

**Workforce Workshop  
Fall 2005**

**Tentative Agenda**

8:00	Program Operators and Workforce Center Managers <hr/> <ul style="list-style-type: none"><li>▪ Contract management and other issues</li></ul>
9:00	Program Operators and case managers <hr/> <ul style="list-style-type: none"><li>▪ Program elements, eligibility</li><li>▪ Training providers</li><li>▪ Performance Measures 2005</li><li>▪ Universal forms</li><li>▪ The future VWN</li></ul>
12:00	Lunch – Wayne Flippen, chair <hr/> Western Virginia Workforce Development Board
1:00	Partners/Program Operators <hr/> <ul style="list-style-type: none"><li>▪ Who's Who and What's What with WIA</li><li>▪ Customer Service: What it REALLY is and Why it REALLY matters</li><li>▪ The new look of Workforce Development: Common Measures</li></ul>
4:00	Wrap up and next steps <hr/>
4:30	Adjourn <hr/>