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Quality Assurance Committee Agenda

March 5, 2005, 9:00am – 10:00am

WorkSource Skagit NWC Boardroom: 2005 E. College Way, Mount Vernon WA 98273

Optional: [Join Zoom Meeting](#) // Call In: 253.215.8782 // Meeting ID: 871 5907 9006 // Passcode: 837756

I. Call to Order

II. Minutes

November 6, 2024, Quality Assurance Committee Minutes ([enclosed](#)) **Action**

III. Board Business

A. Quality Assurance Committee Implementation Timeline:

September 11 / October 9 / November 6

January 15 / March 5: Continue work as defined with staff reports on status and challenges, if any, for implementation. ([Strategic and Operational Functions of a LWDB; and updated QAC Populated Tracker enclosed](#)).

B. Oversight of System Quality

- a. Northwest Workforce Council Performance Reporting ([virtual review](#))
- b. Final PY24/PY25 Statewide Performance Targets ([enclosed](#))
- c. WIOA & Non-WIOA Grant Summary YTD ([enclosed](#))
- d. One Stop System Operator PY24 Q1 & 2 Reports ([enclosed](#))

C. Voice of the Customer- Discussion

- a. Job Seeker ([Survey & PY24 Q2 Feedback PPT enclosed](#))
- b. Business Customer ([Survey enclosed](#))

D. WorkSource Certification – Timeline 2025

- a. April 1, 2025: 2025 WorkSource Certification Application Due to Certification Team
- b. April (mid-month): Certification Team meets to conduct formal review of Application
- c. April (late-month): Certification Team conducts on-site reviews of Centers
- d. May (first week): Certification Team delivers feedback to OSSO
- e. May 21, 2025: Certification Team discusses results with QAC
- f. June 25, 2025: Board Action regarding Certification Team's recommendations

IV. 2025 Meetings Calendar ([enclosed](#))

Old Business

New Business

Public Comment

Adjourn

Next Full Council Meeting

Wednesday March 19, 2025 at 1:30pm – 3:00pm