



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

August 21, 2024

Virtual Meeting

<https://us06web.zoom.us/j/81124149519?pwd=CNDNv11Z0e5sZbJpTrvLGdGhrK6tbB.1>

I. Call to Order	Abby Hamilton
II. Public Comment	
III. Meeting Minutes Approval – May 2024	Abby Hamilton
IV. Center Reports	Leah Gibson
<ul style="list-style-type: none">One Stop Operations Report	
V. New Business	Leah Gibson
<ul style="list-style-type: none">Grant UpdatesOne Stop Center UpdateETPL Payment PlansAcademies for Program ServicesBasic Skills Deficient Definition	
VI. WIOA Title I Program Operations	Elizabeth Manns
<ul style="list-style-type: none">PY2023 Preliminary WIOA Title I Performance	
VII. Upcoming Meetings	
<ul style="list-style-type: none">Joint GRWDB and CLEO Meeting – September 26, 2024, 11am, Hotel Roanoke, Roanoke, VAProgram Oversight Committee Meeting – November 13, 2024, In Person, Location TBD	
VIII. Adjournment	

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

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

Increase awareness of the workforce development board and the system partners



Program Oversight Committee Meeting

May 8th, 2024

Virginia Career Works-Roanoke Center

3601 Thirlane Road, Suite 2, Roanoke, VA 24019

Members	Present
Abby Hamilton, Chair	X
Joe Brinley	X
Joe Cobb	
Karen Michalski-Karney	X
Maiya Ashby	X
Stephanie Hoer	X
Kimberly Dameron	X

GRWDB Staff	Present
Leah Gibson	X
Elizabeth Manns	X
Emma Howard-Woods	X

Call to Order

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

Public Comment

There was no public comment.

Meeting Minutes Approval

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

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

Center Reports

Leah reviewed the Customer Satisfaction Report from July 2023 to current. Most responses have been positive, and there were no items of concern noted during the review.

Leah presented the One Stop Operations Report, noting to address the blank columns and correct the data. Overall, total visitation was slightly reduced, but not enough to be of concern. Kim Dameron commented that the drop in visitation is to be expected with seasonal employment picking up for the summer months. The group agreed to review visitation data in July after the Roanoke Center location change is made.

New Business

Grant Updates

Leah reviewed the SVREC grant, which provides a direct referral path for DSS clients receiving TANF benefits under the VIEW program. The GRWDB has hired three new staff under the SVREC grant, including a Program Manager, an Intake Specialist, and a Career Coach. This grant provides a direct pathway for career services in multiple jurisdictions through different DSS offices and works with TAP and Goodwill.

Stephanie Hoer asked about an estimated count of people that would be served under the SVREC grant. Leah shared that the current grant period included January-June of 2024, with an estimated 10 participants this period, including some that were inherited from previous grant recipients and new referrals from DSS offices.

Leah also reviewed the four grants they received from the state. The first of those grants is the Transportation to Learn grant, facilitating business field trips for students that don't have plans post-education to learn about job opportunities in the region.

Leah also shared the Technical Training Grant, helping current employees get technical training in the IT field to upskill the current workforce. Kim Dameron asked if that grant worked only with employed participants or if unemployed participants looking to work in IT would be eligible. Leah explained that unemployed participants are reviewed on a case-by-case basis to ensure they are job-ready prior to their training.

Leah also shared the Youth Outreach grant to provide necessary updates to the Career Quest website, to increase functionality and awareness of the site. The updates have mostly been completed.

Leah also reviewed the Supplemental Work Based Learning grant, working to increase the number of registered apprenticeships in the region. This grant works with schools and DOLI to streamline the apprenticeship process but has been held due to the new state workforce department transition.

Lastly, Leah reviewed the Inspire grant, providing career and supportive services to people in Alleghany County, Craig County, or the City of Covington that are in recovery from substance use disorders. This grant has expanded to also include people receiving public assistance or have been subject to the criminal justice system. This grant also includes monthly workshops for businesses, which the GRWDB team is working to get SHRM credit approval for.

The group discussed how the GRWDB allocates staff for each grant project. Leah shared that some grants, like the SVREC grant, have allowed the GRWDB to expand and hire new personnel.

LEP Plan

Leah reviewed the Limited English Proficiency Plan, which is reviewed annually. Demographic data from the state did not change much this year, so the current LEP plan continues to meet our needs. Leah commented that there has been an increase in participants from non-English speaking households, but current resources available in the One Stop Centers have met the needs.

One Stop Centers- Updates

Leah shared an overview of the three One Stop Centers in our region: one comprehensive center in Roanoke, and two affiliate centers in Covington and Rocky Mount. The City of Covington is currently assessing the Covington Center, in an effort to reevaluate the use of the Center. Franklin County is also evaluating the Franklin Center, to identify current use of the space, and how to use it moving forward. Currently there are no changes from either site, but there may be changes in the future. The Roanoke Center is scheduled to move from the Thirlane Road location by June 30th. There is a task force to locate potential locations, and that team is currently narrowing down options. The Roanoke Center is scheduled to close the current location on June 22nd in order to move out by June 30th.

Abby Hamilton asked about leadership at the Franklin Center. Leah shared that leadership for the center is changing with new Economic Development Staff in Franklin County.

One Stop Operator Contract

Leah shared that the group is finishing the second year out of three with the current One Stop Operator, Dave Remick with ProjectNow, LLC. The GRWDB team has nothing but positive feedback for Dave, who facilitates staff trainings and compiles One Stop reports for the region. Leah agreed to send training information from past trainers to group.

Program Oversight Committee Action: A motion was carried by Karen Michalski-Karney to recommend a 1 year final extension of the One Stop Operator Contract to the Board. Maiya Ashby seconded the motion. The motion was carried by vote.

Adult Priority of Service Policy

Leah shared that the WIOA Adult Program requires that 50.1% of our program participants fall into a Priority of Service (POS) category including: veterans with low income, basic skills deficiency, or on public assistance, non-veterans that are low income, non-veterans that are basic skills deficient, non-veterans that are on public assistance, and veterans with no other barriers. Due to the Technical Training Grant, and the participants served under that grant, we are currently not meeting that 50.1% requirement. This means that for the remainder of the fiscal year, the WIOA program is only enrolling POS eligible participants. This policy was approved by the Executive Committee last month, but an amendment is needed to include identification of Low Income guidelines for our region.

Program Oversight Committee Action: A motion was made by Karen Michalski-Karney to approve the amended Priority of Service Policy. Joe Brinley seconded the motion. The motion was carried by vote.

Other

Leah shared that the One Stop Operator, Dave Remick, completed an ADA review of our One Stop Centers and found no issues for ADA compliance. At the next review, the Roanoke Center will be in a new location, so the new location will be evaluated next year.

WIOA Title I Program Operations

WIOA Title I Report March 2024

Elizabeth shared the March 2024 WIOA Title I Report, noting the slightly skewed data from the Technical Training Grant participants. The group discussed the eligibility criteria for each program, noting that the Dislocated Worker Program has few seeking participants in the region, and that burden of proof for the program is high. The Youth program also continues to be a priority.

Abby Hamilton asked about qualifying barriers for the youth Program. Elizabeth shared that Youth Program participants must be between 16-24 years old with barriers to employment including: criminal justice involvement, high school dropout, having children or being pregnant, foster care involvement, or low income plus a second barrier (ex. Single parent household). Leah shared that the increase in Youth Program participation in the report is due to the two completed Bootcamps in December and March. There is another Bootcamp scheduled for June, which Leah will share with the group.

PY2023 Quarter II WIOA Title I Performance

Elizabeth shared the 2023 Quarter II WIOA Title I Performance report with the group. March 2024 data has not been confirmed with the state yet, so data is only complete for 6 months of the program year. Areas of concern in the data include credential attainment, which has been improving since the approval of the credential attainment incentive. Credential attainment can also be delayed in the data, as participants have 12 months post training to get their credentials. Elizabeth shared that the program has changed structurally to get more engagement up front about the WIOA program, to ensure participants are engaged with the program. This new approach includes job shadowing opportunities and Metrix learning courses prior to training.

Abby Hamilton asked for clarification on included industries. Leah explained that industries are identified as in-demand in the Local Plan. Joe Brinley asked for clarification on the median earnings in the report. Leah agreed to verify the time period for the data.

PY2022 WIOA Title I Adjusted Performance Report

Leah shared that the GRWDB received the final PY22 Adjusted Performance Report from the state including the statistical adjustment method (SAM) and new identified targets for program performance. Leah reviewed the SAM model for the group, and reported that all performances

have been met, and last year's goals were reduced in all but one category as a result of the SAM implementation.

Abby Hamilton asked for clarification on the process of calculating the median earnings adjustment. Leah explained that the median earnings data point is calculated by using expected projections of economic measures vs actual measures. Maiya Ashby asked about the turnaround time for the SAM Adjusted Report. Leah shared that the report can take anywhere from 6 months to a year. Karen Michalski-Karney asked about the discipline model for organizations that don't meet required performance measures identified by the state. Leah shared that the state uses a progressive discipline model, meaning organizations may not have to refund grant funds immediately, but may be required to implement intervention plans from the state, and can also impact ability to utilize the waiver providing WIOA Program supervision by the GRWDB team. Leah also shared that the SAM is not applied to the performance measures until after the program year ends, so we won't know any impact to this year's goals until this time next year.

Upcoming Meetings

GRWDB Board Meeting- June 20th 2024, 11am, Virtual

Program Oversight Committee- TBD

Adjournment

Abby Hamilton adjourned the meeting at 3:24 PM.

<u>Month</u>	<u>Intake</u>	<u>First Visit</u>	<u>First Visit (%)</u>	<u>Avg # Visits/Customer</u>	<u>Unique Visitors</u>	<u>Veterans</u>	<u>Workshops</u>	<u>Adult Ed Students</u>	<u>Hiring Events (Job Seekers Attended)</u>	<u>Hiring Events (Employers Attended)</u>	<u>Hiring Events (Total Events)</u>	<u>Total Visitors</u>	<u>Customer Satisfaction Surveys</u>	<u>Percentage CSS Submitted</u>
Jul-24	719	210	29.2%	1.4	508	58	0	180	5	4	4	904	38	5.3%
Aug-24														
Sep-24														
Oct-24														
Nov-24														
Dec-24														
Jan-25														
Feb-25														
Mar-25														
Apr-25														
May-25														
Jun-25														
TOTALS	719	210	29.2%	1.4	508	58	0	180	5	4	4	904	38	5.3%

ITA PROGRAM PAYMENT PLAN

EFFECTIVE 7/1/24

Payment Plan Requirements:

Eligible and approved WIOA program participants will be issued incremental ITA Vouchers based on the **total cost** of the approved training program, regardless of the level of authorized funding support (not to exceed a maximum amount of **\$5,000**).

For programs with a total cost UNDER \$5,000 and under 4 weeks, there will be 1 payment point: **100%** of the total cost of the training program.

- The ITA voucher will be issued to authorize an eligible and approved participant to begin training services. This will be paid once the participant completes all required program coursework and other training program participation requirements.

For programs with a total cost UNDER \$5,000 and between 4 and 10 weeks, there will be 2 payment points: **50%** and **50%** of the total cost of the training program.

- The first ITA voucher will be issued to authorize an eligible and approved participant to begin training services and will be for 50% of the cost of the program. In order to qualify for this payment, the participant must participate in the training program for a minimum of five (5) consecutive full training days or attend beyond the ITA Vendor's "Drop/Add Period", whichever is greater.
- The second ITA voucher will be issued for the remaining 50% of the program cost and will be issued once the participant completes all required program coursework and other training program participation requirements, as verified by the ITA Vendor and confirmed by the GRWDB staff member with the participant, which is required for payment. If a credential or certificate of completion has been earned the ITA Vendor should send that with the final invoice. GRWDB staff will make case notes to document the aforementioned ITA Vendor verifications and participant confirmations in the VAWC or other mandatory system.

For programs with a total cost UNDER \$5,000 and over 10 weeks, there will be 3 payment points: **25%**, **25%**, and **50%** of the total cost of the training program.

- The first ITA Voucher will be to authorize an eligible and approved participant to begin training services and will be for 25% of the cost of the program. In order to qualify for this payment, the participant must participate in the training program for a minimum of five (5) consecutive full training days or attend beyond the ITA Vendor's "Drop/Add Period", whichever is greater.
- The second ITA Voucher will be issued at the midpoint of the training program for another 25% of the cost of the program based on the participant's continued active engagement in the training program.
- The third and final ITA Voucher for the remaining 50% of the program cost will be issued once the participant completes all required program coursework and other training program participation

requirements, as verified by the ITA Vendor and confirmed by the GRWDB staff member with the participant, which is required for payment. If a credential or certificate of completion has been earned the ITA Vendor should send that with the final invoice. GRWDB staff will make case notes to document the aforementioned ITA Vendor verifications and participant confirmations in the VAWC or other mandatory system.

For programs with a total cost at or OVER \$5,000, eligible and approved participants with approved waivers to exceed ITA maximum dollar amount will be issued incremental ITA Vouchers for a portion of the maximum amount approved by GRWDB Director, based on a proration of that amount for the total number of semesters for the total duration of each training program shown below, **at a minimum of 3 vouchers**.

For example, a training program with 4 semesters would receive 4 ITA Vouchers at \$2,000.00 each, or a training program with 5 semesters would receive 5 ITA Vouchers at \$1,600.00 each, or a training program with 6 semesters would receive 5 ITA Vouchers at \$1,333.00 each with the final sixth ITA Voucher at \$1,335.00. The first ITA Voucher will be to authorize an eligible and approved participant to begin training services and subsequent ITA Vouchers will be issued to authorize the continuation of training for the next semester, based on the participant's continued active engagement in the training program and successful progress demonstrated in the preceding semester. In order to qualify for payment for the first and subsequent semesters, the participant must participate in the training program for a minimum of five (5) consecutive full training days or attend beyond the ITA Vendor's "Drop/Add Period", whichever is greater. In order to qualify for the final payment, the participant must complete all required program coursework and other training program participation requirements, as verified by the ITA Vendor and confirmed by the GRWDB staff member with the participant. If a credential or certificate of completion has been earned the ITA Vendor should send that with the final invoice.

Payment Plan Coordination

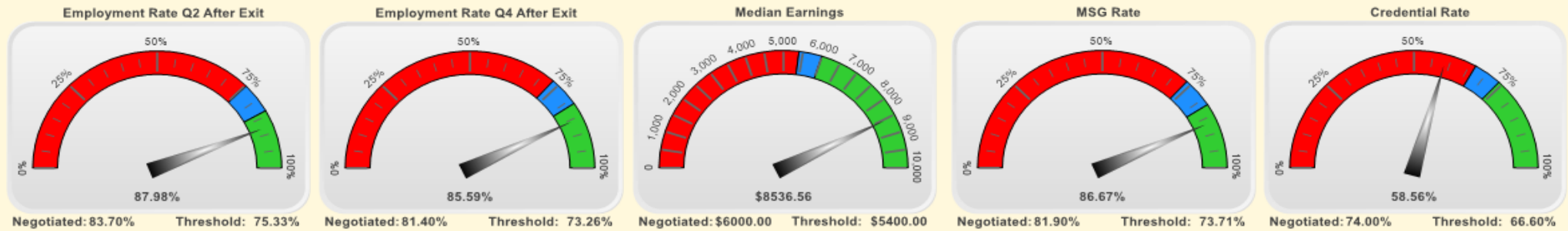
GRWDB staff will coordinate with ITA Vendors and participants to verify and confirm that the above payment qualifications have been met, and documented, through case notes, in VAWC or other mandatory system.

It is understood that the training costs shown on this list are **ALL Inclusive** of required tuition, supplies, exam fees, etc. Also, it is expected that PELL Grant funds authorized for the participant will be leveraged with the training costs to the fullest extent possible and that other sources of financial aid available to the participant will be applied to the training costs, as appropriate.

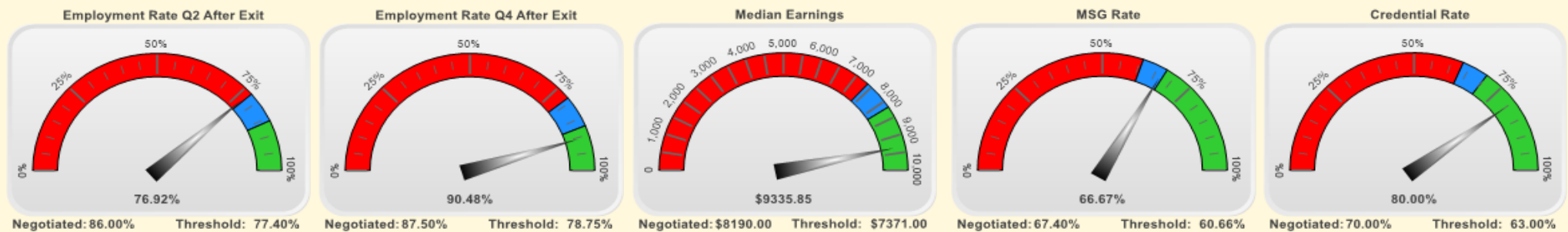
In addition, it is expected that ITA Vendors will coordinate with their assigned GRWDB staff member to provide an ongoing progress status for authorized participants, as well as, to provide documentation for interim Measurable Skills Gains and Industry Recognized Credentials, for their GRWDB funded participants.

NOTE: In the event that an approved participant drops out of training prior to completion, it is imperative that the ITA Vendor immediately inform the assigned GRWDB staff member of the drop reason and related drop date. In that regard, documentation for any Measurable Skills Gains is to be provided to the GRWDB staff members, if demonstrated by the participant prior to the drop date.

Adult



Dislocated Worker



Youth

