

**Greater Roanoke Workforce Development Board**

**Program Oversight Committee**

August 16, 2023

Virginia Career Works – Roanoke Center

3601 Thirlane Road, Suite 2, Roanoke, VA 24019

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| --- | --- |
| Members | Present |
| Karen Michalski-Karney | X |
| Joe Brinley | X |
| Abby Hamilton, Chair | X |
| Mike Stevens | X |
| Beth Simms |  |

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| --- | --- |
| GRWDB Staff | Present |
| Morgan Romeo |  |
| Leah Gibson | X |
| Elizabeth Manns | X |
| Emma Howard-Woods | X |

**Call to Order**

Abby Hamilton called the meeting to order at 2:01 PM.

**Public Comment**

There was no public comment.

**Meeting Minutes Approval – March 2023**

Abby Hamilton asked the group to review the minutes from the last meeting.

**Program Oversight Committee Action**: A motion was made by Joe Brinley to approve the minutes as presented. Karen Michalski seconded the motion. The motion was carried by vote.

**Programs Report and Center Report**

Leah Gibson asked Elizabeth Manns to present the June 2023 WIOA Title I Programs Report. Dislocated Worker enrollments continue to be slow. Youth enrollments also continue to be low, but the youth program is in the process of restructuring to boost enrollments and engagement. On the Job Training and Work Experience opportunities are increasing, and will continue to change as the youth restructuring continues. All programs continue to meet expenditure requirements.

Karen Michalski asked for clarification on the age requirements for the youth program. Leah explained that programs serve youth from ages 16-24, but ages 16-18 can bring difficulty due to the in-school requirements for the program.

Abby Hamilton asked for a brief update on the Summer Hiring Initiative with TAP and Goodwill. Leah agreed to connect for the enrollment data from the initiative, and explained how the initiative will continue to grow with the restructuring of the youth program.

Karen Michalski asked if the program is able to connect with homeless students. Leah explained that the program does continue to work with homeless or at-risk youth, but engagement with these populations varies by jurisdiction, as Roanoke City is best able to capture homeless students and refer them to the youth programs.

Karen Michalski asked if the program connects to youth involved in the justice system and/or foster care. Leah explained that the program does connect with youth in these situations, and that we are partners with TAP on a re-entry grant that they have, and that we host and participate in the Regional Re-Entry Council.

The customer satisfaction survey is given to everyone that goes through all three of the Centers. Completion of the survey in the Roanoke Center continues to be low, but we are working diligently to get more feedback. The feedback we do receive is immediately submitted to Morgan, Leah and Toni. Toni takes the feedback to the management team so they can discuss any changes or improvements that can be made. Any negative comments are immediately addressed. Feedback is anonymous and a backup is available to the committee if requested. No comments or questions regarding the customer satisfaction surveys.

Leah presented the One Stop Operations Report. We are working on streamlining the report and a bird’s eye view report was presented for all three Centers. About half of the individuals in the Center are repeat participants.

Karen Michalski asked for clarification on goals for the report. Leah explained that there are currently no goals in place, but the data that is being collected is helping to shape our understanding of the use of the Centers.

Karen Michalski asked if it would be possible to compare the current data from the One Stop Operations Report to previous One Stop Operations Report data. Leah agreed to compare current One Stop Operations Report data in 6-month increments to show change over time.

Abby Hamilton asked how the data could be used to capture unique visitors. Leah agreed that capturing and analyzing data for unique visitors can help further understand the use of Centers. Leah also explained that Virginia currently does not use one central data system to capture all Center partner data, but that data from partners within the Center is available upon request from individual partners. Virginia has a goal of one central data system to capture all partner data, but there is no timeline on when such a system will be made available. Leah made a note to double check the total visitor data in the report.

**Program Oversight Committee Action**: A motion was made by Joe Brinley to approve the report as presented. Karen Michalski seconded the motion. The motion was carried by vote.

**New Business**

Grant Updates

Leah identified and explained 5 new grants that the GRWDB is working on. The first grant, the Workforce Investment Grant, works in collaboration with Area 7 (Lynchburg region) to increase In-School-Youth involvement in registered apprenticeships. The GRWDB will work directly with schools and businesses to increase awareness for registered apprenticeship programs and will explore opportunities for the GRWDB to facilitate programs. The remaining 4 new grants were all opportunities issued by the Virginia Community College System. The Transportation to Learn Grant will provide transportation for students to learn about jobs in non-traditional employment sectors by taking business field trips. This grant will work in collaboration with TAP, Goodwill, and the schools. The GRWDB is currently in the process of finalizing requirements for this grant, including background check needs for drivers. The Supplemental Work Based Learning CoordinatorGrant will allow the GRWDB to hire a coordinator to work with schools to enroll youth in registered apprenticeships and will allow the GRWDB to expand work under the previously mentioned Workforce Investment Grant. The Technical Skills Grant will allow the GRWDB to hire a testing coordinator to work with employers to upskill the current workforce, and increase regional technical skills, with a focus on Information Technology skills. Lastly, the Youth Outreach and Marketing Grant provides additional funds for outreach relating to the youth program, including significant work on the Career Quest website, which will be a resource for students, parents, and teachers relating to current regional labor market data and potential career paths for youth.

Abby Hamilton asked what strategies the schools employ relating to youth services. Leah answered that our sources report difficulty in referring students to youth programs due to staffing issues, but the mechanisms for referrals already exist within the school system. Continued work with the schools under new grant funding will only increase awareness of youth programs, and the restructuring of the youth program as a whole hopes to better engage youth with services. CTE programs currently have better referral and youth data than the school system as a whole, as their policies already include youth workforce outcome data.

Joe Brinley asked for clarification on the differences between grant-related apprenticeships and current DOLI apprenticeships. Leah explained that currently DOLI manages all registered apprenticeships in Virginia, but we are working to increase both numbers of opportunities for registered apprenticeships, as well as engagement with other youth services under youth programming. There are other existing programs that mimic apprenticeships but are not technically classified as registered apprenticeships through the Virginia DOLI.

Policy Updates

The Adult Priority of Service Policy will be amended to follow state guidance on verbiage to provide priority service to veterans and families of veterans. It will also be updated with the new GRWDB name.

The Work Experience Policy will be amended following federal guidance to include verbiage to require program staff to monitor work experience sites, allowing staff to ensure participants are completing agreed-upon duties in their work experiences.

The Adult and Dislocated Worker Incentives Policy will be created following federal guidance that allows the provision of incentives to adult and dislocated worker participants. This policy allows program staff to provide incentives for meeting specific and measurable program outcomes. This will help both meet financial needs of participants, as well as encourage complete engagement in adult and dislocated worker programs.

**Program Oversight Committee Action**: A motion was made by Karen to approve the policy changes as presented. Abby seconded the motion. The motion was carried by vote.

**PY2023 WIOA Title I Program Operations Waiver**

Leah presented the PY2022 WIOA Title I Performance Report, which will be reviewed as part of our continued WIOA Title I Programs Operations Waiver provided by the state, which is not a final report. Leah explained the process for reviewing the report and explained that while we are currently meeting all performance measures, the goals could change after state review. After the program year is completed, the USDOL reviews participants served and implements what is called a Statistical Adjustment Model (SAM), which can then alter the performance goals previously set. Virginia, then does the same review with each local area.

Leah reminded the committee that each line item has to be at least 50% or higher, and collectively in each program it has to be at 90%. We met all of the performance measures as required, with the lowest being youth, lining up with previously mentioned difficulties in youth enrollment. Youth remains the only line item “at risk” if adjustments are made at the state level. This falls in line with current youth program restructuring, which could increase data for current and future years.

Abby commented that the state is miscalculating data in the collective total, as median income cannot be statistically calculated in with percentages of measurable successes.

Leah explained that of the performance measures reviewed, Measurable Skills Gains is the only outcome entirely based on work of GRWDB programs. Leah reminded the Committee that most of the data reported in the WIOA Title I Performance Report is for participants that have already exited programs, and cannot be altered, nor can the programs be changed to change the outcomes. Currently, the GRWDB is meeting all goals. We hope the final adjustments from the state will be made available before the September Board and CLEO meeting, so the final report can be presented at that time.

**Program Oversight Committee Action**: A motion was made by Joe to approve PY22 Preliminary WIOA Title I Programs Performance Report as presented. Karen seconded the motion. The motion was carried by vote.

**Upcoming Meetings**

The next joint Board and CLEO meeting is September 28, 2023, at 11 am at the Masonic Amphitheater in Clifton Forge.

The next Program Oversight Committee meeting is November 15, 2023 at 2pm, and it will be held virtually.

**Adjournment**

Abby Hamilton adjourned the meeting at 3:17pm.