

# **MENDOCINO WORKS**

Employment Resource Centers

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Ukiah Resource Center Council Meeting Minutes  
Mendocino Works Resource Center-Ukiah, CA  
Tuesday, May 20, 2003

Present: MPIC: Helen Nofi, Christy Grivette, Kathy McMinn; JA: Cerre Knox, Felipe Mendoza

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## **Introductions & Approval of Prior Minutes**

*Minutes approved prior meeting.*

## **Resource Room Committee**

Lorraine has not been in. There is only one more wall to complete

## **Emergency Response Team Update**

No new news.

## **Training Update**

No new news.

## **Workshop Update**

Madelyn did not attend the meeting so there was no one to report on the workshops.

## **Partnership Update**

No new update

## **Front Lobby Ideas**

Cerre suggested that the reception start using a message form so that clients/customers can leave a message for their workers. This is a high priority paper and will be delivered with in an hour to the workers desk instead of putting them in their box. The form would alleviate workers from having to get up and see a client every time they came in. The form was approved. It was determined that there would be a trial period where other clerical staff will come up every hour or so and distributes the form. This will have a trial period of one month. If this distribution method does not work the council will throw out some more ideas. Felipe will do an all staff e-mail to advise staff of the form and to let them now that it goes into effect ASAP.

Cerre suggested that the reception start using a receipt book for documents that are turned in to the front desk. There will be more of a need for it once the FAR's arrive. This will work as proof that a document was turned in, in the case that verification/form was lost in the shuffle. The committee approved the use of the receipt.

Cerre and Christy concerned with the flow of the front lobby especially when the FAR's arrive. There is no organized flow of customers. It was suggested that the customers sign in, take a seat

and then the receptionist will call off names and mark of the customer's name once they have been helped. Committee suggested that we keep an eye on the customer flow and we will touch on this topic next meeting.

### **Special Event Committee**

Cerre suggested starting a Special Events Committee for the Mendocino Works staff. Committee approved it. Committee asked that Cerre get in touch with Connie Solomon since Connie had suggested it before and it had never gone anywhere. Cerre will send out an e-mail asking who is willing to participate and will schedule the first meeting.

### **Receptionist Training on SAWS**

Cerre will be training reception staff on the SAWS system that will be used once the FAR's arrive.

### **Interview Rooms**

It was brought up that there is still a problem of various staff members signing up for more than one interview room at a time. This is going to be more of an issue once the FAR's arrive due to more people occupying the rooms. It was suggested that the sign up sheet for the rooms be done electronically by the receptionists. The topic was postponed until the next meeting. Christy will keep track of the sign up sheets to see where the problem is. She will report back with her findings at the next meeting.

### **Who is in Charge of the Meetings?**

Committee concerned about whom will be in charge of the meetings now that Christine Mullis is no longer with MPIC. She was the minute taker and facilitator for all of the Center Council meetings in all of the offices. Who will be doing that now? Cerre volunteered to take minutes. Helen will ask Cindy how she wants to handle this. It was proposed that each office take care of their own minutes.

*Meeting adjourned*

### **June 17<sup>th</sup> Agenda Items**

- ❖ Who will facilitate and take minutes at the meetings?
- ❖ Interview Rooms
- ❖ Front Desk Training
- ❖ Special Events Committee
- ❖ Conference Room/Hallway decoration (Madelyn)
- ❖ Shelves for the lobby area (Connie D.)
- ❖ Pots and soil