

Workforce Investment Board of Merced County
Quality Assurance
Dept of Workforce Investment Small Conference Room
1880 W. Wardrobe Ave, Merced, CA
January 23, 2004, 7:30–9:00 a.m.
Working Group Meeting Notes



Members Present: Doug Kirkpatrick, Ned Miller, Albert Montejano (Chair), Carole Roberds (Vice Chair), Steve Tinetti

Members Absent: Nicolas Benjamin, Ernie Flores, Jeremiah Greggains, Brian Griffin, Terry Nichols, Helen Sullivan

Staff Present: Dave Cramer, Dave Davis, Dee Knight, Joanne Presnell

Others Present: Barbara Brown, Worknet One-Stop Partner

1. **Call to Order and Roll Call:** The Chair called the meeting to order at 7:45 a.m. A sign-in sheet was used in lieu of roll call. Since there was not a quorum, the Chair noted the meeting was canceled. A workgroup was then convened.
2. **Public Opportunity to Speak:** None.
3. **Introductions:** Ms. Joanne Presnell introduced Ms. Barbara Brown, Experience Works (One-Stop partner) who would be updating the committee on the Feedback Report progress.
4. **Information Agenda:**
 - a. **Worknet Leadership Team Update Addressing Feedback Report:** Ms. Brown, along with the input of Ms. Roberds, gave an overview of the Worknet Leadership Team's Opportunities for Improvement "Draft" Action Plan, which was developed at a four-hour meeting on January 13, 2004. She noted workgroups, made up of partners and line staff, were formed to address the Key Themes of the Feedback Report. The Action Plan will be approved at the Leadership Team's February 10, 2004 meeting, and it will be presented to the Quality Assurance Committee at its next meeting.
 - b. **Worknet Employment Resource Center Management Tools:** Ms. Presnell introduced Mr. Dave Cramer, Analyst, who compiles all the Department's data information. She noted he would be available to answer questions regarding the information on the following reports being presented:
 - 1) **Performance Measures as of July 2003-September 2003:** As yet, the Department does not have the Performance Measures for 2003/2004 for the local investment area, but is still waiting for the state to begin negotiations. The report is calculated on a quarterly basis. We are above the state standard, but we don't know what the local standard will be. The negotiated rate will become our benchmark.
 - 2) **Performance Measure Trends:** This report compares the years of 2000, 2001, 2002 and 2003 for each program area. It shows the final and negotiated performance levels for those years.
 - 3) **Worknet Customer Service Data for December 2003:** This information is gathered from the Worknet Day Pass that is used by all One-Stop Centers. In Central California, there is a group looking at a universal tracking system for Core A services, and Worknet will be participating in this pilot program so the format of this information may be changing. It

was recommended that employers be surveyed to make sure our services are meeting the needs of the employer. It was noted that all OJT employers complete a customer satisfaction survey. Staff was asked to arrange for a representative from the Business Services Unit to speak to the committee on the processes they use to maintain employer relationships.

- 4) **WIA Participant Report Summary for PY 2003/2004:** This is a monthly summary report showing participant activity in each program area and funding source. The cumulative shows where we are now, and it can be compared with the Participant Plan (Five-Year Plan).
- 5) **Participant Characteristics Summary:** This report gives a breakdown of the characteristics of participants who are being served, and the various statuses in each program area. Committee members noted they would prefer this report be in graph format.

Members noted staff should decide how often these reports would be presented to the committee.

5. **Chair Comments:** None.

6. **Next Meeting Date/Time:** The Chair noted he had a conflict with the next meeting date, and asked staff to e-mail committee members with some proposed dates.

7. **Adjourn:** Working Group adjourned at 9:04 a.m.

Minutes prepared by Devilla D. Knight.