

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



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

Members Absent: Ernie Flores, Jeremiah Greggains, Helen Sullivan

Staff Present: Michelle Allison, Dave Cramer, Dave Davis, Dee Knight

1. Call to Order and Roll Call: At 7:32 a.m., the Chair called the meeting to order. A sign-in sheet was used in lieu of roll call.

2. Approval of Agenda: It was *M/S/C Roberds/Miller* to approve the agenda as published.

3. Approval of Minutes (June 25, 2004): It was *M/S/C Nichols/Montejano* to approve the June 25, 2004 minutes.

4. Public Opportunity to Speak: None.

5. Information/Discussion:

a. Worknet Employment Resource Center Management Tools:

1) Worknet Customer Service Data for June 2004: No comments.

2) Workforce Investment Act Summary for PY 2003/2004 – Participant Characteristics Summary: No comments.

3) 2003-2004 Preliminary Performance Measures: Staff noted the Older Youth Performance Measures are down, and the standard may not be met because of the 4 months when there was no provider. The state knows of the problems, and it is hoped no funding will be cut.

b. Worknet LT Update on Customer and Market Focus (Category 3): Ms. Michelle Allison provided a handout and gave an update on the progress of the Customer and Market Focus Workgroup. She noted the Department is sponsoring a Chamber Event on August 19, 2004, from 5:00-7:00 p.m., at the Worknet ERC, 1200 W. 16th Street, and the focus is business services.

The Day Pass Survey information process is currently being revised, and the workgroup is trying to develop a process to inform customers that their comments/recommendations are being heard. They will be linking Customer and Market Focus with the Strategic Plan.

c. LMI – Quick Look for June 2004: It was the consensus of the committee that this information does not reflect the current status of Merced County, but is valuable in writing grant applications. This report will be reviewed bimonthly.

d. Youth and Adult Credential Programs (Added): Staff noted WIA Performance Measures require credentialing for older youth, which is not being met. The Executive Committee has asked the Chair to give a report on credentialing at its meeting next month. Staff provided the Chair with the information to present. The Chair asked staff to also provide statistics on enrollment and/or program completion.

6. Action Agenda:

a. Workforce Investment Board Strategic Scorecard: The Chair noted he appreciated the help from those who have been meeting to complete the Strategic Scorecard matrix. There are only a few Measures/Indicators to complete. The following was decided:

1) Internal Operations/Organizational Effectiveness, Item 1.c., bullet 1 (Selected Industry Cluster/Occupations ...): How Often Review – Biannually; Responsible Committee – QA.

2) Internal Operations/Organizational Effectiveness, Item 1.c., bullet 2 (Quality Controls): Metric – Improve Scores; Method – Report; How Often Review – Annually; Responsible Committee – QA.

3) Internal Operations/Organizational Effectiveness, Item 1.c., bullet 3 (Productivity): Metric – Attain Performance Measures; Method – Report; How Often Review – Annually; Responsible Committee – QA.

4) Financial/Market Perspective, Item 1, all bullets (Expenditures): Metric – 80% Expended by End of Year; Method – Report; How Often Review – Monthly; Responsible Committee – Finance.

5) Financial/Market Perspective, Item 2.a. (Revenue/Resources (Grants)): Metric – Sources, Applications and # Received; Method – WI Report; How Often Review – Biannually; Responsible Committee – Program Planning and Development/Finance.

6) Financial/Market Perspective, Item 2.b. (Revenue/Resources (Entrepreneurial Ventures)): Metric – Number of Ventures/Opportunities & Challenges; Method – WI Report; How Often Review – Biannually; Responsible Committee – QA.

7. Chair Comments: The Chair noted the committee would meet on August 16, 2004, 7:30 a.m., in the Wardrobe Small Conference Room, to finalize the Strategic Scorecard.

8. Next Regular Meeting Date & Time: August 27, 2004, 7:30 a.m., Dept of Workforce Investment Large Conference Room, 1880 W. Wardrobe Ave, Merced.

9. Other Comments: Staff noted the next WIB meeting will be September 28, 2004, 8-10:00 a.m., in Bldg “M” at MCOE, which will be a teleconference being facilitated by Mr. Gregg Newton. The Joint BOS/WIB will be October 26, 2004, 1:30 p.m., in the County Board of Supervisors Chambers.

10. Adjourn: Meeting adjourned at 9:04 a .m.

Minutes prepared by Dee Knight.