

**Western Virginia
Workforce Development Board**

**Goodwill Industries of the Valley, Roanoke
Friday, February 4, 2005 – 9 a.m.**

Minutes

I. Call to Order

Board Vice Chair Wayne Flippen called the meeting to order at 9:05 a.m.

II. Roll Call

Anne Cooney called the roll.

Members present: **Stephen Aukward**, VA Dept for Blind and Visually Handicapped; **John Baker**, Roanoke Redevelopment & Housing Authority; **Margaret Harvey** for Bruce Boggs, Carilion; **Roger Dalton**, National College of Business and Technology; **Beth Doughty**, Roanoke Regional Chamber of Commerce; **Wayne Flippen**, John C. Nordt; **Robert Glenn**, The Issues Management Group; **Toni Hamilton**, Department of Rehabilitative Services; **Robert Hedrick**, Advanced Auto; **Bruce Johannessen**, Virginia Employment Commission, Roanoke; **Rebecca Johnson**, Mead Westvaco; **Janice Agee** for Roger Johnson, Roanoke County Schools; **Bill Jones**, BB&T; **Joyce Kessinger**, Boxley; **Annette Lewis**, Total Action Against Poverty; **Linda Matthews**, Goodwill Industries of the Valleys; **John Mulvey**, Alleghany Highlands Economic Development Corporation; **Paul Paradzinski**; **Tom Richmond**, Altec Industries; **Ken Rush**, Didlake; **Robert Sandel**, Virginia Western Community College; **Debbie Snead**, Mountain Branch Farm; **Dot Hayes** for Roanoke City Schools' vacant position; **Richard Teaff**, Dabney S. Lancaster Community College; **Marion Vaughn-Howard**, Roanoke City Department of Park and Recreation Youth Services Division; **Susan Williams**, League of Older Americans

Members absent: **Ronald Brown**, Paper, Allied Industrial, Chemical & Energy Workers Int'l; **John Conner**, Valcom; **James Garlow**, John W. Hancock Inc.; **Michael Mays**, Local 100 Sheet Metal Workers International Association; **Ted Melnick**, Novozymes; **Michael Oxford**, Applied Extrusion Technologies; **Kathleen Page**, Roanoke College; **Lutheria Smith**, Optical Cable; **Harriet Woodward**, Alleghany/Covington Department of Social Services

Staff present: **Doloris Vest**, WIB Coordinator; **Anne Cooney**, administrative assistant; **Sherry Dean**, Bookkeeper; **Clay Stein**, Monitor

Guests present: **Jerry Barnett**, **Judy Griffith** and **Rhonda Perdue**, Virginia Employment Commission; **Jeri Barnes**, Job Corps; **Carroll Gentry**, Virginia Western Community College; **Bruce Phipps**, President, Goodwill Industries of the Valleys

III. Approval of minutes

Minutes of the December 3, 2004 board meeting were approved as posted to the website. **Motion to approve made by Beth Doughty, seconded by Linda Matthews; approved on a voice vote.**

IV. Treasurer's Report

Treasurer Bill Jones commended Doloris Vest and Sherry Dean on the Funding & Expenditure Detail report they have devised which shows the dual funding stream. Report has 2003 funds listed, 2004 obligated and not obligated funds listed, monthly cost/participant, and summary.

V. WIB Coordinator's Report

WIB Coordinator Doloris Vest noted that the Coordinator's Bi-Monthly Report to the Executive Committee is available on the website. Items of particular note:

- A. With reference to the **Funding & Expenditure Detail report**, expenditures in some areas are a little higher than expected.
- B. The **Roanoke Regional Planning Commission** asked that a rep from the Workforce Board attend its meetings; Mr. Glenn has asked that Ms. Vest attend these meetings. She attended the Commission's January meeting and made a presentation giving an overview of the Workforce.
- C. Ms. Vest attended two monthly **Executive Director meetings** in Richmond last month. The Directors submitted a statement paper to the Workforce Council on the inadequate computerized reporting system. At the Executive Directors' meeting with Barbara Bolin, the directors learned that Career Readiness Certificate, introduced in 2004 and offered through the community college system, as not yet been approved by the DOL.
- D. Final **PY03 numbers** have been received. **Clay Stein** has reviewed preliminary **PY04 numbers**. Mr. Stein said that the numbers for PY04 look good so far. He noted that Congress complained to the DOL about report submission dates, asked that they be changed from 10/31 through 9/1 to 4/1 through 3/31. Six months of performance numbers will be reported. Adult credentialing rate is low because Alleghany County didn't have credential until December '04. Should see numbers in report in next week or so. It looks as if WIA III should make all but 2 of 17 standards. The Board is collecting data; it can show state person-by-person information; state will then correct its information. Gives the Board a double-check, to be confident that WIA III has all its tools in place.
- E. **Compliance Review:** The site visit by Angela Tillery last May resulted in two findings: (1) concern about signatures on personnel paperwork in WDB office (R. Glenn or B. Jones now sign off); (2) finding at one contractor that certain elements were not documented; contractor responded to finding, sent information to Willie Blanton in Richmond. Debbie Hensley is also reviewing; her preliminary finding is that she'll accept response submitted.
- F. **Referrals** at WDB: Ms. Vest is tracking inquiries received at WDB office about services offered by Workforce network.
- G. **Marketing Grant:** WIA III will have a booth at Chamber showcases in Salem and in Roanoke; Ms. Vest is looking for similar events in Franklin and Alleghany Counties.

H. Contractor Reports:

1. Goodwill/Botetourt Tech Education Center's adult program extremely active; adults in training participants (single moms especially) need baby care, transportation; work readiness for at-risk kids; in March, 40 young people in Salem for work readiness.
2. TAP Youth program going well; regional Job Fair to be held first Tuesday in April (4/5) at Roanoke Civic Center.
3. One-Stop dislocated worker program progressing nicely; unemployment rates for December at 2.7%; Roanoke One-Stop, with Cable station RVTV, produced video to display in lobby, market to folks coming in; CareerScope assessment tool up & running, and all one-stops are using; American Freight Car came to Roanoke, went to Roanoke one-stop to get assessment, training place assistance, and Bruce Johannessen and Carroll Gentry (VWCC) were able together to deal with employer's situation on the spot.

VI. Committee Reports

- A. Executive Committee – Report to follow other committee reports. See below.
- B. RFP Committee – Ms. Vest Wood reported that the committee will meet Monday, February 7th, at 3 p.m. The committee still needs members. Primary question: what do we want contractors to offer?
- C. Youth Council – Council Chair Paul Paradzinski commended Annette Lewis and Linda Matthews on their agencies' work with youth. The committee has discussed developing projects like a Youth Congress or a leadership fair; the group has also discussed developing grant programs.
- D. One-Stop Operator Consortium – see above (V.-H.-3.).
- E. **Executive Committee** Chair Rob Glenn began by saying that no one should be concerned, that the Board is not sending any money back to the state. It is all being carefully managed; as long as the monies are committed, they are considered spent. Two important factors to consider as we do the business of the WIB: audits and change.
 1. **Audits:** Clay Stein is available to the Board as a part-time compliance person, here to help the Board and its contractors; he provides local focus. State consultants – Debbie Hensley is WIA III's consultant and has counterparts in the state. She can't audit WIA III if she counsels it; therefore a counterpart does so. Similar task, statewide, to Clay's role. Relationships are good between WIBs and the state. Audit Report from state and our response can be seen on the web. Game plan here: between Clay and Debbie's counterparts and higher-ups in Richmond to make sure we meet DOL standards.
 2. Mr. Glenn then introduced guest Bruce Phipps, president of Goodwill Industries of the Valleys. Mr. Phipps' agency has just been through a program audit at its Rocky Mount location. Mr. Glenn commended Mr. Phipps for the professionalism with which he and his staff handled the audit, and suggested to the Board of Directors that the procedures Mr. Phipps and his staff followed might be an excellent precedent for future audits. The results from the audit are as follows: (1) training for staff regarding guidelines; (2) process of self-auditing; program monitor will be on board; (3) case records questioned and reviewed, with statements to corrections in files; (4) provide review of core values and code of ethics company-wide; (5) refinement on internal audit

process. Mr. Glenn cited Goodwill's situation as an excellent example of handling a complex personnel issue for a contractor for this Board.

3. **Change:** Mr. Glenn addressed his White Paper about changes to WIB III. He suggested that the Board meet in a couple of weeks to discuss specific points brought up in the White Paper. For this session, Mr. Glenn brought up a few particulars:

- a) At the recent Economic Development Partnership meeting, Darlene Burcham told WIA III to ask businesses what skills do they need and what training is required.
- b) Reduce the size of the Board and expand the scope of its committees.
- c) Mr. Glenn commended Ms. Vest on handling the volume of information coming through the WDB office, and said she is doing a great job. Ms. Matthews seconded that commendation; Ms. Williams voiced her appreciation of the WDB Updates that Ms. Vest sends out regularly.
- d) All three of our One-Stops are different. Remove all obstacles (parking, location, whatever) for potential clients. Share expenses; don't have redundancy. Sharing the location of VEC and the One-Stop makes sense. (Some discussion followed about the present location of the Roanoke One-Stop and the possibility of its relocating.) Ms. Vest pointed out the need to differentiate between VEC and the One-Stop. Mr. Jones asked if other WIAs in Virginia use a one-stop consortium; Mr. Glenn said that only WIA III does so. Mr. Glenn also pointed out that the fulltime directorships for the Franklin County and Alleghany County One-Stops are vacant; excellent opportunity for change. Mr. Glenn pointed out the need for a "customer service wizard": the One-Stops need someone who is good at getting people in the door. The question of how WIA III would fund that position, because it would not work as a volunteer position.

VII. Unfinished Business

None.

VIII. New Business

None.

IX. Announcements

Next Meeting: **Friday, April 1, 2005, at 9 a.m.**
Location to be determined

X. Adjourn

The meeting adjourned at 10:40 a.m.

Anne M. Cooney

Anne M. Cooney, Administrative Assistant

2/25/05

Date