

BACKUP INFORMATION FOR THE

MAY 19, 2010

SACRAMENTO WORKS

**PLANNING/OVERSIGHT COMMITTEE
MEETING**

ITEM 5

**REVIEW OF THIRD QUARTER ONE
STOP PERFORMANCE REPORTS**

Sacramento Works One Stop Career Center System Summary of Year-to-Date Performance 2009-2010

1. Career Center System Activity (Universal Services)

- For the first three quarters of Fiscal Year 2009-2010, (July 1, 2009 through March 31, 2010) the Career Center system continues to see record numbers of job seeking customers. A total of 53,164 customers were served system-wide, a 30% increase over the same reporting period last year, which represents 140% of the overall planned goals for the entire Fiscal Year. These numbers reflect visits to multiple career centers by individual customers; however a total of 43,112 distinct customers were served.
- **Learning Lab Process Measures (JTA enrollments)**
In comparison to the first three quarters of the last fiscal year, the numbers of customers who completed an initial assessment and participated in a coaching session has increased from 9,298 to 12,384 an increase of 33%. For those customers returning to a career center for a staff assisted service within 30 days of enrollment, an increase at the rate of 39% was seen. The numbers of customers participating in a skill development or training service activity increased by the rate of 34%.

2. Demographics

There were no significant changes in demographics during the first three quarters of this fiscal year. Employment characteristics which include services to Ex-Offenders, Seasonal Farm Workers and Veterans have not deviated significantly against Second Quarter data.

3. Common Measures

Common Measure outcomes continue to change primarily due to the economy, but also due to service delivery changes put in place when SETA became a Learning Lab for the California Integrated Service Delivery model.

- a. Entered Employment rate decreased for Adults from 45% to 40% and improved for Dislocated Workers from 50% to 52%.
- b. Employment Retention rate decreased slightly for Adults from 74% to 73% and improved for Dislocated Workers from 79% to 81%.
- c. Earnings increased for Adults by \$164 and increased for Dislocated Workers by \$1,144.

The Entered Employment rate performance measure for Dislocated Workers was not met. The Entered Employment Rate for Adult was met. Both the Employment Retention rates for Adults and Dislocated Workers and Earnings for Adults and Dislocated Workers were either met or exceeded.

4. Scholarship and Supportive Services Reports (ITA and JTA)

- Overall scholarship obligations (occupational skills training) in the increased by more than 120% compared to the same period last fiscal year (536 in 2008-2009 and 656 in 2009-2010).

- Overall supportive services obligations increased by more than 380% compared to the same period last fiscal year (\$113,528 in 2008-2009 and \$434,725 in 2009-2010).
- Approximately 94% of the scholarship obligations were for training in critical occupational clusters. The highest number of scholarships were in Healthcare (179), Transportation (161), and Administrative and Support Services (122).

5. Job Seeker Customer Satisfaction Survey Report

The Job Seeker Customer Satisfaction Survey consists of ratings: On a scale of 1 to 5, with 5 being the highest of 15 individual service categories.

- Each Career Center received a minimum average rating of a **4.47** and better, a slight increase from last fiscal year's average rating of a 4.45.
- Collectively, the Career Centers had an average rating of a **4.65**, also a slight increase from last fiscal year's average rating of 4.63.
- There were **6,819** Job Seeker Surveys completed, a **29% increase** from 5,290 last fiscal year, for this same reporting period.

6. Employer Services and Employer Satisfaction Survey Report

- Hires – There were 695 hires during the first three quarters of FY 2009-10. This is a 5% decrease from the same time period in FY 2008-09.
- Average Wage – The average wage at placement was \$11.41, representing a 2% decrease from the same time period in FY 2008-09.
- Recruitment events – There were 79 events during the first three quarters of FY 2009-10, representing a 25% decrease from the same time period in FY 2008-09. The decrease can be explained, in part, by the large number of mass recruitments conducted by the US Census Bureau and the decrease in recruitments for Manpower during the same time period last fiscal year.
- Job Orders – There were 695 orders during the first three quarters of FY 2009-10, representing a 19% decrease. The reduction in job orders is due to the decrease in employer hiring activity.

Note: The US Census Bureau conducted a tremendous community outreach and recruitment campaign through SETA/Sacramento Works from August of 2008 through March of 2010. Their goal was to hire 3,000 new workers at an average wage of \$13.75

- Substantial Services provided to employers decreased by 12%, from 646 to 571. The number of employers who received Substantial Services increased by less than 1%, from 183 to 184.
- The Employer Customer Satisfaction Survey sampling was conducted with 106 of the 184 employers receiving a Substantial Service. Of the 106 employers, 90 elected to participate in the sampling survey. On a survey rating scale of 1-10, with 10 being the highest satisfaction level, the results showed a 9.2 for Service Satisfaction and a 9.4 for Staff Helpfulness.
- Note: More than 24% of the employers surveyed projected they would not be hiring in the next six months, in contrast to 13% of employers last fiscal year during the same reporting period.

Sacramento Works One Stop Career Center Universal Services Report

July 1, 2009 - March 31, 2010

Sacramento Works One Stop Career Center	Annual Planned Goals	Customers Served	% of Planned Goals
Broadway Asian Resources, Inc.	3,773	4,972	132%
Citrus Heights Crossroads	2,297	3,573	156%
Franklin SETA	4,035	6,683	166%
Galt SETA	1,556	1,581	102%
Hillsdale SETA	4,035	8,305	206%
La Familia La Familia Counseling Center	3,017	2,904	96%
Lemon Hill Sacramento City USD	3,773	3,749	99%
Mark Sanders Employment Development Department	4,618	9,017	195%
Mather County of Sacramento	2,303	1,787	78%
Rancho Cordova SETA	2,297	2,904	126%
South County Elk Grove USD	3,773	4,823	128%
Urban League Greater Sacramento Urban League	2,447	2,866	117%
SYSTEM TOTALS	37,924	53,164	140%

43,112 Distinct customers served

53164 Distinct customers served at multiple career centers

Universal Youth Specialist Report
From 07/01/2009 to 03/31/2010

		Broadway	Citrus Heights	Franklin	Galt	Hillsdale	La Familia	Lemon Hill	Mark Sanders	Mather	Rancho Cordova	South County	Urban League
Core Service	YS Orientation/ First Visit	469	371	849	212	380	345	395			459	728	446
	Foster Youth Referral Services	1	8	36	1	8	47	2	19	7	2	103	10
	YS School & Community Links	221	74	1	72		464	427			286	675	8
	YS Services	301	535	1,750	511	227	305	461			911	1,194	33
Core Workshop	YS Workshops	326	274	673	365	269	307	47	4		461	503	398

**Process Measures
7/1/2009 - 03/31/10**

SWCC	Process Measure 1	Process Measure 2	% Process Measure 2	Process Measure 3	% Process Measure 3
Broadway	1,669	519	31.1%	160	9.6%
Citrus Heights	750	352	46.9%	283	37.7%
Franklin	1,779	650	36.5%	380	21.4%
Galt	476	206	43.3%	81	17.0%
Hillsdale	2,867	1,210	42.2%	1,157	40.4%
La Familia	1,079	366	33.9%	625	57.9%
Lemon Hill	1,425	445	31.2%	407	28.6%
Mark Sanders	2,840	965	34.0%	606	21.3%
Mather	490	180	36.7%	87	17.8%
Rancho Cordova	1,006	422	42.0%	297	29.5%
South County	864	330	38.2%	324	37.5%
Urban League	604	220	36.4%	254	42.1%
System Totals	12,384	5,195	42.0%	4,286	34.6%

Measure 1: Number of customers who complete an initial assessment (Skill Review) and coaching session (Action Plan)

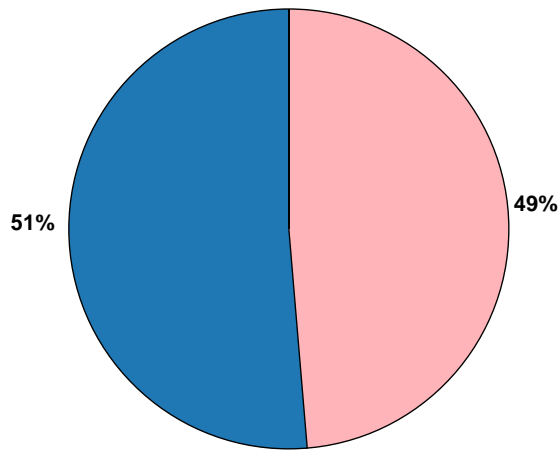
Measure 2: Number of customers returning to the career center for a staff assisted service within 30 days of enrollment.

Measure 3: Number of customers participating in a skill development or training service.

NOTE: A single customer may be served at more than one center. In order to avoid duplicate customer counts, the system totals will reflect one count per customer served.

Gender Breakout
7/1/2009 - 3/31/2010

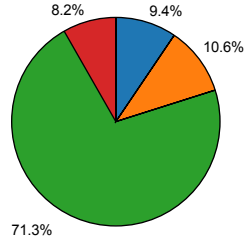
Career Center	Female	Male
Broadway	47%	53%
Citrus Heights	48%	52%
Franklin	51%	49%
Galt	48%	52%
Hillsdale	50%	50%
La Familia	53%	47%
Lemon Hill	57%	43%
Mark Sanders	41%	59%
Mather	46%	54%
Rancho Cordova	47%	53%
South County	47%	53%
Urban League	50%	50%
System Totals	49%	51%



Gender
Female
Male

SETA - Age Breakout
7/1/2009 - 3/31/2010

Career Center	% Age 14-18	% Age 19-21	% Age 22-54	% Age 55 and Over
Broadway	8.1%	8.8%	76.2%	6.2%
Citrus Heights	8.9%	8.7%	67.5%	13.7%
Franklin	11.8%	12.8%	69.1%	6.1%
Galt	14.0%	12.6%	66.8%	6.3%
Hillsdale	5.6%	8.7%	75.0%	9.5%
La Familia	9.6%	13.0%	72.8%	4.8%
Lemon Hill	4.6%	15.3%	76.3%	4.4%
Mark Sanders	2.0%	5.7%	79.0%	11.7%
Mather	1.9%	6.0%	79.9%	10.9%
Rancho Cordova	13.7%	7.7%	68.4%	8.9%
South County	11.5%	11.6%	67.7%	8.4%
Urban League	16.2%	11.1%	66.1%	5.9%
System Totals	9.4%	10.6%	71.3%	8.2%

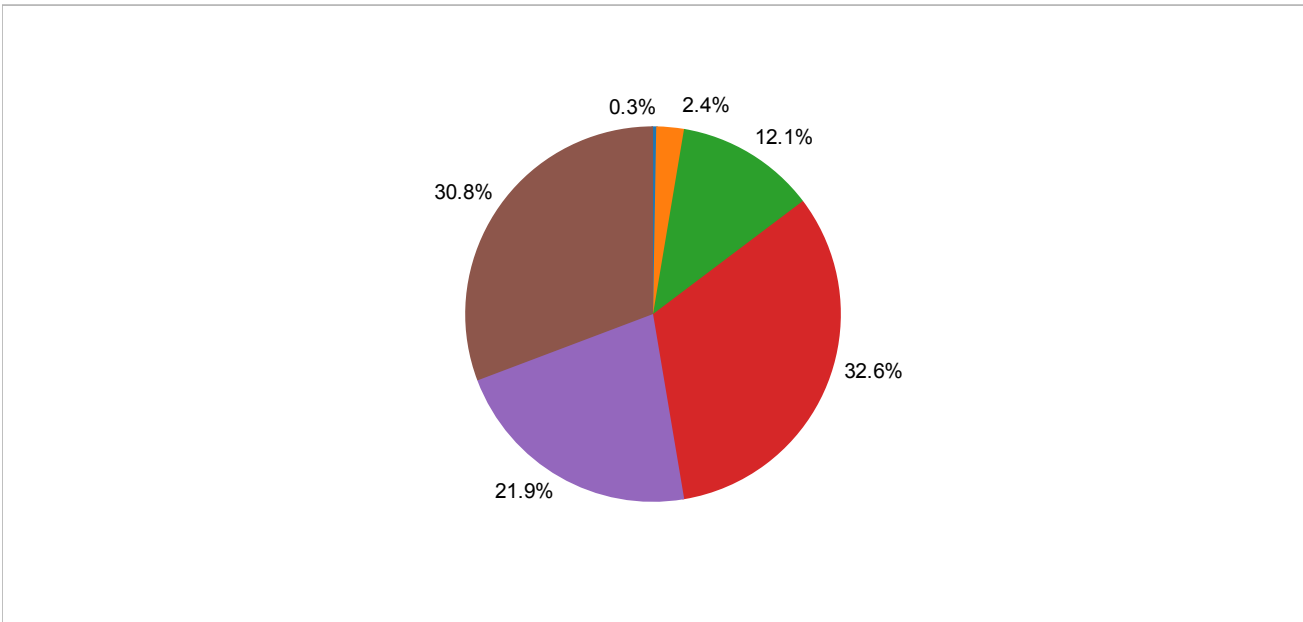


Measure Names

- % Age 14-18
- % Age 22-54
- % Age 19-21
- % Age 55 and O..

Ethnicity 7/1/2009 - 3/31/2010

Career Center	No Ethnic Choice	American Indian/Alaskan Native	Asian or Pacific Islander	Black (Non-Hispanic)	Hispanic or Latino	White
Broadway	0.3%	2.4%	13.5%	42.8%	18.0%	23.0%
Citrus Heights	0.2%	2.2%	6.1%	13.3%	12.8%	65.4%
Franklin	0.3%	2.3%	17.1%	48.8%	16.7%	14.8%
Galt		2.7%	5.4%	5.6%	49.1%	37.3%
Hillsdale	0.0%	2.4%	6.8%	29.1%	16.5%	45.0%
La Familia	0.1%	1.9%	9.5%	27.3%	50.4%	10.8%
Lemon Hill	0.2%	2.9%	21.7%	35.2%	20.8%	19.2%
Mark Sanders	0.3%	2.0%	10.7%	36.1%	23.2%	27.7%
Mather	0.6%	2.4%	8.1%	33.8%	13.6%	41.5%
Rancho Cordova	0.1%	2.5%	9.4%	27.9%	15.7%	44.4%
South County	0.3%	2.1%	18.3%	36.1%	22.3%	20.9%
Urban League	0.2%	2.6%	7.4%	52.0%	16.6%	21.2%
Grand Total	0.3%	2.4%	12.1%	32.6%	21.9%	30.8%

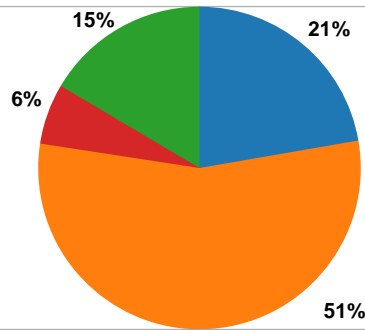


Ethnicity

- No Ethnic Choice
- American Indian/Alaskan Native
- Asian or Pacific Islander
- Black (Non-Hispanic)
- Hispanic or Latino
- White

Education Breakout
7/1/2009 - 3/31/2010

Career Center	Student/11th and Under	GED/HS Diploma	Some College or AA Degree	Bachelors, Masters or PhD	Total Measured
Broadway	19%	55%	15%	6%	4,933
Citrus Heights	13%	52%	20%	7%	3,567
Franklin	21%	54%	14%	4%	6,589
Galt	33%	46%	14%	5%	1,573
Hillsdale	15%	48%	21%	7%	7,479
La Familia	30%	55%	9%	3%	2,872
Lemon Hill	18%	62%	14%	3%	3,671
Mark Sanders	14%	54%	18%	7%	8,987
Mather	12%	53%	18%	6%	1,781
Rancho Cordova	21%	47%	19%	9%	2,800
South County	23%	45%	14%	7%	4,777
Urban League	29%	46%	11%	4%	2,838
System Totals	21%	51%	15%	6%	41,283



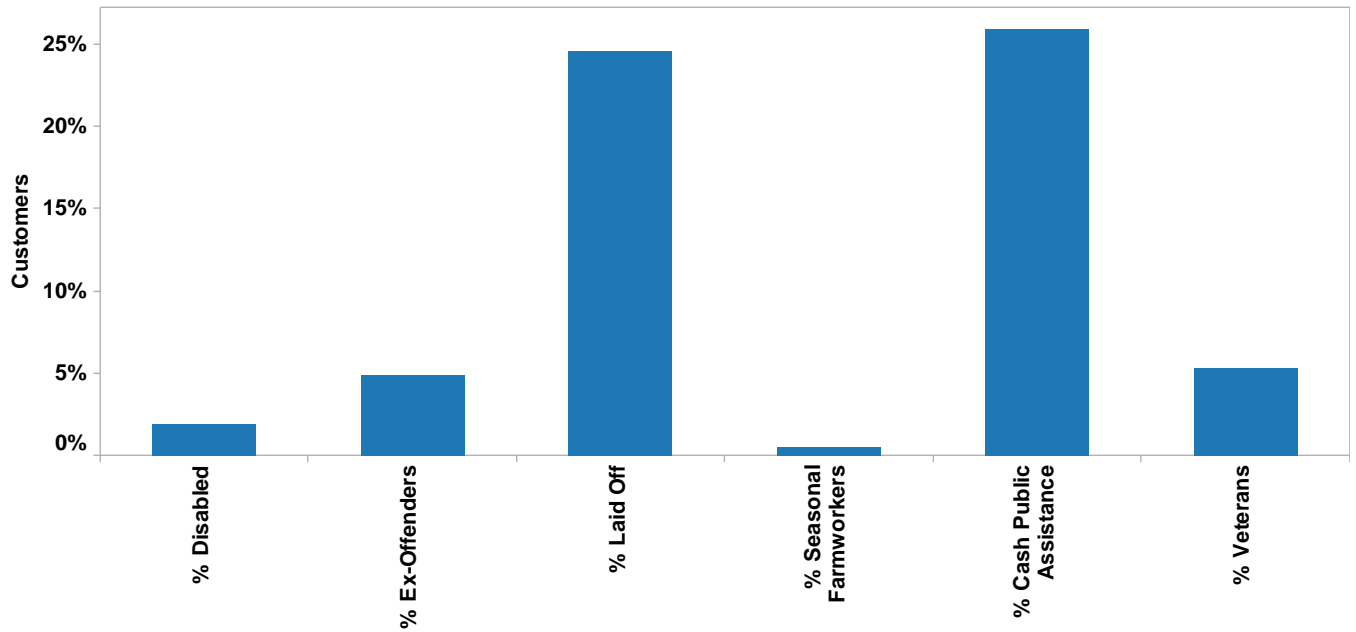
NOTE: A single customer may be served at more than one center. In order to avoid duplicate customer counts, the system totals will reflect one count per customer served.

In addition, some customers in the population of those measured did not denote an education level. Consequently the system totals will not add up to 100%

- Education Categories**
- Student/11th and Under
 - GED/HS Diploma
 - Bachelors, Masters or PhD
 - Some College or AA Degree

Employment Characteristics
7/1/2009 - 3/31/2010

Career Center	% Disabled	% Ex-Offenders	% Laid Off	% Seasonal Farmworkers	% Cash Public Assistance	% Veterans
Broadway	2.2%	9.2%	21.6%	0.3%	27.9%	4.6%
Citrus Heights	1.9%	2.0%	25.2%	0.1%	17.7%	4.4%
Franklin	2.0%	6.3%	21.3%	0.5%	30.4%	3.6%
Galt	1.9%	1.8%	34.0%	4.6%	20.9%	4.2%
Hillsdale	2.1%	4.4%	26.2%	0.3%	31.5%	5.7%
La Familia	0.8%	3.3%	20.3%	0.8%	34.7%	1.4%
Lemon Hill	1.2%	6.5%	21.9%	0.4%	38.1%	2.4%
Mark Sanders	2.1%	5.6%	36.1%	0.3%	20.2%	10.6%
Mather	3.4%	4.7%	18.6%	0.3%	28.5%	12.6%
Rancho Cordova	1.8%	3.8%	31.2%	0.3%	24.0%	6.8%
South County	1.7%	8.7%	22.3%	0.6%	20.1%	3.7%
Urban League	1.5%	6.1%	21.1%	0.1%	31.1%	4.1%
System Totals	1.9%	4.9%	24.6%	0.5%	25.9%	5.3%



**SETA WIA THIRD QUARTER COMMON MEASURES OUTCOMES
PY 2009-2010 (7/1/2009 - 03/31/2010)**

WIA Common Measures	Tentative Goals	Actual Performance	Success Rate*	Exit Cohorts
Adult Entered Employment	48.00%	40.68%	85%	7384
Adult Retention	79.50%	73.66%	93%	1701
Adult Average Earnings	\$11,000	\$12,784	116%	1253
Disl Wkr Entered Employment	72.00%	52.00%	72%	198
Disl Wkr Retention	85.00%	81.87%	96%	182
Disl Wkr Average Earnings	\$15,500	\$17,547	113%	149
Youth Entered Employment or Education	65.00%	74.95%	115%	507
Youth Attained Degree or Certificate	45.00%	84.21%	187%	323
Youth Literacy or Numeracy Gains	15.00%	75.00%	500%	92

*Success Rate of 80% - 100 % = Meets Performance

*Success Rate > 100% = Exceeds Performance

EXIT COHORT: Entered Employment Rate (EER) = Oct. '08-Sept. '09 exiters

Retention Rate (RR) = April '08-March '09 Exiters

Average Earnings (AE) = April '08-March '09 Exiters

Youth Placement in Employment or Education = Oct. '08-Sept. '09 exiters

Youth Attained Degree or Certificate = Oct. '08 - Sept. '09 exiters

Youth Literacy or Numeracy Gains = Real Time

Base Wage available to December 2009: for all Adult Common Measures plus Youth Placement in Employment.

Scholarships and Supportive Services Authorized by Critical Occupational Cluster

1st, 2nd, & 3rd Quarters (2009 – 2010)

(July 1, 2009 to March 31, 2010)

Critical Occupational Cluster	Number of Scholarships	Scholarships Obligated	Supportive Services Obligated	Average Supportive Services	Training Cost Range	Average Training Cost
Administrative & Support Services	122	\$197,280	\$40,015	\$800	\$65 - \$5,720	\$1,615
Architecture & Engineering	3	\$4,570	\$1,505	\$500	\$1,245 - \$3,320	\$1,525
Construction	53	\$105,200	\$25,600	\$490	\$275 - \$6,000	\$1,985
Healthcare & Support Services	179	\$472,205	\$65,450	\$720	\$200 - \$10,000	\$2,655
Human Services	5	\$6,975	\$8,025	\$470	\$620 - \$2,800	\$1,395
Information Technology	39	\$124,545	\$14,455	\$1,030	\$270 - \$8,000	\$3,195
Installation, Maintenance, & Repair	47	\$116,420	\$15,640	\$1,045	\$430 - \$5,000	\$2,475
Tourism & Hospitality	7	\$13,655	\$8,540	\$854	\$1,245 - \$4,000	\$1,950
Transportation & Production	161	\$553,895	\$27,150	\$1,005	\$170 - \$5,165	\$3,440
Other	40	\$109,075	\$228,345	\$705	\$630 - \$5,000	\$2,795
	656	\$1,703,820	\$434,725			

Sub-Total	\$2,138,545
Scrip Authorized	\$40,055
Workshops Authorized	\$5,190
Total	\$2,183,790

Key Points

(scholarship comparisons to 1st, 2nd, & 3rd qtrs 2008-2009 fiscal year)

- Administrative & Support Services – 115% increase
- Construction – 1,765% increase
- Installation, Maintenance, & Repair – 275% increase

- 120% overall increase in total scholarships
- 383% overall increase in total supportive services
- 94% of the enrollments in Critical Occupational Clusters

**WIA/ARRA Grants
(Formula and Discretionary)
3rd Quarter (July 1, 2009 to March 31, 2010)**

	Adult									Dislocated Worker			
	ARRA	ARRA 15% Clean Energy	ARRA 15% Clean Energy Alternat..	ARRA 15% Clean Energy Pre-App..	ARRA 15% Clean Energy Retrains..	ARRA Talent Transfer I	WIA	WIA 15% Construction	WIA 15% New Start	ARRA	WIA	WIA 15%	
	102	120	127	128	125	425	201	671	442	105	501	306	429
Total Customers	11,589	58	2	23	24	87	14,089	4	200	4,267	4,541	141	325
UI Claimants	1,712	4	0	5	11	48	2,348	2	15	2,247	2,475	106	201
Low Income Individuals	8,385	56	2	21	2	28	9,271	1	189	2,529	2,548	64	155
Public Assistance Individuals	2,195	2	0	4	0	9	2,762	0	50	443	472	17	68
TANF Recipients	1,753	2	0	1	1	3	2,081	0	10	340	347	9	25
Veterans	352	0	0	1	7	6	485	1	6	254	214	10	15
Individuals with disabilities	790	11	0	1	0	14	1,055	1	15	239	278	31	25
Staff Assisted Services	11,587	58	0	23	24	87	14,076	4	199	4,265	4,535	141	91
Skill Development	105	11	0	0	0	0	12,180	0	191	13	3,945	0	0
Training	536	1	2	22	24	23	632	0	6	418	474	0	1
OST	300	0	2	22	24	23	545	0	6	370	454	0	1
OJT	151	0	0	0	0	0	33	0	0	38	4	0	0
WEX	85	1	0	0	0	0	68	0	0	12	21	0	0
Supportive Services	78	40	0	0	0	85	639	3	54	75	330	0	0

Includes participants carried in from previous fiscal year.
Funding sources with no activity will not be reflected in this report.

**WIA/ARRA Youth Grants
(Formula and Discretionary)
3rd Quarter (July 1, 2009 to March 31, 2010)**

	Youth			
	ARRA Summer	CalGrip In School	CalGrip Out of School	WIA
	107	437	436	301
Total Customers	942	61	40	825
Work Readiness Compl Rate	93%	27%	33%	59%
Summer Empl Compl Rate	92%	0%		100%

**Includes participants carried in from previous fiscal year.
Funding sources with no activity will not be reflected in this report.**

**Occupational Skills Training
7/1/2009 - 3/31/2010**

Provider	Funding Source			
	ARRA Adult (102)	ARRA Dislocated Worker (105)	WIA Adult (201)	Total by Provider
Al Jayz Barber College			3	3
Allied Business			15	15
American River College	73	27	20	119
Bauman College			1	1
Bryan College			3	3
California Security Training Academy			13	13
CET	40	35	13	88
Consumnes River College	13	29	3	45
Contractor's State License Services			4	4
CSUS, College of Continuing Education	9	49	16	74
EGUSD Bus & Tech Tng Inst			20	20
Fair Oaks Massage Institute			2	2
Federico College of Hairstyling			4	4
Folsom Lake College	22	6		28
Greater Sacramento Urban League	27	40	5	72
High-Tech Institute			16	16
Institute of Technology			2	2
Kaplan College			1	1
MTI College	17	20	10	47
My Beauty College			2	2
Napoli Culinary Academy			4	4
National Career Education			3	3
Northern California Teamsters	6	10	2	18
OSC Computer Training			42	42
Sacramento City College	14	35		49
San Juan Adult School		5	3	8
SATI			9	9
SCUSD, Old Marshall, Charles A. Jones	35	64	156	255
Tech Skills	11	31	24	66
Truck Driving Academy			58	58
Twin Rivers Adult School	1		10	11
Universal Technical Institute			1	1
Western Career College			2	2
Western Pacific Truck School-Sacramento	2		45	47
Western Pacific Truck School-Stockton			1	1
Western Truck School			33	33
Totals by Funding Source	270	351	544	1,164

This report shows customers served during the report period. It includes those enrolled during the period as well as those who enrolled prior to but are still receiving services during the period.

The total reflects a distinct count of customers. Those being served by more than one program or agency are only counted once in the totals. Therefore, it is possible that the totals for each funding source will not equal the sum of those for each grant column.

**On-the-Job Training
7/1/2009 - 3/31/2010**

Agency/Program	Funding Source	
	ARRA Adult (102)	ARRA Dislocated Worker (105)
Asian Resources, Inc.	21	5
Bach Viet Association	55	3
Beutler Corporation	4	
La Familia Counselling Center	27	11
Lao Family Community Development	23	6
Grand Total	130	25

This report shows customers served during the report period. It includes those enrolled during the period as well as those who enrolled prior to but are still receiving services during the period.

The total reflects a distinct count of customers. Those being served by more than one program or agency are only counted once in the totals. Therefore, it is possible that the totals for each funding source will not equal the sum of those for each grant column.

**Work Experience
7/1/2009 - 3/31/2010**

Agency/Program	Funding Source	
	ARRA Adult (102)	ARRA Dislocated Worker (105)
Asian Resources, Inc.	22	5
Citrus Heights	4	
Conservation Corps	12	1
Crossroads	13	3
Mather Community Campus	3	
Volunteers of America	30	2
Distinct Count of Customers Served	84	11

This report shows customers served during the report period. It includes those enrolled during the period as well as those who enrolled prior to but are still receiving services during the period.

The total reflects a distinct count of customers. Those being served by more than one program or agency are only counted once in the totals. Therefore, it is possible that the totals for each funding source will not equal the sum of those for each grant column.

Capital Area Investment Zone
Overall Job Seeker Customer Satisfaction Survey
F/Y 09-10 1st – 3rd Quarter Report
July 1, 2009 – March 31, 2010

All Ages

Question	CAIZ Region	LWIA		
		SETA	Golden Sierra	Yolo County DESS
Career Center Staff				
Available	4.65	4.65	5	4.61
Helpful	4.69	4.69	5	4.67
Knowledgeable	4.70	4.70	4.86	4.67
Professional	4.72	4.71	5	4.74
Receptive	4.70	4.70	5	4.68
Ease of Use				
Equipment	4.57	4.57	4.86	4.66
Materials	4.62	4.62	5	4.56
Software	4.56	4.56	4.86	4.37
Helpfulness of Services				
FAX/Copier/Phone	4.67	4.67	4.86	4.66
Informational Session Workshops	4.67	4.67	4.57	4.68
Job Search Activities	4.65	4.65	4.71	4.55
Resume Assistance	4.66	4.66	4.86	4.58
Training Information	4.64	4.64	4.83	4.53
U.I. Q&A/Information	4.62	4.62	4.83	4.47
Disabled				
Accessibility of Facility	4.66	4.66	4.86	4.62
Total No. of Records	6923	6819	7	97

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

CAIZ - SETA JOB SEEKER CUSTOMER SATISFACTION SURVEY SUMMARY - ALL AGES

F/Y 09 - 10 1st - 3rd Quarter Report 7/01/2009 - 3/31/2010

SWCC	CAREER CENTER STAFF					EASE OF USE			HELPFULNESS OF SERVICES						DISABLED	Total Surveys
	Available	Helpful	Knowledge	Professional	Receptive	Equipment	Materials	Software	Phone/fax/copier	Sessions/Workshops	Job Search	Resume	Tng. Info.	UI Info.	Access	
Broadway	4.52	4.62	4.63	4.67	4.69	4.42	4.53	4.52	4.68	4.71	4.70	4.72	4.73	4.72	4.64	869
Citrus Heights	4.71	4.83	4.78	4.83	4.80	4.56	4.58	4.53	4.60	4.83	4.69	4.80	4.76	4.66	4.60	215
Franklin	4.74	4.82	4.83	4.82	4.87	4.77	4.79	4.75	4.80	4.83	4.82	4.81	4.79	4.81	4.90	254
Galt	4.88	4.90	4.88	4.88	4.92	4.69	4.83	4.74	4.94	4.88	4.80	4.84	4.81	4.51	4.90	120
Greater Sacramento Urban League	4.68	4.74	4.73	4.80	4.80	4.59	4.66	4.61	4.71	4.70	4.75	4.75	4.77	4.67	4.72	168
Hillsdale	4.68	4.76	4.79	4.81	4.80	4.56	4.63	4.47	4.63	4.73	4.59	4.69	4.66	4.60	4.65	256
La Familia	4.54	4.53	4.56	4.58	4.58	4.60	4.61	4.65	4.65	4.61	4.60	4.55	4.62	4.60	4.67	290
Lemon Hill	4.83	4.80	4.87	4.84	4.84	4.73	4.72	4.73	4.80	4.80	4.82	4.81	4.79	4.81	4.81	204
Mark Sanders Complex	4.62	4.64	4.65	4.67	4.63	4.57	4.59	4.52	4.63	4.59	4.58	4.57	4.55	4.56	4.60	3724
Mather	4.42	4.61	4.62	4.56	4.59	3.90	4.64	4.09	4.48	4.38	4.71	4.74	4.52	4.21	4.65	118
Rancho Cordova	4.94	4.96	4.96	4.97	4.97	4.90	4.94	4.90	4.95	4.90	4.94	4.98	4.95	4.95	4.79	380
South County	4.76	4.80	4.81	4.82	4.80	4.64	4.68	4.64	4.73	4.66	4.71	4.72	4.70	4.59	4.78	221
System-wide Average Totals	4.65	4.69	4.70	4.71	4.70	4.57	4.62	4.56	4.67	4.67	4.65	4.66	4.64	4.62	4.66	6819

**Employer Outreach Activity
Sacramento Works Employer Services
Third Quarter Report January – March 2010**

July 2009 – March 2010 Total Hires - 695 Total Decrease - 5%	July 2008 – March 2009 Total Hires – 731
July 2009 – March 2010 Average Wage - \$11.41 Total Decrease 2%	July 2008 – March 2009 Average Wage - \$11.54/hr
July 2009 – March 2010 Total Recruitment Events – 79 Total Decrease 25%	July 2008 – March 2009 Total Recruitment Events - 105
July 2009 – March 2010 Total Job Orders – 414 Total Decrease 19%	July 2008 – March 2009 Total Job Orders- 510

Total Hires Decrease – The total number of hires shows a decrease 36 total hires over the same period for July to March 2009-10 (-5%).

Average Wage Decrease – The average wage decreased by \$0.13 during this period.

Total Recruitment Event Decrease – *US Census conducted mass recruitments during this period last year. Manpower recruitments continue to decrease in frequency compared to July 2008 through March 2009.

Job Orders - The reduction in job orders is due to the decrease in employer hiring activity.

***The US Census Bureau conducted a tremendous community outreach and recruitment campaign through SETA/Sacramento Works from August of 2008 through March of 2010. Their goal was to hire 3,000 new workers at an average wage of \$13.75**

Employer Substantial Services Local Learning Lab Measures F/Y 09 - 10 3rd Quarterly Performance Report

This is the summary of WIA – EED form reports submitted reflecting “substantial services” provided to employers.

NOTE: Both the SWCC and the Employer Services Dept. receive credit for Joint Recruitment Events.

S.W.C.C.	7/1/09 – 9/30/09 1 st Quarter	10/1/09 – 12/31/09 2 nd Quarter	1/1/10 – 3/31/10 3 rd Quarter	Local Learning Lab Measures Actual Current TOTALS	Local Learning Lab Measures F/Y 09 - 10 GOALS	Local Learning Lab Measures Current Percentage of GOAL
Broadway (B)	3	10 3	(1 with ESD)	16 (1 with ESD)	30	53%
Citrus Heights (CH)	12 (4 with ESD)	12 (1 with ESD)	5 (2 with ESD)	29 (7 with ESD)	30	97%
Franklin (F)	4 (2 with ESD)	3 (2 with ESD)	1 (1 with ESD)	8 (5 with ESD)	30	27%
Galt (G)	0 0		3	3	60	5%
Greater Sacramento Urban League (UL)	12	21 (1 with ESD)	23 (1 with ESD)	56 (2 with ESD)	60	93%
Hillsdale (H)	27 (1 with ESD)	4 (2 with ESD)	9	40 (3 with ESD)	100	40%
La Familia (LF)	14 3	(1 with ESD)	2	19 (1 with ESD)	40	48%
Lemon Hill (LH)	8	12 41	(1 with ESD)	61 (1 with ESD)	30	203%
Mark Sanders (MS)	24 (1 with ESD)	9 (1 with ESD)	10 (1 with ESD)	43 (3 with ESD)	125	34%
Mather (M)	0 0		0	0	30	0%
Rancho Cordova (RC)	29 42		7 (1 with ESD)	78 (1 with ESD)	115	68%
South County (SC)	10	18 (3 with ESD)	13 (1 with ESD)	41 (4 with ESD)	110	37%
Local Learning Lab Measures F/Y 09-10 Totals (With ESD)	143 (8 with ESD)	134 (11 with ESD)	117 (9 with ESD)	394 (28 with ESD)	760	52%
Employer Services Dept. (ESD)	54	83	40	ESD TOTAL 177		
System-Wide Quarterly Totals	197	217	157	571		

Sacramento Works Employer Customer Substantial Services & Satisfaction Survey Fiscal Year 09-10 1st – 3rd Quarter Report

July 1, 2009 – March 31, 2010

- Total Number of Employer “Substantial Services” provided throughout the Sacramento Works system: **571**. A decrease of 12% from F/Y 08-09, 646 substantial services reported.
- Total Number of Individual Employers at different locations who received these substantial services: **184**. An increase of less than 1% from F/Y 08-09, 183 employers reportedly served.
- Of the **184** Employers who received substantial services, **106** or **58%**, were requested to participate in the Employer Customer Satisfaction Survey Sampling.
- Of the **106** employers, **90** or **85%** participated in the Employer Customer Satisfaction Survey Sampling

Survey Questions 1 – 9 Response Averages and Questions 10 – 12 Totals

Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9
9.22	8.58	8.47	9.41	8.33	8.52	7.65	7.87	8.93

Q10 *Would you recommend Sacramento Works services to another employer?* **Yes 89 No 1**
Q11 *Will you be hiring in the next six months?* **Yes 68 No 22**
Q12 *How did you hear about us?* **Another Employer - 9; Previous Use - 37;**
Sacramento Works Staff - 36; Television/Radio/Print - 0; Website - 8; 800 Number - 0

