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Quality Assurance Committee Meeting Minutes September 11, 2024

Actions Taken:

- Approval of February 07, 2024 Quality Assurance Committee meeting minutes

I. Call to Order:

The meeting was brought to order at 9:02 am by Del McAlpine.

II. Minutes:

Review and Approval of February 07, 2024 Quality Assurance Committee Meeting Minutes. **Jessica Barr moved to approve, and Del McAlpine seconded. The motion passed unanimously.** Approved NWC committee and board minutes are available on the Council's website www.nwboard.org.

III. Board Business

Quality Assurance Committee Responsibilities, Membership, and Charge

NWC's Transformation Plan: A Review of Board Member and Committee Responsibilities, and the Strategic & Operational Functions of a LWDB

Marissa referred members of the Quality Assurance Committee to their meeting packets where several newly generated documents were available for their information and review. She reminded members of the decision made during the board's June restructuring retreat, to continue the path of transformation and transparency, and generate informational materials in support of the newly agreed upon committee structure. Thus, she provided members with the notes from the June retreat, which illustrated the new committee structure as well as the timeline for implementation; a new Board Member Information Packet which contained an overview of the board's purpose, membership, and member responsibilities; and lastly, a document that shared the 17 functions of a workforce board under WIOA, complete with which committee was responsible to oversee each function.

Members expressed gratitude for the clear packet of information provided, and began to review the responsibilities of the QAC. Jessica Barr noted that she was

incredibly pleased with the transparency that the new era of the board is going to have moving forward.

Marissa shared staff were working on generating an interactive data dashboard for the board's website which would be available to members of the committee (and public) on an ongoing basis. Staff have been researching Microsoft Office Power BI and working with NWC's web-developer to build the dashboards (still in draft). To date, performance, demographic, and customer satisfaction data has only been provided in hard copy during quarterly committee meetings. Having the information available online would allow the board to review in real-time.

Timeline for New Committee Implementation

Marissa walked through the timeline that was developed and decided upon at the June Board retreat:

- 1st Meeting (September 11) Review the Board Member Information Packet & NWC Transformation Packet. Then review the Strategic and Operational Functions of a LWDB.
- 2nd Meeting (October 9) Develop a check-in report to the Council and begin discussions to develop an action plan for each priority task.
- 3rd Meeting (November 6) Continue working on priority action plans; staff reports on status of execution of priorities to date for which direction was given by the committee.
- 4th and 5th Meeting (January 15, March 5) Continue work as defined with staff reports and status and challenges, if any, for implementation.

Quality Assurance Committee Membership and Charge

Chaired by member of the board, WDC members and community members who have a demonstrated experience and expertise in accordance with [§679.340\(b\)](#).

- Membership: Marissa informed committee members that moving forward, individuals interested in serving as a voting member of the board would now be invited to submit an application, with the intention that members are better invested and understand their roles and responsibilities when appointed. Members suggested there be an onboarding process for all new members, so they are fully supported when they join. Marissa also shared the responsibility of the committee chair, to attend the Executive Committee meetings when the dissemination of information was necessary.
- Quality Assurance Committee Charge: Marissa referred members to NWC's new Committee/Board functions Operations tracker, a living document illustrating the work currently underway as it pertains to each board responsibility. Members agreed having a tracker available at each meeting would help them better understand the work currently underway, their role(s) and how they could best support the work.

Old Business – None

New Business

- Marissa referred members to a briefing note in their meeting materials which illustrated the potential for *Globe Awards* to reshape NWC’s Certification Application. She shared the expressed interest of the Certification Team to make the overall process more celebratory than the Baldrige criteria had imposed in recent cycles of Center Certification. With the Certification Team’s blessing, staff would like to bring a draft revised tool to the October QAC meeting for their review and consideration. Members agreed to consider shifting to a new framework, given the information that is forthcoming.
- Committee member Jessica Barr shared Trade Adjustment Act (TAA) was not anticipated to be renewed. Wagner Peyser funding is also anticipated to decline in coming years.

Public Comment – None

The meeting was adjourned by Del McAlpine, at 9:50 AM.

Attendance:

Board Members: Jessica Barr, Del McAlpine

Staff: Marissa Cahill, Malinda Bjaaland, Liz Vaughn