

**Western Virginia Workforce Development Board
Executive Committee**

September 20, 2018 – 9:00 AM • 313 Luck Avenue SW, Roanoke, VA 24016

I.	Call to Order	Shawn Hildebrand
II.	Public Comment	
III.	Consent Agenda	Shawn Hildebrand
	<ul style="list-style-type: none">• May 24th WVVWDB Executive Committee Minutes Approval• WIOA Title I Q4 Performance Update	
IV.	Director's Report	Morgan Romeo
	<ul style="list-style-type: none">• Pathways Business Services Specialist Funding• Roanoke City Council Meeting Presentation• GE Energy – Salem Update• GO Virginia Project• CLEO Consortium Update• New Board Member Update• Professional Development Plan & Program of Work Update	
V.	Old Business	Shawn Hildebrand
	<ul style="list-style-type: none">• Franklin Center Additional Funding Request• Board Staff Office Location	
VI.	New Business	Morgan Romeo
	<ul style="list-style-type: none">• One-Stop Operator Contract• WIOA Title I Performance Negotiations• WVVWDB Committee Appointments• Blue Ridge Region - Strategic Planning	
VII.	Other Business	
VIII.	Upcoming Meetings	
	<ul style="list-style-type: none">• Finance Committee Meeting – September 27, 2018 @ 10:00 AM• Workforce Center & Services Committee Meeting – October 1, 2018 @ 10:00 AM• WVVWDB Meeting – October 5, 2018 @ 9:00 AM at Botetourt Technical Education Center	
IX.	Adjournment	



BLUE RIDGE REGION

Western Virginia Workforce Development Board
Executive Committee
May 24, 2018

Call to Order

Mr. Hildebrand called the meeting to order at 9:00 a.m.

Executive Committee Members Present:

Joe Brinley
Shawn Hildebrand
Joyce Kessinger
Phil Peters
Naomi Powers
King Tower

Staff Present:

Leah Gibson
Jake Gilmer
Candace Martin
Morgan Romeo

1. Approval of March 15, 2018 Executive Committee Minutes

Ms. Powers made a motion to approve the minutes. Mr. Brinley seconded the motion.

The motion was approved by a unanimous voice vote.

2. Chair's Report

1. Personnel Updates

Ms. Powers made a motion to go into closed session. Mr. Brinley seconded the motion and the motion was carried as authorized by Virginia Code Section 2.23711(a)(29) for the following purpose;

§ (A)(1) Discussion, consideration, or interviews of prospective candidates for employment; assignment, appointment, promotion, performance, demotion, salaries, disciplining, or resignation of specific public officers, appointees, or employees of any public body; and evaluation of performance of departments or schools of public institutions of higher education where such evaluation will necessarily involve discussion of the performance of specific individuals.

Regularly Scheduled Meeting of the Board of Directors

Held Thursday, May 24, 2018 at 9:00 AM
(VWVDB, 313 Luck Avenue, Roanoke, VA)

CERTIFICATION OF RESOLUTION

Resolution Certifying a Closed Meeting was Held in Conformity With the Code of Virginia

WHEREAS: the Executive Committee has convened in a closed meeting on this date pursuant to an affirmative recorded vote and in accordance with the provisions of the Virginia Freedom of Information Act; and

WHEREAS: Section 2.2-3712 of the Code of Virginia requires a certification by the Executive Committee that such closed meeting was conducted in conformity with Virginia law.

NOW, THEREFORE, BE IT RESOLVED, that the Executive Committee hereby certifies that, to the best of each member's knowledge:

1. Only public business matters lawfully exempted from open meeting requirements by Virginia law were discussed in the closed meeting which this certification resolution applies; and
2. Only such public business matters as were identified in the motion convening the closed meeting were heard, discussed or considered by the Western Virginia Workforce Development Board.

Mr. Tower made a motion to end the closed session. Mr. Brinley seconded the motion. ***The motion was approved by a unanimous roll voice vote.***

3. End Closed Session and Reconvene Regular Meeting

4. Director's Report

1. Training Provider Update

Jake Gilmer reported.

There was a new process this year with more of a checklist. The board was required to do an equal opportunity and accessibility review with the training providers. The process has been received back from all providers except Fast Track. Leah Gibson would do the on-site checklist. Fast Track has refused to schedule an on-site visit.

Ms. Gibson deferred to the State as to the next step and was told the board had done all they could do but would be revising the process.

Mr. Gilmer said staff never felt comfortable with the on-site reviews because they were not experts on ADA accessibility. He said the state was realizing the same and would be revising the process.

Ms. Gibson said the review had a limited checklist with 20 questions.

Mr. Hildebrand said he did not want to create an undue risk.

Mr. Brinley said the state was providing the questions, so the board would not be at risk.

5. Unfinished Business

1. One Stop Operator Update

Mr. Gilmer said the update was a continuation of the RFP recommendation and suggested a closed session.

Ms. Powers made a motion to go into closed session. Mr. Peters seconded the motion and the motion was carried as authorized by Virginia Code Section 2.23711(a) for the following purpose;

6. Discussion or consideration of the investment of public funds where competition or bargaining is involved, where, if made public initially, the financial interest of the governmental unit would be adversely affected.

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2. Only such public business matters as were identified in the motion convening the closed meeting were heard, discussed or considered by the Western Virginia Workforce Development Board.

Ms. Kessinger made a motion to end the closed session and reconvene the regular meeting. Ms. Powers seconded the motion. ***The motion was approved by a unanimous roll voice vote.***

6. End Closed Session and Reconvene Regular Meeting

Mr. Gilmer said a motion to move ahead was needed.

Ms. Powers made a motion to ask the CLEO to appoint an external entity for independent procurement for the one-stop operator.

Ms. Kessinger seconded the motion. ***The motion was approved by a unanimous voice vote.***

7. New Business

1. Responsibilities of Workforce Center & Services Committee

Jake Gilmer reported.

United Way and TAP funding asked staff if they were willing to use our committee to help provide input on a broader initiative for workforce non-traditional entities in the area. TAP proposed support services committee made up of non-profits to report to the Workforce Center & Services Committee. The committee does not

need to vote formally, just an FYI. The new center manager would staff the Workforce Center & Services Committee.

2. Virginia Career Works Brand Implementation Plan

Morgan Romeo reported.

The plan started on page 7 of packet. The board requested \$25,000 for the implementation. Page 13 showed the budget and how the money would be spent. Staff would do poster boards throughout the region, a Valley Metro route and would be replacing signage. Job seeker materials, large banners, table top banners, table clothes and business cards would also be purchased. The website would be forwarded and a new URL, VCWblueridge.com, would be established. The budget has been submitted to the state and staff was waiting for approval.

Mr. Gilmer said a vote was needed to approve the plan.

Ms. Kessinger made a motion to approve the plan. Mr. Peters seconded the motion. ***The motion was approved by a unanimous roll call vote, as follows: (Mr. Peters-yes, Ms. Powell-yes, Ms. Kessinger-yes, Mr. Brinley-yes, Mr. Tower-yes, Mr. Hildebrand-yes.)***

3. Hometown Bank-Move Bank Account

Jake Gilmer reported.

The board would be moving the interest and operating bank accounts to Hometown Bank as there is a line of credit at that bank also.

4. Ross Draft Contract

Jake Gilmer reported.

A recommendation will need to be made to the full board. Page 17 was a funding summary with proposed contract of \$1,250,000. Adult-\$450,000, Dislocate Worker-\$300,000, and Youth-\$500,000. The budget was discussed with Ross and they were satisfied with it, but some staffing changes were proposed to reflect drops from the RFP. Page 19, Article 5 showed the enrollment targets. The staffing proposal was to have one person at Franklin Center and Covington.

Phil Peters recommended removing reference to the center operator on page 23.

Mr. Gilmer said Ross was for profit and clarified the performance. He said staff had the ability to withhold profit if requirements were not met. A recommendation from the executive committee needed to be brought to the full board. He said the full budget was not quite ready but would be next week.

Mr. Peters made a motion to recommend approval. Mr. Brinley second the motion.
The motion to recommend approval to the board was approved by a unanimous voice vote.

8. Upcoming Meetings

1. **WVWDB Board of Directors**, June 1, 2018 at 9:00 a.m., Virginia Career Works-Roanoke Center

9. Adjournment

The meeting was adjourned at 10:51 a.m.

Chair

Date

PY 2017 QUARTER 4**LWDA 03**

Adult	Negotiated Level	Actual Performance	% of Negotiated Level
Employment 2nd Quarter after Exit	77.0%	71.1%	92.34%
Employment 4th Quarter after Exit	85.0%	84.1%	98.94%
Median Earnings 2nd Quarter after Exit	\$5,500	\$4,293	78.05%
Credential Attainment within 1 year	61.0%	78.9%	129.34%
Measurable Skills Gain	Baseline	19.0%	

Dislocated Workers	Negotiated Level	Actual Performance	% of Negotiated Level
Employment 2nd Quarter after Exit	83.0%	93.3%	112.41%
Employment 4th Quarter after Exit	85.0%	93.3%	109.76%
Median Earnings 2nd Quarter after Exit	\$7,600	\$6,360	83.68%
Credential Attainment within 1 year	64.0%	100.0%	156.25%
Measurable Skills Gain	Baseline	29.0%	

Youth	Negotiated Level	Actual Performance	% of Negotiated Level
Employment 2nd Quarter after Exit	63.0%	73.2%	116.19%
Employment 4th Quarter after Exit	60.0%	79.7%	132.83%
Median Earnings 2nd Quarter after Exit	Baseline	\$3,190	
Credential Attainment within 1 year	68.0%	64.7%	95.15%
Measurable Skills Gain	Baseline	28.1	

Locality	CLEO Representative	Title	Alternate Representative	Title
Alleghany County	Stephen Bennett	Board of Supervisors	Jonathan Lanford	County Administrator
Botetourt County	Jack Leffel, Jr.	Chair, BOS	Gary Larowe	County Administrator
City of Covington	Tom Sibold, Jr.	Mayor	Richard Douglas	City Manager
Craig County	Kathi Toelke	Board of Supervisors	Dan Collins	Clerk, BOS
Franklin County	E. Cline Brubaker	Chair, BOS	None	
City of Roanoke	Sherman Lea	Mayor	Joseph Cobb	Vice-Mayor
Roanoke County	Martha Hooker	Chair, BOS	Jason Peters	Vice-Chair, BOS
City of Salem	John Saunders	Councilman	Kevin Boggess	City Manager

Activity	Goals	Deadline
Western Virginia Workforce Development Board Staff Development (Internal)	<ul style="list-style-type: none"> • Meet with each staff member to set goals, address challenges, and look for opportunities. • Establish annual staff retreat in April/May to review progress toward goals, review opportunities for improvement and increase efficiency, and develop annual program of work. 	<p>September 2018</p> <p>May 2019</p>
Blue Ridge Region Partner Development (External)	<ul style="list-style-type: none"> • Meet with all Workforce Development Board members to review priorities and progress toward goals. • Meet with all workforce system partners to reestablish relationship in new role including: <ul style="list-style-type: none"> ○ Virginia Employment Commission ○ Dept. of Aging and Rehabilitative Services ○ Dept. for Blind and Vision Impaired ○ Region 5 Adult Education ○ Region 12 Adult Education ○ Virginia Western Community College ○ Dabney S. Lancaster Community College ○ The Franklin Center ○ Goodwill Industries of the Valleys ○ Total Action for Progress (TAP) ○ Job Corps ○ Roanoke Redevelopment and Housing Authority ○ New River/Mt. Rogers Workforce Development Board Executive Director ○ Region 2000 Workforce Development Board Executive Director • Meet with all CTE Directors and Superintendents for each of the 8 jurisdictions. • Meet with all Economic Development partners including: <ul style="list-style-type: none"> ○ Virginia Economic Development Partnership 	<p>September 2018</p> <p>December 2018</p> <p>December 2018</p>

	<ul style="list-style-type: none"> ○ Local Economic Development Directors ○ Roanoke Regional Partnership President ○ Roanoke Regional Chamber of Commerce President 	December 2018
Partnership and Relationship Development (Leadership)	<ul style="list-style-type: none"> • Join and attend all meetings of the Economic Leadership Coalition organized by the RVARC. • Develop and hold quarterly meetings of the Blue Ridge Partner Leadership Consortium which makes up all partners involved in the Memorandum of Understanding (MOU) for the region. • Attend as a regular member the Economic Development Partner meetings held by the Roanoke Regional Partnership. • Meet with the New River/Mt. Rogers Workforce Development Board Executive Director to evaluate areas for partnership and mentoring. 	<p>July 2018 – June 2019</p> <p>July 2018 – June 2019</p> <p>July 2018 – June 2019</p> <p>July 2018 – June 2019</p>
Training and Professional Development	<ul style="list-style-type: none"> • Pending available funding, attend the Toolkit for 21st Century Leadership course conducted by Virginia Tech's office at the Roanoke Higher Education Center. • Attend the HIRE Education Conference which is available for workforce development professionals and leadership. • Complete the Certified Workforce Development Professional certification through the National Association of Workforce Development Professionals (NAWDP). • Research and attend all human resources training that is available for professionals, pending available funding. • Attend New Director Orientation conducted by the Virginia Community College System in Richmond, VA. 	<p>August 2018</p> <p>December 2018</p> <p>June 2019</p> <p>June 2019</p> <p>December 2018</p>

Career Pathways

Develop and maintain relationships with K-12 school systems to partner for workforce development activities.

- Attend regular meeting of CTE Directors and professionals in the region.
- Meet with CTE Directors and Superintendents to evaluate ways to engage youth in K-12 school system with the workforce system.
- Conduct preparatory meetings with Superintendents to plan for Career Expo for 7th graders through GO Virginia funding in September 2019.
- Plan and host a Career Expo in April 2019 for high school juniors and seniors to explore available employment and career opportunities.

Develop career exploratory outlet for region's job seekers.

- Modeling the Shenandoah Valley and Region 2000, develop career exploration videos with the region's businesses through the GO Virginia initiative.
- Add videos and other career exploration information (fact sheets) onto regional workforce website.

Marketing and Branding

Implement new Virginia Career Works brand throughout the region.

- Purchase external and internal signage for Virginia Career Works Centers in the region (Covington, Franklin, and Roanoke).
- Develop and purchase collateral materials for marketing of programs and services.
- Develop and purchase career fair and event materials for marketing of programs and services.
- Migrate content from current website to new Virginia Career Works – Blue Ridge website.

Develop and implement a quarterly newsletter that includes the performance dashboard for distribution to internal and external partners.

- Distribute newsletter at least 4 times in PY2018.

Continue to market services provided to job seekers and businesses through social media outlets.

- Maintain Facebook presence with posts at least twice per week.
- Create a bigger presence on LinkedIn by increasing posts to twice per week.

Business Services

Continue the development of sector strategies and partnerships.

- Continue hosting the Manufacturing Executives Roundtable in partnership with the Roanoke Regional Chamber of Commerce and the Virginia Manufacturers Association (VMA).
- Partner with the Roanoke-Blacksburg Technology Council (RBTC) to hold an Information Technology Roundtable.

Implement a successful Incumbent Worker Training program.

- Expend at least \$xxxx on Incumbent Worker Training through WIOA Title I Dislocated Worker funds.
- Expend at least \$xxxx on Incumbent Worker Training through GO Virginia funds.

Coordinate the regional Business Solutions Team to ensure effective service to businesses.

- Host Business Solutions Team meetings at least once per month.
- Record agendas and minutes and post to regional website for partner viewing.
- Continue the implementation of the B2B Engage system.
- Record all business interactions into the B2B system for partner viewing.
- Record increased business engagement to support the Pathways to the American Dream project.
- Host at least one regional job fair and/or career expo.

Workforce Partnerships and Service Delivery

Implement service delivery strategies in coordination with the Local Plan for the region.

- Submit Local Plan revision in compliance with state and local policy.
- Evaluate target industries and in-demand occupations to reflect economic development and labor market information trends.

Ensure that Comprehensive and Affiliate Centers are certified through state certification process.

- Complete MOU signature process and finalize execution of MOU for certification.
- Complete ADA reviews for all Centers and address any significant findings during the review.

Strengthen partnerships with localities within Local Workforce Development Area 3.

- Work with CLEO members to request to re-designate the Local Workforce Development Area from the Governor of Virginia.

Serve as regional convener for the Blue Ridge Region workforce development system.

- Develop and conduct quarterly Blue Ridge Region Partner Leadership Consortium meetings, consisting of all partners involved in the execution of the workforce system's Memorandum of Understanding (MOU).
- Collaborate with partners, as requested, on grant and programmatic opportunities such as available DOL grants and other local initiatives.
- Conduct asset mapping of the region's workforce partners to identify areas to reduce duplication and provide services efficiently.

Alternative Funding Sources

Oversee and monitor the activities of the Workforce Innovation Fund – Virginia Financial Success Network (VFSN).

- Meet on a quarterly basis with VFSN grant staff to provide technical assistance and discuss challenges as well as positive outcomes
- Assist in relationship building between VFSN staff and new WIOA Title I Program Operator staff
- Enroll at least 100 new participants into the VFSN project in PY2018.

Oversee and monitor activities of the Pathways to the American Dream project in the Blue Ridge region.

- Participate in the Pathways to the American Dream leadership team and coordinate the success of the project throughout the southwest region.
- Serve at least 60 individuals through the Pathways project in calendar year 2018.
- Meet all other performance outcomes as outlined in the Memorandum of Understanding.

Oversee the GO Virginia Region 2 Talent Collaborative project in the Blue Ridge region.

- Serve on the project leadership team of the Talent Collaborative project.
- Collaborate with the Talent Attraction initiative with the Roanoke Regional Partnership to share information and increase success of both projects.
- Implement Incumbent Worker Training program in partnership with Region 2000 and the New River/Mt. Rogers Workforce Development Board.
- Develop and host 2 career expos to further engage the K-12 students in the region.

Participate in the annual budgetary process for each of the localities within the Local Workforce Development Area.

- Submit budget request applications to all 8 localities within the region.
- Receive funding from at least 3 out of 8 localities.

Participate in other discretionary grant funding opportunities, as applicable.

- Collaborate with Jobs Plus+ program operated by Roanoke City Redevelopment and Housing Authority and Goodwill Industries of the Valleys to ensure that program participants have access to WIOA Title I programs and services.
- Collaborate with the SwiftStart program operated by Total Action for Progress (TAP) to ensure that program participants have access to WIOA Title I programs and services.
- Partner with Total Action for Progress (TAP) to implement programs associated with the United Way/OnRamp funding to increase access to workforce services for targeted populations.

Administrative

Develop and implement all applicable agreements and/or contracts for PY2018.

- Develop and execute CLEO-Board Agreement defining Local Workforce Development Board duties.
- Review all lease agreements for the Virginia Career Works – Roanoke Center and execute new agreements, as applicable.
- Develop and execute contract for WIOA Title I Adult, Dislocated Worker, and Youth programs.
- Develop and execute contract for WIOA One-Stop Operator
- Review and amend the cost allocation plan for the Virginia Career Works – Roanoke Center for PY2018 to comply with appropriate state and federal guidance, ensuring that all costs are accounted for.
- Review and amend the Memorandum of Understanding for the Virginia Career Works – Blue Ridge Region to comply with appropriate state and federal guidance.
- Review and extend all Memorandums of Understanding and annual budgets (as applicable) for partner workforce system programs including Jobs Plus, Virginia Financial Success Network (VFSN), Pathways to the American Dream, and GO Virginia.
- Review and execute lease agreements to ensure smooth operations of the Virginia Career Works – Roanoke Center.

Comply with annual performance metrics through the federal Common Measures for WIOA Title I.

- Negotiate performance for PY2018 with the Virginia Community College System for the WIOA Title I Adult, Dislocated Worker, and Youth programs.
- Meet/exceed performance as set forth in the Common Measures.
- Develop new monthly reporting for WIOA Title I Adult, Dislocated Worker, and Youth programs and One Stop Operator.

Comply with federal, state, and local policies and procedures regarding implementation of WIOA Title I.

- Conduct quarterly Board and CLEO meetings, or more as needed.
- Ensure that Board composition remains within certification parameters.
- Review policies for needed revisions and create policies as needed to clarify or implement procedures.
- Conduct at least one annual monitoring session of the WIOA One Stop and Title I Program Operator(s).
- Conduct at least one fiscal monitoring session of the WIOA One Stop and Title I Program Operator.



BLUE RIDGE REGION

**Workforce Innovation and Opportunity Act (WIOA)
One-Stop Operator Contract No. 18-03
Ross Innovative Employment Solutions
*September 1, 2018 through June 30, 2019***

This Agreement is made by and between the Western Virginia Workforce Development Board, hereinafter referred to as the “WVWDB”, and Ross Innovative Employment Solutions, hereinafter referred to as the “Contractor”. WVWDB and Contractor may be referred to herein collectively as “party” or “parties”.

WITNESSETH

WHEREAS, the Local Workforce Development Area 3 (LWDA3) Chief Local Elected Official (CLEO) Consortium has been designated by the Commonwealth of Virginia to receive workforce development funding under the Workforce Innovation and Opportunity Act, 29 U.S.C. §§ 2101, et seq. (WIOA); representing the counties of Alleghany, Botetourt, Craig, Franklin, and Roanoke, and the cities of Covington, Roanoke, and Salem; and

WHEREAS, the WVWDB, a Virginia non-stock corporation, is designated by the CLEO to cooperatively implement activities in accordance with the provisions of the WIOA and regulations and rules promulgated by the United States Department of Labor (USDOL); and

WHEREAS, the Contractor was selected through a competitive negotiation to operate the WIOA One-Stop Operator Contract in LWDA3, as described in the proposals submitted by the Contractor to the WVWDB, dated February 9, 2018; and

WHEREAS, the Contractor will provide workforce services in a manner substantially consistent with the February 9, 2018 proposal, notwithstanding certain exceptions contained herein and will comply with the General Terms and Conditions included in the 2018 Request for Proposals released by the WVWDB, and attached to this agreement as **Attachment A**; and

WHEREAS, the Contractor will comply with the requirements of the WIOA, Uniform Grant Guidance, all applicable federal and state policies, and all WVWDB policies; and

WHEREAS, the WVWDB Board of Directors and CLEO voted to award the contract in their meetings on July 20, 2018 and August 3, 2018; and

NOW, THEREFORE, and in consideration of the mutual covenants and agreements set forth below, the parties do hereby mutually covenant and agree as follows:

ARTICLE I – EFFECTIVE DATE AND TERM

This Agreement is effective as of September 1, 2018. The term of this Agreement begins on the effective date and ends on June 30, 2019, upon approval by the WVVDB. The Agreement is eligible for an extension of one (1) additional year, subject to negotiation. This one (1) year extension option may be exercised up to two (2) times, subject to negotiation.

ARTICLE II – FUNDING SUMMARY

The Contractor is awarded \$30,000 to provide WIOA One-Stop Operator services under the WIOA between September 1, 2018 and June 30, 2019. Below is a table summarizing the award by program.

Adult	\$10,000
Dislocated Worker	\$10,000
In-School Youth	\$2,500
Out-of-School Youth	\$7,500
TOTAL	\$30,000

Should additional funds become available during the program year, the Contractor may be invited to provide additional services using the funds. This is not a guarantee of additional funding, only an option that may be exercised by the WVVDB. A detailed budget will be provided by the Contractor to be attached to this Agreement in **Attachment B**. If budget modifications are needed during the period of this Agreement, the budget shall be amended and attached to the Contract.

ARTICLE III – SCOPE OF WORK

The One-Stop Operator for LWDA3 is responsible for the management of the One-Stop delivery system and coordination of service delivery among partners, as defined in the WIOA of 2014. The One-Stop Operator will coordinate the partners of the workforce system in the region and manage the Comprehensive One-Stop Center, the Virginia Career Works – Roanoke Center, located at 3601 Thirlane Road NW, Suite 2, Roanoke, VA 24019. The One-Stop Operator will also coordinate efforts with the two Affiliate One-Stop Centers in the region, the Virginia Career Works – Covington Center and the Virginia Career Works – Franklin Center to ensure the sites meet certification requirements and are tied into the Comprehensive One-Stop in Roanoke.

The Contractor will provide all labor, materials, equipment, supervision, and services to provide the services identified below:

- Hire a Center Manager that is 100% dedicated to the management of the Virginia Career Works – Roanoke Center and the One-Stop system in LWDA3;
- Maintain CPR and First Aid certification for the Center Manager of the Virginia Career Works – Roanoke Center;
- Facilities management of the Virginia Career Works – Roanoke Center by working with WVVDB staff to monitor, identify, and address building-related issues;
- Monitor usage of the Resource Room and work with partners to ensure that basic career services and individualized career services are being provided to visitors;
- Develop for approval by the Workforce Center and Services Committee of the WVVDB a One-Stop Operations Plan that at a minimum outlines details on how partner services in the system will be made available and will be coordinated, maps the customer flow (job

seeker and business) and sequence of services, details processes for referrals between partner agencies, and sets outreach goals to share the services available through the Virginia Career Works centers to the region;

- Work with the WVVDB and partners in the development of a cost allocation plan, track expenses of items that are included in the plan for accounting and billing purposes, and monitor and manage implementation of the plan annually;
- Monitor supplies and arrange for and/or place orders for replacement supplies;
- Oversee the implementation of the local partner Memorandum of Understanding (MOU) with required and optional partners on behalf of the WVVDB to ensure compliance and adherence;
- Communicate with WVVDB staff on a regular basis to inform of progress and challenges toward meeting goals or requirements;
- Lead local area efforts to achieve any One-Stop Center Certification requirements that are put forth by the Virginia Board of Workforce Development and/or the Virginia Community College System;
- Manage the customer satisfaction system for the One-Stop Centers and share results with the Workforce Center and Services Committee on a regular basis;
- Lead monthly Virginia Career Works – Roanoke Center Management Team meetings to plan, discuss, and adjust service coordination, enhancement of services, review customer feedback and develop continuous improvement plans, resolve quickly any conflicts that have been identified in the past month and develop reports and other tools that will serve to track outcomes in a variety of formats;
- Assist in the development of the One-Stop Center Standard Operating Procedure manual that will cover day-to-day operational elements of the Virginia Career Works Centers in the region, such as hours of operation, staff coverage, site supervision, holiday and inclement weather plans, emergency management plans, professional development plans, dress code, and more;
- Provide any proposed Standard Operating Procedures to WVVDB staff for approval prior to implementation;
- Serve as point of contact at the Virginia Career Works – Roanoke Center for all technology issues and make the necessary arrangements to resolve such issues;
- Monitor technology and equipment on a regular basis to proactively identify issues or concerns that need to be address and report to WVVDB staff;
- Develop, in coordination with WVVDB staff and partners, marketing and collateral materials for the Virginia Career Works Centers to distribute to business and job seeking customer (all materials must be approved by WVVDB staff prior to use); and
- Assist in the development of tools and reports to convey to the WVVDB and Chief Local Elected Officials the outcomes and results of system operations.

ARTICLE IV – RESPONSIBILITIES OF THE CONTRACTOR

The Contractor will meet the standards of its profession in performing all services under this Agreement. The Contractor will perform workforce services under this Agreement in accordance with the terms and conditions set forth herein. The Contractor's services will be bound by the attached budget found in **Attachment B**, and by this reference, made a part hereof. Spending authorization levels will be provided in a separate letter from the WVVDB and will be updated throughout the Program Year (July 1, 2018 through June 30, 2019). All letters will be attached to this Agreement.

The Contractor will provide One-Stop Operator services and appropriate staffing at the following Virginia Career Works locations:

Virginia Career Works – Roanoke Center	3601 Thirlane Road, Suite 2, Roanoke, VA 24019
Virginia Career Works – Franklin Center	50 Claiborne Avenue Rocky Mount, VA 24151
Virginia Career Works – Covington Center	106 N. Maple Avenue Covington, VA 24426

The Contractor will also be responsible for conducting the following to ensure that the Virginia Career Works Centers are providing business services activities to the region:

Rapid Response – The Center Manager that is hired by the Contractor will participate in Rapid Response activities, including but not limited to; participate in planning for Rapid Response events and activities, attend any and all designated Rapid Response events in the region as requested; and develop and coordinate special events and/or workshops for affected employees in the region.

Business Solutions Team – The Center Manager that is hired by the Contractor will serve as the Business Solutions Team Coordinator and will be responsible for coordinating meetings of the Business Solutions Team at a minimum monthly. Agendas and minutes for the Business Solutions Team meetings will be prepared and posted on the Virginia Career Works – Blue Ridge website for archival and viewing purposes. The Center Manager will facilitate the team to speak openly about business activities and find ways to streamline and coordinate services among partners to reduce duplication.

General Outreach – The Center Manager that is hired by the Contractor will be the face of the Virginia Career Works Centers and will conduct outreach to ensure that Virginia Career Works is known throughout the region as the resource for job seekers and businesses to meet their workforce needs. These outreach activities could include participation in Chamber of Commerce events, business roundtables, presentations to various partner agencies, and more.

ARTICLE V – REPORTING and INVOICES

The Contractor will submit regularly scheduled programmatic, fiscal reports, and invoices to the WVVDB staff by the 15th of the month for the previous month. Those reports will include but are not limited to:

- One Stop Operations Report – A dashboard report that shows the One-Stop Operational Plan that was created and the activities and progress toward meeting the goals set forth in the plan.
- Invoices – Monthly invoices will be provided for each of the WIOA programs, showing the line items contained in Attachment B. The invoice will be signed by the preparer demonstrating that they have reviewed and confirmed all calculations and figures, and that expenses are charged to the correct line item. It will also be signed by appropriate Contractor supervisory staff before submission to the WVVDB. Reimbursements from the WVVDB will not be processed until invoices are deemed completed and accurate by the WVVDB. Accurate and timely financials are critical to the successful operations of WIOA programs.

Additionally, the Contractor will present program highlights and other information as requested at each regularly scheduled meeting of the WVVDB. The WVVDB reserves the right to request other information and reports as deemed necessary.

ARTICLE VI – PERFORMANCE MEASURES & CONTRACTOR PROFIT

The performance of the Contractor will be measured using the developed and approved One-Stop Operational Plan and the progress toward meeting goals outlined in Article III of this Contract.

Profit may be earned by the Contractor based upon performance under this contract. A maximum amount of profit that can be earned will be detailed in ***Attachment B***.

For profit to be earned by the Contractor, the following must be completed:

- Achieve or maintain One-Stop Certification through the Virginia Community College System for the Virginia Career Works – Roanoke Center;
- Oversee and assist in the One-Stop Certification process through the Virginia Community College System for the Virginia Career Works – Covington Center and the Virginia Career Works – Franklin Center to ensure the certification of both Affiliate Centers;
- Hold monthly Management Team meetings with key management staff located in the comprehensive Virginia Career Works – Roanoke Center;
- Hold at least three recruitment/hiring events in the Center each quarter;
- Hold monthly Center Staff meetings and organize relevant trainings for staff at each meeting;
- Hold monthly Business Solutions Team meetings to coordinate business services efforts in the region among workforce system partners; and
- Provide agendas and minutes from Center Staff Meetings and Business Solutions Team meetings to Board staff after each meeting for publication on the regional website.

If One-Stop Certification for the Virginia Career Works – Roanoke Center is not achieved or maintained, profit will be reduced by 35%.

If One-Stop Certification for the Affiliate Centers, the Virginia Career Works – Covington Center or the Virginia Career Works – Franklin Center, profit will be reduced by 5% for each site not certified.

If monthly Management Team meetings with key management staff from the Virginia Career Works – Roanoke Center do not occur, profit will be reduced by \$250 for each month a meeting is not held.

If monthly Center Staff meetings are not held with relevant training opportunities included in the agenda, profit will be reduced by \$250 for each month a meeting or relevant training is not held.

If monthly Business Solutions Team meetings are not held, profit will be reduced by \$250 for each month a meeting is not held.

If agendas and minutes are not archived for each Center Staff or Business Solutions Team meeting, profit will be reduced by \$250 for each instance an agenda and/or minutes is missing.

If a One-Stop Operations plan is not completed and submitted to the Board by January 1st, profit will be reduced by 35%.

For each monthly invoice that is not deemed complete and accurate by the 15th of each month, profit may be reduced by \$250. For example, if the January, February, and March invoices are deemed incomplete, the annual calculated profit may be reduced by \$750.

ARTICLE VII -- PAYMENT FOR SERVICES

The WVVWDB will pay the Contractor based on an amount of compensation and method of payment agreed to Attachment B, "Budget". The Contractor's receipt of compensation from the WVVWDB is dependent on the WVVWDB's receipt of compensation from the VCCS according to certain terms and procedures. The WVVWDB will not advance any funding to the Contractor for its performance under this agreement; all compensation due to Contractor is on a reimbursement basis only. The Contractor's invoices will be subject to any hold-back to which the WVVWDB is subject to under its funding agreement with the VCCS.

The Contractor will submit invoices to the WVVWDB in a timely manner. The WVVWDB will pay the amount of the invoice within forty-five (45) days; however, the WVVWDB will have the right to verify information contained on any invoice and extend the time of payment until information is received to correct any errors found therein.

Payments made to the Contractor will not be considered as evidence of satisfactory performance of the work by the Contractor, either in whole or in part, nor will any payment be construed as acceptance by the WVVWDB of any defective work. The WVVWDB reserves the right to withhold payment from the Contractor in the event the Contractor's work fails substantially to conform to the requirements of this Agreement. The obligations of the WVVWDB are contingent upon the adequate appropriation of funds.

ARTICLE VIII -- INSURANCE

The Contractor will maintain professional liability insurance during the performance of this Agreement in the amount of \$1,000,000 per claim and policy period aggregate, and for at least one (1) year from the termination of this Agreement. The Contractor will maintain Worker's Compensation insurance which protects its employees from worker's compensation claims in the statutory amount, and employer's liability coverage in the amount of the State's statutory limits. The Contractor will also maintain general liability \$500,000 per occurrence and policy period aggregate and automobile insurance in the amounts of \$500,000 per occurrence. The Contractor will also maintain excess general and automobile liability insurance in an amount not less than \$1,000,000 per occurrence and policy period aggregate.

The Contractor will maintain business property insurance for the replacement value of all equipment, furniture, computers, and other supplies that the Contractor owns and uses in the provision of One-Stop Operator services. The address of each location containing Contractor property will be individually listed and insured on the policy. The Contractor will provide insurance to protect against a data breach or loss in the amount of \$100,000 per claim. WVVWDB will maintain business property insurance for the replacement value of all equipment, furniture, computers, and other supplies that the WVVWDB owns and is used in the provision of WIOA Services. The address of each location containing WVVWDB property will be individually listed and insured on the policy.

It is agreed that any insurance or self-insurance program maintained by the Contractor will apply in excess of and will not contribute with insurance provided by this policy. Each insurance policy required by this Agreement, excepting policies for worker's compensation, employer's liability, and professional liability, will contain the following clause: "The Western Virginia Workforce Development Board, its officers and employees acting within the scope of their official duties, will be named as additional insured with respects to derivative or imputed liability arising out of the Contractor' performance of this Agreement". No cancellation of the insurance coverages mentioned herein will be made without thirty (30) days' written notice to the WDB.

AGREED TO BY

Western Virginia Workforce Development Board
313 Luck Avenue SW
Roanoke, VA 24016

Morgan Romeo, Director of Workforce Development

Date Signed

AGREED TO BY

Ross Innovative Employment Solutions Corp.
301 Orchard Street, Suite 2
Saint Clair, MI 48079

Shawn Brenner, Chief Executive Officer

Date Signed

September 7, 2018

Mr. George Taratsas
Administrator, Federal Workforce Programs
Virginia Community College System
300 Arboretum Place, Suite 200
Richmond, VA 23236

Dear George,

We are pleased to submit to the Virginia Community College System (VCCS) the proposed negotiated performance levels for Program Years (PY) 2018 and 2019 from Local Workforce Development Area 3 (LWDA3). You will find attached to this letter the required spreadsheet detailing our counter-proposals to the performance levels proposed by VCCS.

The spreadsheet attached will show that the Western Virginia Workforce Development Board (WVWDB) is proposing the following measures remain at PY2016 and PY2017 levels:

- Adult Median Earnings 2nd Quarter After Exit
- Dislocated Worker Employment 4th Quarter after Exit
- Dislocated Worker Credential Attainment within 1 year
- Youth Employment 2nd Quarter after Exit

The local economic conditions in LWDA3 are not unlike other areas in the Commonwealth of Virginia. The unemployment rate for the region in July 2018 was 3.0%, which is slightly higher than the Commonwealth at 2.9%.¹ The economy has rebounded tremendously from the recession, with an increase of over 116,000 jobs between 2015 and 2017. One aspect of the economy that has not recovered is the average wage being paid by local businesses. Many businesses in the region are struggling to raise wages due to corporate entities being located outside of the Commonwealth. This affects the WIOA Title I performance levels dramatically, as Title I participants in our area are not able to earn as high of a wage as participants in other LWDA3s. While the unemployment rate is low, which on the surface is good for the local economy, the job seekers that remain unemployed continue to be low-skilled and high-need, and struggle with employment obtainment and retention. This affects the WIOA Title I programs as the populations being enrolled have increased levels of turnover.

¹ Western Virginia Community Profile, Labor Market Information, Virginia Employment Commission, 2018

While the demographics of the participants being served by the WIOA Title I programs are reflected on the Local Area Tool provided by VCCS, this does not include the individuals that are being served by the One-Stop System as a whole. In March 2018, the LWDA opened a brand new comprehensive One-Stop in the City of Roanoke, the Virginia Career Works – Roanoke Center. Until this point, the Center existed in a temporary location, and was not utilized as much during this time. Between July 2018 and August 2018, traffic at the Center rose from 653 job seekers to 774 job seekers. We expect this number to continue to rise as word gets out about the services available at the Center. As the traffic continues to increase, we expect enrollment demand for the WIOA Title I programs to increase. The demographics of the population utilizing the Center tend to be the hardest to serve. These include older workers, individuals who have been laid off, individuals who are underemployed, individuals who speak English as a Second Language (ESL), individuals with disabilities, and individuals receiving public assistance. All of these individuals typically have additional barriers to employment which provides a layer of uncertainty when discussing performance levels.

Additional factors of change within LWDA3 include the change in WIOA Title I Service Provider from ResCare Workforce Services to Ross Innovative Employment Solutions beginning July 1, 2018. While the LWDA3 is confident in Ross IES's ability to perform and meet standard goals, it is unrealistic to raise their performance measures significantly from what ResCare Workforce Services was achieving in the past. Keeping the above-mentioned performance measures at the levels for PY2016 and 2017 will allow the WVVDB to evaluate Ross IES appropriately for success. Seeing as the predicted levels for the above-mentioned performance measures are significantly lower than the proposed, we would like the opportunity to see if we can achieve the PY2016 and 2017 measures prior to raising the bar.

Another major factor for these performance negotiations comes from legislation and guidance released in the Training and Employment Guidance Letters (TEGLs) 9-17 and 10-16 which eliminates the 80% threshold from performance. With this 80% threshold being removed, the gap between the VCCS proposed measures and the PY2016 and 2017 levels increases dramatically.

With more unknowns than there are knowns at this point in time, we respectfully request for VCCS to accept the performance negotiation proposals that have been submitted by the WVVDB for LWDA3. If you have any questions or concerns, please let me know.

Best regards,



Morgan Romeo
Director

PY 2018 and PY 2019 Performance Negotiations

LWDA: Western Virginia - 03

Performance Indicator	Virginia - Negotiated Level	LWDA Proposed Level	Negotiated Level
Adults			
Employment 2nd Quarter after Exit	77.0	77.0	0.0
Employment 4th Quarter after Exit	85.0	85.0	0.0
Median Earnings 2nd Quarter after Exit	\$6,000	\$5,500	\$0
Credential Attainment within Four Quarters after Exit	70.0	70.0	0.0
Dislocated Workers			
Employment 2nd Quarter after Exit	85.0	85.0	0.0
Employment 4th Quarter after Exit	90.0	85.0	0.0
Median Earnings 2nd Quarter after Exit	\$8,700	\$7,600	\$0
Credential Attainment within Four Quarters after Exit	70.0	70.0	0.0
Youth			
Employment 2nd Quarter after Exit	66.0	63.0	0.0
Employment 4th Quarter after Exit	62.8	62.8	0.0
Credential Attainment within Four Quarters after Exit	70.0	70.0	0.0

Send the Proposed levels to WIOA@vccs.edu

CC: jholicky@vccs.edu

Adult Dislocated Worker	Employment 2 nd Quarter after Exit	The percentage of participants who are in unsubsidized employment during the second quarter after exit from the program (for title I Youth, the indicator is the percentage of participants in education or training activities, or in unsubsidized employment during the second quarter after exit)
Adult Dislocated Worker	Employment 4 th Quarter after Exit	The percentage of participants who are in unsubsidized employment during the fourth quarter after exit from the program (for title I Youth, the indicator is the percentage of participants in education or training activities, or in unsubsidized employment during the fourth quarter after exit)
Youth	Employment 2 nd Quarter after Exit	The percentage of title I Youth program participants who are in education or training activities, or in unsubsidized employment, during the second quarter after exit from the program
Youth	Employment 4 th Quarter after Exit	The percentage of program participants who are in education or training activities, or in unsubsidized employment, during the fourth quarter after exit from the program.
All	Median Earnings 2 nd Quarter after Exit	The median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program
All	Credential Attainment w/in 1 year	The percentage of those participants enrolled in an education or training program (excluding those in on-the-job training (OJT) and customized training) who attain a recognized postsecondary credential or a secondary school diploma, or its recognized equivalent, during participation in or within one year after exit from the program. A participant who has attained a secondary school diploma or its recognized equivalent is included in the percentage of participants who have attained a secondary school diploma or its recognized equivalent only if the participant also is employed or is enrolled in an education or training program leading to a recognized postsecondary credential within one year after exit from the program.
All	Measurable Skills Gain	<p>The percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains, defined as documented academic, technical, occupational, or other forms of progress, towards such a credential or employment. Depending on the type of education or training program, documented progress is defined as one of the following:</p> <ol style="list-style-type: none"> 1. Documented achievement of at least one educational functioning level of a participant who is receiving instruction below the postsecondary education level; 2. Documented attainment of a secondary school diploma or its recognized equivalent; 3. Secondary or postsecondary transcript or report card for a sufficient number of credit hours that shows a participant is meeting the State unit's academic standards; 4. Satisfactory or better progress report, towards established milestones, such as completion of OJT or completion of one year of an apprenticeship program or similar milestones, from an employer or training provider who is providing training; or 5. Successful passage of an exam that is required for a particular occupation or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks such as knowledge-based exams



Western Virginia Workforce Development Board Committee Appointments - PY2018

Finance Committee

Casey Nicely, Chair
Bill Jones
Shawn Hildebrand
Katherine Holcomb

Wells Fargo Bank
Hometown Bank
Craig-Botetourt Electric Cooperative
Virginia Employment Commission

Workforce Center & Services Committee:

Crystal Hall, Chair
Kathy Hodges
Joseph Brinley
Joyce Kessinger
Katherine Holcomb
Karen Michalski-Karney
Milan Hayward
Steven Martin
Mary Ann Gilmer
Afira DeVries
Emmanuel Doss
Jo Nelson
Susan Martin

Roanoke Redevelopment & Housing Authority
The Franklin Center
IBEW-Local 26
Botetourt County Economic Development Authority
Virginia Employment Commission
Blue Ridge Independent Living Center
Virginia Western Community College
City of Roanoke DSS
Goodwill Industries of the Valleys
United Way of the Roanoke Valley
YouthBuild (TAP)
Total Action for Progress (SwiftStart)
WIOA Title I Programs (ex-officio/non-voting)