

**Workforce Investment Board of Merced County**  
**Quality Assurance Committee**  
**Dept of Workforce Investment Large Conference Rm**  
**1880 W. Wardrobe Ave, Merced, CA**  
**July 29, 2005, 7:30–9:00 a.m.**  
**Meeting Minutes**



<http://web.co.merced.ca.us/wi/wib/subcommittees/subcommittees.html>

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

**Members Absent:** Jeremiah Greggains

**Staff Present:** Bernedette Castaneda, Dave Davis, Dee Knight, Alfredo Mendoza

1. **Call to Order and Roll Call:** The Chair called the meeting to order at 7:34 a.m. A sign-in sheet was used in lieu of roll call.
2. **Approval of Agenda:** It was *M/S/C Roberds/Miller* to approved the agenda as published.
3. **Approve Minutes (June 24, 2005):** It was *M/S/C Miller/Nichols* to approve the June 24, 2005 minutes.
4. **Public Opportunity to Speak:** None.
5. **Action Agenda:**

a. **Strategic Scorecard:** Staff noted item 1.b. under Customer Perspective was not accomplished. Committee members would like to know the businesses surveyed, and their reason for accomplishing an alternative written rather than oral survey. Staff will have the Business Services Unit attend the August 26<sup>th</sup> meeting to answer questions regarding this item.

Item 2.a. and b. under Customer Perspective were not accomplished. Staff has not figured out a way to compare our Customer Satisfaction Survey with other Local Workforce Investment Areas (LWIA) or other service organizations. It was recommended that staff contact other LWIAs to get a copy of the tool they use and compare it to our survey. It was suggested to get the right perspective and improve our effectiveness that our questions might need to be changed—look at what is the purpose of the question and what kind of information is being gathered from the question. The committee will review the Customer Satisfaction Survey at the next meeting.

Item 1.a. under Internal Operations/Organizational Effectiveness, Planned vs Actual, staff will create an Executive Summary that committee members can easily read.

**6. Information/Discussion:**

a. **Common Performance Measures:** Staff noted the Dept of Labor issued new Common Measures that were implemented July 1, 2005. The State of CA is going to request a waiver of the WIA Performance Measures from 17 to six, so they will be aligned with the new Common Measures. The waiver will also request that the Literacy and Numeracy measure be delayed for one year.

b. **Worknet Merced Recertification:** The Workforce Investment Board Examiner Team should have the Application for Recertification completed by August 8, 2005. Several members of this committee are a part of the Examiner Team. Mr. Ned Miller will be moving to Southern CA in September, but will be here for the Consensus meeting on Sept 6, 2005. He may be unable to get back for the Site Visit.

**c. Participant Data Reports:**

**1) Customer Perspective/Job Seeker Customer Satisfaction – June 2005:** As stated above, the committee will be reviewing the Customer Satisfaction Survey at the next meeting. It was noted that in Apr 2005, under “Would you refer our services to others?”, 21 people answered “no”. Staff noted if the person gives a phone number, follow-up is made to find out why a negative reply was made to this question. It was suggested that Worknet look at these replies as an opportunity for improvement. It was also recommended that the One-Stops have a tool to solicit ideas for improvement from customers.

**2) Internal Operations/Organizational Effectiveness: Program Accountability:** No comments.

Staff noted the Department has four employees certified in Spanish translation, and will be offering Spanish translation services in the near future to businesses for a fee.

**7. Chair Comments:** None.

**8. Next Meeting Date & Time:** The next meeting will be August 26, 2005, 7:30 a.m., Dept of Workforce Investment Large Conference Room, 1880 W. Wardrobe Ave, Merced.

**9. Adjourn:** The meeting adjourned at 8:35 a.m.

Minutes prepared by Dee Knight.