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10:00am

Franklin Hampshire

Regional Employment Board, Inc.

the Local Workforce Investment Board

One Arch Place
Greenfield, Massachusetts 01301
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POSTED IN ACCORDANCE WITH THE PROVISIONS OF MGL 30A §§18-25

Notice of CAREER CENTER PERFORMANCE OVERSIGHT COMMITTEE (POC) MEETING Thursday, January 14, 2016

3:00 - 4:30 p.m.

At the Franklin Hampshire Career Center, 178 Industrial Drive, Northampton, MA 01060

If the meeting has to be cancelled due to bad weather, there will be a message on the REB phone line 413/773-1835 as well as the website (www.fhreb.org) by 6:30 a.m.

AGENDA

- | | | | |
|-------|---|---------------|--|
| I. | Call to Order/Introductions | (3:00 - 3:05) | Susan Maedler |
| | ▪ Approval of August 27, 2015 POC Minutes | | |
| II. | Brief Updates | (3:05 - 3:15) | Patricia Crosby & Others |
| III. | Overall Performance | (3:15 - 3:35) | |
| | ▪ FY 15 Overall Performance Measure Report | | Jim Parcels, Interim WIA Title I Administrator |
| | ▪ FY 16 Quarter I Performance Measure Report | | |
| IV. | Customer Satisfaction Surveys | (3:35 - 3:55) | Patricia C. & Staff |
| | ▪ Questions/comments | | |
| V. | Training Outcomes FY15 | (3:55 - 4:20) | Patricia C. |
| VI. | Emerging Career Center Standards | (4:20 - 4:40) | Patricia C. |
| VII. | Business Services | (4:40 - 4:55) | Edie Smith, FHCC Operations Manager |
| | ▪ October/November/December Month-at-a-Glance | | |
| | ▪ Hiring News - October/November 2015 | | |
| | ▪ Biz Buzz Newsletter- Winter Edition 2015 | | |
| VII. | Other Business | (4:55 - 5:00) | Staff/Members |
| VIII. | Adjourn | | Susan Maedlar |

Performance Oversight Committee Members

*Susan Maedler, Chair Judith Roberts
Ann Hamilton Shelly Ruocco
Shardool Parmar
April Estes-Clark, GCC President Designee
FHCC Director, Liaison to Committee (vacant)*

*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 to info@fhreb.org or 413/773-1835.*

Upcoming Meetings
REB Meeting
Tuesday, February 2 2016
(7:45 a.m. - 10:00 a.m.)
Franklin Hampshire Career Center-Northampton
Next Youth Services Council Meeting
Wednesday, January 20, 2016 (3:00 - 5:00 p.m.)
Northampton Career Center
Next Executive Committee Meeting
Thursday, March 3, 2016 (3:00 - 5:00 pm.)
Greenfield Career Center