

Workforce Investment Board of Merced County
Quality Assurance Committee
Dept of Workforce Investment Large Conference Room
1880 W. Wardrobe Ave, Merced, CA
September 24, 2004, 7:30–9:00 a.m.
Meeting Minutes



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

Members Absent: Jeremiah Greggains, Brian Griffin

Staff Present: Elaine Craig, Dave Davis, Eddie Harding, Robin Keezer, Dee Knight, Joanne Presnell

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 Tinetti/Nichols* to approve the agenda as published.
3. **Approval of Minutes (August 27, 2004):** It was *M/S/C Roberds/Tinetti* to approve the August 27, 2004 minutes.
4. **Public Opportunity to Speak:** None.

Ms. Joanne Presnell noted that Mr. Ernie Flores requested to be moved from Quality Assurance to the Program Planning and Development Committee because of a conflict with the meeting time. The Workforce Investment Board (WIB) Chair approved the request.

She also noted that Ms. Elaine Craig has been designated to staff the full WIB and all the WIB committees.

5. Information/Discussion:

a. Worknet Certification Timeline and Criteria: Ms. Presnell presented the Worknet Recertification Timeline, gave an overview of the criteria, and pointed out some decisions the Quality Assurance Committee needs to make regarding the recertification baseline score (previous score was 300) and length of term (previous term was 2 years). There should be 7 examiners, preferable from the private sector, and they cannot be involved as a One-Stop partner.

It was the consensus of the committee that the recertification baseline score would be set at 330, and the recertification length of term would be 3 years based on the determination of the examiners after recertification that significant progress has been made. These will be action items for the October 29, 2004 meeting.

b. Worknet Employment Resource Center Management Tools:

1) Worknet Customer Service Data for August 2004: Ms. Robin Keezer provided an overview of the Customer Service Data for August 2004 for Merced Worknet ERC and the Los Banos and Livingston offices. Compared to the same time in 2002 and 2003 the sign-ins have increased, and have significantly increased since July 2004.

Staff is trying to find a means to measure the effectiveness of marketing. In order to get a more accurate count, it was recommended that the sign-in process at the front desk be changed to make it more staff assisted.

c. Monitoring Summary for January 04-June 04: Ms. Elaine Craig gave an overview of the Monitoring Report Summary, which covers all of the monitoring activities of the Monitoring Unit during the period Jan-Jun 2004. The report is compiled twice a year—Jan through June, and July through December. She noted there were no significant problems.

6. Action Agenda:

a. Workforce Investment Board Strategic Scorecard: Staff noted the WIB Strategic Scorecard is being presented for the Quality Assurance committee to review and approve its assigned Measurement categories. The Program Planning and Development Committee made several additions at its meeting on Wednesday, September 22, 2004, which were:

1) Customer Perspective – Item 1.a. Method, Business Services would develop and implement the face-to-face survey for 30 employers, and that it be done in concert with regular visits. It was also recommended that a WIB member accompany the Business Services representative.

Quality Assurance members recommended that prior to the survey being developed some coordination be made with other agencies to determine if any such survey is already being produced.

2) Customer Perspective – Item 1.b. Method, add “Review industries adopted from the 2003 Merced County Economic Development Strategic Plan”. Responsible WIB Committee, add the Economic Development Action Team.

It was *M/S/C Tinetti/Miller* to approve the applicable sections of the Quality Assurance Committee with the above-cited corrections being made.

7. Chair Comments: The Chair asked committee members for comments/recommendations on what training tools would help members become more effective and efficient as a Quality Assurance team. It was the consensus that the committee would increase its professional knowledge in the use of the Baldrige criteria. Staff will work on a method of how to integrate this training into the monthly meetings.

Committee members were reminded of the WIB meeting/teleconference on Sep 28, 2004, 7:30 a.m., at MCOE.

8. Next Regular Meeting Date & Time: October 29, 2004, 7:30 a.m., Dept of Workforce Investment Large Conference Room, 1880 W. Wardrobe Ave, Merced.

9. Adjourn: The meeting adjourned at 8:49 a.m.

Minutes prepared by Dee Knight.