

Workforce Investment Board of Merced County
Quality Assurance Committee
Dept of Workforce Investment Large Conference Room
1880 W. Wardrobe Ave, Merced, CA
February 18, 2004, 7:30–9:00 a.m.
Meeting Minutes



Members Present: Nicolas Benjamin, Brian Griffin, Doug Kirkpatrick, Albert Montejano (Chair), Terry Nichols, Steve Tinetti

Members Absent: Ernie Flores, Jeremiah Greggains, Ned Miller, Carole Roberds (Vice Chair), Helen Sullivan

Staff Present: Michelle Allison, Dave Cramer, Dee Knight, Joanne Presnell

Others Present: Barbara Brown, Chair, Worknet Leadership Team

1. **Call to Order and Roll Call:** The Chair called the meeting to order at 7:38 a.m. A sign-in sheet was used in lieu of roll call.
2. **Agenda:** It was *M/S/C Griffin/Tinetti* to approve the agenda as published.
3. **Approval of Minutes (November 21, 2003):** It was *M/S/C Tinetti/Kirkpatrick* to approve the November 21, 2003 minutes.
4. **Public Opportunity to Speak:** None.
5. **Introductions:** Mr. Dave Cramer, Dept of WI Analyst, and Ms. Michelle Allison, Program Manager, Business Services Unit, were introduced.
6. **Information Agenda:**

a. Worknet Leadership Team's Plan to Address Key Themes in the Feedback Report: Ms. Barbara Brown gave an overview of the Worknet Leadership Team Opportunities for Improvement Action Plan that was provided to members before the meeting for review, and noted this would be an ongoing process. Each workgroup has a team leader, and will be meeting continuously to set up timelines and to meet those timelines already established.

There was a concern of how line staff would be informed of the process changes, and their understanding of the changes. Staff noted the Strategic Planning Team will create a plan to address the issue of communicating and disseminating information to line staff. The Chair noted he would like an update each month from the Leadership Team on the progress.

b. Worknet Employment Resource Center Management Tools: The following reports were presented and reviewed at last month's meeting:

- 1) **Performance Measures as of October 2003-December 2003:** There are 4 pages—1st page is Adult, 2nd page is Dislocated Workers, 3rd page is Older Youth, and 4th page is Younger Youth. This data is compiled as of Feb 2, 2004, and the information will change on a monthly basis.

- 2) **Performance Measure Trends:** This is the same information that was reviewed last month, but is also presented in graph format as requested. It was noted that the last three years of each program area could be compared.
- 3) **Worknet Customer Service Data for January 2004:** This information is gathered monthly from all One-Stop Centers—Merced, Los Banos and Livingston. It was noted the most popular time to visit the centers was in the afternoon. This data is compared to last year and the last two previous months.
- 4) **WIA Participant Report Summary for PY 2003/2004:** This report shows the number of participants per month—those carried over from the previous program year and new participants, those exiting the program, and program activities and services for each program area.
- 5) **Participant Characteristics Summary:** This is a breakdown of the characteristics of participants being served in each program area. These participants are in Core B, intensive or training services.

c. **Worknet Business Services Unit:** Ms. Michelle Allison gave an overview of the processes of the Business Services Unit, which consists of 3 Business Services Reps, 1 Job Coach, 1 Assessment Tech, and herself. She provided a handout showing the Service Delivery Plan that was developed to create “one voice” for employer customer service. She also passed around a “marketing” packet that will be given to each employer upon contact. It contains a letter of introduction and all the resources and services available to an employer—information on all Worknet partners, information about the Workforce Investment Board, the kinds of services provided at the Worknet Employment Resource Centers, etc.

The unit is in the process of identifying job skills that are specific to the Merced County labor market, and developing a “manageable” list of employers to contact in those areas. The focus will be on the industries that the WIB has identified. They are also looking at the option of charging for staff time to process Enterprise Zone vouchers.

7. **Chair Comments:** The Chair thanked everyone for attending the meeting, and their flexibility in changing the meeting date for this month.

8. **Next Meeting Date & Time:** March 26, 2004, 7:30 a.m., Dept of Workforce Investment Large Conference Room, 1880 W. Wardrobe Ave, Merced.

9. **Adjourn:** Meeting adjourned at 8:48 a.m.

Minutes prepared by Devilla D. Knight.