



**Greater Roanoke Workforce Development Board
Program Oversight Committee**

February 14, 2024
Virginia Career Works – Roanoke Center
3601 Thirlane Rd Ste 2 Roanoke VA 24019

I. Call to Order	Abby Hamilton
II. Public Comment	
III. Meeting Minutes Approval – November 2023	Abby Hamilton
IV. Center Reports	Leah Gibson
<ul style="list-style-type: none">• One Stop Center Customer Satisfaction Survey Results• One Stop Operations Report	
V. New Business	Leah Gibson
<ul style="list-style-type: none">• Grant Updates• LEP Plan• One Stop Centers - Updates	
VI. WIOA Title I Program Operations	Elizabeth Manns
<ul style="list-style-type: none">• WIOA Title I Programs Report January 2024• PY2023 Quarter II WIOA Title I Performance	
VII. Upcoming Meetings	
<ul style="list-style-type: none">• Joint GRWDB and CLEO Meeting – March 21, 2024, 11am, Harvester Performance Center, Rocky Mount, VA• Program Oversight Committee Meeting – May 8, 2024, 2pm, Virtual	
VIII. Adjournment	

Strategic Plan Goals to keep in mind as we do our work

Lead the convening and coordination of the partners of the workforce development system to reduce competition, streamline efforts, and eliminate gaps in service delivery.

Increase awareness of the workforce development board and the system partners



**Greater Roanoke Workforce Development Board
Program Oversight Committee**

November 15, 2023, 2:00pm

Virtual Meeting

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

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

Call to Order

Abby Hamilton called the meeting to order at 2:05 PM.

Public Comment

There was no public present for public comment.

Meeting Minutes Approval – August 2023

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

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

Center Reports

Leah Gibson reviewed the Customer Satisfaction Report from July 2023 to current, and showing data for all three Centers, noting that most visitors continue to be in search of unemployment benefits. There were no items of concern noted during the review.

Leah reviewed the Center Report, noting that at the previous meeting the Committee had asked that we add the data point “average number of visits per customer”. Although that data point is difficult to have entirely accurate, due to typos, etc., we have removed duplicates based on what the customers entered in the survey entries.

The group asked about data for each of the partners at the Center, and if we have that data broken down by partner. Leah shared that, although the Workforce Innovation & Opportunity Act (WIOA) did note that each of the WIOA partner programs should share data within the same data management system, Virginia has not yet created a system that all partners can be in. We are exploring ways we can gather & maintain that data regionally in our area, and hope to have some solutions in the future. Morgan noted that the Board could recommend to the state to invest in technology that would allow all WIOA programs to be in the same system. The Committee members agreed to make a recommendation to the full Board to ask the state to invest in such a program.

Program Oversight Committee Action: A motion was made by Mike Stevens to ask the state to invest resources into a data management system that would maintain data from all workforce system partners. Karen Michalski seconded the motion. The motion was carried by vote.

New Business

Grant Updates

Leah shared that the Board has been working diligently on the five grants they received from the state. One of those focused on In-School-Youth Internships, which has already generated about 55 referrals from the schools. Staff are reaching out to get them enrolled, get them placed into internships, and we are reaching out to those students and their parents.

Leah also updated on the apprenticeship grant that partners with Lynchburg Region on to increase the number of apprenticeships. Staff have had meetings with the schools and businesses about this grant and are beginning to receive referrals for apprenticeship opportunities.

Leah shared that the Transportation grant will be facilitating field trips with in school youth to visit local businesses to learn about employment opportunities in the region. Staff are facilitating these field trips with the schools and local companies who have expressed interest in hosting the students.

Leah also updated that the Youth Outreach & Marketing Grant has allowed staff to do some targeted outreach efforts towards increasing awareness and referrals for you the WIOA Title I Youth program.

Finally, Leah shared that the Technical Training Grant, helping existing employees get technical or IT certification, is also moving, with 12 participants already enrolled. The goal is 25 enrollments per quarter, so we are moving right along. Most of this interest has come from outreach in partnership with the Roanoke Blacksburg Technology Group, so far, but we expect many more referrals to come as we continue to market the grant.

Leah also noted that the staff had applied for a grant through the Virginia Department of Social Services to work with TANF recipients, but the state has not yet made any award decisions on that grant, and hope to hear soon.

Policy Updates

Leah shared two policy updates, Equal Opportunity Policy, which simply updated Leah's job title, address, phone number and Board name. The Youth Incentive Policy was not provided and was not considered at today's meeting.

Program Oversight Committee Action: A motion was made by Karen to approve the Equal Opportunity Policy updates as presented. Joe seconded the motion. The motion was carried by vote.

LEP Plan Update

Leah shared that the Limited English Proficiency (LEP) plan is supposed to be reviewed annually, per guidance from the state. She has requested updated demographic data from the state in order to review the LEP Plan and ensure we are providing adequate services to those in our region who speak languages other than English. However, the state has not yet been able to provide the updated data so that review can occur. As such, the Plan will come to a later meeting. Leah did note that the state has completed our Equal Opportunity monitoring and had no concerns or issues to be addressed. We continue to serve all who come to us, using translation services through the Language Line as needed.

Youth Program Design

Leah reminded the Committee that Board staff are always trying to get creative and improve our youth enrollment which will subsequently improve our youth performance. She asked Ashley Pannell, Career Pathways Coordinator staff with the Board to share with the Committee about our newest project, a Technology Boot Camp for Youth.

Ashley shared that staff have developed a 5-day Work Experience Boot Camp which is focused on tech, gaming, and IT. The goal is to build a cohort which is interested in gaming or IT and get them exposure with businesses and skills. Each day will highlight a different topic related to that industry and careers in the industry. Each participant will get to build their own Raspberry Pi, which is a very small computer that will educate the participants to compute and create hardware. Each day, an employer will be interacting with the participants to discuss their company, jobs available, and give employer feedback on what they have been working on. The camp will also incorporate our Virtual Reality headsets that we use with our Youth participants, online learning platform Metrix, where they will complete training related to the activities they are doing, and will culminate on Friday with a small ceremony to celebrate their achievements, all they have learned in the week, and hopefully set them up to continue with their Career Coach to work towards employment in the IT sector. Board staff are excited about this opportunity, excited to get a group of youth who are interested to work together as a cohort & get them in front of local employers, to network & learn more about the industry. The goal for the boot camp will be to have a group of 10 youth participate, and we are recruiting now, reaching out to partners and community resources as well as have a press release. Upon completion of this boot camp, we hope to recreate it with different industries in the future.

The Committee provided feedback that it sounds like a great idea and hopes to hear success stories afterwards.

WIOA Title I Program Operations

WIOA Title I Programs Report October 2023

Elizabeth reviewed the October programs report with the committee. She noted that since we are almost halfway through the year, picking up enrollments is the goal, but she did also highlight that we did enroll a Dislocated Worker in the last month, which as the Committee has discussed is rare. The group again reviewed the Youth program enrollments & expenditures and noted that the Boot Camp as well as the grants that were reviewed earlier, all of these efforts should result in an increase in Youth enrollments and expenditures as well. The Youth program continues to be a priority for our Board staff, focusing on recruitment, expenditures & performance.

PY2022 WIOA Title I Performance Update

PY2022 WIOA Title I Performance (for the year ending 6/30/2023) was shared with the Committee, as an update. The report that was in the packet is the most recent data that is available for review. As previously discussed, the federal government has not yet applied the Statistical Adjustment Model (SAM) that could either end up in an increase or decrease of our Performance Goals, which could impact if we are meeting our goals or not. As of right now, we are meeting all of our goals as required by the state. Once we get any additional information on the SAM and its' impact, that will be shared.

PY2023 Quarter I WIOA Title I Performance

The Committee reviewed the first quarter performance data for the current year (7/1/2023 – 9/30/2023). The current year's goals have not yet been entered into the system, which is why they are all showing as "red", or not met. However, if you look at the actual numbers, and that most of the gauges are leaning to the right, this should be a positive once the goals are entered. At the next meeting, we should be able to see more of a red, yellow, green scale, and better see how we stand working towards this year's goals.

Morgan shared that the impact of not being performance goals is cumulative, so if we don't meet a measure one year, there is progressive discipline measures in place if that goal continues to not be met and the progression is related specifically to funding that comes from the US Department of Labor. The more critical issue is that at any time, if we fail any measure, the State could remove our ability to run our own programs immediately, which is very concerning. We are not the only one struggling with credential attainment across the state, but we are performing very well in all of the other measures, so we will continue to focus on credential attainment and work towards improving that.

The state has to submit final performance data to the US DOL every year by October 1st, and we expect the state will come around with the statistical adjustment model sometime in late January or February. Morgan recalled the adjustments that were made to our goals last year were very small mathematically, like 0.2%.

Morgan and Leah shared that we have asked the state multiple times for assistance with ways to improve performance and what all goes into the calculations of the SAM, to which not much assistance has been provided. The other big part of this conversation goes back to the small number of youth program participants we have had in the past few years, when you have a smaller number of participants being evaluated, the impact of one or two negatives is much higher.

Furthermore, Leah & Morgan noted that staff have asked the state for guidance on paying our training providers for performance, and how that might be an option to enhance the number of students who actually obtain their credential upon completing training. The state has not provided any guidance on this option or if it's an option to do this with WIOA Funding. The Committee asked if Board staff could reach out to the US DOL directly for guidance on this. Morgan noted that if the Committee wanted to make a motion that staff reach out to DOL directly for guidance, she'd be happy to do that.

Program Oversight Committee Action: A motion was made by Joe Brinley to have Board staff reach out to DOL for guidance on implementing a pay for performance system for training providers to encourage students to obtain their credential upon training completion. Karen Michalski seconded the motion. The motion was carried by vote.

Covington Center Update

Morgan shared that the current center in Covington is owned by the Virginia Employment Commission and has had very low foot traffic over the years, from the community feedback that is a direct result of some past experiences and low customer satisfaction. Therefore, the City of Covington has reached out to the Board staff to consider a new location and/or improvements to the current location in order to enhance services and improve numbers served. After discussions with the VEC and the City, the VEC has notified Morgan that they may be interested in actually selling the building and wanted to start a conversation with the City to purchase the building from the state. Our understanding from the state is that the VEC must get two appraisals, since it's a state building and then in the middle of those appraisals is what they will sell the building for and that's because they have to go through that process because the building was purchased using Federal funds. Our hope is that price will be a reasonable cost for the City to buy the building from them, which would then allow Board staff to work with the City to renovate and improve the building and work with partners to have more of a physical presence and enhance services and presence of the office.

This will be a big project on board staff for the next year or so, as this progresses and moves forward, working with the City and the partners that are in the Highlands. Abby Hamilton asked about the status of the Franklin Center and changes to that center and how it may impact the workload of the changes in Covington. Morgan responded that she is asking Chris Whitlow, the Franklin County Administrator to give an update to the Board at the next Board meeting about progress on the Franklin Center and the plans in that area.

Upcoming Meetings

Joint GRWDB and CLEO Meeting - December 14, 2023, at 11:00 am, virtual

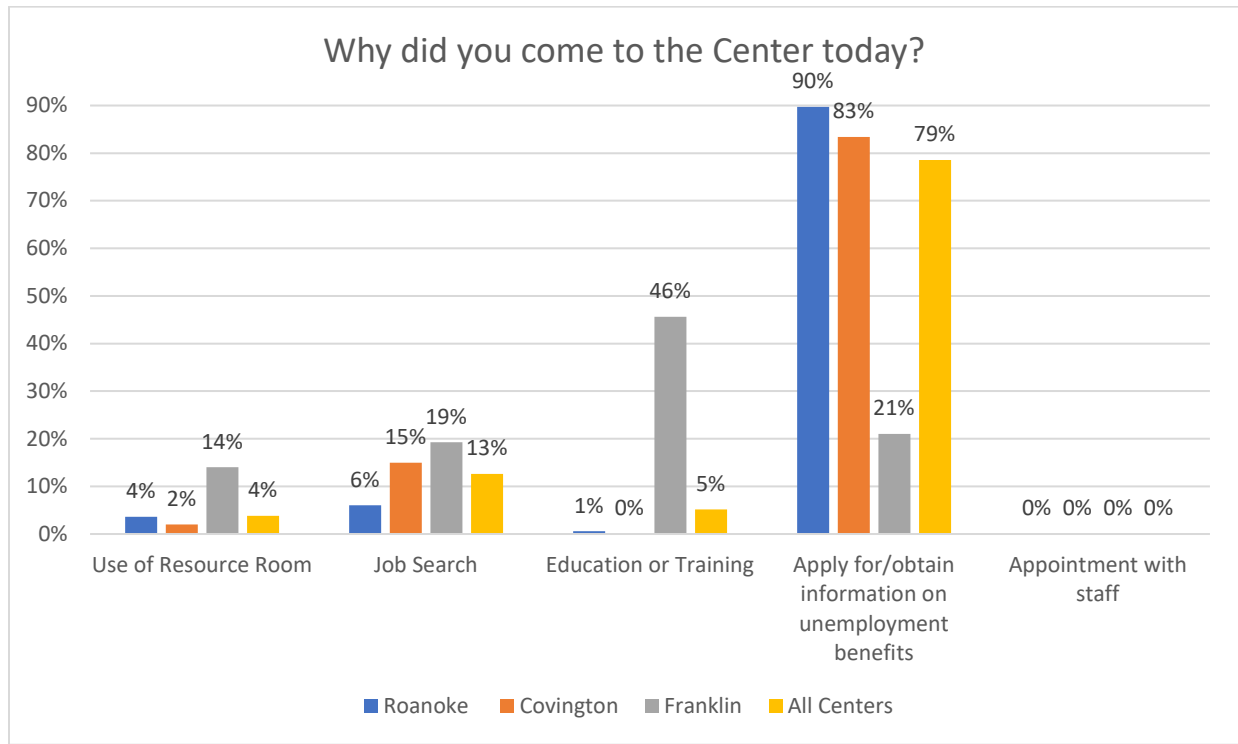
Program Oversight Committee meeting will be on February 14, 2024, at 2 p.m. at the Roanoke Center

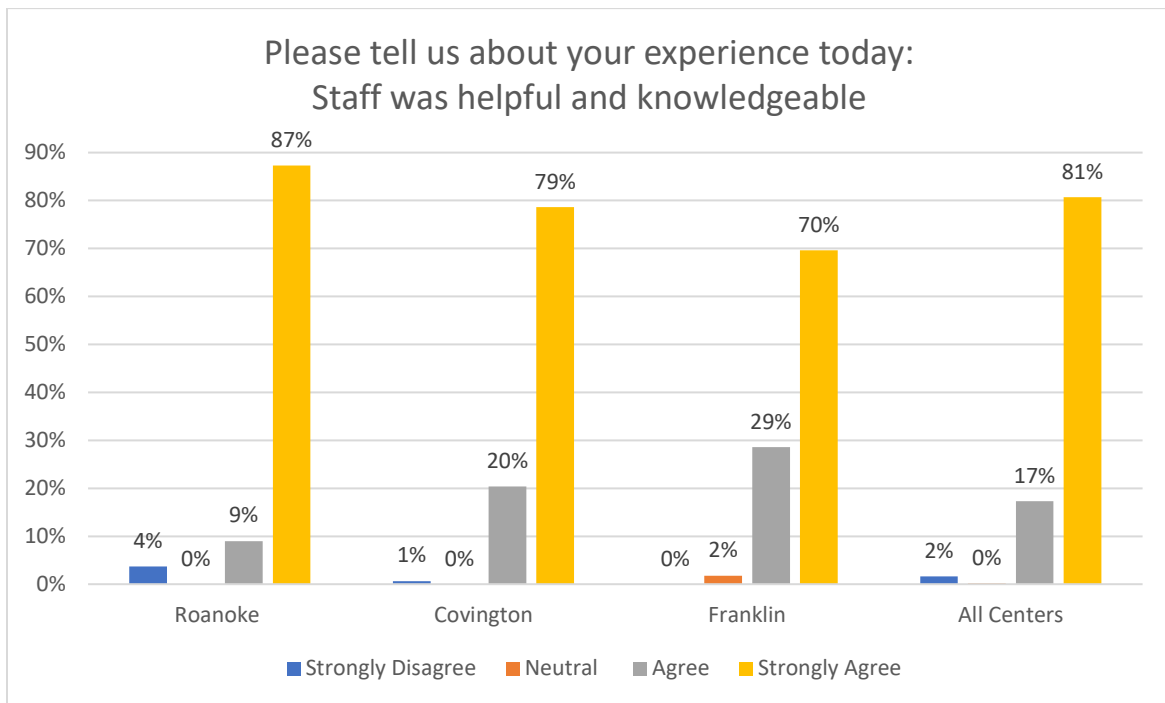
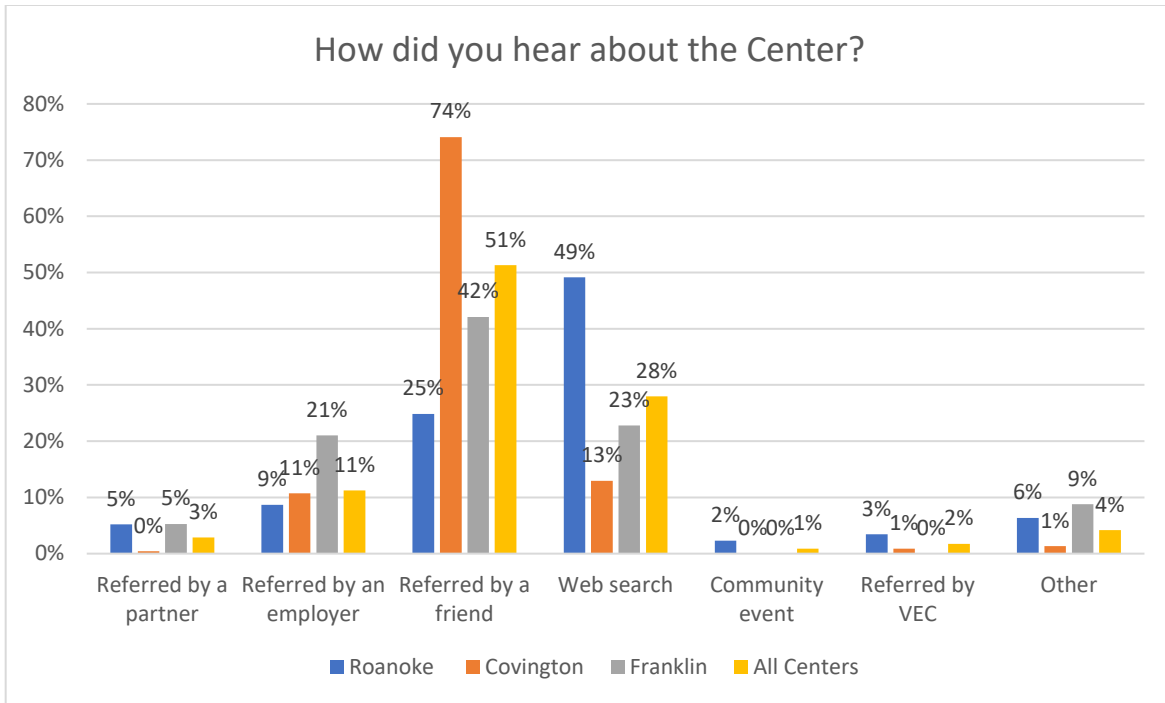
Adjournment

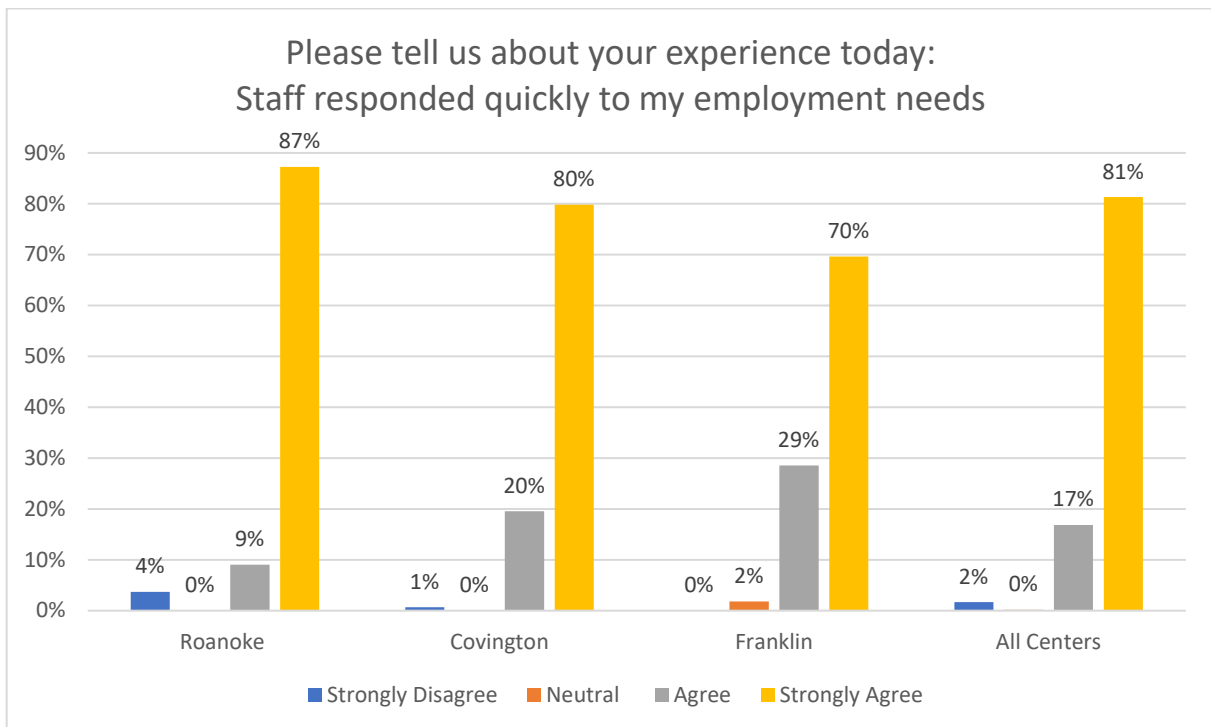
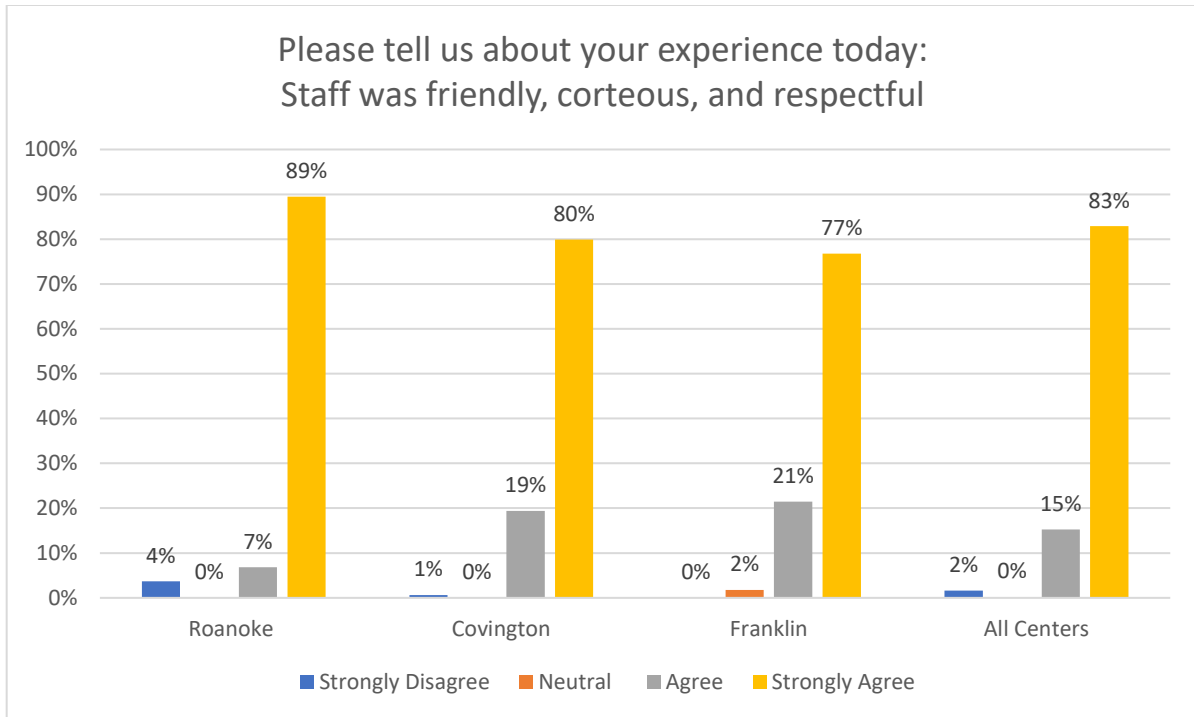
Abby Hamilton adjourned the meeting at 3:00 pm.

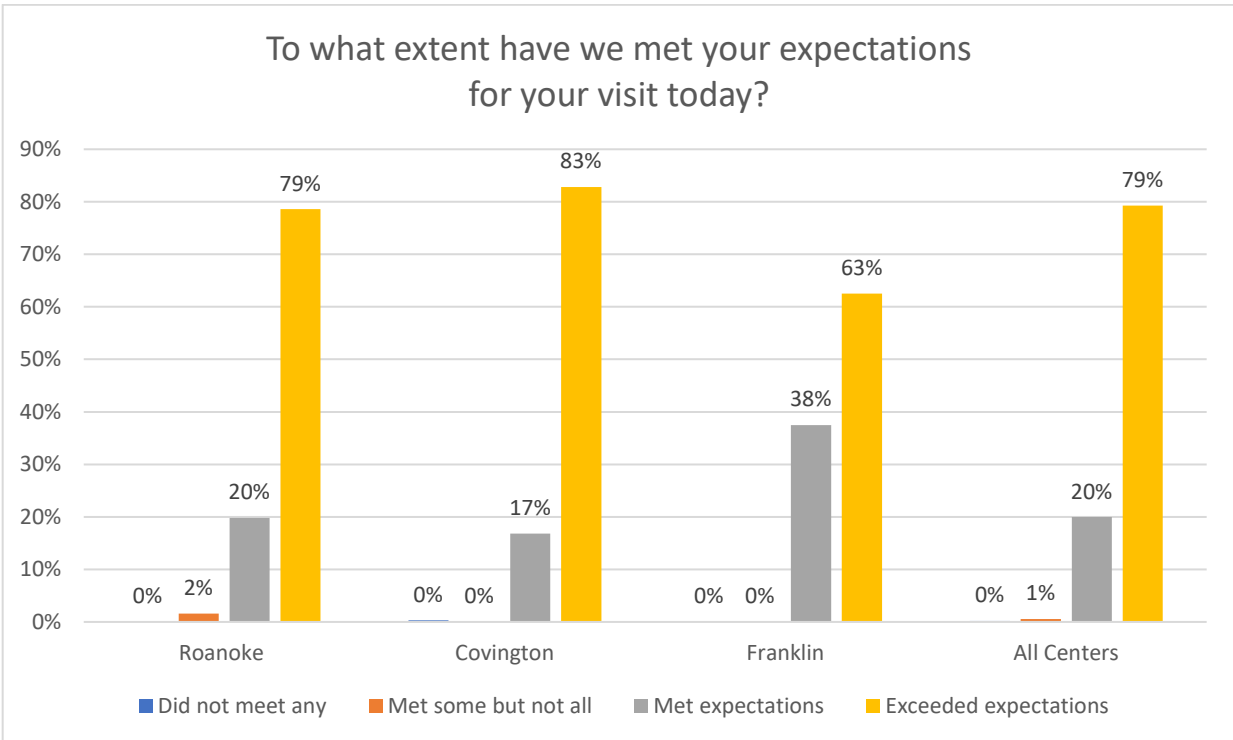
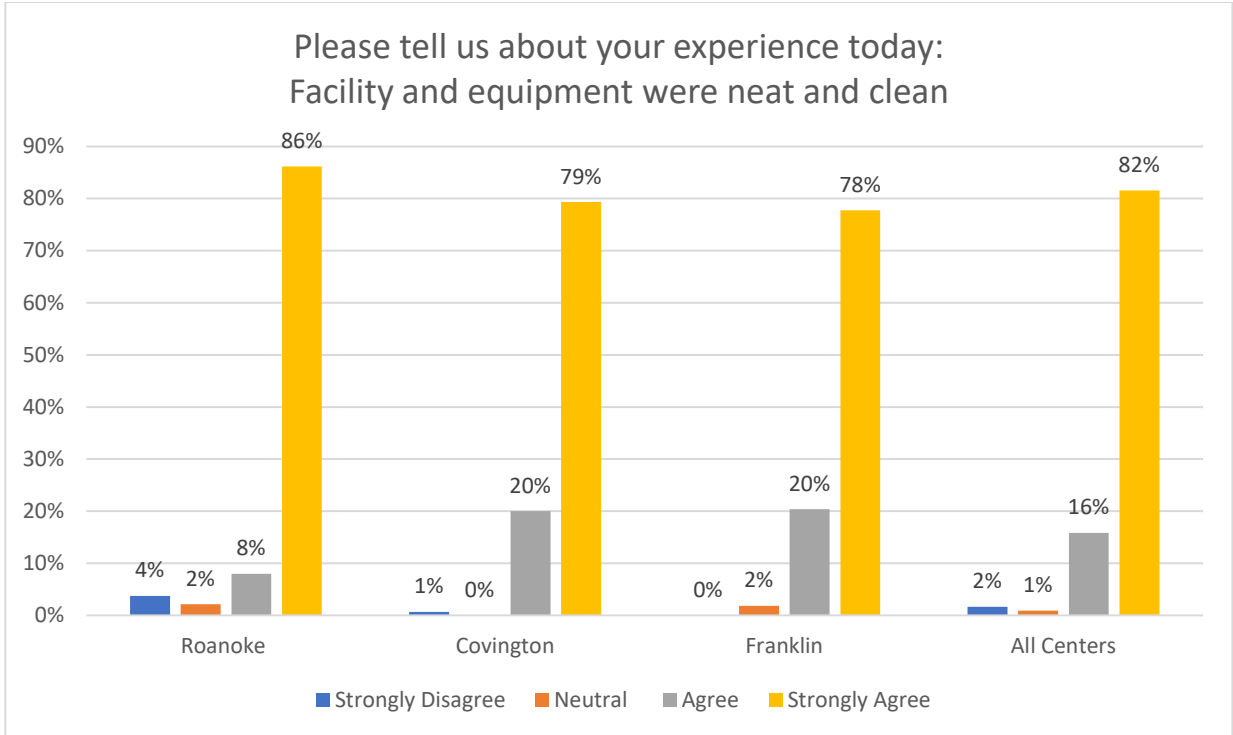
Virginia Career Works Blue Ridge Customer Service Data Summary
November 1, 2023 – January 31, 2024

Please note: Results below are based on the number of responses to each question.

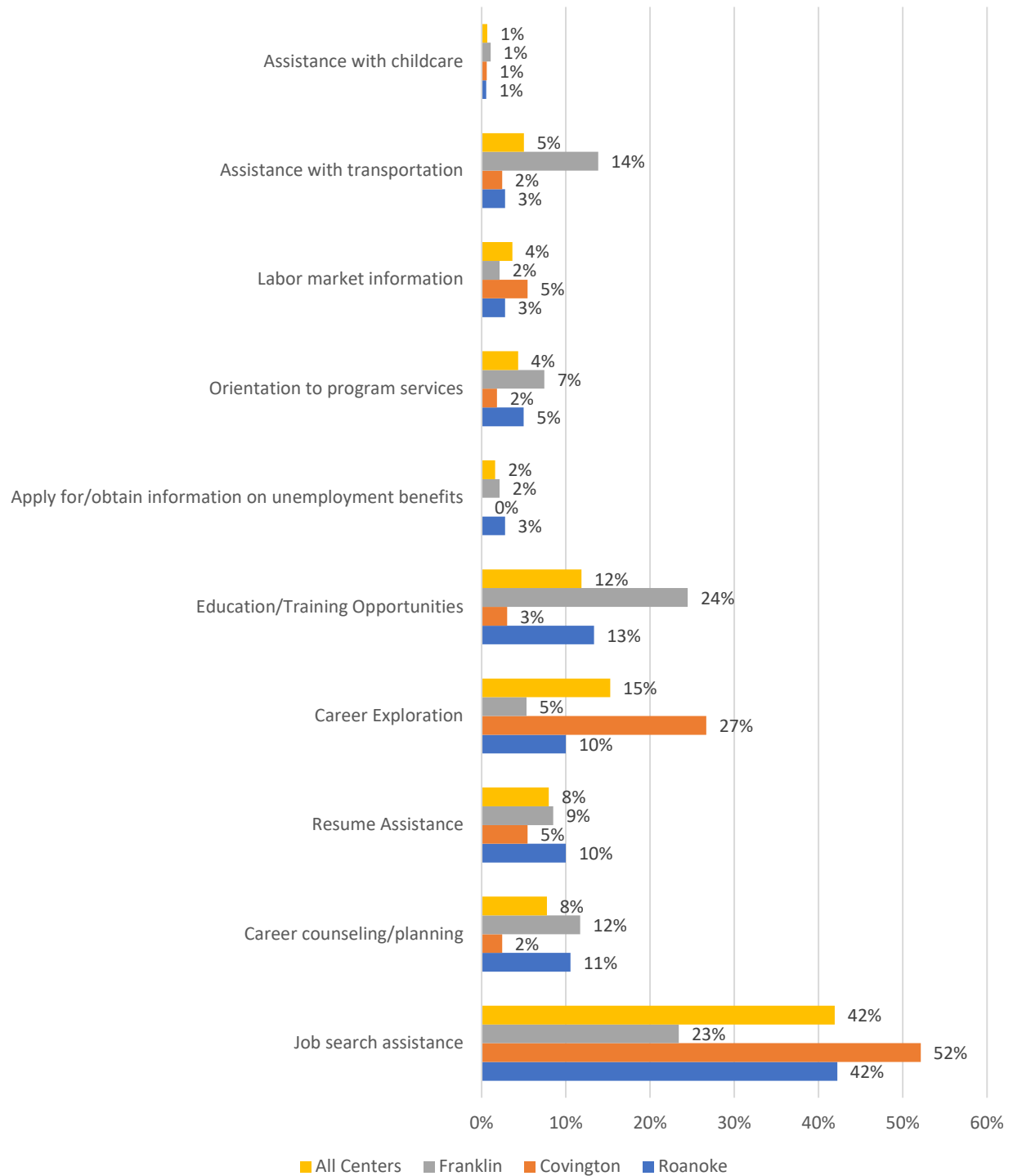


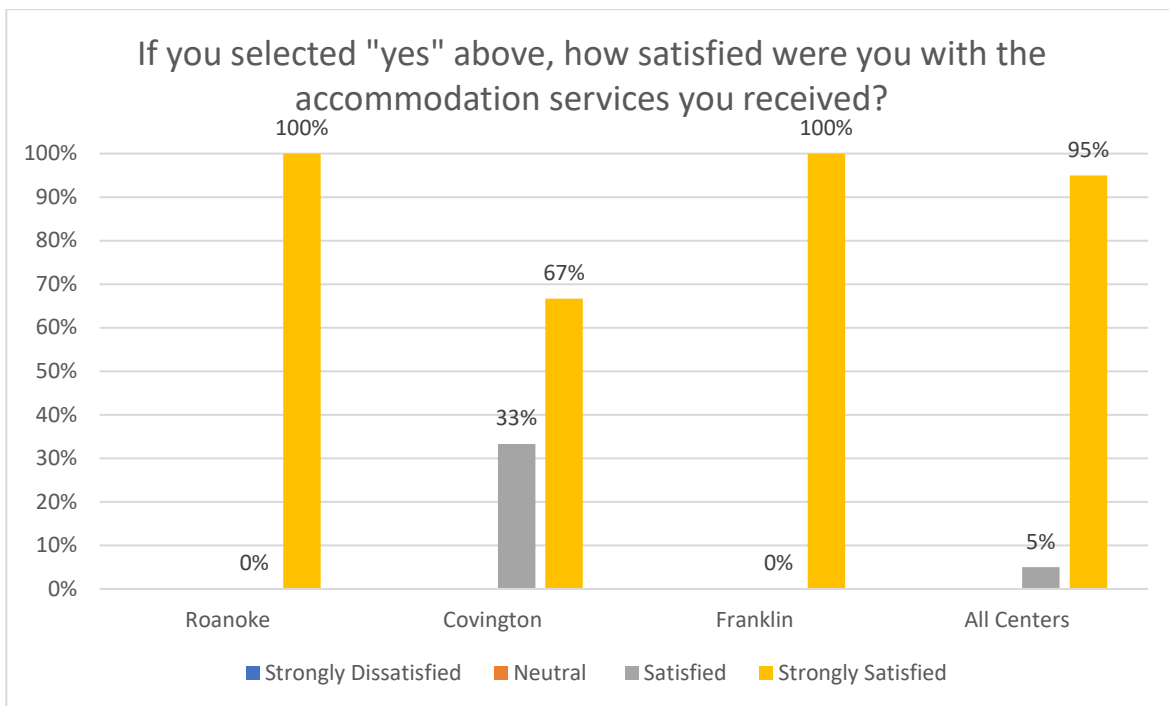
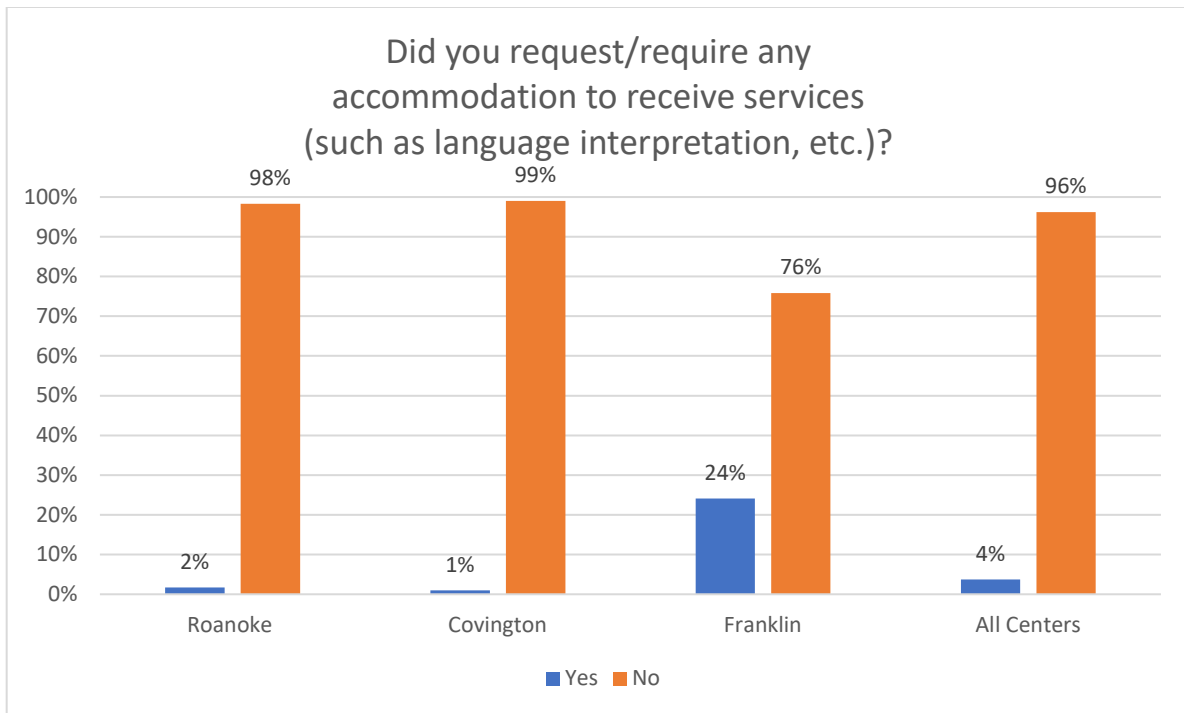


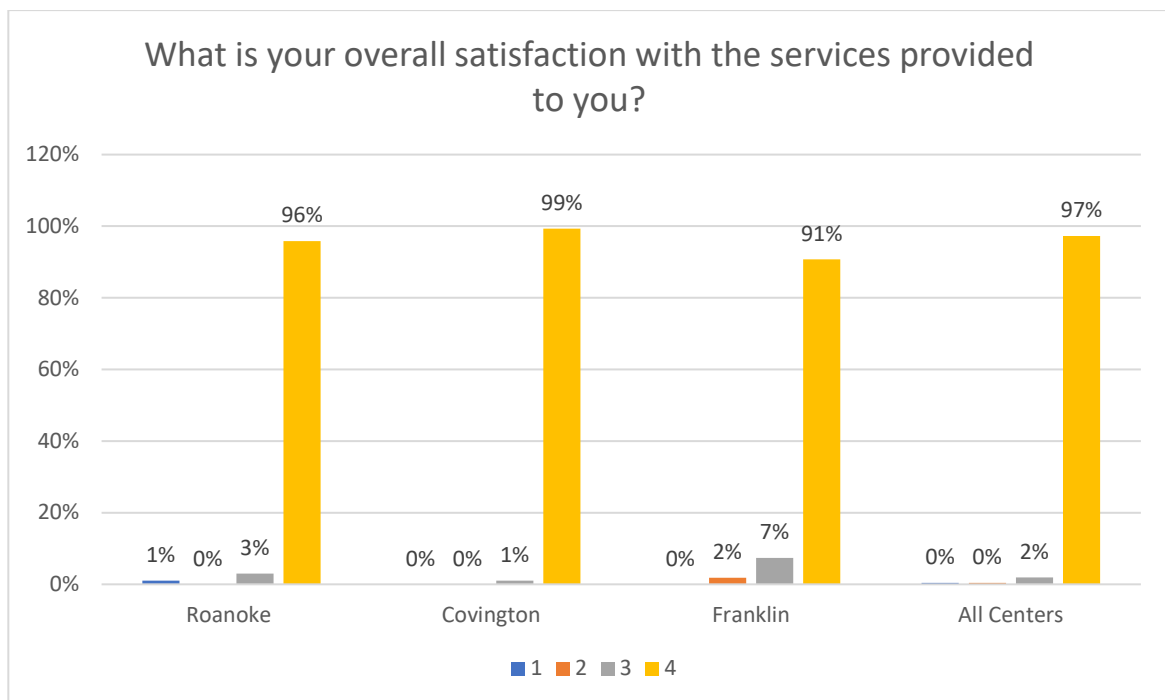
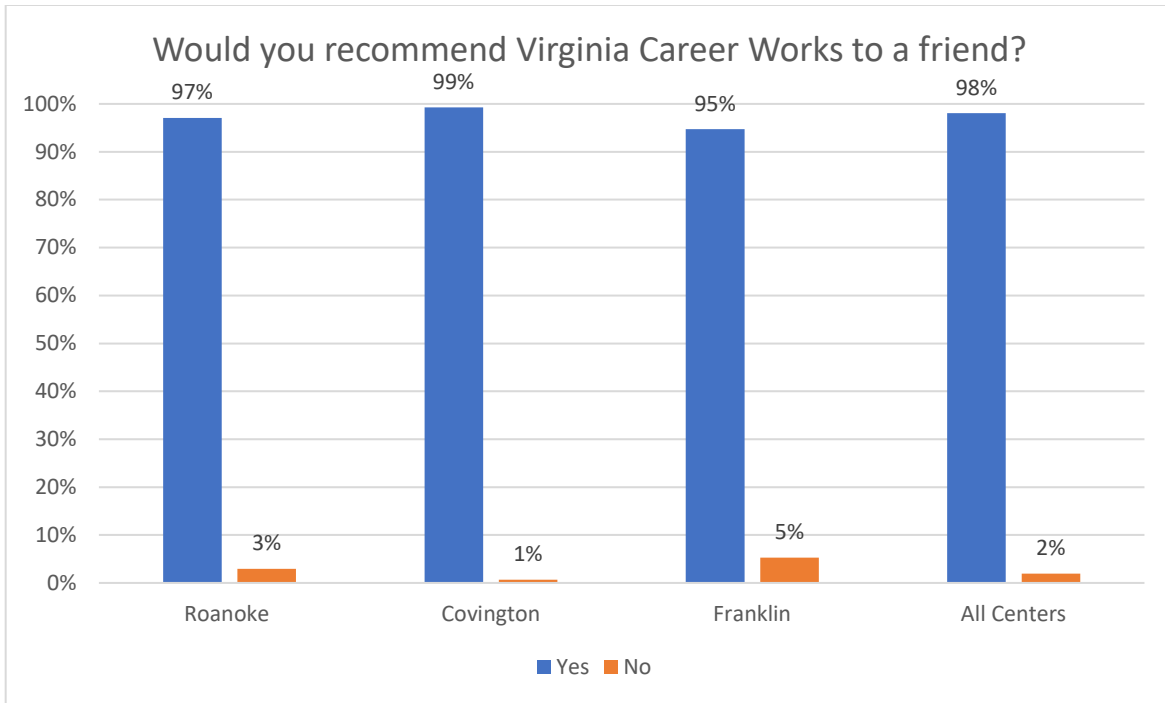




Would you like additional information on any additional services or programs?







<u>Month</u>	<u>Intake</u>	<u>First Visit</u>	<u>First Visit (%)</u>	<u>Avg # Visits/Customer</u>	<u>Unique Visitors</u>	<u>Veterans</u>	<u>Workshops (J</u>	<u>Adult Ed Students</u>	<u>Hiring Events (Job Seekers Attended)</u>	<u>Hiring Events (Employers Attended)</u>	<u>Hiring Events (Total Events)</u>	<u>Total Visitors</u>	<u>Customer Satisfaction Surveys Completed</u>	<u>Percentage CSS Submitted</u>
Jul-23	802	346	43.1%	1.6	512	33	2	0	31	1	5	835	37	4.6%
Aug-23	909	233	25.6%	1.4	637	53	4	0	46	8	8	959	16	1.8%
Sep-23	968	196	20.2%	1.7	554	63	18	54	53	5	8	1093	6	0.6%
Oct-23	976	244	25.0%	1.8	550	90	8	103	40	5	8	1127	52	5.3%
Nov-23	842	220	26.1%	1.7	502	89	0	52	137	4	10	1031	84	10.0%
Dec-23	981	258	26.3%	1.6	613	93	8	46	34	5	5	1069	80	8.2%
Jan-24	1254	267	21.3%	1.8	715	95	0	43	64	4	8	1361	27	2.2%
TOTALS	6732	1764	26.2%	1.6	4083	516	40	298	405	32	52	7475	302	4.5%

Workforce Innovation and Opportunity Act (WIOA)

Title I Adult and Dislocated Worker Programs

Performance Report January 2024

Adult Program

Participants by Month

Month	New	Total YTD
July	12	12
August	14	26
September	10	36
October	19	55
November	21	76
December	14	90
January	30	120
February		120
March		120
April		120
May		120
June		120

Carryover Participants	87
New Enrollment Goal	100
Total Participant Goal	187

% Toward New Enrollment Goal	120%
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**end of month should be 58%*

Dislocated Worker Program

Participants by Month

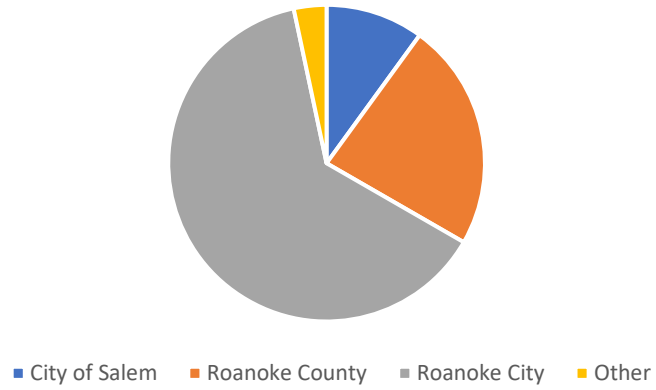
Month	New	Total YTD
July	0	0
August	2	2
September	0	2
October	1	3
November	0	3
December	0	3
January	0	3
February		3
March		3
April		3
May		3
June		3

Carryover Participants	6
New Enrollment Goal	60
Total Participant Goal	66

% Toward New Enrollment Goal	5%
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**end of month should be 58%*

Adult Enrollments by Locality for January



Adult Program

Training Participation	
Healthcare	62
Manufacturing	17
Information Technology	1
Financial Services	0
Construction	9
Transportation	25
Education	1
Culinary	1

Post-Secondary	100
OJT Placements	16
Work Experiences	0

Dislocated Worker Program

Training Participation	
Healthcare	7
Manufacturing	0
Information Technology	0
Financial Services	0
Construction	0
Transportation	0
Education	0

Post-Secondary	6
OJT Placements	1
Work Experiences	0

Adult Program Expenditures & Obligations YTD

Line Item	Budget	Actual Expenditures	Obligations	Actual + Obligated % of Budget
Occupational Skills Training	\$200,000.00	\$107,959.00	\$169,036.20	85%
On-the-Job Training	\$100,000.00	\$6,527.00	\$26,071.00	26%
Work Experience	\$0.00	\$0.00	\$0.00	0%
Customized Training	\$0.00	\$0.00	\$0.00	0%
Contract Training	\$0.00	\$0.00	\$0.00	0%
Transitional Jobs	\$0.00	\$0.00	\$0.00	0%
Registered Apprenticeship	\$70,000.00	\$0.00	\$0.00	0%
Incumbent Worker Training	\$10,000.00	\$0.00	\$0.00	0%
Pre-Vocational Services	\$0.00	\$3,010.27	\$8,010.27	0%
Supportive Services	\$20,000.00	\$6,315.60	\$28,993.44	145%
Certification & Credentialing	\$0.00	\$765.00	\$765.00	-100%
Other Services	\$10,000.00	\$600.00	\$600.00	0%
Total	\$410,000.00	\$125,176.87	\$233,475.91	57%

**end of month should be 58%*

Dislocated Worker Expenditures & Obligations YTD

Line Item	Budget	Actual Expenditures	Obligations	Actual + Obligated % of Budget
Occupational Skills Training	\$20,000.00	\$0.00	\$7,025.00	35%
On-the-Job Training	\$0.00	\$0.00	\$0.00	0%
Work Experience	\$0.00	\$0.00	\$0.00	0%
Customized Training	\$0.00	\$0.00	\$0.00	0%
Contract Training	\$0.00	\$0.00	\$0.00	0%
Transitional Jobs	\$0.00	\$0.00	\$0.00	0%
Registered Apprenticeship	\$0.00	\$0.00	\$0.00	0%
Incumbent Worker Training	\$0.00	\$0.00	\$0.00	0%
Pre-Vocational Services	\$0.00	\$0.00	\$0.00	0%
Supportive Services	\$0.00	\$0.00	\$4,913.48	-100%
Certification & Credentialing	\$0.00	\$0.00	\$0.00	0%
Other Services	\$0.00	\$0.00	\$100.00	-100%
Total	\$20,000.00	\$0.00	\$12,038.48	60%

Workforce Innovation and Opportunity Act (WIOA)
Title I Youth Program
Performance Report

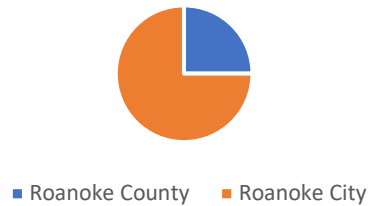
Participants by Month		
Month	New	Total YTD
July	4	4
August	3	7
September	1	8
October	2	10
November	4	14
December	6	20
January	4	24
February		24
March		24
April		24
May		24
June		24

Carryover Participants	33
New Enrollment Goal	67
Total Participant Goal	100

% Toward New Enrollment Goal	36%
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**end of month should be 58%*

Youth enrollments by locality for
January



Youth Program

Training Participation	
Healthcare	2
Manufacturing	0
Information Technology	0
Financial Services	0
Construction	14
Transportation	0
Education	0
Hospitality	2

Post-Secondary	0
OJT Placements	2
Work Experiences	16

Out of School Youth Program Expenditures

Line Item	Budget	Actual Expenditures	Obligations	Actual + Obligated % of Budget
Tutoring, Study Skills	\$0.00	\$0.00	\$0.00	0%
Alternative Secondary School Service	\$0.00	\$0.00	\$0.00	0%
Work Experience/Internship	\$150,000.00	\$4,662.49	\$4,662.49	3%
Occupational Skills Training	\$0.00	\$0.00	\$0.00	0%
Supportive Service	\$50,000.00	\$2,793.93	\$7,243.93	14%
Adult Mentoring	\$0.00	\$0.00	\$0.00	0%
Follow-up Services	\$0.00	\$0.00	\$0.00	0%
Leadership Development	\$50,000.00	\$0.00	\$0.00	0%
Comprehensive Guidance & Counseling	\$0.00	\$0.00	\$0.00	0%
Financial Literacy	\$15,000.00	\$0.00	\$0.00	0%
Entrepreneurial Skills Training	\$15,000.00	\$0.00	\$0.00	0%
Career Awareness & Career Counseling	\$0.00	\$0.00	\$0.00	0%
Other Youth Services	\$15,000.00	\$700.00	\$700.00	0%
Total	\$295,000.00	\$8,156.42	\$12,606.42	4%

*end of month should be 58%

In School Youth Program Expenditures

Line Item	Budget	Actual Expenditures	Obligations	Actual + Obligated % of Budget
Tutoring, Study Skills	\$0.00	\$0.00	\$0.00	0%
Alternative Secondary School Service	\$0.00	\$0.00	\$0.00	0%
Work Experience/Internship	\$15,000.00	\$206.54	\$206.54	1%
Occupational Skills Training	\$0.00	\$0.00	\$0.00	0%
Supportive Service	\$10,000.00	\$0.00	\$0.00	0%
Adult Mentoring	\$0.00	\$0.00	\$0.00	0%
Follow-up Services	\$0.00	\$0.00	\$0.00	0%
Leadership Development	\$0.00	\$0.00	\$0.00	0%
Comprehensive Guidance & Counseling	\$0.00	\$0.00	\$0.00	0%
Financial Literacy	\$0.00	\$0.00	\$0.00	0%
Entrepreneurial Skills Training	\$0.00	\$0.00	\$0.00	0%
Career Awareness & Career Counseling	\$0.00	\$0.00	\$0.00	0%
Preparation for Post-Secondary	\$0.00	\$0.00	\$0.00	0%
Total	\$25,000.00	\$206.54	\$206.54	1%

**end of month should be 58%*

All Virginia WIOA Area Performanc Report: 2023 Quarter 2

03-Greater Roanoke

Adult

Measure	Numerator	Denominator	Performance	Target
Exiters			65	
Participants			173	
Reportables			0	
Employment Rate - Second Quarter After Exit (Calc 1)	93	106	87.7%	83.7%
Employment Rate - Fourth Quarter After Exit (Calc 3)	95	117	81.2%	81.4%
Median Earnings Indicator (Calc 5)		[n=93]	\$7,800	\$6,000
Credential Attainment Rate Indicator (Calc 6)	31	61	50.8%	74.0%
Measurable Skill Gains Indicator (Calc 7)	43	50	86.0%	81.9%

All Virginia WIOA Area Performanc Report: 2023 Quarter 2

03-Greater Roanoke

Dislocated Worker

Measure	Numerator	Denominator	Performance	Target
Exiters			4	
Participants			9	
Reportables			0	
Employment Rate - Second Quarter After Exit (Calc 1)	6	9	66.7%	86.0%
Employment Rate - Fourth Quarter After Exit (Calc 3)	11	12	91.7%	87.5%
Median Earnings Indicator (Calc 5)		[n=6]	Supressed n<6	\$8,190
Credential Attainment Rate Indicator (Calc 6)	7	9	77.8%	70.0%
Measurable Skill Gains Indicator (Calc 7)	3	3	100%	67.4%

All Virginia WIOA Area Performance Report: 2023 Quarter 2

03-Greater Roanoke

Youth

Measure	Numerator	Denominator	Performance	Target
Exiters			21	
Participants			46	
Reportables			0	
Title I Youth Education and Employment Rate - Second Quarter After Exit Quarter (Calc 2)	17	21	81.0%	73.5%
Title I Youth Education and Employment Rate - Fourth Quarter After Exit Quarter (Calc 4)	12	15	80.0%	66.0%
Median Earnings Indicator (Calc 5)		[n=16]	\$7,295	\$3,400
Credential Attainment Rate Indicator (Calc 6)	2	8	25.0%	68.5%
Measurable Skill Gains Indicator (Calc 7)	7	9	77.8%	72.8%