

## **Meeting of Shutesbury, MA MassHire Franklin Hampshire Workforce Board (MHFHWB)**

**Thursday January 9, 2020 3 PM EST**

**MHFHWB**

**One Arch Place, Greenfield, MA 01301**

**I.(3:00 - 3:10)Call to Order & Introductions**

To approve April 25, 2019 Minutes

To approve August 22, 2019 Minutes

**(Vote to approve) Chair**

**II.Brief Updates (3:10 – 3:25) Patricia Crosby, FHWB**

**Executive Director**

**III.Performance**

1st Quarter Scorecard FY20(3:25 – 3:35) Patricia & Board  
Members

**IV.Business Services Report(3:35 – 3:45) FHCC & Board  
Members**

**V.Customer Satisfaction Survey Report (3:45 – 3:55)FHCC**

**VI. Training Outcomes Report FY18 (3:55 - 4:20) Patricia &  
Board**

**Members**

**VII.Other Business(4:20 – 4:30) Patricia &Board Members**

**VIII.Adjourn Chair**