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**MEETING NOTICE**

**Committee/Board Name: Franklin Hampshire Regional Employment Board  
 Career Center Performance Oversight Committee**

**Meeting Day/Date: Thursday, January 12, 2012 Time: 3:30 - 5:00 p.m.**

**Location: Franklin Hampshire Career Center, 178 Industrial Drive, Northampton, MA**

**AGENDA SUBJECT**

#1 Call to Order/Introductions (3:30 - 3:35)	#5 Entered Employment Snapshot (4:20 - 4:35)
#2 Brief Updates (3:35 - 3:45)	#6 Customer Satisfaction Survey (4:35 - 4:50)
#3 Performance Scorecard and Dashboard, Quarter 1 (3:45 - 4:00)	#7 Other Business (if time) (4:35 - 5:00) <ul style="list-style-type: none"> <li>▪ Business Services Activities</li> <li>▪ Quality Assurance and Monitoring Reviews: Past/Upcoming</li> </ul>
#4 Snapshot of Outcomes to Date of FY'11 Training Completers, WIA Adult/Dislocated Workers (4:00 - 4:20)	#8 Adjourn

Contact the FHREB @413/773-1835 OR [bacarson@fhreb.org](mailto:bacarson@fhreb.org) for further information and to RSVP.

Agenda to be posted on <http://www.franklinhampshirereb.org/>