



**AGENDA**  
**Montgomery County Workforce Investment Board**  
**November 17, 2010, 8 am -10 am**  
**Shady Grove Innovation Center**  
**9700 Great Seneca Highway, Rockville, MD 20850**

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- 8-8:15 am Call meeting to order  
Welcome new members  
Chair Report (Tab 1)
- ❖ Approval of minutes
  - ❖ Election of new officers
  - ❖ 2011 Calendar of Meetings

- 8:15 am Strategic Plan: Presentation by MontgomeryWorks Business Services Team (Tab 2)

As a start to the Strategic Plan implementation, the WIB will hear a presentation on:

- ❖ the organization of Business Services Team and the services provided;
- ❖ the interaction and communications the team members have with businesses;
- ❖ the results of customer surveys;
- ❖ whether and how many businesses use multiple MontgomeryWorks services;
- ❖ whether and how many businesses start with one service and then use another and in what order services are accessed;
- ❖ which industries have used the services most; and
- ❖ which services are most used.

Discussion: Following the presentation the WIB will identify issues that need to be addressed in the strategic plan implementation

9:15 Committee Reports

- ❖ Communications and Outreach Committee
  - 2011 Workforce and Economic Development Breakfast
- ❖ Youth Council (Tab 3)
- ❖ Finance (Tab 3)
- ❖ Board Development Committee
  - Report on mentors
- ❖ Program Operations (Tab 4)
  - Approval of policy on Maryland Business Works
  - Approval of Priority of Service to Vets

- 10 am Adjourn