

**Partnership Council
Meeting Minutes September 11, 2003**

Distribution:

Brown, Sandi (JA/DSS)	Guerra, Manuel (HEP)	Miller, Cynthia (MPIC)	Reed, Debra (DSS)
Colston, Morgaine (DSS)	Henderson, Colleen (WIA)	Moody, Deborah (EFAS)	Rutherford, Brent (EDD)
Eickmeier, Bob (Goodwill)	Jordan, Bob (CHDC)	Presmont, Nina (DOR)	Smith, Roy (UVAH)
Franco, Jean (MPIC)			

Present:

Brown, Sandi (JA/DSS)	Henderson, Colleen (WIA)	Miller, Cynthia (MPIC)	Saunders, Janeen (UVAH)
Colston, Morgaine (DSS)	McGarvey, Frank (AODP)	Park, Lin (DOR)	Rutherford, Brent (EDD)
Gonzalez, Cora (CHDC)	Moody, Deborah (EFAS)	Ross, Connie (AODP)	Soinila, Julie (WIA)

1. **Call to Order and Introductions** – Those present introduced themselves and provided their agency affiliation.
2. **Agenda/Minutes – Review / Approve** – The agenda and the minutes of August 14, 2003 were approved.
3. **Develop One-Stop Resource Sharing Agreement: First Step**
 - **Review Agency Contributions to One-Stop Reception Area and/or Resource Room** – A spreadsheet reflecting the monthly variable and fixed contributions from each partner agency to the One-Stop reception area and resource room was distributed and reviewed. Brent Rutherford advised the amounts shown under the EDD column for printed materials and consumables were annual, not monthly and should be divided by 12. Julie will make this correction. The next step will be to identify agency contributions and services in other areas of the building. Cindy Miller noted in the original agreement, the three largest agencies would provide copy machines and maintenance of those machines while the smaller agencies would contribute paper.
NEXT STEPS: Identify costs in other areas outside the reception area and resource room and forward these to Julie Soinila prior to the next meeting. These should include:
 - Equipment (fixed costs)
 - Consumable resources
 - Workshops open to the public
4. **One-Stop Resource Sharing Agreement: Determine Second Step** – Once the largest common areas have been addressed, the next step is to look at contributions by partners in other areas.
 - **Identify Shared Costs** – Costs that benefit multiple partners
 - **Define what comprises the shared costs and assign a \$\$\$ value**
 - **Determine how these costs will be funded**
 - **Each agency supply a list of its additional contributions to the One-Stop**
 - **Assign a \$\$ value to each contribution**

5. **Confidentiality** – Sandi Brown reported staff have expressed concern about the presence of clients in staff work areas and the potential to overhear conversations of a confidential nature. The following ideas were suggested for maximizing client confidentiality:

- **Interviewing Clients in Staff Work Areas / Use of Interview Rooms:**

- If discussions with a client will cover confidential information, staff will reserve interview rooms to conduct these meetings.
- If a meeting with a client unexpectedly turns to matters of a confidential nature, clients should be asked to accompany staff to an interview room where discussions can continue.
- Adhere to a general policy of ensuring case managed individuals are escorted to the desks of their assigned caseworker.
- Whenever possible, route customers through the building minimizing traffic through work areas where discussions of a confidential nature may be taking place.
- Everyone should be mindful of potential breaches of confidentiality, making note of any occurrence and the frequency, so the situation can be properly addressed.
- The idea of using taller cubicle walls to provide more privacy will be considered.
- Review the Confidentiality Policy: Connie, Cindy and Sandi.

- **Clients in common use areas – workshops, break room, hallways:**

- Wherever possible, escort clients walking through the building and direct them to use a less invasive route to access workshops, the lunchroom, or restrooms.
- Remove any couches or chairs near staff work areas where conversations might be overheard to minimize clients lounging in these areas.

6. **Use of break room as exclusive staff area during lunch** – Job Alliance staff have expressed the desire to have a customer-free area where they could enjoy their lunch and breaks. The Ukiah Center Council reserved Conference Room 2 and the patio outside Mental Health for specific times to be used for staff only; however, staff would prefer the break room where they have access to the sink, refrigerators, and microwaves to prepare lunches. The need to establish a “universal philosophy” with regard to client access to the break room was discussed.

NEXT STEPS:

- Sandi Brown will work with Cindy Miller to develop a survey that will be distributed to all Mendocino Works staff to assess the level of desire for a customer-free period in the break room and determine what action might be warranted (i.e., how many express concern over privacy and, of these, who would actually use the break room if client access was either restricted or the center was closed at noon).
- Based on the survey results and any action taken, Cindy recommended incorporating the resulting philosophy on client access to the break room into a Mendocino Works policy.

7. **Welcome packet for new staff** – Cindy Miller provided a list of items that might be included in a welcome packet for new employees. The group suggested various additions to the packet and these are also listed below. Cindy noted the welcome packets would be customized for each center:

Recommended items to be included in the Welcome Packet:

- Workforce Development Information
- List of Partners / Bubble Chart
- Memorandum of Understanding
- Roles and Responsibilities of the Partnership Council and Center Councils
- Building Bulletins (providing information on building policies, locking of doors, etc.)
- Map of the Ukiah Center and map of parking space assignments
- Phone numbers for all staff

Suggested additions to the welcome packet:

- A short paragraph describing what each agency does
- Names and locations of conference/meeting rooms and their capacities
- Information on emergency response/evacuation procedures and general safety information
- An alternate person to contact if you have a problem and the building coordinator is unavailable
- Instructions on what to do if you are the first or last person in the building
- Phone list by agency (and who is actually available at each center)

NEXT STEPS:

- Ask the Emergency Response team to provide a copy of procedures for building evacuation in the event of a fire or other emergency. Include any other safety tips that may be helpful.
- Compile and incorporate information on meeting room names, location, and their capacity.
- Prepare a “letter of introduction” to the One-Stop system and services for inclusion in the packet.
- Incorporate an existing copy of the MPIC list of what each agency does.
- Prepare a “by agency” phone list and specify who is actually available at each center.
- Procure or prepare a checklist outlining the procedure for opening and closing the building.

8. **Approve new policies/procedures: Emergency-Hostile Customers and Panic System** – Cindy Miller distributed the above procedures for review and signature. The Panic System procedure was approved; however, additional training sessions on the in-house Panic System are needed.

NEXT STEPS:

- Cindy Miller will send an e-mail to everyone offering instruction on the panic system.
- The Emergency –Hostile Customers procedure will be reviewed at the next meeting. This procedure must be consistent with the Social Services procedure on the same subject.

9. **Space/Facility Update** – The following items were discussed:

- **Sublease with EDD** – At the last meeting, it was noted there was a discrepancy between State and County fire marshal rulings on building configuration with regard to fire exits. The County Safety Officer Bill Woodworth and City of Ukiah Fire Marshal Chuck Yates conducted a building inspection and will submit a report to Debra Reed stating the current building configuration is compliant with regard to fire safety.
- **HVAC status** –Debra Reed has spoken to Les Ryan who will be talking to DEVCO regarding the renovation of the HVAC system. Debra will provide a report when she returns from vacation.
- **Letter re: Responsibilities for Readying Vacated Space** –Debra Reed provided the State and County regulations for acceptable interior finishes. These will be included in the letter outlining partner responsibilities for readying vacated space.
- **Long Distance Billing** – The cost to contract with the County’s IT department to write new software for rectifying the long distance billing problem could be prohibitive as to cost. In the interim, bills are being reviewed retroactively and a report is expected on the actual cost and how to share the cost equitably among partners.

10. **Center Councils Update** – No report was provided.

11. **Agency Sharing** – The following reports were provided:

- **Brent Rutherford**, Employment Development Department, advised he had spoken to a representative from the Santa Cruz One-Stop with regard to its resource sharing agreement. Unfortunately, that system is far too complicated to have any practical application here. In regard to job openings, Brent advised CAL Jobs and job listings on the coast are down by 30%. Neighboring counties are also experiencing a decline in available jobs. Brent noted traffic in the

various centers was particularly high during the summer months when jobs are generally more plentiful. There are simply not enough jobs to fill the demand for work.

- **Colleen Henderson** advised she had received a notice from the California Workforce Investment Board regarding an EDD disability training symposium taking place in Oakland in October.

Announcement: Morgaine Colston noted there is a conflict with the upcoming October 9th meeting date. An EDD monitoring training is taking place on that day and she asked if partners wanted to reschedule or cancel the October meeting. The general consensus was to cancel the October meeting. This will provide partners with extra time to work on assignments for the November 13th meeting.

12. Next Meeting – Thursday, November 13, 2003, 1:30 – 3:30 pm, Mendocino Room

Meeting adjourned.