

Workforce Center Oversight Committee

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

Tuesday, September 1, 2009

Minutes

I. Call to Order, Roll call

Chair Wayne Flippen called the meeting to order at 8:30 a.m.

Members Present:

Jane Conlin
Wayne Flippen
Bobby Myers
Larry Overbay
Robert Ledger
Paul Paradzinski

Members Absent:

Joseph Brinley
Teresa Hammond
Naomi Powers

Staff Present:

Doloris Vest, President
Angie Williamson, Program and Grant Manager

II. Approval of Minutes

Committee members reviewed the. **Paul Paradzinski** moved to approve minutes of the July 24, 2009 meeting. Motion seconded by **Bobby Myers**. Motion passed by voice vote.

III. Staff Report

A. Local System Update

1. **New Roanoke Center:** Ms. Vest reported the Roanoke Workforce Center Grand Opening will be September 14th at 9 a.m. Gov, Tim Kaine will address the gathering and tour the center. Center staff are making specific accommodations to prevent a disruption of services for customers.

Bus service is going well and Valley Metro produced a brochure available at the bus depot explaining Center's services and appropriate bus route to get there. The bus stops directly in front of the site and the bus schedule is posted in the lobby. Parking has not been a big issue however there was a suggestion for rear-view mirror tags to ID staff.

2. **Center Traffic Reports:** Ms. Moore distributed traffic reports for July 22 through August 31. Numbers for August showed a decrease in total number of visitor, although

the new-visitor traffic is holding steady. The resource room and unemployment insurance are the top reasons for visits. Mr. Flippen noted that approximately 75% of people come to the center for job searching. Mr. Paradzinski asked if the resource room was large enough to handle the crowds, Ms. Vest reported it does get crowded however they will be creating a list of additional free computer resources such as libraries and Goodwill's new campus on Melrose.

The committee discussed how to improve data including getting information pre and post visit, currently all information on traffic reports is based on what the visitor came to the center for, not necessarily the services actually received. Ms. Vest reported that they will install a kiosk intake system to track visitors electronically and case managers can go online to enter in what services were actually provided. Once in place this system will produce both traffic counts and service reports. The kiosks are scheduled for piloting on Sept. 10. Mr. Overbay asked if reporting could match layoffs with peaks in activity at the centers.

Ms. Moore shared the current intake form with the committee and noted that the other centers are not using this yet. This form asks visitors questions about what services they need some of which are not offered at the centers, but case managers can make referrals.

Ms. Vest noted that traffic reports are not available for the previous month until at least a week or so into the following month, thus the committee may want to look at adjusting their meeting date.

3. **Other Centers:** Ms. Vest reported that Ms. Moore will spend 20 percent of her time on improving the system of centers including attending partner meetings. In September they will begin to form stronger partnerships with the other centers including introducing a uniform intake form, cost sharing policies, criteria for satellite center, conduct monitoring and share best practices. Ms. Vest will send out requirements for the various centers (comprehensive, satellite) and noted that each level of government has differing requirements. Ms. Conlin suggested the Committee and Board go with the most strict to ensure we meet all requirements.
4. **WIA Programs:** Ms. Vest reported that she just received the monthly reports and needs to analyze and put in a new format, review the numbers and see if projections are appropriate. Mr. Flippen asked if the reports could include cost per person and year over year. Ms. Vest indicated that on average the cost per person is \$2,000-\$3,500; more for dislocated workers than adult. Ms. Vest noted that the numbers on the report seem skewed and she needs to review with Goodwill to determine what is being reported.

IV. Old Businesses

- A. **Stimulus Funded Programs:** Ms. Vest reported that Adult and Dislocated Worker programs are ramping up. Two additional layoffs were announced, Johnson Controls and VDOT. Ms. Vest is waiting for a summer youth summary which will include the number who applied, who were eligible, who were placed, who completed the program, who got jobs and what the total expenditures were. Ms. Vest also reported that they are putting together a new process for the summer youth program which will include an orientation for businesses, youth and parents. Ms. Vest discussed the pre-apprenticeship program which ended with 12 participants both youth and adults. There were some standout participants who will hopefully be placed in full time jobs; however there were also some work ethic issues and remedial job readiness classes were conducted. Ms. Vest noted she is looking

into special bonding programs for ex-offenders as the star of the pre-apprenticeship program is an ex offender.

B. Grant Funding/Proposed Projects: Ms. Vest reminded the committee of the two sources of funding currently available; \$10,000 for a career futurist and \$10,000 in incentive funding which is very flexible. Mr. Flippen recommended asking programs and partners what deficiencies exist and developing a program to overcome them. Mr. Ledger recommended "canning" the career futurist presentations so they could be viewed by other audiences and but on the web. Ms. Conlin mentioned partnering with community colleges and others.

V. New Business

A. System Policies and Procedures: Ms. Vest distributed the draft Roanoke Valley Workforce Center policies and procedures manual and asked the committee to review and make recommendations for any changes. The committee discussed dress code and parking issues.

VI. Adjourn

Dolris E. Vest

President

October 1, 2009
Date