

**TO: Quality Assurance Committee**

**DATE: 01/23/04**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Worknet Employment Resource Center Management Tools**

**PROPOSED MOTION(S): To inform Committee members of available management tools to enhance committee oversight of the Worknet Employment Resource Centers.**

**DISCUSSION: The Quality Assurance Committee provides program oversight, evaluates program goals and performance measures, and continuously evaluates the effectiveness of the Worknet Employment Resource Centers. To help accomplish those tasks, five (5) management tools are offered. Staff will present the management tools and facilitate discussion on their use and possible modifications to better serve the committee's needs.**

**ATTACHMENT(S):**

- 1. Performance Measures as of July 2003–September 2003.**
- 2. Performance Measure Trends**
- 3. Worknet Customer Service Data for December 2003**
- 4. WIA Participant Report Summary for PY 2003/2004**
- 5. Participant Characteristics Summary**