

Workforce Investment Board of Merced County
Quality Assurance Committee
Dept of Workforce Investment Large Conference Room
1880 W. Wardrobe Ave, Merced, CA
June 25, 2004, 7:30–9:00 a.m.
Meeting Minutes



Members Present: Brian Griffin, Doug Kirkpatrick, Albert Montejano (Chair), Terry Nichols

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

Staff Present: Dave Cramer, Dave Davis, Patric Farrar, Dee Knight, Joanne Presnell

1. Call to Order and Roll Call: At 7:35 a.m., the 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/Discussion:

a. Worknet Leadership Team Update on Human Resources (Category 5): Ms. Patric Farrar gave an update on the progress of the Human Services Workgroup. She noted the Worknet Leadership Team partners approved line staff enrolling in the Dynamic Works Institute Tier 1 on-line program, and provided a handout of the course work. This program offers national certification for Workforce Development Professionals.

The Department received a group (10 people) discount rate of \$247.50 per enrollee. The first five enrollees (volunteers) will begin their course work this afternoon. The enrollee has a year to complete Tier 1, and must pass 90% of each course in order to receive a certificate of completion. Several partners are also hoping to utilize this program. Dynamic Works has also created and is beta testing a Business and Employer training module.

b. Worknet Employment Resource Center Management Tools:

1) Worknet Customer Service Data for May 2004: Staff gave an overview of the reported information, and noted the sign-ins are down at each location. This may be due to the volume of information required of each customer before utilizing our services. Staff is looking at the complete process to try to create a system that will give us the needed statistical information, and alleviate some of the customer's responsibility in providing the information.

2) Workforce Investment Act Summary for PY 2003/2004 – Participant Characteristics Summary: Staff condensed this report to one page. Committee members noted that it looks better and is easier to read.

3. Strategic Scorecard: The Chair noted staff had created a scorecard matrix using the four categories that were approved at the last meeting: a) Customer Perspective, b) Internal Operations/Organizational Effectiveness, c) Financial/Market Perspective, and d) Learning and Innovation.

a) Customer Perspective: Measure/Indicators are:

1) Business Customer Satisfaction —

a. Employer Needs Are Being Met: Members recommended having Business Services conduct a face-to-face survey with 20-30 employers, using open-ended questions, and having a 10-point scale versus a 5-point scale. Ask the employer if the referrals have the skills they want or are looking for. This survey should be done yearly.

“Workforce.com” on the Internet has examples of different surveys that can be used.

- b. Are the Right Industries Targeted: Staff tracks the Labor Market Information gathered from various sources, and is looking at an Early Warning System.
- 2) Job Seeker Customer Satisfaction —
 - a. Job Seeker Needs Are Being Met: Continue to use the Worknet Day Pass questions and review on a monthly basis. Benchmark customer satisfaction to similar service organizations.

The draft scorecard is attached.

4. Chair Comments: The Chair thanked everyone for attending the meeting and providing input on the scorecard. The Chair will present the scorecard to the Executive Committee on Monday, June 28, 2004.

It was noted that this would be the last meeting for Mr. Doug Kirkpatrick. He was thanked for his continued support and participation on the Workforce Investment Board.

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

6. Adjourn: Meeting adjourned at 9:07 a .m.

Minutes prepared by Dee Knight.