

**Workforce Investment Board of Merced County**  
**Quality Assurance Committee**  
**Department of Workforce Investment**  
**1880 W. Wardrobe Ave, Merced – Large Conference Room**  
**February 18, 2004, 7:30-9:00 a.m.**  
**Meeting Agenda**



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1. Call to Order and Roll Call .....
  2. Approval of Agenda .....
  3. Approval of Minutes (November 21, 2003).....
  4. Public Opportunity to Speak .....
  5. Introductions.....
  6. Information Agenda.....
    - a. Worknet Leadership Team’s Plan to Address Key Themes in the Feedback Report .....
    - b. Worknet Employment Resource Center Management Tools .....
    - 1) Performance Measures as of October 2003-December 2003 .....
    - 2) Performance Measure Trends .....
    - 3) Worknet Customer Service Data for January 2004 .....
    - 4) WIA Participant Report Summary for PY 2003/2004 .....
    - 5) Participant Characteristics Summary .....
    - c. Worknet Business Services .....
  7. Chair Comments.....
  8. Next Meeting Date/Time – March 26, 2004, 7:30–9:00 a.m. ....
  9. Adjourn.....