

Western Virginia Workforce Development Board Workforce Center & Services Committee

October 1, 2018 –10:00 AM 313 Luck Avenue SW, Roanoke, VA 24016

I.	Call to Order	Crystal Hall
II.	Public Comment	
III.	Approval of Workforce Center & Serv. Committee Mtg Min 3/23/18 (Page	es 2-4) Crystal Hall
IV.	Old Business	Morgan Romeo
	One Stop Certification Update	
٧.	New Business Leah	Gibson & Morgan Romeo
	Eligible Training Provider Applications & Renewals (Pages 5-13)	
	 Policy Updates (Pages 14-31) 	
	 Performance Dashboard (Pages 32-35) 	
	 One Stop Operator Contract (Pages 36-42) 	
	Go Virginia Grant	
	 United Way Grant (Pages 43-47) 	
VI.	Upcoming Meetings	
	WVWDB Meeting –October 5, 2018 @ 9:00 AM, Botetourt Technical Ed	ducation Center
VII.	Adjournment	



BLUE RIDGE REGION

Western Virginia Workforce Development Board Workforce Center & Services Committee March 23, 2018

Call to Order

Ms. Hall called the meeting to order at 11:00 a.m.

Workforce Center & Services Committee Members Present:

Joe Brinley Steven Martin Crystal Hall Donella Spangler Katherine Holcomb

Staff Present:

Leah Gibson Jake Gilmer Candace Martin Morgan Romeo

1. Approval of Minutes: November 14, 2017

Mr. Martin made a motion to approve the minutes. Mr. Brinley seconded the motion. The motion was approved by a unanimous voice vote.

2. **Unfinished Business**

1. Comprehensive Workforce Center Update

Jake Gilmer reported.

Almost all staff has moved into the center. VEC and ResCare were open to the public on Monday and had 45 customers. All the connections were complete except staff is still dealing with Verizon issues. The Resource room was ready to go on Monday and staff was working on the reception furniture. There are more partners still moving in but nothing from Goodwill yet.

Kathy Holcomb said the new bathroom needed plumbing. She said Chris Shelor, maintenance technician from Poe & Cronk, was very responsive. Lewis Waterling, head of janitorial had also been very accommodating and was coming every evening after 5 o'clock.

Mr. Gilmer said staff was still coordinating the grand opening with the Governor's office and the center was busy and was serving people. He said Vicki Tanner, VCCS monitor, had been to the new center and said it was moved to the top of the list of centers in the state.

Ms. Spangler commended Kathy Holcomb & Jake Gilmer for all the work at the center.

Mr. Gilmer said there were no ADA issues and the City and Blue Ridge Independent Living Center had reviewed the center. He said staff was still working on the bus lines, but Valley Metro was aware of the needs.

Ms. Romeo said staff was trying to add one more time to the bus schedule (7, 8, 9, 12, 4 & 5 o'clock).

2. One Stop Certification Update

Ms. Gibson said the one-stop certification was due by the end of the month and it would be finalized and sent to the state.

Ms. Romeo said staff had to show the services that the partners provided.

3. Training Provider Accessibility Reviews & Application Update

Leah Gibson reported.

The state passed down the accessibility process to the local boards to review. The review was 98% done. Fast Track was the one provider who refused the on-site review and staff was still waiting on the state to give guidance.

4. Target Industries & In-Demand Occupations Review

Mr. Gilmer said the assignment was from the full board to the workforce center & services committee and was one of the reasons for the meeting today.

Leah Gibson reported.

Staff reviewed WIOA law and multiple other policies of boards around the state. Staff was proposing the language in the package on page 8 at "staff may request a waiver". If participants had barriers to go into one of those sectors, staff could evaluate and determine a waiver for participants to get into the career. Staff wants to know there is a job out there when the participants get done. Waivers go to the Workforce Director to review. Staff put a limitation on waivers, only 5% of the budgeted funds could go towards waivers.

Ms. Hall asked what the self-sufficient wage was based on.

Ms. Gibson said that already defined in the eligibility policy. She said it was 175% of the poverty level.

Mr. Gilmer said the poverty level was updated annually.

Ms. Holcomb asked if the waivers were of industry and participants were still eligible for a waiver of funds.

Ms. Gibson said yes.

Mr. Gilmer said a decent amount of funds were budgeted to use throughout the year. He said the specific request came from Black Diamond School of Beauty requested staff consider adding cosmetology to the industry list. He said the board stood on strong ground focusing on the target occupations, but they may not be right for everyone.

Ms. Gibson said the case managers would still evaluate programs and participant experience.

Mr. Gilmer said the waivers did create some gray area. He said other boards that staff looked at were New River Valley and Charlottesville and they had similar waiver processes and seem to function very well.

Ms. Romeo said the board needed to do more educating services to the providers.

Mr. Gilmer said the change was not coming from staff. He said staff was happy with the target industry list, but the board was getting pressure on this type of thing.

Mr. Martin said he liked the language because it gave flexibility but still had boundaries.

Mr. Martin made a motion to recommend to the board. Mr. Brinley seconded the motion. The motion was approved by a unanimous voice vote.

3. New Business

Mr. Gilmer said new training providers would go to the full board with performance information. The committee agreed that was best.

4. Adjournment

The meeting was adjourned at 11:51 a.r	n.
Chair	Date

Provider: Black Diamond School of Beauty

Program Name	Updated Copy of Non- Discrimination Policy	Anti- Discrimination Certification Form	Completed Performance Spreadsheet	Completion Rate (50% required)	Credential Rate (65% required)
Cosmetology	✓	✓	✓	53	100

Provider: Fast Track

Program Name	Updated Copy of Non- Discrimination Policy	Anti- Discrimination Certification Form	Completed Performance Spreadsheet	Completion Rate (50% required)	Credential Rate (65% required)
Medical Billing & Coding Specialist	✓	✓	✓	n/a	n/a
Nurse Aide	✓	✓	✓	99	100
Medication Aide	✓	✓	✓	100	100
Patient Care Technician	✓	✓	✓	80	100
Pharmacy Technician	✓	✓	✓	100	100
Phlebotomy Technician	✓	✓	✓	100	100
Electrocardiography Technician	✓	✓	✓	100	100
Clinical Administrative Assistant	✓	✓	✓	100	100
Clinical Medical Assistant	✓	✓	✓	92	100
Esthetics	✓	✓	✓	n/a	n/a
Massage Therapy	✓	✓	✓	n/a	n/a

Provider: MedCerts

Program Name	Updated Copy of Non-Discrimination Policy	Anti-Discrimination Certification Form	Completed Performance Spreadsheet	Completion Rate (50% required)	Credential Rate (65% required)
Allied Healthcare Professional	✓	✓	✓	91	100
Electronic Health Records & Reimbursement Specialist	✓	✓	✓	96	41
Electronic Health Records Specialist	✓	✓	✓	100	36
Healthcare IT Technician	✓	✓	✓	100	50
IT Helpdesk Administrator	✓	✓	✓	93	46
IT Network Technician	✓	✓	✓	100	0
Medical Billing Specialist	✓	✓	✓	89	13
Medical Front Office & Electronic Health Records	✓	✓	✓	88	32
Medical Front Office Administration Specialist	✓	✓	✓	97	45
Medical Front Office Assistant & Administration Specialist	✓	✓	✓	96	30
Medication Care Coordinator	✓	✓	✓	33	0
PC Technician Program	✓	✓	✓	n/a	n/a
Pharmacy Technician Professional	✓	✓	✓	67	30
Pharmacy Technician Specialist	✓	✓	✓	88	14
Professional Coder	✓	✓	✓	100	31

Provider: TAP

Program Name	Updated Copy of Non- Discrimination Policy	Anti-Discrimination Certification Form	Completed Performance Spreadsheet	Completion Rate (50% required)	Credential Rate (65% required)
Certified Nursing Aide	✓	✓	✓	90	70
Customer Service	✓	✓	✓	79	67

Provider: Virginia Tech Roanoke Center

Program Name	Updated Copy of Non- Discrimination Policy		Completed Performance Spreadsheet	Completion Rate (50% required)	Credential Rate (65% required)
Project Management Professional Certification Prep (PMP)	✓	✓	n/a	n/a	n/a

Provider: Virginia Western Community College

Program Name	Updated Copy of Non- Discrimination Policy	Anti- Discrimination Certification Form	Completed Performance Spreadsheet	Completion Rate (50% required)	Credential Rate (65% required)
Advanced Technology in Mechatronics	✓	✓	✓	n/a	n/a
Basic Manufacturing Skills	✓	✓	✓	100	43
Building Trades Technology	✓	✓	✓	n/a	n/a
Career Switcher	✓	✓	✓	n/a	n/a
Certified Billing & Coding Specialist	Training program changed name, now Medical Billing				
Certified Medical Administrative Assistant	Training p	rogram changed	name, now Medica	l Office & Billing	Support
Certified Nursing Aide		Training progra	m no longer offere	d by provider	
Cisco CCNA Networking	✓	✓	✓	n/a	n/a
Cisco CCNA Networking Clinical Medical Assistant	✓	✓	✓	n/a 94	n/a 47
	✓	✓	✓		
Clinical Medical Assistant	✓ ✓ ✓	✓ ✓ ✓ ✓	√	94	47

Early Childhood Development: Infant & Toddler	✓	✓	✓	n/a	n/a
Early Childhood Education Career Studies Certificate	✓	✓	✓	n/a	n/a
Electrical Wiring	✓	✓	✓	n/a	n/a
FCAW American Welding Society Qualification	✓	✓	✓	40	300*
GMAW American Welding Society Qualification	✓	✓	✓	100	91
HIM: Medical Billing	√	✓	✓	n/a	n/a
Industrial Maintenance Technician	✓	✓	✓	96	52
IT Cyber Security	✓	✓	✓	n/a	n/a
IT Database & Program Developer	✓	✓	✓	n/a	n/a
IT Desktop Support Technician	✓	✓	✓	n/a	n/a
IT Network and Security Adminsitration	✓	✓	✓	n/a	n/a
IT: Web Programmer	✓	✓	✓	n/a	n/a
Machining Advanced	✓	✓	✓	n/a	n/a
Machining Fundamentals	✓	✓	✓	n/a	n/a

Maintenance Technology	✓	✓	✓	n/a	n/a
Mechatronics Systems Engineering Technology	✓	✓	✓	n/a	n/a
Mechatronics Systems Engineering Technology - Design Engineering Technology	✓	✓	✓	n/a	n/a
Mechatronics Systems Engineering Technology - Electrial Engineering Technology Specialist	✓	✓	✓	n/a	n/a
Medical Laboratory Technology	✓	✓	✓	n/a	n/a
Medical Billing	✓	✓	✓	100	84
Medical Office Support	✓	✓	✓	96	95
Medication Aide		Training progra	m no longer offere	d by provider	
Nursing	✓	✓	✓	n/a	n/a
Pharmacy Technician	✓	✓	✓	71	110*
Phlebotomy	✓	✓	✓	n/a	n/a
Project Management Professional Certification	✓	✓	✓	100	62
SHRM Certification Prep Course	✓	✓	✓	100	43

INITIAL APPLICATION

Program Name	Completed Application	Required Data	Leads to Credential
IT Fundamentals	✓	✓	✓
CompTIA A+ Computer Support & Repair	✓	✓	√
CompTIA Network+	✓	✓	✓
CompTIA A+, Network+ Bundle	✓	✓	✓

Title: Accessibility & Reasonable Accommodations	Related Forms: No
Effective Date:	Revised Date:

Purpose:

This policy on accommodations and accessibility ensures that every Workforce Innovation and Opportunity Act (WIOA) Title I participant receives quality services. The Western Virginia Workforce Development Board (WVWDB) has an obligation to make reasonable modifications to its policies, practices, and procedures to ensure equal opportunity for individuals with disabilities, unless it can be demonstrated that making modifications would fundamentally alter the nature of the service, program or activity. This policy outlines steps to ensure nondiscrimination and equal opportunity and the reasonable accommodations required to effectively serve individuals with disabilities.

References:

Workforce Innovation and Opportunity Act (WIOA), Section 188 (Part 29 CFR 38)

WIOA Notice of Proposed Rulemaking

Americans with Disabilities Act of 1990

Americans with Disabilities Amendments Act of 2008 (ADAA)

Rehabilitation Act of 1973, as amended, Section 504

Promising Practices in Achieving Universal Access and Equal Opportunity: A Section 188 Disability Reference Guide

Virginia Community College System Workforce Investment Act (WIA) Policy 00-10 Equal Opportunity Requirements for Local Workforce Investment Boards in Relation to the Workforce Investment Act of 1998

Policy:

WVWDB considers individuals with disabilities an important element of diversity and ability within Virginia Career Works Centers. Individuals with disabilities must be treated with respect and given customer-centric services.

No individual is to be excluded from participation in, denied the benefits of, subjected to discrimination under, or denied employment in any program or activity, funded in whole or in part under WIOA, due to race, color, religion, sex, gender identity, national origin, age, disability, or political affiliation or belief.

Program operators must use the same processes for all customers, including individuals with disabilities. The program operator must also make reasonable modifications in practices and procedures when the modifications are necessary to avoid discrimination based on disability, unless making the modifications would fundamentally alter the nature of the service, program, or activity. The need for an accommodation/modification shall not adversely affect the consideration of a qualified individual with a disability for aid, benefits, services, and training.

Procedure:

The following actions should be taken to ensure nondiscrimination of individuals with disabilities:

- Ensure the Virginia Career Works Centers in the Blue Ridge Region are compliant with the American with Disabilities Act (ADA) and equipped with auxiliary aids and accommodations.
- Ensure individuals are aware of compliance through use of signs or other means of visibility. "Equal
 Opportunity is the Law" must be prominently displayed within the Centers and made available in other
 formats as requested.

- Ensure individuals are aware of the ability to receive reasonable accommodations. Notice of the availability and right to receive reasonable accommodations must be posted.
- Maintain confidentiality and not disclose disability-related or other medical information about an
 individual to an employer or partnering organization unless the job seeker has requested the disclosure
 on their behalf.
- Incorporate information on accommodations and rights of all individuals, including individuals with disabilities, in orientations.
- Refrain from stereotyping individuals with disabilities when evaluating their skills, abilities, interests and needs.
- Periodically review eligibility criteria for services or training to eliminate elements that may screen out individuals with disabilities (unless criteria are directly related to specific training or services and is essential), such as literacy/numeracy level requirements to access services that may unnecessarily prevent individuals with intellectual, cognitive or development disabilities from accessing services.

Program operators are subject to the following provisions of law:

- Section 188 of the Workforce Innovation and Opportunity Act, which prohibits discrimination on the grounds of race, color, religion, sex, national origin, age, disability, political affiliation or belief and requires that reasonable accommodations be provided to qualified individuals with disabilities in certain circumstances.
- Section 504 of the Rehabilitation Act, which prohibits discrimination against individuals with disabilities by recipients of Federal financial assistance.
- Title I of the Americans with Disabilities Act, which prohibits discrimination in employment based on disability.
- Title Il of the Americans with Disabilities Act, which prohibits State and local governments from discriminating based on disability.
- Section 427 of the General Education Provisions Act, which requires recipients to ensure equitable access to, and participation in, certain programs run by the U.S. Department of Education.

Individuals may or may not choose to disclose that they have a disability. The individual does not have to document a disability to apply for or receive WIOA Title I Services.

Staff should only ask individuals if they have a disability if this question is asked of all customers using the program and for data collection purposes, or for customer service and satisfaction improvements. Staff may ask individuals whether they are able to perform the essential functions of a job, training, or activity, but should not directly ask if an individual has a disability.

If it appears that an individual with a disability may need an accommodation, staff may ask the individual if he or she can participate in a specific aid, benefit, service, or training with or without an accommodation. If the individual indicates that an accommodation is not needed, no further inquiries about the disability may be made. The individual's response must determine the program or services actions.

If the individual discloses a disability, staff must inform the individual that:

- Providing information about one's disability is voluntary;
- The information will be kept confidential as provided by law;
- Refusal to provide the information will not subject the individual to adverse treatment; and
- The information will only be used in accordance with the law.

For WIOA Title I services, individuals with disabilities do not need to verify a disability to be served, unless required for their specific individual eligibility; however, it would benefit the individual to provide documentation of the disability to receive priority of service and to receive connections to additional resources. If individuals with disabilities request accommodations on any testing for service delivery purposes, documentation of the disability will be required. Additionally, some discretionary grants may require individuals with disabilities to show documentation of their disability for eligibility purposes.

Specific information on disabilities gathered for program eligibility purposes, including medical information gathered, must be kept confidential and maintained in a separate, secure file that is only available to authorized individuals. Medical information given to staff verbally by a person with a disability is also regarded as confidential and should not be released without written consent of the person with a disability.

Reasonable accommodations, modifications, providing effective communication, and auxiliary aids and services will hereinafter be referred to as "reasonable accommodations." A reasonable accommodation is a change in the way the program is administered that enables an individual with a disability to receive benefits, services and training equal to those provided to individuals without disabilities.

Program operators providing services will provide reasonable accommodations to qualified individuals with disabilities who utilize WIOA Title I services to ensure equal access and opportunity.

The policies pertaining to reasonable accommodations apply to qualified individuals with disabilities regarding:

- Registration and orientation,
- Initial screening, assessments, and testing,
- Service delivery, including career services, training services, and support services, and
- Continuous improvement.

Program operators must not place a surcharge on an individual with a disability, or any group of individuals with disabilities, to cover the costs of measures associated with providing auxiliary aids, services, or assistive technology, that are required to provide that individual or group with the nondiscriminatory treatment required by WIOA Title I.

There are many forms of reasonable accommodations. Staff and the individual with a disability should work together to identify the most effective reasonable accommodation for that individual. Determining the most reasonable accommodation should be done as quickly as possible to avoid delaying access to services.

To afford individuals with disabilities an equal opportunity to participate in and enjoy the benefits of the WIOA Title I or Title III program or activity, the program operator must furnish appropriate auxiliary aids or services,

including effective means of communication, where necessary. In determining what type of auxiliary aid or service is appropriate and necessary, program operators must give primary consideration to the requests of the individual with a disability. Primary consideration means honoring the choice unless the agency can demonstrate that another equally effective accommodation is available, or that using the means chosen would result in a fundamental alteration in the service, program, activity, or undue financial and administrative burdens.

A non-exhaustive list of auxiliary aids and services can be found in 29 CFR S 38.4, and includes:

- Qualified interpreters, note-takers, transcription services, written materials, telephone handset amplifiers, assistive listening systems, telephones compatible with hearing aids, closed caption decoders, open and closed captioning, telecommunications devices for deaf persons (TDDs/1TYs, video telephones, or video remote interpreting devices), videotext displays, or other effective means of making aurally delivered materials available to individuals with hearing impairments;
- Qualified readers, taped texts, audio recordings, brailed materials, large print materials, or other effective means of making visually delivered materials available to individuals with visual impairments;
- Acquisition or modification of equipment or devices; and
- Other similar services and actions.

This obligation does not require the program operator to provide personal devices, such as wheelchairs; prescribed devices, such as prescription eyeglasses or hearing aids; or readers for personal use or study.

Virginia Career Works Centers must be ready and welcoming for when persons with disabilities seek services, and as such, advance preparatory actions must be taken.

Some areas to particularly note include:

- Signage
- Accessible Counters
- Automatic and Power-Assisted Doors
- Accessible Restrooms
- Accessible Workstations
- Obstacle Free Entrance
- Space in Waiting Room for People Using Wheelchairs
- 32-inch Clear Opening on Door
- 36-inch Clear Path of Travel

The above is only a sampling of considerations.

WVWDB requires that all service providers ensure that requests for accommodations are taken seriously and that receipt of accommodations is easy, user-friendly, and treated in a respectful and timely manner. Requests for

accommodations should be shared with the WVWDB Staff as soon as possible following a request, to ensure services were made available and are available for any future request.

The individual does not need to use the term "reasonable accommodation" when seeking assistance. A request can be made before services are received or after a customer has already begun to receive the services for which the accommodation is requested. The request for accommodations may be made by a family member, friend, or other representative on their behalf. However, staff should directly verify with the customer the specific need and request.

When a person with a disability makes a request for a reasonable accommodation to any of the program operators' representatives, the program operator is required to respond to that request. Request for accommodations, modifications, and/or effective communication are requests that include the following two elements:

- A request for an adjustment or assistance; and
- An indication that the request might be related to a medical condition or disability.

Requesting documentation for a disability can be an impediment to expedient and customer friendly service and, therefore, should usually be avoided. Documentation of a disability underlying a request for an accommodation should not be requested when:

- The request for accommodation falls within the range of adjustments that staff would normally make in providing good customer service for any customer, or
- The disability is apparent.

Assessment and testing accommodations will be based upon the nature of the disability or special need and can include, but are not limited to:

- Braille Test Edition
- Large Print Edition
- Repeated Directions
- Assistive Technology
- Answers Recorded
- Extended Time/Adjusted Time
- Communication Assistance

For testing accommodations, documentation of disability must provide a comprehensive evaluation, a specific diagnosis, and objective evidence of a substantial functional limitation. The diagnostic report must include specific recommendations for accommodation(s), as well as a detailed explanation of why each accommodation is recommended. The evaluator(s) must describe the impact the diagnosed disability has on a specific major life activity as well as the degree of recommendations with specific test results or clinical observations. This evaluation must be made by a qualified professional whose credentials are appropriate to the disability. The name, title, and professional credentials (e.g., degrees, areas of specification, license or certification, employment) should be clearly stated in the documentation.

A written record must be made of any requests for reasonable accommodations that would require significant resources or preparation. Records must include the name of the individual, the nature of the reasonable accommodation, and the reason for the accommodation.

In keeping records pertaining to requests for reasonable accommodations in Virginia Career Works Centers, all staff should ensure that the documentation process does not delay or impede the provision of accommodations. Any documentation collected for reasonable accommodation considerations should be kept with the Center Manager. Any documentation collected for reasonable accommodation considerations through WIOA Title I services should be kept with the appropriate Program Director or in the individual's participant file.

All staff members should be able to provide or arrange basic accommodations on their own initiative in the most expedient and customer friendly way possible. Virginia Career Works Center Managers should be knowledgeable and able to assist in arranging accommodations as needed.

The program operator may deny a request for a reasonable accommodation based on the following criteria:

- The program operator has determined the customer does not have a disability. The program operator has determined that the absence of the requested reasonable accommodation would not limit the customer's ability to have genuine, meaningful participation in and derive an equal benefit from the program aid, benefit, service and training, OR
- The program operator has determined that there is no accommodation that would be effective in improving the customer's ability to have genuine, meaningful participation in and derive an equal benefit from our aids, benefits, services and training.

The denial of an accommodation requires review and decision-making at the administrative level. If a staff person believes that it may be appropriate to seek documentation of a disability underlying a request for accommodation, that staff person should present the recommendation to the designated Equal Opportunity (EO) Officer or administrative level designee. The EO Officer will consider the recommendation, and if appropriate, conduct the inquiry.

Requests that cannot be provided or which are believed to pose an undue burden must be reviewed by the EO Officer. In situations where the program operator believes that the proposed accommodation would cause undue hardship, the program operator has the burden of proving that the accommodation would result in such undue hardship. The EO officer is the only person with authority to determine undue hardship on behalf of the program operators.

The EO Officer for the WVWDB is the Director, as identified in the Equal Opportunity (EO) policy.

A written statement of the reasons for reaching these conclusions will accompany the decision of an accommodation denial. The program operator will provide a copy of the statement of reasons to the individual who requested the accommodation, modification, auxiliary aid or service, and in alternate format or with other auxiliary aids for effective communication, as appropriate.

The written notice of denial must:

- Explain the reasons for the denial;
- Inform the customer of his or her rights to file a complaint with the Department of Labor Civil Rights Center and Department of Justice, Office of Civil Rights;

• Provide instructions for initiating such complaints

A copy of this notice of denial must be provided to the State Equal Opportunity Officer.

Additionally, if the denial is based on a determination of undue burden, the written notice of denial must also document that all the required factors that must be considered in determining undue burden were considered and be reviewed by an attorney versed in ADA.

After a determination of undue hardship, the program operator must still take any other action which would not result in such burden, but which would improve, to the maximum extent possible, the customer's ability to participate in and benefit from the program aids, benefits, services, and training. If an accommodation would result in undue hardship, the program operator will give the individual with a disability the option of providing the accommodation. The program operator must also offer to cover the costs of the reasonable accommodation up to the limit of undue burden and to allow the customer to cover any costs above that threshold.

Individuals who believe that they have been discriminated against in failure to provide accommodations, may file a complaint with the EO Officer. Information on how to file a complaint will be publicly posted and available in alternative formats. The Equal Opportunity (EO) Policy explains this process in detail.

Monitoring

The WVWDB acknowledges that the grant recipient, the state and the federal organizations that pass-through funding to the WVWDB has the authority to monitor and assess compliance with accessibility and reasonable accommodation procedures for WIOA Title I programs. To ensure that policies are being followed and expectations are being met, WVWDB staff or a designee will review accessibility of facilities and services periodically to ensure compliance. It will be the responsibility of the program operator to make any corrections and to conduct an internal review if areas of concern are found.

Disclaimer

This policy is based on WVWDB interpretation of the statute, along with the Workforce Investment and Opportunity Act; Final Rule released by the U.S. Department of Labor and federal and state policies relating to WIOA implementation. This policy will be reviewed and updated based on any additional federal or state guidance.

Title: Dislocated Worker Trade Co-Enrollment	Related Forms:
Effective Date:	Revised Date:

Purpose:

To establish procedures for ensuring the Trade Act and WIOA Title I Dislocated Worker programs are well coordinated and delivered in a manner that is seamless to clients and responsive to their needs.

Procedure:

Upon being notified of an employer layoff, the Rapid Response Coordinator will schedule and plan briefings with the Business Services Team point of contact. At this briefing, employees will be provided an overview of services that could be available to them. These briefings will typically include representatives from the Virginia Employment Commission (VEC), WIOA Title I Dislocated Worker program and any other mandated or optional partners that are invited. Information such as how to file for unemployment insurance, documentation required for Trade Act, available WIOA Title I services, etc. will be provided to those in attendance.

The Rapid Response Team shall plan for Trade-affected employees to have an opportunity to:

- 1. File Trade Eligibility Claim forms.
- 2. Register for Unemployment Insurance by telephone or online.
- 3. Register for job services to begin job search.
- 4. Attend Trade Act claim session which includes completing paperwork to establish Trade eligibility. Times and dates of the Trade Act claim sessions will be set by the VEC. Notices will be mailed to employee addresses as provided by the employer layoff list (may be prior to or following layoff date).
- 5. Complete WIOA Title I program orientation and application process.
- 6. Complete WIOA Title I program enrollment process.
- 7. Receive initial assessment.
- 8. Conduct initial one-on-one interview with VEC Trade Representative.
- 9. Complete a Consent to Exchange Information form.
- 10. Receive WIOA Title I assessments and determination of training needs for submission to VEC Trade Representative.
- 11. Develop Individual Employment Plan (IEP).

For individuals who are certified for Trade Act benefits as well as WIOA Title I Dislocated Worker program services, staff from both programs will work together to ensure service delivery is seamless.

Trade Act case management staff will:

- Utilize assessments and training justification documentation from WIOA Title I to determine appropriate training for client, if needed.
- Give two (2) training cost estimate sheets to customer to be completed by selected training provider/s.
- Complete TAA enrollment.
- Approve or disapprove training.
- If approved, a copy of the Training Request, Training Cost Estimate Sheet, Curriculum, class schedule for first semester (copy before **and** after the Add/Drop date) and Occupational Skills Training Agreement will be given to WIOA Title I within 10 business days from the date it is completed.
- Provide current documentation, with regular updates to WIOA Title I case manager throughout training activity to include the Curriculum, class schedules for each semester (one copy before the Add/Drop date and one after), grades each semester and at completion showing grade average or other indication of success, credential upon completion, and employment.
- Case notes in VaWC will be updated at least monthly.
- If a waiver is issued for training due to enrollment not available, health issues, or training not available, a copy of the waiver will be given to the WIOA Title I case manager.
- If client desires training or intensive services and has not met with WIOA Title I case manager, VEC will make a referral to WIOA Title I and await assessment results.

WIOA Title I Dislocated Worker case management staff will:

- Initiate one-on-one contact following Rapid Response Meeting (may be prior to, or following layoff date) to those who:
 - o Signed up for intensive services or training;
 - o Made an appointment for enrollment and assessment;
 - OR attended a group enrollment.
- Provide initial interviews to individuals to explain WIOA Title I Dislocated Worker program requirements, assessments and the relationship between Trade, WIOA Title I and the client.
- Document core services provided.
- Create a client case file.
- Determine WIOA Title I eligibility.
- Complete WIOA Title I enrollment into VaWC.
- Complete assessments for WIOA Title I services.
- Discuss WIOA Title I career and training services.

Additional items to note:

- For Trade purposes, clients that are 50 years of age and older that DO NOT plan on entering training are not required to have an assessment completed. The client will be issued a Trade waiver (retirement) and required to look for work.
- Both case managers will update the client Individual Employment Plan (IEP) and share copies each time it is updated.
- For purposes of eligibility, there must be a basic career service entered into the VaWC prior to
 dislocated worker program involvement. The sign-up sheet from the Rapid Response meeting plus
 the layoff letter provided by the company can serve as proof that a basic career service was
 provided to the client.
- If WIOA Title I funds are used for any training activity, the WIOA Title I eligible training provider list 9 will be used. If Trade uses a training provider not on the WIOA Title I state or local training provider list, WIOA Title I case manager will ensure the client is made aware that WIOA Title I funds cannot be used to pay for tuition and/or books should the need arise.
- Case notes will be entered by WIOA Title I staff for clients that are receiving supportive services from WIOA Title I. Service/Activity code 193 can be utilized by WIOA Title I staff for Supportive Services paid for with WIOA Title I funding, even if WIOA Title I funding is not used for the actual training cost (ITA).
- Both case managers will print case notes for file(s).
- Trade case managers will enter case notes for those on Trade waivers. ALL case notes will include detailed information on progress of training, job search, and other information.
- Case managers for both programs will notify each other if client ceases or completes training activity and/or enters employment. Information will also be entered into the VaWC.
- Case managers for both programs will exit the client when appropriate for their respective program and notify each other.

Follow up services will be provided by:

- WIOA Title I case managers obtain information for 1 year following the individual's exit from their program, including employment information & credentials obtained.
- VEC Trade Representatives will provide employment information and wage reports, upon request from WIOA Title I case manager, for each quarter during the follow up period.

Title: Adult, Dislocated Worker and Youth Eligibility	Related Forms: Yes
Effective Date: 1/27/2017	Revised Date: 5/22/2017

Purpose:

To ensure proper eligibility determinations for participation in WIOA programs and receipt of WIOA funds.

References:

VWL #15-02 Eligibility Guidelines

VWL 15-02 Attachment A: WIOA Adult Eligibility

Attachment B: WIOA Dislocated Worker Attachment C: WIOA Youth Eligibility

Attachment D: Verification and Documentation for WIOA Eligibility

Attachment E: Selective Service Requirements Attachment F: Family Size/Family Income

Attachment G: Self-Certification and Telephone/Document Inspection Verification

Requirements

Attachment H: WIOA Definitions for Title I Eligibility

Attachment I: WIOA Eligibility Checklist for Adults and Dislocated Workers

Attachment J: WIOA Eligibility Checklist for In-School Youth Attachment K: WIOA Eligibility Checklist for Out of School Youth

WIOA Sections 170 and 129

Policy:

It is the policy of the Western Virginia Workforce Development Board (WVWDB) to follow all federal guidelines and state guidance in determining eligibility for participants in and recipients of WIOA programs. The WVWDB and its' Service Providers will use their guidance to ensure accurate eligibility determinations are made. It is the current policy of the Western Virginia Workforce Development Board (WVWDB) to opt out of providing services to 5% of youth served that do not meet the income criterion. If this becomes a process we choose to participate in in the future, a policy will be created regarding these participants.

Procedure:

The state provided eligibility checklists must be in case files and completed accurately. Per state guidance, a letter from HUD verifying that an individual is currently receiving a rent subsidy is substantial verification for low-income status, as HUD has already verified income. For citizenship verification, the actual I-9 form does not need to be in the file, rather the documentation from the I-9 form. Clients should date all forms when they sign them as indicated on forms, only those without a date line are not required to be dated the date they are signed.

Self-Sufficiency Determination

To better serve the adult population of our area, adults who are a member of a family whose income exceeds the Lower Living Standard Income Level (LLSIL) but not in excess of 175% may also receive WIOA services as an established priority group. Additionally, income self-sufficiency of a Dislocated Worker will be calculated as the higher of 175% of the LLSIL or 80% of the layoff wage. The LLSIL is established annually by the Department of Labor and can be found at https://www.doleta.gov/llsil/.

Unlikely to Return Determination

Unlikely to obtain employment in a previous industry or occupation within six (6) months from date of termination or layoff due to general economic conditions of the area. Consideration will be given to declining industries or occupations or obsolete individual skills in a demand occupation or industry that could preclude an individual from being competitive or finding reemployment in the current occupation without the upgrading of skills.

Youth in Need of Additional Assistance

Youth identified during the initial intake assessment and eligibility process as meeting one of the following may be considered an individual (including a youth with a disability) who requires additional assistance to complete an education program or secure and hold employment:

- Lacking work experience for those aged 17 years old and above
- Having difficulty keeping employment meaning an individual aged 17 years or older who has not worked for the same employer for longer than 3 consecutive months in the prior twelve months
- Residing in a single parent household
- Residing in, or has resided in during the past 2 years, a residential placement facility, including a detention facility, substance abuse treatment facility, emergency shelter, psychiatric hospital, halfway house or foster group home (this must be verified with documentation from the facility, verbal or written)
- Living with a family member in the household who is unemployed or has lost their job during the past 12 weeks (includes spouse, parent or sibling over 18)
- Natural disaster evacuees

The case file must include documentation as to how the determination was made (i.e. official documents, verification from employer or educator, etc.). Documentation must also include a well-articulated statement <u>via case note</u> by the Case Manager that clearly defines and explains the rationale for the decision to use this barrier(s) and how participation in the services selected will support the Youth's chances for securing employment or completing an education program in order to secure employment.

Active clients must be contacted at least once every 30 days. Cases should be updated in VAWC with a case note reflecting the individual contacted, the conversation, information received & provided, and actions taken following the contact. Case notes within VAWC must be entered timely, within 10 days of the contact date. These case notes should be entered while a case is active as well as during follow-up, to document each contact or attempted contact with the client. Telephone call log books should not be kept alone, a case note should be entered for every call made & received with clients. If kept, they must be stored in locked cabinets and surrendered to the Board with closed files.

For those items that can be verified by self-attestation, self-attestation can only be used as verification as a last resort, when absolutely no other source of verification is available. The reason and justification for using self-attestation & documentation of attempts to verify with acceptable sources must be made in a case note.

Related Forms:

Adult and Dislocated Worker Eligibility Checklist

Out of School Youth Eligibility Checklist

In School Youth Eligibility Checklist

Telephone Verification / Document Inspection Form

Supplemental Application Questionnaire

Social Services Verification

Self-Certification Form

Offender Verification

Employment Verification

DRS Disability Verification

Consumer Report Release

Consent to Exchange Information

Follow Up Agreement

Adult/Dislocated Worker IEP

Youth IEP

VEC Release Form

Title: Eligible Training Provider Certification	Related Forms: Yes
Effective Date: 1/27/2017	Revised Date: 2/23/2017

Purpose:

The purpose of this policy and procedure is to:

- 1. determine eligibility criteria applied by the WVWDB to initial certification of training providers;
- 2. establish a subsequent process for annual training provider review and recertification; and
- 3. describe the appeals process available to providers refused certification.

References:

15-02 Identification of Eligible Providers of Occupational Skills Training

15-03 Registered Apprenticeship and Eligible Training Provider List

VWL #15-01 Procedure for Establishing Training Provider Eligibility under WIOA

VWL #15-01, Change 2: Procedure for Establishing Training Provider Eligibility under WIOA

VWL 15-01, Change 1: Procedure for Establishing Training Provider Eligibility under the WIOA

Identification of Eligible Providers of Occupational Skills Training

Attachment F - Youth Service Providers

Policy 404-01 Identification of Eligible Training Providers

VWL 16-06 Eligible Training Provider and Programs List, Attachment A Part I and II Training Provider Application

Policy:

The WVWDB will certify training providers on an annual basis and enter the information into the Virginia Training Provider Network. Certification is good through June 30 of the Program Year in which it becomes effective. To receive WIOA training funds, a training provider must apply for certification of each program that leads to a certificate, degree, license, or for each course that leads to skill attainment. After one full year of eligibility, approved Eligible Training Providers will be required annually to provide basic information for continued eligibility and will submit performance information for participants whose activities were funded through an ITA. Training programs that do not receive initial certification or recertification may appeal that decision, following the process outlined below.

Procedure:

For initial certification, the applying provider must demonstrate that the training program meets the eligibility criteria set forth by the state. The applicant also must submit required information for the consumer reports system on the Virginia Training Provider Network. Community based organizations & nonprofits that wish to be approved as training providers must provide performance data of 50% or greater completion rate and 65% or greater credential attainment rate in order to be considered. Applying providers may be requested to attend board meetings where their application is being reviewed in order to present information and/or answer questions that may arise. The application and supplemental application provided by the state will be used.

The WBWDB will request renewal verification and program performance reporting for providers/programs using a standard statewide template and procedure. This data will be entered by the WVWDB into the state reporting system to ensure transparency and support informed customer choice in the evaluation and selection of training providers. Providers of training who fail to provide the verification and performance information within 90 days of request will be removed from the state eligible training provider list.

Initial provider & program applications, for those that have not previously been approved, may be submitted to the WVWDB throughout the year. These applications will be reviewed at the next applicable Board or Committee meeting for approval. Notification of approval status will be provided to the provider following the respective meeting and vote. Renewal provider & program applications will be requested annually with a deadline for submission. The applications will be reviewed at the next applicable Board or Committee meeting for approval following the deadline. Notification of approval status will be provided to the training provider following the respective meeting and vote.

Should the WVWDB deny an application, staff will:

- 1. Send training provider notice within 5 business days after denial is obtained. The notice will identify the specific program(s) being denied and the reason(s) for denial. The notice shall also advise the applicant of its right to appeal the decision.
- 2. If a provider requests a reconsideration, the Board shall review the request within 90 calendar days and issue a written decision that either upholds or reverses the original decision.
- 3. If the WVWDB reverses its initial decision to deny the application, WVWDB staff will send the training provider notice within 5 business days after approval is obtained. WVWDB will then post the program of training service on the state provider network.
- 4. If the WVWDB affirms its original decision, the provider shall have the option of filing an appeal with VCCS.

In cases involving the denial of an initial certification or re-certification, the burden shall be upon the training provider to prove, by a preponderance of the evidence, that the certification should have been granted. In cases involving decertification of a training provider for intentionally supplying inaccurate information or for substantially violating any requirements under WIOA, the burden shall be upon the local board to provide, by a preponderance of the evidence, that the decision to decertify was appropriate.

Appeals for reconsideration must be submitted to the Board staff at least 10 days in advance of the next scheduled board of directors meeting following notification. Should fewer than 10 days remain prior to the next board meeting, the appeal will be considered at the next subsequent meeting in which the 10-day notice requirement can be met. If the issue is not resolved satisfactorily, the WVWDB will submit the application to the appropriate state division for reconsideration.

Related Forms:

Training Provider Application

Training Program Application

Title: Limited English Proficiency	Related Forms: No
Effective Date:	Revised Date:

Purpose:

This policy provides the guidance and establishes the procedures regarding the prohibition against national origin discrimination as it affects persons with Limited English Proficiency (LEP).

References:

WIOA (Public Law 113-125) Section 188
Title 29 Code of Federal Regulations (CFR) Part 38
Department of Labor (DOL) Training and Employment Notice (TEN) 28-16, Subject: Best Practices, Partnership Models, and Resources Available for Serving English Language Learners, Immigrants, Refugees, and New Americans (January 9, 2017)

Policy:

In regards to Equal Opportunity, the Western Virginia Workforce Development Board (WVWDB) acknowledges that national origin discrimination now includes LEP under 29 CFR Section 38.9 and specifically states that in providing any aid, benefit, service, or training under a WIOA Title I-financially assisted program or activity, a recipient must not, directly or through contractual, licensing, or other arrangements, discriminate on the basis of national origin, including LEP. Additionally, 29 CFR Section 38.41 added "LEP and preferred language" to the list of categories of information that each recipient must record about each applicant, registrant, eligible applicant/registrant, and participant.

Definitions:

Babel Notice – a short notice included in a document or electronic medium (e.g. web site, "app," email) in multiple languages informing the reader that the communication contains vital information and explaining how to access language services to have the contents of the communication provided in other languages.

Employment-related training – training that allows or enables an individual to obtain skills, abilities and/or knowledge that are designed to lead to employment.

LEP individual – an individual whose primary language for communication is not English and who has a limited ability to read, speak, write, and/or understand English. An LEP individual may be competent in English for certain types of communication (e.g., speaking or understanding), but still be LEP for other purposes (e.g., reading or writing).

Meaningful Access – Language assistance that results in accurate, timely, and effective communication at no cost to the LEP individual. For LEP individuals, meaningful access denotes access that is not significantly restricted, delayed, or inferior as compared to programs or activities provided to English proficient individuals.

Primary language – An individual's primary language is the language in which an individual most effectively communicates, as identified by the individual.

Procedure:

WVWDB program operators are required to take reasonable steps to ensure that LEP individuals have meaningful access to their programs and activities. Reasonable steps may include, but are not limited to, the following:

- Conducting an assessment of an LEP individual to determine their language assistance needs.
- Providing oral interpretation or written translation of both hard-copy and electronic materials, in the appropriate non-English languages, to LEP individuals.
- Conducting outreach to LEP communities to improve service delivery in needed languages.

Reasonable steps for providing meaningful access to training programs may include, but are not limited to the following:

- Written training materials in appropriate non-English languages by written translation, or by oral interpretation, or summarization.
- Oral training content in appropriate non-English languages through in-person or telephone translation.

Furthermore, Title I Staff should ensure that that every program delivery method, whether it be in person, electronic, or by phone, conveys in the appropriate language how an LEP individual may effectively learn about, participate in, and/or access any aid, benefit, service, or training available to them. It should also be noted that as new methods for the delivery of information or assistance are developed, WVWDB will take reasonable steps to ensure that LEP individuals remain able to learn about, participate in, and/or access any aid, benefit, service, or training available to them.

Language assistance generally comes in two forms: oral interpretation or written translation. Virginia Career Works Center staff must ensure that above all, these services are free of charge and provided in a timely manner. An LEP individual must be given adequate notice about the existence of interpretation and translation services and that they are available free of charge. Language assistance will be considered timely when it is provided at a place and time that ensures equal access and avoids the delay or denial of any aid, benefit, service, or training.

Virginia Career Works Center staff shall not require an LEP individual to provide their own interpreter. Furthermore, staff shall not rely on an LEP individual's minor child or adult family or friend to interpret or facilitate communication, except for the following circumstances:

- In emergency situations while awaiting a qualified interpreter.
- When the information conveyed is of minimal importance to the services to be provided.

For languages spoken by a significant portion of the population eligible to be served or likely to be encountered, vital information in written materials must be translated into these languages. These translations must in turn be readily available upon request in hard copy or electronically. Written training materials offered or used within employment-related training programs (see definitions section) are excluded from these translation requirements. However, in all cases, Center staff must take reasonable steps to ensure meaningful access for LEP individuals.

For languages not spoken by a significant portion of the population eligible to be served or likely to be encountered, staff must take reasonable steps to meet the particular language needs of LEP individuals who seek to learn about, participate in, and/or access the aid, benefit, service or training that is available to them. Vital information may be conveyed orally if not translated.

Staff must also be sure to include a Babel Notice, indicating that language assistance is available in all communications of vital information. This includes letters or decisions in hard-copy or electronic formats.

Finally, to the extent otherwise required by 29 CFR Part 38, once a recipient becomes aware of the non-English preferred language of an LEP beneficiary, participant, or applicant for aid, benefit, service, or training, the recipient must convey vital information in that language.



Labor Market Information

(July 2017 – June 2018)

Available Jobs

10,822

Average Wage

\$20.48

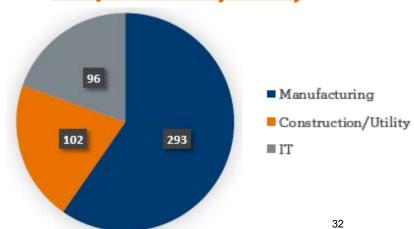
Labor Force Statistics

	Unemployment Rate	Labor Participation Rate
LWDA III	3.7%	61.2%
Virginia	3.6%	64.7%
United States	4.2%	

Expansions & Locations

Organization	Jobs Created	New Investment (\$ millions)	Industry
Steel Dynamics	0	\$28	Manufacturing
Wholesome Harvest Baking	0	\$22.1	Manufacturing
Parkway Brewing Company	13	\$0.75	Manufacturing
PowerSchool	96	\$1.8	IT
Harkness Screens	50	\$0	Manufacturing
Altec Industries	180	\$30	Manufacturing
Humm Kombucha	50	\$10	Manufacturing
American Electric Power	102	\$12.7	Utility

Total Jobs Created by Industry



Total Jobs Created

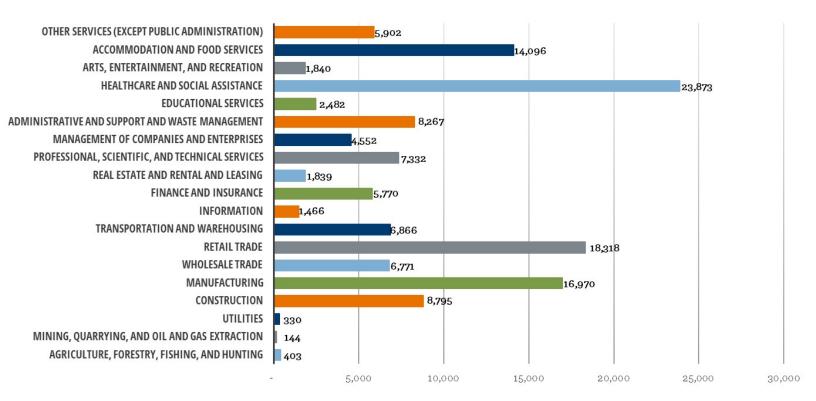
Total New Investment

\$105m

Labor Market Information

(July 2017 - June 2018)

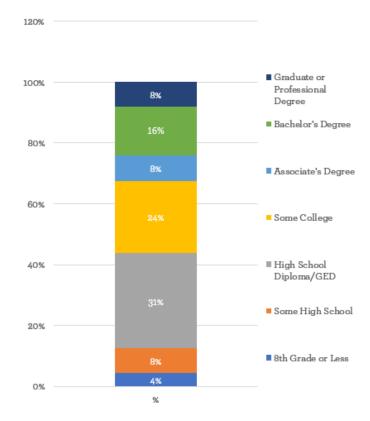
Employment by Industry



Workforce Ages

7% 12% 20% 20% 20% 20% 20%

Educational Attainment

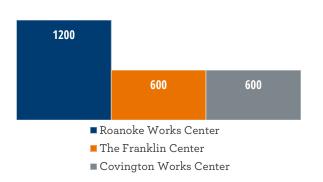




Workforce System Performance

(July 2017 - June 2018)

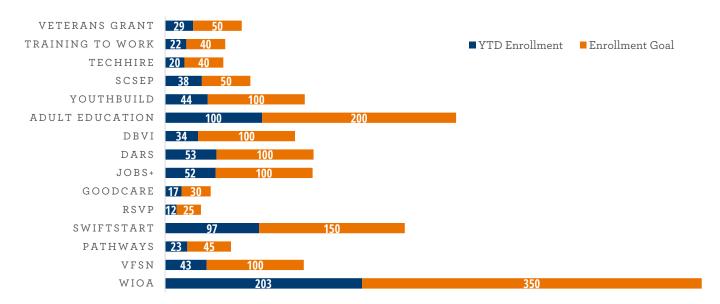
Works Center Visitors*



WIOA Common Measures



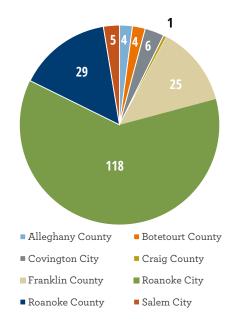
Workforce System Services*



WIOA Program Performance

WIOA Program	Adult	DLW	IS Youth	OS Youth
New Enrollments	102	72	2	27
Entered Training	55	33	0	14
Credential Earned	17	21	0	7
Employment Placement	43	30	11	21





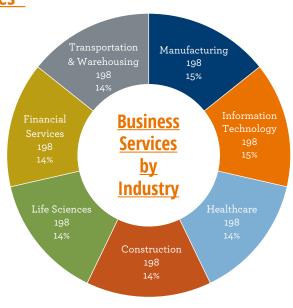


Workforce System Performance

(July 2017 – June 2018)

Business Services*

Business Service	# of Services
Assessments	35
Recruitment Services	700
Labor Market Information	42
Consulting Services	525
Tax Incentives and Credits	7
Layoff Aversion	0
Training	7
Registered Apprenticeship	42
Other	28



Hiring Events*

Hiring Events	8
Employers	71
Job Seekers	861

Available Jobs*

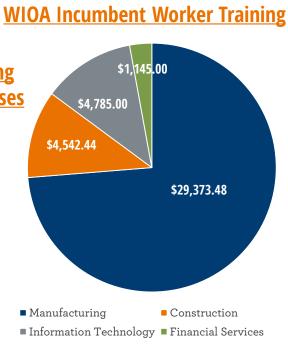
Unique Job Orders	3,311
Available Jobs	9,000
Unique Employers	1.200
New Job Seeker Registrants	10.000

WIOA On-the-Job Training

\$9,077.00 \$45,032.60

Total WIOA Funding Supporting Businesses

\$87,735.96





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 WVWDB. 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.

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

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 WVWDB. 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 WVWDB 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 WVWDB 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 WVWDB 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 WVWDB to ensure compliance and adherence;
- Communicate with WVWDB 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 WVWDB 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 WVWDB staff;
- Develop, in coordination with WVWDB 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 WVWDB staff prior to use); and
- Assist in the development of tools and reports to convey to the WVWDB 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 WVWDB 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 WVWDB 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 WVWDB. Reimbursements from the WVWDB will not be processed until invoices are deemed completed and accurate by the WVWDB. 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 WVWDB. The WVWDB 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 WVWDB 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 WVWDB is dependent on the WVWDB's receipt of compensation from the VCCS according to certain terms and procedures. The WVWDB 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 WVWDB is subject to under its funding agreement with the VCCS.

The Contractor will submit invoices to the WVWDB in a timely manner. The WVWDB will pay the amount of the invoice within forty-five (45) days; however, the WVWDB 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 WVWDB of any defective work. The WVWDB 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 WVWDB 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 it 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. WVWDB will maintain business property insurance for the replacement value of all equipment, furniture, computers, and other supplies that the WVWDB owns and is used in the provision of WIOA Services. The address of each location containing WVWDB 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

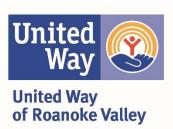
Western Virginia Workforce Development Board 313 Luck Avenue SW Roanoke, VA 24016	
Morgan Romeo, Director of Workforce Development	
Date Signed	
AGREED TO BY Ross Innovative Employment Solutions Corp. 301 Orchard Street, Suite 2 Saint Clair, MI 48079	
Shawn Brenner, Chief Executive Officer	
Date Signed	



Name of Partnership: Onramp Partnership

Goal: Reduce rate of poverty from 13% to 9%

Strategy	Activities	Time Frame	Person/Partner Responsible	Output/ Outcome Measure	Status/ Comments
A. Common Agenda					•
1. Workforce Center and	Workforce Center and Services Committee (WCSC)				
Services Committee	A1a. Recharter committee responsibilities to incorporate focus on system performance for families in poverty.	• Pre-Award May '18	Partners Council	New WCSC Charter	
	A1b. Expand membership	• July-Aug '18	WCSC/VBR Works Board	Membership Roster	
	A1c. Analyze baseline performance data for the target population	• Sept '18	WCSC/VBR Works Board	Baseline Performance Report	
	A1d. Develop strategic interventions to improve system performance	• Dec '18	WCSC/VBR Works Board	Strategic Plan	
2. Supportive Services Council	A1e. Monitor system performance Supportive Services Council (SSC)	• Jan '19 forward	• WCSC/VBR Works Board	Performance Dashboard	
	A2a. Develop the Council Charter	• Pre-Award May '18	Partners Council	SSC Charter	
	A2b. Recruit Council Members	• Jun-Aug '18	Partners Council	Membership Roster	
	A2c. Council Members develop annual work plan	• Sept '18	• SSC	Annual Work Plan	
	A2d. Meet regularly	• Nov '18 forward	• SSC	Meeting Schedule	
B. Mutually Reinforcing Activities					•
1. Coordinated Referrals	Coordinated Referrals				
	B1a. Develop common screening tool for workforce center	• Pre-Award May '18	 Partners Council & VBR Works 	Screening Tool	
	B1a. Review/revise current consent forms	• July '18	Partners Council	• Consent Form	
	B1b. Revie/revise current referral information forms	• Aug '18	Partners Council	• Referral Information Form	
	B1c. Develop instructions for coordinated referrals	• Sept '18	Partners Council	• Instructions	
	B1d. Identify and recruit points-of-contact for referral resources	• Sept '18	Partners Council	• POC List	
	B1d. Offer training to programs wishing to participate in the coordinated referral system	• Spring '19	Onramp Coordinator	Training certificates	



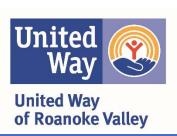
Strategy	Activities	Time Frame	Person/Partner Responsible	Output/ Outcome Measure	Status/ Comments
2. Leveraged Navigation	Leveraged Navigation (See Section D for Academy)				
	B2a. See Backbone Support for recruitment of Onramp Coordinator	• (See Backbone Support)	• NA	• NA	
	B2b. Set goals and develop processes for Onramp navigation services	• Jul-Sept '18	WCSC and SSC	Navigation Plan	
	B2c. Modify job descriptions for leveraged navigators	• Jul '18	• TAP TVW & WCSC	 Modified Job Descriptions 	
	B2d. Train Onramp Coordinator and leveraged navigators.	• Jul-Sept '18	• SSC	• Training Certificates	
	B2e. Begin rotating navigation services through workforce center	• Oct-Dec '18	• TVW	Navigation Service Schedule	
	B2f. Create navigation services schedule and train workforce center partners on scheduling navigation services.	• Oct-Dec '18	Onramp Coordinator	Navigation Service Schedule	
	B2g. Train navigators through system navigation academy	• Jan-Mar '19	Onramp Coordinator	• Training Certificates	
	B2h. Provide system navigation services to the target population	October '18 forward	• All Navigators	 # of individuals that improve job readiness and employability skills # of individuals accessing higher education # of individuals who obtain employment 	
3. Packaged/Bundled Supports	Packaged/Bundled Supports				
	B3a. Set common agenda for packaged/ bundles supports with SSC, WCSC and VBR Works Board	• Jul-Dec '18	• SSC, WCSC & VBR Works	Meeting Minutes	
	B3b. Identify points of policy change to encourage utilization of packaged/ bundles supports	• Jul-Dec '18	• SSC, WCSC & VBR Works	Policy Recommendations	
	B3c. Work through the SCC and partners to develop bundled supports that can easily be packaged as training supports or bundles into training services	• Jul-Dec '18	• SSC and Partners	Supports Menu	



Strategy	Activities	Time Frame	Person/Partner Responsible	Output/ Outcome Measure	Status/
	Activities	Time France		Output/ Outcome Measure	Comments
	B3d. Provide workforce and training partners with a				
	comprehensive menu of supports needed by the target population	• Dec '18	Onramp Coordinator	Support Menu Distribution	
	B3e. Work with training providers to incorporate bundled supports into their training programs	• Jan-Jul '19	SSC and Onramp Coordinator	New Training Bundles	
	B3f. Monitor increased utilization of supports within the workforce system	• Jan '19 forward	• WCSC & VBR Works	• Report Card	
	Workloree System	·		• #/% of students who receive supports or referrals for barrier removal	
	B3g. Periodically review effectiveness of utilization of	T 1 210 C 1	WCCC A UDD W 1		
	supports toward success in workforce system programs for the target population	• July '19 forward (semi-annually)	WCSC & VBR Works	 Report Card #/% of individuals who complete an educational 	
				 program #/% of Individuals achieving family-sustaining employment (livable wage) 	
. Leveraged Child Care	Leveraged Childcare				
3	B4a. Develop roadmap of available child care supports available in the community	• Jul-Sep '18	SSC & Onramp Coordinator	• Roadmap	
	B4b. Include roadmap in system navigation academy	• Jan '19	• Onramp Coordinator	Academy Curriculum	
	B4c. Help partners develop referral mechanisms for helping participants access childcare services	• Jan '19	Onramp Coordinator and SSC	• #/% of students who receive supports or referrals for barrier removal	
. New Sector Partnerships	New Sector Partnerships				
	B5a. Form initial sector partnership in Manufacturing industry	• Pre-Award Feb '18	• VBR Works	• Scope of Work	
	B5b. Recruit members from key regional manufacturers	• Pre-Award Feb '18	• VBR Works	Membership Roster	



Strategy	Activities	Time Frame	Person/Partner Responsible	Output/ Outcome Measure	Status/ Comments
	B5c. Hold quarterly meetings	• Pre-Award Mar '18	• VBR Works	Meeting Schedule	
	B5d. Identify promising new approaches to meet critical workforce needs	• Ongoing	• VBR Works	Periodic Reports	
	B5e. Develop communication mechanism to provide industry feedback to key workforce stakeholders	Ongoing	• VBR Works	Reports to WCSC & VBR Works Board	
C. Shared Measurement	industry feedback to key workforce stakeholders			V DIC WOLKS BOARD	
Program Dashboard	Program Dashboard				
e	C1a. Identify top priority performance results	• July-Aug '18	VBR Works/ WCSC	• List of results and outcomes	
	C1b. Choose performance measures for those results	• July-Aug '18	VBR Works/ WCSC	• List of performance measures	
	C1c. Define how performance measures will be	• Sept '18	VBR Works	• Calculations and data sources	
	calculated and data sources				
	C1d. Create a single dashboard with graphs for each	• October '18	• VBR Works	Dashboard	
	measure C1e. Track and report measures		AMD W. 1		
	C10. Truck and report incustres	Ongoing	VBR Works	Ongoing tracking and reporting	
D. Continuous Communication1. System Navigation Repository	System Navigation Repository				•
1. System Navigation Repository	D1a. Develop program profile templates, including	• Jul-Oct '18	• WCSC, SSC & Onramp	• Templates	
	presumptive eligibilities	Jui-Oct 16	Coordinator	Chipiates	
	D1b. Identify relevant programs and points of contact	• Jul-Oct '18	SSC & Onramp Coordinator	• Program POCs List	
	D1c.Schedule workshops and individual interviews to	• Oct-Dec '18	Onramp Coordinator	• Schedule	
	get completed profiles		•		
	D1d. Build presumptive eligibility matrix	• Oct-Dec '18	Onramp Coordinator	• Presumptive Eligibility Matrix	
	D1e. Put materials in online repository	• Jan '19	Onramp Coordinator	• Repository Online and	
2. System Navigation Academy	System Navigation Academy			Available	
2. System Navigation Academy	D2a. Develop curriculum around repository materials	• Jul-Dec '18	• WCSC, SSC & Onramp	Academy Curriculum	
	22a. 20. crop curriculant around repository materials	Jui-Dec 16	Coordinator	- Academy Curriculum	
	D2b. Schedule academy	• Oct '18	Onramp Coordinator	Academy Schedule	



Strategy	Activities	Time Frame	Person/Partner Responsible	Output/ Outcome Measure	Status/ Comments
	D2c. Conduct outreach to navigators	• Nov-Dec '18	Onramp Coordinator	Registration List	
	D2d. Conduct initial academy	• Jan-Mar '19	Onramp Coordinator	Attendance Logs	
	D2e. Repeat Annually or as needed	• '19 forward	Onramp Coordinator	• Schedule	
E. Backbone Support					•
1. Onramp Coordinator	Onramp Coordinator				
	Ela. Develop job description	• Pre-award May '18	 TAP TVW and VBR Works 	Job Description	
	E1b. Create multi-partner hiring committee	• Pre-award May '18	• TAP TVW and VBR Works	Hiring Committee	
	E1c. Recruit and hire Onramp Coordinator	• Pre-award Jun '18	• TAP TVW	• Coordinator Hired	
	E1d. Orient and train Onramp Coordinator	• July '18	• TAP TVW and VBR Works	Orientation Completed	
2. Roanoke Workforce Center	Roanoke Workforce Center Manager				
Manager	E2a. Develop job description	• Pre-award Apr '18	 VBR Works and TAP TVW 	Job Description	
	E2b. Create multi-partner hiring committee	• Pre-award May '18	• VBR Works and TAP TVW	Hiring Committee	
	E2c. Recruit and hire Center Manager.	• Pre-award Jun '18	• VBR Works	Manager Hired	
	E2d. Provide orientation and shadowing with Center partners and programs	• July '18	• VBR Works, TAP TVW and Other Partners	Orientation Completed	
	E2e. Implement strategic initiatives of the Onramp Partnership	• Sept '18 forward	Workforce Center Manager	• Implementation Updates	
3. Business Outreach	Business Outreach Coordinator				
Coordinator	E3a. Assist in staffing the WCSC as pertinent to Onramp discussions.	• July '18 forward	Business Outreach Coord	Meeting Minutes	
	E3b. Assist in development of program dashboard	• Oct '18 forward	• Business Outreach Coord (with assistance of Workforce Center	Dashboard	
			Manager and Onramp Coord)		
	E3c. Staff and provide administration support to industry Sector Strategies, initially for Manufacturing industry.	• July '18 forward	Business Outreach Coord	Sector Strategies	
	E4d. Provide information to Roanoke Works Center Manager on industry need and develop and	• July '18 forward	Business Outreach Coord	Periodic Reports	