



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

February 12, 2025

1:00pm

<https://us06web.zoom.us/j/82144911677?pwd=UTNiJqfvQbfXi2vzkGALpf9OenHdok.1>

I.	Call to Order	Abby Hamilton
II.	Public Comment	
III.	Meeting Minutes Approval – November 2024	Abby Hamilton
IV.	Center Reports <ul style="list-style-type: none">• Roanoke Center Update• Franklin Center Update• Covington Center Update	Leah Gibson
V.	New Business <ul style="list-style-type: none">• ETPL Applications• Branding Update• Eligibility Policy Update• Outreach Update – Emma• Grants Update - Morgan	Leah Gibson, et. al
VI.	WIOA Title I Program Operations <ul style="list-style-type: none">• PY24 Programs Report	Stephanie Martin
VII.	Upcoming Meetings <ul style="list-style-type: none">• Program Oversight Committee Meeting – May 21, 2025, 2:00pm, 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



Greater Roanoke Workforce Development Board

Program Oversight Committee

November 13, 2024

2:00 PM

Build Smart Institute, 701 Gainsboro Rd NW, Roanoke, VA 24016

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

GRWDB Staff	Present
Leah Gibson	X
Stephanie Martin	X
Emma Howard-Woods	X

Call to Order

Abby Hamilton called the meeting to order at 2:08pm.

Public Comment

There was no public present for 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 Stephanie Hoer to approve the minutes as presented. Maiya Ashby seconded the motion. The motion was carried by a vote.

Center Reports

Leah shared the data from One Stop Operations report, and also explained that the drop in the numbers can be explained by the Roanoke Center closure on July 31st, 2024 as well as an ongoing facilities issue in the Covington Center causing it to close on October 22nd. The GRWDB hosted a large multi-employer hiring event on 10.22, and have continued hosting smaller individual hiring

pop-up events which are contributing to the data. Leah shared the hope that numbers will return to normal once the Roanoke and Covington Centers reopen.

New Business

One Stop Center Update

Leah shared that most renovations on the 707 building are complete, including HVAC and some electrical. There are a few blinds that need to be installed, as well as internet, phone, and associated electrical. There are IT staff working on these installations now. There are some additional work orders that need to be completed, but they can't start until the lease is signed, which is currently with the state. Once the lease and all outstanding projects are signed and completed, there are only a few small things, like installing the copier and securing a cleaning company, left to complete.

Abby asked if the team had corrected the ADA compliance issue with the parking lot. Leah shared that the ADA issues have been addressed, and that Vistar should be restriping their parking lot soon. Leah also added that there is already an agreement for the Center parking for staff & customers, but that the state has yet to send guidance on rebranding and logos, so no signage has been ordered and no parking spots have been marked off. There is a tentative date in January for a formal grand opening ceremony, and that the date should be finalized soon.

Leah also shared an update on the Covington Center facilities issue. The Covington Center, which has been closed since October 22nd 2024, is experiencing an HVAC issue causing the building to close. There is no expected date for repair, and the future of the building is still in the air between the state and the City of Covington. There is no update on the Franklin Center.

Staffing Update

Leah shared that Elizabeth left the GRWDB back in August, and that Stephanie Martin has stepped in as the Program Manager for all programs since her departure. Stephanie is still getting used to program reporting and processes, but anything that would have gone to Elizabeth can now go directly to Stephanie.

Stephanie shared that the team is also working to fill other existing vacancies for both the adult and youth Career Coaches, and that we are expecting to have two new staff on board in the coming weeks.

Star City Works Update

Leah shared that our Star City Works funds, awarded from the City of Roanoke with ARPA dollars, are ending sooner than anticipated. Originally, the funds were set to go through 2026, but the City came through and alerted us that the funds actually end in December 2024. The team is still working through November 30th to use the funds, but anything leftover after that date will be returned to the City.

Abby asked for clarification on when the City gave the corrected 2024 date. Leah shared that it was a part of a larger conversation with City officials, but that the official directive came through in August. There had been verbal communication with City officials prior to this announcement, that

led us to believe the end date was 2026, but the MOU was never amended to reflect these conversations. Leah also shared that the GRWDB has met periodic performance measures set forth in the MOU but hasn't technically met all goals since the program was set to go through 2026. Stephanie Hoer shared that Goodwill had a similar experience with their ARPA funds for the Market on Melrose project. Leah also shared that it would be possible for the city to recover the unspent ARPA funds and reallocate and redistribute them, but no directive for future ARPA applications has been outlined yet. Maiya Ashby asked how much of the Star City Works funds have been used. Leah shared that she is unsure exactly, but that she can report that back out to the committee.

YouthBuild Update

Leah shared that the YouthBuild program, working in collaboration with Goodwill, BuildSmart Institute, and Region 5 Adult Education, has ended early due to an internal decision by Goodwill. Remaining YouthBuild funds will be returned to the Dept. of Labor by 12/31. The Executive Committee made a request to ask the State if those funds could be transferred to the GRWDB to continue providing program services, but the state declined this request. There is the opportunity to apply for the funds independently when the grant becomes available again. Stephanie Hoer shared that those funds open up a few times a year, and that it will likely open up for application in the spring. Leah shared that Morgan has expressed interest in applying for the funds and managing the YouthBuild program. Regardless of the YouthBuild program, youth are still being served by the GRWDB under the WIOA program.

ETPL Applications

Leah reminded the committee that under the WIOA Program, training funds can only be sent to training providers that are on the Eligible Training Provider List (ETPL), which is a statewide list. With the DWDA transition, there was guidance that the state would take over the application and approval process as of July 1, 2024, which had previously been left to the local WDBs. After a period of waiting, further guidance came back out that the state would not be taking over this process, and that it is still up to the local WDBs to process applications. Guidance also said that out-of-state providers could be eligible, and that their applications would go to the closest WDB in Virginia.

Leah shared that the GRWDB has received an application from the Kentucky Welding Institute for their Certified Pipe Welding Program, located in Flemingsburg, KY. The program meets all ETPL requirements and provides only in-person training. Maiya asked if the GRWDB is obligated to use the provider if their ETPL application gets approved. Leah shared that no, the GRWDB would not be required to send students to the provider, simply that they would be eligible for WIOA training funds. Abby asked if the state has always included out-of-state providers. Leah shared that yes, out-of-state providers have always been on the list, and that many of them provide fully online, or short-term in-person training. Maiya asked if there would be any reason that they weren't approved. Leah shared that no, they meet all ETPL requirements, but that we wouldn't be required to use them as a training provider.

Program Oversight Committee Action: A motion was made by Kimberly Dameron to take the Kentucky Welding Institute ETPL application to the Board for approval. Maiya Ashby seconded the motion. The motion was carried by a vote.

WIOA Title I Program Operations

PY 24 Programs Report

Leah shared that youth enrollments are coming slowly, and that the early end to the YouthBuild program contributes to the decline in youth program enrollment. Stephanie Martin shared that Youth Career Coach (YCC) turnover is also a contributing factor, and that an offer has been accepted for a new YCC to start the week of Thanksgiving. Stephanie shared that the new YCC comes with preexisting connections in the youth community, and shared hope for growing program enrollments with these pathways. Emma Howard-Woods shared that the GRWDB is hosting another youth bootcamp in January, an IT camp about 3D printing, and shared hope that this will also increase youth engagement. Abby asked if the regional schools refer students to the program. Emma shared that yes, the GRWDB works directly with schools, including CTE, but that referrals are slow due to the fast-paced nature of the school system. Stephanie Martin also shared that the new YCC will hopefully help school referrals by building bridges from education to the workforce and providing mentorship and support during such a large life transition. Stephanie Hoer asked for clarification on the Youth training participation data point. Leah shared that the data point is based on new enrollments and active caseloads.

Leah shared that the Adult and Dislocated Worker (DLW) programs are continuing as expected. There are no DLW enrollments so far this year, which is not surprising. Leah shared that Morgan is proposing a transfer of DLW funds to the Adult program to help meet the demand. Enrollments may be slightly lower this month due to staff transitions, including a new intake coordinator. Stephanie Martin shared that the staff turnover, while demanding, has forced a shift in the GRWDB that will have a positive result on policies and procedures in the long term.

Abby asked how we can better integrate our youth services with the schools, and suggested superintendent level conversations to better connect our services to graduating or dropout students that are looking to go in to the workforce. Leah agreed that such a conversation could be beneficial, and Emma agreed to follow up.

Kimberly added that there is a need at Virginia Works for better marketing for all services, including youth services, and noted that an effective marketing strategy could help with both youth and adult programs.

Abby asked if Morgan has an opportunity to advocate for the youth program as she is leading the statewide WDB group. Leah shared that Morgan would have such an opportunity. Leah also shared that Adult Education just updated their assessment policy, which could impact the way we evaluate Basic Skills Deficiency for program eligibility, and that the team is currently working to identify any updates that would apply to our services.

Upcoming Meetings

Program Oversight Committee Meeting- February 12, 2025, 1:00 PM, VIRTUAL

Adjournment

Abby Hamilton adjourned the meeting at 3:12.

February 2025 New ETPL Applications

Provider	Provider Requirements
QS Academy	X
Programs	Program Requirements
Dental Assistant	X
Medical Assistant	X
Pharmacy Technician	X
CyberSecurity	X
Data Analyzation	X
Medical Billing & Coding	X
Healthcare IT	X
Patient Care Technician	X
Phlebotomy Technician	X
Surgical Technologist	X
IT Technician Bootcamp	X
IT Support Technician	X
IT Security & Network Administration	X
IT Network Technician	X
Cloud Engineering Bootcamp	X
Cloud Engineering	X
Data & Analytics	X
Cybersecurity Bootcamp	X

Workforce Innovation and Opportunity Act (WIOA)

Title I Adult and Dislocated Worker Programs

Performance Report December 2024

Adult Program Participants by Month

Month	New	Total YTD
July	15	15
August	12	27
September	15	42
October	12	54
November	5	59
December	10	69
January		69
February		69
March		69
April		69
May		69
June		69

Carryover Participants	87
New Enrollment Goal	100
Total Participant Goal	187

% Toward New Enrollment Goal	69%
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*end of month should be 50%



- Alleghany County VA US
- Bedford County VA US
- Botetourt County VA US
- Craig County VA US
- Franklin County VA US
- Radford, City of VA US
- Roanoke County VA US
- Roanoke, City of VA US
- Salem, City of VA US

Dislocated Worker Program Participants by Month

Month	New	Total YTD
July	0	0
August	0	0
September	0	0
October	0	0
November	0	0
December	0	0
January		0
February		0
March		0
April		0
May		0
June		0

Carryover Participants	6
New Enrollment Goal	60
Total Participant Goal	66

% Toward New Enrollment Goal	0%
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*end of month should be 50%

N/A - none enrolled this Program Year

Adult Program

Training Participation	
Healthcare	62
Manufacturing	17
Information Technology	1
Financial Services	0
Construction	9
Transportation	25
Education	1
Culinary	1
Post-Secondary	100
OJT Placements	16
Work Experiences	0

Dislocated Worker Program

Training Participation	
Healthcare	7
Manufacturing	0
Information Technology	0
Financial Services	0
Construction	0
Transportation	0
Education	0
Post-Secondary	6
OJT Placements	1
Work Experiences	0

Adult Program Expenditures & Obligations YTD

Line Item	Budget	Actual Expenditures	Obligations	Actual + Obligated % of Budget
Occupational Skills Training	\$150,000.00	\$31,000.00	\$70,620.00	47%
On-the-Job Training	\$55,000.00	\$44,193.06	\$60,750.72	110%
Work Experience	\$0.00	\$0.00	\$0.00	0%
Customized Training	\$0.00	\$0.00	\$0.00	0%
Contract Training	\$0.00	\$0.00	\$7,623.00	0%
Transitional Jobs	\$0.00	\$0.00	\$0.00	0%
Registered Apprenticeship	\$0.00	\$0.00	\$0.00	0%
Incumbent Worker Training	\$0.00	\$0.00	\$0.00	0%
Pre-Vocational Services	\$0.00	\$0.00	\$0.00	744%
Supportive Services	\$0.00	\$9,093.98	\$25,315.63	
Certification & Credentialing	\$10,000.00	\$479.00	\$644.00	6%
Other Services	\$10,000.00	\$600.00	\$750.00	0%
Total	\$225,000.00	\$85,366.04	\$165,703.35	74%

*end of month should be 50%

Dislocated Worker Expenditures & Obligations YTD

Line Item	Budget	Actual Expenditures	Obligations	Actual + Obligated % of Budget
Occupational Skills Training	\$10,000.00	\$0.00	\$0.00	0%
On-the-Job Training	\$10,000.00	\$0.00	\$6,076.00	61%
Work Experience	\$0.00	\$0.00	\$0.00	0%
Customized Training	\$0.00	\$0.00	\$0.00	0%
Contract Training	\$0.00	\$0.00	\$0.00	0%
Transitional Jobs	\$0.00	\$0.00	\$0.00	0%
Registered Apprenticeship	\$0.00	\$0.00	\$0.00	0%
Incumbent Worker Training	\$0.00	\$0.00	\$0.00	0%
Pre-Vocational Services	\$0.00	\$0.00	\$0.00	0%
Supportive Services	\$0.00	\$0.00	\$0.00	0%
Certification & Credentialing	\$0.00	\$0.00	\$0.00	0%
Other Services	\$0.00	\$0.00	\$150.00	0%
Total	\$20,000.00	\$0.00	\$6,226.00	31%

*end of month should be 50%

Workforce Innovation and Opportunity Act (WIOA)
Title I Youth Program
Performance Report

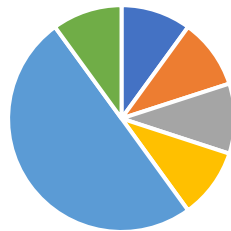
Participants by Month

Month	New	Total YTD
July	1	1
August	4	5
September	1	6
October	1	7
November	0	7
December	3	10
January		10
February		10
March		10
April		10
May		10
June		10

Carryover Participants	33
New Enrollment Goal	67
Total Participant Goal	100

% Toward New Enrollment Goal	15%
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**end of month should be 50%*



- Alleghany County VA US ■ Botetourt County VA US
- Craig County VA US ■ Radford, City of VA US
- Roanoke, City of VA US ■ Salem, City of VA US

Youth Program

Training Participation	
Healthcare	2
Manufacturing	0
Information Technology	0
Financial Services	0
Construction	14
Transportation	0
Education	0
Hospitality	2

Post-Secondary	0
OJT Placements	2
Work Experiences	16

Out of School Youth Program Expenditures

Line Item	Budget	Actual Expenditures	Obligations	Actual + Obligated % of Budget
Tutoring, Study Skills	\$0.00	\$0.00	\$0.00	0%
Alternative Secondary School Service	\$0.00	\$0.00	\$0.00	0%
Work Experience/Internship	\$110,000.00	\$6,013.26	\$31,685.00	29%
Occupational Skills Training	\$0.00	\$0.00	\$0.00	0%
Supportive Service	\$50,000.00	\$2,856.09	\$9,585.69	19%
Adult Mentoring	\$0.00	\$0.00	\$0.00	0%
Follow-up Services	\$0.00	\$0.00	\$0.00	0%
Leadership Development	\$5,000.00	\$0.00	\$0.00	0%
Comprehensive Guidance & Counseling	\$0.00	\$0.00	\$0.00	0%
Financial Literacy	\$0.00	\$0.00	\$0.00	0%
Entrepreneurial Skills Training	\$5,000.00	\$0.00	\$0.00	0%
Career Awareness & Career Counseling	\$0.00	\$0.00	\$0.00	0%
Other Youth Services	\$15,000.00	\$150.00	\$150.00	0%
Total	\$185,000.00	\$9,019.35	\$41,420.69	22%

*end of month should be 50%

In School Youth Program Expenditures

Line Item	Budget	Actual Expenditures	Obligations	Actual + Obligated % of Budget
Tutoring, Study Skills	\$0.00	\$0.00	\$0.00	0%
Alternative Secondary School Service	\$0.00	\$0.00	\$0.00	0%
Work Experience/Internship	\$0.00	\$0.00	\$0.00	0%
Occupational Skills Training	\$0.00	\$0.00	\$0.00	0%
Supportive Service	\$0.00	\$0.00	\$0.00	0%
Adult Mentoring	\$0.00	\$0.00	\$0.00	0%
Follow-up Services	\$0.00	\$0.00	\$0.00	0%
Leadership Development	\$0.00	\$0.00	\$0.00	0%
Comprehensive Guidance & Counseling	\$0.00	\$0.00	\$0.00	0%
Financial Literacy	\$0.00	\$0.00	\$0.00	0%
Entrepreneurial Skills Training	\$0.00	\$0.00	\$0.00	0%
Career Awareness & Career Counseling	\$0.00	\$0.00	\$0.00	0%
Preparation for Post-Secondary	\$0.00	\$0.00	\$0.00	0%
Total	\$0.00	\$0.00	\$0.00	0%

**end of month should be 50%*



BLUE RIDGE REGION

Title: Adult, Dislocated Worker & Youth Eligibility Policy	Related Forms: Yes
Effective Date: 1/27/2017	Revised Date: 2/2025 2/2025 5/11/2023

Purpose

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

References

- ~~VWL 15-02 Change 2 Eligibility Guidelines~~
- ~~VWL 15-02 Change 2 Attachment A: WIOA Adult Eligibility~~
- ~~VWL 15-02 Change 2 Attachment B: WIOA Dislocated Worker~~
- ~~VWL 15-02 Change 2 Attachment C: WIOA Youth Eligibility~~
- ~~VWL 15-02 Change 2 Attachment D: Verification and Documentation for WIOA Eligibility~~
- ~~VWL 15-02 Change 2 Attachment E: Selective Service Requirements~~
- ~~VWL 15-02 Change 2 Attachment F: Family Size/Family Income~~
- ~~VWL 15-02 Change 2 Attachment G: Self-Certification and Telephone/Document Inspection Verification Requirements~~
- ~~VWL 15-02 Change 2 Attachment H: WIOA Definitions for Title I Eligibility~~
- ~~VWL 15-02 Change 2 Attachment I: WIOA Title I Adult Program Eligibility Checklist~~
- ~~VWL 15-02 Change 2 Attachment J: WIOA Title I Dislocated Worker Program Eligibility Checklist~~
- ~~VWL 15-02 Change 2 Attachment K: WIOA Title I In-School Youth Program Eligibility Checklist~~
- ~~VWL 15-02 Change 2 Attachment L: WIOA Title I Out of School Youth Program Eligibility Checklist~~
- VWL 24-03 WIOA Title I Eligibility Guidance
- VWL 19-04 Change 2 Definitions Related to Dislocated Worker Eligibility
- WIOA Sections 170 and 129
- VWL 20-07 Change 1 VaWC and Electronic Case Files
- VWL 20-07 Attachment A WIOA Title I VaWC Document Naming Conventions

Policy

It is the policy of the Greater Roanoke Workforce Development Board (GRWDB) to follow all federal guidelines and state guidance in determining eligibility for participants in and recipients of WIOA programs. The GRWDB and its' Service Providers will use their guidance to ensure accurate eligibility determinations are made. It is the current policy of the GRWDB 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, policy will be updated to provide guidance for this provision.

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BLUE RIDGE REGION

Procedure

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/lisil/>.

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.

The local area follows state guidance regarding definitions of what constitutes Unlikely to Return. This includes an applicant who has been furloughed or temporarily laid off for a minimum of 12 weeks with no return date provided by the employer.

Suitability

Suitability must be determined through the assessed ability and the perceived personal commitment of the participant to attend activities, to successfully complete these activities and to acquire employment and/or post-secondary/advanced skill placement, as WIOA is not an entitlement program. While persons may be fully eligible for WIOA Title I programs, they may not be suitable pending resolution of immediate issues. Examples of an individual who may not be suitable include:

- An individual who does not meet eligibility requirements;
- Persons requiring extensive support beyond that of the WIOA Title I Programs;
- Persons whose needs are better served by another agency or program;
- Persons whose lives are in immediate crisis & who cannot participate at the time of determination;
- Persons who cannot commit time sufficient for participation in WIOA Title I Programs;
- Persons who consistently fail to attend scheduled meetings or appointments.

Should an applicant be determined not suitable, there must be proper documentation of the reason for denial of access to the program. Case notes must be entered to support the suitability determination.

Furthermore, although an individual may be suitable for WIOA Title I program enrollment, they may not be determined in need of and suitable for intensive services, such as training funding. WIOA Title I is not a financial aid program for training providers or employers. Suitability for funding is determined through one on one assistance and working with staff. Staff evaluation should include evaluation of test results, interviews, inventory of individual's field of interest, skills assessments, career exploration, available labor market information, previous employment and wage history, legal restrictions related to the chosen career path, supportive service needs, and more, as applicable.



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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
- Has experienced/is experiencing effects of substance abuse either by themselves, family members related by blood or marriage, guardians, or other immediate family members such as those connected by birth, adoption, civil partnership, or cohabitation such as grandparents, great-grandparents, grandchildren, great-grandchildren, aunts, uncles, siblings-in-law, half-siblings, cousins, adopted children, step-parents, step-children and cohabitating partners.
- Expectant fathers
- ~~Youth that have been historically underserved and marginalized, to include Black, Latino, and Indigenous persons, Asian Americans and Pacific Islanders and other persons of color, members of religious minorities, lesbian, gay, bisexual, transgender, and queer (LGBTQ+) persons~~

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 via case note by the Career Coach 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.

Co-Enrollment with Partner Programs

All efforts are to be made to enroll WIOA Title I participants with any partner program that is applicable to that participant's needs & circumstances. Examples may include enrolling a 22-year-old into the WIOA Title I Adult program as well as the WIOA Title I Youth program, because they would benefit from a youth program element not available through the Adult program, or enrolling a WIOA Title I Dislocated Worker participant into the Trade Act program through the VEC, for extended benefits following their employment termination.

Whatever program(s) an individual is enrolled into, they must meet the participation requirements of both/all. It is the duty of the WIOA Title I Program staff to ensure open lines of communication exist between staff all parties involved and information is shared, as necessary for program services to be provided and successfully completed.

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Additional Documentation Requirements

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



BLUE RIDGE REGION

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.

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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 logbooks 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.

For eligibility purposes, barriers to education/employment should be documented following guidance found in Federal, State, and local policy. All barriers should have tangible documentation found within the physical case file and/or the electronic system of record (VaWC).