

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



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**Members Present:** Ned Miller, Carole Roberds (Vice Chair), Terry Nichols, Steve Tinetti

**Members Absent:** Nicolas Benjamin, Ernie Flores, Jeremiah Greggains, Doug Kirkpatrick, Brian Griffin, Albert Montejano (Chair), Helen Sullivan

**Staff Present:** Michelle Allison, Dave Davis, B. J. Hannah, Robin Keezer, Dee Knight, Lexie Jane Melin, Joanne Presnell

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**1. Call to Order and Roll Call:** At 7:49 a.m., the Vice Chair canceled the meeting due to lack of a quorum. A workgroup was then convened. A sign-in sheet was used in lieu of roll call.

**2. Information Agenda:**

**a. Workforce Investment Act Performance Measures 03-04:** Staff noted that an ad hoc committee, which was appointed by the Executive Committee, met and agreed to have staff send a letter on behalf of the Workforce Investment Board (WIB) to the State requesting continued negotiations on the WIA Performance Measures for 2003/2004. The Region has also sent a letter requesting negotiations because their proposed Performance Measures were also higher than what seemed reasonable.

**b. Worknet Employment Resource Center Management Tools:** Ms. Robin Keezer gave an overview of the Customer Service Data for March 2004 that is posted on the website for Merced Worknet ERC, and the Los Banos and Livingston offices.

**c. Balanced Scorecard:** This item was tabled until the next meeting.

**d. RN/LVN Program Review:** Mr. B. J. Hannah provided the following information on the RN/LVN Program:

- 1) There were 43 RNs and 30 LVNs (73 total) who completed the training and obtained employment in their respective field of study.
- 2) There were 6 LVNs and 3 RNs who started and did not complete for various reasons.
- 3) Of the 9 who did not complete—8 were employed at exit in a variety of positions, and 1 was involved in a very bad vehicle accident. When you look at the completion rate, this program has been a success. It was noted that this is a difficult program to complete.

Staff noted the WIB Executive Committee has recommended continuing the program next year for 24 RNs.

**e. Business Services Unit Update:** Ms. Michelle Allison provided handouts of the BSU Delivery Plan, The Assessment Tool, and the Brochure. She gave an overview of the BSU processes, and noted they are recommending use of the Youth Employability Card to employers. In the form of marketing, the BSU is answering its phones with the same message, they are giving employers Worknet vehicle shades, putting the Worknet magnetic placards on the cars when visiting employers, and they present

*“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.”*

“colored” business cards when out in the community. BSU is in the process of developing job descriptions for various positions at B & T Industries. In January 2004, BSU had only two on-the-job training contracts. They have secured five more and are working on another one. “Serving Your Business Needs” is the BSU logo.

**f. Worknet Leadership Team’s Update on Category 6 – Process Mgt:** Ms. Lexie Jane Melin noted that during the certification process there was found to be some confusion among the partners on the referral process. The Process Management Workgroup developed a systematic referral process, to include client tracking and follow through. She provided everyone a copy of the process, gave an overview, and welcomed members to recommend any change to the process for improvement.

**3. Vice Chair Comments:** The Vice Chair noted Merced Adult School’s Pharmacy Tech Class that began earlier this year would be ending soon, and the class starting in June 2004 is already full. In the near future, Merced Adult School will be adding a Medical Assisting course that will be similar to the structure of the Pharmacy Tech course. It will be different from the course offered at Merced College, because the students will have 6 hours of course work per week and will have an externship at the end of the course work.

**4. Next Meeting Date/Time:** May 28, 2004, 7:30-9:00 a.m., Dept of Workforce Investment Large Conference Room, 1880 W. Wardrobe Ave, Merced.

**5. Adjourn:** Working Group adjourned at 8:28 a.m.

Minutes prepared by Devilla D. Knight.