

**Workforce Investment Board of Merced County**  
**Quality Assurance Committee**  
**Dept of Workforce Investment Large Conference Room**  
**1880 W. Wardrobe Ave, Merced, CA**  
**May 28, 2004, 7:30–9:00 a.m.**  
**Meeting Minutes**

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**Members Present:** Brian Griffin, Doug Kirkpatrick, Albert Montejano (Chair), Terry Nichols, Carole Roberds (Vice Chair), Helen Sullivan

**Members Absent:** Ernie Flores, Jeremiah Greggains, Ned Miller, Steve Tinetti

**Staff Present:** Dave Cramer, Dave Davis, B. J. Hannah, Allen Kratzer, Joanne Presnell

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1. **Call to Order and Roll Call:** The Chair called the meeting to order at 7:45 a.m.
2. **Agenda:** It was *M/S/C Griffin/Roberds* to approve the agenda as published.
3. **Approval of Minutes (February 18, 2004):** It was *M/S/C Kirkpatrick/Griffin* to approve the February 18, 2004 minutes.
4. **Public Opportunity to Speak:** None.
5. **Information Agenda:**
  - a. **Worknet Leadership Team Update on Information Analysis (Category 5):** Mr. Allen Kratzer gave an update on initiatives within the Dept of Workforce Investment to upgrade the computers in the Merced PLATO Lab. He briefly discussed the Leadership Team's beginning of a Case Management System.
  - b. **Worknet Employment Resource Center Management Tools:**
    - 1) **Worknet Customer Service Data for April 2004:** Mr. B. J. Hannah, from the Employment Resource Center, briefed the committee on the Customer Service Data for April 2004. The other WIA reports were noted by the Chair, and no discussion resulted.
  - c. **Balanced Scorecard:** The Workforce Excellence Network's "Using Strategic Scorecards: A Guide for Workforce Boards" was used by the committee to begin the development of a Workforce Investment Board Balanced Scorecard. After discussion, it was decided the following broad categories would be used as the foundation/framework for the scorecard: 1) Customer Satisfaction, 2) Financial and Market Measures, 3) Operational Measures, and 4) Learning and Innovation Measures.

The committee also agreed to integrate data from the One-Stop Certification processes into these broad categories.
6. **Chair Comments:** The Chair thanked everyone for attending the meeting, and directed that staff draft a framework scorecard for use at the next committee meeting.
7. **Next Meeting Date & Time:** June 25, 2004, 7:30 a.m., Dept of Workforce Investment Large Conference Room, 1880 W. Wardrobe Ave, Merced.
8. **Adjourn:** Meeting adjourned at 8:45 .m.

Minutes prepared by Dave Davis.