

**Workforce Investment Board of Merced County**  
**Quality Assurance Committee**  
**Dept of Workforce Investment Large Conference Room**  
**1880 W. Wardrobe Ave, Merced, CA**  
**November 19, 2004, 7:30–9:00 a.m.**  
**Meeting Minutes**



---

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

**Members Absent:** Jeremiah Greggains, Steve Tinetti

**Staff Present:** Elaine Craig, Dave Cramer, Dave Davis, Eddie Harding, Dee Knight

---

**1. Call to Order and Roll Call:** The Chair called the meeting to order at 7:45 a.m. A sign-in sheet was used in lieu of roll call.

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

**3. Approval of Minutes (September 24, 2004):** It was *M/S/C Nichols/Roberds* to approve the September 24, 2004 minutes.

**4. Public Opportunity to Speak:** None.

**5. Action Agenda:**

**a. Recertification Baseline Score and Length of Term:** Ms. Elaine Craig noted that at the September 24, 2004 meeting the committee had determined the recertification baseline score and length of term would be changed.

It was *M/S/C Miller/Nichols/Roberds* 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 that significant progress has been made after recertification.

**6. Information/Discussion:**

**a. Update of Recertification (item added):** Ms. Craig noted the Worknet Leadership Team has begun its recertification process by forming working groups for the seven categories. A template will be given each group to begin the writing process for their category. The writing team will be in place by March 2005, and the draft recertification application will be submitted sometime in June 2005.

**b. Introduction to Baldrige:** Ms. Craig provided a PowerPoint overview introduction to the “Who, What, Why, What” history of the Malcolm Baldrige Quality Principles. She noted the changes made in the Core Values and Concepts since 2002, which are embodied in each of the seven categories. Under our seven categories, #4, Measurement, Analysis, and Knowledge Management (previously Information and Analysis) and #5, Human Resource Focus (previously Human Resource Development/Management) have changed in title and principle. At the next meeting, staff will begin to define specific criteria within each of the seven categories.

**c. Final PY 2003/04 Performance:** Staff noted in comparison to prior years, the rates are about the same. The program is still endeavoring to obtain a higher rate in credentialing for older youth. The older youth program is the 11<sup>th</sup> largest in the state, and the younger youth program is the 6<sup>th</sup> largest.

**d. Participant Data:** In the Disabled category, staff noted this is not a true number because by law this number is strictly voluntary. The Department has applied for a Navigator grant that will supply a position, if awarded, which will access resources and services on behalf of disabled persons.

Members asked about the gender numbers—high number of women versus men. Staff will check with the One-Stops and try to get some feedback on this item.

**7. Chair Comments:** The Chair thanked staff for the Baldrige presentation. He wished everyone a happy and safe Thanksgiving.

**8. Next Meeting Date & Time:** Committee members elected to cancel the December meeting. The next meeting will be January 28, 2005, 7:30 a.m., Dept of Workforce Investment Large Conference Room, 1880 W. Wardrobe Ave, Merced.

**9. Adjourn:** The meeting adjourned at 8:30 a.m.

Minutes prepared by Dee Knight.