

Western Virginia Workforce Development Board
Workforce Center & Services Committee
May 1, 2019, 2:00pm
Virginia Career Works – Roanoke Center
3601 Thirlane Road, Suite 2, Roanoke, VA 24019

I.	Call to Order	Crystal Hall
II.	Public Comment	
III.	Meeting Minutes Approval – February 6, 2019	Crystal Hall
IV.	Old Business	Leah Gibson
	<ul style="list-style-type: none">• GO Virginia Grant• Involvement with Prevention Council• OnRamp Grant	
V.	WIOA Title I Provider Performance	Crystal Hall
VI.	New Business	Leah Gibson
	<ul style="list-style-type: none">• Operational Consultant• Roanoke Center Open House• Franklin County CharityTracker• Eligible Training Providers<ul style="list-style-type: none">○ MedCerts HI-6000 Medical Assistant○ MedCerts IT-5000 IT Security and Network Technician○ State Monitoring Tool• Systemwide Memorandum of Understanding Update• Virginia WIOA Title I Funding<ul style="list-style-type: none">○ ITA Maximum and Work-Based Learning Opportunities	
VII.	Upcoming Meetings	
	<ul style="list-style-type: none">• Next WCSC Meeting (August 2019)• WVVWDB Meeting – Friday, June 21, 2019, Location & Time TBD	
VIII.	Adjournment	



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

Committee Members	Present
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

Board Staff	Present
Morgan Romeo	X
Leah Gibson	X
Guests	Present
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 1st 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.

YOU'RE INVITED!

ROANOKE CENTER ONE YEAR ANNIVERSARY

OPEN HOUSE



BLUE RIDGE REGION

CELEBRATE

with us the one year anniversary of opening our doors and creating a stronger workforce in the Roanoke Valley and Alleghany Highlands

DISCOVER

the complete services we provide job seekers and employers within the community

NETWORK

with Virginia Career Works staff and other attendees to gain new resources and widen your workforce net



**THURSDAY
MAY 9TH, 2019**

4:30 PM-6:30 PM

**3601 THIRLANE ROAD NW
SUITE 2
ROANOKE, VA 24019**

TEL: 540.613.8220

Provider: MedCerts
INITIAL APPLICATION

Program Name	Completed Application	Required Data	Leads to Credential
HI-6000 Medical Assistant	✓	✓	✓
IT-5000 IT Security and Network Technician	✓	✓	✓

COMMONWEALTH OF VIRGINIA
ANNUAL REVIEW MONITORING TOOL
Eligible Training Provider

Training Provider/School Name: _____

Training Provider/School Address: _____

Equal Opportunity Policy Adherence:

1. Do you have a grievance procedure, which includes discrimination complaints? ☐ Yes ☐ No

If no, please describe how discrimination complaints would be handled: _____

2. Do you have the Equal Opportunity is the Law poster prominently displayed? ☐ Yes ☐ No

If yes, please describe where it is displayed: _____

3. Do you have a policy for serving students with disabilities? ☐ Yes ☐ No

If yes, please attach a copy. If no, please describe how you would ensure that students with disabilities would have equal access to training programs: _____

4. Do you have a policy for serving students with limited English proficiency? ☐ Yes ☐ No

If yes, please provide a copy. If no, please describe how you would ensure that individuals with limited English proficiency would have equal access to training programs: _____

5. Do you ensure that training is provided in the most accessible setting?

☐ Yes

☐ No

If yes, please describe: _____

Contact Name: _____

Title: _____

Signature: _____

Date: _____

Title: Individual Training Accounts (ITA)	Related Forms: Yes
Effective Date: 1/27/2017	Revised Date: 4/6/2018

Purpose

The purpose of training is to provide eligible customers with the means to obtain the necessary skills to become gainfully employed or re-employed. This policy is intended to define and establish parameters for Individual Training Account (ITA) development and expenditures.

Reference

Workforce Innovation and Opportunity Act (WIOA) Title 1

00-8 Virginia's Training Voucher System under WIA

VWL #05-08, Individual Training Accounts for Out-of-School and/or Older Youth

Policy

A WIOA-eligible registrant is enrolled in a training program if the Individual Employment Plan (IEP) supports that the training is necessary to transition the participant into the workforce. The training must support the stated purpose of WIOA and be in accordance with the description of training as contained in the Act. Whenever feasible, training vendors will be requested to allow participants to receive credit for required courses when equivalent courses have been completed and can be documented from other training institutions. Additionally, costs associated with College Level Examination Program (CLEP) Testing will be treated as a training cost if the testing relates to the curriculum of study.

Procedure

Eligibility

All recipients of training funds must be eligible based upon criteria established under the Act. WIOA requires the coordination of training costs with funds available under other grant assistance (Section 134). WIOA funding for training is limited to participants who are unable to obtain grant assistance from other sources, including PELL Grants, to pay the costs of their training or require assistance beyond that available under grant assistance from other sources, including PELL Grants but excluding loans, to pay the costs of such training to avoid duplication of payment. Individuals must maintain an active application status for PELL assistance. The exact mix of funds shall be determined based on the availability of funding for either training costs or supportive services, with the goal of ensuring that the costs of the training program the participant selects are fully paid, and that necessary supportive services are available so that the training can be completed successfully. The total school budget will be supplied by the vendor based upon a formula used by institutions that determine financial aid. This total school budget is not inclusive of childcare assistance.

Occupational Areas of Training

The training provided through ITAs is for the sole purpose of facilitating transition into the workforce. All training will be for occupations identified as in demand in the labor market and determined to be of priority by the Western Virginia Workforce Development Board (WVWDB) in the Local Plan, which is reviewed and updated every 5 years. These include existing target industries of Healthcare, Manufacturing, Construction, Transportation & Warehousing, and Financial Services, as well as the

emerging target industries of Food & Beverage Manufacturing, Life Sciences, and Information Technology.

Staff may request a waiver for participants that are interested in training outside of these target sectors and occupations. Waivers must be requested, with all required documentation, and approved by the WVVWDB Director prior to approving funding for the participant. Waiver documentation must include, at a minimum:

- justification within the participant's IEP identifying occupation interest and/or aptitude;
- barriers to employment and/or training in the target sectors and occupations;
- and local labor market information including LMI data as well as at least 3 different current job openings paying a self-sufficient wage (as defined in our Eligibility policy) for the occupation connected to the training.

These items must be attached to the waiver request form to the WVVWDB Director. Waivers may be available for no more than 5% of funds budgeted annually by line item and by program (i.e.: 5% of the Adult ITA budget, etc.).

Training Selection

Training will be provided for priority occupations only as determined by the Board by an institution or organization certified as meeting the criteria and having completed the procedures outlined in the Eligible Training Provider Certification policy. Participants have choice of any approved provider and approved program that is on the statewide ETPL housed within the system of record, VAWC. Approval for local funding, however, will be based on criteria listed within this policy as well as funding limitations within supportive services that may be required for trainings.

Length of Training

The purpose of training services is to provide eligible customers with the means to obtain the necessary skills to become gainfully employed or re-employed. Training length will vary according to the type of training and the requirements outlined in the vendor agreement. Because entering or returning to the workforce is a priority under WIOA training, training cannot exceed more than 24 calendar months. Training should lead to an industry-recognized certification and employment that earns a sustainable wage. Participants whose IEP includes training lasting more than 24 months must request a waiver from the WVVWDB Director PRIOR to beginning the training and expenditure of funds. Participants whose training was planned for less than 24 months but who require additional time to complete the program of study must request a waiver.

Repeat Training

The WVVWDB will NOT provide funding for courses/programs previously funded but not successfully completed.

Cost Limitation

The local WVVWDB limits training cost to no more than \$5,000 per participant within a twelve-month period, except as approved by the WVVWDB Director prior to the expenditure of funds. Funding of training and supportive services combined may not exceed a total of \$8,000 in a 12-month period. All

WIOA registrants will be made aware of any excess cost of training not covered by the program for which they will be responsible. Program operators are expected to work closely with participants to determine the individuals' ability to contribute to the cost of training and negotiate a funding plan that will adequately meet the needs of the participant while using WIOA funding in the most efficient manner possible.

Administration

All requests for ITA funding must be supported in the participant's IEP. Contact with the participant is required. All participants are also required to complete performance reviews with their case manager on a quarterly/ semester/module basis in accordance with the timeframes outlined on the IEP. ITA funding is authorized on a semester/quarterly/module basis and requires documentation that the participant has successfully completed previous work. Discontinuation of funding for students who are not performing or demonstrating satisfactory progress toward completion of training goals is allowed. Students are expected to maintain no less than a cumulative 2.0 grade point average for the year in order to continue to receive WIOA funding. Invoices from training providers must be placed in customer files with vouchers to substantiate payments. Vouchers must have all signature lines successfully signed prior to payments being made. Payment are made to training providers on behalf of an individual participant. Payments are not made to participants directly and are not made as reimbursements for expenses paid by participants prior to program enrollment and/or approval from program operator.

Waivers

A waiver to the above maximum specifications may be requested from WVVWDB director on a case-by-case basis. Waivers must be submitted and approved by the Director prior to the expenditure of funds. The necessity for waiver must be sufficiently justified and documented in order for a waiver to be approved. The Executive Director may approve exceptions to the cost limit up to \$8000 maximum limit for the following: computer & information systems training and certification; healthcare training and certification; and manufacturing & processing training and certification. Please note, the eligible training provider who receives the maximum waiver amount of WIOA funds to serve a WIOA participant will need to include certification testing and placement into employment as part of their training cost.

Related Forms:

Waiver Request

Training Policy & Selection

Training Plan

Training Policy & Selection

Title: Limited Funding Policy	Related Forms: No
Creation Date: 1/14/2019	Revised Date:
Effective Dates: 1/14/2019 – 6/30/2019	Programs Affected: Adult, Dislocated Worker
Effective Dates:	Programs Affected:
Effective Dates:	Programs Affected:
Effective Dates:	Programs Affected:

Purpose:

To put procedures in place when the Western Virginia Workforce Development Board (WVWDB) determines funding to be low in any/all WIOA Title I programs in order to have services remain available for the duration of the program year.

Policy:

This policy will be in effect only for the dates as noted above. The policy will become effective, for the specified WIOA Title I programs indicated above, at the point in time that they are approved by the WVWDB and will only remain in effect only as long as the WVWDB approves.

When the WVWDB has determined to put this policy into place, the following steps will be taken with the implementation of the local WIOA Title I programs in order to allow for services to continue to be provided through a time of low funding:

- The local funding limitation for an Individual Training Account (ITA), per year, will be reduced to \$3000.
- No waivers for ITA amounts to exceed this dollar amount will be approved by the WVWDB Director.
- When this policy is in place, no funding will be utilized from the specified program/s towards Supportive Services.
- The total amount of funding to be approved per participant, between ITAs and other training services, will be reduced to \$6,000 per year.