



FRANKLIN HAMPSHIRE WORKFORCE BOARD

"The WB's Career Center Performance Oversight Committee meets 3-4 times per year to review Career Center program standards, criteria and performance, using tools identified in the Annual Calendar of Career Center Performance Monitoring Activities (see High Performing Board certification application). The Committee evaluates the success of programs and activities; recognizes achievements; and makes recommendations for changes and improvements as needed."

Notice of

CAREER CENTER PERFORMANCE OVERSIGHT COMMITTEE (POC) MEETING

NOTICE OF MEETING

January 9, 2020
3:00 – 4:30 p.m.

LOCATION:

MassHire Franklin Hampshire Career Center
One Arch Place, 2nd Floor
Greenfield, MA 01301

AGENDA

- | | | |
|---|-------------------|---|
| I. Call to Order & Introductions | (3:00 - 3:10) | Chair |
| ▪ To approve April 25, 2019 Minutes | (Vote to approve) | |
| ▪ To approve August 22, 2019 Minutes | (Vote to approve) | |
| II. Brief Updates | (3:10 – 3:25) | Patricia Crosby, FHWB
Executive Director |
| III. Performance | (3:25 – 3:35) | Patricia & Board
Members |
| • 1 st Quarter Scorecard FY20 | | |
| 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 |

Performance Oversight Committee Members

Maria-Judith Rodriguez, Chair

Susan Maedler, CBO Rep

Laurie Millman, ABE Rep

Shane Powell, Private Sector

Judy Raper, GCC President Designee

Teri Anderson, FHCC Director, Liaison to Committee

For planning purposes please R.S.V.P. your attendance to jendroesch@masshirefhw.org or call 413.773.1835

Next to Watch For:

FHWB Meeting

Thursday, February 6, 2020 (8:00 a.m. – 10:00 a.m.)

Site: TBD

Executive Committee Meeting

Thursday, March 5, 2020 (3:00 p.m. – 5:00 p.m.)

At Franklin Hampshire Career Center, Greenfield MA