

**Workforce Investment Board of Merced County  
Quality Assurance Committee  
Dept of Workforce Investment Large Conference Room  
1880 W. Wardrobe Ave, Merced, CA  
February 1, 2005, 7:30–9:00 a.m.  
Meeting Minutes**



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

**Members Absent:** Jeremiah Greggains

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

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1. **Call to Order and Roll Call:** The Chair called the meeting to order at 7:33 a.m. A sign-in sheet was used in lieu of roll call.
2. **Approval of Agenda:** It was *M/S/C Miller/Roberds* to approve the agenda as published.
3. **Approval of Minutes (November 19, 2004):** It was *M/S/C Roberds/Nichols* to approve the November 19, 2004 minutes.
4. **Public Opportunity to Speak:** None.
5. **Action Agenda:**

**a. Worknet Recertification:** Staff presented for discussion and action the available options for the Worknet Recertification. These options are being presented because only three Workforce Investment Board (WIB) members volunteered for the Evaluation Team (the original team had six members). Team members must be from the business community, and have no conflict of interest.

It was *M/S/C Roberds/Miller* to contract with California Awards for Performance Excellence to provide an examiner to act as the Senior Examiner/Consultant, contingent on the cost, and have the Dept of WI Analyst Dave Davis as an alternate member.

Staff will e-mail committee members the cost and timetables if received before the next meeting. The committee would like to review the Application for Recertification before it is submitted.

**6. Information/Discussion:**

**a. Workforce Investment Board Strategic Scorecard Review of:** Staff noted the presentation of the Measurement Categories/Indicators will relate to the scorecard.

**1) Customer Perspective/Job Seeker Customer Satisfaction – Dec 2004:** Committee members noted the new report format was easier to read. Staff noted since the implementation of the new Sign-In Sheet and Customer Satisfaction Survey in December 2004, more accurate information is being gathered and follow-up completed. The Merced Worknet will be reconfigured within the next couple of months to make it more customer friendly.

It was recommended the committee be provided the unemployment percentage rates—current and prior year—on a periodic basis.

**2) Internal Operations/Organizational Effectiveness: Program Accountability:** No comments.

**3) Learning & Innovation: Progress in Preparation for Worknet Recertification and Update from Worknet Leadership Team:** Staff noted all Worknet workgroups have been diligently meeting, and have begun the writing process for each recertification category. A writing team will be formed by March 10, 2005.

**7. Chair Comments:** The Chair expressed thanks to everyone for being flexible in changing the meeting date, and to those who volunteered to participate on the Evaluation Team.

**8. Next Meeting Date & Time:** The next meeting will be February 25, 2005, 7:30 a.m., Dept of Workforce Investment Large Conference Room, 1880 W. Wardrobe Ave, Merced.

**9. Adjourn:** The meeting adjourned at 8:05 a.m.

Minutes prepared by Dee Knight.