

Workforce Investment Board of Merced County
Quality Assurance Committee
Dept of Workforce Investment Large Conference Room
1880 W. Wardrobe Ave, Merced, CA
August 27, 2004, 7:30–9:00 a.m.
Workgroup Meeting Notes



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

Members Absent: Ernie Flores, Jeremiah Greggains, Brian Griffin, Ned Miller

Staff Present: Dave Davis, Dee Knight, Joanne Presnell

Others Present: Karyn Wiens, Merced College

1. Call to Order and Roll Call: At 7:45 a.m., the Chair noted the regular meeting would be canceled due to lack of a quorum. The Chair convened a workgroup to discuss the agenda items.

2. Information/Discussion:

a. Worknet Leadership Team Update on Business Results (Category 7): Ms. Karyn Wiens provided handouts and gave an update on the progress of the Business Results Workgroup. The workgroup's focus is to 1) Improve awareness of the One-Stop to customers, and 2) Improve awareness of the One-Stop to employers. The following has been done to improve this awareness:

- Mailed out over 1500 "Did You Know" postcards to employers and an insert will go into the Chambers of Commerce Journals.
- Created a Partner Services brochure to be placed in the brochure racks at County Admin and City Hall Civic Center along with the Worknet brochures.
- Verbiage in the Marketing Plan is to be added to reflect the Customer Satisfaction Survey as a method to evaluate marketing effectiveness. It has been submitted to the Program Planning and Development Committee for approval and recommendation to the full Workforce Investment Board.

The next meeting of the Business Results Workgroup is September 13, 2004, at 8:00 a.m., in Bob Harte Square Main Street Cafe.

b. Worknet Employment Resource Center Management Tools:

1) Worknet Customer Service Data for July 2004: It was noted the ratings had gone up for Customer Satisfaction. Since the radio ad response rate was low, is it cost effective to use this method? Staff would ask Marketing for this information.

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

c. 2003-2004 Performance Measures Negotiations: Staff noted that as of March 31, 2004, the Department has exceeded the 80% required by the state, but some areas are not measured until 6-9 months after the customer has exited the program.

3. Action Agenda:

a. Workforce Investment Board Strategic Scorecard: The Chair noted he would like members to review each category of the Strategic Scorecard before presenting to the Workforce Investment Board

Executive Committee, specifically noting if the Metrics are measurable, and the Responsible WIB Committee assignment is appropriate.

1) Customer Perspective – Item 1.a. Method, Business Services would develop and implement the face-to-face survey for employers.

2) Customer Perspective – Item 2.b. Change spacing in Metrics, Method, How Often Review and Responsible WIB Committee to correspond with the “Input from Customers ...” line.

3) Customer Perspective – Item 3. Metric, after “# of Face-to-Face ...”, add Compare to Prior Year.

4) Internal Operations/Organizational Effectiveness – Item 1.b., bullet 3, Metric, change to Acceptable Progress Based on Contract Timeline for Out-of-School Youth and Younger Youth.

5) Internal Operations/Organizational Effectiveness – Item 1.c., bullet 1, Metric and Method, staff will reword and e-mail to the Chair and members for review and approval. The Responsible Committee will be PP/D.

6) Learning and Innovation – Item 1. Metric, staff has developed a scheduled timeline to present to the Worknet Leadership Team.

7) Learning and Innovation – Item 2.b. Method, add Rapid Response for Jobs Lost.

8) Learning and Innovation – Item 2.c. Metric, this will be received from City/County Building Departments.

4. Chair Comments: None.

5. Next Regular Meeting Date & Time: September 24, 2004, 7:30 a.m., Dept of Workforce Investment Large Conference Room, 1880 W. Wardrobe Ave, Merced.

6. Adjourn: The Workgroup meeting adjourned at 9:03 a .m.

Minutes prepared by Dee Knight.