



**WORKFORCE  
INVESTMENT BOARD  
MERCED COUNTY**

**Workforce Investment Board  
Quality Employment & Development Committee  
1880 Wardrobe Ave, Merced, CA  
Wednesday, October 14, 2009, 3:30 – 4:30 p.m.  
Meeting Notes**

<http://www.mercedwib.com>

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**Members Present:**

Edward Dietz                      Robert Harmon                      Steve Newvine

**Others Present:**

Andrea Baker                      Brian Cutler                      Patricia C. Hinson  
Joanne Presnell                      Eve Snelling

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**1. Greetings:** The Chair, Mr. Steve Newvine, greeted everyone and called the meeting to order at 3:31 p.m.

**2. Workforce Investment Board Policy Review:**

a. Occupations in Demand: Staff informed members of the policy and its implications. The WIB Executive Committee has approved the new policy recommended by the QUED Ad Hoc Committee to determine demand occupations; They are as follow:

1. The five demand industry clusters the WIB has approved in the past
2. Current job listings from various electronic job postings
3. Specific employer requests

b. Incumbent Worker Policy: Staff noted a policy has been written to provide guidelines for training incumbent workers under the newest Department of Labor/State guidelines and waivers. Incumbent worker training is intended to assist Merced County employers with the development of a highly skilled workforce, and the provision of such training should results in:

1. Enhancing the skills of current employees to allow them to retain employment during periods of significant technological or procedural changes in the employing organization, or
2. Upgrading the skills of current employees to assist them in qualifying for promotional opportunities, or
3. Allow the business to avert potential layoffs by improving the skills of their current workforce.

The advantage of this training is that these individuals do not necessarily have to meet the eligibility criteria for dislocated workers, nor do they have to meet the criteria for employed adults and dislocated workers. All requests for incumbent worker training must be submitted by the employer requesting the training by filling out a form.

**3. WIB Recruitment of Business Sector Members:** Staff compiled a list of names for possible WIB members. The businesses selected are aligned with the WIB Industry Sectors and also include retail due to the large number of job orders posted. Staff asked members to review the list and to

provide feedback. The WIB is currently looking to recruit at least five new members.

4. Customer Satisfaction – Ms. Joanne Presnell noted part of the Balanced Scorecard for the Workforce Investment Board is to review Business customer satisfaction/customer service to see how the Department is doing. In the past, the Department has done face-to-face interviews which resulted in a lot of staff time; the department has also hosted Focus Groups. This year, the Department has decided to send an on-line survey to businesses asking for their feedback on services provided, how we are doing, and how can we better serve them. Staff will send, via email, the draft survey to members for feedback before sending it to Businesses.

5. Information :

a. Participant Reports: Adult, Dislocated Worker, Youth- Staff noted the Participant Report is generated through the 5-Year Strategic Plan. Each year a modification to the Workforce Investment Boards 5-Year Plan is submitted with projected participant numbers. Because of the President's American Recovery and Reinvestment Act (ARRA) of 2009 and State waivers filed, there has been no modification to the 5-Year Strategic Plan filed for this year to date. The projections/format may change depending on the format the State chooses to use in their Strategic Plan modification template.

b. Performance (Numeracy/Literacy) – Older Youth: Staff noted the Literacy and Numeracy performance goals for the end of PY 08/09 is 19.85% falling short of the State goal of 30%. This concerned was discussed with the contractor. The contractor had concerns that maybe not all the information was submitted to the state system on time. After reviewing the paperwork, it was noted that 7 forms were not submitted on time, but this was not enough to make a difference to make the measure.

c. Grant Application (Pathways Out of Poverty): Staff noted Merced College was unable to submit the grant application on time.

d. One-Stop Recertification:

1) Worknet Leadership Team– Strategic Plan- Ms. Presnell noted based on the feedback report and recommendations from the WIB, the Worknet Leadership team and staff met with Ms. MaryAnn Pranke to work on the Strategic Plan. The WLT reviewed the Department's products and services and also reviewed the customer requirements for the employers, business community and job seekers, in addition to the goals, mission, vision, core values and other areas. The planning session was very productive. Ms. Presnell will keep the members updated on how the WLT is doing.

e. QUED Schedule: Staff submitted a copy of future QUED meetings for PY09/2010. Committee members agreed to the following changes:

- a) Committee meetings on the 2<sup>nd</sup>. Wednesday of each Month. (Meeting dates may vary according to items that need urgent care.)
- b) Meeting to start at 3:30 to 4:30
- c) Cancel meeting scheduled for November 11, 2009. (Holiday)

Recommendation to Executive Committee/WIB : The Committee will try to have a complete list of potential future WIB Members to be reviewed and given to the WIB Exec Committee at the next meeting for their input.

- 6. Chair Comments: The Chair noted this is a good Ad-Hoc Committee serving as a support tool to the WIB and WIB Exec Committees.
- 7. Next Meeting – The November 11, 2009 meeting was canceled.
- 8. Adjourn—Meeting was adjourned at 4:32 p.m.