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Quality Assurance Committee Agenda

November 5, 2025, 9:30am – 11:00am

[VIRTUAL ONLY: Join Zoom Meeting](#)

- I. Call to Order
- II. Approval of Minutes
August 27, 2025, Quality Assurance Committee Minutes (*enclosed*) *Action*
- III. Board Business
 - A. System Oversight & Performance Review
 - a. Northwest Workforce Council Performance Reporting PY25 Q1 (*virtual review*)
 - b. One Stop System Operator PY25 Q1 Report (*enclosed*)
 - c. Customer Satisfaction Metrics (*PY25 Q1 Feedback PPT enclosed*)
 - d. Customer Satisfaction Annual Exit Survey (*PY25 Feedback PPT enclosed*)
 - B. Accessibility & Compliance
 - a. Annual Accessibility Assessment
 - i. Updates on ADA compliance and improvements
 - C. Monitoring & Evaluation
 - a. Internal PY24 Q3&4 Program Monitoring (*Report enclosed*)
 - b. Internal PY25 Q1 Program Monitoring Conducted onsite September 29 – October 3, 2025 (*Report enclosed*)
 - c. State Equal Opportunity Monitoring Conducted onsite October 14-16, 2025
 - D. Procurement & Provider Oversight
 - a. One Stop System Operator Contract Review & Procurement Process 2026
 - E. Strategic Alignment & Planning
 - a. 2024-2028 Regional Strategic Plan – 2026 Update

Old Business

New Business

Public Comment

Adjourn

Next Full Council Meeting

Wednesday December 17, 2025 at 1:30pm – 3:00pm