

MENDOCINO WORKS

Employment Resource Centers

Ukiah Resource Center Council Meeting Minutes
Mendocino Works Resource Center – Ukiah
Tuesday, September 16, 2003

Present: MPIC, Cindy Miller, Kathy McMinn; Goodwill, Helen Williams; Mayacama, Connie Diamond; EDD, Lorraine Perry; CHDC, Cora Gonzales.

Approval of Prior Minutes

Minutes read and approved

Appearance and Organization of the Kitchen –Continued to next month, JA not present.

Safety Issues in Supply Room-- Continued to next month, JA not present.

Doors Open

Doors are occasionally being left unlocked. Please remind staff to check doors before leaving at night. Felipe will check with General Services to see if Janitor can lock the doors at night if he finds them unlocked.

Shelves for Lobby Area

Lobby committee will reconvene to discuss the desired number of shelves, their placement and the type of artificial plants. An estimate of total cost needs to be determined, and what partner agencies can/will contribute to the effort.

Front Lobby Ideas on Improved Customer Service

Discussion about the importance of having a Spanish speaker at the reception desk during lunch. Cora, CHDC will try to schedule someone to help out, she is still settling in to her new job. We also discussed the importance of having customers needing EDD assistance to use the 1-800 number. Individual EDD counselors are not trained in all areas. The EDD phone number will route the caller's question to the best person to answer it.

New Project Ideas:

Several topics were put forward to see if the committee wants to develop. It was suggested that the committee review the past ideas that have been proposed and evaluate what is working and what's not. The following are some new project ideas:

- Message Center for clients without phone/address.
- Community Agency Service Directory.
- Employer Breakfast and or Luncheon: Use as an opportunity for employers / Human Resource personnel to assist job seekers in evaluating various aspects of the Job Search Preparation.

- Do we need additional services for Spanish Speakers.
- Have each agency think of ways that a One-Stop partnership could help their clientele.
- Celebration of Success--plan another event for early next year.
- Have an Open House celebrating a one-year anniversary.
- Develop a list of Frequently Asked Questions in Spanish and English.

Partnership Council Report

- a. Confidentiality Concerns: Discussion about having clients walking through areas where they may overhear confidential information. Suggestions made: Partners escorting customers need to take a route that will avoid the possibility of overhearing sensitive and confidential information. Possible reconfiguring areas to maximize confidentiality.
- b. Kitchen Use: The Partnership Council will develop a survey to gather information and suggestions about kitchen usage from partners.

Agency Sharing

Facilitator for Next Meeting : Helen Nofi

Meeting Adjourned

October 21, Agenda Items

- Appearance and organization of the kitchen. (Madelyn)
- Safety Issues—Organization of Supply Room. (Madelyn)
- Janitorial service and locking doors.
- Lobby Committee update.
- New Project Discussion.
- Partnership Council Report.
- Agency Sharing.
- Who will facilitate next meeting.