

NEW RIVER/MOUNT ROGERS WORKFORCE DEVELOPMENT BOARD

MEETING AGENDA

June 24, 2020

Facilitating and coordinating workforce initiatives that enable economic growth and increase the standard of living in the region.

CALL TO ORDER & WELCOME OF GUEST – Chair Miller

ROLL CALL

APPROVAL OF THE AGENDA

APPROVAL OF CONSENT AGENDA (Previously Distributed)

- Minutes from the April 22, 2020 Meeting
- Financial Report & Operational Summary

PUBLIC COMMENT

COMMITTEE REPORTS

Budgeting & Administration • Financial Disclosure Statement	Training Provider Committee • New Training Provider/Program Approval
One-Stop Committee • Physical Opening of VCW Centers Update • Wagner-Peyser Programs	Nomination Committee: • Nominations of PY'20 Officers & Executive Committee
Strategic Planning Committee • Strategic Plan Process Update	

ELECTION OF OFFICERS AND EXECUTIVE COMMITTEE

CONSORTIUM BOARD UPDATE – Mary Biggs

EXECUTIVE DIRECTOR SUMMARY

- Upcoming Grant Applications

PARTNER REPORTS

Adult Education: Shirley Carlson	TANF Programs: Larry Lindsey
Career & Technical Education: Barry Hollandsworth	Title 1 Rehabilitation Act of 1973: Pam Allison
Community Based Organizations: Terry Smusz & Rob Goldsmith	Virginia's Employment Services: Karen Akers
Institute of Higher Education: Perry Hughes	WIOA Title I Programs: Beth Carico and Trent Moore • One-Stop Operator • Youth Project • Rapid Response
Economic & Community Development: Josh Lewis	Special Grants: WDB Staff • Go Virginia Region 2 Talent Cooperative • Pathways to the American Dream • Equity • Tobacco Commission
Job Corps: Jordan Loup	

NEXT SCHEDULED WDB MEETING – **August 26, 2019 – Method/Location TBD – 10:00 a.m.**

ADJOURN

This event is funded, wholly or in part, using funds provided by the Workforce Innovation and Opportunity Act of 2014 and administered by the U.S. Department of Labor.

NEW RIVER/MOUNT ROGERS WORKFORCE DEVELOPMENT BOARD

MEETING MINUTES

April 29, 2020

A meeting of the New River/Mount Rogers Workforce Development Board was held on April 29, 2020 online via ZOOM because of COVID19 and Governor Northam's Stay Home Orders. Those in attendance were as follows:

Board Members

Mike Miller, Chair
Karen Akers
Pam Allison
Howard Bartholomay
Joseph Ferrell
Alan Freeman
Mary Ann Gilmer
Rob Goldsmith
Perry Hughes
Josh Lewis

Larry Lindsey
Jordan Loupe
Timothy McVey
Terry Smusz

Guests

Mary Biggs
Elizabeth Carico
Trent Moore

Staff

Marty Holliday
Ronnie Martin
Beverly Suthers
Della Wheeler
Jenny Bolte
Kimber Simmons
Sharon Layman
Renee Sturgill

Chair Miller called the meeting to order at 10:05 a.m.

Ms. Suthers called the roll and a quorum was present.

Mr. Goldsmith made the motion to approve the Agenda as presented with a second from Ms. Gilmer. The motions passed unanimously.

Ms. Smusz made the motion to approve the Consent Agenda previously distributed with a second from Mr. Lindsey. The motion passed unanimously.

Chair Miller asked if anyone in the audience wished to address the Board during the public comment period. Hearing none, he proceeded with the agenda.

Chair Miller next called for Committee Reports.

- **Budget and Administration Committee:** Ms. Holliday informed the Board that the First Draft PY20 Budget was compiled without having the State WIOA Allocations for PY20 and without knowing carryover numbers. Carryover numbers won't be available until August. The DOL has released allocation amounts to the States with Virginia receiving a 15% cut. The State will apply calculations on the numbers to be distributed to the different areas. The local areas should know their allocation amounts in the next two weeks. Ms. Holliday also informed the Board that this is the first year she has gone to the jurisdictions requesting Business Support. Some funding from the jurisdictions has been calculated into the budget for those funds. A brief discussion followed. Mr. Ferrell made the motion to approve the First Draft PY20 Budget as presented with a second from Ms. Akers. The motion passed unanimously.

- **One-Stop Operations & Delivery System:** Ms. Holliday informed the Board that the RFP bids had been reviewed by the One-Stop Operations & Delivery System and three reviewers. The proposals were made by current Program Operators for their same areas, there will be no changes. The allocations for the Program Operators for PY20 were computed using the same formula that was used for the past three years. Mr. Loupe made the motion to approve the PY20 Service Delivery and Funding recommendation for the One-stop Operator, DLW Program Operator and Adult Program Operators with a second from Ms. Smusz. Motion was passed unanimously with Ms. Gilmer and Mr. Goldsmith abstaining.
- **Youth Committee:** Ms. Holliday informed the Board that the RFP bids had been reviewed by the Youth Committee and three reviewers. The proposals were made by the current Program Operators for their same areas, there will be no changes. Mr. Ferrell made the motion to approve the PY20 Service Delivery and Funding recommendation for the Youth Program Operators with a second from Ms. Smusz. Motion was passed unanimously with Ms. Gilmer and Mr. Goldsmith abstaining.

Ms. Biggs, Consortium Board Chair, informed the Board that the March 18 Executive Committee met in person with the remainder of the Consortium Board attending via computer. The Executive Committee approved the applying for two grants with a third grant being approved to apply in early April.

Ms. Holliday reviewed the executive summary highlighting the COVID19 Podcasts, an upcoming Virtual Job Fair, and the Portal that was developed by the Pathways grant.

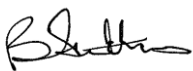
Moving on with the agenda, Chair Miller called for partner reports:

PARTNER REPORTS

Reports for the following partner agencies were given: Community Based Organizations, Ms. Smusz and Mr. Goldsmith; Institute for Higher Education, Perry Hughes; Economic & Community Development, Mr. Lewis; Job Corp, Mr. Loupe; TANF Programs, Larry Lindsey; Title 1 Rehabilitation Act of 1973, Ms. Allison; Virginia's Employment Services, Ms. Akers; WIOA Title 1 Programs, Ms. Carico and Ms. Gilmer; Special Grants, Ms. Holliday.

Chair Miller highlighted the next scheduled WDB meeting schedule with Board members. With no further business to discuss, the meeting was adjourned at 11:40 p.m.

Respectfully Submitted,



Beverly Suthers,
Workforce Operations Coordinator

Operational Summary – June 24, 2020

Service Levels:

Thru May 31, 2020, our Program Operators have served the following:

DLW – 217	In Training – 85
Adults – 282	In Training – 30
Youth – 155	

These service levels are the following percentage of planned PY'19 enrollments for the 4th quarter of the program year:

	<u>Plan</u>	<u>Actual</u>
DLW – 138% of plan	157	217
Adult – Goodwill – 109%	93	101
People – 169%	107	181
Youth – Goodwill – 86%	78	67
People – 86%	102	88

Performance:

Thru May 31, 2020, Program Operators have achieved the following performance levels:

	<u>Total</u>	<u>Attained Standard</u>	<u>Exclusion*</u>
DLW – Placement Rate – 73%	64	47	0
Average Wage at Placement - \$13.79			

	<u>Total</u>	<u>Attained Standard</u>	<u>Exclusion*</u>
Adults:			
<u>Goodwill Industries of the Valleys</u>			
Placement Rate – 91%	35	29	3
Average Wage at Placement - \$13.48			
<u>People, Inc. of Virginia</u>			
Placement Rate – 90%	53	46	2
Average Wage at Placement - \$13.62			
Youth:			
<u>Goodwill Industries of the Valleys</u>			
Placement Rate – 91%	27	21	4
Attained a Degree or Certificate – 100%	12	9	3
<u>People Inc. of Virginia</u>			
Placement Rate – 74%	43	31	1
Attained a Degree or Certificate – 75%	16	12	0

Exclusions:

1. Institutionalized
2. Health/Medical or Family Care
3. Deceased
4. Reserve Forces Called to Active Duty
5. Relocated to a Mandated Program
6. Invalid or Missing Social Security Number

Operator performance is in line with planned contract performance goals as well as negotiated Performance Measures.

Financial

Thru April 30, 2020, our Program Operators expended 70% of available PY'19 contract funding for all programs. Under WIOA 49% (40% required) of Adult/DLW funds expended have been for required training activities. 77% (75% required) of WIOA Youth program funds have been expended on Out of School Youth with 39% (20% required) expended on Work Experience activities as defined under WIOA. All expenditures are meeting/exceeding current WIOA and State program spending requirements.



SECRETARY OF THE COMMONWEALTH

FINANCIAL DISCLOSURE STATEMENT

Members of certain boards of state and local government are required to file this Financial Disclosure Statement as a condition of assuming office and, then, annually while serving as an officeholder.

You must complete this form. Attached additional pages when necessary. **You must sign and date this form upon completion.**

The annual filing deadline is January 15th.

For State Board Members: If you have recently been appointed, you must file this form with the Secretary of the Commonwealth prior to attending your first meeting.

For Local Board Members: If you have recently been appointed, you must file this form with the Clerk of the appropriate governing body prior to attending your first meeting.

As an annual filing, this form constitutes a report of financial interests for the calendar year beginning January 1 and ending December 31. As a condition for assuming an office, this form constitutes a report of financial interests at the time of filing.

The information required on this form must be provided on the basis of the best knowledge, information and belief of the individual filing the form as of the date of this report unless otherwise stated.

This Financial Disclosure Statement is open for public inspection.

§ 2.2-3118. Disclosure form; certain citizen members.

A. The financial disclosure form to be used for filings required pursuant to subsection B of § 2.2-3114 and subsection B of § 2.2-3115 shall be substantially as follows:

DEFINITIONS AND EXPLANATORY MATERIAL.

"Business" means a corporation, partnership, sole proprietorship, firm, enterprise, franchise, association, trust or foundation, or any other individual or entity carrying on a business or profession, whether or not for profit.

"Close financial association" means an association in which the person filing shares significant financial involvement with an individual and the filer would reasonably be expected to be aware of the individual's business activities and would have access to the necessary records either directly or through the individual. "Close financial association" does not mean an association based on (i) the receipt of retirement benefits or deferred compensation from a business by which the person filing this statement is no longer employed, or (ii) the receipt of compensation for work performed by the person filing as an independent contractor of a business that represents an entity before any state governmental agency when the person filing has no communications with the state governmental agency.

"Contingent liability" means a liability that is not presently fixed or determined, but may become fixed or determined in the future with the occurrence of some certain event.

"Immediate family" means (i) a spouse and (ii) any other person residing in the same household as the filer, who is a dependent of the filer or of whom the filer is a dependent.

"Dependent" means any person, whether or not related by blood or marriage, who receives from the filer, or provides to the filer, more than one-half of his financial support.

"Personal interest" means, for the purposes of this form only, a personal and financial benefit or liability accruing to a filer or a member of his immediate family. Such interest shall exist by reason of (i) ownership in real or personal property, tangible or intangible; (ii) ownership in a business; (iii) income from a business; or (iv) personal liability on behalf of a business; however, unless the ownership interest in a business exceeds three percent of the total equity of the business, or the liability on behalf of a business exceeds three percent of the total assets of the business, or the annual income, and/or property or use of such property, from the business exceeds \$10,000 or may reasonably be anticipated to exceed \$10,000, such interest shall not constitute a "personal interest."

Name

Office or position held or to be held

Address

I. Financial Interests

My personal interests and those of my immediate family are as follows: Include all forms of personal interests held at the time of filing: real estate, stocks, bonds, equity interests in proprietorships and partnerships. You may exclude: 1. Deposits and interest bearing accounts in banks, savings institutions and other institutions accepting such deposits or accounts; 2. Interests in any business, other than a news medium, representing less than three percent of the total equity value of the business; 3. Liability on behalf of any business representing less than three percent of the total assets of such business; and 4. Income (other than from salary) less than \$10,000 annually from any business. You need not state the value of any interest. You must state the name or principal business activity of each business in which you have a personal interest.

A. My personal interests are:

1. Residence, address, or, if no address, location.

2. Other real estate, address, or, if no address, location.

3. Name or principal business activity of each business in which stock, bond or equity interests is held

.....

B. The personal interests of my immediate family are:

1. Real estate, address, or, if no address, location.
2. Name or principal business activity of each business in which stock, bond or equity interests is held

II. Offices, Directorships and Salaried Employments

The paid offices, paid directorships and salaried employments which I hold or which members of my immediate family hold and the businesses from which I or members of my immediate family receive retirement benefits are as follows:
(You need not state any dollar amounts.)

A. My paid offices, paid directorships and salaried employments are:

Position held	Name of business
.....	
.....	

B. The paid offices, paid directorships and salaried employments of members my immediate family are:

Position held	Name of business
.....	
.....	

III. Businesses to Which Services Were Furnished

A. The businesses I have represented, excluding activity defined as lobbying in § 2.2-419, before any state governmental agency, excluding any court or judge, for which I have received total compensation in excess of \$1,000 during the preceding year, excluding compensation for other services to such businesses and representation consisting solely of the filing of mandatory papers, are as follows:

Identify businesses by name and name the state governmental agencies before which you appeared on behalf of such businesses.

Name of business	Name of governmental agency
-----	-----
-----	-----
-----	-----

B. The businesses that, to my knowledge, have been represented, excluding activity defined as lobbying in § 2.2-419, before any state governmental agency, excluding any court or judge, by persons with whom I have a close financial association and who received total compensation in excess of \$1,000 during the preceding year, excluding compensation for other services to such businesses and representation consisting solely of the filing of mandatory papers, are as follows:

Identify businesses by type and name the state governmental agencies before which such person appeared on behalf of such businesses.

Type of business

Name of state governmental agency

C. All other businesses listed below that operate in Virginia to which services were furnished pursuant to an agreement between you and such businesses and for which total compensation in excess of \$1000 was received during the preceding year:

Check each category of business to which services were furnished.

Electric utilities		Banks		Retail companies	
Gas utilities		Savings institutions		Beer, wine or liquor companies or distributors	
Telephone utilities		Loan or finance companies		Trade associations	
Water utilities		Manufacturing companies (state type of product, e.g., textile, furnitures, etc.)		Professional associations	
Cable television companies		Mining companies		Associations of public employees or officials	
Intrastate transportation companies		Life insurance companies		Counties, cities or towns	
Interstate transportation companies		Casualty insurance companies		Labor organizations	
Oil or gas retail companies		Other insurance companies			

IV. COMPENSATION FOR EXPENSES

The persons, associations, or other sources other than my governmental agency from which I or a member of my immediate family received remuneration in excess of \$200 during the preceding year, in cash or otherwise, as honorariums or payment of expenses in connection with my attendance at any meeting or other function to which I was invited in my official capacity are as follows:

Name of Source	Description of occasion	Amount of remuneration for each occasion
-----	-----	-----
-----	-----	-----

B. The provisions of Part III A and B of the disclosure form prescribed by this section shall not be applicable to officers and employees of local governmental and local advisory agencies.

C. Except for real estate located within the county, city or town in which the officer or employee serves or a county, city or town contiguous to the county, city or town in which the officer or employee serves, officers and employees of local governmental or advisory agencies shall not be required to disclose under Part I of the form any other interests in real estate.

I swear or affirm that the foregoing information is full, true and correct to the best of my knowledge.

Signature _____ **Date** _____

COVID-19 RECOVERY RESPONSE
Virginia Career Works Centers
(American Job Centers)
Reopening Uniform Guidance
Revised 6/16/2020

Due to the COVID-19 pandemic and following Governor Northam's Stay at Home Order, all Virginia Career Works Centers closed their physical buildings on or before March 31, 2020. While all physical buildings remain closed to the public, staff from all partner agencies within the Virginia Career Works system continue operations to provide job seekers and businesses the workforce services needed through online, telephonic, and postal communications. As the Commonwealth of Virginia begins implementing plans to reopen businesses and other critical operations, this guidance document is issued to provide a phased approach to provision of services through Virginia Career Works Centers in a safe and effective manner.

Governor Ralph Northam has outlined the plan for reopening the Commonwealth of Virginia following the COVID-19 crisis, known as Forward Virginia. The Virginia Career Works system staged implementation will coincide with the Governor's plan. Some regions may be developing additional details specific to local operations that will be based on each building's layout and limitations, as well as staffing structure. The outline below details the services and operations that will occur in each of the phases:

Phase One

Phase One of the Governor's Forward Virginia plan maintains social distancing requirements, limiting groups of 10 or more individuals, requires enhanced cleaning and disinfection and enhanced workplace safety procedures. In order to coincide with Executive Order 55 and Executive Order 61 the Virginia Career Works Centers facilities will continue to be closed. While the Centers are closed, all services are continuing to be provided to job seekers and businesses virtually, electronically, and/or one-on-one while adhering to social distancing requirements. The following are examples of how services will continue to be provided through this phase and ongoing through other phases when needed:

- ***Electronic Eligibility*** – Revise the application and eligibility process, as allowed under federal and state regulations, to an electronic process that allows for continued enrollments into the programs. Electronic methods may include technology applications such as Zoom, DocuSign, OneFlow, Scanner Pro and others.
- ***Telephone Services*** – All programs will provide telephonic services to customers.
- ***Referrals for Services*** – Individuals that have contacted the local areas and Virginia Career Works Center staff with workforce development service needs shall be assessed for additional referral opportunities and referred accordingly.
- ***Virginia Career Works Referral Portal*** – The Portal is now live and allows workforce development service seekers to obtain service information and be referred to service providers.

- **Business Services** – While some businesses are closed for operations, other businesses continue to need assistance with recruitment, screening, hiring events, and/or training services. Virginia Career Works Centers will provide services using technology and local emergency job boards.
- **Video Conferencing Software** – Video conferencing software has been a great asset during the pandemic to allow for Virginia Career Works staff to not only communicate with job seekers, but also to conduct staff meetings, conferences, training sessions, and professional development. Virginia Career Works staff will utilize software to interview and record sessions with businesses to promote to the general public, as well as different partners, for information about additional resources in the community during this time.
- **Virtual Job Fairs** – Explore and implement virtual job fair technology that will allow for businesses that are hiring to have hiring events and connect with job seekers from their homes.
- **Electronic Case Management** – Case management aspects will be conducted electronically due to the Virginia Workforce Connection document scanning capabilities being added. This will allow for eligibility documentation, paperwork, and all files to be held electronically so that it will not be necessary to maintain physical files at the Virginia Career Works Centers.
- **Resource Pages** – Each Local Workforce Development Board (LWDB) shall develop resource pages on their website that include links to federal, state, and local resources that are available to job seekers and businesses in their area.
- **Virtual Workshops**– Virtual technology shall, where available, be utilized to provide workshops that job seekers can access without having to attend an in-person session. These workshops shall be linked to the Virginia Career Works Centers’ websites and provide career and work readiness skills training and other basic career services.
- **Distance Learning for Training** – A number of the occupational skills training providers within the Commonwealth of Virginia have gone to distance learning and online learning for their classes. The LWDBs shall continue to access these classes for those job seekers that are interested in training opportunities. Examples of these providers are the Virginia Community Colleges, MedCerts, ProTrain, and various Information Technology training providers.
- **Distance Learning for Youth Program Elements** – Youth service staff may utilize virtual curriculums, software and apps such as, but not limited to; Talk Space for therapy, Virtual Job Shadowing for Work Experience, KHAN Academy for academic remediation and learning, Alison for financial literacy, and Amazon. Find high-quality, distance education curriculum vetted by the title II adult education program on the Virginia [Approved Distance Education List](#). These products may be considered for attendance hours by enrolled adult education students, according to the [Assessment and Distance Education Policy for Adult Education and Literacy Programs](#).
- **Business Solutions Teams**- Business solutions teams are part of the workforce development system. The LWDBs will guide this team within their respective Local Workforce Development Area (LWDA) to ensure that outreach to the business community is conducted in a manner that will form an effective response to the business needs.

Phase Two

Phase Two of the Forward Virginia plan will provide more relief from COVID-19 restrictions and will allow selected Virginia Career Works Centers to open facilities.

By July 1, 2020, each LWDB will take action to open one comprehensive Virginia Career Works Center facility for in-person services, while continuing the provision of Phase I services across the LWDA, following social distancing and other safety protocols as provided in the attached Safety Protocol Checklist and in Executive Order 65 Phase Two Forward Virginia. Executive Order 63 states that all patrons who are receiving services in a state or local government building are required to wear a face covering. Virginia Career Works Centers may open to the public by appointment only due to local discretion. Each LWDB in consultation with Local Elected Officials, will select the Center to open within their respective LWDA. LWDBs in regions identified by the Governor as having a Public Health Emergency will delay a physical Center opening until after the cancellation of the Emergency Notice. If a determination is made to delay opening, it should be submitted in writing, to include the basis and supporting information, to the Governor's Chief Workforce Advisor for review and approval.

All partner organizations must cooperate to provide on-site presence in accordance with current Virginia Board of Workforce Development (VBWD) policies, including VBWD Policy 300-02 titled One-Stop Delivery: Comprehensive and Affiliate One-Stop Career Centers.

The following is a list of Centers for consideration to open during Phase Two:

- **Area 1:** Virginia Career Works – Richlands Center
- **Area 2:** Virginia Career Works – Radford Center
- **Area 3:** Virginia Career Works – Roanoke Center
- **Area 4:** Virginia Career Works – Harrisonburg Center
- **Area 6:** Virginia Career Works – Charlottesville Center
- **Area 7:** Virginia Career Works – Lynchburg Center
- **Area 8:** Virginia Career Works – South Boston Center
- **Area 9:** Virginia Career Works – Henrico Center
- **Area 11:** Virginia Career Works – Prince William Center
- **Area 12:** Virginia Career Works – Arlington Center
- **Area 13:** Virginia Career Works – Fredericksburg Center
- **Area 14:** Virginia Career Works – Hampton Center –
- **Area 15:** Virginia Career Works – Petersburg Center
- **Area 16:** Virginia Career Works – Norfolk Center
- **Area 17:** Virginia Career Works – Martinsville Center

The LWDBs will implement the following measures:

- **Security Services** – To ensure the safety of the staff working at the Centers, including those that are on the front-line, security measures, including security guard services and security equipment such as video capability, should be considered. The Virginia Employment Commission (VEC) will coordinate and execute procurement of security services to be provided during the recovery period.

- ***Plexiglass shields for reception/intake desks*** – As Virginia Career Works Centers determine a need for these shields at their reception/intake desks or in other key locations throughout the Center where staff may need to interact at close range, the VEC will serve to coordinate and execute procurement for purchase.
 - ***Cleaning services for overnight deep cleaning per CDC standards*** – Each Virginia Career Works Center will determine need for additional cleaning services and supplies to assist with maintaining the enhanced cleaning and disinfection guidelines set forth by the Governor's Office.
 - ***Personal protective equipment (PPE) i.e. masks and gloves*** – PPE for Virginia Career Works Center staff that are assisting customers is necessary for the Centers to open during Phase Two. Disposable masks for customers would also be beneficial. PPE shall be available to be used in accordance with the Governor's Executive Orders. LWDBs, in consultation with Chief Elected Officials, will have discretion to require all Center customers to use face masks when entering and utilizing services at a Virginia Career Works Center.
 - ***Additional Laptops/Computers/Tablets and Equipment*** – Virginia Career Works Centers will determine need for additional laptops, computers, tablets, and equipment to support social distancing requirements.
 - ***Additional Signage*** – Virginia Career Works Centers will place signage, including directional, health screening, and informational signage that can instruct customers on how to visit the Centers safely.
 - ***Escalation Plans for Conflict Resolution***- Each LWDB shall establish a plan, including procedures, for Virginia Career Works Center staff to follow to address and resolve conflicts that may develop within the service delivery system.
- Additional Staffing Needs***- Each LWDB shall conduct an evaluation regarding the workforce development system's capacity within their respective LWDA to provide services during the COVID-19 recovery period. The evaluation should include analysis of available data to determine projected job availability and demand by industry sector, as well as project the volume of service demand and the characteristics of the service seekers.

Phase Three

Aligning with Phase Three of the Forward Virginia plan, pending the Governor's determination of full reopening of businesses and lifting of the stay at home order, all Virginia Career Works Centers will open while still following recommendations from the Governor's office, the Virginia Department of Health, and the CDC to keep the spread of COVID-19 at bay. All LWDBs will communicate with their Grant Recipients, Chief Elected Officials within the LWDA, Virginia Career Works partners, and the Governor's Chief Workforce Advisor's Office to address events where a positive COVID-19 case occurs within the Virginia Career Works Center and follow directions for steps to be taken to quarantine affected staff and sanitize the Center to eliminate risk of reinfection. Virginia Career Works Centers may be closed to the public during this process.

Within each LWDA, the LWDB Directors and the One Stop operations team are encouraged to meet periodically to discuss and resolve challenges and identify opportunities for service delivery improvement.

A weekly meeting will be held virtually, through the recovery period, at the state level to share best practices, challenges, and opportunities.

COVID-19 RECOVERY RESPONSE
Virginia Career Works Centers
(American Job Centers)
Safety Protocol Checklist

- **Face Coverings:** Consistent with the Governor's [Executive Order 63](#), all customers and employees when entering, exiting, traveling through, and spending time inside the American Job Center (AJC), shall cover their mouth and nose with a face covering. Local Workforce Development Boards must consult with their respective Chief Elected Officials and partner organizations to form procedures to be followed consistent with this guidance and local policy guidelines. Exceptions that apply to this requirement are provided in Governor's [Executive Order 63](#).
- **Social Distancing:** Virginia Career Works Centers shall establish policies and practices for physical distancing between staff and their co-workers and members of the public. Keep at least six feet of space between individuals and provide a minimum of six feet between tables. Limit occupancy to 50% of the lowest load of certificate of occupancy.
 - Alter workspaces- to maintain social distancing by increasing distance between workstations as much as possible, limiting staff from using other staff's workstations, moving or rearranging furniture as needed, and ensuring the ventilation and water systems are operating normally.
- **Signage:** Provide clear communication and signage for physical distancing in areas where individuals may congregate, including, entrances, in waiting areas, and check-in lines. Provide signage that directs customers how to schedule appointments and gain access to a building. Provide signage that states employees should not come to work sick.
- **Adapt personnel policies to the extent possible to:**
 - Require staff to stay home if they are sick and not report to work. [Follow CDC What to Do if You Are Sick Guidance](#)
 - Allow employees to stay home if the employee is sick with COVID-19, need to self-quarantine due to exposure, or need to care for a sick family member
 - Staff that appear to have symptoms upon arrival at work or who become sick at the work site should be immediately separated from other staff and clients and sent home
 - Have a procedure in place for the safe transport of staff and visitors who become sick while at the work/service site to be transported home or to a healthcare provider safely
 - Inform staff of their possible exposure to COVID-19 in the workplace, but maintain confidentiality as required by the Americans with Disabilities Act

- Ensure that sick leave policies are flexible and consistent with public health guidelines:
 - Inform staff of sick leave policies and any updates that have been made to these policies
 - Employers should not require COVID-19 test results or healthcare provider notes for employees who are sick in order to validate their illness, qualify for sick leave, or to return to work
- Maintain flexible policies that allow for telework or utilizing technology to meet with clients
- Eliminate non-essential travel
- Protect employees at higher risk for severe illness through supportive policies and practices such as telework to minimize contact with clients, and coordinating with other similar practices on social distancing with building co-tenants
- **Employee Health Screening:** Virginia Career Works Centers should screen employees prior to starting work and employees should also self-monitor their symptoms by self-taking of temperature to check for fever and utilizing the questions provided in the [VDH Interim Guidance for COVID -19 Daily Screening of Employees](#) before reporting to work. CDC considers a person to have a fever when he or she has a measured temperature of 100.4° F (38° C) or greater, feels warm to the touch, or gives a history of feeling feverish. Health checks must be conducted safely and respectfully, and in accordance with any applicable privacy laws and regulations. Confidentiality should be respected.
- **Staff Training:** Virginia Career Works staff must be informed and trained in the steps they can take to protect themselves at work and at home. This will include the symptoms of COVID-19, proper handwashing procedures, cleaning and disinfection of workstations and work areas, proper use of face coverings and other appropriate PPE, social distancing, safe work practices, and stress management.
- **Designate a staff person to be responsible for responding to COVID-19** concerns and inform all staff who the contact person is and how to contact the individual.
- **Cleaning for frequently touched services:** Perform a thorough cleaning and disinfection of frequently contacted surfaces including self-service areas, countertops, bathroom surfaces, keyboards, doorknobs/handles, light switches, floors and other high touch surfaces, at a minimum every 2 hours. Follow [CDC Reopening Guidance for Cleaning and Disinfection](#) and use an [EPA-approved disinfectant to clean](#). Ensure that staff know where to find the appropriate cleaning, sanitization supplies, and the point of contact should additional supplies need to be ordered.

- **Meetings:** Limit in-person meetings. When meetings need to occur keep meetings brief, limit the number of employees in attendance, and use physical distancing practices.

- **Meeting clients in person:** Virginia Career Works Centers must implement procedures for working with clients in person to reduce the risk of spreading COVID-19. The following practices must be utilized, to the extent practicable given the unique situation of the physical Virginia Career Works Center and client ability and need, to:
 - Ask clients prior to arrival if they have experienced any symptoms of the COVID-19 in the past 14 days;
 - if so, ask them to schedule an in-person appointment after the 14 days have ended and continue to serve them remotely to the extent possible;
 - Upon arrival at the Center, have clients wait in their cars (if possible) until their scheduled appointment time;
 - Have a system in place to maintain social distancing or queuing clients on entering a building
 - Example: Having spaces marked six feet apart on the floor or having clients wait in their cars and calling them when it is their turn to enter the building
 - Ensure that clients have face coverings on prior to them entering the building and providing disposable face coverings
 - Provide easily accessible hand sanitizer stations (touchless if possible) to clients throughout the building
 - Schedule adequate time between client appointments to properly sanitize and disinfect areas where staff meet with client. Sanitizing these areas should follow similar protocols to cleaning other high traffic areas such as using disinfecting wipes to wipe down hard surfaces, etc.

Additional Resources:

[Safer at Home: Phase Two Guidelines for all Business Sectors](#)

[Executive Order 63](#)

[Executive Order 65](#)

Scope of Work

At a minimum, the New River/Mount Rogers Workforce Development Area Consortium Board will make the Wagner-Peyser services listed below available, consistent with Virginia and LWDA policies and Virginia's WIOA Combined State Plan.

BASIC CAREER SERVICES

Provide basic career services and individualized career services for job seekers and workers
Conduct outreach regarding local workforce system's services and products
Provide access to labor market information and assist with the interpretation of this information relating to local, regional, and national labor market areas, including job vacancy listings, information on job skills necessary to obtain the jobs, and information relating to local occupations in demand and their earnings, skill requirements, and opportunities for advancement for such occupations
Conduct outreach and assist employers fill their workforce needs with qualified job seekers
Provide customized recruitment and job applicant screening and referral services
Conduct job fairs, use one-stop center facilities for recruiting and interviewing job applicants
Post job vacancies in the state labor exchange system and take and fill job orders
Provide information regarding workforce development initiatives and programs
Develop, convene, or implement industry or sector partnerships
Conduct intake, outreach, and orientation to the information services, programs, tools and resources available through the workforce system
Referral to training services
Information on the availability of supportive services and referral to such as appropriate
Initial assessments of skill level(s), aptitudes, abilities and supportive service needs.
In and out of area job search and placement assistance (including provision of information on in-demand industry sectors and occupations and non-traditional employment).
Access to employment opportunity through job search and job matching functions
Performance information and programs costs for eligible providers of training, education and workforce services.
Information on performance of the local Workforce system.
Information on the availability of supportive services and referral to such, as appropriate.
Information and assistance on how to file for unemployment insurance (internet and phone)
Determination of potential eligibility for workforce Partner services, programs, referrals.
Information and assistance in applying for financial aid for training and education program not provided under WIOA.

INDIVIDUALIZED CAREER SERVICES

Comprehensive and specialized assessments of skill levels and service needs.
Development of individual employability plan to identify employment goals, appropriate achievement objectives, and appropriate combination of services for the customer to achieve the employment goals.
Referral to training services.
Group counseling.
Literacy activities related to work readiness.
Individual counseling and career planning
Case management for customers seeking training services; individual in and out of area job search, referral and placement assistance.
Work experience, transitional jobs, registered apprenticeships and internships.
Workforce preparation services (e.g., development of learning skills, punctuality, communication skills, interviewing skills, personal maintenance, literacy skills, financial

literacy skills, and professional conduct) to prepare individuals for unsubsidized employment or training.
Post-employment follow-up services and support (Is not an individualized career service but listed here for completeness).

PY 20-23 Strategic Plan Process Timeline

Jan. 2020	Develop SWOT Survey
Jan. 2020	Meet w/ VT OED to develop Community Analysis data sets (will be the Quarterly Report for Q12020)
July 2020	Finalize SWOT Survey w/ Strategic Planning Committee & distribute (via email and social media)
July 2020	Review current Goals & Strategies w/ Strategic Planning Committee
Aug, Sept, Oct.	Hold regional input sessions
June 2020??	Receive Strategic Plan guidance from the State (estimated)
July, Sept 2020	Hold official meeting w/ the Strategic Planning Committee
July-Oct. 2020	Develop & write the plan
Oct 2020	Plan Due to State (estimated)

Training Providers/Programs Submitted

Provider Name	Date Submitted	Program Name	Date Reviewed	Received Data	Received Data Packet	2018	Received Data Packet	2019		
	ADA Packet		2018	Approved?	2019	Approved?				
New River Community College hhaga@nr.edu mrowh@nr.edu		Business Administration, AA&S	2/22/2017	Yes	1	1	12/12/2018	1	12/11/2019	
		Education, AA&S	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		Engineering - Computer Science Specialization, AA&S	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		Engineering, AA&S	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		General Studies - Computer Science Specialization, AA&S	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		General Studies - Fine Arts Specialization, AA&S	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		General Studies - Visual Communication Design Specialization, AA&S	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		General Studies, AA&S	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		Liberal Arts, AA&S	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		Science, AA&S	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		Accounting, AAS	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		Administrative Support Technology, AAS	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		Business Management, AAS	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		Early Childhood Development Specialization, AAS	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		Electrical Engineering Technology, AAS	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		Electronics Technology, AAS	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		Forensic Science, AAS	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		Human Services, AAS	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		Information Technology - Cyber Security Specialization, AAS	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		Information Technology (with a Specialization in Game Design)	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		Information Technology - Mobile and Web Applications Development Specialization, AAS	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		Information Technology - Network and Technical Support Specialization, AAS	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		Information Technology, AAS	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		Instrumentation and Control Automation Technology, AAS	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		Machine Technology, AAS	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		Marketing Management Specialization, AAS	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		Medical Administrative Support Specialization, AAS	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		Nursing, AAS	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		Paralegal Administrative Support Specialization, AAS	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		Police Science, AAS	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		Machine Shop Operations, Diploma	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		Automotive Analysis and Repair, Diploma	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		Accounting Certificate	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		Early Childhood Development, Certificate	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		Industrial Maintenance, Certificate	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		Practical Nursing, Certificate	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		Welding Technology, Certificate	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		Advanced Welder, Career Studies Certificate	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		Cost Accounting Clerk, Career Studies Certificate	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		Entry-Level Welder, Career Studies Certificate	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		Payroll Clerk, Career Studies Certificate	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		Refrigeration and Air Conditioning, Career Studies Certificate	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		Visual Communication Design, Career Studies Certificate	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		Pharmacy Technician Program	2/22/2017		1	1	12/12/2018	1	12/11/2019	
		Commercial Drivers License	2/22/2017		1	1	12/12/2018	1	12/11/2019	
	Lean Six Sigma Green Belt						12/12/2018	1	12/11/2019	
	Certified Clinical Medical Assistant Certification						12/12/2018	1	12/11/2019	
6/1/2020	Apartment Maintenance Technician									
	EKG									
	Phlebotomy Technician									
47										
Wytheville Community College phughes@wcc.vcccs.edu	6/15/2016	Truck Driving/CDL non-credit	6/22/2016			1	12/12/2018	1	12/11/2019	
		Certified Nurse Aide	6/22/2016			1	12/12/2018	1	12/11/2019	
		Welding	6/22/2016			1	12/12/2018	1	12/11/2019	
		Information Systems Technology	6/22/2016		1	1	12/12/2018	1	12/11/2019	
		Career Studies Certificate in Pharmacy Technician	6/22/2016		1	1	12/12/2018	1	12/11/2019	
		Construction Technology - Heating, Ventilation & Air Conditioning Track	6/22/2016		1	1	12/12/2018	1	12/11/2019	
		Information Systems Technology - Networking Specialization	6/22/2016		1	1	12/12/2018	1	12/11/2019	
		Career Studies Certificate in Dental Assisting	6/22/2016		1	1	12/12/2018	1	12/11/2019	
		Practical Nurse	6/22/2016		1	1	12/12/2018	1	12/11/2019	
		Administrative Support Technology	6/22/2016		1	1	12/12/2018	1	12/11/2019	
		Associate of Applied Science in Nursing	6/22/2016		1	1	12/12/2018	1	12/11/2019	
		Corrections Science Degree	6/22/2016		1	1	12/12/2018	1	12/11/2019	
		Admin Support Tech - Health Info Management Specialization	6/22/2016		1	1	12/12/2018	1	12/11/2019	
		Machine Technology	6/22/2016		1	1	12/12/2018	1	12/11/2019	
		Police Science	6/22/2016		1	1	12/12/2018	1	12/11/2019	
		Construction Technology - Electrical Track	8/24/2016		1	1	12/12/2018	1	12/11/2019	
		Career Studies in Cyber Security	8/24/2016		1	1	12/12/2018	1	12/11/2019	
		Career Studies Certificate in Electrical	8/24/2016		1	1	12/12/2018	1	12/11/2019	
		Career Studies Certificate in HVAC	8/24/2016		1	1	12/12/2018	1	12/11/2019	
		Career Studies Certificate in Web Design & Office Applications	8/24/2016		1	1	12/12/2018	1	12/11/2019	
		Power Line Worker					1	12/12/2018	1	12/11/2019
	8/13/2019	Dental Hygiene							1	12/11/2019
22										
Virginia Highlands Community College Robert.Phillips@vhcc.edu	6/14/2016	Commercial Driver's License (CDL-A)	6/22/2016	Yes	1		working with Marty entered into VOS per Marty Request			
		Nurse Aid	6/22/2016		1					
		Pharmacy Technician	6/22/2016		1					
		Phlebotomy Technician	6/22/2016		1					
		SW VA Paramedic Program	6/22/2016		1					
		VA Appalachian Tricollege Nursing Program (VATNP)	6/22/2016		1					
		Medical Assisting	6/22/2016		1					
		Dental Assisting	6/22/2016		1					
		Business Administration	6/22/2016		1					
		Business Administration - Spec in Business Info Tech	6/22/2016		1					
		Education	6/22/2016		1					
		Education - Specialization in Art	6/22/2016		1					
		Education - Specialization in Teacher Preparation	6/22/2016		1					
		Education - Specialization in Theatre Arts	6/22/2016		1					
		General Studies	6/22/2016		1					
		General Education	6/22/2016		1					
		Horticulture Technology	6/22/2016		1					
		Horticulture Technology - Spec in Landscape & Hardscape Construction Management	6/22/2016		1					
		Horticulture Technology - Spec in Business & Entrepreneurship	6/22/2016		1					
		Career Studies - Agricultural Production & Management	6/22/2016		1					
		Science	6/22/2016		1					
		Science - Specialization in Horticulture	6/22/2016		1					
		Science - Specialization in Engineering	6/22/2016		1					
		Career Studies Certificate - Turf Grass Management	6/22/2016		1					
		Career Studies Certificate - Landscape Management	6/22/2016		1					
		Mechatronics (CSC)	6/22/2016		1					
		Business Administration (AAS)	6/22/2016		1					
		Business Administration - Business Info Tech (AAS)	6/22/2016		1					
		Accounting (AAS)	6/22/2016		1					
		Accounting & Info Systems Tech (Certificate)	6/22/2016		1					
		Management (AAS)	6/22/2016		1					
		Supervision & Management (Certificate)	6/22/2016		1					
		(MGT) Industrial Supervision (CSC)	6/22/2016		1					
		Retail Management (CSC)	6/22/2016		1					
		(MGT) Small Business Management (CSC)	6/22/2016		1					

		Technical Studies (AAS)	6/22/2016		1				
		Administrative Support Technology - Executive Admin Assistant (AAS)	6/22/2016		1				
		Administrative Support Technology - Medical Office Specialist (AAS)	6/22/2016		1				
		Administrative Support Technology - Legal Assisting (AAS)	6/22/2016		1				
		Clerical Studies (Certificate)	6/22/2016		1				
		(AST) Teleservices (CSC)	6/22/2016		1				
		Health Information Management (Certificate)	6/22/2016		1				
		Information Systems Technology (AAS)	6/22/2016		1				
		Information Systems Technology - Spec in Networking (AAS)	6/22/2016		1				
		Networking A+ (Certificate)	6/22/2016		1				
		Web Programming & Design (Certificate)	6/22/2016		1				
		(IST) Computer Programming (CSC)	6/22/2016		1				
		(IST) Software Applications (CSC)	6/22/2016		1				
		(IST) User Support Specialist (CSC)	6/22/2016		1				
		(IST) CSCO Networking & A+ (CSC)	6/22/2016		1				
		(IST) Web Design & Development (CSC)	6/22/2016		1				
		(IST) Database Security & Design (CSC)	6/22/2016		1				
		Human Services (AAS)	6/22/2016		1				
		Human Services - Specialization in Early Childhood Education (AAS)	6/22/2016		1				
		Early Childhood Teaching Assistant (Certificate)	6/22/2016		1				
		Human Services Advocate (Certificate)	6/22/2016		1				
		(HMS) Child Development (CSC)	6/22/2016		1				
		Administration of Justice (AAS)	6/22/2016		1				
		Machine Operator (CSC)	6/22/2016		1				
		Diesel Mechanic (CSC)	6/22/2016		1				
		Welding (CSC)	6/22/2016		1				
		Air Conditioning, Refrigeration & Heating AAS	6/22/2016		1				
		Air Conditioning, Refrigeration & Heating (Diploma)	6/22/2016		1				
		Refrigeration (Certificate)	6/22/2016		1				
		Solar Energy Technology (Certificate)	6/22/2016		1				
		Electricity (Certificate)	6/22/2016		1				
		Electrical Technology (AAS)	6/22/2016		1				
		Electrical Technology - Specialization in Electromechanical Tech (AAS)	6/22/2016		1				
		Electrical Technology - Specialization in Energy Tech (AAS)	6/22/2016		1				
6/18/2018		Practical Nursing							
		Cyber Security - Career Studies Certificate							
		Unmanned Aerial Systems (UAS)							
		Industrial Electricity							
		Electrical Tech - Spec in Mechatronics							
		Precision Machining							
					69				
Tri-County Driving Academy, Inc. tcda1@hotmail.com	6/7/2016	Commercial Driver Training (Class A CDL)	6/22/2016	Yes	1	1	12/12/2018	1	12/11/2019
	8/1/2016	Diesel Mechanics/Heavy Truck Maintenance	8/24/2016		1	1	12/12/2018	1	12/11/2019
		Heavy Equipment Operations Training	8/24/2016		1	1	12/12/2018	1	12/11/2019
					3	3		3	
Fast Track Health Care Education info@fasttrackhc.com	6/15/2016	Certified Nurse Aide	6/22/2016	Yes	1	1	12/12/2018	In Conversation, Have Not Received	
		Medication Aide	6/22/2016		1	1	12/12/2018		
		Clinical Administrative Assistant	6/22/2016		1	1	12/12/2018		
		Clinical Medical Assistant	6/22/2016		1	1	12/12/2018		
		Electrocardiography Technical - EKG/EGG Tech	6/22/2016		1	1	12/12/2018		
		Esthetics	6/22/2016		1	1	12/12/2018		
		Phlebotomy Technician	6/22/2016		1	1	12/12/2018		
		Pharmacy Technician	6/22/2016		1	1	12/12/2018		
		Patient Care Technician	6/22/2016		1	1	12/12/2018		
	8/1/2016	Massage Therapy	8/24/2016		1	1	12/12/2018		
					10	10			
New River Criminal Justice Training Academy marlyva@nrcjta.org	6/15/2016	Entry Level Dispatcher	6/22/2016	Yes	1	1	12/12/2018	1	12/11/2019
		Basic Entry Level Law Enforcement	6/22/2016		1	1	12/12/2018	1	12/11/2019
		Basic Entry Level Jail	6/22/2016		1	1	12/12/2018	1	12/11/2019
					3	3		3	
CDS Tractor Trailer Training cpender@virginiawestern.edu	7/18/2016	Class "A" CDL	8/24/2016	Yes	1	1	12/12/2018	1	12/11/2019
						1		1	
Alliance Tractor Trailer Training Center lmalliance@centurylink.net	7/18/2016	CDL	8/24/2016	Yes	1	1	12/12/2018	1	12/11/2019
						1		1	
NE State Community College wdlowe@northeaststate.edu	9/29/2016	Heating, Ventilation and Air Conditioning Certificate	10/26/2016	Yes	1	1	12/12/2018	1	12/11/2019
		Industrial Technology, Machine Tool Associate of Applied Science	10/26/2016		1	1	12/12/2018	1	12/11/2019
		Computer and Information Science	10/26/2016		1	1	12/12/2018	1	12/11/2019
		Auto Body Service Technology	10/26/2016		1	1	12/12/2018	1	12/11/2019
					4	4		4	
SW VA Advanced Manufacturing Center ssurett@svamcoe.org	9/29/2016	Siemens Level II	10/26/2016	Yes	1	1	12/12/2018	1	
		Shielded Metal Arc Welding	10/26/2016		1	1	12/12/2018	1	
		Flux Cored Arc Welding	10/26/2016		1	1	12/12/2018	1	
		Gas Metal Arc Welding	10/26/2016		1	1	12/12/2018	1	
		Gas Tungsten Arc Welding	10/26/2016		1	1	12/12/2018	1	
					5	5		5	
TN College of Applied Technology at Elizabethton lori.clarke@tcatelizabethton.edu	9/29/2016	Administrative Office Technology	10/26/2016	Yes	1	1	12/12/2018	1	12/11/2019
		Automotive Technology	10/26/2016		1	1	12/12/2018	1	12/11/2019
		Computer Information Technology	10/26/2016		1	1	12/12/2018	1	12/11/2019
		Diesel Powered Equipment Technology	10/26/2016		1	1	12/12/2018	1	12/11/2019
		Electricity	10/26/2016		1	1	12/12/2018	1	12/11/2019
		Heating, Ventilation and Air Conditioning	10/26/2016		1	1	12/12/2018	1	12/11/2019
		Machine Tool Technology	10/26/2016		1	1	12/12/2018	1	12/11/2019
		Millwright	10/26/2016		1	1	12/12/2018	1	12/11/2019
		Pipefitting	10/26/2016		1	1	12/12/2018	1	12/11/2019
		Practical Nursing	10/26/2016		1	1	12/12/2018	1	12/11/2019
		Welding	10/26/2016		1	1	12/12/2018	1	12/11/2019
		Dietary Manager - Online	10/26/2016		1	1	12/12/2018	1	12/11/2019
		Phlebotomy Technician	10/26/2016		1	1	12/12/2018	1	12/11/2019
								13	
Old Dominion University	6/18/2018	Scaling Networks				1	12/12/2018	1	12/11/2019
		Networking Essentials				1	12/12/2018	1	12/11/2019
		Connecting Networks				1	12/12/2018	1	12/11/2019
		Introduction to Networks				1	12/12/2018	1	12/11/2019
		Routing & Switching Essentials				1	12/12/2018	1	12/11/2019
						5			
		IT Essentials	4/24/2019					1	12/11/2019
								6	
MedCerts	4/17/2019	HI-6000 Medical Assistant	4/24/2019					1	12/11/2019
		HI-6000E Medical Assistant with Clinical Externship	4/24/2019					1	
								2	

Nomination Committee

Rob Goldsmith, Chair

Terry Smusz

Karen Akers

Nominations on June 24, 2020 for the following:

Officers:

Chairman – Business

1st Vice-Chairman – Business

2nd Vice-Chairman – Business

(must be a mix of MR & NRV)

Executive Committee:

All Officers Plus:

4 – Business

Current Officers/Executive Committee

Executive Committee

1. Mike Miller, Chair (NRV)
2. Joe Ferrell, 1st Vice-Chair (NRV)
3. Howard Bartholomay, 2nd Vice-Chair (MR)
4. Tim McVey (MR)
5. Mark Tapp (NRV)
6. vacant (MR)
7. vacant (MR)

(must have 4 from Mount Rogers and 3 from NRV)

Executive Summary – June 24, 2020

Staff Activities

- System Building/Backbone Organization Support
 - Accountable Care Community (SWVA and NE TN)
 - ACC Management Team
 - ACC Data & Evaluation Committee (Co-Chair representing VA)
 - Go Virginia
 - Member of Region 1 Hire Education Committee
 - Member of Region 2 Workforce Committee
 - Ongoing:
 - Work Ready Community Steering Team and regional lead
 - Program development/oversight of the Pathways to the American Dream initiative for Areas 1, 2, 3 & 17
 - Continued support of all four, and leadership of one, Business Solution Units
 - Center of Excellence Board Director's Member (Chair of the Partner Committee)
 - Montgomery Chamber of Commerce Education and Talent Committee
 - Member NRV Regional Commission and MR Planning District CEDS committee
 - Career & Technical Education Advisory Board member: Bland, Carroll, Giles, Montgomery, Pulaski and Washington Counties and Cities of Bristol and Radford
- Community Outreach
 - Six Community Awareness Podcast
 - Many Facebook/LinkedIn post regarding issues around COVID19
 - Separate page on the Website
- Business Engagement/Outreach
 - Layoff assistance as needed
 - Recruitment Activities for those that request
 - Layoff Aversion funding Opportunity
 - Recruitment for the May 5th Virtual Job Fair
 - May 4-8 Virtual Job Fair
- COVID-19
 - Weekly calls with Governor's Office
 - State Workforce System Reopening/Recovery Planning
 - Montgomery County Business Resource Team
 - SWVA COVID-19 Advisory Council
 - And Case Management Committee
 - NRV LEDO (Local Area Economic Development)
 - Hosting weekly Workforce Partner Updates
- Staff Development
 - Crisis Communication and Crisis Management – M Holliday
 - REVIVE Training--Administration of Narcan, Sector Strategies and Career Pathways Academy, Va Career Coach, Global Career Development Facilitator, and Certified Career Services Provider – L Annis
 - QuickBooks, Accounting 1, Sector Strategies and Career Pathways Academy, Va Career Coach – R Sturgill
 - Leadership Development – ongoing – all staff

NRMR Grant Status

Funder	Specific Grant	Funding Awarded/ Requested	Duration of project	Target Population	Focus	Status
Virginia Community College System	Economic Equity	\$200,000	1.5 years	Individuals 200% below poverty	Training and supportive services to address barriers to employment	Funded
Tobacco Commission	Education	\$41,240	2 years	Current, Emerging, and Transitioning workers	Address skills gaps so businesses can have skilled labor they need to sustain and grow	Funded
ARC	POWER	\$1,500,000	3 years	Individuals with substance use/opioid use disorder	Build a Recovery Ready Region	Requested
US Department of Labor	Pathways Home	\$4,000,000	3 years	Justice involved individuals	Provide employability and occupational skills training for incarcerated individuals (jails and prisons) to assist them in transitioning into the community and accessing career pathways	Requested
Virginia Community College System	Road to Success in Virginia (RSVP)	\$750,000	1 year (can be renewed yearly via a competitive application process)	TANF recipients and individuals (with a dependent) 200% below poverty	Provide training and supportive services to assist individuals in entering career pathways toward family sustaining wages	Request due June 12, 2020
GoVA	State-Wide (Covering all WDA 2 in GoVA Regions 1 & 2)	Est. \$250,000	2 years	Businesses (Agribusiness, IT/Emerging Technologies, Life Science, Manufacturing)	Job Profiling and Career Pathway/lattices to address skills gaps so businesses can	Request Due July 8, 2020

					have skilled labor they need to sustain and grow	
US Department of Labor	Workforce Opportunity for Rural Communities (WORC)	\$1,500,000	3 years	Dislocated Workers, New Entrants to the Workforce, Incumbent Workers	Create economic prosperity and gainful employment opportunities for individuals by addressing the employment and training needs of the local and regional workforce, created in collaboration with community partners and in coordination with existing economic development strategies.	Request due July 29, 2020

VBWD One-Stop Report
New River/Mt. Rogers Workforce Development Board
Wytheville One-Stop Campus and Affiliate Sites
Reporting Period: July 1, 2019 – May 31, 2020 (YTD)

In alignment with the balanced scorecard approach, each Local Workforce Development Board will forward a quarterly report to the Virginia Board of Workforce Development to include:

Customer Service	
Job seeker customer satisfaction survey results (% of respondents)	Very Satisfied – Satisfied – No customer satisfaction surveys turned in for May 2020
Business customer satisfaction survey results (% of respondents)	Very Satisfied – Satisfied – No employer satisfaction surveys turned in for May 2020
Operations	
Number of new “participants” (job seeker customers) for the one-stop	Wytheville – 2,813 Radford – 9,251 Galax – 2,262 Bristol – 4,699
Number of hires attributed to the One-Stop Center	Wytheville – 110 Radford – 39 Galax – 27 Bristol – 28
Number of training activities completed	131
Number of workforce credentials attained	109 - 83% of individuals trained attained a credential
Number of new employers registered in Virginia Workforce Connection (VWC)	Wytheville – 28 Radford – 57 Galax – 20 Bristol – 47
Number of new job orders entered into VWC	Wytheville – 1,345 Radford – 2,729 Galax – 506 Bristol – 699
Number of services to employers in VWC	Wytheville – 8,362 Radford – 4,681 Galax – 2,635 Bristol – 1,820
Number of job seekers registered in VWC	Wytheville – 33,446 Radford – 32,390 Galax – 33,116 Bristol – 25,339

Number of employers served by One Stop (An employer “served” is one who had a defined workforce need and received a solution developed by one or more One-Stop Partners.)	Wytheville – 1,416 Radford – 539 Galax – 447 Bristol – 317
Resource Management	
Narrative which describes adherence to the Resource Management Plan arrangement	Memorandum of Understanding and partner resource sharing meetings are being held. Partner meetings are held regularly to exchange information: - 05/07/2020 Zoom Partner Meeting Galax – Remote work update between Partners. 8 in attendance - 06/04/2020 Zoom Partner Meeting Galax – Remote work update between partners. 6 in attendance Business Services Units in Abingdon, Wytheville, Galax, and Radford continue to be active and participate in sponsored activities across the region. - 4/23/2020 – Highlands BSU (Abingdon) Virtual meeting and planning of Virtual Job Fair - 5/14/2020 – Galax BSU Virtual meeting – partner updates/business services/planning next virtual job fair. For Virtual job fair planning all BSU’s in the region are invited to participate. - Virtual Job Fair Planning Calls weekly – Thursday’s at 2 p.m. – scheduling pre-job fair workshops for job seekers, registering businesses, job seeker marketing, event planning, and post-event planning.

Professional Development

List of professional development and other activities completed

Professional and other activities completed by staff include:

** Indicates due to COVID-19

Company	Event	Affected Employees
Core Health and Fitness Independence	Closure	102 (+29 temp agency employees)
Blackjewel Mining Kentucky, WV, Virginia	Closure, Chapter 11 bankruptcy	600-800, Kentucky, WV, Virginia
Bondcote Corporation Pulaski	Layoff	10
Norfolk & Southern Roanoke	Layoff	100-130
DressBarn Bristol	Closure	Info not available
Wytheville Community College	Layoff	23
Parkdale Mills Galax	Layoff	TBD
VOLVO, Dublin	Layoff	700
Hampton Inn, Abingdon	Closure	25
Bojangles' Chicken Marion	Closed	Info not available
Paramont Mfg, Abingdon	Layoff	22
Cabela's, Bristol	Closure	120
Utility Trailer, Glade Spring	Layoff	125
*Cinemark, Bristol	Layoff	26
Universal Fibers, Bristol	Layoff	60
Titan Wheel, Saltville	Closure	23
*Scholle IPN, Chilhowie	Layoff	128
*Utility Trailer, Glade Spring	Layoff	326
*Utility Trailer, Atkins	Layoff	125
*Tinseltown, Bristol VA	Closure	30

***Not a comprehensive list, closures are happening quickly at this time. Rapid Response staff is responding as we are notified and providing services remotely when possible.

	Job Fairs (Prior to Closures): Regional Virtual Job Fair Planning to occur the week of July 20th Staff Development: • All front line staff in the Radford office are certified Resume Specialists • US Census Training • Records Management Training • JSVG Staff member finished the Professional of Human Resources course with Syracuse University, NY • 2 JSVG staff completed Military Culture and Suicide Prevention training with DVS • Galax staff participated in a Twin County Community Resource Guide Planning Committee meeting • VEC staff Participated in the Women in Business Luncheon • Military spouses a priority customer, what you can do – webinar/training. • Preventing Workplace Harassment Training • Veteran Mental Health Training • EO and Disability Awareness Training • Virginia Workforce Connection Training • Cyber Security Training • Active Shooter Training • Safety and Disaster Awareness Training • Applied Suicide Intervention Skills Training All Centers are closed to the public. Customers are being served virtually via phone, email, text, other messaging, and via virtual meeting spaces. Individual reports to be provided by each partner.
Number of frontline staff trained and certified in compliance with State policy	21 total – Staff are renewing certifications as required

Client: Ashley Blankenship

Case Manager: Angie Harrell

Office: Pulaski Office

Program: WIOA, Adult Program

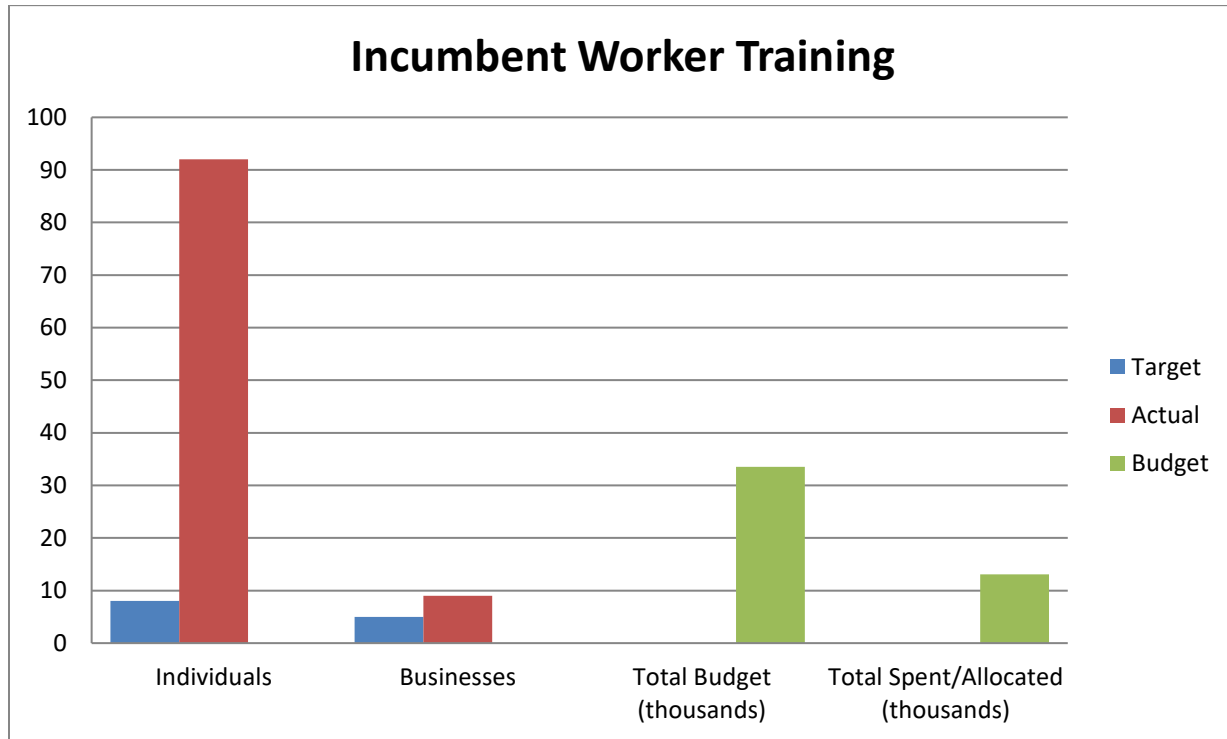
Ashley is a 30-year-old single parent of 3 children. She was referred to Virginia Career Works by Carolyn Fisher, Case Manager for SWIFTStart. Ashley was found eligible and subsequently enrolled in Virginia Career Works in December 2019 as a collaborative effort between SWIFTStart and Virginia Career Works. She completed a Certified Clinical Medical Assistant training program with TAP, which was funded by SWIFTStart, and earned her national certification/license in December 2019. As part of the partner agreement with SWIFTStart and Virginia Career Works, WIOA funds were utilized to place Ashley in a 240-hour paid Work Experience at Blacksburg Pediatrics in Blacksburg, VA. Ashley successfully completed her work experience and was hired by Blacksburg Pediatrics as a Certified Clinical Medical Assistant. While in our program, Ashley completed Adult Work Readiness Training which assisted her with preparing her resume, cover letter and other valuable work skills she will be able to utilize going forward in her career. Ashley states if it were not for the financial and career counseling support from our program, she would not have been able to achieve her goal of becoming a Certified Clinical Medical Assistant. Ashley is grateful for all our program has provided for her and would like to thank Goodwill and Virginia Career Works for their support, both monetarily and through counseling and guidance, as this backing has made her success possible.

*Due to COVID-19

Area Layoffs and Closures – May 31, 2020				
Company	Event	Affected Employees	Announcement or Effective Date	Status
Core Health and Fitness Independence	Closure	102 (+29 temp agency employees)	Media Announcement, December, 2018	Completed
Blackjewel Mining Kentucky, WV, Virginia	Closure, Chapter 11 bankruptcy	600-800, Kentucky, WV, Virginia	July, 2019	Completed
Bondcote Corporation Pulaski	Layoff	10	August 15, 2019	Completed
Norfolk & Southern Roanoke	Layoff	100-130	September 3, 2019	Completed
DressBarn Bristol	Closure	Info not available	August 16 th 2019	Completed
Wytheville Community College	Layoff	23	Media Announcement, October, 2019	Completed
Parkdale Mills Galax	Layoff	TBD		Unknown
VOLVO, Dublin	Layoff	700	January 31, 2020	Completed
Hampton Inn, Abingdon	Closure	25	Rapid Response January 23, 2020	Completed
Bojangles' Chicken Marion	Closed	Info not available	December, 2019	Completed
Paramont Mfg, Abingdon	Layoff	22	November, 2019	Completed
Cabela's, Bristol	Closure	120	Media Announcement, January, 2020	Completed
Utility Trailer, Glade Spring	Layoff	125	March, 2020	Completed
*Cinemark, Bristol	Layoff	26	WARN	Completed
Universal Fibers, Bristol	Layoff	60	April 1 st , 2020	Completed
Titan Wheel, Saltville	Closure	23	July, 2020	Scheduled
*Scholle IPN, Chilhowie	Layoff	128	WARN April 1, 2020	Completed
*Utility Trailer, Glade Spring	Layoff	326	WARN, June 9, 2020	Scheduled
*Utility Trailer, Atkins	Layoff	125	May 1 st , 2020	Completed
*Tinseltown, Bristol VA	Closure	30	May 7 th , 2020	Completed

Incumbent Worker Training Overview

People Incorporated of Virginia



- 30 workers at one business upgraded skills in Microsoft Office applications
- Two workers at two businesses are working towards obtaining their American Welding Society (AWS) Certified Welding Instructor (CWI) certification
- One worker at one business completed Lean Six Sigma Black Belt training
- One worker at one business completed Leadership for Women in Manufacturing training
- 50 workers at one business received Microsoft Excel 2016 Level 3 Training
- One worker at one business is scheduled to start Lean Six Sigma Black Belt training
- Contract for one business in Grayson County to provide Microsoft Excel training to 7 employees from June 16 – June 27

GoodStart Youth Project updates 06/16/2020

8 individuals enrolled. 4 additional youth needed to meet goal.

Enrolled in training: 8

Completed training to date: 4

CDL – 2: 1 entered employment at \$15 per hour; one returned to incarceration

LPN – 1: 1 entered employment at New River Valley Community Services

CMA – 1: 1 currently studying for national certification exam.

Currently enrolled in training: 3

Clinical Medical Assistant – 2

CDL – 1

One individual returned to incarceration prior to training

Recidivism rate is at 25% - consistent with the rate in Virginia

Funds expended or obligated to date: \$20,054.60

Balance remaining: \$31,937.40

Additional Goodwill Updates 06/16/2020

18 live web classes each week. In June, an average of over 1,000 individuals participate in virtual trainings each week.

All Goodwill stores have re-opened.

Goodwill Jobs Campuses and satellite offices are opening this month.

Goodwill
Industries of the Valleys



Rapid Response Dashboard Report

Grantee: New River Mt. Rogers Workforce Development Board

Date: May 31, 2020

Volvo, ZF-TRW, Core Health and Fitness

Performance Progress Check-Point

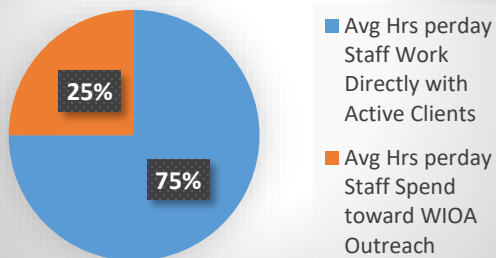
<i>Category</i>	<i>Cumulative Progress</i>	<i>Target</i>	<i>Progress</i>
Total Enrollments	97	57	170%
Co-Enrolled with TAA	24	57	42%
Co-Enrolled with DLW Formula	97	57	170%
Enrolled in Occupational Skills Training	57		NA
Enrolled in Job Search	31		NA
Enrolled in Work-based Training	0		NA
Obtained a Credential	11	20	55%
# Receiving training related Supportive Services	48		NA
# Receiving non-training related Supportive Services	0		NA
Number attending Resilience Workshop	9		NA
Number who have Completed Services	9	57	16%
Entered Employment at Completion	8	25	24%
Incomplete at end of grant cycle - continue to receive services under DLW Formula funding		28	

June 2020 Report

Since March 17, 2020, staff have been serving customers virtually from remote work locations. Staff and clients have adjusted well to the virtual contact and virtual delivery of services, but we do look forward to the time when we are able to see customers in person again.



Hours Worked Allocation



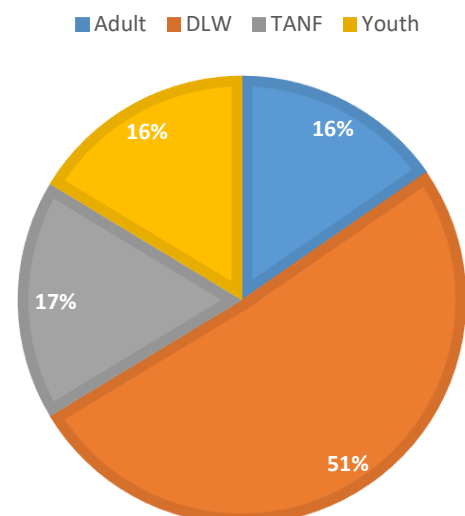
List of Outreach Activities

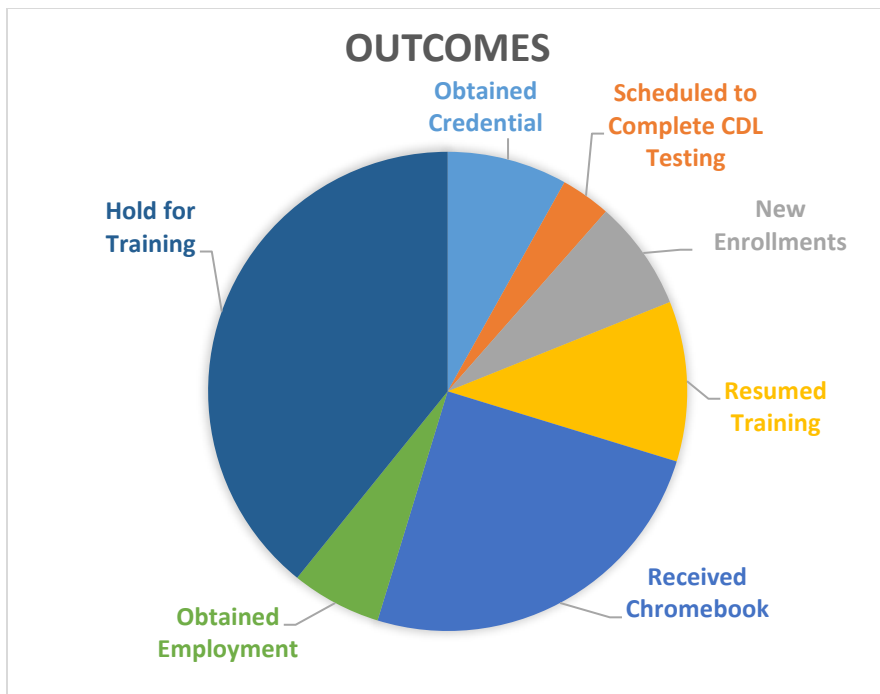
- Contacting public school staff for referrals of graduated seniors.
- Contacting partners (DSS, DARS, VEC, etc.) for referrals.
- Contacting Empower (People Inc. client data base) referrals.
- Posting flyers at closed offices that contain phone numbers/emails of WIOA staff to contact.
- Conducting Rapid Response sessions telephonically.
- Checking Governor's website for updates on virus and any directives.
- Participating in webinars through VWC and Workforce 180 for information and updates.
- Staff Development – Case Management Training and Resilience Assessment

List of Activities Conducted to Work with Clients

- Employees have been using many resources to stay in touch with clients, such as phone calls, text messages, emails and with our Workforce Facebook page.
- Virtual work readiness or employment simulation classes for clients who have access to internet. Mailing booklets to those who do not.
- Providing Chromebooks to clients who do not have a device to participate in online workshops or training.
- Communication with training providers, primarily local community colleges, that are conducting online classes.
- Assisting with resume writing.
- Assisting clients with job search through online resources and/or reaching out to employers who are open.
- Conducting required 30-day contacts and job search clients to ensure files are updated accordingly.

CUSTOMTERS BEING SERVED





Client Outcomes Achieved during this Period

- 12 clients have obtained a credential (4 CCMA, 2 HVAC/Electrical, 6 CDL)
- 5 clients are scheduled to complete DMV testing to obtain their CDL in June.
- 11 New Enrollments (4 Youth, 5 DLW, and 2 Adults)
- 16 have resumed hands on training after an abrupt pause in their training in March
- 37 clients have received a Chromebook that will assist them with accessing/completing training or will allow them to participate in work readiness classes to prepare them to enter the workforce when they are able.
- 9 clients have obtained employment
- 58 clients are still in holding waiting for training or supportive services to resume.

FOLLOW-UP

In spite working from home, the follow-up clerks show no decrease in productivity since we began telecommuting:

- Since beginning telecommuting, Beth's staff now transfers the client's performance file securely by email: eight new exits have been entered into our follow-up roster and received their first 30-day contacts.
- During the past two weeks, follow-up clerks have begun the new quarter by attempting contacts for clients in follow-up: 57 Adult, 69 DLW, and 42 Youth clients.
- By Friday, April 10th, the clerks contacted 84 clients by phone, email, or text for the new quarter and processed 17 employment verifications.
- For employers that submit only by fax (not email or phone) and are outstanding, we maintain one weekly trip to the secure fax in our main office.
- Employment and enrollment verifications continue to be processed and entered into VOS/VAWC (Virginia Workforce Connection) as required. Please note that we do have a lag in data entry for VOS/VAWC due to problems with the web-based system.



The reality is that staff have not been working in this unfortunate situation for that long, albeit, it seems like an eternity. It is remarkable the things we have accomplished as a team in this short time. Staff are functioning effectively in a virtual manner. In addition to providing client services virtually, staff are utilizing this time for professional development. All case management staff (People Inc and Goodwill) are completing a Case Management Certification training offered online with Beverly Ford. In addition all staff (People Inc, Goodwill, NRMWRWB) are completing a resilience assessment through Adaptive Human Capital.

Virginia Career Works
New River | Mount Rogers Region
Business Engagement – May 2020

Recruitment Assistance

Job Fairs and Recruiting Events

- Hosted a Virtual Career Fair focused on the Virginia Highlands region (Bristol/Washington/Smyth). 12 companies participated:
 - 1901 Group
 - Abingdon Health & Rehab Center
 - Business Information Systems
 - General Dynamics Mission Systems
 - Grace Healthcare of Abingdon
 - Lawrence Brothers, Inc.
 - Lowe's
 - Luttrell Staffing Group
 - Sam's Club
 - Southwestern Virginia Mental Health Institute
 - Team Nurse
 - TEDS
- Working with partners to plan a region-wide Virtual Career Fair for July. This Career Fair will have multiple events occurring over a week (July 20-24, 2020).

Workforce Information/Consulting

Workforce Services Conversations

- Worked with the following companies to complete Rapid Response Layoff Aversion Assistance applications and reimbursement requests:
 - Blue Ridge Outfitters – reimbursement request
 - Draper Mercantile – application in progress
 - Prestar Packaging – reimbursement request
 - Professional Rehab Associates – reimbursement request
 - Tom's Drive In – application in progress
- Shared ADA information with local SBDC office in assistance of a small business with rental properties.

Job Posting/Sharing

- County of Montgomery
- New River Community Action

Training

Incumbent Worker Training

- Hollingsworth & Vose – Working on reimbursement documentation for Rigging and Certified Energy Manager training
- Modea – Working on reimbursement documentation for MailChimp training and a new application for UX (User Experience Design) training
- New River Computing – Completed application for training for 5 employees in Azure (Microsoft)
- McAllister Mills – Working with company on a potential training project for 7-8 employees to increase Microsoft Word and Excel skills
- Somic America – Worked with company on a training for one employee to gain skills in software specific to company's quality equipment

Other

- Participated in Virginia Highlands BSU virtual meeting
- Participated in multiple regional workforce partner meetings
- Participated in multiple regional business leader meetings
- Participated in multiple Wagner-Peyser training sessions
- Working with partners on Job Seeker Interviewing workshop

2020 Workforce Development Board Meeting Schedule

February 26, 2020

April 22, 2020

June 24, 2020

August 26, 2020

October 28, 2020

December 9, 2020 (Joint with Elected Officials)

All meetings will be held on the **fourth Wednesday*** of **alternating months** at the **Wytheville Meeting Center** (behind Wytheville Community College) beginning at **10:00 a.m.**

***December is the second Wednesday**