

# **FLIP CHART NOTES**

## **1. PURPOSE OF RETREAT**

1. To assess where the partnership is in relationship to the Certification Standards and to develop a Continuous Quality Improvement Plan to meet standards.
2. Develop Plan to apply for certification

## **2. CRITERIA FOR SELF-EVALUATION**

### **Saturated**

- Leadership, Partners, staff know about availability.
- Customers know about availability
- Customers “Receive” the information/service in a consistent manner.
- Staff ‘deliver’ the information/service in a consistent manner.

Not looking at – Is it done well?

## **3. KEY ISSUES FOR THE OSSC**

- Individual organizations have staff/collective (but there isn't a collective culture)
- Role clarification- who does what, policy level/operational level
  - Operator
  - Steering Committee
- Making things systematic (Process management)

- Need for powerful tools- all can rely on that provide information
  - Partners- Resources are tight (collective bargaining)
  - Partners- Mutual benefit
- See affinity chart

#### 4. TIME LINE

Sept 27<sup>th</sup> 1<sup>st</sup> Leadership Team (LT) meeting

Sept 27<sup>th</sup> Present case for extension to Standards and Certification Committee

OCT- DEC

Leadership Team (LT) meets monthly

- Learn how/to set Leadership Team
  - Develop structure
  - Prioritize statutory requirements- Criteria strategies
  - Develop Vision, Mission and Strategic Plan
- } Dates to be announced

DEC Submit Progress report to Standards and Certification Committee

OR

Submit Application

## **5. STRATEGY FOR APPLICATION EXTENSION**

Carol Roberds/Al Peterson  
& Joanne Presnell-

Meet with John Headding week of September 16 in preparation for agenda item on 27.

Present both assessment tools (completed)

### **Discuss:**

- Momentum gained.
- Process of becoming a Leadership Team (LT).
- Plan to develop approaches between Sept/Dec.
- Ask for extension to June 03 and settle for March 03.
- Will submit progress report on Dec. 31.

### **HOMEWORK FOR ALL:**

- Fill out matrix at “Level”  
(Sept. 23 e-mail to Joanne -Jpresnell@co.merced.ca.us)
- Create Leadership Team Membership List (WI).
- Transcribe flipchart notes and get out to all by September 16 (Workforce Investment).