

Workforce Investment Board of Merced County
Quality Assurance Committee
Dept of Workforce Investment Large Conference Room
1880 W. Wardrobe Ave, Merced, CA
February 25, 2005, 7:30–9:00 a.m.
Meeting Minutes



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

Members Absent: Jeremiah Greggains, Ned Miller

Staff Present: Elaine Craig, Dave Cramer, Dave Davis, Dee Knight, Joanne Presnell

1. **Call to Order and Roll Call:** The Chair called the meeting to order at 7:43 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 (February 1, 2005):** It was *M/S/C Nichols/Roberds* to approve the February 1, 2005 minutes.
4. **Public Opportunity to Speak:** None.
5. **Action Agenda:**

a. Recertification Training and Certified Examiner: Staff presented cost information for contracting with MaryAnn Pranke Training & Consulting, Inc for training, and a certified examiner to facilitate the recertification of the Worknet Employment Resource Center. The total cost is \$7,480, and the state will contribute \$925. The day of training will be sometime in May or June 2005.

It was *M/S/C Tinetti/Roberds* to recommend to the Workforce Investment Board the approval of the contract with MaryAnn Pranke Training & Consulting, Inc.

b. Exemplary Performance Award/Corrective Action: Staff noted the Department received \$19,208 for meeting or exceeding the majority of the LWIA's performance goals. The Corrective Action and Technical Assistance Plan must be submitted because two performance goals were not met—1) Older Youth Credential/Diploma Rate, and 2) Older Youth Entered Employment Rate.

Merced County Office of Education (MCOE) has developed a state-approved Working Professional credential that every older youth now earns, but those exiting during this performance period had not been in the program long enough to have earned this credential.

The Older Youth Entered Employment Rate fell short by one participant because the rate included Jobs for California Graduates (JCG) youth who exited the program. Presently, 30 of 39 exited youth were employed for a rate of 76.92%. MCOE's staff has been trained in both Performance Measures and Exit Strategies, and the Department anticipates no problem in them attaining the rate in PY 04/05.

It was *M/S/C Tinetti/Nichols* to recommend to the Workforce Investment Board Executive Committee the approval of the Corrective Action and Technical Assistance Plan.

6. Information/Discussion:

a. PY 04/05 Negotiated Performance Measures: Staff noted the state verbally told the Director that the Department's Performance Measures would remain the same as last year's measures. This is because of the expected Workforce Investment Act reauthorization.

b. Participant Data Reports:

1) Customer Perspective/Job Seeker Customer Satisfaction – Jan 2005: It was noted more customers are utilizing the services of the One-Stops. Staff attributed this to marketing and the new sign-in system, which allows more accurate data to be collected. It was asked if data is collected on non-English speaking customers. Staff stated there is little, but would find out what could be done to enhance the capture of this information.

Reasons for the Customer Satisfaction rate being high is customer service is emphasized at the All Staff meetings, the Chamber-sponsored Customer Service Academy is made available to staff, and several staff have completed the Workforce Development Certification, which includes customer service. It was noted that follow-up calls are made to those customers who said "no" to "Would you refer our services to others?". Sufficient explanation was given to where customers said they would give us another try.

2) Internal Operations/Organizational Effectiveness: Program Accountability: Staff noted the Older Youth Credential rate is still low because all of the JCG youth have not been exited. MCOE has been asked to provide more information to staff on the Earning Change for older youth.

The Unemployment Rate was provided for December 2004. Staff noted the benchmark is being revised for this year, and that is why the information is not more current.

7. Chair Comments: The Chair asked if anyone knew anything about the One Voice meeting in Sacramento. Staff noted that an MCAG representative made a presentation at the Program Planning and Development Committee meeting. It was said the meeting went very well, especially how they communicated as "one voice" for their priority project, which is the Campus Parkway.

Ms. Joanne Presnell noted this would be Ms. Elaine Craig's last meeting. She will start a new job on Monday, February 28, 2005, as the Executive Director of the Madera County WIB. Mr. Dave Davis will take over the role of staff to the WIB.

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

9. Adjourn: The meeting adjourned at 8:32 a.m.

Minutes prepared by Dee Knight.