

Workforce Investment Board of Merced County
Quality Assurance Committee
Dept of Workforce Investment Large Conference Rm
1880 W. Wardrobe Ave, Merced, CA
August 26, 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), Steve Tinetti

Members Absent: Jeremiah Greggains, Terry Nichols

Staff Present: Bernedette Castaneda, Dave Cramer, Dave Davis, Dave Heyer, Debby Hoban, Alfredo Mendoza

1. Call to Order and Roll Call: The Chair called the meeting to order at 7:35 a.m. A sign-in sheet was used in lieu of roll call.

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

3. Approve Minutes (July 29, 2005): It was *M/S/C Roberds/Tinetti* to approve the July 29, 2005 minutes.

4. Public Opportunity to Speak: None

5. Information/Discussion:

a. Program Summary for July: Staff provided the monthly Summary of Customer Satisfaction and Participation data at the One-Stop Career Centers, and briefed the committee on the new methodology of collecting data by the department.

b. Business Services – Questions/Answers: Staff from the Business Services Unit was present to answer the concerns the committee had regarding the business surveys. Committee felt the survey used does not provide the necessary data. It was suggested to reconsider questions on the survey to get the information the committee is requesting. Staff stated the Business Tracking System goes in effect on September 1, 2005. It will track what services are offered to businesses, what services businesses are taking advantage of, and results of the services we offer. Committee requested to be updated during the September meeting.

Mr. Dave Davis briefed that the department will be shifting its emphasis to a business first concept. The committee requested to be updated on progress.

c. Participant Data Reports: Worknet Customer Service & Satisfaction Report (for all locations) for July 2005 was reviewed.

d. Central Valley Customer Satisfaction Surveys: Staff provided copies of the Central Valley Customer Satisfaction Surveys. It was noted that the Merced Customer Satisfaction Survey is more comprehensive than those from other Central Valley One-Stops.

e. Recertification Update: Recertification continues to progress. On September 6, 2005, Ms. Doreen Wong, Chief Evaluator, will meet with the WIB evaluators and staff to reach consensus and to develop Site Visit issues.

f. **Implications for Action Update:** Staff noted this item will be included on every committee agenda to keep track of the three Implications for Action, and to keep committees informed on what everyone is doing.

6. Chair Comments: This was last meeting for Dr. Ned Miller. The Chair thanked him for his service on the committee.

7. Next Meeting Date & Time: The next meeting will be September 30, 2005, 7:30 a.m., Department of Workforce Investment, Small Conference Room, 1880 W. Wardrobe Ave, Merced.

8. Adjourn: The meeting adjourned at 8:55 a.m.

Minutes prepared by Debby Hoban.