

**Workforce Investment Board of Merced County  
Quality Assurance Committee  
Dept of Workforce Investment (Large Conference Room)  
1880 W. Wardrobe Ave, Merced, CA  
February 1, 2005, 7:30-9:00 a.m.  
Meeting Agenda**



[www.co.merced.ca.us/wi/wib/wib.html](http://www.co.merced.ca.us/wi/wib/wib.html)

1. Call to Order and Roll Call .....
2. Approval of Agenda .....
3. Approval of Minutes (November 19, 2004).....
4. Public Opportunity to Speak .....
5. Action Agenda .....
- a. Worknet Recertification ..... Elaine Craig
6. Information/Discussion .....
- a. Workforce Investment Board Strategic Scorecard Review of:
  - 1) Customer Perspective/Job Seeker Customer Satisfaction Dec 2004.....
  - 2) Internal Operations/Organizational Effectiveness: Program Accountability .....  
    Plan vs Actual Participant Activity/Numbers & Performance Measures.....
  - 3) Learning & Innovation: Progress in Preparation for Worknet Recertification.....  
    and Update from Worknet Leadership Team ..... Elaine Craig
7. Chair Comments .....
8. Next Meeting Date/Time – February 25, 2005, 7:30–9:00 a.m. ....
9. Adjourn.....