

Worknet Leadership Team
Merced County Office of Education-Clark Room
632 W. 13th Street, Merced, CA
Tuesday, December 8, 2009, 1:00-2:30 p.m.
Meeting Minutes



www.co.merced.ca.us/wi/wlt/wlt.html
www.co.merced.ca.us/wi/worknet/worknet.html

Members Present: Debbie Glass, Joanne Presnell

Members Absent: Lori Gomes, Heidi Hall (Co Chair), Cristine Kuline, Terry Nichols, Edgar Perez, Alfonse Peterson, Kurt Silva (Co Chair), Chris Vitelli, Dawn Yesitis

Others Present: Michelle Allison, Bernedette Castaneda, Autumn Gardia (Merced College), Jessica Garibay, Patricia Hinson, Mary Mendoza (EDD), Julie Odell, Eve Snelling

1. **Call to Order:** Ms. Joanne Presnell called the meeting to order at 1:08 p.m. A sign-in sheet was used in lieu of roll call.
2. **Approve Minutes (November 10, 2009):** Ms. Presnell asked for approval of the last minutes. The November 10, 2009 minutes were approved as written.
3. **Building Partnerships:**
 - a. **Strategic Plan:** Ms. Presnell gave members a copy of the Strategic Plan and asked them to take the Strategic Plan with them, review it and take note of any necessary changes or additions.
 - b. **Worknet Partner Meeting:** Ms. Michelle Allison noted the January 12, 2010 partner meeting will be rescheduled due to schedule conflicts. Partner meetings will be changed from monthly to quarterly starting January 2010. It was noted that partners make an effort to attend the meetings.
4. **Customer Focus:**
 - a. **Customer Service Highlights – October 2009:** Ms. Bernedette Castaneda and Ms. Michelle Allison gave a report on the Customer Service & Satisfaction Report for all locations.
 - b. **Employee Satisfaction Survey:** Ms. Presnell noted last year, the Process Management Team developed a survey as part of the previous certification process and it was given to all partners and staff of the WLT. This year, the same survey was sent to partners and staff of the One-Stop. The outcome was compared with last year's results and the information was compiled into a report which was provided to members for review.
 - c. **Success Stories:** Ms. Mary Mendoza noted there will be promotions within her department.

Ms. Debbie Glass noted a student of the Merced Adult School, who worked at Quebecor for 20 years and lost her job, secured a full-time job at Barlocker Insurance. She attended the Computer and Office Technology courses at the Merced Adult School and she did her work experience at the Merced Adult School Office. The new catalog for the Merced Adult School is now available and also includes a success story.

Ms. Julie Odell noted a customer, who worked at Quebecor for 23 years and is the reason Quebecor is under the TAA program, is now in the Culinary Arts Program at the Institute of Technology. He is currently in the last stage which is his internship. He also helped other individuals who were in his same situation by letting them know to seek help from Worknet.

Ms. Joanne Presnell noted Microsoft, in collaboration with EDD, has a new program “Elevate America” which will provide 2250 vouchers to Merced County residents to receive free training certification for certain Microsoft computer programs and these individuals do not have to be WIA eligible.

Ms. Autumn Gardia noted on January 14th, Merced College will be celebrating its 10 year partnership with Greater Merced Chamber of Commerce and the Atwater Chamber of Commerce for the Customer Service Academy. There will be an open house held at the Business Resource Center, 630 W. 19th Street, from 5:00 – 7:00 p.m. and everyone is invited.

Ms. Glass added there is now an evening GED class available at the Merced Adult School, East Campus, from 6:00-9:00 p.m. on Monday’s, Tuesday’s, and Wednesday’s.

Ms. Eve Snelling noted she was promoted to work with the Special Projects Unit for the Workforce Investment Department and she will be attending the Worknet Leadership Team meetings.

Staff introduced Ms. Jessica Garibay who is now part of the Workforce Investment staff team. She will be attending Worknet Leadership Team meetings and taking minutes.

6. Next Scheduled Meeting – Date/Time of Meeting: January 12, 2009, 1:00-2:30 p.m., Merced County Office of Education, Newbold Room, 632 W. 13th Street Merced.

7. Adjourn: The meeting adjourned at 2:15 p.m.