

Workforce Center Oversight Committee

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

Tuesday December 15, 2009

Minutes

I. Call to Order, Roll call

Chair Wayne Flippen called the meeting to order at 8:36 a.m.

Members Present:

Wayne Flippen
Joseph Brinley
Teresa Hammond (via phone)

Staff Present:

Doloris Vest, President
Angie Williamson, Program/Grant Manager

Members Absent:

Naomi Powers
Paul Paradzinski
Jane Conlin
Rob Ledger
Bobby Myers

Guest:

Linda Matthews, Goodwill
Kim Moore, Goodwill

II. Approval of Minutes

Mr. Brinley moved to approve minutes of the November 13, 2009 meeting. Ms. Hammond seconded. The motion passed on a voice vote.

III. Operator Report

A. Local System Update by Ms. Moore:

- Center Traffic Reports:** Ms. Moore presented the traffic The online intake system's problems have yet to be resolved and the center will revert to the paper intake forms for more accurate results. Ms. Moore has not heard anything from the Governor's office since the last e-mail which she shared with the committee.

The Roanoke Center's new visit counts are staying high, no drop off as usually seen during the holiday season. This year holiday hiring is low and layoffs continue, thus new visits continue to rise. The new visit count is only for those people coming to the center for the first time, requiring they fill out a longer intake form, repeat visitors fill out a shorter, return form. The intake computers in the lobby will be temporarily moved until the online intake procedure is improved. Until then they will try to use the computers as extra resource room computers once they find a place for them.

Franklin Center totals fluctuate depending on the number of classes and students – their total traffic includes all meetings and they are very much a conference facility. Franklin Center's GED numbers are not discreet thus the 656 in November includes repeat visitors, thus the tally does not indicate the total number of individuals enrolled

in GED classes. Ms. Moore noted that the new online system will include the total traffic count, discreet numbers and repeats. The Franklin Center has four times the GED participants as Roanoke because Franklin Center is the site for GED in Rocky Mount, while in Roanoke the Workforce Center is one of several GED sites.

The Franklin Center now has a VEC presence five days a week to meet demands. Franklin Center offers WIA orientation weekly and the Roanoke Center will implement a weekly orientation in January.

Covington has not seen a large increase in new visitors. They did expand the front area/reception area with new computers. Ms. Matthews noted the numbers in Covington are significantly lower than other centers and Ms. Vest asked if it was a marketing issue.

Ms. Matthews reported that Covington and Franklin Center reports do not breakdown the numbers by program and she and Ms. Moore will visit the centers to ask them to gather data to show all partner referrals and help create a tool for them to use to accurately track participation. Ms. Matthews indicated that if nothing else we can make WIA workers count numbers. Ms. Vest noted that it would be good to report referrals from other centers to know what services are requested at each center and if there is a large enough demand could begin providing that service.

Resource room activity has been very heavy lately, in part due to the unprecedented emergency unemployment insurance extension – many recipients have questions and come to the Center. Mr. Flippen recommended that VEC develop an info sheet for UI claimants to post around the center and hand out to clients. Ms. Moore said she would ask Mr. Barnett to create one.

IV. Old Business

- A. Policy and Procedure Manual:** Ms. Moore distributed information on the second draft of the policy/procedure manual and noted there are still several problems and the next draft will be separated for staff and customers. Ms. Moore indicated a group was established to prepare the manual and her participation has been limited. Per Ms. Vest's request a third draft will be available in January. The group discussed some details of the manual and decided it would be good for Ms. Moore to invite Ms. Conlin to the group meeting.

V. New Business

- A. Complaint Procedures:** Ms. Matthews and Ms. Vest discussed a specific complaint e-mailed to Ms. Vest yesterday. Ms. Matthews indicated she talked with complainant yesterday and will meet with her today. From the conversations thus far Ms. Matthews felt the complainant was more upset at not being hired for a Goodwill position than the WIA process. Ms. Vest indicated she too contacted the complainant; Mr. Flippen indicated his concern that there is no process for handling complaints. Ms. Vest agreed and also noted that three people responded to complainant, without any knowledge of the other responses. Mr. Flippen asked Ms. Vest and Ms. Matthews to create a complaint log for all employees to access and see what complaints have been filed, the actions taken and the actions in process.
- B. Staff Concerns:** Ms. Vest asked Ms. Matthews if temp workers had been hired to deal with staff shortages, specifically, to prevent wait lists for clients. Mr. Flippen said the committee wants this issue resolved however Goodwill sees fit and that if the backlog gets beyond a certain point there needs to be a process in place to deal with it. Ms. Matthews

indicated she does not know what the current backlog is, Mr. Flippen noted that agenda items for the next meeting include; backlog, solution and actions.

C. Program Numbers: Ms. Vest asked that reports need to include program numbers, not just center numbers. She indicated that case managers enroll between 1-2 participants per week and asked Ms. Matthews if that is what is expected. Ms. Matthews noted these numbers will increase and GW is hiring two case managers and one jobs specialist to handle the increase. Ms. Vest requested a report on the number enrolled at the beginning of each month, how many are new, how many are in training, how many are in job search, etc. Ms. Matthews noted that Ms. Amburgey did not have time to finish compiling numbers for this meeting, but stated that most are in training. Ms. Vest indicated that VOS will be updated to allow more accurate data and analysis, including occupation codes and location of training.

Mr. Flippen asked if the programs were on target, Ms. Matthews replied that there are still a lot to enroll but that Goodwill will meet their commitment to the Board. First quarter numbers were low due to summer program and they currently have 120 applications from O'Neil Steel and they're looking at JTEKT coming soon. Ms. Matthews noted that this year will be challenging for placement but common measures will help to offer OJT (On the Job Training) without hurting credentialing rate. They continue to work on intern program and Ms. Vest recommended creating a contract document for employers which addresses up front the goals and intentions of the program.

Ms. Vest noted that approximately \$400,000 was spent by the end of October and need to look at training funds versus placement. Due to O'Neil Steel and the mass enrollment with trade, a lot of funds will be spend but most likely will not result in placement and the Board needs to be ready to explain that in a way people will understand. The state council is looking at how much local areas are spending and how much is going into training. The WIB directors want to break the link between trade and WIA because it hurts performance and the VA Association of Workforce Directors are looking to change the process. Mr. Flippen suggested the Board write a support letter to send to the state.

D. Summer Youth Audit: Ms. Vest reported that the Board may have questioned costs for the summer youth program, specifically working with TAP and the Union. Last year's contract was \$900,000 and they increased it by \$100,000, which is allowed. In the new fiscal year the Board thought they could increase as needed; however, Ms. Hensley with the State indicated can't be more than 20% more than \$100,000. Ms. Vest noted that they may have to end contract in March and will know more by the end of next week. She stated that the Board followed procurement rules as defined by the City of Roanoke, but may be sited at the state level for not following procurement – it's a matter of interpretation.

Adjourn

The meeting was adjourned at 10:10 am

President

Date