

Workforce Center Oversight Committee

**Roanoke Valley Workforce Center
1351 Hershberger Road, Roanoke, VA**

Wednesday January 20, 2010

Minutes

I. Call to Order, Roll call

Chair Wayne Flippen called the meeting to order at 9:32 a.m.

Members Present:

Wayne Flippen
Joseph Brinley
Teresa Hammond
Bobby Myers
Naomi Powers

Members Absent:

Jane Conlin
Paul Paradzinski
Rob Ledger

Staff Present:

Doloris Vest, President
Angie Williamson, Program/Grant Manager

Guest:

Linda Matthews, Goodwill
Kim Moore, Goodwill
Beverly Amburgey, Goodwill

II. Approval of Minutes

Mr. Myers moved to approve minutes of the December 15, 2009 meeting. Ms. Hammond seconded. The motion passed on a voice vote.

III. Operator Report

A. Center Report: Ms. Moore reported

1. She and Ms. Matthews will meet with Franklin Center and Covington managers at the end of the week to discuss sharing information, data and operator expectations.
2. The state made great progress on the pilot computerized intake process;
 - a. the display improved, the counting function and wording were also changed and they are working on a referral system including individual logins for agencies, which will allow case managers to see who is interested in the program. Visits for unemployment insurances increased in the last month, total visits also up; however, new visits were down in December. Goodwill's Jobs Campus receives substantial walk-in traffic and the resource room is often filled to capacity. The Jobs Campus uses paper intake forms, but would be willing to use online system once it is available. Next month's report will include Goodwill's Jobs Campus.
 - b. Paper forms are still used for those uncomfortable with the computer.) Future reports referral numbers will be included.
 - c. The new system reporting will provide a greater range of information on the programs.

- d. Intake process includes telling customers about online options for services allowing them to take care of many issues at home. The center does not currently count those who choose to leave and do so.
3. Every Thursday the Roanoke Center holds WIA orientation each Thursday. Currently reference guides are used for general orientation. An on going on orientation may be added when staff is available.
4. The VEC's Re-employment Center will soon open on 220 South and will be open for at least one year. Ms. Moore will speak with Ms. Barnett regarding sharing information/data and making referrals.
5. Ms. Moore reported on several facility issues brought up at the Directors meeting. She will speak with the landlord regarding time locks for the front doors to ensure customers can leave the building after hours, but no new visitors can enter.
6. Three mandated program partners have yet to sign off on the MOU and one partner has not paid any bills. The Center directors will write a letter to Ms. Vest to escalate to the state.
7. **Business Services Committee:** Ms. Moore noted that the Business Committee has several upcoming job fairs and events. Ms. Williamson will inform the committee and full board of all upcoming job fairs and events. Additionally the Business Committee is working to transform the board's cubicle into a small business information center and the workstation should be installed February 9th. The committee has been working on the business cubicle, lunch and learn programs and creating a comprehensive business list serve.

B. WIA Program Numbers: Ms. Matthews reported enrollment in WIA Adult Dislocated Worker and youth programs have steadily increased. Three new case managers have been hired to handle the additional traffic. Ms. Amburgey ensured all clients were contacted and reported that to ensure there is not backlog case managers can pass clients on to other case managers.

IV. Old Business

A. Policy Manual: Ms. Moore reviewed the customer policy manual and poster, which is displayed throughout the center. Before the next meeting Ms. Moore will send the internal policy and procedure manual to the committee for review and comments. Ms. Moore will also seek comments from Ms. Conlin prior to sending the draft to the whole committee.

Internet etiquette and rules are included in the customer policy manual to ensure visitors use the resource room computers appropriately. Ms. Vest recommended posting a sign indicating that computers are monitored and all sites visited are observed to prevent non-workforce related use.

B. Complaint Procedures: Ms. Vest reported that a google document has been created to record all complaints. Invited staff have access to the program and will receive updates anytime a change is made. Ms. Amburgey will review all complaints and contact Ms. Vest and Ms. Matthews. Ms. Williams will prepare a written procedure for the complaint log.

C. Update on State Audit: Ms. Vest reported a state audit identified a procurement issue concerning the current year program contract. In response the Board capped the operator's spending authority at \$1.012 million and issued an RFP for the remaining funds. A second issue involve failure to competitively bid subcontracted services for the summer youth program. Ms. Hensley is not suggesting there was any fraud but that the Board and its contractor did not follow the required protocol.

V. New Business

- A. Training Provider – Patrick Henry Community College:** Staff recommends approving PHCC as a certified training provider with their entire catalog (except Medical Transcriptionist) being acceptable. Clients and case managers will still have to make a case for particular programs of interest. **Ms. Hammond moved to recommend to the Board approving PHCC’s catalog for inclusion in the Certified Training Provider list, with the exception of Medical Transcriptionist. Ms. Powers seconded. The motion was approved by voice vote.**

- B. Rapid Response:** Ms. Vest reported that funding may be coming to the area from the state for rapid response. The State will allocate the \$3.5 million based on current dislocated worker formula.

- C. Integrated Textile Solutions:** Ms. Vest reported that ITS is hiring industrial sewing machine operators and suggested Goodwill work on an OJT (On the Job Training) program with the company.

- D. Virginia Work Connect:** Ms. Hammond inquired about whether the Greenbriar in West Virginia could post job openings on Virginia’s online system. Ms. Moore will contact Deb Squires of the VEC.

VI. Adjourn

The meeting was adjourned at 11:05 am. The next meeting will be Wednesday February 17 at 9:30 am.

President

Date