

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

March 8, 2023 at 1pm

Virtual Meeting

<https://us06web.zoom.us/j/85083800560?pwd=a3JhMzkrQWdnVW80R0xzK2wxcXITQT09>

<b>Members</b>	<b>Present</b>
Karen Michalski	X
Joe Brinley	X
Dr. Milan Hayward	
Abby Hamilton, Chair	X
Emily Smith	
Kristi Mallory	
Amanda Decker	X

<b>GRWDB Staff</b>	<b>Present</b>
Michelle Brennan	X
Leah Gibson	X
Madison Wade	X

**Call to Order**

Abby Hamilton called the meeting to order at 12:57 PM.

**Public Comment**

There was no public comment.

**Meeting Minutes Approval – December 2022**

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

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

**Programs Report and Center Report**

Leah presented the Programs Report. Adult and DLW continue to be slow. We are on track as far as the budget is concerned. Youth enrollments are steady, but lower than we would like to be. There were no questions regarding the Programs Report.

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

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

participants. Leah will be discussing this with the One-Stop Manager, Toni, in an effort to figure out why they are returning and what we can do to prevent repeat participants.

The State created a state-wide intake system called the portal. It is mandatory that all of the one-stop centers use the portal. We are working on a plan as to how we are going to implement this system in our Centers. Once an individual creates a login, it will automatically create a profile in our system, VaWC. This portal should give us a lot of information about the customers we are serving and what barriers they are facing. No questions or comments regarding the report and the portal. Leah commented that we were not involved in developing this system, however, the third-party vendor that created it is very receptive to questions and feedback. The third-party vendor's contract is with the State, so it is ultimately up to the state as to whether changes are made to the system.

### **New Business**

The INSPIRE Grant is the recovery related grant based in the Alleghany Highlands. One barrier we have noticed is getting this population motivated to use our programs. We have a coach in Covington who is doing a lot of outreach with this population, which should hopefully help.

We are partners with the Jobs Plus Grant with the housing authority. We have a coach that works directly with staff from the housing authority, however, we have not received as many referrals for this grant as was expected. The goal is to co-enroll more participants, however, we are seeing that the participants may be enrolling due to incentives related to their subsidized rent, and they are not motivated to participate in our efforts to get them long-term, sustainable employment.

We partnered with TAP on a pathways grant which is a re-entry program with the Roanoke Regional Jail. Referrals are steady. Leah and Morgan met with the individuals from the jail to potentially have a sister One-Stop Center within the jail.

The YouthBuild Grant with Goodwill is based on construction and soft skills. We co-enroll every participant with Goodwill. Goodwill is reapplying for this grant and we will be working with them on the reapplication. Enrollments in this program are going really well and it keeps our youth career coach busy.

The Innovation Grant partners with the Lynchburg area and focuses on increasing apprenticeships with in-school youth within our region and the Lynchburg region. The next step in this grant is to get with businesses to discuss apprenticeship opportunities.

The Eligibility Policy will be amended to add language regarding expectant fathers.

The other changes are related to a Department of Labor guidance that recently came out that allows us to spend more youth program dollars on things that will count towards our expenditure requirement of spending 20% of our youth dollars on internship opportunities. We can now help pay for meals if it is going to allow the youth to participate in an activity whereas before we were unable to pay for food. This will be listed as a supportive service and the cap is \$2,000.

We can now pay a participant's internship stipend while they are in classroom training as well as on-site for their internship, so long as it is tied to a work experience. As an incentive, we can pay the participants \$200 once they complete their internship.

Karen asked if the \$2,000 in supportive services is cumulative. Leah responded that the cumulative is \$8,000 per participant. We can do a waiver if necessary.

Abby asked if the new policies are retroactive, Leah stated that they are not.

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

There is a new ETPL application from MedCerts for physical therapy aide, which is a medically related career and checks all of the boxes for the State.

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

The One Stop Operator contract is coming up in June. The One Stop Operator, Dave, is very responsive and flexible. Michelle stated that he is competent and professional and overall does a great job. Leah does not have any issues renewing his contract.

Abby asked how often we review his deliverables with him. Leah stated that Dave is very on top of it and brings up the conversation at least once every two months.

**Program Oversight Committee Action:** A motion was made by Karen to renew the contract for the One Stop Operator. Joe seconded the motion. The motion was carried by vote.

### **PY2023 WIOA Title I Program Operations Waiver**

Michelle presented the PY2021 Final WIOA Title I Report. Michelle reminded the committee that each item has to be at least at 50% or higher, and collectively in each program it has to be at 90%. We met all of the performance measures as required. There were no questions regarding the PY2021 report.

Michelle also presented the PY2022 WIOA Title I Performance Report, which is not a final report. We are doing really well with employments and MSGs. Credentials are something that we continue to work on. We are currently on track with the 2022 numbers.

Abby asked what the consequences are for not meeting the standards that were set. Leah stated that the first year the standards are not met, we have to develop a plan and work with the State on how we are going to improve. The second year involves more hands-on assistance from the State. The third year they can start reducing our allocations and taking our money. The consequences increase for every consecutive year that the standards are not met.

One of the most important things on the front-end are the relationships we have between participants and training providers. Leah is now able to pull reports that weren't immediately available before.

We continue to have high enrollments. We have goals for the Adult and DLW, and some of the DLW are being helped out of the Adult bucket. We are currently fourth in the state for Adult enrollments. We are seeing increased enrollments in the Highlands area and we are grateful for the referrals we receive from the VEC and TAP in that area. We continue to work on our DLW enrollments and we are partnering on a DLW grant with other workforce development boards in Virginia. We are on track to meet our 40% training expenditures. We are constantly reviewing processes and procedures to ensure that we are doing all of the right things. We recently hired a performance specialist, who will focus on performance measures, internal local auditing, budget tracking, expenditure requirements, etc.

No questions or comments regarding the WIOA Title I Program Operations Waiver.

**Program Oversight Committee Action:** A motion was made by Joe to request to continue the Waiver for the provision of services of the Adult and DLW programs as presented. Karen seconded the motion. The motion was carried by vote.

### **Upcoming Meetings**

The next Board meeting is March 23, 2023, at the Harvester Performance Center in Rocky Mount, VA.

### **Adjournment**

Abby Hamilton adjourned the meeting at 1:56 PM.