

FLIP CHART NOTES

1. PURPOSE OF RETREAT

1. To assess where the partnership is in relationship to the Certification Standards and to develop a Continuous Quality Improvement Plan to meet standards.
2. Develop Plan to apply for certification

2. CRITERIA FOR SELF-EVALUATION

Saturated

- Leadership, Partners, staff know about availability.
- Customers know about availability
- Customers “Receive” the information/service in a consistent manner.
- Staff ‘deliver’ the information/service in a consistent manner.

Not looking at – Is it done well?

3. KEY ISSUES FOR THE OSSC

- Individual organizations have staff/collective (but there isn't a collective culture)
- Role clarification- who does what, policy level/operational level
 - Operator
 - Steering Committee
- Making things systematic (Process management)

- Need for powerful tools- all can rely on that provide information
 - Partners- Resources are tight (collective bargaining)
 - Partners- Mutual benefit
- See affinity chart

4. TIME LINE

Sept 27th 1st Leadership Team (LT) meeting

Sept 27th Present case for extension to Standards and Certification Committee

OCT- DEC

Leadership Team (LT) meets monthly

- Learn how/to set Leadership Team
 - Develop structure
 - Prioritize statutory requirements- Criteria strategies
 - Develop Vision, Mission and Strategic Plan
- } Dates to be announced

DEC Submit Progress report to Standards and Certification Committee

OR

Submit Application

5. STRATEGY FOR APPLICATION EXTENSION

Carol Roberds/Al Peterson
& Joanne Presnell-

Meet with John Headding week of September 16 in preparation for agenda item on 27.

Present both assessment tools (completed)

Discuss:

- Momentum gained.
- Process of becoming a Leadership Team (LT).
- Plan to develop approaches between Sept/Dec.
- Ask for extension to June 03 and settle for March 03.
- Will submit progress report on Dec. 31.

HOMEWORK FOR ALL:

- Fill out matrix at “Level”
(Sept. 23 e-mail to Joanne -Jpresnell@co.merced.ca.us)
- Create Leadership Team Membership List (WI).
- Transcribe flipchart notes and get out to all by September 16 (Workforce Investment).