

**1. CONTINUOUS QUALITY IMPROVEMENT**

**2. PROCUREMENT SYSTEMS OVERSIGHT – ADULT**

- RFPs/RFQs
- Contract Oversight and Recommendations
- APPEALS PROCESS

**3. PERFORMANCE OVERSIGHT (Adult/Dislocated Worker)**

**4. MARKETING & COMMUNICATIONS**

- ANNUAL REPORT
- WEB SITE
- OUTREACH

**5. Business Services and BOS OVERSIGHT**

**6. Special Projects and Labor Market Studies**

**7. USE OF TASK GROUPS: PER PLAN**

- TOPIC/TASK SPECIFIC
- OUTSIDE PEOPLE (NON-WIA)
- MINIMUM OF 3 OPERATIONS MEMBERS

**ANNUAL WORK PLAN/CALENDAR**