



BLUE RIDGE REGION

**Western Virginia Workforce Development Board  
Workforce Center & Services Committee**

February 6, 2019 – 2:00 PM

Virginia Career Works – Roanoke Center

3601 Thirlane Road NW, Suite 2, Roanoke, VA 24019

<b>Committee Members</b>	<b>Present</b>
Joseph Brinley	
Afira DeVries	
Emmanuel Doss	X
Crystal Hall, Chair	X
Mary Ann Gilmer	
Dr. Milan Hayward	X
Kathy Hodges	
Katherine Holcomb	X
Karen Michalski-Karney	X
Joyce Kessinger	X
Steven Martin	
Susan Martin, ex-officio	X
Jo Nelson	X

<b>Board Staff</b>	<b>Present</b>
Morgan Romeo	X
Leah Gibson	X
<b>Guests</b>	<b>Present</b>
Michelle Brennan	X
Abby Verdillo-Hamilton	X

**CALL TO ORDER**

Crystal Hall called the meeting to order at 2:02 PM.

**PUBLIC COMMENT**

There were no comments from the public.

**MEETING MINUTES APPROVAL – NOVEMBER 13, 2018**

The November 13, 2018 Workforce Center & Services Committee Meeting minutes were presented to the committee.

**Workforce Center & Services Committee Action:** Joyce Kessinger made a motion to approve the minutes as presented. Jo Nelson seconded the motion. The motion was carried.

## **OLD BUSINESS**

### **GO Virginia Grant**

Leah Gibson updated the Committee on the GO Virginia project with Region 2000 and the New River/Mt. Rogers Workforce Development Board. A draft Memorandum of Understanding (MOU) was received from Region 2000, the fiscal agent for the project, but Maryellen Goodlatte had reviewed the MOU and deemed it not acceptable to sign. Board staff are working with Maryellen to revise the draft and send back to Region 2000 for consideration. There are currently no dollars being spent on the project at this time.

### **Hollins University Project – Marketing to Target Populations**

Leah Gibson informed the Committee that the Partnership for a Livable Roanoke Valley, which was formed and staffed by the Roanoke Valley-Alleghany Regional Commission had asked Hollins University students to review each part of the PLRV strategic plan. The first part of the plan that they reviewed involved the “workforce” aspect of the comprehensive plan. The Board is a part of the PLRV committee and staff were able to give the students perspective on the workforce system and the numerous partners that are involved. After the committee meeting, staff were able to meet with the Hollins University students and discussed having them do additional research on what target outreach could be conducted to populations in the region. The research will conclude in May and will help the Committee define new delivery strategies to reach target populations.

### **Involvement with Prevent Council**

Leah Gibson reported that staff had been continuing to be involved with the Prevention Council and most recently, the Collective Response to the Opioid Epidemic in Roanoke. Staff will continue to be involved as much as possible with a focus on how the workforce system can tangibly help. Jo Nelson reported that Beth Macy was presenting at the Bath Center at Roanoke College that evening. Jo also suggested to make sure we were involved in the right initiatives to be of assistance. Abby Verdillo-Hamilton suggested for staff to contact Janine with the Bradley Free Clinic to further clarify where the workforce system would be most helpful.

## **ONRAMP GRANT UPDATE**

### **Intake Process**

Michelle Brennan, One Stop Coordinator for the region, updated the Committee on the progress of the OnRamp project. The initial review of the service delivery process involved looking at the intake process for the Roanoke Center. Michelle sat down with the Management Team of the Roanoke Center, which included the VEC, DARS, Virginia Western, TAP, Goodwill, and Ross IES. The Management Team reviewed the questions that were being asked of visitors at sign-in and focused on streamlining the process. The new intake questionnaire was approved by everyone and is geared toward helping us understand what partner will act as the “first responder”. Michelle noted that Russ Poindexter with TAP has a team of seven (7) individuals that will be assisting in the Resource Room of the Roanoke Center to further screen visitors and help them navigate the services available.

### **Common Screening Tool Progress**

Michelle noted that the second aspect of the intake process is to consider a common screening tool or assessment that will be used with all visitors upon their first time visiting the Roanoke Center. The assessment will be conducted by the “first responder” partner and will work to

uncover barriers to employment that customers have when they enter the Roanoke Center. These questions include information regarding reliable transportation, childcare, homelessness, and other barriers that cause individuals to not obtain or retain successful employment. This process will be rolling out in the next month and will be a work in progress until all partners are comfortable with the approach.

#### Resource Guide Progress

Michelle noted that another aspect of the project is the creation of a resource guide that would assist the workforce system partners in understanding all available resources (training, employment, support, etc.) that are in the valley. This information would be much more comprehensive than what is available from other entities (i.e. 211) and would go into direct contacts, eligibility, funding restrictions, and more. This would be public information and available to any practitioner or individual that is interested and will be stored on the Virginia Career Works – Blue Ridge website. Abby Verdillo-Hamilton expressed that coordination needed to occur between 211 and the project to ensure duplication is eliminated.

#### Navigator Academy

The last aspect of the project would be a Navigator Academy that would be provided to the workforce system partners to ensure that they are aware of the resource guide and how it can be used. This Academy will be started with the OnRamp Team at TAP, and then pushed out to the Roanoke Center internal partners prior to being provided to external entities. Abby Verdillo-Hamilton offered for the Bridges out of Poverty training to be provided by the United Way to all staff at the Roanoke Center. Michelle noted that she will keep this in mind for a future training.

Kathy Holcomb asked where staff would be conducting the assessment and what would happen if visitors to the Roanoke Center did not want to participate. Michelle noted that the visitors will be taken to a private room for confidentiality, but that it would not be a mandatory activity.

Jo Nelson shared that the OnRamp project is being viewed by the US Department of Labor as a best practice and is being pushed up to the White House as a potential project to. Jo said that she would share the project summary being submitted to the US Department of Labor to share with the Executive Committee.

### **WIOA TITLE I PROVIDER PERFORMANCE**

#### PY18 Quarter 1 WIOA Title I Program Performance

Crystal Hall presented the Committee with the Quarter 1 WIOA Title I Program Performance for PY2018. Crystal noted that the region was not meeting two of the Title I Adult Program performance metrics.

**Workforce Center and Services Committee Action:** Dr. Milan Hayward made a motion to approve the report as presented. Kathy Holcomb seconded the motion. The motion was carried.

#### Ross IES Year One Review

Leah Gibson reported to the Committee that it was time to review Ross IES for their initial year of the contract. Leah reported that after the last Board meeting, it was discovered that Ross IES had overspent/over-obligated their Title I Adult Program budget for the program year. The Executive Committee met to review the situation and voted to allocate additional funding to the Title I Adult program, but also penalized Ross IES for the mismanagement of funds. This included eliminating profit in the Adult and Dislocated Worker program budgets and reducing the Youth profit in half. The Executive Committee also recommended to the full Board that the Adult and Dislocated Worker contracts be renewed for an additional year, with a six (6) month probation from July 1, 2019 through December 31, 2019 to evaluate for performance. This probationary and evaluation period will include additional reporting and tracking to assist Board staff in ensuring that performance and goals are met. Abby Verdillo-Hamilton stressed that staff should ensure the reporting is not burdensome on the Board.

## **NEW BUSINESS**

### **New & Updated Board Policies**

Leah Gibson presented two new policies for the Committee to review and recommend to the Board involving Conflict of Interest and Dislocated Worker/Trade Co-enrollment. The Conflict of Interest policy broadens the conflict of interest disclaimers already completed for Board members and includes Board staff and Title I Program Service Providers. The Dislocated Worker/Trade Co-enrollment policy outlines what is already being done by the Title I Program Service Providers. Two updates of current policies were on the agenda, but only one was presented at this time. The Work Experience policy update included a clarification on the number of hours that can be spent total per participant in the WIOA Title I programs. The Priority of Service policy was removed from the packet as Board staff are waiting on guidance from the Virginia Community College System.

**Workforce Center & Services Committee:** A motion was made by Jo Nelson to approve the new and updated policies as presented. Kathy Holcomb seconded the motion. The motion was carried.

### **Eligible Training Provider Application**

Leah Gibson noted that Feeding America of Southwest Virginia had applied to the Board for their Culinary Arts program to be included on the Eligible Training Provider List. Leah noted that the application included all the required documents and met all of the required criteria.

**Workforce Center & Services Committee:** A motion was made by Jo Nelson to recommend to the Board that Feeding America of Southwest Virginia's application be added to the Eligible Training Provider List. Kathy Holcomb seconded the motion. The motion was carried.

## **LOCAL PLAN REVISION**

Morgan Romeo referenced the document in the packet regarding the modification to the Local Plan for PY2016-PY2020. Morgan noted that the Board was required to review the plan after two years of implementation to note any changes in economic conditions, performance, Board structure, or other aspects of service delivery. The document in the packet referenced the changes being proposed by staff which included an update of labor market data run by Virginia

Tech, the addition of Education Services to the target industries for the region, and a general update of logistical details in the Local Plan.

Kathy Holcomb noted that staff may want to notate which layoffs/announcements had been Trade Act certified and that note could be added under the table of layoffs/closures.

**Workforce Center & Services Committee Action:** A motion was made by Kathy Holcomb to recommend to the Executive Committee that the Local Plan Modification be released for public comment. Jo Nelson seconded the motion. The motion was carried.

### **UPCOMING MEETINGS**

Leah Gibson asked the Committee to review their calendars to set the next meeting date. The Committee noted that May 1<sup>st</sup> at 2:00 PM would work for the majority.

Crystal Hall reminded the Committee that the waitlist for Section 8 housing had been opened. Crystal noted that 1,400 folks applied on the first day of opening the list and they were expected the same for the second day.

### **ADJOURNMENT**

Crystal Hall adjourned the meeting at 3:15 PM.