

**DRAFT
AGENDA**

**Bay Consortium Workforce Development Board, Inc.
One Stop Committee
Tuesday, April 16, 2019
Fredericksburg Area Workforce Center
10304 Spotsylvania Avenue, Fredericksburg, VA
11:00 A.M.**

- I. Call to Order
- II. Roll Call
- III. Public Input
- IV. Approval of Meeting Notes from January 22, 2019 Meeting
- V. New Business
 - A. Bay Consortium One Stop Certification Process Policy
 - B. Chair and Vice Chair Nominations
- VI. Old Business
 - A. Strategic Plan and Committee Assignments
- VII. Other Topics for discussion
- VIII. Adjournment

Bay Consortium Workforce Development Board, Inc.
One-Stop Committee Meeting
Draft Minutes
Tuesday, January 22, 2019
10:00 a.m.

The One-Stop Committee met Tuesday, January 22, 2019 at the Fredericksburg Workforce Center.

Call to Order: Debbye Warf called the committee meeting to order at 10:00 a.m.

Roll Call: Present in person were Debbye Warf and Tracy Harrington. In addition, present were Jackie Davis, Kristina Allen, Steven Golas, and Katlyn Moss, WDB Staff. A quorum was present.

Public Input: There was no public input.

Approval of Minutes: There was a motion to approve the October 3, 2018 minutes. The motion was seconded and approved.

New Business: Steven Golas went over the Personally Identifiable Information Policy with members. A motion was made to send to the full Board for approval, which was seconded and approved.

Old Business: Steven Golas gave the Center Certification update. He stated that they were still working on correcting on adding a ramp for access from the back parking lot. He also mentioned that there was a possibly to use a side entrance with a sidewalk adjustment. Debbye Warf gave an update on the Center water damage. She said the work was almost completed, most of the work left were smaller jobs. Jackie Davis led a discussion on potentially moving the date and time of the One Stop meetings. Members chose to move One Stop Meetings to the third Tuesday at 10 am, as well as moving the location from the Warsaw office to the Fredericksburg Center. Steven Golas discussed front line staff certification with members. He stated with new WDB staff and a new provider, he had looked into prices and stated that he could obtain a discount for the certification. Tracy Harrington asked where in the process of creating a group to handle the lease renewal was the committee.

Other Items for Discussion: Debbye Warf discussed that the VEC were testing out resume writing certification modules and if they were successful, she would suggest them to all of the One Stop Partners. Steven Golas discussed with members the Economic Interest Statements. Tracy Harrington mentioned that at the Partners' Meeting there should be a discussion on co-enrollment within the partners. Jackie Davis mentioned that she would like for the Fredericksburg Workforce Center Business Services to participate in the Commonwealth Workforce Network.

There being no further business, the meeting was adjourned at 10:55 a.m.

Respectfully submitted,

Katlyn Moss

Bay Consortium Workforce Development Board

Policy Number: 17-01

Effective Date: August 2, 2017

Revised Date: May 1, 2019

Title: Bay Consortium One Stop Certification Process Policy

PURPOSE

The purpose of this policy is to outline the procedures for certification of Comprehensive One-Stop and Affiliate Sites in the Bay Consortium Workforce Development Area (Local Area XIII) under the Workforce Innovation and Opportunity Act (WIOA), including establishing quality assurance standards.

The purpose of One-Stop Center certification is to (1) ensure consistent delivery of services across the Commonwealth, (2) ensure continuous improvement of service delivery through the One-Stop Centers, (3) furnish a basis for evaluation of service provider effectiveness, and (4) maintain eligibility for One-Stop infrastructure funding.

REFERENCES

Workforce Innovation and Opportunity Act Section 121(g) Certification and Continuous Improvement of One-Stop Centers

United States Department of Labor, Workforce Innovation and Opportunity Act; Joint Final Rule, 20CFR, Part 678 and Part 679, 34 CFR 361.800, and 34 CFR 463.800

Training and Guidance Letter No. 14-15, Vision for One Stop Delivery System under WIOA

Training and Guidance Letter No. 16-16, One-Stop Operations Guidance for the American Job Center Network

United States Department of Labor, Promising Practices in Achieving Universal Access and Equal Opportunity: A Section 188 Disability Reference Guide

Commonwealth of Virginia WIOA Combined State Plan

Virginia Board of Workforce Development Policy No. 300-02, One Stop Delivery

Virginia Board of Workforce Development Policy No. 300-06, One Stop Certification Process

Virginia Board of Workforce Development Policy No. 14-00, Quality Standards for One-Stop Career Centers in Virginia

Virginia Board of Workforce Development Policy No. 600-03, Services to Individuals with Disabilities

POLICY

Federal law requires that Bay Consortium Workforce Development Area (BCWDA) must have at least one certified Comprehensive One-Stop Center in accordance with WIOA Section 121(g), WIOA Section 188, and the Code of Federal Regulations. The federal regulatory language also requires that the One-Stop Affiliate Sites be compliant with quality assurance, accessibility and other criteria associated with One-Stop Certification.

Virginia's One-Stop System is the Commonwealth's service delivery mechanism for business and career services. The Comprehensive One-Stop Center and the Affiliate Sites are the service delivery points in the BCWDA. The Virginia Board for Workforce Development (VBWD) and the Bay Consortium Workforce Development Board (BCWDB) are tasked with ensuring quality service delivery through the One-Stop System. Certification is the required means for verifying appropriate service delivery.

The VBWD, in consultation with the BCWDB and Chief Legal Elected Official (CLEO), is responsible for establishing objective criteria and procedures for use by the BCWDB in certifying One-Stop Centers, including associated compliance costs. The BCWDB and the CLEO have responsibility for ensuring the achievement of certification and quality standards for One-Stop Career Centers. The BCWDA must have at minimum one certified Comprehensive One-Stop Center. The goal is to assure that the BCWDA has been determined to meet uniform certification standards, such that businesses and job seekers can expect to encounter a minimum baseline of quality services regardless of location.

The BCWDB will be supported by One-Stop partner program leaders who shall work collaboratively to ensure that policy is clear and enforced, resources are properly allocated, and problems are resolved in a timely fashion. It is expected that service-level certification expectations and reporting metrics are integrated into written agreements with One-Stop Partners and Operators.

CONDITIONS

The following conditions must be met in order to certify the Virginia One-Stop System: 1) the BCWDB for the BCWDA must certify the Comprehensive One-Stop Center in accordance with the VBWD criteria, and 2) the BCWDB must certify the Affiliate Sites within the BCWDA in accordance with the VBWD criteria.

CRITERIA

The criteria shall include and incorporate the following: 1) Evaluations of Effectiveness, 2) Evaluations of Accessibility for Individuals with Disabilities to Evaluate Compliance Disability-related Regulations (physical, programmatic and communications accessibility), 3) Evaluations of Continuous Improvement and 4) Quality Assurance. The VBWD and the BCWDB must review and update the One-Stop Center criteria every two years as part of the Combined State Plan and Local Plan modifications.

Criteria for certification are as follows:

A. Evaluations of Effectiveness

Examines the extent to which the One-Stop integrates available services and meets the needs of local employers and participants. Effectiveness of "customer focused" program standards include:

- a. Integrates available services for participants and businesses

- b. Meets the workforce development needs of participants and the employment needs of local employers
- c. Operates in a cost-efficient manner
- d. Coordinates services among the One-Stop partner programs
- e. Evaluations take into account feedback from One-Stop customers, including a process for obtaining customer feedback from both employers and job seekers regarding One-Stop services is identified
- f. Targets WIOA training dollars through integration of Wagner Peyser and WIOA Adult and Dislocated Worker services
- g. Adult Education and Literacy services and Vocational Rehabilitation services are available through One-Stop Centers
- h. Services funded through other partner programs are accessed through One- Stop Centers
- i. Identify Sector strategies that meet the needs of local businesses are undertaken through One- Stop Centers
- j. Identify targeted career pathways, including occupations and credentials, needed for in-demand occupations for the One-Stop Centers in a local area
- k. Identify One-Stop Center customer flow business process and how job seekers access career and training services
- l. Provide detailed cost information, including the amount and percentage of WIOA funds utilized for training services and the types of training services
- m. Identify how services will be made available to customers outside regular business hours, including whether physical One-Stop Center access is available outside regular business hours

B. Evaluations of Physical and Programmatic Accessibility

Must include how well the One-Stop ensures equal opportunity for individuals with disabilities to benefit from One-Stop services. The American with Disabilities Act and WIOA Section 188 establish guiding standards. Evaluations of accessibility include:

- a. Provision of reasonable accommodations for individuals with disabilities
- b. Verification that reasonable modifications to policies, practices, and procedures are made where necessary to avoid discrimination against persons with disabilities
- c. Administration of programs in the most integrated setting appropriate
- d. Communication with persons with disabilities is conducted as effectively as with others
- e. Provision of appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity
- f. Utilization of a recognized methodology or instrument, provide a report on the extent that One-Stop Centers in the local area meet the accessibility requirements outlined in statute and regulations, including identifying areas that may be out of compliance, how those areas can be rectified, and, if appropriate, the cost of compliance
- g. Verify that programmatic and physical accessibility exists

C. Continuous Improvement

Requires the One-Stop network to collect, analyze, and use multiple data resources including the negotiated levels of performance measures. Data to support continuous improvement could stem from: customer satisfaction surveys; use of performance indicators to address technical assistance needs; and professional development opportunities made available to staff to successfully apply latest policies and procedures. Evaluations of continuous improvement include:

- a. Supports the achievement of the negotiated local levels of performance for the indicators of performance for the local area
- b. Contributes to negotiated local levels of performance
- c. Identifies the impact to a local One-Stop Center that is not contributing substantially to the local levels of performance
- d. Identifies an incentive mechanism for when the number of participants credentialed and employed in an occupation directly linked to the credential received improves
- e. Identifies how the local area can request technical assistance and the process for approval
- f. Identifies a continuous improvement plan when customer feedback indicates issues exist or performance is lacking

D. Quality Assurance

Requires that four critical factors must exist in balance in order to be successful. “Customer Relations” govern the manner in which partners focus on the needs of employers and job seekers. “Operations” governs the way in which Centers pursue their business objectives, including internal policies, and state and federal reporting and compliance requirements. “Professional Development” ensures that regardless of reporting structure staff at every level are properly trained to provide highly professional service to customers. Finally, “Resource Management” focuses on the ways in which staff, material, and financial resources are deployed to deliver workforce services effectively and efficiently. Quality assurance will include evaluation of the following data:

- a. Customer Relations: Job seeker and business customer satisfaction survey results
- b. Operations: Registrations, participants, service and training activities, job orders, hires, and customers served
- c. Professional Development: Activities and staff certifications
- d. Resource Management: Data related to adherence to the Resource Management Plan

PROCEDURES

The procedures outlined below provide a general framework for the process employed in Virginia to ensure the certification of the One-Stop System. The BCWDB and the CLEO must ensure the achievement of certification and quality standards for One-Stop Career Centers. The BCWDBs, with the approval of the CLEO, will certify the Comprehensive One-Stop Centers and Affiliate Sites in the BCWDA. The BCWDB and the CLEO will provide a report to the WIOA Title I Administrator attesting to the certification of the One-Stop Centers.

The certification process will be implemented in a phased approach.

PHASE 1

Comprehensive One-Stop Certification is meant to ensure that at minimum one Comprehensive One-Stop Center is in compliance with key WIOA statutory and regulatory requirements in the BCWDA. The BCWDB shall conduct an assessment for the Comprehensive One-Stop Center in the BCWDA.

PHASE 2

System Certification is meant to ensure that the Affiliate Sites are in compliance with key WIOA statutory and regulatory requirements, as well as encouraging continuous improvement. The BCWDB shall conduct an assessment for each Affiliates Site in the BCWDA.

Together these two phases of certification will ensure the Certification of Virginia's One-Stop System. Process and procedural guidance supporting the implementation of this policy will be issued by the WIOA Title I Administrator.

RENEWAL OF CERTIFICATION

The BCWDB must conduct assessments of the effectiveness, accessibility, continuous improvement, and quality assurance of One-Stop Centers *once every three years*, using the Virginia criteria. Subsequent certification rounds will build upon the 2018 certification standard; and the BCWDA will have to provide evidence of continuous improvement to obtain certification. Certification reports will coincide with the submission of the Local Plan Review Updates.

TECHNICAL ASSISTANCE

The WIOA Title I Administrator will provide technical assistance through a dedicated One-Stop System Support Team, which will be comprised of subject matter experts from partnering agencies along with dedicated WIOA program staff.

MONITORING

The One-Stop Certification process shall be monitored in accordance with established state and local monitoring policies and guidance documents.



Strategic Priorities and Goals, 2015-2020
Strategic Priority Number One: Funding

Goal: Maximize funding opportunities to support strategic priorities
Objective 1 – Diversify streams of revenue to support the strategic priorities
Objective 2 – Secure professional grant writer on an as need basis
Objective 3 – Monitor funds for correlation with goals
Objective 4 – Evaluation

Review/Revise

1. What objectives have been met? Give examples.
Obj. 3: Spending required 40% and 20% on training.
2. What objectives need more work? Suggestions?
Obj. 1: Need to analyze other opportunities
Obj. 2: Change objective. Could it be combo grant writer and business coordinator/outreach.
Secure: Grant for social media
3. What objectives were not met? Are they still relevant or obsolete?
Obj. 2. Yes still relevant
4. For 2020 – 2025, should a new objective be added?
No
5. How can you evaluate progress with this strategic priority?
Reviewing quarterly reports, annual budgets, and any funding from grants.

Strategic Priorities and Goals, 2015-2020
Strategic Priority Number Two: Program Development and Implementation

Goal: Lead workforce system of partners to provide comprehensive programs and services
Objective 1 – Provide responsive and innovative employer services
Objective 2 – Provide responsive and innovative training and support services for jobseekers
Objective 3 – Ensure WIOA compliance through tracking and documentation
Objective 4 – Evaluation

Review/Revise

1. What objectives have been met? Give examples.
All objectives have been met
Obj. 1: Business Services Team developed works with innovative employer services, Healthcare Initiative, 4 Part Appreciation Summit, VEC Business Representatives, Business Surveys for all businesses
Obj. 2: WIOA – A/DW Youth Initiative, referrals between partners/community resources, workshops monthly/overview/orientations for all programs, all jobseekers are treated as individuals, follow priority of services
Obj. 3: 12 month follow up in VAWC, monthly/quarterly reports, documentation, onsite monitoring, oversight for/of programs, desk reviews, common intake form – in process from state with WTA July- Sept. 2019

2. What objectives need more work? Suggestions?
 All objectives are an ongoing process.
 Obj. 1: Would like more technical assistance provided, possibly from the State, Keep up with trends and apps
 Obj. 2: More technical assistance needed, reacting to the changes/needs of clients/employers, responding to comments
 Obj. 3: Continue to follow mandates
3. What objectives were not met? Are they still relevant or obsolete?
 All objectives are still a work a progress and still relevant
4. For 2020 – 2025, should a new objective be added?
 Add technical assistance – state may be updating/regulating, if not compliant – means for technical assistance support or have an outside source, innovative technical assistance report with access to funding
5. How can you evaluate progress with this strategic priority?
 Written reports to the committee to address

Strategic Priorities and Goals, 2015-2020

Strategic Priority Number Three: Business and Community Engagement

Goal: Enhance outreach and connectivity to business and community partners

Objective 1 – Create and implement a plan for connecting with regional employers

Objective 2 – Improve communication with local elected officials

Objective 3 – Coordinate and collaborate with community partners to better align resources

Objective 4 – Evaluation

Review/Revise

1. What objectives have been met? Give examples.
 Obj. 1: Previous business Development Coordinator achieved outreach with individual employer entities, but not so with groups
 Obj. 2: Have CLEO/BCWDB collaboration, Joint Working Committee
 Obj. 3: Presentations to Boards of Supervisors
2. What objectives need more work? Suggestions?
 Obj. 1: Business after hours and Chambers of Commerce events, identify all strategic groups, social media
3. What objectives were not met? Are they still relevant or obsolete?
 Obj. 1: Few businesses are familiar with BCWDB
4. For 2020 – 2025, should a new objective be added?
 Tailor made outreach to partners in each distinct region, Connects with EDAs, BCWDB staff job descriptions should reflect interaction with community, Funding- marketing and business outreach

5. How can you evaluate progress with this strategic priority?
Number of presentations made in various areas and make connection to calls/contacts generated data processing and reports.

Strategic Priorities and Goals, 2015-2020
Strategic Priority Number Four: Marketing

Goal: Enhance visibility and viability of WDB as an important key community resource

Objective 1 – Create and implement a comprehensive marketing plan to support strategic priorities

Objective 2 – Pursue sponsorships and partnerships to support program initiatives

Objective 3 – Create and build rapport with industry and business community through personal engagement

Objective 4 – Evaluation

Review/Revise

1. What objectives have been met? Give examples.
Obj. 1: Revised comprehensive marketing plan to align with VA Career Works, forward facing materials have been updated
Obj. 2: Partnerships have been met, sponsorships need improvement
Obj. 3: Continuing exercise
2. What objectives need more work? Suggestions?
All objectives need more work. The process for each objective needs to be more defined to determine success.
3. What objectives were not met? Are they still relevant or obsolete?
All objectives are relevant and still actively in process.
4. For 2020 – 2025, should a new objective be added?
Increased focus on on Obj. 1 and 3 to further enhance the visibility and viability of the Workforce Board
5. How can you evaluate progress with this strategic priority?
It needs continued improvement with actionable strategies to achieve the objectives

Expectations

- Work together effectively
- Review/update SWOT
- Set priorities for next 5 years
- Realistic plan that we can accomplish
- Clear strategy/direction to allow BCWDB to progressively lead region in workforce development
- Training/workforce for rural areas
- Firm foundation for future strategic planning
- Clear goals and directions for WDB
- What can I personally do to facilitate the permission of WDB

Strengths

- Diversity of Board
- Relationships with partnerships
- Specific training and certifications for specific career pathways
- Communication amongst Board members
- Commitment to what we do
- Really nice people, teamwork
- Goodwill/commitment to common goals
- Good facilities for most part
- Exec. Office operations – knowledgeable
- Professionalism from Board
- Understanding of community needs
- Diversity of partnerships
- Leadership of community college
- Strong engagement with local elected officials

Weaknesses

- Follow through
- Educating who we are/what we do
- Varying views could create conflict
- Size of region, variance, rural
- Promotion, awareness
- Acceptance by employers
- Out of date presentation/promotion
- Not enough business representation on Board
- Federal/State policy changes
- Turnover of partners

Opportunities

- Developing presentations/promotions Boards, employers, partners with present/potential workers
- Establish partnership with school systems
- Better utilize social media
- Seeking grant funding
- VA Medicaid expansion work requirement
- Educate job seekers on what employers expect
- Work with elected officials/PIOs to create viable promotions
- Stronger engagement with CLEOs

- More data driven decisions
- Work with faith communities/resource councils
- Working with veteran groups

Threats

- Political atmosphere
- Economy – out commuting, budget cuts
- Jobs open, jobs needed
- Partner turnover
- Self-sufficient jobs
- Competition from other regions
- Transportation issues
- Skills gap
- Employer lack of awareness to workforce services