

**MERCED COUNTY WORKFORCE INVESTMENT BOARD
PROGRAM PLANNING AND DEVELOPMENT COMMITTEE
WORKFORCE ACTION TEAM
GREYSTONE BUILDING CONFERENCE ROOM-
360 E. Yosemite Avenue
3:00 P.M. – 4:30 P.M June 8, 2003**

Members Present: Andrea Baker, Sharon Cresswell, Gisela Malone, Anne Newins

Members Absent: Mike Boardman, Mike Sullivan

WI Staff: Dave Davis, Joanne Presnell, Thomas Tsubota

1. Jonae Pistorresi for Merced College talked about the 10 classes that are part of the Customer Service Academy. Many employers in Merced County have used this training to improve their workforce. Jonae, Ann Newins and Andrea Baker discussed the possibility of providing pre-employment classes for Job Seekers at Worknet which would improve employability and retention of the workforce. They will discuss the feasibility with John Spevack. The Team feels that classes tailored to address the issues that employers have with the lack of soft skills of job seekers would be very beneficial to the job seekers and employers. The trial program would be a series of four 4-hour classes with curriculum to be developed. Employed workers would be encouraged to attend the Customer Service Academies sponsored by the Chambers throughout the county.
2. Gisela reported the Workforce Academy provided valuable information. The importance of keeping and retaining the workforce was stressed due to the high cost of replacing workers and the loss of production during the training while bringing employees up to speed. The Academy also stressed understanding employees, their personal issues, and daily stresses that they have to deal with. There were 7 employers in attendance and many more could have benefited.
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4. There was a review of the industries growth of the universities at Irvine and San Diego and they were compared to the industries selected by the Econ Dev Action team.
5. Next Meeting Date and Time – The next meeting will be August 21st at 2:30 p.m. at the Greystone Building located at 360 E. Yosemite Ave., Merced.