanders Complex	4.57	4.61	4.6	4.6	4.59	4.51	4.53	4.51	4.6	4.55	4.54	4.53	4.52	4.51	4.57	929
Mather	4.83	4.85	4.81	4.85	4.85	4.75	4.77	4.69	4.92	4.79	4.83	4.83	4.83	4.74	4.87	52
Rancho Cordova	4.93	4.95	4.94	4.94	4.94	4.8	4.82	4.77	4.95	4.86	4.93	4.94	4.81	4.57	4.89	124
South County	4.77	4.78	4.81	4.79	4.77	4.75	4.73	4.71	4.7	4.75	4.78	4.8	4.73	4.68	4.56	180
Urban League	4.42	4.39	4.43	4.52	4.49	4.36	4.45	4.42	4.56	4.51	4.57	4.46	4.49	4.34	4.56	82
SETA	4.63	4.65	4.65	4.67	4.65	4.55	4.56	4.51	4.59	4.55	4.58	4.58	4.54	4.51	4.49	3848

Employer Substantial Services & Customer Satisfaction Survey

1st through 3rd Quarter Report

July 1, 2005 – March 31, 2006

- Total Number of Employer “Substantial Services” provided throughout the SWCC system: 578. An increase of 67% from F/Y 04-05, 347 substantial services reported.
- Total Number of Employers, at different locations, who received these substantial services: 282. An increase of 22% from F/Y 04-05, 232 employers served.

=====

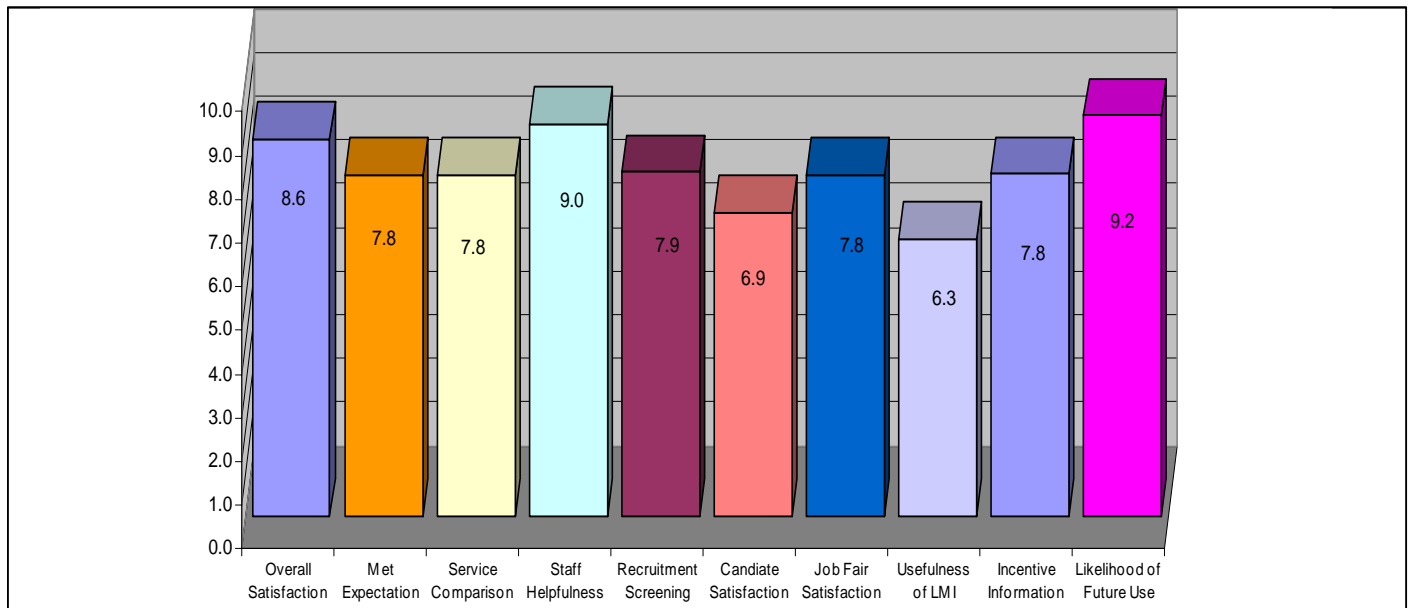
- Of the 282 Employers who received substantial services, 94 or 33%, were requested to participate in the Employer Customer Satisfaction Survey Sampling.
 - Of the 94 employers, 75 or (80%) participated in the Employer Customer Satisfaction Survey Sampling.

Survey Questions 1 – 10 Response Averages and Questions 11 & 12 Totals

Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
8.61	7.80	7.80	8.97	7.86	6.94	7.79	6.33	7.82	9.15

Q11 *I would recommend SWCC services to another employer.* **Yes 73** **No 2**

Q12 *Will you be hiring in the next six months?* **Yes 66** **No 9**



Sacramento Works Career Center Employer Customer Satisfaction Survey Sampling by Industry

1st through 3rd Quarter Report

7/1/2005 - 3/31/2006

Employers by Industry, requested to participate in the Employer Customer Satisfaction Survey

NAICS Industry	Responded to Survey	Non-Responses	Total Sampling
1. Administration of Environmental Quality Programs	1	0	1
2. Administration of Human Resource Programs	1	0	1
3. Administrative and Support Services	22	4	26
4. Ambulatory Health Care Services	5	1	6
5. Broadcasting and Telecommunications	3	0	3
6. Building Material and Garden Equipment and Supplies Dealers	0	1	1
7. Building, Developing, and General Contracting	1	0	1
8. Computer and Electronic Product Manufacturing	1	0	1
9. Couriers and Messengers	2	0	2
10. Credit Intermediation and Related Activities	2	1	3
11. Crop Production	0	1	1
12. Educational Services	2	1	3
13. Food Services and Drinking Places	2	0	2
14. Furniture and Home Furnishings Stores	0	1	1
15. Furniture and Related Product Manufacturing	0	1	1
16. Hospitals	2	0	2
17. Information Services and Data Processing Services	1	0	1
18. Insurance Carriers and Related Activities	3	0	3
19. Justice, Public Order, and Safety Activities	2	1	3
20. Miscellaneous Manufacturing	2	0	2
21. Motor Vehicle and Parts Dealers	3	0	3
22. Non-Store Retailers	2	0	2
23. Nursing and Residential Care Facilities	1	0	1
24. Paper Manufacturing	1	0	1
25. Personal and Laundry Services	3	0	3
26. Plastics and Rubber Products Manufacturing	1	0	1
27. Professional, Scientific, and Technical Services	3	3	6
28. Publishing Industries	1	0	1
29. Rental and Leasing Services	1	1	2
30. Repair and Maintenance	2	1	3
31. Scenic and Sightseeing Transportation	1	0	1
32. Securities, Commodity Contracts, and Other Financial Investment	0	1	1

NAICS Industry	Responded to Survey	Non-Responses	Total Sampling
33. Space Research and Technology	1	0	1
34. Special Trade Contractors	1	0	1
35. Support Activities for Transportation	0	1	1
36. Transit and Ground Passenger Transportation	1	0	1
37. Wholesale Trade, Nondurable Goods	1	0	1
TOTALS	75	19	94

Enter Employer Data FY 05/06 3rd Quarterly Report

This is the summary of WIA – EED forms for employer substantial services submitted.

S.W.C.C.	7/1 – 9/30/05 1 st Quarter	10/1 – 12/31/05 2 nd Quarter	1/1 – 3/31/06 3 rd Quarter	4/1 – 6/30/06 4 th Quarter
Citrus Heights (CH)	11 (2 Shared w/ES)	12 (2 Shared w/ES)	3	
Greater Sacramento Urban League (UL)	1 (1 Shared w/ES)	11	33	
Hillsdale (H)	18 (5 Shared w/ES)	15 (3 Shared w/ES)	13	
Region #1 Totals	30 (8 Shared w/ES)	38 (5 Shared w/ES)	49	
Broadway (B)	6 (2 Shared w/ES)	15 (1 Shared w/ES)	5	
Franklin (F)	6 (5 Shared w/ES)	7	0	
Mark Sanders (MS)	26	35	1	
South County (SC)	19 (2 Shared w/ES)	25 (1 Shared w/ES)	15	
Region #2 Totals	57 (9 Shared w/ES)	82 (2 Shared w/ES)	21	
Galt (G)	0	2	4	
La Familia (LF)	3	9	1	
Lemon Hill (LH)	1 (1 Shared w/ES)	3	20	
Mather (M)	6 (1 Shared w/ES)	9 (1 Shared w/ES)	0	
Rancho Cordova (RC)	29	25 (5 Shared w/ES)	18	
Region #3 Totals	39 (2 Shared w/ES)	47 (6 Shared w/ES)	43	
Employer Services Unit (ESU)	93 (2 Shared w/CH) (1 Shared w/UL) (5 Shared w/H) (2 Shared w/B) (5 Shared w/F) (2 Shared w/SC) (1 Shared w/LH) (1 Shared w/M)	71 (2 Shared w/CH) (3 Shared w/H) (1 Shared w/B) (1 Shared w/SC) (1 Shared w/M) (5 Shared w/RC)	7	
System-Wide Quarterly Totals	219	239	120	

SYSTEM WIDE F/Y 05 – 06 TOTAL AS OF April 30, 2006....578

ITEM 5 - INFORMATION

SACRAMENTO WORKS CAREER CENTER FUNDING SUMMARY
FISCAL YEAR 2006-07

BACKGROUND:

At the last meeting of the Planning/Oversight Committee, Board members requested a report on the cost per career center. The attached spreadsheet indicates the funding for each career center from WIA and leveraged sources of funds.

Sacramento Works One Stop Career Center
Summary of Funding

Career Center Funding Amounts FY2006-2007			
Host Agency	Workforce Investment Act Total	Leveraged Funding Other Sources	Total
Broadway	\$ 809,200	\$ 490,662	\$ 1,299,862
Citrus Heights	697,000	747,000	\$ 1,444,000
Franklin	845,500	985,457	\$ 1,830,957
Galt	360,476	320,576	\$ 681,052
Greater Sacramento Urban League	353,700	112,747	\$ 466,447
Hillsdale	678,630	1,598,214	\$ 2,276,844
La Familia Counseling Center	594,610	728,650	\$ 1,323,260
Lemon Hill	567,737	754,132	\$ 1,321,869
Mark Sanders	728,000	1,139,937	\$ 1,867,937
Mather	\$ 362,000	436,178	\$ 798,178
Rancho Cordova	535,000	144,453	\$ 679,453
South County	553,000	432,845	\$ 985,845
	\$7,084,853	\$7,890,851	\$ 14,975,704

ITEM 6 - ACTION

APPROVAL OF WORKFORCE INVESTMENT ACT MODIFICATION TO EXTEND THE STRATEGIC FIVE-YEAR PLAN FOR THE SACRAMENTO WORKFORCE INVESTMENT AREA FISCAL YEAR 2006-07

BACKGROUND

The State of California, Employment Development Department is requiring Workforce Investment Areas to submit modifications to their Strategic Five-Year Local Plans. The Sacramento Five-Year Local Plan was initially approved on March 16, 2000. Updates and modifications to the plan have been submitted to the state annually. For the Sacramento Workforce Investment Area, a Public Notice was issued on June 5, 2006 releasing the draft modification to extend the Strategic Five-Year Local Plan for public comment. Public comments must be submitted no later than July 5, 2006. The deadline for submission of the Local Plan modification to EDD is August 1, 2006.

The draft modification to extend the Strategic Five-Year Local Plan includes new items, items that were not submitted with the initial plan and/or subsequent year modifications and required planning forms.

The proposed modifications to the plan are as follows:

1. Revised Local goals
2. Change of local board members and new Regional WIB
3. Addendum
4. Budget and Participant Plan Summary Forms

The draft WIA Strategic Five-Year Plan Modification is attached under separate cover.

A copy of the entire local Workforce Investment Plan is available upon request. Contact Nancy Hogan or Ginger Brunson, or go to www.seta.net and double click on Sacramento Works, Inc. then double click on WIA Strategic Five-Year Plan. Both the Strategic Five-Year Plan and the Five-Year Plan extension update can be accessed through the website.

RECOMMENDATION:

Approve the WIA modification to extend the Strategic Five-Year Plan for the Sacramento Workforce Investment Area.

ITEM 7 - DISCUSSION

SACRAMENTO WORKS RETREAT: FUTURE PRIORITIES AND ROLE IN WORKFORCE DEVELOPMENT COLLABORATIONS AND POLICY

BACKGROUND:

The Planning/Oversight Committee of Sacramento Works, Inc. is responsible for establishing the annual goals and priorities of Sacramento Works, Inc. In the past the annual priorities have been established through a facilitated Strategic Planning process and retreat. The Chair of Sacramento Works, Inc. has requested that the Planning/Oversight Committee make recommendations on the process to be used this year to update the goals and priorities of the board.

Attached, for your review is the current vision, mission, goals and priorities of the board and a list of the approved critical industries for the Sacramento region.

**Sacramento Works, Inc.,
Local Workforce Investment Board
for Sacramento County**

VISION: ***JOBS FOR PEOPLE AND PEOPLE FOR JOBS***

MISSION: ***SACRAMENTO WORKS UNITES BUSINESS, LABOR, EDUCATION AND PUBLIC AGENCIES TO ASSURE QUALIFIED AND TRAINED WORKERS ARE AVAILABLE TO MEET THE NEEDS OF THE REGION'S ECONOMY.***

PROMOTE A THRIVING LOCAL ECONOMY BY:

- ✓ Creating, attracting, and sustaining higher wage jobs in the region
- ✓ Preparing the local workforce to compete for higher paying jobs
- ✓ Identifying resources and income-supports for workers in low-wage jobs
- ✓ Preparing local youth to compete in the workforce of today and tomorrow

PRIORITY GOALS:

GOAL 1 – Train Workers for Critical Industries

GOAL 2 – Develop a Private-sector Driven Initiative to Increase Employer Involvement and Satisfaction

GOAL 3 – A Workforce that Creates, Attracts, and Sustains Higher Paying Jobs

GOAL 4 – Prepare Youth to Compete in the Local Economy

GOAL 5 – Evaluate and Improve the One-Stop System

Priority Roles in the Sacramento Community

1. Collaborate to conduct Labor Market Research and Studies
 - a. Interpret Employment Development Department Labor Market Projections
 - b. Publish Annual Occupational Outlook and Training Directory
 - c. Commission labor market studies
 - ✓ The Changing Structure of the Sacramento Region Economy 2003
 - ✓ Analysis of Workforce Skills Sets, 2004
 - ✓ Regional Workforce Study, 2005
 - ✓ Employer Training Needs Assessment Survey, 2006
2. Identify industries that are critical to the economic growth of the region and support efforts to train workers in these industries.
 - a. 2006 Critical Industries listed on next page.
 - b. Provide technical assistance on Workforce Investment Act regulations, eligibility, financial reporting and customer tracking to education, business, and community based partners.

3. Public Relations and Employer Outreach
 - a. Connect Job Seekers to Employers by conducting outreach to employer community
 - b. Publicize opportunities in industries that are critical to the region's economy.
4. Oversee operation of the One Stop Career Center system for Sacramento County
 - a. Connect job seekers to education and training opportunities
 - b. Promote work readiness for youth and adults, and
 - c. Screen and refer qualified applicants to jobs.
 - d. Evaluate and improve the One-Stop system and processes
5. Promote employment and education solutions to the business community
 - a. Partner with Intermediary organizations, business associations, chambers of commerce, labor and education to raise awareness of the regional workforce needs.
 - b. Sponsor Economic Development and Workforce Development events.

Sacramento Works, Inc. “Critical Industries”

ADMINISTRATIVE AND SUPPORT SERVICES

The Administrative and Support Services industry category is comprised of a diverse group of occupations. In addition to occupations directly related to office administration, clerical support, and finance and insurance, also included in this broad group are occupations that provide a wide variety of support-related activities and services, including investigation and security related occupations.

- Locally, for the occupations included in this industry, an increase of more than 31,000 jobs due to growth and more than 33,000 jobs due to separation are projected between 2002 and 2012.

CONSTRUCTION

The Construction industry category is primarily comprised of occupations involved in the construction of buildings. Also included in this group are specialty trade contractors (e.g. Electricians, Painters, Carpet Installers, etc.), Cabinetmakers, Construction and Building Inspectors, Cost Estimators, and Welders.

- Locally, for the occupations included in this industry, an increase of nearly 17,000 jobs due to growth and nearly 10,000 jobs due to separation are projected between 2002 and 2012.

HEALTHCARE AND SUPPORT SERVICES

The Healthcare and Support Services industry category is comprised of occupations employed by Hospitals, Nursing and Residential Care, Physician’s Offices, Dental Offices, Outpatient Care Centers, and Medical/Diagnostic Laboratories. This critical industry will also include biomedical and health related business. Nationally, it is predicted that between 2000 and 2010, 13 percent of all new wage and salary jobs will be in Health Services.

- Locally, for the occupations included in this industry, an increase of more than 11,000 jobs due to growth and more than 7,000 jobs due to separation are projected between 2002 and 2012.

INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS

The Information Technology and Telecommunications industry category is comprised of occupations that involve the design, production, installation, and/or maintenance of computer hardware and software systems and networks as well as cable and telephone communications systems. As with Office and Administration Support related occupations, a large number of the occupations in this category are employed, to some degree, across most other industries.

Nationally, between 2000 and 2010, 8 of 10 fastest growing occupations will be IT related.

- Locally, for the occupations included in this industry, an increase of more than 6,000 jobs due to growth and nearly 3,000 jobs due to separation are projected between 2002 and 2012.

INSTALLATION, MAINTENANCE, AND REPAIR

The Installation, Maintenance, and Repair industry category is primarily comprised of occupations involved in restoring machinery, equipment, and other products to working order as well as occupations that typically provide general or routine maintenance or service on products to ensure they work efficiently and to prevent breakdown and unnecessary repairs.

- Locally, for the occupations included in this industry, an increase of nearly 6,000 jobs due to growth and nearly 5,000 jobs due to separation are projected between 2002 and 2012.

TOURISM AND HOSPITALITY

The Tourism and Hospitality industry category is primarily comprised of occupations involved in providing accommodations and food service related activities as well as occupations providing customer service, recreation, and entertainment related activities. Nearly 75 percent of the jobs in this industry are in the Food Service sector.

- Locally, for the occupations included in this industry, an increase of nearly 16,000 jobs due to growth and more than 22,000 jobs due to separation are projected between 2002 and 2012.

TRANSPORTATION AND PRODUCTION

The Transportation and Production industry category is comprised of a diverse group of occupations directly related to the actual manufacturing and/or production of goods, as well as the manufacturing of industrial machinery, recycling, and green energy manufacturing efforts. Also included in this category are occupations related to the storage, distribution, and transportation of manufactured goods.

- Locally, for the occupations included in this industry, an increase of nearly 11,000 jobs due to growth and nearly 14,000 jobs due to separation are projected between 2002 and 2012.