

Attachment 8
Riverside County Economic Development Agency/Workforce Development Division
Customer Service Survey 2016



Introduction

Obtaining customer feedback through a variety of mechanisms provides the organization with additional data to identify opportunities for improvement and inform the decision making process. The implementation of a customer service paper and pencil survey was done in order to collect “just in time information” from customers immediately at the end of service interaction.

Survey Format

All customers (job seekers, business customers, vendors, etc.) are invited to complete the 10 question survey at the close of interacting with staff in settings such as one-on-one meetings, workshops, career resource area services, orientations, job fairs, recruitment activities, etc. Blank surveys are also made available on lobby counters for customers to access. Locked boxes are positioned throughout the centers for customers to deposit completed surveys in. Surveys are collected by regional/site managers at the close of business every Friday and are reviewed the following Monday to identify customers who have indicated they want to be contacted regarding their comments or concerns. All surveys are sent to the Riverside WDC for data entry.

Survey Results Summary

Customers were asked to indicate which office their comments address. The distribution of the **2309** surveys completed in this reporting period is shown in Figure 1.

Figure 1 (Q1)

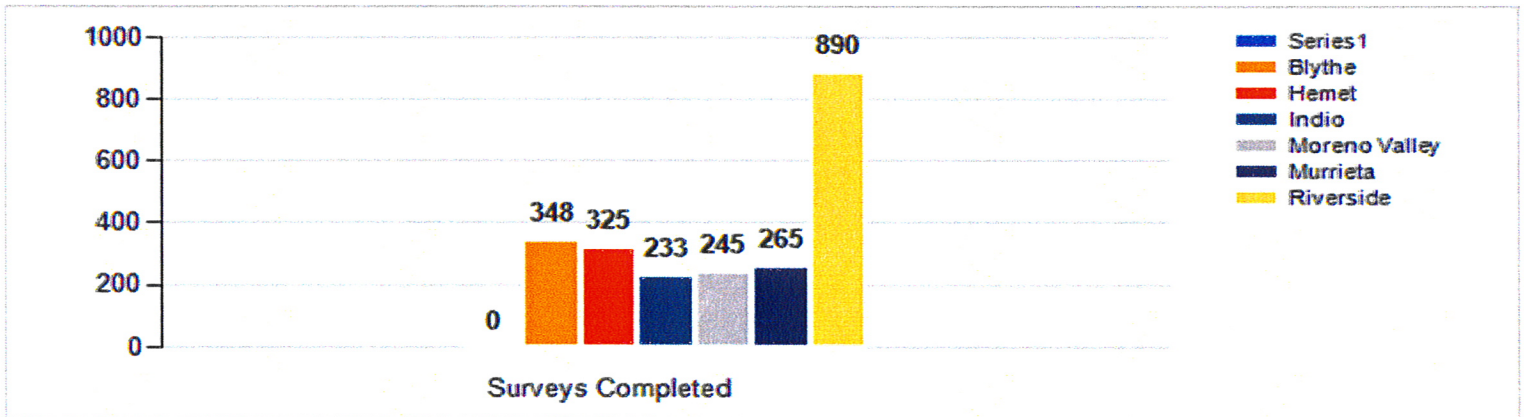


Figure 1. WDC list of other locations.

Figure 2(Q8)

Figure 2 reflects the WDC operation(s) the comments are in relation to.

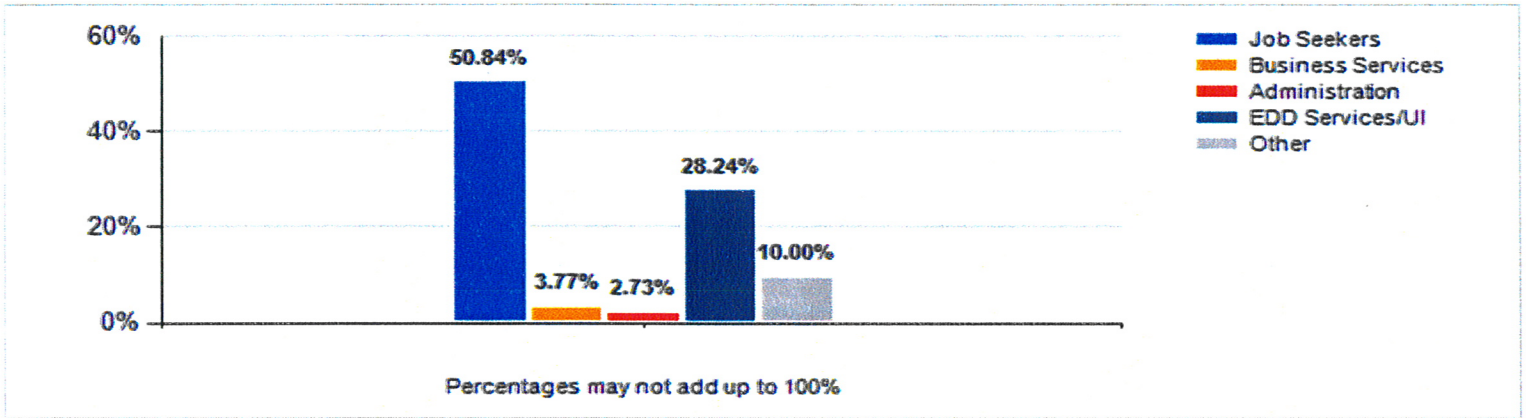


Figure 2. WDC list of other operations.

- Computer
- Disability
- Stress management class/workshop
- Boot camp
- workshop
- Networking
- CDL Trucking
- Conexiones
- WIOA
- Career Coach
- Resume
- CCC
- Internet
- Technology Class
- Free education, resume
- Replacement check,
- TRA
- Counceling
- Caljobs
- training program
- Intermediate computers
- Job search
- ED Alternative
- Interview
- Made copies
- Job apps
- Vet
- Basic Q's about computer
- Fax

CTB
Military access to pers. acct.
Housing
Employment training
Burlington Interview
Info session
TAA

Figures 3 through 8 reflect the level of agreement about services, staff knowledge and behavior.

Figure 3

Q2. Wait time for staff assisted service was minimal.

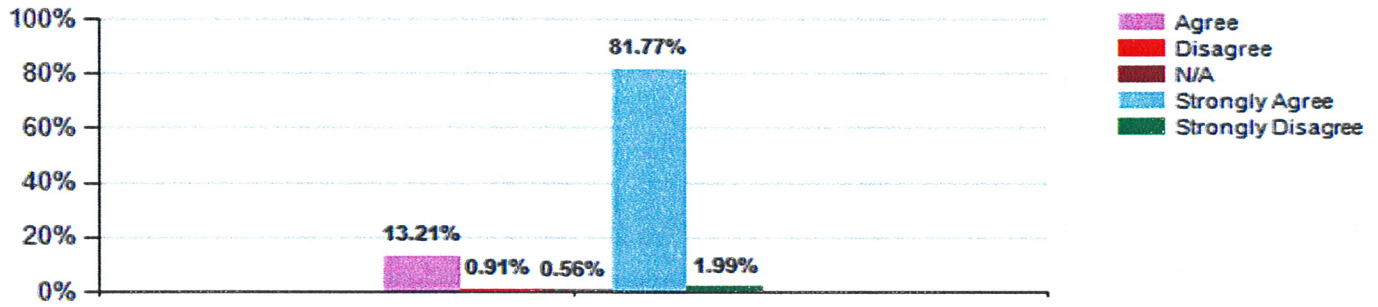


Figure 4

Q3. Staff are knowledgeable concerning workforce services and requirements.

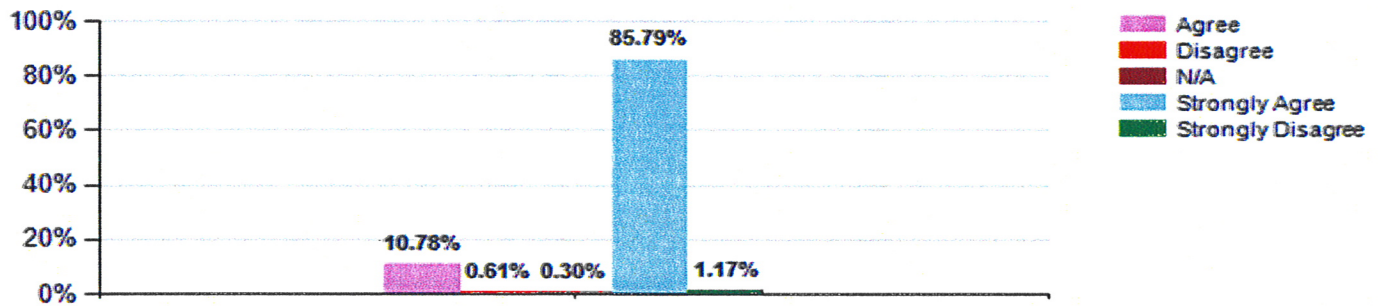


Figure 5

Q4. Staff were professional and courteous.

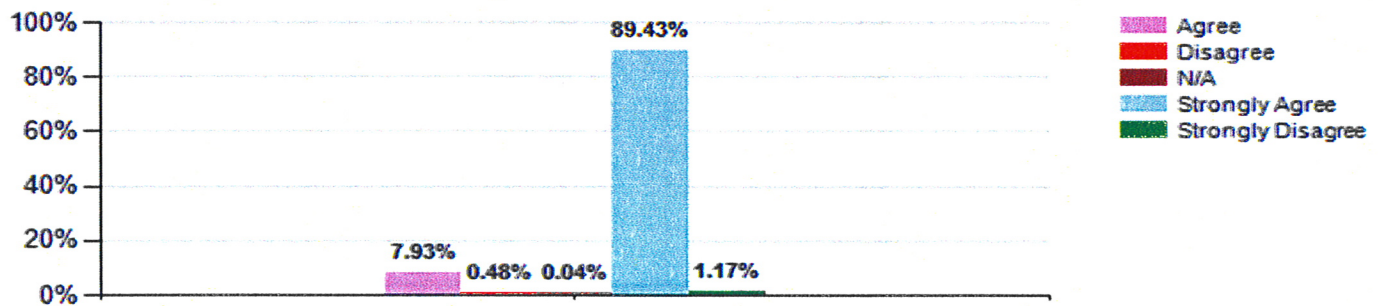


Figure 6

Q5. Staff provided accurate information.

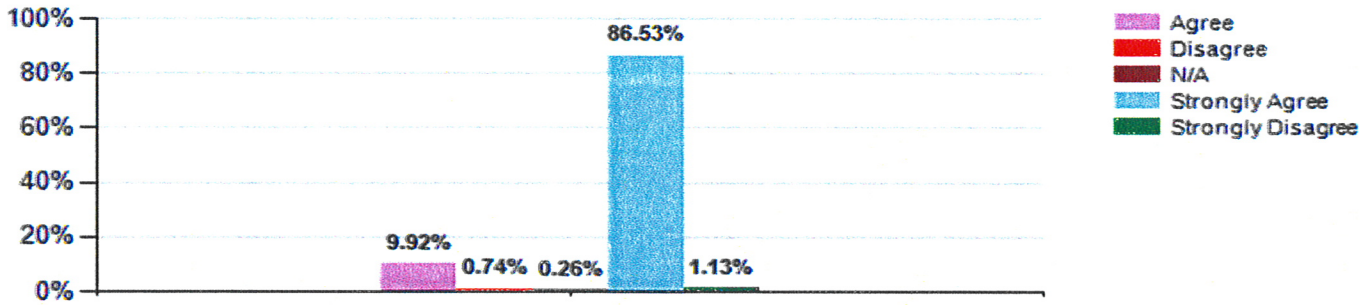


Figure 7

Q6. The resources/services are valuable.

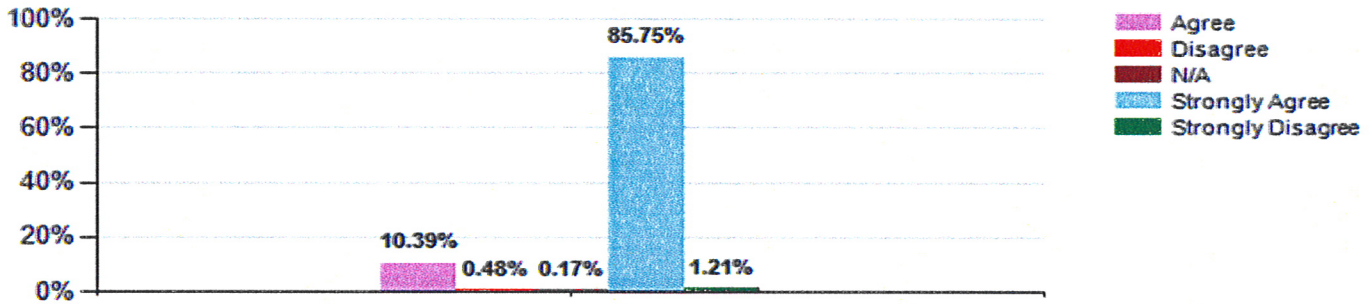
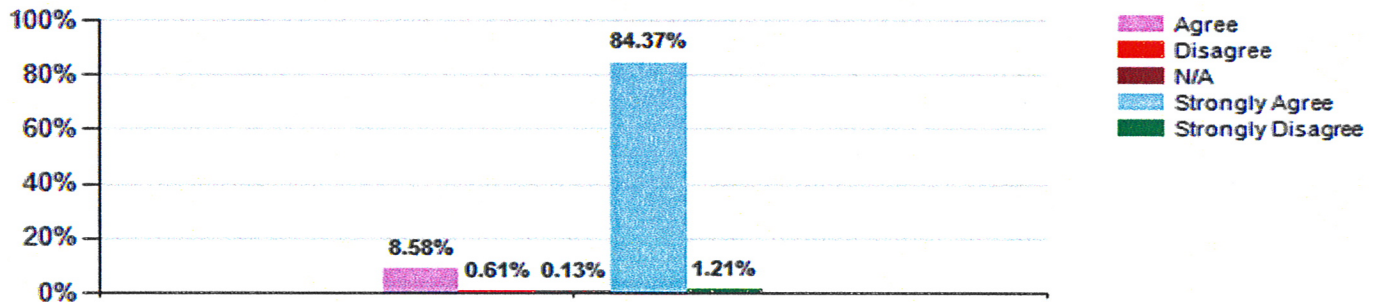


Figure 8

Q7. Satisfied with overall customer service.



Q9. If there was one thing we could do better to help you reach your employment goals, what would it be?

- None all is good
- Nothing. Best customer service I have had in years!
- Nothing-Great! Yolanda is so caring & helpful!
- I thought it was perfectly organized
- lengthen career bootcamp from 3 1/2 to 5 days
- (ESP transistion folkes) Module on finding job fit-skills assessment & how to apply results towards getting job (and skills learned in bootcamp)
- One thing that might be beneficial for the job seekers might be job fairs once a month.
- longer class time
- Great information for those hand out. I can use it for any interview preporation and remind me for all the info. I need.
- Theres nothing more. Customer service was great. Lizette was very helpful with my process at the EDD

I am satisfied with all the resources already. It is hard to improve on perfect!

Send me job leads, as well as free trainings that would better prepare me for jobs

Everything was stellar.

No. I was helped out alot. The service was good.

All is perfect

I am very happy with the services

Not a thing. Great customer services/helpful

Everything that I need has been met

Already taking the necessary steps utilizing the available resources here.

They gave me alot of tools to help me get a job.

Everything perfect. Many sources

You are already doing it. (Nellie F. is a wonderful job coach.)

None because I learned a lot

continue the services

I have no idea because the team was a very good; I meet Sonia and she's help me to much. Great people!

Nothing. All your advertisements and computer listed jobs is great.

Do your job very well. I am so thankfull for your staff here I wouldn't change a thing.

The entire staff was beyond helpful and extremely courteous

Your respresentatives are outstanding. I couldn't have asked for a better crowd of people for the bootcamp!

I think the material given is very informative and useful, the rest is up to the individual. I wasn't sure what to expect but stress solutions really hit a chord. Instructors Claudia and Neyda are excellent. All services are great!

Satisfied

I felt the class wes very informative. I felt very encouraged. Gives me more confidence

They gave very good information my goals were completed

Everything was great.

Really enjoyed it all learned quite a bit.

This boot camp course was extremely informative. I was very impressed with all the facilitators.

Info on filling out tough application questions.

Don't change

Everything you do daily is awesome. Very wonderful staff. Thank you

I am very happy with all the information I recieved from this workshop

More workshops like this

No! Excellent class! I may actually finally learn how to use a computer. Claudia is awesome teacher!

Add more clases

Good service

Nothing. The class was helpful and the leader was kind and caring-all staff are helpful

Attend more workshops like today.

Thank you for the courteous and well informed staff

More classes/workshop for an entrepreuship

extend the bootcamp

meeting people from my indistry

provide me with more programs

Overcoming fears-confidence building-techniques to overcome interview fears. Toastmaster as a solution

Did everything that I wanted

Give praise to the workers that help

I wish I had known about this class earlier.

All are good services

Good people always smiling

It was completely valuable for what it is and goes above and beyond what is necessary

Cant think of anything. They seemed thorough and concise in giving us the tools necessary in an entertaining and dynamic way.

to learn more working skills

Everything was great

I like everything very much. The instructor was very knowledgeable

Nothing, provided all the information I need!

Better understanding of different careers

Amazing Staff keep up the great work.

Classes for Excel & PowerPoints?

Maybe more things on the computer particularly about technology

Nothing else I was given a lot of information

All services provided in this office was FANTASIC service!

Was very satisfied

Nothing, everything was great.

Longer, more in-depth class.

Another class

The training for LinkedIn was helpful. Step by step for a beginner to this media would be help

The services were excellent and the follow-up workshops are wonderful. It doesn't leave you alone to just go through it by yourself Just wonderful!

I would prefer excellent classes instead of online classes.

I'm satisfied with everything

Nothing good job

No need for improvement. All phases & personnel are outstanding.

Everything was great just came from Co. made me feel at home. Linda was very helpful

I would say the class was very informative. I would just say longer time for the class.

I would need more practice with the interview questions and how to answer them

Never had an interview. This class was very helpful

none, everything was good.

don't have one; everything has been great

At this time I'm attending all workshops available, and I really don't see anything that should be changed.

Nothing the staff here are great. God Bless them.

Please keep giving the classes.

No need very good at what they do.

Keep doing what you guys are doing. Great

You guys are wonderful. You help by having the computers available for people to use to look for jobs

None, service is always phenomenal here!

None. All is super good.

Everything went great I really liked how they took their time to explain everything we needed to know.

Understanding my computer skills frustrations. Pray my computer skills improve miraculously.

I feel like I learned so much. I feel more confident now.

I feel my career coach did a wonderful job in assisting me with all matters concerning

Nothing negative to say. Everyone is very helpful and courteous.

You go above and beyond to help all who are seriously looking for work or training.

The stress class on Monday I learned a lot of new things. Well I believe they did a great job. Now I feel ready for my interview.

I received a lot of useful information. Thank you.

Currently gaining valuable information from these services, satisfied.

I was happy to hear that workforce will be working collaboratively with DOR soon.

Offer more vocational training in reliquent careers

Nothing to improve

Would like to see a job fair at facility more

I loved the class, I love the examples not the book so much. Thank you!

A 2nd interview excercise to build increased confidence is helpful

more on site interview/hiring

Nothing, you guys have helped (unreadable) Thank you!

Nothing it was fast and informative.

None come to mind, great presentation and training.

Attend more classes to get better prepared for my job search

I can't think of anything. I am confident that with the services provided, I will soon be employed thank you.

Nothing I got excellent service

Nothing, everybody is very nice and helpful

Job fairs

Empovement cannot be better than what is already in place! Excellent service by Hector

Everything was very informative and helpful, nothing in my opinion needs to change.

I can not think of anything extra because your staff provided so much help. Above and beyond.

I was extremely satisfied with all the information & help given

My exsperience was very good. No improvements needed as far as I am concern. Thank you very much.

Nothing. Fantastic service and enviroment

I was completly satisfied

Today at this point you exceed my expectation!

None. The people know their job very good.

Nothing comes to mind-my visit was awesome-Thank you very much

I just wish it was longer!

All the things I needed were provided by the friendly staff.

Continue your orientation and information as you're doing it now.

More marketing development.

No, provided plenty of information

They provided more info than I expected.

I thought the class was very helpful. Nothing additional I can think of at this time.

Very pleasant and patient. The information very much needed to further my skills.

None, staff very helpful

I believe I received alot of information that I didn't know before
help translate past experiance into occupation titles
It would be nice if workforce was linked up with some internship programs
how to create our own job
I am happy and would come back. Staff made me feel welcome they were bond helpful.
Nothing thank you so much!!
Info on how to create own job-resources, opportunities, guest speakers.
I agree with all of the provided help and very kind people. Congratulations for hiring good people.
Nothing, your facility is fully contained and meets all of my needs regarding job search
Everything is fine, and the two executives who spoke Spanish were very efficient.
None that I could think of. Very informative
I am very comfortable with the help
You guys have done a great job. I have ot been unemployed for 15 years. This last year has been very hard on me and I am not sure if I would have made it w/out your help. I thank you very much.
More often work shop
Nothing. There are plenty of workshops & help available.
Continue providing excellent services
Nothing did a great job helping me out.
So far I left feeling very encouraged and hopeful about training class
So far this place has been very informative & helpful
No. Service was very good.
Nothing. Maria was awesome she went above and beyond her job.
Have more staff like Tim Stedham working. He help me with my job seeker services he provid information made it very good.
Great customer service
Practice workshops for interviewing. The one we had was good, but practice makes perfect.
I would like more classes or extended
All of my needs were met.
Everything was perfect
everything was good
I would not change a thing. Everyone is helping the job seekers very well. It is a joy to come here to search for jobs in the calm atmosphere.
Nothing, I was interviewed by Ross (here) and was called for employment.
Nothing. Very satisfied with the resources and the help that the staff gives.
add a class in ONET to the list.
Additional services & professional/executive level oriented programs for those who have executive/mgmt experience
Everyone is very helpful-Can't think of anything
Not a thing. Love comming to this office they are always helpful
100% good here
Nothing they were very professional
All is good. All people very nice friendly & care for all. Thank you
I'm totally satisfy with the help I receive

Q10. Please share any additional comments regarding our service.

This is a wonderful place to work on job applications

Center staff always behave in a professional manner.

Lourdes is very professional & pleasant!

Received great services from Lourdes

Wonderful

Very nice

Excellent

I am very thankful for the WIA program and all of the work Ms. Ortiz has done for me.

I am so honored & happy & grateful for this AWESOME opportunity to be trained. I feel I am finally where I should be and am extremely OPTIMISTIC about my future for the 1st time.

Boot camp rocks! Joe & Vivian are awesome!

Joe Campbell & Vivian Routh provide an energetic & amazingly informative bootcamp. They are SUPERSTARS.

Joe Campbell & Vivian routh are outstanding facilitators. Job well done!!

dynamic, informative life-changing

So helpful, relevant I enjoy it.

Is good service from the whole department. Keep doing this.

This is an excellent program the tools provided are extremely helpful, current & beneficial. The team exhibited strong team work skills very professional and committed to helping others find work and have confidence

The attitudes of the facilitators were exceptional and refreshing.

Thank you for you guys help with my search for a job

I think all the things you share is very helpfull.

Excellent class and facilitators

Robert was fabulous! He's a definite asset to your company & this program.

Robert was very good @ educating this class on how to Network

At CP I did interviews for rides-you said everthing I ask them thank you

Most informative

Was impressed with the wealth of information learned in skills lab

great information! lots of things I didn't even know mattered during interviews. Wish I took it sooner

This 4 day classes I have been to, this is 75% better than the classes given in Corona 3 years ago.

I am good with the services I received by Silvia Angel

It is nice you have enough computer so you don't have to wait

Looking forward to more involvement.

Very friendly

Ryan was an exceptional part to the workforce.

Looked on training counsel free online etc. out of date.

Best investment of my life, priceless

Awesome! great to fill gaps in!

You have a very professional passionate and helpful set of facilitators, Vivian, Sylvia, Rob, & Caroline.

Thank you!

Your staff is amazing. Kind, considerate, and very helpful. Thanks!!

Excellent facilitators Robert Robb & Sylvia Angel

Would like to thank Sonia for the additional help when I thought I was getting no more with talking to her on some tips to my search. I am hopeful in my future. Also everyone has been helpfull.

Ms. Daniels was amazing. Goes above & beyond to help people. Genuinely, concerned & helps people she is a blessing.!

Grateful to have access to these resources.

Staff went beyond their duty to help me go online

Everybody was helpful. Especially Sonia Daniel, she deserves a raise for going above and beyond her job

You're a great asset to the workforce.

Excellent

Service is great

Very professional & helpful people in this office.

Sylvia Angel, very good service

Very good information

Very interesting. I learned about interviewing.

It's very helpful because they teach about attitudes that make for a job.

Great service great staff

I have had a terrific experience working with my counselor (Rolanda) & the department.

This program very helpful for job seekers like me. We need this.

Wonderful staff

Everyone was very helpful and nice

My appointment was for 3:00. I arrived at 2:30. I heard nothing until after 3:30.

Boot camp was very informative and helpful

The training in boot camp was brilliant, I loved the constructive criticism and listening skills

Very friendly

It's really good exercise for any new/management like me to create network.

very good team

for me very valuable & applicable in my days of job searching

Very courteous

We need this service so helpful for all.

I wanted to let you know this workshop was very helpful and informative.

Very informative & useful. Thank you, Robert!

Great job.

Training classes that are included in the website are excellent

There is one staff Ms. Mina who went above and beyond to assist me in employment seeking and I got an interview because of her help.

I'm very appreciative that you're here helping me and others. It's a blessing.

Well organize

Anita assisted me with computer. God Bless her expertise, and her friendliness & patience. Thank you.

Unlimited Networking was great. Learning new ways and ideas

Unlimited networking 1/25/16 held by Ms. Vivan was excellent

Excellent, excellent, excellent.

The services have really helped me a lot

Thank you for the great service very helpful & informative. Claudia, Naide & Marissa-Outstanding help!

Excellent. Teachers had good knowledge & was very well communicated. Also teachers (unreadable)

This class helped me a lot. Thank you.

Enjoyed it, feel much more confident

Both networking class and bootcamp were so valuable

I will be attending school training and appreciate the opportunity EDD gives me to go back to school. By approving and covering costs, I will be able to get an education to improve my skills.

A very committed team. Thanks for everything.

Services are very encouraging.

The services have really helped me a lot

The service provided by my case manager was exceptional. Her name is Yolanda Ortiz.

Thank you to Vivian for being so helpful with computer basics

As for myself, I learned a great lot.

Excellent service A+

All of staff has been helpfull but I appricate all of Neyda Flores help above and beyond

Thank you for helping me get a job Pay bills now

Yes Annita front desk very helpful I loved the customer service

The computer skill I learned will help me get ahead.

I learned sooo much. Thank you, Claudia

Overall help was superb

Hilda was great and attended to all my needs.

I want more advance computer class on Icons-use of these

Worth every minute

Amazing mentor; very informative & helpful; keep it up!

Very friendly staff

Very polite.

Service here was great, friendly welcoming smiles and are eager to assist.

Staff was very helpful & nice! Thank you for all your help !!!

Good people skills very polite

Staff was very knowledge and kind

Love it and was helpful would invite people to check out your service

Caught my interest and might come back

Enjoyed this experience! Hope I get a job!

Miss Janie was very helpful and knowledale. Need more people like her!!! Beautiful spirit

This center is wonderful. Thank you

Staff was very helpful and made class interesting.

These programs are great for the community.

Even though I just got a new job, I'm very happy I came to this workshop & love the (?) feature for on line training. I'll defiently us it. Thank you!!

Ryan Jackson did the workshop he did a great job

I found this class very useful I learned alot of resourceful information.

Just getting started, but look forward to working with coach/counselor.

handouts are very helpful.

Clarified questions regarding website

Such valuable resources and compassionate work employees

I am so glad that I found my way here. I have grown under the guidance of staff and finding my confidence which I need to be successful in my job search

Great

Great class

Awesome service

Connie Munoz very helpful

Claudia Tatham provided SUPER services, and VERY PROFESSIONALLY!

Greeted me professionally, very knowledgeable, helpful

Good place to come and job search

The office is always nice and clean and the people are always very nice.

They are very nice people.

You guys are great!!!

Thank you for being so kind and patient! Wonderful staff. Very sweet and courteous! A pleasant experience I wasn't expecting but enjoyed!

Greatful these services are here.

5 star

the career coach was extremely knowledgeable and accommodating. helpful, patient

Excellent, very helpful.

Found to be very informational and helpful.

Great rapid service

Hilda Garcia was very understanding of my difficult circumstance and made me feel comfortable.

The facilitators are most courteous, patient, always excited to help, valuable information, very pleasant to be around.

Since I've started I've learned valuable information & knowledge.

I am amazed at all the support there is here and wish everyone would use it.

Your people were great. They treated me with respect and were on top of my needs.

I learned a lot today on an interview and I am very grateful for everything.

Krystal was so helpful and courteous, made me want to come back to use these services.

This staff is very professional the best

Why am I being asked to fill out more Caljobs info when I have the acct and was recently on. They could not answer simple questions. I am beyond livid because I came in to simply print out a resume and go to an interview. This is unnecessary time I'm wasting.

They all want to help you and go the extra mile

Wonderful and helpful staff

Personable and consistent

Excellent classes, lots of useful information

Keep doing this it is a lot help for many people trying to be successful.

I like how they took the time to answer everyone's questions.

Good information, friendly positive atmosphere

I feel good about coming here because I do receive help when needed.

The service is very good for looking for work because you have good people and computers.

Excellent verbal skills and knowledge of subject matter.

Great service

thanks so much for offering these classes!!! I've learned so much!

I strongly like the services at Moreno Valley office

other EDD offices make it difficult to register like their doing you a favor. Not here. Again, a pleasure!!

It was very helpful because I received the information I needed to better my resumes

Any and all questions that I had, Sandy answered, and was a great help.

Soft spoken & clean

Was very resourceful

Great resources had no idea so much was available.

Wow what an amazing program. Lots of helpful hints, ideas. Everyone was very knowledgeable

Loved the facilitators, program and information SO HELPFUL!

I really enjoy everyday everything that was given, information.

Ms. Kirkendall was courteous, supportive, and professional. She Successfully secured the training that I needed. She also explained carefully everything necessary to complete the processing of my request as well as information regarding the E.D.D. program. I would highly recommend her as a career coach, and am so appreciative of all the effort she has performed on my behalf.

Excellent service, first time visitor and I will recommend anyone who need's asst. to this location.

First time using this service. It was very helpful

Very good service, qualified personnel

I was understress and once in here, for help, the stress was released because your staff was calm, happy, & positive.

Good people helping people in need

Great quiet place to work.

The staff here have great customer service. I feel really comfortable here. Thanks

Excellent concerns and sincere interest

Very content with all info that was given to me. Thank you.

Every time I come, the staff are always very helpful. I enjoy coming here.

Networking unlimited was extremely useful & helpful!

The front desk customer service was so helpful, Indy and Brenda were very professional and knowledgeable!

So happy!

One of the most professional WIB I've visited

This was the Most Awesome class I have ever attended!. Vivian & Joe are so motivating and extremely helpful. There knowledge of the material is easily transmitted and understandable. I feel more positive and empowered than I have in the past year! Thank you, thank you, thank you!

Best customer service I have ever seen in Gov. service

The services are excellent.

It's always a pleasure to come to this office. Staff are knowledgeable, friendly and helpful.

Your services are easily accessible, and your staff are ready to help

The people that work here are sociable and friendly.

Good communication

Always learning new things, informational, nice friendly

I learned new job search services.

This is a valuable resource I thank you very much. Jessica is vital part of this resource center.

It is so clean, nice computers, very clean and helpful. This is a great place Thank you all

Thank you for the opportunity of this program, expecially for the class.

I had very beneficial assistance.

This program was helpfull... excellent

Very informative class

Got some good info. today

Very useful and informational. Interviewer instructor was very professional and polite. really enjoyed class.

Highly educated and nice

Service was good. I am much more knowledgeable now.

Excellent information very helpful to veterans

Since coming here, staff was extremely kind and resourceful. Enjoy this office more than any other.

Thankful for all staffs expertise & patience

Hilda Garcia was very helpful and pleasant. She was very professional and courteous.

Felicia-She is the best, warmest, helpful staff I every met.

Spot on service

Mind blowing information Vivian was an excellent instructor.

Resources and classes was great especially Vivian Routh did an awesome job.

Very skilled instructor

I hope I was registered for mock interview and resume critique class starting on September 20th & 22nd.

Vivian Routh is very knowledgeable instructor, Fun, always ready to help

Vivian Routh is a very nice instructor and knowledgeable.

Vivian was quick and knowledgeable on several fronts. She has ability to communicate effectively.

Good interview workshop really helpful Thank you

Great class for individuals who haven't done an interview in a while.

The resume builder was extremely helpful

Customer service A-1. Thanks for being so nice.

The atmosphere is very peaceful and supportive. The staff help from their hearts and are a great inspiration and resource.

I appreciated the attention and service I received.

I love your service

Upon completion of the Boot camp, I felt confident and empowered!! Thank you Vivian.

This was a very valuable resource for me thank you.

Excellent service, very clear, staff professional.

Since I have been spending quality time with all counselors & administration looking for employment, I have learned a lot of information and knowledge since I have been I am very pleased by the help I get here at EDD in Riverside, CA

Excellent technology today presentation. Would suggest making it a 2 hr. class.

I have been to 5 sessions and each one had a very knowledgeable speaker. The handouts and information in class were excellent!

I have always attained employment because of the resources.

Covered everything perfectly.

I love the services, and facilitators. Courses were very informative. Thank you.

Thank we are so blessed to have a workforce center that so very helpful

I really appreciated the warmth and concern at the center.

I would recommend it to any one. It's great information

Awesome/the service made it possible for me to LIVE

I sent it to 5 different job notifications with home depot! In the last 4 mo. I used my version of resume with no results. Joe Campbell instructed me and I was amazed to get a response on the one he showed me within 3 days!

Very professional

Attachment 9
Riverside County Economic Development Agency/Workforce Development Division
Average Cost Per Participant

AD/DW Share Total Personnel and Operating Expenses (Direct & Indirect)	Average Training Cost per Participant				Average Cost per Career Services including Staff Personnel/Operating Expenses/Training							
	ITA		OJT		ITA		OJT		ITA		OJT	
TOTAL AD/DW	AD	DW	AD	DW	Intensive Only AD	Intensive w/ Training AD	Intensive w/ Training AD	Intensive w/ Training AD	Intensive Only DW	Intensive w/ Training DW	Intensive w/ Training DW	Intensive w/ Training DW
FY 13/14	7,748,688.78	\$ 3,130	\$ 3,325	\$ 3,798	\$ 3,860	2,138	5,268	5,936	2,995	6,320	6,855	6,855
FY 14/15	8,185,694.05	\$ 2,546	\$ 2,289	\$ 4,061	\$ 3,420	2,674	5,220	6,735	2,564	4,853	5,984	5,984
FY 15/16	7,985,215.28	\$ 2,219	\$ 1,563	\$ 3,387	\$ 3,398	3,995	6,214	7,382	3,486	5,049	6,884	6,884

Adult/DW Program Pool Allocation
 FY 2013-2014
 000-13

FUND	Allot	CC	G/L	Participants	% of	TOTAL
Adult		13	597000	516	38.1657%	(4,224,771.14)
DW		13	597000	836	61.8343%	(6,844,784.26)
				1,352	100.00%	(11,069,555.40)
000	0	13	597900	-1		(11,069,555.40)
						Total Personnel + Operating Expenses
						11,069,555.40

Report Period: 07/01/2013 through 6/30/2014

Grant	12/13	New	Total	Exit's	Total	% of Active	ACTIVE PARTICIPANTS (Service Level Breakdown)
201 - Adult	308	1,073	1,383	867	516	38%	201 - Adult: 516 (16.06%), 501 - DW: 836 (26.03%), 301 - Youth: 1,022 (31.82%), 697 - W/F: 838 (26.09%), Total: 3,212 (100%)
501 - DW	345	1,251	1,600	764	836	62%	201 - Adult: 516 (16.06%), 501 - DW: 836 (26.03%), 301 - Youth: 1,022 (31.82%), 697 - W/F: 838 (26.09%), Total: 3,212 (100%)
Total	653	2,330	2,983	1,631	1,352	100%	201 - Adult: 516 (16.06%), 501 - DW: 836 (26.03%), 301 - Youth: 1,022 (31.82%), 697 - W/F: 838 (26.09%), Total: 3,212 (100%)

ADULT POOL ALLOCATION
 FY 2013-2014

FUND	Allot	CC	G/L	Participants	%	TOTAL
Core	43	597000	14.00	30.00%	(1,267,431.34)	
Intensive	44	597000	502.00	70.00%	(2,957,339.80)	
			516.00	100.00%	(4,224,771.14)	
13	597900		-1		(4,224,771.14)	
						Total
						4,224,771.14

DISLOCATED WORKER POOL ALLOCATION
 FY 2013-2014

FUND	Allot	CC	G/L	Participants	%	TOTAL
Core	43	597000	45.00	30.00%	(2,055,435.28)	
Intensive	44	597000	791.00	70.00%	(4,791,348.98)	
			836.00	100.00%	(6,844,784.26)	
13	597900		-1		(6,844,784.26)	
						Total
						6,844,784.26

Total Participants: Adult 1383, DW 1600, Total 2,983

Intensive: 1030 AD, 444 DW, 2,871.20
 Intensive w/ Training: 263 AD, 58 DW, 11,244.64
 Total: 1293 AD, 502 DW, 791

Intensive Only: AD 2,138, DW 502, Total 2,640
 Intensive w/ Training: AD 5,268, DW 791, Total 6,059
 OIT: AD 5,936

Intensive Only: AD 2,995, DW 791, Total 3,786
 Intensive w/ Training: AD 6,320, DW 791, Total 7,111
 OIT: AD 6,855

Adult/DW Program Pool Allocation

FY 2014-2015

000-13

FUND	Allot	CC	G/L	Participants	%	TOTAL
Adult		13	597000	522	43.9394%	(5,138,206.22)
DW		13	597000	666	56.0606%	(6,555,642.42)
				1,188	100.00%	(11,693,848.64)
000	0	13	597900	-1		(11,693,848.64)
						Total Personnel + Operating Expenses
						11,693,848.64

Report Period: 07/01/2014 through 6/30/2015

Grant	Formula Grants		Total	Exit's	Active	% of Active Adult to DW/ CORE	ACTIVE PARTICIPANTS (Service Level Breakdown)	TRAINING
	13/14	New						
201 - Adult	301	1,044	1,345	823	522	43.94%	508	97.32%
501 - DW	614	1,176	1,790	1,124	666	56.06%	649	97.45%
Total	915	2,220	3,135	1,947	1,188	100.00%	1,157	97.39%
241 - Rapid Response		21	21	0	21	0	0	100.00%
920 - Wells Fargo EOG		40	40	19	21	15	71.43%	15
1014 - Jobs Driven NEG		39	39	0	39	0	0	100.00%

ADULT POOL ALLOCATION

FY 2014-2015

FUND	Allot	CC	G/L	Participants	%	TOTAL
Core	43	597000	10.00	1.92%	(98,433.07)	
Intensive	44	597000	512.00	70.00%	(3,586,744.35)	
			522.00	71.92%	(3,695,177.42)	
	13	597900	-1		(5,138,206.22)	
						Total
						5,138,206.22

Intensive w/ Training:	AD	DW
Intensive:	861	4,177.40
Trainee:	296	426
Total:	1,157	512

Intensive Only	AD	Intensive w/ Training	AD	Intensive w/ Training	AD	OT
1345	\$ 2,674	\$ 5,220	\$ 5,220	\$ 6,735		

DISLOCATED WORKER POOL ALLOCATION

FY 2014-2015

FUND	Allot	CC	G/L	Participants	%	TOTAL
Core	43	597000	21.00	3.15%	(206,709.45)	
Intensive	44	597000	645.00	70.00%	(4,588,949.69)	
			666.00	73.15%	(4,795,659.14)	
	13	597900	-1		(6,555,642.42)	
						Total
						6,555,642.42

Intensive Only	DW	ITR	Intensive w/ Training	DW	Intensive w/ Training	AD	OT
1790	\$ 2,564	\$ 4,853	\$ 4,853	\$ 5,984			

Total \$ 6,555,642.42

Adult/DW Program Pool Allocation
 FY 2015-2016
 000-13

FUND	Allot	CC	G/L	Participants	%	TOTAL
Adult		13	597000	499	53.0287%	(6,049,221.84)
DW		13	597000	442	46.9713%	(5,358,228.56)
				941	100.00%	(11,407,450.40)
000	0	13	597900	-1	-1.40745040%	(11,407,450.40)
						Total Personnel + Operating Expenses
						11,407,450.40

Report Period: 07/01/2015 through 06/30/2016

Grant	Formula Grants			ACTIVE PARTICIPANTS (Service Level Breakdown)		
	14/15 Carry In	New Enrollments	Total Participants	% of Active Adult to DW	CORE %	INTENSIVE %
201 - Adult	277	783	1,060	53.03%	499	100.00%
501 - DW	450	626	1,076	46.97%	441	99.77%
Total	727	1,409	2,136	100.00%	940	99.89%
Special Grants						
241 - Rapid Response	15	0	15	0.70%	0	0.00%
1014 - Jobs Driven NEG	214	214	428	20.05%	78	18.24%
ACTIVE PARTICIPANTS (Service Level Breakdown)						
				TRAINING		
				%		
				0 #DIV/0!		

ADULT POOL ALLOCATION
 FY 2015-2016

FUND	Allot	CC	G/L	Participants	%	TOTAL
Core	43	597000	3,00	0.60%	(36,368.07)	
Intensive	44	597000	496.00	20.00%	(4,238,455.29)	
			499.00	70.60%	(4,270,823.35)	
					-1	(6,049,221.84)
13			597900			6,049,221.84
						Total
						6,049,221.84

Intensive:	728	AD	405	DW	5,816.56
Intensive w/ Training:	210	AD	91	DW	20,164.07
Total:	938		496		

Intensive Only	AD	ITR	Intensive w/ Training	AD	OIT
1060	\$ 3,995		6,214	\$	7,382

DISLOCATED WORKER POOL ALLOCATION
 FY 2015-2016

FUND	Allot	CC	G/L	Participants	%	TOTAL
Core	43	597000	442.00	70.00%	(3,750,759.99)	
Intensive	44	597000	442.00	70.00%	(3,750,759.99)	
					-1	(5,358,228.56)
13			597900			5,358,228.56
						Total
						5,358,228.56

Intensive Only	DW	ITR	Intensive w/ Training	DW	OIT
1076	\$ 3,486		5,049	\$	6,384