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**FRANKLIN/HAMPSHIRE REGIONAL EMPLOYMENT BOARD**  
 Notice of  
**CAREER CENTER PERFORMANCE OVERSIGHT**  
**COMMITTEE (POC) MEETING**  
**Thursday, April 30, 2015 3:00 - 4:30 p.m.**  
**Franklin Hampshire Career Center, 178 Industrial Drive, Northampton, MA**

**AGENDA**

- |              |   |                                |  |
|--------------|---|--------------------------------|--|
| <b>I.</b>    | <b>Call to Order/Introductions</b><br><ul style="list-style-type: none"> <li>▪ Approval of January 8, 2015 POC Minutes</li> </ul>   | (3:00 – 3:05)<br><i>(vote)</i> | Susan Maedler, Chair                         |
| <b>II.</b>   | <b>Brief Updates</b><br><ul style="list-style-type: none"> <li>• Hiring News</li> <li>• Other</li> </ul>  | (3:05 - 3:15)                  | Patricia Crosby<br>Michael Truckey           |
| <b>III.</b>  | <b>Overall Performance</b><br><ul style="list-style-type: none"> <li>▪ State Performance Summaries: Excerpts<br/>                     FY15: Quarter II : (for statewide comparison)</li> <li>• Quarterly Scorecard FY15QIII (if ready)</li> </ul> | (3:15 - 3:35)                  | Patricia/Michael/Others<br>Committee Members |
| <b>IV.</b>   | <b>Customer Satisfaction Surveys</b><br><ul style="list-style-type: none"> <li>• Job Seeker</li> <li>• Employer</li> </ul>  | (3:35 - 4:00)                  | Patricia/Michael/Others                      |
|              | <b>Comments/questions</b>   |                                | Committee Members                            |
| <b>V.</b>    | <b>Business Services</b><br><ul style="list-style-type: none"> <li>▪ Jan/Feb/Mar 2015 Month-at-a-Glance</li> </ul>  | (4:00 - 4:15)                  | Patricia<br>Michael                          |
| <b>VI.</b>   | <b>State Monitoring Results</b><br><ul style="list-style-type: none"> <li>• Quality Assurance FY14: Program Systems<br/>                     Certification Review</li> </ul>  | ( 4:15 - 4:25)                 | Michael<br>Phyllis White                     |
| <b>VII.</b>  | <b>Other Business</b>   | (4:25 - 4:30)                  |  |
| <b>VIII.</b> | <b>Adjourn</b>  |                                | Susan Maedlar                                |

**Performance Oversight Committee Members**  
*Susan Maedler, Chair*  
*Judith Roberts*  
*Ann Hamilton*  
*Shelly Ruocco*  
*April Estes-Clark, GCC President Designee*  
*Mike Truckey, Liaison from FHCC*

*Any member of the REB and other interested persons are welcome to attend REB Committee meetings.  
 For planning purposes please R.S.V.P. your attendance*

**Upcoming Meetings**

**Next Youth Council Meeting**  
 May 13, 2015 (3:00 - 5:00 p.m.)  
 Northampton Career Center

**Annual REB, Inc. and REB Meeting**  
 Thursday, June 4, 2015  
 (7:45 a.m. - 10:00 a.m.)  
 site TBA