

**Workforce Investment Board of Merced County**  
**Quality Assurance**  
**Dept of Workforce Investment Small Conference Room**  
**1880 W. Wardrobe Ave, Merced, CA**  
**March 26, 2004, 7:30–9:00 a.m.**  
**Working Group Meeting Notes**



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**Members Present:** Doug Kirkpatrick, Ned Miller, Albert Montejano (Chair), Terry Nichols, Carole Roberds (Vice Chair),

**Members Absent:** Nicolas Benjamin, Ernie Flores, Jeremiah Greggains, Brian Griffin, Helen Sullivan, Steve Tinetti

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

**Others Present:** Karyn Wiens, Merced College/Worknet One-Stop Partner

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**1. Call to Order and Roll Call:** The Chair called the meeting to order at 7:40 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. Information Agenda:**

**a. Worknet Leadership Team's Update on Category 7 – Business Results:** Ms. Karyn Wiens provided a handout and gave an update on the progress of the Business Results workgroup. She noted that each workgroup meets supplemental to the Leadership Team, and Ms. Kirsten Lee was selected to meet with each workgroup to keep them on track and moving forward with the Action Plan. Business Results is working on two main strategies—1) Improve the Day Pass for Jobseekers (incorporate methods of evaluation into the Marketing Plan, and 2) Improve Data from Employers (to increase the business community's familiarity with Worknet services). She gave examples of how they plan to achieve these goals. E-mail and phone surveys were suggested as ways of contacting employers. Committee members were invited to the next meeting on April 6, 2004, at 8:00 a.m., at the café in Bob Harte Square.

Ms. Wiens noted that several partners would be attending the Department's All Staff meeting on April 22, 2004, to share with line staff the goals and processes on the Opportunities for Improvement Key Themes to get their buy-in, and suggest ways they can participate in achieving the outcomes.

**b. Worknet Employment Resource Center Management Tools:**

**1) Worknet Customer Service Data for February 2004:** Newspaper ads were up on "How did you hear about us?" Numbers were down in comparison to 2003 because the One-Stop was open longer hours and on Saturdays last year. Also, fewer workshops are held at Worknet due to less space available.

**2) WIA Participant Report Summary for PY 2003/2004 – Participant Characteristics Summary:** How many participants served is determined by a number of factors. We are down in training numbers because the Workforce Investment Board lowered the ITA limit to \$2,500, with exceptions. Our neighboring Workforce Investment Areas have capped

their ITAs at \$3,500-\$4,000, and the Department's previous cap was \$6,000. A soft skill workshop—Surviving and Thriving in the Workplace—is provided by the Department through Merced College. All jobseekers are encouraged to attend this workshop. There should be an increase in enrollments in our Older Youth Program within the next few months because of the orientations MCOE has implemented.

**c. One-Stop Success Teleconference – April 27, 2004, 10 a.m.-12 p.m.:** The One-Stop Success Teleconference—How Can You See, Touch, and Feel One-Stop Success—will be held at Merced County Office of Education, 632 W. 13<sup>th</sup> Street, Room J-2, and everyone is invited to attend. Those interested, call Dee Knight at 724-2107 by April 19, 2004. The Chair, Carole Roberds and Karyn Wiens noted they would be attending.

**4. Chair Comments:** The Chair noted this committee is responsible for conducting an evaluation of the LVN/RN Programs to include retention and job placement information. Staff can provide the needed information. It was recommended that the committee look at the last 2-3 years to compare and measure trends. Retention and follow-up information is kept for a year after course completion. This committee is to also establish benchmarks for the Workforce Investment Board, and will consider using a balanced scorecard to measure success.

Mr. Doug Kirkpatrick explained the concept of a balanced scorecard, and noted he would provide examples at the next meeting. The above topics would be items for the next agenda.

Staff noted that in the past, this committee has been involved in negotiating local performance measures, but the Department has heard nothing from the state. Some information may be received by the end of the month.

**5. Next Meeting Date/Time:** April 30, 2004, 7:30 a.m., Dept of Workforce Investment Large Conference Room, 1880 W. Wardrobe Ave, Merced.

**6. Adjourn:** Working Group adjourned at 8:43 a.m.

Minutes prepared by Devilla D. Knight.