

Workforce Center Oversight Committee

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

Monday, November 15, 2010

Minutes

I. Call to Order, Roll call/Introductions

Chair Flippen called the meeting to order at 10:03am.

Members Present:

Wayne Flippen
Paul Paradzinski
Joseph Brinley
Naomi Powers
Bobby Myers
Teresa Hammond
Linda Matthews
Kim Moore

Members Absent:

Jane Conlin

Staff Present:

Doloris Vest, President
Suzanne Luzier, Program Coordinator

Guests:

Bruce Phipps, Goodwill
Michelle Manns, AmeriCorps Member

II. Approval of Minutes

Minutes from the October 15, 2010 meeting were distributed. **Mr. Paradzinski** made a motion for approving minutes, **Ms. Powers** seconded the motion. The **motion passed** on a voice vote.

III. Staff/Operator Report

A. Center Operations:

Ms. Moore reported on the Roanoke Workforce Center Operations.

1. Traffic at the center has dropped over the past couple of months, but is expected to increase thru November and December. The center is prepared for this increase, as this is a normal trend.
2. Concerns are mounting over unemployment benefits and benefits extensions running out. A lot of local charities and emergency funds have been depleted. **Ms. Luzier** asked about partial benefits and how this could extend the life of benefits. **Ms. Vest** suggested educating customers on how to extend benefits through partial employment. **Ms. Vest** and **Ms. Moore** will explore this topic further at a future date.
3. Training Opportunities at the center:
 - a. Training Opportunities are available for basic computer training through a partnership with the Goodwill JOBS Campus.
 - b. Software Program Training (Microsoft Word, Excel, etc.) is available at the center through an AmeriCorps grant with Roanoke City Libraries. There are 2 volunteers that teach these classes. **Ms. Vest** will provide **Ms. Moore** with a list of demographics that she would like to see on these training classes.
4. Staff Training:
 - a. Front desk workers will receive customer service focused training.
 - b. All staff will have training to provide reorientation of Partner Services

- c. WIA staff will receive training through the Goodwill's Good Prospects grant. Initially this will serve to 6 – 7 Case Managers. After a previous discussion with Ms. Vest, it was decided to extend this training to all Case Managers within one year. The training will provide a certification through the CDF program.
5. **Ms. Matthews** announced there are plans to install a new TV/Monitor placed in the lobby of the Roanoke Workforce Center that will display events, class scheduling, and various information for clients of the center to reference upon arrival.
6. Repair of the front entrance/sidewalk is still in negotiations between the landlord and the leaseholder, Department of General Services (DGS). **Mr. Myers** moved to have the Oversight Committee or Executive Committee make recommendations to the Board to assist in expediting the process. **Mr. Paradzinski** seconded the motion. It was passed with a voice vote. **Ms. Vest** will add the topic to the agenda for the Executive Committee meeting scheduled for Thursday, November 18, 2010.

B. WIA Programs:

Ms. Matthews presented the program reports:

- The Dislocated Worker program has had 547 participants, with 525 on board.
- The Adult Program has had 218 participants and 175 currently onboard.
- Youth Program:
 - Younger Youth has 130 on board.
 - Older Youth has had 42 participants.

C. Board Grants:

Ms. Vest reviewed a few of the current grants:

1. **Farmers Market Mobile Kitchen:** Scheduled to meet in Covington to discuss the grant on Tuesday, November 16, 2010. The grant will cover 2 seasons. The first step in the process is to define a plan for the grant, and secondly hire a part time manager to oversee the daily operations in Covington.
2. **AmeriCorps – Apprenticeship Program:** Doug Boothe, AmeriCorps member, will be getting certified to teach classes covering construction/safety education. This will give a certification to follow participants into registered apprenticeships. Looking to partner with CREATES. **Ms. Vest** suggested materials be available at the front desk for referrals on registered apprenticeships.
3. **CREATES** Has had 3 job placements. 1 participant dropped out of the program, despite assistance offered to him.
4. **HITE** Classes are starting at VWCC on January 3, 2011. Zenith Hamilton, Program Specialist, is currently looking for more grant funding opportunities to partner with the current program.
5. **Moving On / CDL Training** Classes to begin December 4, 2010 at Dabney S. Lancaster Community College; Classes to begin January 3, 2010 at Virginia Western Community College. There has already been great interest in the program. Scheduled to begin grant enrollments on Tuesday, November 16, 2010.
6. **Stand Down** One day event was held on Thursday, November 11, 2010. **Ms. Vest** is working on final numbers from the event to report at the next meeting.

IV. Old Business

A. Center Usage:

1. **Ms. Vest** inquired about any existing policies in place governing use of the center for training. This led to a discussion on whether there needs to be consideration for "Fee for Service" opportunities.
2. A discussion followed on Posting policies and written policies. **Ms. Moore** will have the Business Services Team look into this matter.

B. Client Placements

Mr. Flippen asked that information regarding client placements be tracked for a while for better determination of the need to report these numbers..

V. New Business

A. Ms. Vest suggested the need to make recommendations to the Board for an RFP for a new contract with Goodwill. **Ms. Vest** voiced specific concerns over center operations.

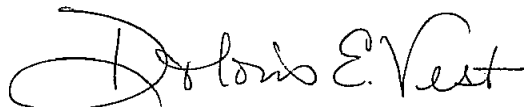
1. **Mr. Flippen** asked for a report to be prepared of actual issues to review at the next Oversight Committee meeting. **Ms. Vest** will prepare the report and will send to Goodwill prior to the next meeting.

B. Ms. Vest asked for a set schedule of meeting for the committee. It was decided to have the meetings set for the third Friday of each month, at 10:00a.m., at the Roanoke Workforce Center.

VI. Announcements

A. Oversight Committee: 10 a.m., Friday, December 17, 2010, Roanoke Valley Workforce Center.

Chair Flippen adjourned the meeting at 11:35a.m.



President

November 17, 2010

Date