

DSS CONTRACT QUARTERLY REPORT

For Fiscal Year: 2010-2011

SUBMIT QUARTERLY REPORTS TO DSS ON THIS FORM NO LATER THAN: Oct 20, Jan 20, April 20, and July 20

CONTRACT#/SERVICE C014 2010 **DATE QUARTER ENDING:** March 31, 2011

DATE FORM COMPLETED: April 18, 2011 **AGENCY:** Goodwill Industries One-Stop Operator

CONTACT PERSON: John Collins II **CONTACT #:** 831-600-0223

A. One-Stop Management

Performance Outcomes:

- a. **Contractor will implement strategies identified and approved by the WIB, in coordination with the Marketing Committee of the WIB. All materials produced and published will require prior approval from the WIB.**

YTD Achievements:

Shoreline is happy to implement the identified and approved WIB marketing plans.

All outreach/marketing materials are sent to the WIB Director and staff for approval prior to production/publication.

This quarter the Business and Career One Stop system in San Luis Obispo was spotlighted on two television news programs. On KCOY, Fox 11 Central Coast News on January 21st, 2011 a story ran on the air and on their website titled, "Unemployment Numbers Up In California" highlighting the services of the One Stop as a way to combat unemployment.

On KSBY, NBC 6 starting February 2nd, 2011 a three part series ran titled: "Climbing Out: Local Man Swallows His Pride To Put Food On The Table." In this series two job seekers were followed as they searched for jobs using the services of the One Stop.

Challenges to Achieving Goal:

- No known challenges at this time.
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- b. **Contractor will collect and analyze One-Stop delivery system monthly usage data including customers and activities and report bi-monthly at full WIB Meetings and at subcommittees of the WIB as requested. Specifically Contractor will track universal access customers (specifying the number of unique customers per month). Contractor's monthly reports shall include the following:**

1) Number of total customers visiting each center

Jan:	Paso Robles:	1097
	San Luis Obispo:	1926
	5 Cities:	<u>1776</u>
	Jan Total:	4799

Feb:	Paso Robles:	1102
	San Luis Obispo:	1695
	5 Cities:	<u>1697</u>

	Feb Total:	4494
Mar:	Paso Robles:	1495
	San Luis Obispo:	1747
	5 Cities:	<u>2237</u>
	Mar Total:	5479

QUARTERLY TOTAL: 14,772

YTD TOTAL: 41,790

These numbers are collected manually on sign in sheets as participants enter the One Stop.

2) Number of new customers in each center

Jan:	Paso Robles:	099
	San Luis Obispo:	211
	5 Cities:	<u>162</u>
	Jan Total:	472

Feb:	Paso Robles:	073
	San Luis Obispo:	241
	5 Cities:	<u>158</u>
	Feb Total:	472

Mar:	Paso Robles:	128
	San Luis Obispo:	420
	5 Cities:	<u>150</u>
	Dec Total:	698

QUARTERLY TOTAL: 1642

YTD TOTAL: 4341

These numbers are from One Stop Registration Usage Agreement forms that are collected on a participant's first visit to the One Stop.

3) Number of UI/SDI Services Visits

Jan:	Paso Robles:	145
	San Luis Obispo:	698
	5 Cities:	<u>123</u>
	Jan Total:	966

Feb:	Paso Robles:	146
	San Luis Obispo:	592
	5 Cities:	<u>132</u>
	Feb Total:	870

Mar:	Paso Robles:	119
	San Luis Obispo:	620
	5 Cities:	<u>156</u>
	Mar Total:	895

QUARTERLY TOTAL: 2731

YTD TOTAL: 7530

4) Number of Welfare-to-Work Customers visiting each site

Jan:	Paso Robles:	458
	San Luis Obispo:	179
	5 Cities:	<u>256</u>
	Jan Total:	893
Feb:	Paso Robles:	405
	San Luis Obispo:	121
	5 Cities:	<u>371</u>
	Feb Total:	897
Mar:	Paso Robles:	416
	San Luis Obispo:	171
	5 Cities:	<u>452</u>
	Mar Total:	1039

QUARTERLY TOTAL: 2829

YTD TOTAL: 7700

5) Number of Youth visiting each site

Jan:	Paso Robles:	11
	San Luis Obispo:	08
	5 Cities:	<u>27</u>
	Jan Total:	46
Feb:	Paso Robles:	17
	San Luis Obispo:	06
	5 Cities:	<u>53</u>
	Feb Total:	76
Mar:	Paso Robles:	39
	San Luis Obispo:	16
	5 Cities:	<u>69</u>
	Mar Total:	124

QUARTERLY TOTAL: 246

YTD TOTAL: 520

6) Number of workshops provided

Jan:	Paso Robles:	12
	San Luis Obispo:	20
	5 Cities:	<u>16</u>
	Jan Total:	48
Feb:	Paso Robles:	17
	San Luis Obispo:	25
	5 Cities:	<u>18</u>
	Feb Total:	60
Mar:	Paso Robles:	12
	San Luis Obispo:	28

5 Cities:	20
Mar Total:	60

QUARTERLY TOTAL: 168
YTD TOTAL: 484

Workshop details may be obtained from the One Stop monthly calendars. In general, One Stop orientations are facilitated by Shoreline staff at one of the three sites once a week (individual orientations are conducted on an as needed basis), DSS conducts at least one workshop per week at each site, EDD conducts an introduction to unemployment and job search workshop at the center in San Luis Obispo at least once a month. Other workshops are conducted by voluntary partners such as the Mission Community Services and the Housing Authority. This quarter a new support group for job seekers suffering from the stress of long term unemployment was facilitated by Cal Poly psychology graduate students. Additional workshops are conducted as needed such as mock interviews, basic computer literacy, and stress management among others.

- 7) Number of individuals participating in Classroom/Workshop Services**
 Paso Robles: 272
 San Luis Obispo: 758
 5 Cities: 494

QUARTERLY TOTAL: 1524
YTD TOTAL: 4204

- 8) Number of orientations**
 Paso Robles: 9
 San Luis Obispo: 7
 5 Cities: 7

QUARTERLY TOTAL: 23
YTD TOTAL: 64

- 9) Number of individuals attending orientations at each center**
 Paso Robles: 58
 San Luis Obispo: 134
 5 Cities: 100

QUARTERLY TOTAL: 292
YTD TOTAL: 760

These numbers are collected as participants enter the One Stop. Actually numbers may be higher if participants decide to attend a workshop while they are in the center, but may have not recorded it as they entered.

Challenges to Achieving Goal:

- No known challenges at this time.

- c. Contractor will collect and analyze One-Stop delivery system monthly usage data including customers and activities and report to the WIB as requested. Specifically Contractor will report on the Employer Services outlining the following services:**

- 1) Number of Employer Visits*: 49
 YTD: 413

2)	Employer Forums/Workshops/Presentation	11
	YTD:	21
3)	Rapid Response Presentation:	2
	YTD:	3
4)	Rapid Response Participants	26
	YTD:	52
5)	Employer Recruitment	11
	YTD:	36
6)	Number of Job-Seekers Interviewed at Employer Recruitment Services:	160
	YTD:	420

Challenges to Achieving Goals:

Our business services program is now fully staffed and processes are put in place. The Business Services Supervisor was hired mid October and the Business Services Team was put into action in November to attend employer forums, promote employer workshops, and conduct presentations. The primary task is to work cooperatively with partner agencies to educate employers to use the services of the One Stop.

- d. **On a quarterly basis, Contractor will administer a satisfaction survey to 100% of clients who participate in WIA funded services during the survey week. Eighty percent (80%) of those completing the survey will rate the services as beneficial to their employment and skill development**

Satisfaction Data from the Resource Room Sign Up Sheets:

Satisfaction Survey total 12,999 for all three centers:
 Exceptional = 12952 clients or 99.64% (12952/12999)
 Satisfactory = 46 clients or 0.35% (46/12999)
 Unsatisfactory = 1 clients or 0.01% (1/12999)
 Overall Satisfaction Rate = 99.99%

The newly implemented Participant Satisfaction Survey

During the first week in March, Shoreline implemented the Participant Satisfaction Survey that was approved the WIB's One Stop Leadership Committee. Details of the overall results of the survey can be viewed in Attachment A. Highlights of the survey results are as follows:

The survey was conducted at all three sites and administered to 100% of the clients participating in WIA funded services during the survey week. 373 participants were surveyed. This quarter all indicators showed an increase from the previous quarter. 98.1% of the surveyed participants stated that the overall services of the One Stop Center meet their expectations. 99.7% of the surveyed participants stated that they would recommend the services to a friend. All the questions asked rated above the 80% mark with one exception; when asked "How would you rate the workshops?", 79.2% stated they meet expectations, 0.5% stated they did not meet expectations, and 15.0% stated the question was not applicable. It is assumed that this question was not applicable because that particular participant did not attend any workshops. The highest "Exceeds Expectations" rating was for the professionalism of staff. 42.0% of the surveyed participants visited the centers 11 or more times indicating the volume of long-term unemployed using the One Stop system.

Shoreline management continues to find these surveys instructional and will continue to share the results with partner agencies and the WIB as appropriate, seeking any changes or additions to the survey itself or the process from the One Stop Leadership Committee prior to next quarter's survey week which will occur in the first full week of June 2011.

Overall Satisfaction Data from the Resource Room Sign Up Sheets YTD Achievements:

Satisfaction Survey total 35,735 for all three centers:
Exceptional = 35,508 clients or 99.36% (35,508/35,765)
Satisfactory = 210 clients or 0.059% (210/35,765)
Unsatisfactory = 19 clients or 0.0007% (19/35,765)
Overall Satisfaction Rate = 99.87%

Challenges to Achieving Goal:

- No known challenges at this time.

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- e. Contractor will administer a satisfaction survey to One-Stop partners semi-annually and report results of feedback.

This survey is conducted twice per program year and is planned for implementation in June of 2011. Results will be reported in the June quarterly report.

YTD Achievements: The One Stop Co-Located Partner Survey was conducted in December 2010. See December quarterly report for full results.

Challenges to Achieving Goal:

None this quarter.

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- f. **Contractor shall be required to collect rapid response and business services data and submit results on a monthly basis to the WIB**

Rapid Response data collected (see below in Rapid Response section C.) and reported to the WIB Executive Committee and the WIB FORC on a monthly basis, and the full WIB bi-monthly.

YTD Achievements: See Above

Challenges to Achieving Goal:

- No known challenges at this time.

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- g. **Contractor shall establish and maintain reliable mechanisms that will immediately identify when a problem occurs, administrative or programmatic, and when corrective action is necessary. Continuous improvement processes shall include the following:**

- 1) **Monitoring Activities:** internal monitoring activities shall include monthly file review, data entry review, caseload contact, performance, and quality control to ensure continuous improvement.

The Employment Services Manager, Employment Services Supervisor (to manage WIA Enrolled Participant program and the performance of the Employment Services Specialist), and the Business Services Supervisor (to manage the On-The-Job Training program and the performance of the Job Developers, and Disability Program Navigator) continue to closely monitor the activities of staff, and the progress of universal access and enrolled participants.

YTD Achievements:

A pattern of monthly case reviews has been implemented to increase the consistency of the case files, this process implemented by the newly appointed Employment Services Supervisor. Employment Services Supervisor, the Employment Services Manager, and the Administrative Entity work closely to review data entry to ensure a smooth and accurate upload from VOS to JTA. Enrolled participants are contacted by their assigned Employment Services Specialist on at least a monthly basis. Shoreline is committed to achieving its performance measures and assuring quality delivery of services to participants (job seekers and businesses) at all levels of service.

Challenges to Achieving Goal:

- No known challenges at this time.

- 2) **Tracking Effectiveness:** Contractor shall track effectiveness using monitoring data, state reporting data, and customer feedback. At least a monthly review and analysis of data to identify trends, issues shall be required and submitted to the Administrative Entity and the WIB.

Shoreline management and supervisory staff continue to track program effectiveness through the VOS and internal tracking mechanisms.

YTD Achievements:

Data is collected manually and electronically on the VOS. Monthly reports containing data on Universal Access and Intensive/Training services is submitted to the Administrative Entity and the WIB as requested at bi-monthly WIB Meetings. The data in these reports is used to monitor the increasing use of the resource room, and the progress on reaching case management performance outcomes.

Challenges to Achieving Goal:

- No known challenges at this time.

h. Attend and participate in monthly PACT meetings.

YTD Achievements: The designated New Start staff attended 8 PACT meetings this program year.

Challenges to Achieving Goal:

None this quarter.

i. Contractor will update Operating Agreements and Cost Sharing Agreements as necessary and provide completed copies to the Administrative Entity for the WIB as specified

The challenges presented with the Operating Agreement, as outlined in the first quarter’s report, were addressed with the new WIB Director in November. The new WIB Director did not see a need to develop an Operating Agreement at this time, since the current MOUs are working well, and the partners are coordinating service delivery effectively. Co-located partner managers continue to meet monthly to discuss operational issues and plan upcoming events.

The current Cost Sharing Agreements are working well to date—no need for an update at this time.

YTD Achievements:

In the first quarter a draft Operating Agreement was developed by the Employment Services Manager in consultation with the One Stop Management Team. Senior Management in the partner agencies is reviewed it and looked for similar Operating Agreements that meet statutory WIA guidelines and were unsuccessful at finding one. There is a question as to the need for an Operating Agreement since a comprehensive MOU, Cost Sharing Agreements, and detailed contract provide guidance to the daily operating of the One Stop delivery system and are working well to date—no need for an update at this time.

Challenges to Achieving Goal:

- No known challenges at this time.

B. Adult and Dislocated Workers Employment Services

Performance Outcomes:

a. Contractor will provide an unduplicated count of services to adults in the following intensive and training service areas:

- 1) New Applications—105
- 2) New Enrollments—26
- 3) Exit While Enrolled in Program—41
- 4) Active Participants—208
- 5) Post Program Follow-up—23
- 6) New Start Participants—108

	Measure	Q1	Q2	Q3	Q4
1)	New Applications	85*	119	224**	
2)	New Enrollments	31	58	84	
3)	Exit While Enrolled in Program	10	28	69	
4)	Active Participants	157	184	208	
5)	Post Program Follow-up	13	71	94	
5)	New Start Participants	n/a	98	206	

*This number of applications includes those for the Clean Energy Workforce Training Program (CEWTP). 29 of these were enrolled into grant code 126. These participants were not co-enrolled at this time, but maybe in order to serve them better as they proceed through their Individual Service Strategy and Employment Plans.

**We received 36 applications during the recruitment for the Construction Apprenticeship Program in the 3rd quarter. Of those that applied, 23 will be enrolled as WIA dislocated workers during the 4th quarter of 2011.

b. Adult Worker:

- 1) Contractor will serve a minimum of ninety five (95) adults receiving WIA services, with a minimum of forty five (45) new WIA eligible adult workers and seven (7) American Recovery and Reinvestment Act (ARRA) adults, for a total of fifty-two (52) new adult workers. In addition, approximately fifty (50) adults will be carried in from the prior program year(s) and who are currently receiving WIA services.

Total Current number of Enrolled Adult Participants as of March 31, 2011: 115

WIA Carry ins from previous program year: 63

ARRA Carry ins from previous program year: 7

Exited this quarter: 20

Newly WIA Adults enrolled this quarter: 12

Newly ARRA Adults enrolled this quarter: 0

TOTAL Newly Adults enrolled this quarter: 12

YTD Achievements:

Achieved 113% of total annual adult goal of 102.

Achieved 87% enrollment goal for WIA adults.

Achieved 100% enrollment goal for ARRA adults.

- 2) Contractor will enroll an average of eleven (11) new adult workers on a quarterly basis. Enrollments will be reported quarterly to County.

Newly enrolled this quarter: 12

YTD Achievements: 45 adults have been enrolled to Shoreline this program year exceeding the contracted average of 11 per quarter.

- 3) Contractor will provide adult workers services that result in seventy eight percent (78%) of those who exit the program being employed. (Note: Percentages may change based on the State-negotiated rates.)

20 Adults exited the program this quarter and 55% of those were employed.

YTD Achievement:

A total of 38 Adults were exited this program year and 69% of those were employed. Following is a year to date list of exited participants with the most up to date data based on follow up information.

Q1 Adult Exit 1 was incarcerated and does not count against our performance measures

Q1 Adult Exit 2 attained fulltime work with annual earnings of \$28,018

Q1 Adult Exit 3 attained fulltime work with annual earnings of \$17,680

Q1 Adult Exit 4 attained fulltime work with annual earnings of \$45,760

Q1 Adult Exit 5 attained fulltime work with annual earnings of \$37,440

Q1 Adult Exit 6 attained fulltime work with annual earnings of \$44,200

Q2 Adult Exit 1 was incarcerated & does not count against our performance measures.

Q2 Adult Exit 2 was exited unemployed.

Q2 Adult Exit 3 attained part time work with annual earnings of \$15,600.

Q2 Adult Exit 4 attained full time work with annual earnings of \$89,000.

Q2 Adult Exit 5 attained full time work with annual earnings of \$20,176.

Q2 Adult Exit 6 attained part time work with annual earnings of \$14,400.
Q2 Adult Exit 7 attained part time work with annual earnings of \$12,480.
Q2 Adult Exit 8 attained full time work with annual earnings of \$24,960.
Q2 Adult Exit 9 attained full time work with annual earnings of \$33,280.
Q2 Adult Exit 10 attained part time work with annual earnings of \$18,200.
Q2 Adult Exit 11 attained full time work with annual earnings of \$19,760.
Q2 Adult Exit 12 was exited unemployed.

Q3 Adult Exit 1 attained part time work with annual earnings of \$45,500.
Q3 Adult Exit 2 attained full time work with annual earnings of \$16,640.
Q3 Adult Exit 3 attained part time work with annual earnings of \$9,984.
Q3 Adult Exit 4 attained full time work with annual earnings of \$46,600.
Q3 Adult Exit 5 attained full time work with annual earnings of \$15,600.
Q3 Adult Exit 6 attained part time work with annual earnings of \$19,500.
Q3 Adult Exit 7 was exited unemployed.
Q3 Adult Exit 8 was exited unemployed.
Q3 Adult Exit 9 was exited unemployed.
Q3 Adult Exit 10 was exited unemployed.
Q3 Adult Exit 11 was exited unemployed.
Q3 Adult Exit 12 was exited unemployed.
Q3 Adult Exit 13 attained full time work with annual earnings of \$24,960.
Q3 Adult Exit 14 was exited unemployed.
Q3 Adult Exit 15 was exited unemployed.
Q3 Adult Exit 16 attained part time work with annual earnings of \$26,000.
Q3 Adult Exit 17 attained part time work with annual earnings of \$12,480.
Q3 Adult Exit 18 was exited unemployed.
Q3 Adult Exit 19 attained full time work with annual earnings of \$31,200.
Q3 Adult Exit 20 attained full time work with annual earnings of \$35,000.

- 4) Contractor will provide adult workers services that result in eighty four percent (84%) being employed in the first quarter after the exit quarter (i.e., retaining employment). (Note: Percentages may change based on the State-negotiated rates.)

YTD Achievement: 100% of the 5 adult workers who exited employed in the first quarter were employed in the second quarter. *Note: Follow-ups for quarter two and three cannot be done until the fourth quarter.*

- 5) Contractor will provide adult workers services that result in those who exit the program being employed with average annual earnings of \$11,000. Note: The average annual earnings amount may change based on the State-negotiated rates.)

YTD average earnings are \$23,620.

Challenges to Achieving Goal:

In the 3rd quarter, we exited 9 adult workers because of lack of contact. This has significantly impacted our entered employment measurement for the year to date. Our 4th quarter focus will be on job placement for enrolled adult participants in order to meet the 78% contract goal.

c. Dislocated Worker:

- 1) Contractor will serve a minimum of ninety five (95) dislocated workers receiving WIA services with a minimum of forty five (45) new dislocated workers and twenty (20) American Recovery and Reinvestment Act (ARRA) dislocated workers, for a total of sixty-five (65) new dislocated workers. This number

included approximately fifty (50) dislocated workers carried in from prior program year(s) who are currently receiving WIA services.

Total Current number of Enrolled Dislocated Workers as of March 31, 2011=110

WIA Carry ins from previous program year = 65

ARRA Carry ins from pervious program year= 8

Exited this quarter: 21

Newly enrolled WIA Dislocated Workers this quarter = 12

Newly enrolled ARRA Dislocated Workers this quarter = 0

Total enrolled Dislocated Workers this quarter = 12

YTD Achievements:

Achieved 96% of total annual dislocated worker goal of 115.

Achieved 49% enrollment goal for WIA dislocated worker.

Achieved 75% enrollment goal for ARRA dislocated worker.

- 2) Contractor will enroll an average of eleven (11) new dislocated workers on a quarterly basis. Enrollments will be reported quarterly to County.

Newly enrolled this quarter = 12

YTD Achievements: 37 dislocated workers have been enrolled to Shoreline this program year exceeding the contracted average of 11 per quarter.

- 3) Contractor will provide dislocated workers services that result in eighty two percent (82%) of those who exit the program being employed. (Note: Percentages may change based on the State-negotiated rates.)

21 dislocated workers were exited this quarter, with 89% being employed.

YTD Achievement:

A total of 30 Dislocated workers were exited this program year and 89% of those were employed. Following is a year to date list of exited participants with the most up to date data based on follow up information.

Q1 DW Exit 1 attained full time work with annual earnings of \$57,138

Q1 DW Exit 2 attained full time work with annual earnings of \$24,960

Q1 DW Exit 3 attained full time work with annual earnings of \$33,280

Q1 DW Exit 4 attained full time work with annual earnings of \$31,200

Q2 DW Exit 1 attained full time work with annual earnings of \$24,960.

Q2 DW Exit 2 attained full time work with annual earnings of \$60,320.

Q2 DW Exit 3 attained full time work with annual earnings of \$33,280.

Q2 DW Exit 4 attained full time work with annual earnings of \$17,160.

Q2 DW Exit 5 was exited unemployed.

Q3 DW Exit 1 was exited for medical reasons and does not count against our performance measures.

Q3 DW Exit 2 attained full time work with annual earnings of \$15,932.

Q3 DW Exit 3 attained full time work with annual earnings of \$19,200.

Q3 DW Exit 4 attained full time work with annual earnings of \$35,360.

Q3 DW Exit 5 attained full time work with annual earnings of \$26,880.

Q3 DW Exit 6 was exited for medical reasons and does not count against our performance measures.

Q3 DW Exit 7 was exited unemployed.

Q3 DW Exit 8 attained full time work with annual earnings of \$35,360.
Q3 DW Exit 9 attained full time work with annual earnings of \$35,360.
Q3 DW Exit 10 attained part time work with annual earnings of \$35,360.
Q3 DW Exit 11 was exited unemployed.
Q3 DW Exit 12 attained full time work with annual earnings of \$24,960.
Q3 DW Exit 13 attained part time work with annual earnings of \$36,400.
Q3 DW Exit 14 attained full time work with annual earnings of \$41,600.
Q3 DW Exit 15 attained full time work with annual earnings of \$18,720.
Q3 DW Exit 16 attained part time work with annual earnings of \$7,440.
Q3 DW Exit 17 attained part time work with annual earnings of \$14,400.
Q3 DW Exit 18 attained full time work with annual earnings of \$46,000.
Q3 DW Exit 19 attained full time work with annual earnings of \$36,400.
Q3 DW Exit 20 attained full time work with annual earnings of \$12,000.
Q3 DW Exit 21 attained full time work with annual earnings of \$46,800.

- 4) Contractor will provide dislocated workers services that result in eighty eight percent (88%) being employed in the first quarter after the exit quarter (i.e., retaining employment). (Note) Percentages may change based on the State-negotiated rates.)

YTD Achievement: 100% of the 4 dislocated workers who exited employed in the first quarter were employed in the second quarter. *Note: According to WIA processes, follow-ups for quarter two and three are scheduled for the fourth quarter.*

- 5) Contractor will provide dislocated workers services that result in those who exit the program being employed with average earnings of \$15,000. (Note: The average annual earnings amount may change based on the State-negotiated rates.)

YTD average earnings are \$ 30,329.

Challenges to Achieving Goal:

None.

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- d. **Business and Employers Services: Contractor will provide business and employer services to a minimum of eighty (80) businesses promoting the business and employer services of the One Stop system in collaboration with partner staff.**

The Business Services Supervisor position was filled in mid-October.

This quarter, the Shoreline Business Services Staff contacted 873 employers in San Luis Obispo County providing information about the overall services of the One Stop delivery system, promoting programs such as the On-The Job Training program, Cuesta College's Customer Service Academy and Supervision and Management Academy, EDD's employer services, Path Point's program, training seminars from the EAC, job fairs, among other partner programs as appropriate.

Shoreline's Business Services Supervisor facilitates the Business Services Team comprised of partner staff involved with employer services and placement activities in order to coordinate efforts and share information.

626 employers contacted by Shoreline business services staff this quarter. This number does not include the 154 employers contacted by the Disability program Navigator (see DPN contract C016 2009 Report dated January 2011 for more details.)

9 On-The-Job Training contracts were filled this quarter.

In this quarter 14 employers have been registered as Preferred Employers in the VOS system.

A Business Services Monthly email newsletter was sent to 1,440 employers (up by 626 this quarter, and 12 job opening email blasts were sent to 2,156 active job seekers.

Shoreline Business Service Staff held a workshop at the SLO One-Stop on email Productivity for Employers and Job Seekers in February.

The Business Service Team conducted presentations at two Rotaries Meetings and the Human Resources Club at Cal Poly. Staff attended chamber meetings in Paso Robles, Five Cities and San Luis Obispo.

We have been partnering with various staffing agencies (Express, Labor Finders, Volt, and Continental) to conduct recruitments and interviews at our one-stop locations throughout San Luis Obispo County.

Business Services Staff participated in the Family and Children's Resource Fair at the Vets Hall on March 7th.

YTD Achievements:

- Shoreline's Business Service Staff have contacted 1,440 businesses this program year.
- Shoreline Business Staff have secured 12 On-the-Job-Training Placements.
- A total of 142 employers have registered in the VOS system to date.
- 1,440 employers are on the business services monthly email newsletter mailing list.
- Shoreline Staff participated in the Paso Robles Job Fair planning committee actively recruiting 31 employers to recruit for their open positions at the September 15th, 2010 event.
- Shoreline Staff promoted the business and employer services to 18 employers at the Census 2010 Career Resource Fair on September 21, 2010.
- Staff regularly attended chamber meetings in the five cities area and San Luis Obispo, and a total of 13 responded to an Employer Survey, results are as follows:
 1. Eight of the 13 employers plan on hiring in the next 3 to 6 months.
 2. Nine of the 13 employers were familiar with services at the One-Stop.
 3. Craigslist is the source of choice for advertising open job positions.
 4. Five employers were interested in additional information of the services offered at the One-Stop including On-the-Job-Training—the Business Services Team is following up with each of them.
 5. A majority of the employers stated in their job search, soft skills were the most difficult to find in potential employees. We continue to promote Cuesta's Customer Service Academy and the Supervision and Management Academy as quality and economic ways to meet these employer needs.

Shoreline Business Service Staff participated in the HRACC Employer Fair and Seminar in November.

Shoreline Business Service Staff Presented at the Softech Business Meeting in December.

Challenges to Achieving Goal:

Although we have made great progress, we are still actively educating employers about the services of the One Stop and learning how best to leverage internal and partner resources to best serve employers.

C. Rapid Response

Performance Outcomes:

- a. Contractor will provide Rapid Response services to at least ten (10) businesses (employers and staff of employers giving notices of lay-off or closures).**

2 Rapid Response events were held this quarter.

0 WARN notices were received this quarter.

- b. Contractor will provide summary of layoff activity for each month for all businesses contacted through marketing and outreach and Rapid Response and track at a minimum the following information on a monthly basis:**

2 Rapid Response events were held this quarter.

- c. Contractor will develop a plan to provide linkages with youth services**

Information from the Department of Social Services offering program to assist families with children is always included in Rapid Response information packets. A presenter from DSS, trained in providing services to families with children, is always included at Rapid Response presentation. As is a speaker from EDD to promote the EDD Youth Employment Opportunity Program as needed.

- d. Contractor will develop, administer, analyze and report result of Rapid Response customer satisfaction survey to WIB and County.**

Customer Satisfaction Surveys are always included in the Rapid Response packets. Participants express their gratitude for having the team share the resources of the One Stop system and consistently give high levels of satisfaction.

YTD Achievements:

September 2010: United States Census 2010

February 2011: Performance Technologies

February 2011: Wild Horse Wineries

Challenges to Achieving Goal:

- No known challenges at this time.

Attachment A:

Participant Satisfaction Survey Results—March 2011

This Quarter	Total:373
Accumulative	Total:770

Circle the group that best describes you?

Job Seeker: 372 Employer: 1
 99.73% 0.27%

How many times have you visited any of the centers in the past year?

1-
 First time: 38 5: 118 6-10: 59 11+: 157
 10.19% 31.64% 15.82% 42.09%

Which of the three centers have you visited?

SLO: 156 Paso Robles: 165 Cities: 90
 41.82% 44.24% 24.13%

	Exceeds Expectations		Meet Expectations		Did Not Meet Expectations		Not Applicable	
How would you rate the overall services of the center?	244	65.42%	122	32.71%	2	0.54%	3	0.80%
How would you rate the professionalism and customer services of the staff?	277	74.26%	87	23.32%	4	1.07%	1	0.27%
How well were your questions answered?	244	65.42%	119	31.90%	2	0.54%	3	0.80%
How well was the goal of your visit met?	219	58.71%	133	35.66%	11	2.95%	5	1.34%
How would you rate the facility?	234	62.73%	117	31.37%	10	2.68%	4	1.07%
How would you rate the workshops?	183	49.06%	109	29.22%	2	0.54%	56	15.01%
How would you rate the computer resources and other available equipment?	227	60.86%	104	27.88%	14	3.75%	12	3.22%
How would you rate the Virtual One Stop System (VOS)?	204	54.69%	112	30.03%	15	4.02%	28	7.51%

Would you recommend these services to others?

Yes: 372 99.73% No: 1 0.27%

Participant Satisfaction Survey Results—December 2010

Accumulative

Total: 397

Circle the group that best describes you?

Job Seeker: 341 86.0% Employer: 2 0.5%

How many times have you visited any of the centers in the past year?

First time: 49 12.3% 1-5: 102 25.7% 6-10: 67 16.9% 11+: 148 37.3%

Which of the three centers have you visited?

SLO: 127 32.0% Paso Robles: 133 33.5% 5 Cities: 133 33.5%

	Exceeds Expectations		Meet Expectations		Did Not Meet Expectations		Not Applicable	
How would you rate the overall services of the center?	273	68.8%	115	29.0%	3	0.8%	2	0.5%
How would you rate the professionalism and customer services of the staff?	303	76.3%	89	22.4%	0	0.0%	2	0.5%
How well were your questions answered?	264	66.5%	120	30.2%	2	0.5%	3	0.8%
How well was the goal of your visit met?	238	59.9%	135	34.0%	8	2.0%	4	1.0%
How would you rate the facility?	247	62.2%	115	29.0%	1	0.3%	4	1.0%
How would you rate the workshops?	200	50.4%	107	27.0%	2	0.5%	58	14.6%
How would you rate the computer resources and other available equipment?	233	58.7%	112	28.2%	15	3.8%	22	5.5%
How would you rate the Virtual One Stop System (VOS)?	223	56.2%	106	26.7%	10	2.5%	36	9.1%

Would you recommend these services to others?

Yes: 368 92.7% No: 2 0.5%