



UKIAH CENTER COUNCIL MINUTES

Date: April 27, 2010

PRESENT

MPIC, Inc.: Debbi Purcell, Christy Gard-Shires and Nina Crumrine; **EDD:** Tammy Gildea; **CJS:** Connie Schleuder; **West Company:** Loyd Hambrick; **CIMC:** Terri Melendrez

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| P. Harpster | R. Bigardi | J. Morgan | L. Hambrick | N. Crumrine |
| D. Purcell | M. Sides-Reichardt | D. Reed | R. Reese | C. Rhodes |
| C. Schleuder | P. Daugherty | T. Silva | J. Ulvila | |
| C. De Los Santos | K. Nord | D. Donelson | J. Loomis | |

Facilitator:

Recorder:

Debbi Purcell

Nina Crumrine

APPROVAL OF MINUTES

- Minutes from previous meeting were approved by Loyd and 2nd by Tammy.

AGENDA ITEMS

ADD – AMEND – APPROVE

Changes to the **January and February Minutes** due to errors in grammar, spelling and other small but crucial “agenda items” were also corrected by the various agencies present. **January Minutes’** additions and amendments were approved by Loyd and 2nd by Tammy. **February Minutes’** additions and amendments were **approved with conditions** (Debbi P. to correct) by Loyd and 2nd by Tammy.

AGENDA ITEMS

SPECIAL EVENTS COMMITTEE –

- No Report (Cherri to report out at next meeting). *****NOTE***** There was mention of the upcoming *Cinco de Mayo* celebration taking place during the first week of May 2010 @ Mendocino Works in the lunch-room.

SMARTware – Christy Gard-Shires

- New workshop “adds” to SMARTware. These are reflected as part of the entire comprehensive list of workshop options offered. Plus, it will reflect if a person is already enrolled into a specific workshop. Christy to offer more SMARTware training classes on: 1) process of scheduling new workshops, 2) focus on functions of SMARTware usually utilized @ front desk such as scanning and task lines. SMARTware Workshop Modules will be offered on different dates and times.

Resource Room – Christy Gard-Shires

- The resource room is extremely busy and up to capacity every day. Christy provided the Universal Services Report (Ukiah) for the month of March 2010 which reflected: 1) *Total Unique Clients of 1,201*; 2) *Total Visits to the Center of 2,441* and 3) *Total Services Provided of 4,924*. *****NOTE***** For ALL centers including Willits and Fort Bragg the total Clients were 1,635, total visits were 3,422 and the total services provided were 6,931. The “Total Clients” for Ukiah, Willits and Fort Bragg does **not** calculate to total clients under “all” as some customers visit more than one center.
- Antonio chose NOT to utilize our services which include use of the Resource Room as he could not promise to “behave” himself. If he comes into Mendocino Works, we are to place a call directly to CHP and he will be arrested; discussed making updated flyers as the picture is

outdated but existing flyer decided to be fine. Christy suggested a review of policies & procedures to remind and make everyone aware of the Mendocino Works Handbook for *hostile clients*.

- Noise is still too high at the front desk. Employees must take clients to interview rooms especially when conversations cover client needs, issues and private information.
- When the front-desk calls to state “client is up-front”, still receiving way too much information regarding the client instead of a simple “I will be right up”. Staff too busy to take more than a minute for the courtesy call.

Building Issues & Building Safety- Connie Schleuder

- West Company is moving into the former Job Development office while Job Development, now known as Business Services Coordinator Dept., moves into the former mental health office. Painting issues were discussed such as people needing time-off due to the fumes.
- Joyce J. moving to WIA, Connie to move into Joyce’s former office by the end of May 2010.
- CJS Orientation / Viewing / Lactation room is only for their; no other partner can use.
- Need MPIC and other agencies to update the Emergency Response Team (ERT) so each person can be assigned a specific duty. Need to schedule a “safety meeting” to develop a “triage” person who can make a decision on whether or not an employee must be taken to the hospital following an accident, regardless of what the employee wants. Questions to be asked include: Who has medical training? When to move or stabilize an employee, etc. Loyd and others in attendance voiced concerns on assigning a person that type of responsibility...could open-up legal issues. No final decision made until review of Mendocino Works policy but at this time, continue to have employees complete and turn-in an **accident / incident report** however there’s nothing in place which enforces an employee to turn in the completed report.

INTERAGENCY REPORTS:

- **MPIC-** Staff recruiting for the Veterans Employment Assistance Program (VEAP) and their eligible spouses. VEAP Orientations are posted on Mendo Works Calendar; if no orientation available, schedule one-on-one or in the regular group WIA Orientation.
- **EDD-** New Workshop Calendar posted; all classes going well. Gloria continues assisting the PC Basic Spanish class but not going to run again until late Fall 2010.
- **West Company-** Two new employees: Robert Ramirez- Business Development Manager (bi-lingual) and Melissa Handley- Administrative Coordinator. West Company is moving to the former Business Services space but until it is returned to its original condition, they can’t look to purchase new items. This move will help alleviate some of the pressure regarding their use of the interview rooms as they now have their own private office in which to meet clients. Everyone will be gone except Melissa during the 2nd week of May 2010 due to a conference in Washington, DC. Loyd is going onto disability soon but will advise on specific dates.
- **CIMC-** Josie is gone for about a week. They have funds for a Summer Youth Program beginning at the end of June or the beginning of July 2010 but for Native American youth only who live on the reservation. Intakes will begin in May through June 2010 for the SYP 2010. Also, signage for CIMC is done by MPIC, Inc. as it is “partner specific”- no outside offers.
- **CJS-** Connie discussed C-IV conversion. They are looking at staff working overtime to scan papers into their system as they can work on Friday’s with regards to this conversion. Kimberly Pickering will return to work mid-May 2010.

New Items :

- **Review Kitchen Duties and Responsibilities-** A new *Kitchen Clean-Up Checklist* was disclosed with the following basic clean-up tasks presented: **a)** all edible food items need to be given away or thrown out, **b)** wash all tables and counter tops, **c)** wipe out microwave ovens / dump toaster tray, **d)** make sure all coffee pots, etc. are shut off, **e)** If paper towel roll is empty, please replace, **f)** wash out both sinks and **g)** lock the doors leading to the patio. The big difference was with regards to the constant problem of dirty dishes being left in the kitchen sink and counters. A new sentence states: *Dishes left in the sink will not be washed. If you don’t want them tossed, clean-up after yourselves.* Still need to discuss a separate

Refrigerator Clean-Up Checklist as there continues to be a problem with old, rotten and smelly food being left indefinitely collecting various molds. Need to discuss solutions in dividing up the cleaning duties at next meeting.

- **Center Council Meeting-** A motion to change the Center Council Meeting to every other month was declared and seconded with the next meeting date on June 22, 2010, Conference Room #1. If building issues arise, interagency staff can send an email or get updated at the next center council meeting; a special meeting can always be requested.
- **Interview Rooms-** The rooms are still at a premium and are still being booked by outside agencies quite a bit; at times our own partners can't book a room as it is being utilized by an outside agency. We love having this option available to the public however a conversation must happen at some point regarding possibly renting out the rooms or limiting their use so as to ensure our partner agencies inside the building have enough access to them. No final decisions were made and it was not truly resolved.

Establish Next Agenda, Tasks & Roles

- **Facilitator: Debbi Purcell**
- **Recorder for Minutes: Nina Crumrine**
- **Timekeeper: Connie Schleuder**
- **Back-up Recorder for Minutes: Terry Melendrez**
- **Conference Rooms: Scheduling needs to be discussed along with outside agency use.**
- **Interview Rooms: Put together policy such as the "15-minute Rule". This means if an employee is more than 15 minutes late with his/her client, then another employee has the right to erase that employee's name, replacing it with his/her own appointment or meeting time.**

Request for agenda items to be added to next meeting can be made through Debbi Purcell at debbi@mpic.org or 707-467-5920

**NEXT MEETING: June 22, 2010 from 2:00pm to 3:30pm
Conference Room 1, Mendocino Works, Ukiah**