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Quality Assurance Committee Agenda

August 27, 2025, 9:30am – 11:00am

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

Optional: [Join Zoom Meeting](#) // Call In: 253.215.8782 // Meeting ID: 880 5924 4176 // Passcode: 103751

- I. Call to Order
- II. Minutes
May 21, 2025, Quality Assurance Committee Minutes (*enclosed*) *Action*
- III. Board Business
 - A. Oversight of System Quality
 - a. Northwest Workforce Council Performance Reporting PY24 Q4 ([virtual review](#))
 - b. *New Lightcast Opportunities (*demonstration*)
 - c. One Stop System Operator PY24 Q4 Report (*enclosed*)
 - B. Upcoming Center Activities
 - a. Renewal of Lease Agreements for Center locations
 - b. MOU/IFA due for renewal July 1, 2026
 - C. Voice of the Customer- Discussion
 - a. Job Seeker (*PY24 Q4 Feedback PPT enclosed*)
 - D. Monitoring Activities
 - a. Annual WIOA IB PY24 Monitoring Conducted April 7-30, 2025 (*Final Report enclosed*)
 - b. Internal Program Monitoring September 29 – October 3rd, 2025

Old Business

New Business

Public Comment

Adjourn

Next Full Council Meeting

Wednesday September 24, 2025 at 1:30pm – 3:00pm