

MENDOCINO WORKS

Employment Resource Centers

Ukiah Resource Center Council Meeting Minutes
Mendocino Works Resource Center-Ukiah, CA
Tuesday, June 17, 2003

Present: MPIC: Helen Nofi, Cindy Miller, Jeff Schmitz; JA: Cerre Knox, Felipe Mendoza, Madelyn McCauley; CHDC: Salvador Gonzalez; Mayacama: Connie Diamond; EDD: Sue Hawley

Approval of Prior Minutes

Minutes approved prior meeting.

Introductions -New Partners

No new partners attending.

Cindy will check and see why no one from Vocational Rehab attending.

Cindy is trying to encourage newer members from other partners to attend the meetings.

Who will Facilitate and Take Minutes for the Ukiah Center Council Meeting

Cerre will take the minutes for the meetings.

The facilitator will rotate with every meeting. Someone will volunteer at the end of every meeting so that they are prepared for the next meeting. Helen volunteered to facilitate today's meeting.

MPIC will still be in charge of revising the draft minutes and agendas. They will still also be in charge of distributing the minutes to staff. Right now Cindy has taken on the responsibility.

Lunch Room Customer Usage/Private Space for Staff

JA staff in asking the council to look at the current policy of customer access to the kitchen. JA would like to have the kitchen open to customers from 8-12 and then at 12 closing the kitchen for the rest of the day and making it only available for staff use. There are concerns with having the kitchen being closed for such a long period of time. This is a customer service orientated agency and closing off the kitchen is defeating the purpose of the agency. It has been agreed on that Conference Room 2 (starting immediately) will be reserved from 12-1 for staff to have lunch. This will supply a quiet and private place for staff to have their lunch. Mental Health has also offered their patio for staff use. Cindy will check with Connie Solomon and start making the patio a comfortable space for staff.

Cindy would also like to make sure that there is not a bigger issue as to why JA would like to limit customer access of the kitchen. She would like to be able to deal with issues if there are some.

Felipe will send out a building bulliten to staff to advise them of the new staff areas.

Interview Rooms -Tracking-Outcomes

Sandi Brown has voiced her concern to Cindy as to if there were enough interview room especially once the FARs arrived. The staff quiet room and Garet's old office were converted into interview rooms.

Connie voiced her concern as to the sign up sheets not being pulled off every week. Helen will talk to Christy and make sure that starts happening.

Madelyn wanted to know if there was anyone who was designated to the clean up of the Interview Rooms. It was decided that Felipe will send out a building bulliten asking people to straighten up the rooms after using them. Cerre and Christy were designated to go by once a month and stock necessary items for use of the rooms: pens, high lighters, stapler, hole punch, paper clips, tape, kleenex, scratch paper, post it notes, crayons and pictures for children to color.

Christy was tracking the usage of the interview rooms. Christy was not in to day so this item will be moved to next month's agenda so that she can report back to the committee.

Front Desk Training

Cerre feels the training went well. There are still some partners that need to be trained. There partners are; Goodwill, CHDC, Rehab, WIB (Julie), Mental Health (Connie S.) and EDD. Cerre will get together with Helen so that they can notify the partners.

There are some parts of the manual that need to be updated already. As soon as Cerre and Christy update the manual the training for the other partners will be schedualed.

Special Events Commitee

Cerre mentioned that she was surprised at the response to the committee. There are more people willing to be involved than she thought. She mentioned that the first event is a small fundraiser for the committee and that they will be selling ice cream for \$1.00. This event will be held on the 24th of June. Cerre also stated that they have 2 other events planned and she will be putting flyers up for those soon.

Conference Room/Hallway Decoration

Madelyn hasn't done anything with this yet. She did let the committee know that she has two people who volunteered to be on the committee and they are Vernlyn Farnsworth and Julie Soinila.

Shelves for the Lobby Area

Connie Diamond wants to do some comparison shopping on different styles and prices. She has only been to Friedman Bros. so far. She will have a report for the committee at the next meeting showing 2-3 different designs and the cost.

Felipe will check with Risk Management and make sure that they do not have to approve the hanging of the shelves.

Pots and Soil

Christy was not at this meeting so this item will be postponed until the next meeting so that Christy can clarify this topic.

Front Lobby Ideas on Improving Customer Service-How are things going?

Some of the people covering the front reception are feeling the effects of the high amount of customers. It is asked of the committee to help to try and solve some of this problem and brainstorm for ideas.

Cindy mentioned that she had a meeting with Sandi Brown requesting one full time person dedicated to the front are. The three largest agencies located in this building are EDD, MPIC and JA. There needs to be a full time person dedicated only to the front from each of these organizations and some extra help from the smaller agencies. The idea is that some one cover the desk, another person in the resource room and then a third person floating between the two. The other person from a smaller agency would help take up the slack when needed. Cindy agrees that there needs to be a discussion also on the flow and organization of the lobby.

Helen suggested a meeting with herself, Cindy, Christy, Sandi, Felipe and Cerre to discuss the lobby and the staffing. Felipe will coordinate getting everyone together.

Job Skills Training Workshop-Start Again in August

JA is ready to start the workshop again in August.

Cindy wanted to clarify that the reason MPIC did not step up and take over the workshop was due to staffing issues in their organization.

Draft Presentation-Power Point Tour

Cindy would like some comments about the presentation. They can be written or people can talk to her personally. She would like to have any comments by Friday June 20 so that they can get the presentation out soon.

The presentation will also eventually be translated into Spanish.

Agency Sharing

Some staff members from the Lake County office came and checked out the office. Apparently when Patti Mcleod has to report in to that office she is always raving about how well our agency works and how well we work together to service the customer. It is said to be a different atmosphere than the Lake County office. The members from the Lake County office had heard so many great things about us that they decided that they would have to come over and see for themselves.

Facilitator for the Next Meeting

Connie graciously volunteered to facilitate for next months meeting.

Meeting adjourned

July 15th Agenda Items

- ☺ Interview Rooms
- ☺ Special Events Committee
- ☺ Conference Room/Hallway Decoration
- ☺ Shelves for the Lobby Area
- ☺ Pots and Soil
- ☺ Front Lobby Ideas on Improving Customer Service
- ☺ Agency Sharing
- ☺ Who Will Facilitate Next Meeting?