



**Merced County Workforce Investment Board  
Planning and Policy Development Committee  
Fluetsch and Busby Insurance  
Conference Room  
725 West 18<sup>th</sup> Street, Merced, CA  
February 28, 2001, 3:00 p.m.  
Meeting Minutes**

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**Members Present:** Nick Benjamin, George Brown, Harry Dull, Peter Fluetsch (Chair),  
**Members Absent:** John Fowler, Carol Greenberg, Brian Griffin, Grover Omyer  
**PITD Staff Present:** Bernedette Castaneda, Rose Harris, John Kasnick, Dee Knight, Dick Skarke

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**1. – Call to Order and Roll Call**

The Chair called the meeting to order and roll call was taken.

**2. – Approve Agenda**

The Chair asked if there were any changes to the agenda. There were none, and the agenda was approved.

**3. – Approve January 24, 2001 Minutes**

M/S/C Harry Dull/George Brown to approve the minutes.

**4. – Public Opportunity to Speak – None.**

**5. – RN and LVN Contract Extension with Merced College**

M/S/C Nick Benjamin/Harry Dull to recommend approval of this contract to the WIB Executive Committee.

**6. – Customer Satisfaction Measurement**

Dick Skarke explained the use of the Worknet of Merced County Customer Survey, and how the Employment Resource Center keeps track of the clients. There are many ways to track Core and Intensive services, along with training; i.e., by SSN through the EDD system and the new Case Management System that will be installed. He said none of the items on the survey sheet are state required.

The committee asked staff to come up with recommendations of what they thought the periodic report card should be for gathering customer data.

B. J. Hannah gave everyone a copy of the Employer Needs Survey that was developed for the Employer Recognition Breakfast last year, and said it has not been used since then. He said at the last PITD

*“Merced County’s Workforce Investment System will keep pace with new growth, the emerging economy, and the ever-changing needs of the employers by creating a better educated, highly skilled workforce, that’s capable, prepared, and thoroughly knowledgeable.”*

managers' meeting they recognized the need to have this data, so they are going to develop another employer survey sheet and a way to implement this survey.

So the committee would know the kinds of services provided by PITD to the employer, Rose Harris gave everyone a sheet containing the services provided by the PITD Customer Service Representative Bob Molmen.

John Kasnick clarified the question of whether this committee and the Standards and Certifications Committee would be duplicating efforts in data collection, which was "no." He said the Standards and Certifications Committee's only interest in customer satisfaction is to use the information to measure certification for One-Stop Career Centers and affiliate sites. They will not be developing any measuring instruments, and will use whatever data is available to do this.

### **7. – Program Monitoring**

Rose Harris referred committee members to the information sheet handout that explained the duties of the PITD monitors, and what the committee's role is once they receive the reports.

### **8. – WIB Approved Policies**

Committee members were given a list of the WIB approved policies to review. The Chair asked that the review and examination of this list be an agenda item for the next meeting.

Staff recommended that review of the Self-Sufficiency Wage Policy be a priority item—to discuss how it should be calculated, should there be a separate wage for displaced workers, and how often should this issue be revisited. Because of the policy issues involved, this discussion could be a two-hour session.

The Chair said since the Self-Sufficiency Wage was an urgent issue, the committee should discuss this at the next meeting.

John Kasnick, Ed McLaughlin, and Dick Skarke will meet and put together a position paper and recommendations for these policies for the committee.

### **9. – Future Agenda Items**

Examination and discussion of the Self-Sufficiency Wage Policy.

### **10. – Committee Meeting Date**

Next meeting will be March 28, 2001, at 3:00 p.m., at the Employment Resource Center (Conference Room B), 1200 W. 16<sup>th</sup> Street, Merced.

### **11. – Adjournment**

The meeting was adjourned at 4:40 p.m.

Minutes prepared by Devilla D. Knight.