

Sacramento Works Reports to the Board

Table of Contents

- I. Core Services Reports from SMARTware..... Pages 2 - 10**
- II. Intensive Services Reports Pages 11 - 15**
- III. Job Seeker Customer Satisfaction Reports..... Pages 16 - 18**
- IV. Employer Customer Satisfaction Reports..... Pages 19 -21**

Core Service Activity Report 7-1-04 to 3-31-05

Career Center

Core Activity	Broadway	Citrus Heights	Franklin	Galt	Hillsdale	La Familia	Lemon Hill	Mark Sanders	Mather	Rancho Cordova	South County	Urban League	Totals
One-on-One Orientation	70	431	153	199	1102	746	222	175	232	725	811	30	4896
Group Orientation	143	226	315	3	265	406	181	727	36	72	418	7	2799
Resume	539	410	2515	596	2981	823	858	2160	496	961	522	89	12950
Posted Job Listings	1362	4691	1101	598	2084	2522	4204	6678	2176	1953	2082	65	29516
Internet Job Search	2361	1800	3095	752	3276	1241	3356	8536	5472	1807	2103	117	33916
CalJOBS	3216	139	762	83	36	342	411	20	0	284	1120	47	6460
CalJOBS Resume	229	35	75	12	3	97	113	40	6	103	50	20	783
Info and Referral - General *	6	25	15	18	1	5	8	64	0	30	4	0	176
Unemployment Insurance Info and Referral	25	0	42	11	49	244	286	3	17	1	4	2	684
Staff Assessments	6	25	15	18	1	5	8	64	0	30	4	0	176
Computer Assessments	1371	164	358	117	929	71	624	30	227	368	76	3	4338
Self Assessments	75	178	80	41	147	100	707	61	96	51	179	111	1826
Plato	224	44	28	4	18	63	52	11	37	19	16	12	528
WIA Eligibility Appointment	1	0	6	0	0	0	0	0	0	19	0	0	26
CalWORKS-Summer Youth Eligibility Appointment	91	18	57	26	148	248	35	15	37	28	53	7	763
Labor Market Information	21	3	12	13	7	34	79	76	1	16	0	43	305
Program Performance Information	33	2	37	1	519	4	0	6	0	21	1	0	624
Employer Presentation	499	6	238	40	152	115	367	814	39	136	451	1	2858
All Youth Core Services **	59	283	225	90	94	457	188	18	0	176	156	0	1746
Core Workshop Services ***	2184	193	380	128	1101	1250	978	463	0	365	1332	0	8374
Total Services	12515	8673	9509	2750	12913	8773	12677	19961	8872	7165	9382	554	113744

Total Clients	4710	2597	3041	867	4087	1650	2669	8595	1488	2493	3717	194	29615 †
Total Visits	12034	7847	8443	2507	12695	3555	11100	18778	8695	5925	9414	335	101328

Youth Specialist Referral	5	48	58	78	21	448	53	9	0	79	8	0	807
Foster Youth Services Referral	28	4	57	3	42	5	2	9	0	0	23	0	173
Youth Specialist School & Community Linkages	4	210	54	2	0	0	45	0	0	45	37	0	397
Youth Specialist Orientation & Assessment	22	21	56	7	31	4	88	0	0	52	88	0	369
Youth Specialist Workshop	2	37	36	86	10	0	1	0	0	39	78	0	289

* Includes Referrals for Financial Assistance, Crisis Intervention, Advocacy, Food Assistance, Housing-Shelter, Health Services, Transportation, and Childcare

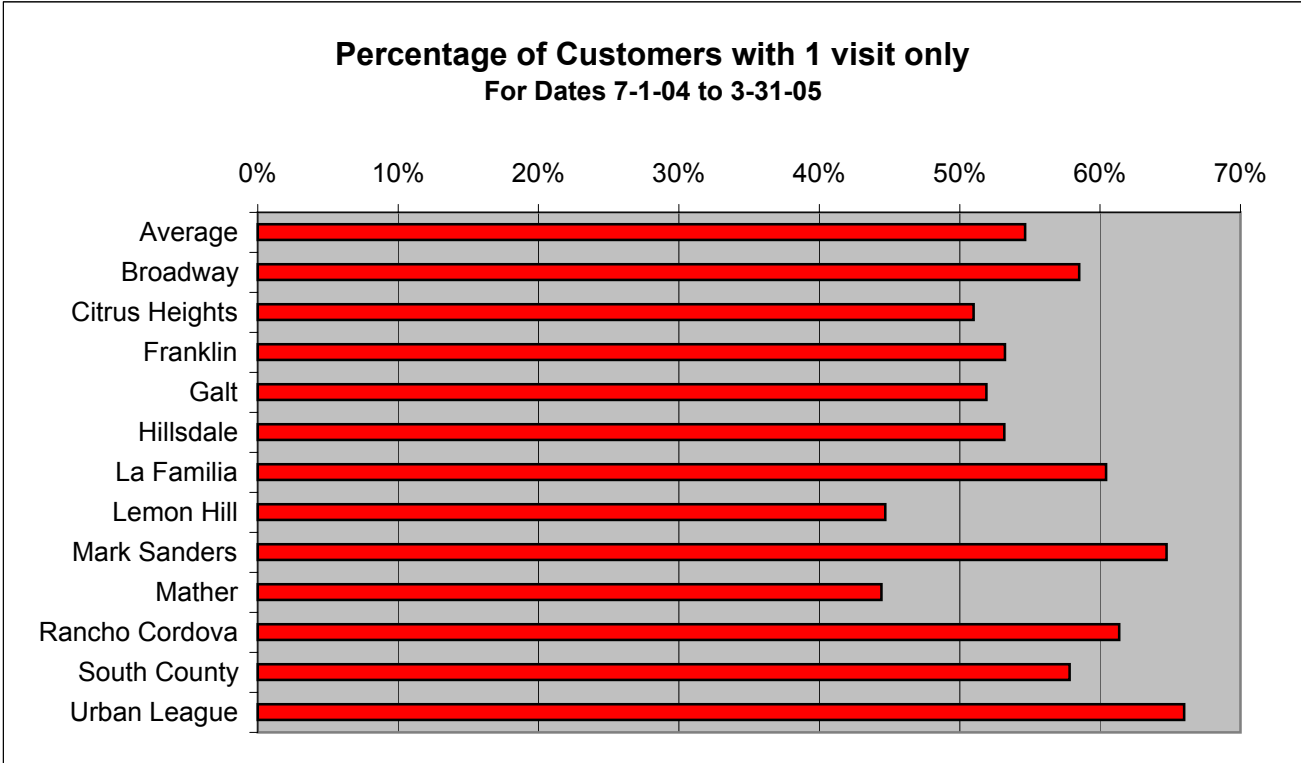
** Includes Youth Sepcialist Referral, Foster Youth Services Referral, Youth Specialist School & Community Linkages, and Youth Specialist Orientation & Assessment

*** Includes Youth Specialist Workshop

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

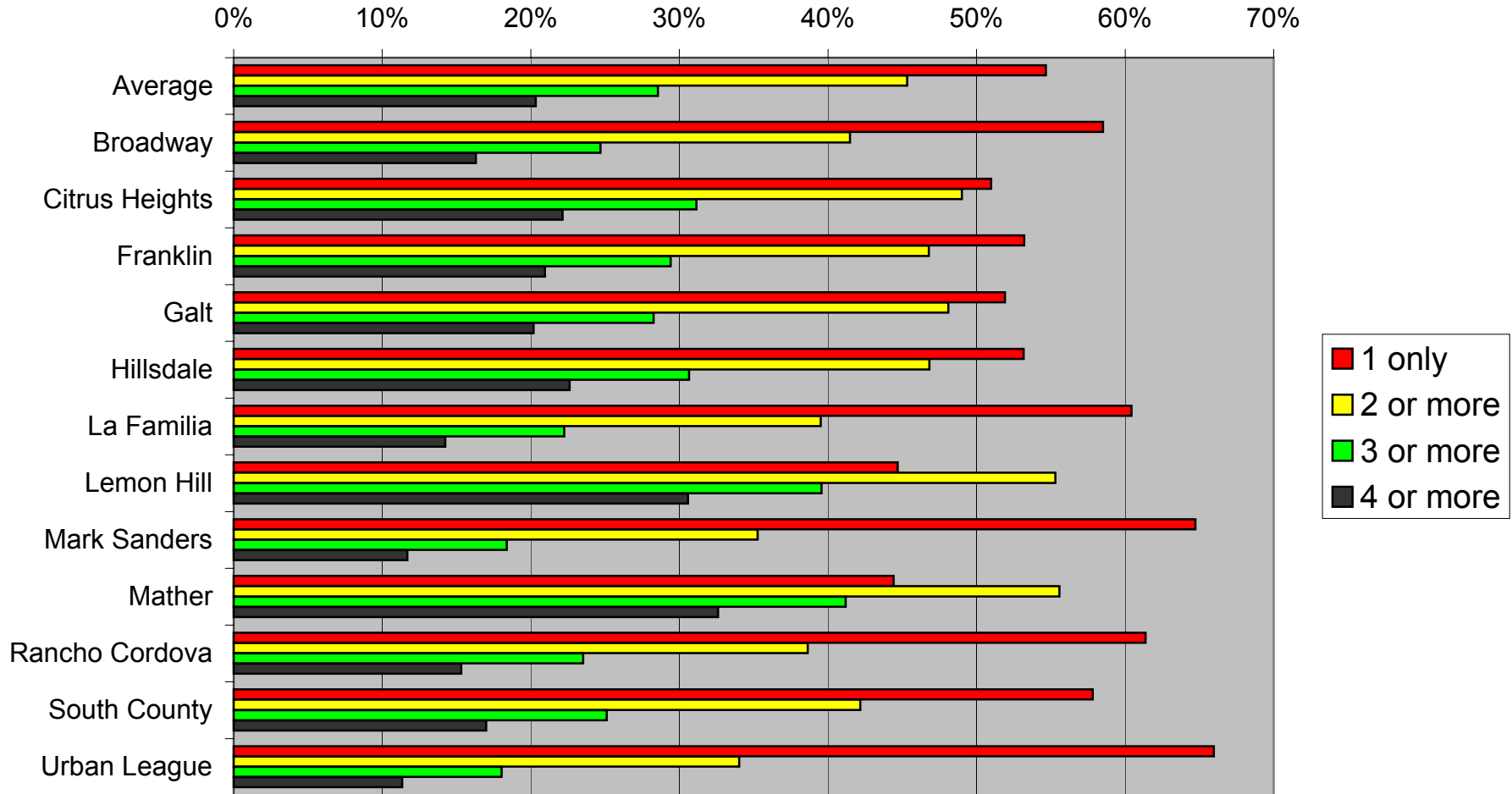
Customer Visit Breakdown 7-1-04 to 3-31-05

Visits	Average	Broadway	Citrus Heights	Franklin	Galt	Hillsdale	La Familia	Lemon Hill	Mark Sanders	Mather	Rancho Cordova	South County	Urban League
1 only	54.66%	58.51%	50.98%	53.21%	51.90%	53.17%	60.42%	44.70%	64.74%	44.42%	61.37%	57.82%	65.98%
2 or more	45.34%	41.49%	49.02%	46.79%	48.10%	46.83%	39.52%	55.30%	35.26%	55.58%	38.63%	42.18%	34.02%
3 or more	28.56%	24.69%	31.15%	29.41%	28.26%	30.66%	22.24%	39.57%	18.37%	41.20%	23.52%	25.10%	18.04%
4 or more	20.33%	16.31%	22.14%	20.95%	20.18%	22.61%	14.24%	30.57%	11.69%	32.59%	15.31%	17.00%	11.34%



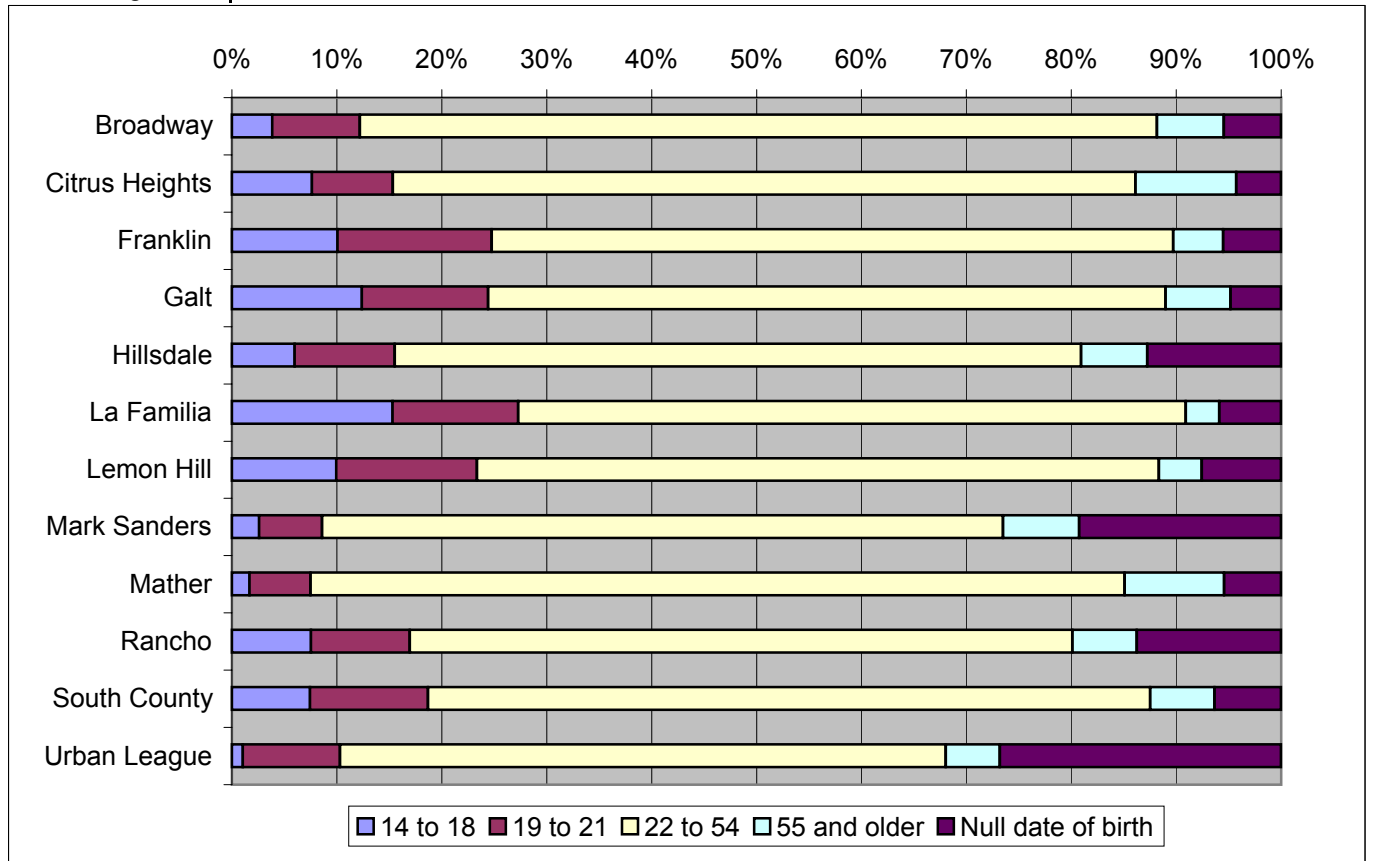
Number of Visits Comparison Chart

For Dates 7-1-04 to 3-31-05



Age Breakdown for 7-1-04 to 3-31-05 from Bar Coded Core Services

ONESTOP	14 to 18	19 to 21	22 to 54	55 and older	Null date of birth
Average	6.34%	9.37%	67.82%	6.46%	10.37%
Broadway	3.86%	8.37%	76.09%	6.39%	5.46%
Citrus Heights	7.62%	7.70%	70.77%	9.59%	4.27%
Franklin	10.13%	14.82%	65.41%	4.79%	5.57%
Galt	12.46%	12.11%	64.94%	6.23%	4.84%
Hillsdale	5.99%	9.59%	65.62%	6.34%	12.80%
La Familia	15.33%	12.00%	63.70%	3.21%	5.88%
Lemon Hill	10.08%	13.56%	65.79%	4.16%	7.64%
Mark Sanders	2.58%	6.04%	65.03%	7.27%	19.27%
Mather	1.68%	5.85%	77.96%	9.54%	5.44%
Rancho	7.58%	9.46%	63.41%	6.16%	13.82%
South County	7.48%	11.29%	69.08%	6.14%	6.38%
Urban League	1.03%	9.28%	57.73%	5.15%	26.80%

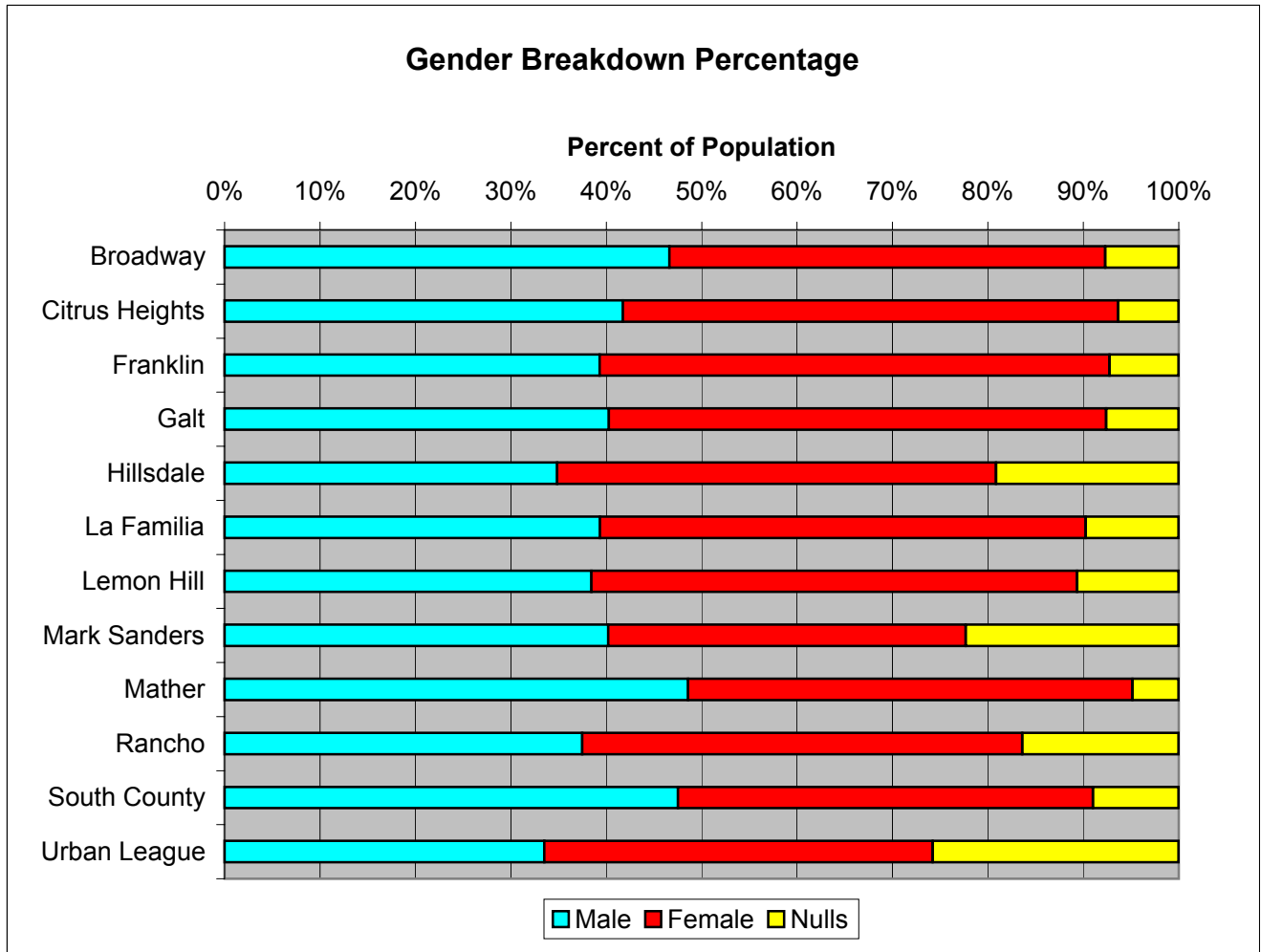


Employment Characteristics 7-1-04 to 3-31-05 from Bar Coded Core Services

Onestop	Disabled	Veterans	Felons	Seasonal Farm Workers	Laid Off
Average	6.05%	6.45%	7.51%	1.00%	26.86%
Broadway	7.28%	6.39%	12.82%	0.59%	23.63%
Citrus Heights	9.63%	7.20%	5.35%	0.65%	31.46%
Franklin	6.72%	4.69%	4.52%	0.75%	23.51%
Galt	3.11%	4.61%	3.34%	6.34%	25.37%
Hillsdale	4.94%	5.73%	3.91%	0.76%	25.25%
La Familia	3.45%	1.82%	6.67%	2.48%	19.58%
Lemon Hill	5.77%	4.05%	9.63%	0.94%	21.43%
Mark Sanders	4.46%	8.17%	4.89%	0.83%	32.98%
Mather	6.59%	16.94%	8.00%	0.40%	29.37%
Rancho	5.77%	5.18%	3.65%	0.71%	24.11%
South County	8.34%	5.15%	16.95%	1.18%	26.47%
Urban League	6.19%	7.22%	6.19%	0.00%	19.59%

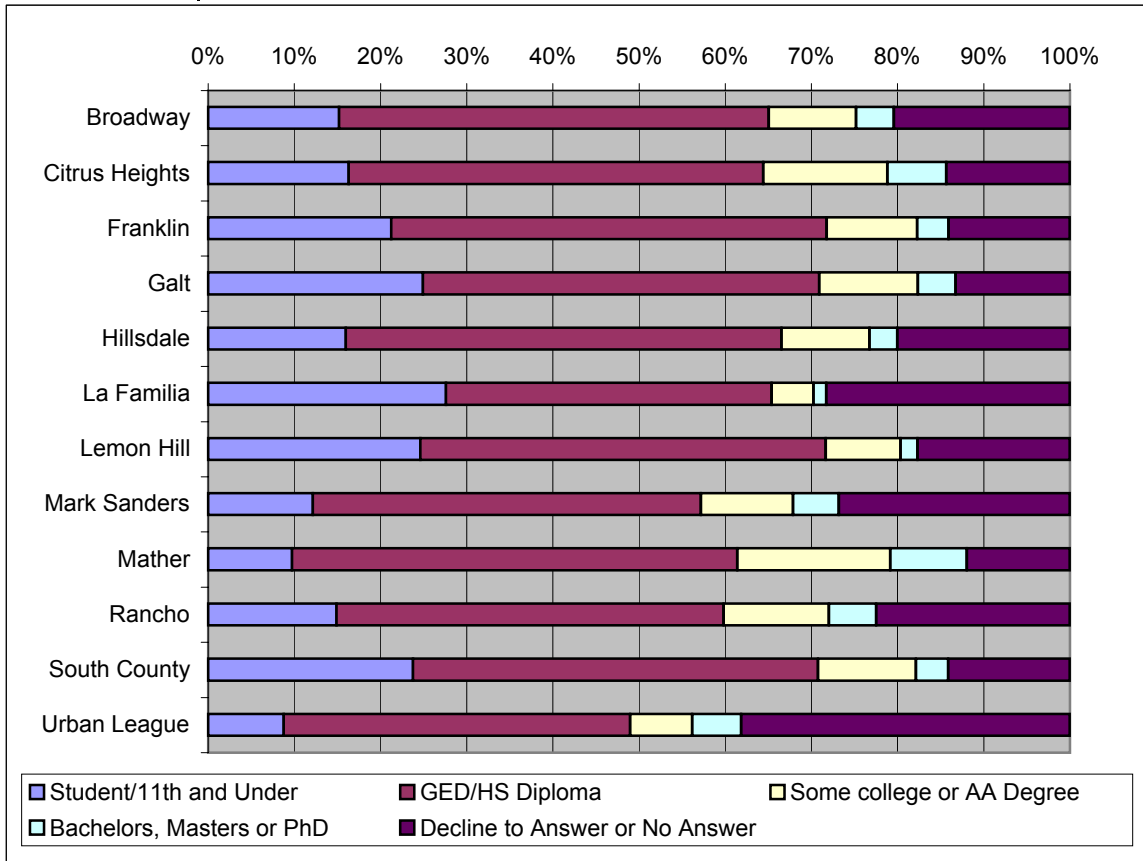
Gender Breakdown 7-1-04 to 3-31-05 from Bar Coded Core Services

Onestop Name	%Male	%Female	%Null
Average	41.22%	45.49%	13.30%
Broadway	46.60%	45.69%	7.71%
Citrus Heights	41.74%	51.91%	6.35%
Franklin	39.31%	53.44%	7.25%
Galt	40.25%	52.13%	7.61%
Hillsdale	34.87%	46.00%	19.13%
La Familia	39.33%	50.91%	9.76%
Lemon Hill	38.44%	50.92%	10.64%
Mark Sanders	40.21%	37.46%	22.33%
Mather	48.59%	46.57%	4.84%
Rancho	37.50%	46.13%	16.37%
South County	47.52%	43.50%	8.98%
Urban League	33.51%	40.72%	25.77%



Education Status Breakdown 7-1-04 to 3-31-05 from Bar Coded Core Services

Onestop Name	Student/11th and Under	GED/HS Diploma	Some college or AA Degree	Bachelors, Masters or PhD	Decline to Answer or No Answer
Average	18.8%	47.2%	11.1%	4.5%	18.5%
Broadway	15.2%	49.8%	10.2%	4.4%	20.4%
Citrus Heights	16.3%	48.1%	14.4%	6.9%	14.3%
Franklin	21.2%	50.5%	10.5%	3.6%	14.1%
Galt	24.9%	46.0%	11.4%	4.4%	13.3%
Hillsdale	16.0%	50.6%	10.2%	3.3%	20.0%
La Familia	27.6%	37.8%	4.8%	1.5%	28.2%
Lemon Hill	24.6%	47.1%	8.7%	1.9%	17.7%
Mark Sanders	12.2%	45.0%	10.7%	5.3%	26.8%
Mather	9.7%	51.7%	17.7%	8.9%	12.0%
Rancho	14.9%	44.9%	12.2%	5.5%	22.4%
South County	23.7%	47.0%	11.3%	3.8%	14.1%
Urban League	8.8%	40.2%	7.2%	5.7%	38.1%

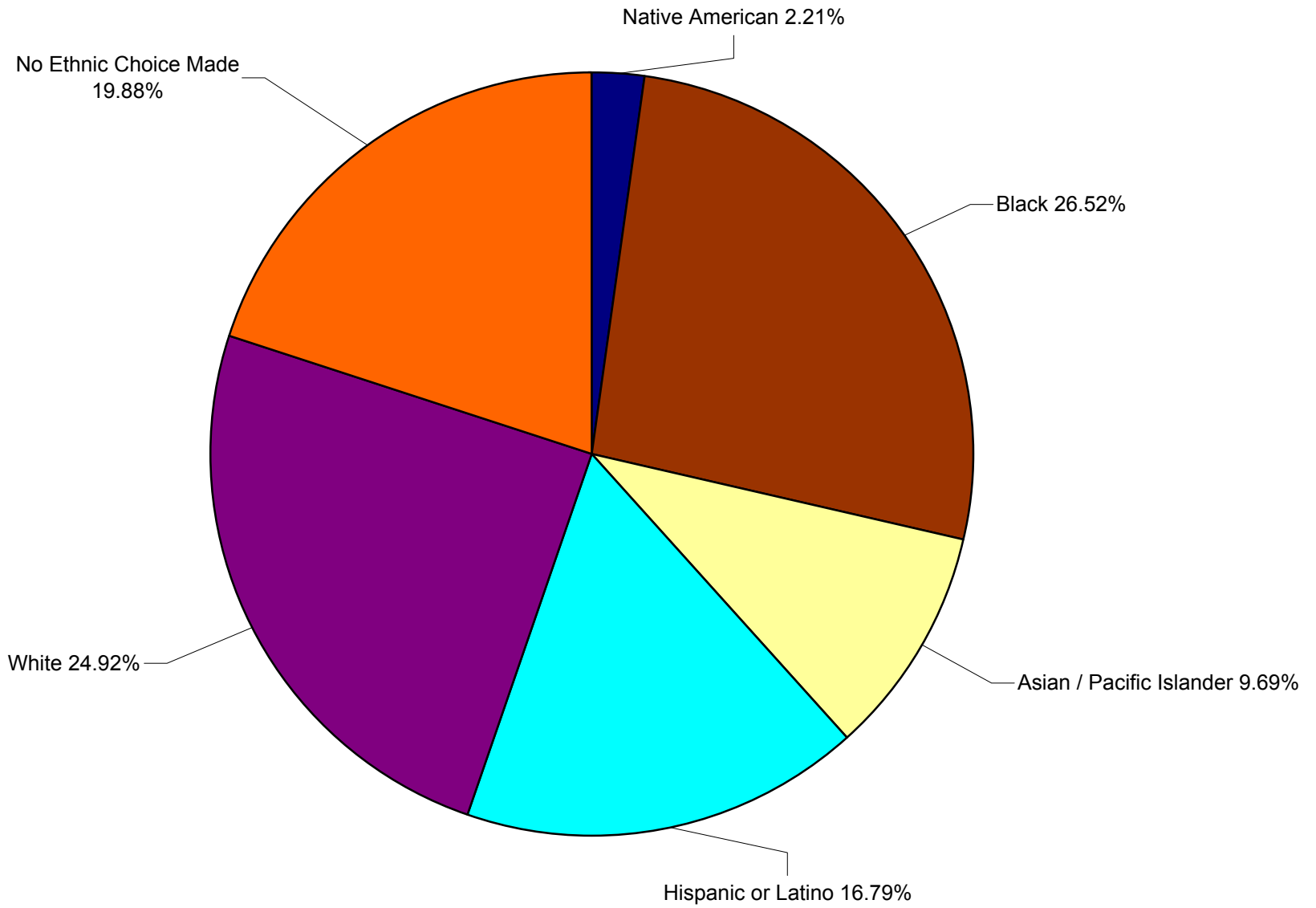


Ethnic Breakdown for 7-1-04 to 3-31-05 for Bar Coded Core Services

Onestop Name	Native American	Black	Asian/Pacific Islander	Hispanic or Latino	White	No Ethnic Choice Made
Broadway	2.5%	35.3%	9.2%	14.0%	20.7%	18.2%
Citrus Heights	3.1%	16.1%	6.0%	11.3%	48.3%	15.2%
Franklin	1.8%	44.6%	14.8%	14.3%	10.8%	13.8%
Galt	2.2%	5.9%	8.1%	42.7%	30.9%	10.3%
Hillsdale	2.3%	28.5%	5.9%	10.7%	32.7%	20.1%
La Familia	1.1%	20.5%	4.4%	54.2%	6.4%	13.5%
Lemon Hill	2.0%	30.3%	16.6%	18.9%	15.6%	16.6%
Mark Sanders	2.2%	27.8%	8.4%	15.0%	19.3%	27.2%
Mather	2.2%	30.6%	7.9%	7.5%	37.1%	14.7%
Rancho	1.7%	18.7%	6.8%	9.5%	39.3%	24.1%
South County	2.3%	30.0%	15.4%	20.1%	19.9%	12.4%
Urban League	0.0%	34.5%	10.8%	7.7%	8.2%	38.7%

System-wide Totals	2.21%	26.52%	9.69%	16.79%	24.92%	19.88%
---------------------------	--------------	---------------	--------------	---------------	---------------	---------------

Ethnic Breakdown for 7-1-04 to 3-31-05



**WIA/ADULT/OJT
Plan vs. Actual MIS Review/Analysis
07/01/2003 - 03/31/2005**

On-the-Job Training						Entered Employment Rate	Employment Credential Rate	Average Earnings Change
Performance Goal (-15% is allowable)						71.3%	50%	\$3,600
SUBGRANTEE	Year End Plan	<i>04/01/04 – 03/31/05 New Enrollments</i>		07/01/03 – 03/31/05 Grant 201				
		Plan	Actual	Enroll-ments	Exits			
Asian Resources, Inc.	46	42	47	97	68	80.9%	84.3%	\$7,004
GSUL	42	34	22*	54	38	86.8%	71.1%	\$4,088
La Familia	51	43	35*	80	73	82.2%	76.7%	\$5,482
Sacramento Chinese Community Svc. Center	43	40	43	78	56	94.6%	85.7%	\$5,544
Sacramento Lao Family Community, Inc.	35	26	35	71	54	92.6%	83.3%	\$6,527

*Greater Sacramento Urban League – New enrollments are below contracted plan (65% of plan). Corrective action needs to continue. Note: As of April 6, 2005, new enrollments totaled 29 (69% of April’s performance goals).

*La Familia is currently under enrolled. Corrective action is required.

WIA/ADULT
Plan vs. Actual MIS Review/Analysis
07/01/2003 - 03/31/2005

Region: North City/County

One-Stop Services						Entered Employment Rate	Employment Credential Rate	Average Earning Change
Performance Goal (-15% is allowable)						71.3%	50%	\$3,600
		04/01/04 - 03/31/05 <i>New Enrollments</i>		07/01/03 - 03/31/05 Grant 201		Below reflects real-time actual performance calculated on grant 201. 3 rd quarter State performance data should be available in June. If concerns are identified an updated report will be developed.		
SWCC	Year End Plan	Plan	Actual	Enrollments	Exits			
Citrus Heights	49	41	48	101	58	56.9%	100%	\$3,540
Hillsdale	40	30	33	123	75	73.3%	88.9%	\$2,207*

*Citrus Heights – Real-Time Average Entered Employment Rate remains low. Corrective action needs to continue.

*Hillsdale – Real-Time Average Earnings Change decreased this quarter. Corrective action needs to continue.

Region: South City

One-Stop Services						Entered Employment Rate	Employment Credential Rate	Average Earning Change
Performance Goal (- 15% is allowable)						71.3%	50%	\$3,600
		04/01/04 - 03/31/05		07/01/03 - 03/31/05 Grant 201		Below reflects real-time actual performance calculated on grant 201. 3 rd quarter State performance data should be available in June. If concerns are identified an updated report will be developed.		
SWCC	Year End Plan	Plan	Actual	Enrollments	Exits			
Broadway	48	36	98	228	145	64.1%	93.2%	\$6,405
Franklin	40	30	87	180	122	71.3%	90.3%	\$6,367
Mark Sanders	34	26	43	126	93	81.7%	88.6%	\$5,452
South County	38	34	16*	171	129	44.2%	76.7%	\$4,028

*South County – Last quarter Adult Entered Employment Rate (EER) was 41.9%. The career center’s 3rd quarter ERR remains low. The center continues to be under plan in enrollments. Corrective action needs to continue. Note: MIS data demonstrates that during this time period (07/01/03-03/31/05), of the total 129 exits, 26 were exited negatively from the Elk Grove U.S.D. Pre-Vocational Skills Training Program.

Region: South/East County

One-Stop Services						Entered Employment Rate	Employment Credential Rate	Average Earning Change
Performance Goal (– 15% is allowable)						71.3%	50%	\$3,600
SWCC	04/01/04 – 03/31/05 New Enrollments			07/01/03 – 03/31/05 Grant 201		Below reflects real-time actual performance calculated on grant 201. 3 rd quarter State performance data should be available in June. If concerns are identified an updated report will be developed.		
	Year End Plan	Plan	Actual	Enrollments	Exits			
Galt	9	9	8	46	33	81.8%	100%	\$4,920
La Familia	43	39	61	139	111	73.9%	87.3%	\$6,212
Lemon Hill	50	30	64	161	102	62.8%	92.0%	\$5,577
Mather	43	35	22*	57	39	43.6%	100%	\$8,849
Rancho Cordova	33	25	59	118	92	79.4%	90.2%	\$3,640

*Lemon Hill – Last quarter career center implemented a corrective action plan to improve Entered Employment Rate. Correction has been accomplished.

*Mather – Career center continues to be under enrolled. Thirteen new participants were enrolled during the 3rd quarter. Entered Employment Rate continues to be below the allowable 15% deviation from the plan. Corrective action needs to continue in these two performance areas.

**WIA/DISLOCATED WORKER
Plan vs. Actual MIS Review/Analysis
07/01/03-3/31/05**

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%		
		04/01/04-3/31/05 New Enrollments		07/01/03-3/31/05 Grant 501		Below reflects real-time actual performance calculated on Grant 501. 3 rd quarter State performance data should be available in June. If concerns are identified in June, an updated report will be developed.		
SWCC	Year End Plan	Plan	Actual (Grant 501 and 744 unduplicated count)	Enrollments	Exits			
Citrus Heights	63	50	Grant 501: 39 Grant 501 And 744: 46	83	33		78.8%	80%
Hillsdale	40	30	Grant 501: 37 Grant 501 And 744: 37	103	45	93.3%	94.1%	94.2%

*Citrus Heights – New enrollments are 92% of contracted plan. Corrective action is no longer required.

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%		
		04/01/04-3/31/05 New Enrollments		07/01/03-3/31/05 Grant 501		Below reflects real-time actual performance calculated on Grant 501. 3 rd quarter State performance data should be available in June. If concerns are identified in June, an updated report will be developed.		
SWCC	Year End Plan	Plan	Actual (Grant 501 and 744 unduplicated count)	Enrollments	Exits			
Broadway	33	30	Grant 501: 34 Grant 501 And 744: 34	80	32		65.6%*	92.3%
Franklin	40	30	Grant 501: 18 Grant 501 And 744: 18*	42	21	90.5%	77.8%	212.9%
Mark Sanders	43	32	Grant 501: 43 Grant 501 And 744: 45	95	49	83.7%	91.7%	95.6%
South County	40	40	Grant 501: 18 Grant 501 And 744: 33	63	35	68.6%	66.7%	121.1%

*Broadway - The Career Center's 2nd quarter Dislocated Worker Entered Employment Rate was 64.5%. The Career Center's 3rd quarter rate remains low. Corrective action needs to continue.

*Franklin - The Career Center was under enrolled for the 2nd quarter. The Site Supervisor reported that she would be working with SETA staff to obtain a current list of people affected by layoffs and invite them to the SWCC. The Career Center remains under enrolled for the 3rd quarter. Corrective action needs to continue.

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%
		<i>04/01/04-3/31/05 New Enrollments</i>		<i>07/01/03-3/31/05 Grant 501</i>		Below reflects real-time actual performance calculated on Grant 501. 3 rd quarter State performance data should be available in June. If concerns are identified in June, an updated report will be developed.
SWCC	Year End Plan	Plan	Actual (Grant 501 and 744 unduplicated count)	Enrollments	Exits	
Galt	24	24	Grant 501: 21 Grant 501 and 744: 22	40	22	95.5% 100% 99.1%
La Familia	12	11	Grant 501: 11 Grant 501 and 744: 11	21	9	88.9% 100% 102.4%
Lemon Hill	40	25	Grant 501: 33 Grant 501 and 744: 33	100	62	82.3% 100% 83.6%
Mather	9	9	Grant 501: 6 Grant 501 and 744: 6	25	19	73.7% 100% 85.2%
Rancho Cordova	33	25	Grant 501: 22 Grant 501 and 744: 22	52	35	85.7% 95.2% 94.4%

*Mather – Career center continues to be under enrolled for the 3rd quarter. Corrective action needs to continue. Corrective action to improve Wage Replacement Rate has been accomplished.

*Rancho Cordova – Correction to last quarter enrollment performance has been accomplished.

**Capital Area Investment Zone
Overall Job Seeker Customer Satisfaction Survey
Averages (All Ages)
July 1, 2004 – March 31, 2005**

	CAIZ Region	LWIA		
		SETA	Golden Sierra	Yolo County DESS
Overall Satisfaction	9.22	9.23	9.38	9.24
Degree of Expectation Met	9.08	9.08	9.16	8.98
Comparison to Ideal	9.04	9.04	9.16	8.95
Potentially Recommend to Others	9.33	9.33	9.53	9.37
Potential Repeat Use	9.34	9.35	9.56	9.31
Facilities Accessible	9.32	9.33	9.48	9.23
Staff Knowledge	9.38	9.38	9.59	9.31
Timely Services	9.31	9.31	9.55	9.20
Career Assessment	9.14	9.15	9.19	9.14
Resume Preparation	9.19	9.20	9.43	9.17
Job Search	9.19	9.19	9.32	9.30
Job Listing	9.15	9.15	9.32	9.37
Internet Access	9.27	9.27	9.28	9.47
Information on Education	9.15	9.16	9.19	9.14
Information on Community	9.15	9.16	9.32	9.13
Total No. of Records	9486	9126	199	161

Note: 19 One-Stops are located in the CAIZ Region.
(SETA 12, Golden Sierra 5, Yolo County 2)

On a scale of 1-10, where "1" means "Very Dissatisfied" and "10" means "Very Satisfied"

**Capital Area Investment Zone
Overall Job Seeker Customer Satisfaction Survey
Comparison Table Averages (All Ages)
Current Year Quarters to Date Compared to the same Quarters Last Year**

	CAIZ Region 7/04 – 3/05	CAIZ Region 7/03 – 3/04	LWIA					
			SETA		Golden Sierra		Yolo County DESS	
			7/04 – 3/05	7/03 – 3/04	7/04 – 3/05	7/03 – 3/04	7/04 – 3/05	7/03 – 3/04
Overall Satisfaction	9.22	9.19	9.23	9.18	9.38	9.36	9.24	9.10
Degree of Expectation Met	9.08	8.99	9.08	8.98	9.16	9.25	8.98	8.93
Comparison to Ideal	9.04	9.00	9.04	9.00	9.16	9.20	8.95	8.79
Potentially Recommend to Others	9.33	9.37	9.33	9.36	9.53	9.52	9.37	9.29
Potential Repeat Use	9.34	9.35	9.35	9.34	9.56	9.59	9.31	9.29
Facilities Accessible	9.32	9.34	9.33	9.34	9.48	9.50	9.23	9.28
Staff Knowledge	9.38	9.38	9.38	9.37	9.59	9.58	9.31	9.29
Timely Services	9.31	9.29	9.31	9.28	9.55	9.53	9.20	9.22
Career Assessment	9.14	9.19	9.15	9.18	9.19	9.10	9.14	9.45
Resume Preparation	9.19	9.26	9.20	9.26	9.43	9.25	9.17	9.53
Job Search	9.19	9.22	9.19	9.30	9.32	9.32	9.30	9.42
Job Listing	9.15	9.16	9.15	9.19	9.32	9.29	9.37	9.28
Internet Access	9.27	9.26	9.27	9.19	9.28	9.33	9.47	9.37
Information on Education	9.15	9.14	9.16	9.11	9.19	9.13	9.14	9.26
Information on Community	9.15	9.13	9.16	9.19	9.32	9.20	9.13	9.14
Total No. of Records	9486	5587	9126	4953	199	361	161	271

Note: 19 One-Stops are located in the CAIZ Region. (SETA 12, Golden Sierra 5, Yolo County 2)

On a scale of 1 – 10, where “1” means “Very Dissatisfied” and “10” means “Very Satisfied”

Customer Satisfaction Survey Averages (All Ages)

7/1/04 - 3/31/05

	CAIZ	SETA	CAREER CENTERS											
			BD	CH	FK	GT	HD	LF	LH	MS	MT	RC	SC	UL
Overall Satisfaction	9.22	9.23	8.93	9.15	9	9.6	8.93	9.76	9.14	8.98	9.82	9.65	9.19	8.77
Degree of Expectation Met	9.08	9.08	8.58	8.94	8.71	9.63	8.73	9.68	8.93	8.85	9.76	9.51	9.01	8.79
Comparison to Ideal	9.04	9.04	8.7	8.91	8.85	9.6	8.61	9.68	9	8.75	9.83	9.53	8.94	8.92
Potentially Recommend to Other	9.33	9.33	8.92	9.29	9.28	9.87	9.22	9.8	9.41	9.03	9.89	9.74	9.49	8.95
Potentially Repeat Use	9.34	9.35	9.06	9.37	9.34	9.78	9.2	9.8	9.28	9.06	9.89	9.73	9.39	8.95
Facilities Asscessible	9.32	9.33	9.09	9.42	9.31	9.9	9.19	9.75	9.19	9.04	9.87	9.76	9.43	8.76
Staff Knowlddgeable	9.38	9.38	9.07	9.46	9.26	9.75	9.28	9.8	9.43	9.12	9.8	9.79	9.47	8.67
Services Timely	9.31	9.31	9.06	9.33	9.15	9.72	9.18	9.76	9.09	9.06	9.82	9.77	9.29	8.72
Career Assessment	9.14	9.15	9.13	9.25	9.12	9.7	8.87	9.76	9.06	8.82	9.9	9.59	9.24	8.83
Resume Preparation	9.19	9.2	8.88	9.23	9.31	9.75	8.91	9.76	9.16	8.89	9.9	9.77	9.21	8.84
Job Search	9.19	9.19	8.81	9.18	9.09	9.91	8.97	9.77	9.09	8.91	9.87	9.8	9.26	8.85
Job Listings	9.15	9.15	9.03	9.06	9.09	9.7	8.95	9.76	9.22	8.84	9.81	9.76	9.2	8.93
Internet Access	9.27	9.27	9.34	9.23	9.27	9.8	9.07	9.79	9.3	9.02	9.83	9.71	9.33	8.88
Information on Education	9.15	9.16	9.07	9.13	9.12	9.47	8.84	9.75	9.23	8.88	9.8	9.68	9.38	8.8
Information on Community	9.15	9.16	9.2	9.25	9.08	9.82	8.9	9.77	9.34	8.85	9.89	9.68	9.4	8.81
Total Records Read	9486	9126	65	545	701	33	542	1987	160	3925	56	669	321	122

Employer Substantial Services Provided

July 1, 2004 – May 11, 2005

- Total Number of Employer “Substantial Services” provided throughout the SWCC system: 380.
- Total Number of Individual Employers at different locations who received these services: 232.
- Total Number of Individual Employers who were Survey Respondents: 125 or 54%.

Employer Customer Satisfaction Survey Results

July 1, 2004 – May 11, 2005

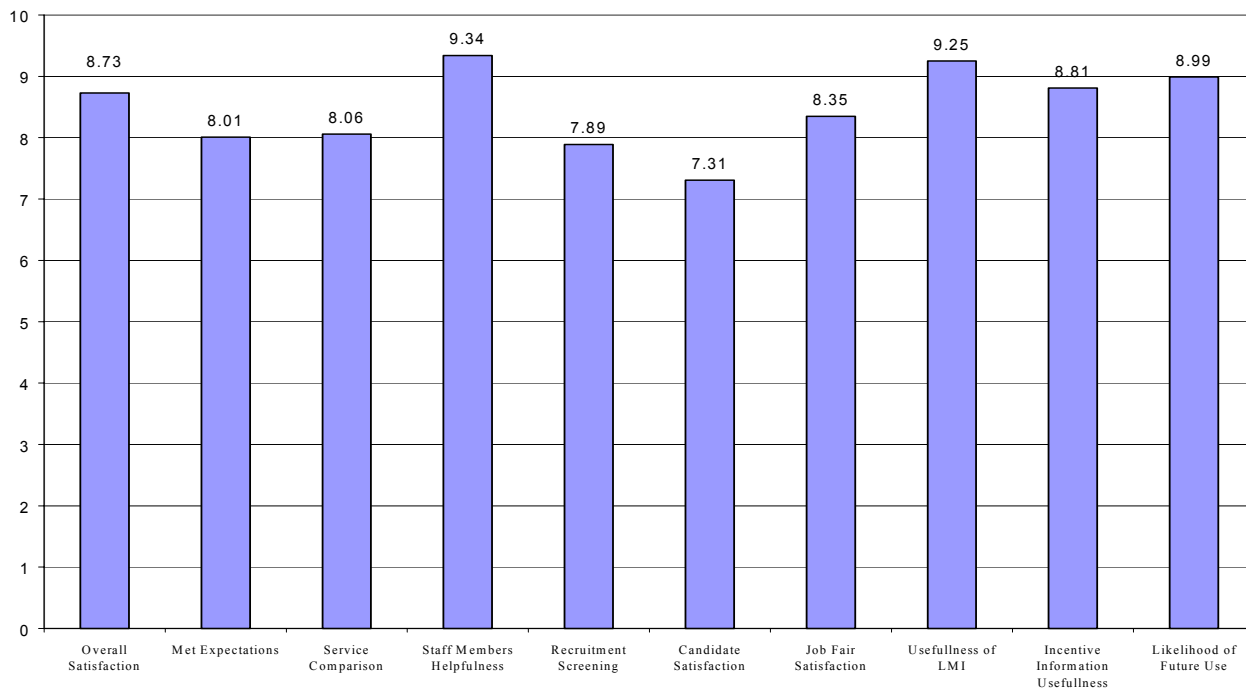
- Total Number of Surveys attempted to be administered: 152
- Number of Survey Respondents: 125 or 82% of the total attempted.
- Number of Survey Non-Respondents: 27 or 18% of the total.

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

<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>	<u>Q5</u>	<u>Q6</u>	<u>Q7</u>	<u>Q8</u>	<u>Q9</u>	<u>Q10</u>
8.73	8.01	8.06	9.34	7.89	7.31	8.35	9.25	8.81	8.99

Q11 *I would recommend SWCC services to another employer.* Yes 125 No 0

Q12 *Will you be hiring in the next six months?* Yes 118 No 7



Sacramento Works Career Center
Employer Customer Satisfaction Survey Results by Industry

7/1/04 - 5/11/05

NAICS Industry	Responses	Non Responses	Survey Sampling
Administrative and Support Services	42	11	53
Ambulatory Health Care Services	4	0	4
Amusement, Gambling, and Recreation Industries	1	1	2
Broadcasting and Telecommunications	1	0	1
Building Material and Garden Equipment and Supplies Dealers	1	0	1
Chemical Manufacturing	1	0	1
Couriers and Messengers	1	1	2
Credit Intermediation and Related Activities	5	1	6
Educational Services	6	0	6
Electronics and Appliance Stores	0	1	1
Executive, Legislative, and Other General Government Support	1	0	1
Food Services and Drinking Places	1	0	1
Furniture and Related Product Manufacturing	3	0	3
Gasoline Stations	1	0	1
General Merchandise Stores	1	0	1
Health and Personal Care Stores	1	0	1
Hospitals	0	2	2
Insurance Carriers and Related Activities	4	0	4
Justice, Public Order, and Safety Activities	1	0	1
Miscellaneous Manufacturing	6	1	7
Motor Vehicle and Parts Dealers	3	1	4
National Security and International Affairs	4	0	4
Nonmetallic Mineral Product Manufacturing	3	0	3
Nonstore Retailers	2	0	2
Nursing and Residential Care Facilities	1	1	2
Paper Manufacturing	2	0	2
Performing Arts, Spectator Sports, and Related Industries	1	1	2
Personal and Laundry Services	1	0	1
Plastics and Rubber Products Manufacturing	1	0	1
Printing and Related Support Activities	2	0	2
Professional, Scientific, and Technical Services	3	0	3
Real Estate	1	1	2
Repair and Maintenance	3	1	4
Scenic and Sightseeing Transportation	1	0	1
Social Assistance	2	1	3
Special Trade Contractors	3	1	4
Sporting Goods, Hobby, Book, and Music Stores	3	1	4
Support Activities for Transportation	2	1	3
Warehousing and Storage	1	0	1
Wholesale Trade, Durable Goods	2	0	2
Wholesale Trade, Nondurable Goods	1	0	1
Wood Product Manufacturing	2	0	2
TOTALS	125	27	152

Enter Employer Data FY 04/05 3rd Quarter Summary UPDATE

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

S.W.C.C.	7/1 – 9/30/04 1 st Quarter	10/1 – 12/31/04 2 nd Quarter	1/1 – 3/31/05 3 rd Quarter*	4/1 – 6/30/05 4 th Quarter
Citrus Heights (CH)	0	4	0	1
Greater Sacramento Urban League (UL)	0	0	0	0
Hillsdale (H)	24 (1 Shared w/ESU)	9 (1 Shared w/ESU)	17 (1 Shared w/ESU)	7
Region #1 Totals	24 (1 Shared w/ESU)	13 (1 Shared w/ESU)	17 (1 Shared w/ESU)	8
Broadway (B)	2	12	13 (1 Shared w/ESU)	12
Franklin (F)	2	31 (1 Shared w/ESU)	6 (1 Shared w/ESU)	0
Mark Sanders (MS)	7	20	16	0
South County (SC)	4	11	21	4
Region #2 Totals	15	74 (1 Shared w/ESU)	56	16
Galt (G)	4	4 (2 Shared w/ESU)	0	0
La Familia (LF)	11	8	6	1 (1 Shared w/ESU)
Lemon Hill (LH)	4 (1 Shared w/ESU)	5	2	2
Mather (M)	5	6 (1 Shared w/ESU)	2	0
Rancho Cordova (RC)	5	24 (1 Shared w/ESU)	19	2
Region #3 Totals	29 (1 Shared w/ESU)	47 (4 Shared w/ESU)	29	5
Employer Services Unit (ESU)	9 (1 Shared w/LH) (1 Shared w/H)	9 (1 Shared w/H) (1 Shared w/F) (2 Shared w/G) (1 Shared w/M) (1 Shared w/RC)	25 (1 Shared w/H) (1 Shared w/B) (1 Shared w/F)	4 (1 Shared w/LF)
System-Wide Quarterly Totals	77	143	127	33

SWCC SYSTEM-WIDE F/Y 04 – 05 TOTAL AS OF May 10, 2005.... 380

* EED Forms for the 3rd quarter are accepted until 5/31/05 per Dir. #02-07.