

NEW RIVER/MOUNT ROGERS WORKFORCE DEVELOPMENT AREA JOINT BOARDS

MEETING AGENDA

December 4, 2024

CALL TO ORDER & WELCOME – Chair Miller / Chair Biggs

PLEDGE OF ALLEGIANCE/MOMENT OF REFLECTION – Chair Biggs

ROLL CALL (Consortium Board, WDB, Foundation)

VOTE ON APPROVAL OF TO ALLOW MEMBERS TO PARTICIPATE REMOTELY (both boards – if there is a quorum in the room only)*

APPROVAL OF THE AGENDA (All Boards together)

INTRODUCTION OF BOARD STAFF AND GUESTS

PUBLIC COMMENT PERIOD

CONSENT AGENDA ITEMS (Separately)

- A. Consortium Board Consent Agenda – Previously Distributed *
 - a. Approval of Action by Executive Committee – September 20, 2024
 - b. Financial Summary
 - c. WDB Appointments: CTE Representative- Summer Stone, Wythe County CTE Director and Economic Development – Katie Boswell, Onward NRV Executive Director
- B. WDB Consent Agenda – Previously Distributed *
 - a. Approval of the Meeting Minutes – October 26, 2023
 - b. Operational Summary
 - c. Actual PY23 Performance (statistical adjustment may still be made)
- C. Workforce Foundation*
 - a. Approval of Meeting Minutes – August 23, 2024

One-Stop Operations Committee - Center Certification Recommendation/Approval by WDB* - Abingdon (PI), Galax, Narrows, Radford & Wytheville	Strategic Planning Committee Strategic Plan Timeline
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CENTER CERTIFICATION APPROVAL – Consortium Board Only

PARTNER REPORTS

Adult Education: Shannon Mutter	TANF Programs: Vicky Collins
Career & Technical Education: open	Title 1 Rehabilitation Act of 1973: Christi Altizer
Community Based Organizations: Mary Anne Holbrook, Phil Hull & Bryan Phipps	Virginia's Employment Services: Christy Lowe
Institute of Higher Education: Perry Hughes	WIOA Title I Programs: Beth Carico
Economic & Community Development: Katie Boswell	Special Grants: WDB Staff
Job Corps: Jordan Loupe	

ADJOURNMENT of OFFICIAL MEETING

LUNCH AND THE STRATEGIC PLAN UPDATE & NEW PLAN PRESENTATION

OTHER IMPORTANT ITEMS: Travel Reimbursement (please complete and leave on the table), 2025 Meeting Schedules & Inclement Weather Policy

*Board Action is required

Executive Committee Action

1 message

Marty Holliday <marty.holliday@nrmrworks.org> Wed, Oct 2, 2024 at 7:48 AM
To: Marty Holliday <marty.holliday@nrmrworks.org>
Cc: Jenny Bolte <jenny.bolte@nrmrworks.org>
Bcc: Jason Parris <jparris@smythcounty.org>, Perry Martin <pmartin@gilescounty.org>, Brantley Ivey <bivey@graysoncountyva.gov>, Neal Osborne <neal.osborne@bristolva.org>, Mary Biggs <biggsnw@montgomerycountyva.gov>, Joe Turman <jturman8@gmail.com>, Hunter Bowers <hbowers@galaxva.com>, Linda Millsaps <lmillsaps@floydcova.org>, Rex Hill <rhill@carrollcountyva.org>, Brian Vaught <supvr_blacklick@wytheco.org>, Laura Walters <LWalters@pulaskicounty.org>, David Horton <David.Horton@radfordva.gov>, "mhash@graysoncountyva.gov" <mhash@graysoncountyva.gov>, Cameron Burton <cburton@bland.org>, Charlie Hargis <chargis@washcova.com>

Good morning

At the Consortium Board meeting on September 18, 2024 there was not a quorum present.

The Executive Committee had a quorum and they held a meeting and took action on the following items:

1. Approved the PY24 Budget as presented
2. Approved the PY24 Contract Modifications
3. Approved Jenny Bolte to be promoted to Executive Director when the current Executive Director, Marty Holliday, retires at the end of this program year (June 30, 2025)

Each of these items must be voted on by the full board at the December 4th Joint Meeting.

For item #3, if you were unable to attend the meeting in September, but would like an opportunity to talk to Ms. Bottle, she is available for a phone call, a virtual or in-person meeting with you. Please reach out to her at jenny.bolte@nrmrworks.org.

Please reach out to me with any questions or concerns.
Marty

Please note my new email address: marty.holliday@nrmrworks.org

Marty Holliday,
Executive Director

New River/Mount Rogers Workforce Development Board
540-357-0651 (cell)
540-633-6764 (office)



NEW RIVER/MOUNT ROGERS
WORKFORCE DEVELOPMENT BOARD
CULTIVATING TALENT FOR THE REGION

New River/Mount Rogers Workforce Development Area Consortium Board
New River/Mount Rogers Workforce Development Board
Financial Report
Report Period: October 31, 2024

WIOA Administration Funds

PY23 Year 2

Available Funds	\$	-
Board Expenditures	\$	-
Total PY21 Administrative Funds Available	\$	-

PY24 Year 1

Available Funds	\$	142,401.70
Board Expenditures	\$	32,140.37
Total PY22 Administrative Funds Available	\$	110,261.33

WIOA Adult Program Funds

PY23 Year 2

Available Funds	\$	207,498.53
Board Expenditures	\$	179,233.71
Total PY23 Adult Funds Available	\$	28,264.82

PY24 Year 1

Available Funds	\$	434,228.40
Board Expenditures	\$	-
Total PY24 Adult Funds Available	\$	434,228.40

WIOA DLW Program Funds

PY23 Year 2

Available Funds	\$	206,191.06
Board Expenditures	\$	124,414.96
Total PY23 DLW Funds Available	\$	81,776.10

PY24 Year 1

Available Funds	\$	314,964.90
Board Expenditures	\$	-
Total PY24 DLW Funds Available	\$	314,964.90

WIOA Youth Program Funds

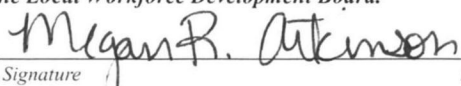
PY23 Year 2

Available Funds	\$	262,609.59
Board Expenditures - OSY	\$	227,914.41
Board Expenditures - ISY	\$	34,695.18
Total PY23 Youth Funds Available	\$	-

PY24 Year 1

Available Funds	\$	532,422.00
Board Expenditures - OSY	\$	6,871.36
Board Expenditures - ISY	\$	640.10
Total PY24 Youth Funds Available	\$	524,910.54

NOMINATION FORM

1-Name (First, MI, Last) Summer B Stone		2-LWDA # 2		3-Date 11-11-2024		
4-Street Address 620 S Main St			13-Nominee Characteristics Gender: Male ☐ Female ☒ Race: White ☒ Black ☐ Hispanic ☐ Amer. Indian ☐ Native Alaskan ☐ Asian ☐ Pacific Islander ☐ Other ☐			
5-City Rural Retreat	6-County Wythe					
7-State Virginia	8-ZIP 24368					
9-Home Phone (include area code) 276-768-8148		10-Work Phone (include area code) 276-620-3430				
11-FAX		12-E-Mail summer.stone@wythek12.org				
15-LWDA Name New River/Mount Rogers			14-Recommended for (see section number) 16- Labor/ CBO/ Apprenticeship ☐ 17-Private Sector (Business) ☐ 18-Education ☒ 19-VEC ☐ 20-Economic Development ☐ 21-VDARS/VDBVI ☐ 22-DSS ☐ 23-Optional/Other ☐			
16-Labor/ CBO/ Apprenticeship Representative						
Title ☐ Labor ☐ CBO ☐ Organization ☐ Registered Apprenticeship ☐						
17-Private Sector (Business) Representative						
Title _____ Business _____ Type of Business _____						
18-Education Representative Title Principal/CTE Coordinator Institution Wythe County Tech Center/Wythe County Public Schools Title II ☐ Community College ☐ Career & Technical Education ☒			19-VEC Representative Title _____			
20-Economic Development Representative Title _____			21-VDARS/VDBVI Representative Title _____			
22-DSS Representative Title _____			23-Optional/ Other Representative Title _____ Agency _____			
24-Nominator I hereby recommend the above-named person for membership on the Local Workforce Development Board.  11/11/24 Date Megan Atkinson, EdS, CTE Director Printed/Typed Name & Title of Nominator Pulaski County Public Schools Nominator Organization 540-994-2619 Phone matkinson@pcva.us Email			25-Action by Chief Elected Official Subject to certification required by Section 107 of the Workforce Innovation and Opportunity Act of 2014 and Policy 200-04 (2016) (Revised July 1, 2016) of the Virginia Board for Workforce Development, the person nominated herein has been duly appointed to the Local Workforce Development Board by the Chief Elected Officials. Term of Appointment: From _____ To _____ _____ Signature of Chief Elected Official			



I NOMINATION FORM

1-Name (First, MI, Last) Kathleen (Katie) G Boswell		2-LWDA # 2	3-Date 9/7/22
4-Street Address 2020 Kraft Drive, Suite 2000		13-Nominee Characteristics Gender: Male ☐ Female ☒ Race: White ☒ Black ☐ Hispanic ☐ Amer. Indian ☐ Native Alaskan ☐ Asian ☐ Pacific Islander ☐ Other ☐	
5-City Blacksburg	6-County Montgomery	14-Recommended for (see section number) 16- Labor/ CBO/ Apprenticeship ☐ 17-Private Sector (Business) ☐ 18-Education ☐ 19-VEC ☐ 20-Economic Development ☒ 21-VDARS/VDBVI ☐ 22-DSS ☐ 23-Optional/Other ☐	
7-State Virginia	8-ZIP 24060		
9-Home Phone (include area code) 540-392-0127	10-Work Phone (include area code) 540-267-0007		
11-FAX N/A	12-E-Mail katie@onwardnrv.org		
15-LWDA Name New River/Mount Rogers			
16-Labor/ CBO/ Apprenticeship Representative			
Title ☐ Labor ☐ CBO ☐ Organization Registered Apprenticeship ☐			
17-Private Sector (Business) Representative		Yes No Minority-Owned Business ☐ ☐ Female-Owned Business ☐ ☐ Urban ☐ Suburban ☐ Rural ☐ Number of Employees _____	
Title _____ Business _____ Type of Business _____			
18-Education Representative		19-VEC Representative	
Title _____ Institution _____ Title II ☐ Community College ☐ Career & Technical Education ☐		Title _____	
20-Economic Development Representative		21-VDARS/VDBVI Representative	
Title Executive Director Onward New River Valley		Title _____	
24-Nominator		22-DSS Representative	
I hereby recommend the above-named person for membership on the Local Workforce Development Board.  9-7-22 Signature Date Scott Blankenship, Board Chair Printed/Typed Name & Title of Nominator Onward New River Valley Nominator Organization 540-520-1135 Phone FAX bsblankenship@carilionclinic.org Email		Title _____ Agency _____	
		23-Optional/ Other Representative	
		Title _____ Agency _____	
		25-Action by Chief Elected Official	
		Subject to certification required by Section 107 of the Workforce Innovation and Opportunity Act of 2014 and Policy 200-04 (2016) (Revised July 1, 2016) of the Virginia Board for Workforce Development, the person nominated herein has been duly appointed to the Local Workforce Development Board by the Chief Elected Officials. Term of Appointment: From _____ To _____ Signature of Chief Elected Official _____ Date _____	

New River/Mount Rogers Workforce Development Foundation Board

Meeting Minutes

August 28, 2024

The Annual Meeting of the NR/MR Workforce Foundation Board was held at the Wytheville Meeting Center on August 28, 2024. Those in attendance were as follows:

Board Members

Thad Austin
Mary Biggs
Cameron Burton
Vicky Collins
Steve Fletcher
Mike Miller
Aaron Vaughan

Staff

Jenny Bolte
Marty Holliday
Renee Sturgill

At 8:36 Chair Miller called the meeting to order.

ELECTION OF OFFICERS

Ms. Burton made the motion for the current slate of officers to remain for another year. Ms. Biggs seconded the motion and the motion was passed.

- Chair – Mike Miller
- Vice Chair – Thad Austin
- Treasurer – Adam Kidd

It was agreed that Ms. Holliday would continue to act as Secretary until the foundation was fully operational.

CURRENT FUNDING

Opened account at First Community Bank w/ \$10,000 from Consortium Board

- Give Local NRV \$350 raised (not yet received)
- Supplies – checks, etc \$450
- Ms. Bolte provided information about the training program that were under the Foundation's umbrella and would eventually raise additional funds. A discussion was held on how this works and how to expand on this opportunity.

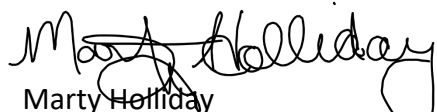
REPORTING

A discussion was held on having a CPA assisting with federal/state reporting.

ADJOURNMENT

The meeting was adjourned at 9:37AM.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "Marty Holliday". The signature is fluid and cursive, with the first name "Marty" and last name "Holliday" clearly distinguishable.

Marty Holliday
Acting Secretary

Operational Summary- November 2024

Service Levels:

Thru November 20, 2024, our Area Served the following:

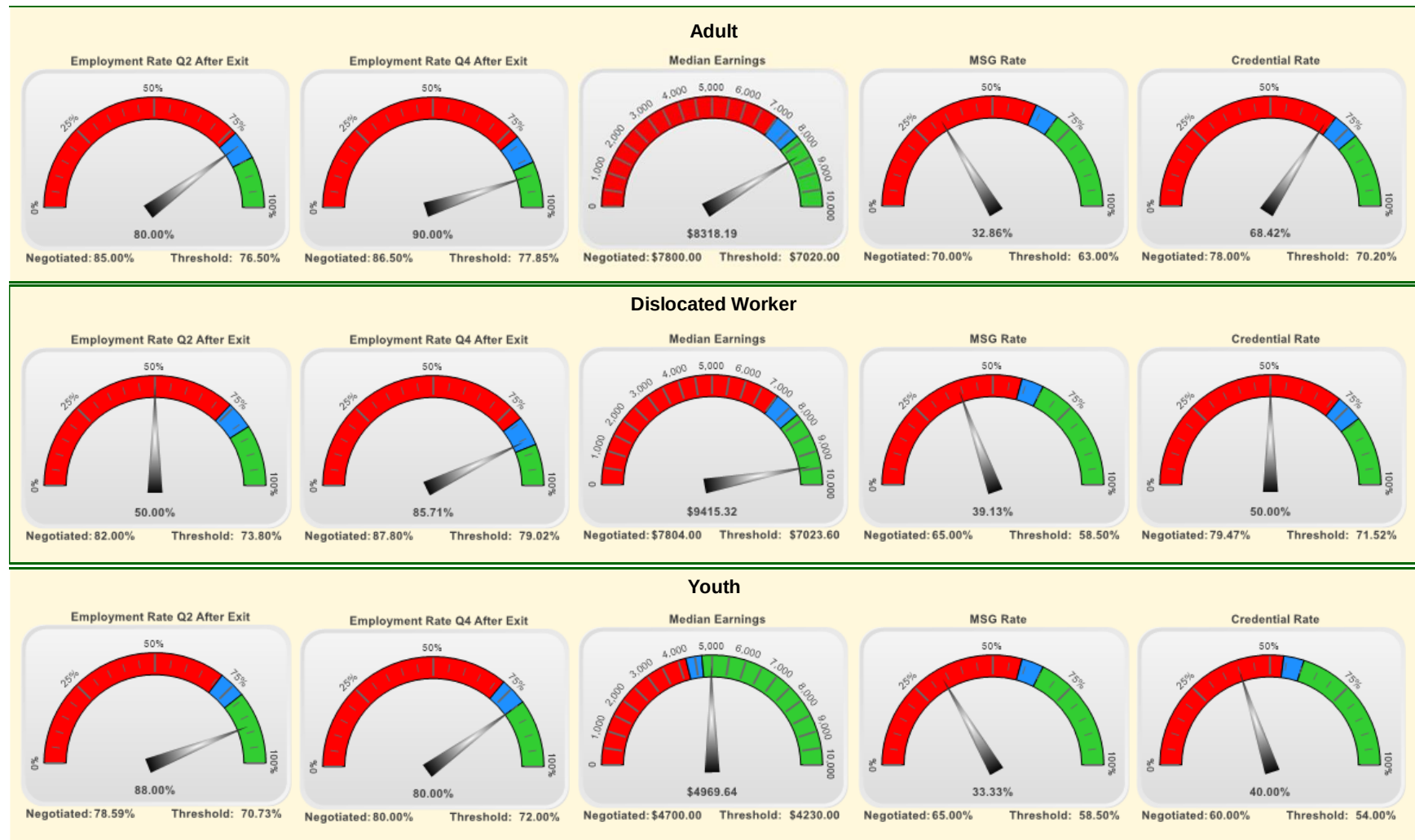
DLW- 40	In-Training- 27
Incumbent Worker- 3	In-Training- 3
Total 43	Total 30
WIOA Adults- 109	In-Training- 86
Statewide Adults- 37	In-Training-14
Total 146	Total 100
Youth- 96	In-Training- 65
Statewide Youth-1	In-Training- 0
Total 97	Total 65

These service levels are the following percentage of planned enrollments for Program Year 24 for People Incorporated:

	<u>Plan End 2nd Quarter</u>	<u>Actual</u>
DLW – 72.9% of plan	59	43
Adult – 109.0% of plan	100	109
Youth – 98.0% of plan	98	96

Performance:

July 1, 2024 to November 20, 2024 Program Operator have achieved the following performance levels:



		PY 2023 - WIOA - ETA 9169 - Annual (Actual Unadjusted)	
PY 2023		PY2023 - Annual (Actual Unadjusted)	
State Level		State Level	
Adult	PY 23 Negotiated Level	Actual Performance	% of Negotiated Level
Employment 2nd Quarter after Exit	78.50%	83.70%	106.6%
Employment 4th Quarter after Exit	79.50%	82.00%	103.1%
Median Earnings 2nd Quarter after Exit	\$6,100.00	\$9,043.00	148.2%
Credential Attainment within 1 year	75.00%	74.20%	98.9%
Measurable Skills Gain	68.50%	80.40%	117.4%
Dislocated Workers			
Employment 2nd Quarter after Exit	86.00%	82.80%	96.3%
Employment 4th Quarter after Exit	82.50%	82.20%	99.6%
Median Earnings 2nd Quarter after Exit	\$8,900.00	\$10,337.00	116.1%
Credential Attainment within 1 year	72.50%	79.80%	110.1%
Measurable Skills Gain	62.00%	77.60%	125.2%
Youth			
Employment 2nd Quarter after Exit	73.50%	84.00%	114.3%
Employment 4th Quarter after Exit	72.00%	77.70%	107.9%
Median Earnings 2nd Quarter after Exit	\$3,400.00	\$5,594.00	164.5%
Credential Attainment within 1 year	68.50%	68.80%	100.4%
Measurable Skills Gain	60.50%	74.90%	123.8%

PY 2023		PY2023 - Annual (Actual Unadjusted)	
LWDA 02	LWDA 02	LWDA 02	
Adult	PY 23 Negotiated Level	Actual Performance	% of Negotiated Level
Employment 2nd Quarter after Exit	85.0%	78.60%	92.5%
Employment 4th Quarter after Exit	84.0%	78.40%	93.3%
Median Earnings 2nd Quarter after Exit	\$6,100	\$8,173.00	134.0%
Credential Attainment within 1 year	75.0%	60.70%	80.9%
Measurable Skills Gain	70.0%	69.70%	99.6%
Dislocated Workers			
Employment 2nd Quarter after Exit	85.0%	75.60%	88.9%
Employment 4th Quarter after Exit	83.0%	76.10%	91.7%
Median Earnings 2nd Quarter after Exit	\$8,200	\$10,838.00	132.2%
Credential Attainment within 1 year	72.5%	81.10%	111.9%
Measurable Skills Gain	69.5%	65.70%	94.5%
Youth			
Employment 2nd Quarter after Exit	78.0%	85.00%	109.0%
Employment 4th Quarter after Exit	77.9%	90.00%	115.5%
Median Earnings 2nd Quarter after Exit	\$3,553	\$5,166.00	145.4%
Credential Attainment within 1 year	68.5%	84.60%	123.5%
Measurable Skills Gain	60.5%	60.50%	100.0%

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Marty Holliday
Acting Secretary



Attachment A: Virginia American Job Center Certification Application

LWDA Name: New River/Mount Rogers

Name of American Job Center: Abingdon – People Inc.

Comprehensive, Affiliate, or Specialized Status: Affiliate

Address of American Job Center: 1173 W. Main Street. Abingdon, VA 24210

Hours of American Job Center: M – F 8 a.m. – 4:30 p.m.

Phone Number of American Job Center: 276-274-9931

Website of American Job Center: [Virginia Career Works Centers - New River/Mount Rogers Workforce Development Board \(vcwnewrivermtrogers.com\)](http://vcwnewrivermtrogers.com)

Completion Date of the American Job Center Certification Review: _____

Certification Period (not to exceed three years): PY24-26

Certifying Body (LWDB or VBWD): LWDB

Signatures of Center Certification Team: _____

Recommendation: ☐ **Certified** ☐ **Not Certified** ☐ **Probationary**

If Probationary Status specify date that final review must occur by (within 6 months): _____

I certify to the best of my knowledge and belief that the American Job Center named above has met the certification criteria in this American Job Center Certification Review. I also certify to the best of my knowledge and belief that this AJC Certification Tool is correct, and that we have appropriate documentation on file to support the submissions claimed herein.

Printed Name of LWDB/VBWD Chair: Mike Miller

Signature of LWDB/VBWD Chair: _____

Date of Signature: _____

(For Local Area Certification Only)

Printed Name of Chief Elected Official: Mary Biggs

Signature of Chief Elected Official: _____

Date of Signature: _____

Partner Programs Available at the American Job Center

Instructions: For each program listed in the table below, provide the name of the partner administering the program and indicate the number of hours per week the partner is physically present on site and (if applicable) how services are provided if the partner is not located on site. *Access to ALL partner programs is only required for comprehensive centers.* A comprehensive center must have at least one WIOA Title I staff person physically present 100% of the time (20 CFR 678.305).

	Name of Program Provider	Number of staff located in center	Average Number of Hours Physically On-Site Each Week	If program is not physically present describe how services are provided	Program Not in Local Area
*These programs must have a full-time staff physically present at a comprehensive center					
WIOA Title I Adult*	People Inc.	1	40		
WIOA Title I Dislocated Workers*	People Inc.	1	40		
WIOA Title I Youth*	People Inc.	1	40		
WIOA Title III Wagner-Peyser Act*	People Inc.	1	40	Title 1 staff provide basic career services under WP	
Jobs for Veterans State Grants*	Virginia Works			Abingdon/Bristol	
**These programs must have a part-time staff physically present at a comprehensive center					
WIOA Title II Adult Education and Family Literacy Act **	Mt. Rogers Adult Ed			Referrals between program staff	
WIOA Title IV Vocational Rehabilitation**	DARS			Referrals between program staff	
Remaining programs must be accessible from a comprehensive center if the program is available in the local area					
Registered Apprenticeship	Virginia Works			Referrals between program staff	
Non-Credit Workforce Training by VCCS	Virginia Highlands CC			Referrals between program staff	
Virginia Initiative for Employment not Welfare					
Supplemental Nutrition Assistance Program Employment and Training	Washington Co. DSS/Bristol DSS			Referrals between program staff	
Carl D. Perkins Career and Technical Education Programs					
Trade Adjustment Assistance	Virginia Works			Referrals between program staff	
Temporary Assistance for Needy Families (TANF)	DSS/People Inc.	1	40	Referrals between program staff	
WIOA Title I Job Corps	Blue Ridge Job Corps			Referrals between program staff	
WIOA Title I YouthBuild	NRMWRWB			Referrals between program staff	

WIOA Title I Native American Programs					
WIOA Title I Migrant and seasonal farmworker programs					
Senior Community Service Employment Program					
Community Services Block Grant Employment and Training	People Inc.				
Housing and Urban Development Employment and Training					
Unemployment Compensation	Virginia Works			Referrals between program staff	
Reentry Employment Opportunities Second Chance Act	People Inc – VA Cares	1	40		

Confirmation Statement for Comprehensive Center Application:

A comprehensive center must provide (a) all the career services described in 20 CFR 678.430; (b) access to training services described in 20 CFR 680.200; (c) access to any employment and training activities carried out under WIOA Sec 134 (d); (d) access to programs and activities carried out by partners listed in 678.400 through 678.410; and (e) workforce and labor market information.

If applying as a comprehensive center, do the partners in the table above provide all required services?

☐ Yes ☐ No

Interviews Conducted

During the onsite certification review, the certification team must conduct staff interviews with applicable staff. Interviewees must include the One-Stop Operator, the local Equal Opportunity Officer, and a random sample of at least 20 percent of the frontline (state and partner) service staff at the center.

Name of Individuals Interviewed	Title of Individual Being Interviewed	Interview Conducted By	Date of Interview
Christina Tyler	Workforce Services Coordinator		
Beth Carico	One Stop Operator/Director of Workforce Development		
Jennifer Foster	TANF Employment		
Angela Gentry	Workforce Development Specialist		
Marty Holliday	EO Officer		

Virginia American Job Center Certification Criteria

The center certification team shall assess and determine if the center has met each criteria below by indicating “Meets” or “Not Meets”. **To be certified the center must meet all certification criteria.** If a criteria is not applicable per VBWD policy, write in the evidence section the justification for that determination and leave the “Meets” and “Not Meets” box blank.

Standards		Meets	Not Meets
A. Evaluation of Effectiveness			
A.1	The executed MOU identifies the center as a comprehensive, affiliate, or specialized center and includes all required partners. Reference: WIOA 121 (c) Evidence: The Region's MOU has signatures and Attachment "Bs" for all required partners (pages 30-61) The MOU is in the Synology File for MOUs but can also be viewed on our website: Here		
A.2	The AJC has an operating budget and cost sharing agreement and a reconciliation process in place with all partners. Reference: 20 CFR 678.800 (b) Evidence: The IFA for the Wytheville Comprehensive Center has all required partners participating. It can be found starting on page 62 of the MOU. The IFA methodology for all Affiliate Centers is page 75 of the MOU		
A.3	The AJC has a one-stop operator who has oversight of center operations. Reference: 20 CFR 678.620 Evidence: The One-Stop Operator is selected through a competitive bid process (the RFP can be found here). On May 17, 2023 the New River/Mount Rogers Workforce Development Board and the New River/Mount Rogers Workforce Development Area Consortium Board selected People Inc as the One-Stop Operator. On page 16 of the MOU are the duties of the One-Stop Operator.		

Standards		Meets	Not Meets
A.4	The AJC has an inventory containing partner agency contact information and services offered that is available to all center staff.		
	Reference: 20 CFR 678.800 (b) Evidence: Workforce Partner List is maintained and updated annually as well as VA 211. Both documents uploaded to synology.		
A.5	The AJC has a written process in place to promptly greet all customers, identify their needs and reason for their visit, and quickly connect them to appropriate services.		
	Evidence: The One-Stop System Flow graphic is uploaded into synology here The regional system uses the Eligibility at a Glance document to help with connecting to appropriate services and people. It can be found here Customers access career and training services in this way: they are first greeted and asked to complete an objective assessment to better understand needs of customer. Next, an informal interview takes place to assess suitability for WIOA, and if not suitable, basic career services such as job search and labor market info are offered, and additionally a referral may be made to partner programs based on client's expressed needs. If they are suitable for WIOA, the program is discussed in detail, and eligibility items are collected, and a process is begun towards enrollment approval. Once approved, educational levels and interest /aptitude are assessed, an IEP is developed with the client, and the plan is put into motion which may include training services and support services.		
A.6	The AJC integrates available services for customers. <i>Not applicable to new AJCs that have not yet served customers</i> Reference: WIOA Pub L. 113-128 121(g)(2)(B)(ii), 20 CFR 678.800 (b)		
	Evidence: (Review available co-enrollment rates between WIOA Title III Wagner-Peyser and WIOA Title I Adult, Dislocated Worker, and Youth) Co-enrollments are encouraged by the LWDB through the use of Integrated Resource Teams (see the diagram uploaded into synology MOU & Plans). Again, the Eligibility at a Glance document serves as a resource for co-enrollment activity. Title 1 Adult, Youth and DLW services are available in this building full time as are WP Basic Career Services, TANF Employment Services, and CSBG programs offered through People Incorporated. For Partners not physically located in the building, CM uses Partner networks to send and receive referrals for services. Referrals are made in a "warm hand-off" method meaning that the case manager facilitates communication with partner programs such as Youth Build, SNAP/TANF - DSS, or		

	other partner programs and assists the client with scheduling appointments or providing documentation required by the partner program (with client consent). Case Management staff are made aware of and kept up to date on partner programs and services utilizing the "eligibility at a glance" document maintained by the WDB.		
A.7	The AJC integrates available services for businesses.		
	Reference: 20 CFR 678.800 (b)		
	Evidence: (Review Business Services Team members, activities, and job orders) The region has four Business Solution Teams and a Business Service Plan which is uploaded in synology under MOU and Plans found here . Abingdon team meets the first Thursday of odd months. Most recent minutes uploaded to Synology.		
Standards		Meets	Not Meets
A.8	The AJC staff are cross trained on partner programs and can provide basic information on all partners' programs.		
	Reference: 20 CFR 678.800 (b)		
	Evidence: Meetings among partner staff occur regularly via web and in person to discuss and share each program's service ranges and eligibility requirements. Region-wide partner meetings occur quarterly and provide updates/staff training on all partner programs listed on the Eligibility at a Glance document. Eligibility at a Glance is uploaded in the Synology folder. Quarterly Workforce Partner Management Team meetings are held virtually to provide opportunities for communication between all regional workforce leaders.		
A.9	Staff at the AJC are aware of the sector strategies and high demand occupation list to meet the needs of the local businesses.		
	Reference: 20 CFR 679.560		
	Evidence: The region has been engaged in sector strategy work consistently since 2015. In 2023 we began work on standing up three sector partnerships (information can be found here). The region uses the State's In-Demand Occupation Dashboard with targeted industries found here and uploaded into synology in MOUs and Plans.		
A.10	Staff at the AJC are aware and make available high demand career pathways, including occupations and credentials.		
	Reference: 20 CFR 679.560		

	Evidence: See A.9 for information on targeted industries and in-demand list. Career Lattices for the industries are being vetted in the Sector Partnerships and can be found here and uploaded in synnology MOU and Plans:		
A.11	The AJC adheres to the use of the official American Job Center logo.		
	Reference: WIOA Sec 121(e)(4) & 20 CFR 678.900 Evidence: Picture of Entrance uploaded to Synology.		
A.12	The AJC's regular business hours are clearly visible outside of the AJC building.		
	Reference: 20 CFR 678.305(c) Evidence: Picture of Entrance uploaded to Synology.		
Standards		Meets	Not Meets
A.13	The AJC makes services available to customers outside regular business hours.		
	Reference: 20 678.800 (b) Evidence: The board's website is one way a customer can gain information outside of business hours about programs, locations and regular hours. Job Seekers can find information as well as submit a pre-screening application (found here) and businesses can also find information about available services here. People Incorporated utilizes a request for information form that is available on our website at all times. https://www.peopleinc.net/service/adult-workforce-development/ . Submission of the "request information form"/questions comes directly to staff and customers are followed up with asap, within one to two business days. Staff also schedule apts outside of their scheduled work hours when needed and off-site as needed. Additional information on workforce programs are available on People Inc. facebook page.		
A.14	There is at least one Title I staff member present at the AJC at all times during business hours. <i>Not applicable to affiliate or specialized AJCs.</i> Reference: 20 CFR 678.305(a)		

	Evidence: Time sheets for Christina Tyler, Nancy Gibson, and Angela Gentry are uploaded to synology. These are the current staff providing Title 1 services in the Abingdon office.		
A.15	The AJC includes customer feedback when evaluating the effectiveness of the center. <i>Not applicable to new AJCs that have not yet served customers.</i> Reference: 20 CFR 678.800 (a)(2)		
	Evidence: People Incorporated conducts an annual customer satisfaction survey of workforce development customers. Customer Satisfaction Survey results are uploaded to Synology.		
A.16	The AJC includes employer feedback when evaluating the effectiveness of the center. <i>Not applicable to new AJCs that have not yet served customers.</i> Reference: 20 CFR 678.800 (a)(2)		
	Evidence: The region’s BSU put on many events for employers and after each event request feedback. Here is a sampling from the 2024 events (thus far). People Incorporated conducts an annual partner satisfaction survey for workforce partners and businesses that the workforce development department work with. Partner satisfaction surveys – which include business partner surveys – are uploaded to Synology.		
A.17	Corrective action plans are being implemented to address any programmatic or administrative compliance findings. <i>Not applicable to new AJCs that have not yet served customers.</i> Reference: WIOA Section 188; 29 CFR part 38		
	Evidence: This center does not have any corrective action plans in place at this time.		
B. Evaluations of Physical and Programmatic Accessibility			
Standards		Meets	Not Meets
B.1	The local Equal Opportunity Officer periodically reviews policies and procedures regarding accessibility and equal opportunity and provides access to available training and updates to staff at the AJC. Reference: WIOA 188 29 CFR Part 38		

	Evidence: Review most recent EO Report Items #4 & #5(#4 Does the EO Officer process discrimination complaints? Does the EO Officer conduct desk and on-site EO monitoring visits to service providers and contractors to ensure its contractors are not violating their nondiscrimination obligations? Does the EO officer provide EO training to staff? #5 What EO training has been provided to staff within the LWDA and to service providers?) This center had an EO review from the State in April 2024 and had no findings (for the center). Documents are uploaded in Synology under EO Policies and Procedures.		
B.2	The AJC includes the required Equal Opportunity tagline on all documents or includes a link or QR code to the EO tagline. Reference: WIOA 188 29 CFR Part 38 Evidence: Review most recent EO Report Items #7 & #9 (#7 Where are the EO Notice posters displayed and in what languages? #9 Is the appropriate tagline included in brochures, pamphlets, flyers, electronic/oral marketing?) This center had an EO review from the State in April 2024 and had no findings (for the center). Title 1 Flyers are uploaded to Synology.		
B.3	AJC staff communicate with persons with disabilities as effectively as with others. Reference: 20 CFR 678.800(b)(4), WIOA Sec 188, 29 CFR part 38 Evidence: Review most recent EO Report Item #11 (#11 What efforts does the LWDB make to ensure that communications within the local area VaWC system with individuals with disabilities are just as effective as communications with others?) This center had an EO review from the State in April 2024 and had no findings (for the center).		
B.4	The AJC is physically accessible. Reference: 20 CFR 678.800(b)(6), WIOA Sec 188, 29 CFR part 38 Evidence: Review most recent EO Report Item #19 & #22 (#19 Does the LWDB have an ADA accessibility survey on file? Provide copy #22 Are the Centers accessible to individuals with disabilities?) This center had an EO review from the State in April 2024 and had no findings (for the center).		
Standards		Meets	Not Meets
B.5	The AJC prohibits employment discrimination by the LWDB and its partners. Reference: 20 CFR 678.800(b)(2), WIOA Sec 188, 29 CFR part 38		

	Evidence: <i>Review most recent EO Report Item #23 (#23 Describe efforts to prohibit discrimination on the basis of disability in employment practices by the LWDB and its partners.)</i> This center had an EO review from the State in April 2024 and had no findings (for the center).		
B.6	The AJC administers programs in the most integrated setting possible. Reference: 20 CFR 678.800(b)(3), WIOA Sec 188, 29 CFR part 38 Evidence: <i>Review most recent EO Report Item #24 (#24 Is the LWDB aware that programs and activities must be administered in the most integrated settings possible.)</i> This center had an EO review from the State in April 2024 and had no findings (for the center).		
B.7	The AJC has 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. Reference: 20 CFR 678.800(b)(5), WIOA Sec 188, 29 CFR part 38 Evidence: <i>Review most recent EO Report Item #25 (#25 Describe the availability of assistive technology for individuals with disabilities.)</i> This center had an EO review from the State in April 2024 and had no findings (for the center).		
B.8	The AJC staff provide reasonable accommodations for individuals with disabilities. Reference: 20 CFR 678.800(b)(1), WIOA Sec 188, 29 CFR part 38 Evidence: <i>Review most recent EO Report Item #28 & #29 (#28 How is it made known that reasonable accommodations will be provided? #29 Please describe any reasonable accommodations that have been provided for applicants or participants with disabilities.)</i> This center had an EO review from the State in April 2024 and had no findings (for the center).		
B.9	The AJC has a written process in place for customers to file Equal Opportunity complaints or grievances and a process for addressing any complaints or grievances. Reference: WIOA 188, 29 CFR Part 38 Evidence: <i>Review most recent EO Report Item #34 & #37 (#34 What discrimination complaint policies and procedures are used in the LWDA? Provide copies of policy and procedures #37 Describe the LWDB practice or procedures for service providers when they receive a discrimination complaint from their participants.)</i> This center had an EO review from the State in April 2024 and had no findings (for the center).		
C. Continuous Improvement			
	Standards	Meets	Not Meets
C.1	The AJC regularly reviews performance data to identify strategies and set goals to improve outcomes.		

	<i>(For new AJCs that do not yet have performance data to evaluate, review the written plan that will be implemented to review performance data.)</i> Reference: 20 CFR 678.800 c		
	Evidence: Center activities are reviewed by the WDB at each meeting (as presented by the One-Stop Operator). A monthly report can be found here. Program operator meets with WDB Leadership staff monthly discussing any programmatic concerns including performance. Quarterly performance discussions with State staff. Quarterly "SAS" Data is sent out by state staff - local staff (program operator) review data to determine if there are any data entry discrepancies prior to final performance reporting and correct any discrepancies that may be found.		
	The AJC has a written process in place to elicit and respond to customer, employer, and partner feedback. Reference: 20 CFR 678.800 c		
C.2	Evidence: People Incorporated follows guidelines in our "Evaluation Policies and Procedures" – uploaded to synology.		
	The AJC has a written plan for systematic staff development and cross-program training. Reference: 20 CFR 678.800 c		
C.3	Evidence: Quarterly Region-Wide Partner/IRT Meetings.		



Attachment A: Virginia American Job Center Certification Application

LWDA Name: New River/Mount Rogers

Name of American Job Center: Galax

Comprehensive, Affiliate, or Specialized Status: Affiliate

Address of American Job Center: 1117 E. Stuart Dr., Galax, VA 24343

VA Works Hours: Mon, Tues, Thurs. 8:30am-4:00pm Wed. 9:30am-4:00pm Fri. 8:30am-3:00pm

Hours of American Job Center: _____

Phone Number of American Job Center: VA Works (276) 236-5105

Website of American Job Center: Virginia Career Works Centers - New River/Mount Rogers
Workforce Development Board (vcwnewrivermtrogers.com)

Completion Date of the American Job Center Certification Review: 11/08/2024

Certification Period (not to exceed three years): PY24-26

Certifying Body (LWDB or VBWD): LWDB

Signatures of Center Certification Team:  Reggie Thompson ASIN

Recommendation: ☒ Certified ☐ Not Certified ☐ Probationary

If Probationary Status specify date that final review must occur by (within 6 months): _____

I certify to the best of my knowledge and belief that the American Job Center named above has met the certification criteria in this American Job Center Certification Review. I also certify to the best of my knowledge and belief that this AJC Certification Tool is correct, and that we have appropriate documentation on file to support the submissions claimed herein.

Printed Name of LWDB/VBWD Chair: Mike Miller

Signature of LWDB/VBWD Chair: _____

Date of Signature: _____

(For Local Area Certification Only)

Printed Name of Chief Elected Official: Mary Biggs

Signature of Chief Elected Official: _____

Date of Signature: _____

Partner Programs Available at the American Job Center

Instructions: For each program listed in the table below, provide the name of the partner administering the program and indicate the number of hours per week the partner is physically present on site and (if applicable) how services are provided if the partner is not located on site. *Access to ALL partner programs is only required for comprehensive centers.* A comprehensive center must have at least one WIOA Title I staff person physically present 100% of the time (20 CFR 678.305).

	Name of Program Provider	Number of staff located in center	Average Number of Hours Physically On-Site Each Week	If program is not physically present describe how services are provided	Program Not in Local Area
*These programs must have a full-time staff physically present at a comprehensive center					
WIOA Title I Adult*	People Inc.				
WIOA Title I Dislocated Workers*	People Inc.				
WIOA Title I Youth*	People Inc.				
WIOA Title III Wagner-Peyser Act*	Virginia Works	7	40		
Jobs for Veterans State Grants*	Virginia Works			Referrals/By Appt.	
**These programs must have a part-time staff physically present at a comprehensive center					
WIOA Title II Adult Education and Family Literacy Act **	Mount Rogers Adult Ed.			Referrals	
WIOA Title IV Vocational Rehabilitation**	DARS			Referrals	
Remaining programs must be accessible from a comprehensive center if the program is available in the local area					
Registered Apprenticeship	Virginia Works			Referrals	
Non-Credit Workforce Training by VCCS	Wytheville Community College			Referrals	
Virginia Initiative for Employment not Welfare					
Supplemental Nutrition Assistance Program Employment and Training	Carroll/Grayson Co./Galax City DSS			Referrals	
Carl D. Perkins Career and Technical Education Programs					
Trade Adjustment Assistance	Virginia Works			Referrals	
Temporary Assistance for Needy Families (TANF)	Carroll/Grayson Co./Galax City DSS			Referrals	
WIOA Title I Job Corps	Blue Ridge Job Corp.			Referrals	
WIOA Title I YouthBuild	NRMR WDB			Referrals	
WIOA Title I Native American Programs					

WIOA Title I Migrant and seasonal farmworker programs	Virginia Works			Referrals	
Senior Community Service Employment Program					
Community Services Block Grant Employment and Training					
Housing and Urban Development Employment and Training					
Unemployment Compensation	VEC	2	40		
Reentry Employment Opportunities Second Chance Act					

Confirmation Statement for Comprehensive Center Application:

A comprehensive center must provide (a) all the career services described in 20 CFR 678.430; (b) access to training services described in 20 CFR 680.200; (c) access to any employment and training activities carried out under WIOA Sec 134 (d); (d) access to programs and activities carried out by partners listed in 678.400 through 678.410; and (e) workforce and labor market information.

If applying as a comprehensive center, do the partners in the table above provide all required services?

☐ Yes ☐ No

Interviews Conducted

During the onsite certification review, the certification team must conduct staff interviews with applicable staff. Interviewees must include the One-Stop Operator, the local Equal Opportunity Officer, and a random sample of at least 20 percent of the frontline (state and partner) service staff at the center.

Name of Individuals Interviewed	Title of Individual Being Interviewed	Interview Conducted By	Date of Interview
BETH CARRICO	DIR. OF WORKFORCE DEV.	DUNNACK/AUSTIN	11/08/2024
REBECCA HAYNES	VA WORKS OFFICE MANAGER	DUNNACK/AUSTIN	11/08/2024
LINDA KNUCKLES	VEC	DUNNACK/AUSTIN	11/08/2024
SARINA ROGERS	ADULT / YOUTH	DUNNACK/AUSTIN	11/08/2024
VICTORIA BECKER	ADULT / DISLOCATED WORKER	DUNNACK/AUSTIN	11/08/2024
MARTY HOLIDAY	EEO - EXEC. DIR. OF MRNRWDB	DUNNACK/AUSTIN	

Virginia American Job Center Certification Criteria

The center certification team shall assess and determine if the center has met each criteria below by indicating "Meets" or "Not Meets". **To be certified the center must meet all certification criteria.** If a criteria is not applicable per VBWD policy, write in the evidence section the justification for that determination and leave the "Meets" and "Not Meets" box blank.

Standards		Meets	Not Meets
A. Evaluation of Effectiveness			
A.1	The executed MOU identifies the center as a comprehensive, affiliate, or specialized center and includes all required partners. Reference: WIOA 121 (c) Evidence: The Region's MOU has signatures and Attachment "Bs" for all required partners (pages 30-61) The MOU is in the Synology File for MOUs but can also be viewed on our website: Here	X	
A.2	The AJC has an operating budget and cost sharing agreement and a reconciliation process in place with all partners. Reference: 20 CFR 678.800 (b) Evidence: The IFA for the Galax Affiliate Center has all required partners participating. It can be found starting on page 62 of the MOU. The IFA methodology for all Affiliate Centers is page 75 of the MOU	X	
A.3	The AJC has a one-stop operator who has oversight of center operations. Reference: 20 CFR 678.620 Evidence: The One-Stop Operator is selected through a competitive bid process (the RFP can be found here). On May 17, 2023 the New River/Mount Rogers Workforce Development Board and the New River/Mount Rogers Workforce Development Area Consortium Board selected People Inc as the One-Stop Operator. On page 16 of the MOU are the duties of the One-Stop Operator.	X	

Standards		Meets	Not Meets
A.4	The AJC has an inventory containing partner agency contact information and services offered that is available to all center staff.	X	
	Reference: 20 CFR 678.800 (b) Evidence: Partner Matrix and VA 211 Quick Guide uploaded to Synology File.		
A.5	The AJC has a written process in place to promptly greet all customers, identify their needs and reason for their visit, and quickly connect them to appropriate services.	X	
	Evidence: The One-Stop System Flow graphic is uploaded into synology here The regional system uses the Eligibility at a Glance document to help with connecting to appropriate services and people. It can be found here		
A.6	The AJC integrates available services for customers.	X	
	<i>Not applicable to new AJCs that have not yet served customers</i> Reference: WIOA Pub L. 113-128 121(g)(2)(B)(ii), 20 CFR 678.800 (b) Evidence: (Review available co-enrollment rates between WIOA Title III Wagner-Peyser and WIOA Title I Adult, Dislocated Worker, and Youth) Co-enrollments are encouraged by the LWDB through the use of Integrated Resource Teams (see the diagram uploaded into synology MOU & Plans). Again, the Eligibility at a Glance document serves as a resource for co-enrollment activity.		
A.7	The AJC integrates available services for businesses.	X	
	Reference: 20 CFR 678.800 (b) Evidence: (Review Business Services Team members, activities, and job orders) The region has four Business Solution Teams and a Business Service Plan which is uploaded in synology under MOU and Plans found here .		

Standards		Meets	Not Meets
A.8	The AJC staff are cross trained on partner programs and can provide basic information on all partners' programs. Reference: 20 CFR 678.800 (b)	X	
	Evidence: Crossroads Partner Meetings are held the first Thursday of odd-numbered months from 8:30am-10am at the Crossroads Institute. The Partner Matrix and the Eligibility at a Glance document also serves as a resource.		
A.9	Staff at the AJC are aware of the sector strategies and high demand occupation list to meet the needs of the local businesses. Reference: 20 CFR 679.560	X	
	Evidence: The region has been engaged in sector strategy work consistently since 2015. In 2023 we began work on standing up three sector partnerships (information can be found here). The region uses the State's In-Demand Occupation Dashboard with targeted industries found here) and uploaded into synology in MOUs and Plans. : <u>Sector Partnership Orientation</u> was made available to all partner leadership in the region		
A.10	Staff at the AJC are aware and make available high demand career pathways, including occupations and credentials. Reference: 20 CFR 679.560	X	
	Evidence: See A.9 for information on targeted industries and in-demand list. Career Lattices for the industries are being vetted in the Sector Partnerships and can be found here and uploaded in synnology MOU and Plans:		
A.11	The AJC adheres to the use of the official American Job Center logo. Reference: WIOA Sec 121(e)(4) & 20 CFR 678.900	X	
	Evidence: Picture uploaded to Synology File		
	The AJC's regular business hours are clearly visible outside of the AJC building. Reference: 20 CFR 678.305(c)	X	

A.12	Evidence: Virginia Works office hours posted by office doors. Picture uploaded to Synolog File.		
Standards		Meets	Not Meets
A.13	The AJC makes services available to customers outside regular business hours. Reference: 20 678.800 (b) Evidence: The board's website is one way a customer can gain information outside of business hours about programs, locations and regular hours. Job Seekers can find information as well as submit a pre-screening application (found here) and businesses can also find information about available services here.	X	
A.14	There is at least one Title I staff member present at the AJC at all times during business hours. <i>Not applicable to affiliate or specialized AJCs.</i> Reference: 20 CFR 678.305(a) Evidence: Timesheets uploaded to Synology File.	X	
A.15	The AJC includes customer feedback when evaluating the effectiveness of the center. <i>Not applicable to new AJCs that have not yet served customers.</i> Reference: 20 CFR 678.800 (a)(2) Evidence: Customer survey uploaded to Synology File.	X	
A.16	The AJC includes employer feedback when evaluating the effectiveness of the center. <i>Not applicable to new AJCs that have not yet served customers.</i> Reference: 20 CFR 678.800 (a)(2) Evidence: Employer survey uploaded to Synology File. The region's BSU put on many events for employers and after each event request feedback. Here is a sampling from the <u>2024</u> events (thus far).	X	
A.17	Corrective action plans are being implemented to address any programmatic or administrative compliance findings.	X	

	<i>Not applicable to new AJCs that have not yet served customers.</i> Reference: WIOA Section 188; 29 CFR part 38 Evidence: This center does not have any corrective action plans in place at this time.		
B. Evaluations of Physical and Programmatic Accessibility			
	Standards	Meets	Not Meets
B.1	The local Equal Opportunity Officer periodically reviews policies and procedures regarding accessibility and equal opportunity and provides access to available training and updates to staff at the AJC. Reference: WIOA 188 29 CFR Part 38 Evidence: <i>Review most recent EO Report Items #4 & #5(#4 Does the EO Officer process discrimination complaints? Does the EO Officer conduct desk and on-site EO monitoring visits to service providers and contractors to ensure its contractors are not violating their nondiscrimination obligations? Does the EO officer provide EO training to staff? #5 What EO training has been provided to staff within the LWDA and to service providers?)</i> This center had an EO review from the State in April 2024 and had no findings (for the center). Documents are uploaded in Synology under EO Policies and Procedures.	×	
	The AJC includes the required Equal Opportunity tagline on all documents or includes a link or QR code to the EO tagline. Reference: WIOA 188 29 CFR Part 38 Evidence: <i>Review most recent EO Report Items #7 & #9 (#7 Where are the EO Notice posters displayed and in what languages? #9 Is the appropriate tagline included in brochures, pamphlets, flyers, electronic/oral marketing?)</i> This center had an EO review from the State in April 2024 and had no findings (for the center). Flyer/Customer Handout uploaded to Synology file.	×	
B.3	AJC staff communicate with persons with disabilities as effectively as with others. Reference: 20 CFR 678.800(b)(4), WIOA Sec 188, 29 CFR part 38 Evidence: <i>Review most recent EO Report Item #11 (#11 What efforts does the LWDB make to ensure that communications within the local area VaWC system with individuals with disabilities are just as effective as communications with others?)</i> This center had an EO review from the State in April 2024 and had no findings (for the center).	×	
	The AJC is physically accessible. Reference: 20 CFR 678.800(b)(6), WIOA Sec 188, 29 CFR part 38	×	

Evidence: Review most recent EO Report Item #19 & #22 (#19 Does the LWDB have an ADA accessibility survey on file? Provide copy #22 Are the Centers accessible to individuals with disabilities?) This center had an EO review from the State in April 2024 and had no findings (for the center).		
Standards	Meets	Not Meets
B.5 The AJC prohibits employment discrimination by the LWDB and its partners. Reference: 20 CFR 678.800(b)(2), WIOA Sec 188, 29 CFR part 38 Evidence: Review most recent EO Report Item #23 (#23 Describe efforts to prohibit discrimination on the basis of disability in employment practices by the LWDB and its partners.) This center had an EO review from the State in April 2024 and had no findings (for the center).	X	
B.6 The AJC administers programs in the most integrated setting possible. Reference: 20 CFR 678.800(b)(3), WIOA Sec 188, 29 CFR part 38 Evidence: Review most recent EO Report Item #24 (#24 Is the LWDB aware that programs and activities must be administered in the most integrated settings possible.) This center had an EO review from the State in April 2024 and had no findings (for the center).	X	
B.7 The AJC has 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. Reference: 20 CFR 678.800(b)(5), WIOA Sec 188, 29 CFR part 38 Evidence: Review most recent EO Report Item #25 (#25 Describe the availability of assistive technology for individuals with disabilities.) This center had an EO review from the State in April 2024 and had no findings (for the center).	X	
B.8 The AJC staff provide reasonable accommodations for individuals with disabilities. Reference: 20 CFR 678.800(b)(1), WIOA Sec 188, 29 CFR part 38 Evidence: Review most recent EO Report Item #28 & #29 (#28 How is it made known that reasonable accommodations will be provided? #29 Please describe any reasonable accommodations that have been provided for applicants or participants with disabilities.) This center had an EO review from the State in April 2024 and had no findings (for the center).	X	
B.9 The AJC has a written process in place for customers to file Equal Opportunity complaints or grievances and a process for	X	

	addressing any complaints or grievances.		
	Reference: WIOA 188, 29 CFR Part 38		
	Evidence: Review most recent EO Report Item #34 & #37 (#34 What discrimination complaint policies and procedures are used in the LWDA? Provide copies of policy and procedures #37 Describe the LWDB practice or procedures for service providers when they receive a discrimination complaint from their participants.) This center had an EO review from the State in April 2024 and had no findings (for the center).		
C. Continuous Improvement			
Standards		Meets	Not Meets
C.1	The AJC regularly reviews performance data to identify strategies and set goals to improve outcomes. (For new AJCs that do not yet have performance data to evaluate, review the written plan that will be implemented to review performance data.)	X	
	Reference: 20 CFR 678.800 c Evidence: Center activities are reviewed by the WDB at each meeting (as presented by the One-Stop Operator). A monthly report can be found here Federal performance is negotiated with VDWDA staff (State) and monitored by the Compliance and Procedure Coordinator. Negotiated rates for PY24 & Y25 can be found here .		
C.2	The AJC has a written process in place to elicit and respond to customer, employer, and partner feedback.	X	
	Reference: 20 CFR 678.800 c Evidence: EO is the Law signage posted with EO Officers information EEO-EO Hot Spot – Grievance Policy Job Service Complaint System Discrimination Procedures		
C.3	The AJC has a written plan for systematic staff development and cross-program training.	X	
	Reference: 20 CFR 678.800 c Evidence: Partner Meetings Weekly Training Webinars Mandatory Annual Training Quarterly Regional Workforce System Management meetings take place to keep the lines of communication open		



Attachment A: Virginia American Job Center Certification Application

LWDA Name: New River/Mount Rogers

Name of American Job Center: Virginia Career Works-Narrows

Comprehensive, Affiliate, or Specialized Status: Affiliate

Address of American Job Center: 211 Main Street Suite 101 Narrows VA 24124

Hours of American Job Center: 8:00Am-4:30 PM

Phone Number of American Job Center: 276-477-9563

Website of American Job Center: [Virginia Career Works Centers - New River/Mount Rogers Workforce Development Board \(vcwnewrivermtrogers.com\)](http://vcwnewrivermtrogers.com)

Completion Date of the American Job Center Certification Review: _____

Certification Period (not to exceed three years): PY24-26

Certifying Body (LWDB or VBWD): LWDB

Signatures of Center Certification Team: _____

Recommendation: ☒ **Certified** ☐ **Not Certified** ☐ **Probationary**

If Probationary Status specify date that final review must occur by (within 6 months): _____

I certify to the best of my knowledge and belief that the American Job Center named above has met the certification criteria in this American Job Center Certification Review. I also certify to the best of my knowledge and belief that this AJC Certification Tool is correct, and that we have appropriate documentation on file to support the submissions claimed herein.

Printed Name of LWDB/VBWD Chair: Mike Miller

Signature of LWDB/VBWD Chair: _____

Date of Signature: _____

(For Local Area Certification Only)

Printed Name of Chief Elected Official: Mary Biggs

Signature of Chief Elected Official: _____

Date of Signature: _____

Partner Programs Available at the American Job Center

Instructions: For each program listed in the table below, provide the name of the partner administering the program and indicate the number of hours per week the partner is physically present on site and (if applicable) how services are provided if the partner is not located on site. *Access to ALL partner programs is only required for comprehensive centers.* A comprehensive center must have at least one WIOA Title I staff person physically present 100% of the time (20 CFR 678.305).

	Name of Program Provider	Number of staff located in center	Average Number of Hours Physically On-Site Each Week	If program is not physically present describe how services are provided	Program Not in Local Area
*These programs must have a full-time staff physically present at a comprehensive center					
WIOA Title I Adult*	People Incorporated	1	40		
WIOA Title I Dislocated Workers*	People Incorporated	1	40		
WIOA Title I Youth*	People Incorporated	1	40		
WIOA Title III Wagner-Peyser Act*	People Incorporated	1	40		
Jobs for Veterans State Grants*	Virginia Works Radford			Referrals to local VEC Radford 540-267-8100	
**These programs must have a part-time staff physically present at a comprehensive center					
WIOA Title II Adult Education and Family Literacy Act **	LVNRV and NRCC			Referrals to LVNRV and NRCC	
WIOA Title IV Vocational Rehabilitation**	DARS Christiansburg			Referrals to DARS Christiansburg 540-381-7122	
Remaining programs must be accessible from a comprehensive center if the program is available in the local area					
Registered Apprenticeship					
Non-Credit Workforce Training by VCCS	NRCC			Referrals	
Virginia Initiative for Employment not Welfare					
Supplemental Nutrition Assistance Program Employment and Training	Giles DSS			Referrals 540-626-7291	
Carl D. Perkins Career and Technical Education Programs	Giles Tech Ctr, NRCC			Referrals	
Trade Adjustment Assistance	VEC Radford			Referrals 540-267-8100	
Temporary Assistance for Needy Families (TANF)	Giles DSS			Referrals 540-626-7291	
WIOA Title I Job Corps	Blue Ridge Job Corps			Referrals 276-783-7221	
WIOA Title I YouthBuild	NRMRWDB			Referrals by website and phone	

WIOA Title I Native American Programs	Virginia Council on Indians			Referrals 804-371-7175	
WIOA Title I Migrant and seasonal farmworker programs	VA Dept of HCD			Referrals 804-371-7175	
Senior Community Service	Goodwill Industries of the Valleys			Referrals 540-831-0620	

2

Employment Program					
Community Services Block Grant Employment and Training	NRCC and DSS		40		
Housing and Urban Development Employment and Training	NRV Regional Commission Radford			Referrals 540-639-9313	
Unemployment Compensation	VEC Radford			Referrals 540-267-8100	
Reentry Employment Opportunities Second Chance Act	VA Cares/NRCA			Referrals 540-392-7819	

Confirmation Statement for Comprehensive Center Application:

A comprehensive center must provide (a) all the career services described in 20 CFR 678.430; (b) access to training services described in 20 CFR 680.200; (c) access to any employment and training activities carried out under WIOA Sec 134 (d); (d) access to programs and activities carried out by partners listed in 678.400 through 678.410; and (e) workforce and labor market information.

If applying as a comprehensive center, do the partners in the table above provide all required services?

☐ Yes ☐ No

Interviews Conducted

During the onsite certification review, the certification team must conduct staff interviews with applicable staff. Interviewees must include the One-Stop Operator, the local Equal Opportunity Officer, and a random sample of at least 20 percent of the frontline (state and partner) service staff at the center.

Conducted by Mike Miller (mm) & Vicki Collins (vc)

Name of Individuals Interviewed	Title of Individual Being Interviewed	Interview Conducted By	Date of Interview
Jennifer Claytor	Workforce Development Specialist	mm/vc	11/12/2024
Leta Bradley	Compliance and Monitoring Coordinator	mm/vc	11/12/2024

Virginia American Job Center Certification Criteria

The center certification team shall assess and determine if the center has met each criteria below by indicating “Meets” or “Not Meets”. **To be certified the center must meet all certification criteria.** If a criteria is not applicable per VBWD policy, write in the evidence section the justification for that determination and leave the “Meets” and “Not Meets” box blank.

Standards		Meets	Not Meets
A. Evaluation of Effectiveness			
A.1	The executed MOU identifies the center as a comprehensive, affiliate, or specialized center and includes all required partners. Reference: WIOA 121 (c) Evidence: The Region's MOU has signatures and Attachment "Bs" for all required partners (pages 30-61) The MOU is in the Synology File for MOUs but can also be viewed on our website: Here		
A.2	The AJC has an operating budget and cost sharing agreement and a reconciliation process in place with all partners. Reference: 20 CFR 678.800 (b) Evidence: The IFA for the Wytheville Comprehensive Center has all required partners participating. It can be found starting on page 62 of the MOU. The IFA methodology for all Affiliate Centers is page 75 of the MOU		
A.3	The AJC has a one-stop operator who has oversight of center operations. Reference: 20 CFR 678.620 Evidence: The One-Stop Operator is selected through a competitive bid process (the RFP can be found here). On May 17, 2023 the New River/Mount Rogers Workforce Development Board and the New River/Mount Rogers Workforce Development Area Consortium Board selected People Inc as the One-Stop Operator. On page 16 of the MOU are the duties of the One-Stop Operator.		

Standards		Meets	Not Meets
A.4	The AJC has an inventory containing partner agency contact information and services offered that is available to all center staff.		
	Reference: 20 CFR 678.800 (b) Evidence: A Partner directory is printed and also available in electronic form. This is in the office and also bookmarked and shared for staff to use. See Partner List in the Narrows folder		
A.5	The AJC has a written process in place to promptly greet all customers, identify their needs and reason for their visit, and quickly connect them to appropriate services.		
	Evidence: The One-Stop System Flow graphic is uploaded into synology here The regional system uses the Eligibility at a Glance document to help with connecting to appropriate services and people. It can be found here		
A.6	The AJC integrates available services for customers. <i>Not applicable to new AJCs that have not yet served customers</i> Reference: WIOA Pub L. 113-128 121(g)(2)(B)(ii), 20 CFR 678.800 (b)		
	Evidence: (Review available co-enrollment rates between WIOA Title III Wagner-Peyser and WIOA Title I Adult, Dislocated Worker, and Youth) Co-enrollments are encouraged by the LWDB through the use of Integrated Resource Teams (see the diagram uploaded into synology MOU & Plans). Again, the Eligibility at a Glance document serves as a resource for co-enrollment activity.		
A.7	The AJC integrates available services for businesses.		
	Reference: 20 CFR 678.800 (b) Evidence: (Review Business Services Team members, activities, and job orders) The region has four Business Solution Teams and a Business Service Plan which is uploaded in synology under MOU and Plans found here .		

Standards		Meets	Not Meets
A.8	The AJC staff are cross trained on partner programs and can provide basic information on all partners' programs. Reference: 20 CFR 678.800 (b)		
	Evidence: Meetings among partner staff occur regularly via web and in person to discuss and share each program's service ranges and eligibility requirements. Eligibility at a Glance is uploaded in the Synology folder.		
A.9	Staff at the AJC are aware of the sector strategies and high demand occupation list to meet the needs of the local businesses. Reference: 20 CFR 679.560		
	Evidence: The region has been engaged in sector strategy work consistently since 2015. In 2023 we began work on standing up three sector partnerships (information can be found here). The region uses the State's In-Demand Occupation Dashboard with targeted industries found here) and uploaded into synology in MOUs and Plans.		
A.10	Staff at the AJC are aware and make available high demand career pathways, including occupations and credentials. Reference: 20 CFR 679.560		
	Evidence: See A.9 for information on targeted industries and in-demand list. Career Lattices for the industries are being vetted in the Sector Partnerships and can be found here and uploaded in synnology MOU and Plans: Sector Partnership Orientaion was made available to all partner leadership in the region.		
A.11	The AJC adheres to the use of the official American Job Center logo. Reference: WIOA Sec 121(e)(4) & 20 CFR 678.900		
	Evidence: Advertising materials utilize recognized branding. Pic of Door for Giles uploaded in Synology folder		
A.12	The AJC's regular business hours are clearly visible outside of the AJC building. Reference: 20 CFR 678.305(c)		
	Evidence: Hours are posted outside of affiliate office. Picture of outside of office has been uploaded in Synology folder		

Standards		Meets	Not Meets
A.13	The AJC makes services available to customers outside regular business hours. Reference: 20 678.800 (b)		
	Evidence: The board's website is one way a customer can gain information outside of business hours about programs, locations and regular hours. Job Seekers can find information as well as submit a pre-screening application (found here) and businesses can also find information about available services here.		
A.14	There is at least one Title I staff member present at the AJC at all times during business hours. <i>Not applicable to affiliate or specialized AJCs.</i> Reference: 20 CFR 678.305(a)		
	Evidence: The Title I staff member present at all times during business hours is case manager Jennifer Claytor whose timesheet has been uploaded in the Synology folder		
A.15	The AJC includes customer feedback when evaluating the effectiveness of the center. <i>Not applicable to new AJCs that have not yet served customers.</i> Reference: 20 CFR 678.800 (a)(2)		
	Evidence: Customer survey uploaded in Synology folder		
A.16	The AJC includes employer feedback when evaluating the effectiveness of the center. <i>Not applicable to new AJCs that have not yet served customers.</i> Reference: 20 CFR 678.800 (a)(2)		
	Evidence: Partner survey uploaded in Synology folder The region's BSU put on many events for employers and after each event request feedback. Here is a sampling from the 2024 events (thus far).		
A.17	Corrective action plans are being implemented to address any programmatic or administrative compliance findings. <i>Not applicable to new AJCs that have not yet served customers.</i> Reference: WIOA Section 188; 29 CFR part 38		

	Evidence: This center does not have any corrective action plans in place at this time.		
B. Evaluations of Physical and Programmatic Accessibility			
Standards		Meets	Not Meets
B.1	The local Equal Opportunity Officer periodically reviews policies and procedures regarding accessibility and equal opportunity and provides access to available training and updates to staff at the AJC. Reference: WIOA 188 29 CFR Part 38		
	Evidence: Review most recent EO Report Items #4 & #5(#4 Does the EO Officer process discrimination complaints? Does the EO Officer conduct desk and on-site EO monitoring visits to service providers and contractors to ensure its contractors are not violating their nondiscrimination obligations? Does the EO officer provide EO training to staff? #5 What EO training has been provided to staff within the LWDA and to service providers?) This center had an EO review from the State in April 2024 and had no findings (for the center). Documents are uploaded in Synology under EO Policies and Procedures.		
B.2	The AJC includes the required Equal Opportunity tagline on all documents or includes a link or QR code to the EO tagline. Reference: WIOA 188 29 CFR Part 38		
	Evidence: Review most recent EO Report Items #7 & #9 (#7 Where are the EO Notice posters displayed and in what languages? #9 Is the appropriate tagline included in brochures, pamphlets, flyers, electronic/oral marketing?) This center had an EO review from the State in April 2024 and had no findings (for the center).		
B.3	AJC staff communicate with persons with disabilities as effectively as with others. Reference: 20 CFR 678.800(b)(4), WIOA Sec 188, 29 CFR part 38		
	Evidence: Review most recent EO Report Item #11 (#11 What efforts does the LWDB make to ensure that communications within the local area VaWC system with individuals with disabilities are just as effective as communications with others?) This center had an EO review from the State in April 2024 and had no findings (for the center).		
B.4	The AJC is physically accessible. Reference: 20 CFR 678.800(b)(6), WIOA Sec 188, 29 CFR part 38		

	Evidence: Review most recent EO Report Item #19 & #22 (<i>#19 Does the LWDB have an ADA accessibility survey on file? Provide copy #22 Are the Centers accessible to individuals with disabilities?</i>) This center had an EO review from the State in April 2024 and had no findings (for the center).		
Standards		Meets	Not Meets
B.5	The AJC prohibits employment discrimination by the LWDB and its partners. Reference: 20 CFR 678.800(b)(2), WIOA Sec 188, 29 CFR part 38		
	Evidence: Review most recent EO Report Item #23 (<i>#23 Describe efforts to prohibit discrimination on the basis of disability in employment practices by the LWDB and its partners.</i>) This center had an EO review from the State in April 2024 and had no findings (for the center).		
B.6	The AJC administers programs in the most integrated setting possible. Reference: 20 CFR 678.800(b)(3), WIOA Sec 188, 29 CFR part 38		
	Evidence: Review most recent EO Report Item #24 (<i>#24 Is the LWDB aware that programs and activities must be administered in the most integrated settings possible.</i>) This center had an EO review from the State in April 2024 and had no findings (for the center).		
B.7	The AJC has 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. Reference: 20 CFR 678.800(b)(5), WIOA Sec 188, 29 CFR part 38		
	Evidence: Review most recent EO Report Item #25 (<i>#25 Describe the availability of assistive technology for individuals with disabilities.</i>) This center had an EO review from the State in April 2024 and had no findings (for the center).		
B.8	The AJC staff provide reasonable accommodations for individuals with disabilities. Reference: 20 CFR 678.800(b)(1), WIOA Sec 188, 29 CFR part 38		
	Evidence: Review most recent EO Report Item #28 & #29 (<i>#28 How is it made known that reasonable accommodations will be provided? #29 Please describe any reasonable accommodations that have been provided for applicants or participants with disabilities.</i>) This center had an EO review from the State in April 2024 and had no findings (for the center).		
B.9	The AJC has a written process in place for customers to file Equal Opportunity complaints or grievances and a process for		

	addressing any complaints or grievances.		
	Reference: WIOA 188, 29 CFR Part 38		
	Evidence: <i>Review most recent EO Report Item #34 & #37 (#34 What discrimination complaint policies and procedures are used in the LWDA? Provide copies of policy and procedures #37 Describe the LWDB practice or procedures for service providers when they receive a discrimination complaint from their participants.)</i> This center had an EO review from the State in April 2024 and had no findings (for the center).		
C. Continuous Improvement			
Standards		Meets	Not Meets
C.1	The AJC regularly reviews performance data to identify strategies and set goals to improve outcomes. <i>(For new AJCs that do not yet have performance data to evaluate, review the written plan that will be implemented to review performance data.)</i>		
	Reference: 20 CFR 678.800 c Evidence: Center activities are reviewed by the WDB at each meeting (as presented by the One-Stop Operator). A monthly report can be found here		
C.2	The AJC has a written process in place to elicit and respond to customer, employer, and partner feedback.		
	Reference: 20 CFR 678.800 c Evidence: People Inc - Evaluation Policies and Procedures uploaded to Synology		
C.3	The AJC has a written plan for systematic staff development and cross-program training.		
	Reference: 20 CFR 678.800 c Evidence: Eligibility at a Glance - Quarterly Region-Wide Partner/IRT meetings.		



Attachment A: Virginia American Job Center Certification Application

LWDA Name: New River/Mount Rogers

Name of American Job Center: Radford

Comprehensive, Affiliate, or Specialized Status: Affiliate

Address of American Job Center: 51 A West Main Street, Radford, VA 24141

Hours of American Job Center: M, T, H 8:30-4pm; W 9:30-4pm; F 8:30-3:00pm

Phone Number of American Job Center: 540-267-8100

Website of American Job Center: [Virginia Career Works Centers - New River/Mount Rogers Workforce Development Board \(vcmnewrivermtrogers.com\)](http://vcmnewrivermtrogers.com)

Completion Date of the American Job Center Certification Review: _____

Certification Period (not to exceed three years): PY24-26

Certifying Body (LWDB or VBWD): LWDB

Signatures of Center Certification Team: _____

Recommendation: ☒ **Certified** ☐ **Not Certified** ☐ **Probationary**

If Probationary Status specify date that final review must occur by (within 6 months): _____

I certify to the best of my knowledge and belief that the American Job Center named above has met the certification criteria in this American Job Center Certification Review. I also certify to the best of my knowledge and belief that this AJC Certification Tool is correct, and that we have appropriate documentation on file to support the submissions claimed herein.

Printed Name of LWDB/VBWD Chair: Mike Miller

Signature of LWDB/VBWD Chair: _____

Date of Signature: _____

(For Local Area Certification Only)

Printed Name of Chief Elected Official: Mary Biggs

Signature of Chief Elected Official: _____

Date of Signature: _____

Partner Programs Available at the American Job Center

Instructions: For each program listed in the table below, provide the name of the partner administering the program and indicate the number of hours per week the partner is physically present on site and (if applicable) how services are provided if the partner is not located on site. *Access to ALL partner programs is only required for comprehensive centers.* A comprehensive center must have at least one WIOA Title I staff person physically present 100% of the time (20 CFR 678.305).

	Name of Program Provider	Number of staff located in center	Average Number of Hours Physically On-Site Each Week	If program is not physically present describe how services are provided	Program Not in Local Area
*These programs must have a full-time staff physically present at a comprehensive center					
WIOA Title I Adult*	People Inc.	.33			
WIOA Title I Dislocated Workers*	People Inc.	.33			
WIOA Title I Youth*	People Inc.	.33			
WIOA Title III Wagner-Peyser Act*	VA Works	7	40		
Jobs for Veterans State Grants*	VA Works	1			
**These programs must have a part-time staff physically present at a comprehensive center					
WIOA Title II Adult Education and Family Literacy Act **	New River Community College			Referral	
WIOA Title IV Vocational Rehabilitation**	Dept. of Aging and Rehab Services			Referral	
Remaining programs must be accessible from a comprehensive center if the program is available in the local area					
Registered Apprenticeship	VA Works	1			
Non-Credit Workforce Training by VCCS	New River Community College			Referral	
Virginia Initiative for Employment not Welfare	Dept. of Social Services			Referral	
Supplemental Nutrition Assistance Program Employment and Training	Dept. of Social Services			Referral	
Carl D. Perkins Career and Technical Education Programs					
Trade Adjustment Assistance	VA Works			Referral	
Temporary Assistance for Needy Families (TANF)	Dept. of Social Services			Referral	
WIOA Title I Job Corps	Blue Ridge Job Corps			Referral	
WIOA Title I YouthBuild	NRMR WDB			Referral	
WIOA Title I Native American					

Programs					
WIOA Title I Migrant and seasonal farmworker programs	VA Works			Referral	
Senior Community Service Employment Program	Goodwill Industries of the Valley			Referral	
Community Services Block Grant Employment and Training	New River Community Action			Referral	
Housing and Urban Development Employment and Training					
Unemployment Compensation	Virginia Employment Commission	1	40		
Reentry Employment Opportunities Second Chance Act	VA Cares			Referral	

Confirmation Statement for Comprehensive Center Application:

A comprehensive center must provide (a) all the career services described in 20 CFR 678.430; (b) access to training services described in 20 CFR 680.200; (c) access to any employment and training activities carried out under WIOA Sec 134 (d); (d) access to programs and activities carried out by partners listed in 678.400 through 678.410; and (e) workforce and labor market information.

If applying as a comprehensive center, do the partners in the table above provide all required services?

☐ Yes ☐ No

Interviews Conducted

During the onsite certification review, the certification team must conduct staff interviews with applicable staff. Interviewees must include the One-Stop Operator, the local Equal Opportunity Officer, and a random sample of at least 20 percent of the frontline (state and partner) service staff at the center.

Conducted by Mike Miller (mm) & Vicki Collins (vc)

Name of Individuals Interviewed	Title of Individual Being Interviewed	Interview Conducted By	Date of Interview
Phyllis Conner	District Manager	mm / vc	10/31/24
Joseph Jakupczyk	DVOP	mm / vc	10/31/24
Tristan Hickman	Title 1 Case Manager	mm / vc	10/31/24
Karen Rhodes	WDB Work-Based Learning Specialist	mm / vc	10/31/24
Robyn Crockett	Workforce Services Representative Sr.	mm / vc	10/31/24
Theresa McNeil	Workforce Services	mm / vc	10/31/24

	Representative		
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Virginia American Job Center Certification Criteria

The center certification team shall assess and determine if the center has met each criteria below by indicating “Meets” or “Not Meets”. **To be certified the center must meet all certification criteria.** If a criteria is not applicable per VBWD policy, write in the evidence section the justification for that determination and leave the “Meets” and “Not Meets” box blank.

Standards		Meets	Not Meets
A. Evaluation of Effectiveness			
A.1	The executed MOU identifies the center as a comprehensive, affiliate, or specialized center and includes all required partners. Reference: WIOA 121 (c) Evidence: The Region's MOU has signatures and Attachment "Bs" for all required partners (pages 30-61) The MOU is in the Synology File for MOUs but can also be viewed on our website: Here		
A.2	The AJC has an operating budget and cost sharing agreement and a reconciliation process in place with all partners. Reference: 20 CFR 678.800 (b) Evidence: The IFA for the Wytheville Comprehensive Center has all required partners participating. It can be found starting on page 62 of the MOU. The IFA methodology for all Affiliate Centers is page 75 of the MOU		
A.3	The AJC has a one-stop operator who has oversight of center operations. Reference: 20 CFR 678.620 Evidence: The One-Stop Operator is selected through a competitive bid process (the RFP can be found here). On May 17, 2023 the New River/Mount Rogers Workforce Development Board and the New River/Mount Rogers Workforce Development Area Consortium Board selected People Inc as the One-Stop Operator. On page 16 of the MOU are the duties of the One-Stop Operator.		

Standards		Meets	Not Meets
A.4	The AJC has an inventory containing partner agency contact information and services offered that is available to all center staff.		
	Reference: 20 CFR 678.800 (b) Evidence: Partner Matrix uploaded to Synology.		
A.5	The AJC has a written process in place to promptly greet all customers, identify their needs and reason for their visit, and quickly connect them to appropriate services.		
	Evidence: The One-Stop System Flow graphic is uploaded into synology here The regional system uses the Eligibility at a Glance document to help with connecting to appropriate services and people. It can be found here		
A.6	The AJC integrates available services for customers. <i>Not applicable to new AJCs that have not yet served customers</i> Reference: WIOA Pub L. 113-128 121(g)(2)(B)(ii), 20 CFR 678.800 (b)		
	Evidence: (Review available co-enrollment rates between WIOA Title III Wagner-Peyser and WIOA Title I Adult, Dislocated Worker, and Youth) Co-enrollments are encouraged by the LWDB through the use of Integrated Resource Teams (see the diagram uploaded into synology MOU & Plans). Again, the Eligibility at a Glance document serves as a resource for co-enrollment activity.		
A.7	The AJC integrates available services for businesses.		
	Reference: 20 CFR 678.800 (b) Evidence: (Review Business Services Team members, activities, and job orders) The region has four Business Solution Teams and a Business Service Plan which is uploaded in synology under MOU and Plans found here .		

Standards		Meets	Not Meets
A.8	The AJC staff are cross trained on partner programs and can provide basic information on all partners' programs. Reference: 20 CFR 678.800 (b)		
	Evidence: NRV BSU Meetings are held the 3 rd Monday, every other month at 2:00 p.m. The Partner Matrix and the Eligibility at a Glance documents also serve as a resource.		
A.9	Staff at the AJC are aware of the sector strategies and high demand occupation list to meet the needs of the local businesses. Reference: 20 CFR 679.560		
	Evidence: The region has been engaged in sector strategy work consistently since 2015. In 2023 we began work on standing up three sector partnerships (information can be found here). The region uses the State's In-Demand Occupation Dashboard with targeted industries found here) and uploaded into synology in MOUs and Plans.		
A.10	Staff at the AJC are aware and make available high demand career pathways, including occupations and credentials. Reference: 20 CFR 679.560		
	Evidence: See A.9 for information on targeted industries and in-demand list. Career Lattices for the industries are being vetted in the Sector Partnerships and can be found here and uploaded in synnology MOU and Plans:		
A.11	The AJC adheres to the use of the official American Job Center logo. Reference: WIOA Sec 121(e)(4) & 20 CFR 678.900		
	Evidence: Picture uploaded to Synology.		
A.12	The AJC's regular business hours are clearly visible outside of the AJC building. Reference: 20 CFR 678.305(c)		
	Evidence: Picture uploaded to Synology.		

Standards		Meets	Not Meets
A.13	The AJC makes services available to customers outside regular business hours. Reference: 20 678.800 (b)		
	Evidence: The board's website is one way a customer can gain information outside of business hours about programs, locations and regular hours. Job Seekers can find information as well as submit a pre-screening application (found here) and businesses can also find information about available services here.		
A.14	There is at least one Title I staff member present at the AJC at all times during business hours. <i>Not applicable to affiliate or specialized AJCs.</i> Reference: 20 CFR 678.305(a)		
	Evidence: Timesheets uploaded to Synology.		
A.15	The AJC includes customer feedback when evaluating the effectiveness of the center. <i>Not applicable to new AJCs that have not yet served customers.</i> Reference: 20 CFR 678.800 (a)(2)		
	Evidence: To be uploaded.		
A.16	The AJC includes employer feedback when evaluating the effectiveness of the center. <i>Not applicable to new AJCs that have not yet served customers.</i> Reference: 20 CFR 678.800 (a)(2)		
	Evidence: The region's BSU put on many events for employers and after each event request feedback. Here is a sampling from the 2024 events (thus far).		
A.17	Corrective action plans are being implemented to address any programmatic or administrative compliance findings. <i>Not applicable to new AJCs that have not yet served customers.</i> Reference: WIOA Section 188; 29 CFR part 38		

	Evidence: This center does not have any corrective action plans in place at this time.		
B. Evaluations of Physical and Programmatic Accessibility			
Standards		Meets	Not Meets
B.1	The local Equal Opportunity Officer periodically reviews policies and procedures regarding accessibility and equal opportunity and provides access to available training and updates to staff at the AJC. Reference: WIOA 188 29 CFR Part 38		
	Evidence: <i>Review most recent EO Report Items #4 & #5(#4 Does the EO Officer process discrimination complaints? Does the EO Officer conduct desk and on-site EO monitoring visits to service providers and contractors to ensure its contractors are not violating their nondiscrimination obligations? Does the EO officer provide EO training to staff? #5 What EO training has been provided to staff within the LWDA and to service providers?)</i> This center had an EO review from the State in April 2024 and had no findings (for the center). Documents are uploaded in Synology under EO Policies and Procedures.		
B.2	The AJC includes the required Equal Opportunity tagline on all documents or includes a link or QR code to the EO tagline. Reference: WIOA 188 29 CFR Part 38		
	Evidence: <i>Review most recent EO Report Items #7 & #9 (#7 Where are the EO Notice posters displayed and in what languages? #9 Is the appropriate tagline included in brochures, pamphlets, flyers, electronic/oral marketing?)</i> This center had an EO review from the State in April 2024 and had no findings (for the center).		
B.3	AJC staff communicate with persons with disabilities as effectively as with others. Reference: 20 CFR 678.800(b)(4), WIOA Sec 188, 29 CFR part 38		
	Evidence: <i>Review most recent EO Report Item #11 (#11 What efforts does the LWDB make to ensure that communications within the local area VaWC system with individuals with disabilities are just as effective as communications with others?)</i> This center had an EO review from the State in April 2024 and had no findings (for the center).		
B.4	The AJC is physically accessible. Reference: 20 CFR 678.800(b)(6), WIOA Sec 188, 29 CFR part 38		

	Evidence: Review most recent EO Report Item #19 & #22 (<i>#19 Does the LWDB have an ADA accessibility survey on file? Provide copy #22 Are the Centers accessible to individuals with disabilities?</i>) This center had an EO review from the State in April 2024 and had no findings (for the center).		
	Standards	Meets	Not Meets
	The AJC prohibits employment discrimination by the LWDB and its partners. Reference: 20 CFR 678.800(b)(2), WIOA Sec 188, 29 CFR part 38		
B.5	Evidence: <i>Review most recent EO Report Item #23 (#23 Describe efforts to prohibit discrimination on the basis of disability in employment practices by the LWDB and its partners.)</i> This center had an EO review from the State in April 2024 and had no findings (for the center).		
	The AJC administers programs in the most integrated setting possible. Reference: 20 CFR 678.800(b)(3), WIOA Sec 188, 29 CFR part 38		
B.6	Evidence: <i>Review most recent EO Report Item #24 (#24 Is the LWDB aware that programs and activities must be administered in the most integrated settings possible.)</i> This center had an EO review from the State in April 2024 and had no findings (for the center).		
	The AJC has 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. Reference: 20 CFR 678.800(b)(5), WIOA Sec 188, 29 CFR part 38		
B.7	Evidence: <i>Review most recent EO Report Item #25 (#25 Describe the availability of assistive technology for individuals with disabilities.)</i> This center had an EO review from the State in April 2024 and had no findings (for the center).		
	The AJC staff provide reasonable accommodations for individuals with disabilities. Reference: 20 CFR 678.800(b)(1), WIOA Sec 188, 29 CFR part 38		
B.8	Evidence: <i>Review most recent EO Report Item #28 & #29 (#28 How is it made known that reasonable accommodations will be provided? #29 Please describe any reasonable accommodations that have been provided for applicants or participants with disabilities.)</i> This center had an EO review from the State in April 2024 and had no findings (for the center).		
B.9	The AJC has a written process in place for customers to file Equal Opportunity complaints or grievances and a process for		

	addressing any complaints or grievances.		
	Reference: WIOA 188, 29 CFR Part 38		
	Evidence: Review most recent EO Report Item #34 & #37 (#34 What discrimination complaint policies and procedures are used in the LWDA? Provide copies of policy and procedures #37 Describe the LWDB practice or procedures for service providers when they receive a discrimination complaint from their participants.) This center had an EO review from the State in April 2024 and had no findings (for the center).		
C. Continuous Improvement			
	Standards	Meets	Not Meets
	The AJC regularly reviews performance data to identify strategies and set goals to improve outcomes. (For new AJCs that do not yet have performance data to evaluate, review the written plan that will be implemented to review performance data.)		
C.1	Reference: 20 CFR 678.800 c Evidence: Center activities are reviewed by the WDB at each meeting (as presented by the One-Stop Operator). A monthly report can be found here Federal performance is negotiated with VDWDA staff (State) and monitored by the Compliance and Procedure Coordinator. Negotiated rates for PY24 & Y25 can be found here .		
	The AJC has a written process in place to elicit and respond to customer, employer, and partner feedback. Reference: 20 CFR 678.800 c		
C.2	Evidence: EO is the Law signage posted with EO Officers information. EEO-EO Hot Spot- Grievance Policy Job Service Complaint System Discrimination Procedures		
	The AJC has a written plan for systematic staff development and cross-program training. Reference: 20 CFR 678.800 c		
C.3	Evidence: Partner Meetings Weekly Training Webinars Mandatory Annual Training		



Attachment A: Virginia American Job Center Certification Application

LWDA Name: New River/Mount Rogers

Name of American Job Center: Wytheville Virginia Career Works Center

Comprehensive, Affiliate, or Specialized Status: Comprehensive

Address of American Job Center: 1000 East Main Street, Carroll Hall, Wytheville VA 24382

Hours of American Job Center: Mon, Tues, Thurs 8:30am-4pm, Wed. 9:30am-4pm, Fri 8:30am-3pm

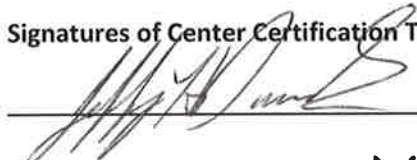
Phone Number of American Job Center: 1-276-484-9411

Website of American Job Center: Virginia Career Works Centers - New River/Mount Rogers
Workforce Development Board (vcwnewrivermtrogers.com)

Completion Date of the American Job Center Certification Review: 11/01/2024

Certification Period (not to exceed three years): PY24-26

Certifying Body (LWDB or VBWD): LWDB

Signatures of Center Certification Team:  JEFF DUNNACK  THOMAS AUSTIN (LWDB)

Recommendation: ☒ Certified ☐ Not Certified ☐ Probationary

If Probationary Status specify date that final review must occur by (within 6 months): _____

I certify to the best of my knowledge and belief that the American Job Center named above has met the certification criteria in this American Job Center Certification Review. I also certify to the best of my knowledge and belief that this AJC Certification Tool is correct, and that we have appropriate documentation on file to support the submissions claimed herein.

Printed Name of LWDB/VBWD Chair: Mike Miller

Signature of LWDB/VBWD Chair: _____

Date of Signature: _____

(For Local Area Certification Only)

Printed Name of Chief Elected Official: Mary Biggs

Signature of Chief Elected Official: _____

Date of Signature: _____

Partner Programs Available at the American Job Center

Instructions: For each program listed in the table below, provide the name of the partner administering the program and indicate the number of hours per week the partner is physically present on site and (if applicable) how services are provided if the partner is not located on site. *Access to ALL partner programs is only required for comprehensive centers.* A comprehensive center must have at least one WIOA Title I staff person physically present 100% of the time (20 CFR 678.305).

	Name of Program Provider	Number of staff located in center	Average Number of Hours Physically On-Site Each Week	If program is not physically present describe how services are provided	Program Not in Local Area
*These programs must have a full-time staff physically present at a comprehensive center					
WIOA Title I Adult*	People Inc.	1			
WIOA Title I Dislocated Workers*	People Inc.	1			
WIOA Title I Youth*	People Inc.	1			
WIOA Title III Wagner-Peyser Act*	Virginia Works	4	40		
Jobs for Veterans State Grants*	Virginia Works	1	20-40		
**These programs must have a part-time staff physically present at a comprehensive center					
WIOA Title II Adult Education and Family Literacy Act **	MRRAEP	4	10-20	Referral – Information provision or soft hand off	
WIOA Title IV Vocational Rehabilitation**	DARS	7	40	Referral – Information provision or soft hand off	
Remaining programs must be accessible from a comprehensive center if the program is available in the local area					
Registered Apprenticeship	Virginia Works			Referral – Information provision	
Non-Credit Workforce Training by VCCS	WCC			Referral – Information provision or soft hand off	
Virginia Initiative for Employment not Welfare	DSS			Referral – Information provision	
Supplemental Nutrition Assistance Program Employment and Training	DSS			Referral – Information provision	
Carl D. Perkins Career and Technical Education Programs	WCC			Referral – Information provision	
Trade Adjustment Assistance	Virginia Works			Direct Referral / Information provision	
Temporary Assistance for Needy Families (TANF)	DSS			Referral – Information provision	
WIOA Title I Job Corps	BRJC			Referral – Information provision	
WIOA Title I YouthBuild	Virginia Works			Pre-screen application (Referral – Information provision)	
WIOA Title I Native American Programs					X
WIOA Title I Migrant and seasonal farmworker programs	Virginia Works			Referral – Information provision	

Senior Community Service Employment Program	District Three			Referral – Information provision	
Community Services Block Grant Employment and Training	DSS			Referral – Information provision	
Housing and Urban Development Employment and Training	HUD			Referral – Information provision	
Unemployment Compensation	VEC/Virginia Works			MUIA provided – Information Provision/Escalation request to UI CCC for assistance	
Reentry Employment Opportunities Second Chance Act	DOC/WDB			Referral – Information provision	

Confirmation Statement for Comprehensive Center Application:

A comprehensive center must provide (a) all the career services described in 20 CFR 678.430; (b) access to training services described in 20 CFR 680.200; (c) access to any employment and training activities carried out under WIOA Sec 134 (d); (d) access to programs and activities carried out by partners listed in 678.400 through 678.410; and (e) workforce and labor market information.

If applying as a comprehensive center, do the partners in the table above provide all required services?

☒ Yes ☐ No

Interviews Conducted

During the onsite certification review, the certification team must conduct staff interviews with applicable staff. Interviewees must include the One-Stop Operator, the local Equal Opportunity Officer, and a random sample of at least 20 percent of the frontline (state and partner) service staff at the center.

Name of Individuals Interviewed	Title of Individual Being Interviewed	Interview Conducted By	Date of Interview
BETH CARRICO	DIR. OF WORKFORCE DEV.	DUNNACK/AUSTIN	11/01/2024
CHRISTY LOWE	VIRGINIA WORKS CENTER MGR.	DUNNACK/AUSTIN	11/01/2024
MARTY HOLIDAY	EEO - EXEC. DIR. OF MRNRWDB		
WILL BYRD	ADULT / DISLOCATED WORKER	DUNNACK/AUSTIN	11/01/2024
SARINA ROBERTS	ADULT / YOUTH	DUNNACK/AUSTIN	11/01/2024
LISA REEDY	WORKFORCE SERVICES REP SR	DUNNACK/AUSTIN	11/01/2024

Virginia American Job Center Certification Criteria

The center certification team shall assess and determine if the center has met each criteria below by indicating "Meets" or "Not Meets". **To be certified the center must meet all certification criteria.** If a criteria is not applicable per VBWD policy, write in the evidence section the justification for that determination and leave the "Meets" and "Not Meets" box blank.

Standards		Meets	Not Meets
A. Evaluation of Effectiveness			
A.1	The executed MOU identifies the center as a comprehensive, affiliate, or specialized center and includes all required partners. Reference: WIOA 121 (c) Evidence: The Region's MOU has signatures and Attachment "Bs" for all required partners (pages 30-61) The MOU is in the Synology File for MOUs but can also be viewed on our website: Here	X	
A.2	The AJC has an operating budget and cost sharing agreement and a reconciliation process in place with all partners. Reference: 20 CFR 678.800 (b) Evidence: The IFA for the Wytheville Comprehensive Center has all required partners participating. It can be found starting on page 62 of the MOU. The IFA methodology for all Affiliate Centers is page 75 of the MOU	X	
A.3	The AJC has a one-stop operator who has oversight of center operations. Reference: 20 CFR 678.620 Evidence: The One-Stop Operator is selected through a competitive bid process (the RFP can be found here). On May 17, 2023 the New River/Mount Rogers Workforce Development Board and the New River/Mount Rogers Workforce Development Area Consortium Board selected People Inc as the One-Stop Operator. On page 16 of the MOU are the duties of the One-Stop Operator.	X	

Standards		Meets	Not Meets
A.4	The AJC has an inventory containing partner agency contact information and services offered that is available to all center staff.	X	
	Reference: 20 CFR 678.800 (b) Evidence: Partner Matrix and VA 211 Quick Guide uploaded to Synology File.		
A.5	The AJC has a written process in place to promptly greet all customers, identify their needs and reason for their visit, and quickly connect them to appropriate services.	X	
	Evidence: The One-Stop System Flow graphic is uploaded into synology here The regional system uses the Eligibility at a Glance document to help with connecting to appropriate services and people. It can be found here All customers that visit the center are asked to complete an intake form and speak directly with WP Staff. This process allows the WP Staff to determine their immediate need and to assess additional service that may need to be provided or partner referrals/information that needs to be provided.		
A.6	The AJC integrates available services for customers.	X	
	<i>Not applicable to new AJCs that have not yet served customers</i> Reference: WIOA Pub L. 113-128 121(g)(2)(B)(ii), 20 CFR 678.800 (b) Evidence: (Review available co-enrollment rates between WIOA Title III Wagner-Peyser and WIOA Title I Adult, Dislocated Worker, and Youth) Co-enrollments are encouraged by the LWDB through the use of Integrated Resource Teams (see the diagram uploaded into synology MOU & Plans). Again, the Eligibility at a Glance document serves as a resource for co-enrollment activity. After review of the intake form and discussion, the WP staff reviews the available non-WIOA and WIOA programs/services and request the client complete a pre-screen application, which sets up contact with the programs, process to determine eligibility and best fit for the customers needs. We also do a direct referrals and/or soft introduction when staff are on site. We can provide a Title I application if needed.		
A.7	The AJC integrates available services for businesses. Reference: 20 CFR 678.800 (b)	X	

	Evidence: (Review Business Services Team members, activities, and job orders) The region has four Business Solution Teams and a Business Service Plan which is uploaded in synology under MOU and Plans found here.		
Standards		Meets	Not Meets
A.8	The AJC staff are cross trained on partner programs and can provide basic information on all partners' programs. Reference: 20 CFR 678.800 (b)	X	
	Evidence: All Center partners, especially WP staff are cross trained on partner programs through various professional development opportunities and through BSU/Partner meetings that are held 8-9 months throughout the year. In addition, the WDB provides additional professional development opportunities which allow for learning and networking to take place.		
A.9	Staff at the AJC are aware of the sector strategies and high demand occupation list to meet the needs of the local businesses. Reference: 20 CFR 679.560	X	
	Evidence: The region has been engaged in sector strategy work consistently since 2015. In 2023 we began work on standing up three sector partnerships (information can be found here). The region uses the State's In-Demand Occupation Dashboard with targeted industries found here) and uploaded into synology in MOUs and Plans. : Sector Partnership Orientaion was made available to all partner leadership in the region		
A.10	Staff at the AJC are aware and make available high demand career pathways, including occupations and credentials. Reference: 20 CFR 679.560	X	
	Evidence: See A.9 for information on targeted industries and in-demand list. Career Lattices for the industries are being vetted in the Sector Partnerships and can be found here and uploaded in synology MOU and Plans:		
A.11	The AJC adheres to the use of the official American Job Center logo. Reference: WIOA Sec 121(e)(4) & 20 CFR 678.900	X	
	Evidence: Picture Attached		

A.12	The AJC's regular business hours are clearly visible outside of the AJC building. Reference: 20 CFR 678.305(c) Evidence: Picture attached	X	
Standards		Meets	Not Meets
A.13	The AJC makes services available to customers outside regular business hours. Reference: 20 678.800 (b) Evidence: The board's website is one way a customer can gain information outside of business hours about programs, locations and regular hours. Job Seekers can find information as well as submit a pre-screening application (found here) and businesses can also find information about available services here. <i>In that local office customers will find handouts with various program information available outside our resource room door and in the hallway that can be picked up at any time. The Virginia Works website and VEC website are available for their use. They can call and leave a voice mail message or email a request for assistance with a expected 48 hours response. If the situation warrants an accommodations can be made to meet with a customer outside normal business hours.</i>	X	
A.14	There is at least one Title I staff member present at the AJC at all times during business hours. <i>Not applicable to affiliate or specialized AJCs.</i> Reference: 20 CFR 678.305(a) Evidence:	X	
A.15	The AJC includes customer feedback when evaluating the effectiveness of the center. <i>Not applicable to new AJCs that have not yet served customers.</i> Reference: 20 CFR 678.800 (a)(2) Evidence: Customers can complete either paper or on-line surveys / We have a suggestion box in the center as well. Some of the programs have surveys/customer feedback mechanisms available on their websites as well.	X	
A.16	The AJC includes employer feedback when evaluating the effectiveness of the center. <i>Not applicable to new AJCs that have not yet served customers.</i>	X	

	Reference: 20 CFR 678.800 (a)(2)		
	Evidence: The region's BSU put on many events for employers and after each event request feedback. Here is a sampling from the <u>2024</u> events (thus far). Paper and on-line employer surveys are available as well.		
A.17	Corrective action plans are being implemented to address any programmatic or administrative compliance findings. <i>Not applicable to new AJCs that have not yet served customers.</i> Reference: WIOA Section 188; 29 CFR part 38	×	
	Evidence: This center does not have any corrective action plans in place at this time.		
B. Evaluations of Physical and Programmatic Accessibility			
	Standards	Meets	Not Meets
B.1	The local Equal Opportunity Officer periodically reviews policies and procedures regarding accessibility and equal opportunity and provides access to available training and updates to staff at the AJC. Reference: WIOA 188 29 CFR Part 38 Evidence: <i>Review most recent EO Report Items #4 & #5(#4 Does the EO Officer process discrimination complaints? Does the EO Officer conduct desk and on-site EO monitoring visits to service providers and contractors to ensure its contractors are not violating their nondiscrimination obligations? Does the EO officer provide EO training to staff? #5 What EO training has been provided to staff within the LWDA and to service providers?)</i> This center had an EO review from the State in April 2024 and had no findings (for the center). Documents are uploaded in Synology under EO Policies and Procedures.	×	
B.2	The AJC includes the required Equal Opportunity tagline on all documents or includes a link or QR code to the EO tagline. Reference: WIOA 188 29 CFR Part 38 Evidence: <i>Review most recent EO Report Items #7 & #9 (#7 Where are the EO Notice posters displayed and in what languages? #9 Is the appropriate tagline included in brochures, pamphlets, flyers, electronic/oral marketing?)</i> This center had an EO review from the State in April 2024 and had no findings (for the center). Samples provided	×	
B.3	AJC staff communicate with persons with disabilities as effectively as with others. Reference: 20 CFR 678.800(b)(4), WIOA Sec 188, 29 CFR part 38	×	

	Evidence: Review most recent EO Report Item #11 (#11 What efforts does the LWDB make to ensure that communications within the local area VaWC system with individuals with disabilities are just as effective as communications with others?) This center had an EO review from the State in April 2024 and had no findings (for the center).		
B.4	The AJC is physically accessible. Reference: 20 CFR 678.800(b)(6), WIOA Sec 188, 29 CFR part 38 Evidence: Review most recent EO Report Item #19 & #22 (#19 Does the LWDB have an ADA accessibility survey on file? Provide copy #22 Are the Centers accessible to individuals with disabilities?) This center had an EO review from the State in April 2024 and had no findings (for the center).	X	
Standards		Meets	Not Meets
B.5	The AJC prohibits employment discrimination by the LWDB and its partners. Reference: 20 CFR 678.800(b)(2), WIOA Sec 188, 29 CFR part 38 Evidence: Review most recent EO Report Item #23 (#23 Describe efforts to prohibit discrimination on the basis of disability in employment practices by the LWDB and its partners.) This center had an EO review from the State in April 2024 and had no findings (for the center).	X	
B.6	The AJC administers programs in the most integrated setting possible. Reference: 20 CFR 678.800(b)(3), WIOA Sec 188, 29 CFR part 38 Evidence: Review most recent EO Report Item #24 (#24 Is the LWDB aware that programs and activities must be administered in the most integrated settings possible.) This center had an EO review from the State in April 2024 and had no findings (for the center).	X	
B.7	The AJC has 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. Reference: 20 CFR 678.800(b)(5), WIOA Sec 188, 29 CFR part 38 Evidence: Review most recent EO Report Item #25 (#25 Describe the availability of assistive technology for individuals with disabilities.) This center had an EO review from the State in April 2024 and had no findings (for the center).	X	
B.8	The AJC staff provide reasonable accommodations for individuals with disabilities.	X	

	Reference: 20 CFR 678.800(b)(1), WIOA Sec 188, 29 CFR part 38		
	Evidence: Review most recent EO Report Item #28 & #29 (#28 How is it made known that reasonable accommodations will be provided? #29 Please describe any reasonable accommodations that have been provided for applicants or participants with disabilities.) This center had an EO review from the State in April 2024 and had no findings (for the center).		
B.9	The AJC has a written process in place for customers to file Equal Opportunity complaints or grievances and a process for addressing any complaints or grievances. Reference: WIOA 188, 29 CFR Part 38 Evidence: Review most recent EO Report Item #34 & #37 (#34 What discrimination complaint policies and procedures are used in the LWDA? Provide copies of policy and procedures #37 Describe the LWDB practice or procedures for service providers when they receive a discrimination complaint from their participants.) This center had an EO review from the State in April 2024 and had no findings (for the center).	X	
C. Continuous Improvement			
	Standards	Meets	Not Meets
C.1	The AJC regularly reviews performance data to identify strategies and set goals to improve outcomes. (For new AJCs that do not yet have performance data to evaluate, review the written plan that will be implemented to review performance data.) Reference: 20 CFR 678.800 c Evidence: Center activities are reviewed by the WDB at each meeting (as presented by the One-Stop Operator). A monthly report can be found here Federal performance is negotiated with VDWD staff (State) and monitored by the Compliance and Procedure Coordinator. Negotiated rates for PY24 & Y25 can be found here	X	
C.2	The AJC has a written process in place to elicit and respond to customer, employer, and partner feedback. Reference: 20 CFR 678.800 c Evidence: Surveys are available for customers and employers. BSU/Partnership meetings give Partners the opportunity to provide feedback on operations of the center. Any information/issues that need to be addressed would be taken up with the center operator, the local WDB, and or appropriate program leadership. EO is the Law signage posted with EO Officers information EEO-EO Hot Spot – Grievance Policy Job Service Complaint System	X	

	Discrimination Procedures		
	The AJC has a written plan for systematic staff development and cross-program training. Reference: 20 CFR 678.800 c	X	
C.3	Evidence: The Center Operator, the local WDB, and partners work very hard to collaborate and be inclusive on training and staff development opportunities in order to guarantee systemic staff development and cross-training. (Training list attached)		



NEW RIVER/MOUNT ROGERS WORKFORCE DEVELOPMENT BOARD

CULTIVATING TALENT FOR THE REGION

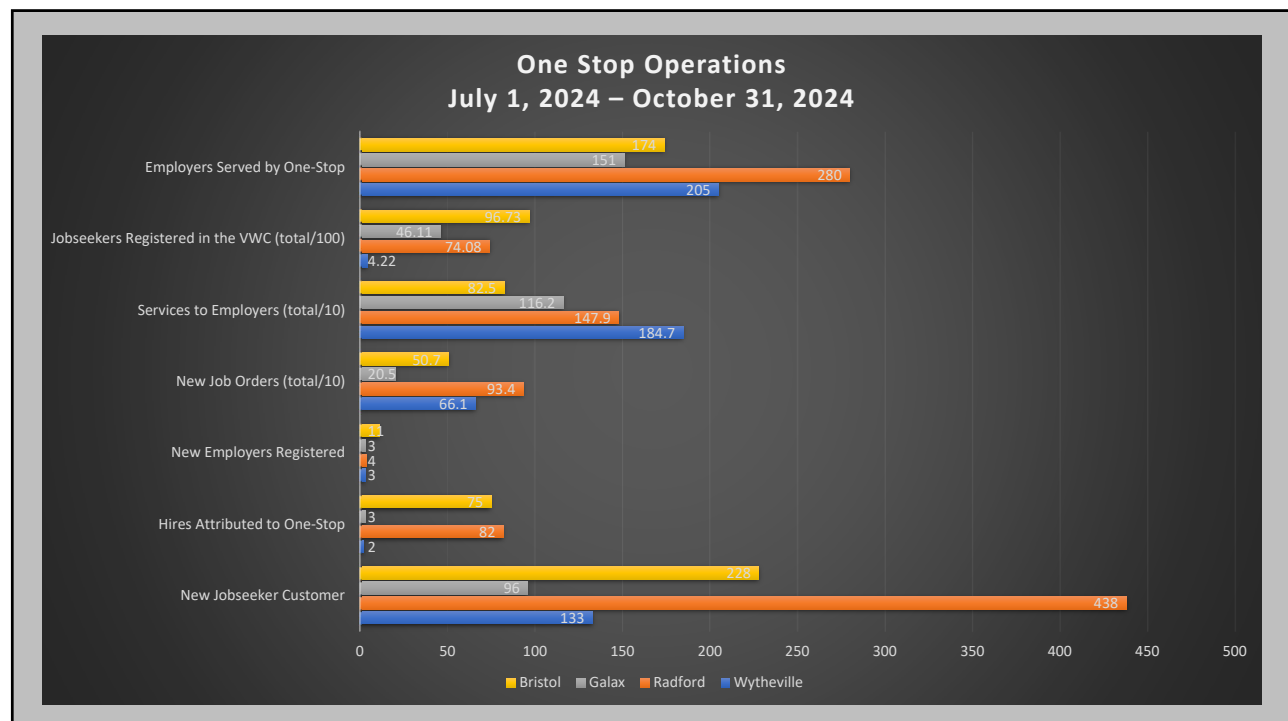
TIMELINE FOR STRATEGIC PLAN

September 6	VWL with (Draft) Local Plan Guidance Packet Released	Status
September 9-October 18	Preparation for Local Plan Development: ❖ Local Plan (Appendix D) ❖ Strategic Action Plan (Appendix E) • <i>Desired Outcome:</i> Gather data and information to respond to Local Plan questions, review current Mission, Vision, and Core Values, and devise an initial draft of goals, strategies, and tasks for stakeholder input.	Completed
October 21	Stakeholder Engagement: New River/Mount Rogers Workforce Development Board Staff. Facilitated Discussion. • <i>Desired Outcome:</i> Refined goals, strategies, and tasks.	Completed
October 28	Stakeholder Engagement: People Incorporated (Program Operator) Staff. Facilitated Discussion. • <i>Desired Outcome:</i> Refined goals, strategies, and tasks.	Completed
October 31 and November 7	Presentation to Strategic Planning Committee: Review the process and timeline • <i>Desired Outcome:</i> Committee approval and engagement	Completed
November 19	Stakeholder Engagement: Sector Partnership Meeting. Facilitated Discussion. • <i>Desired Outcome:</i> Feedback on workforce needs and services to offer to further refine strategies and tasks for Local Plan and Strategic Action Plan.	Completed
November 25	Stakeholder Engagement: Surveys sent to and interviews conducted with additional workforce system stakeholders. • <i>Desired Outcome:</i> Information received to be incorporated into a draft of the Local Plan and Strategic Action Plan to be sent to boards for review and discussion during Joint Meeting.	In Process
December 4	Stakeholder Engagement: Joint Meeting with NRMR Workforce Development Board, CLEO Board, and NRMR Workforce Foundation. • <i>Desired Outcome:</i> Information received to be incorporated into the Local Plan and Strategic Action Plan.	In Process
February TBD	Strategic Planning Committee: Review the Draft Plan • <i>Desired Outcome:</i> Approval to post the draft plan	
February 10	Draft of Local Plan and Strategic Action Plan to be completed and posted for 30 day public comment period. • <i>Desired Outcome:</i> Information received to be incorporated into the Local Plan and Strategic Action Plan.	
February 26	WDB Board: Present the draft plan	

	• <i>Desired Outcome:</i> Approval to post the draft plan	
March 10	CB Executive Committee: Present the draft plan • <i>Desired Outcome:</i> Approval to post the final plan	
March 14	Plan submitted.	
April 14	Summary Feedback provided.	
May 13	Response provided.	
May 14-June 9	Second Evaluation Period.	
June 13	Presentation of Local Plan Review Results to VBWD.	
June 30	Final Approval Deadline.	

One Stop System Report

New River Mount Rogers Workforce Development Area II
Program Year 2024 – July 1, 2024 – June 30, 2025



Center Activity

Staff Training

- Understanding WOTC
- Phishing – Think before you Act
- Social Engineering
- Supporting Worker Skills through Alternative Routes

Job Fairs

- 10/29 – Radford Center Career Fair
- 10/28 & 29 – Wytheville Center Career Fair
- 10/28 & 29 – Bristol/Abingdon Center Career Fairs
- 10/29 – Galax Center Career Fair

Business Service Activity

Regional Teams meet bi-monthly

- Abingdon, Galax, Radford, Wytheville

Mental Health First Aid for Businesses

- October 10th
- 15 Attendees

Business Success Symposium 2024

- Survey Results of Overall Event
- 96.3% "Excellent", 3.7% "Good"

Workforce Center Job Fairs

- Oct. 28th Bristol and Wytheville
- Oct. 29th Galax, Radford, Abingdon



Business Success Symposium

Layoff Activity

Company	Event	Affected Workers	Effective Date	Status	Rapid Response
Moog – Radford	Closure	130	05/2024 – 12/2024	Ongoing	4/17/2024
Badcock Furniture & More	Closure			Ongoing	Pending
American Merchant	Closure	48	9/20/2024	Layoff	9/17/2024



Customer Satisfaction

- Job Seekers
 - Services Received at the Center
 - 8 – Very Satisfied
 - 1 – Satisfied
 - Were you informed of other services available to you through other agencies?
 - 9 – Yes
 - 0 – No
 - Comments:
 - “Lisa helped me with my Missouri claim issues. Went above and beyond – Thanks!”



People inc.
Building Futures, Realizing Dreams™

WIOA Program Overview

July 1, 2024 – October 31, 2024

Prepared by Elizabeth Carico
Director of Workforce Development

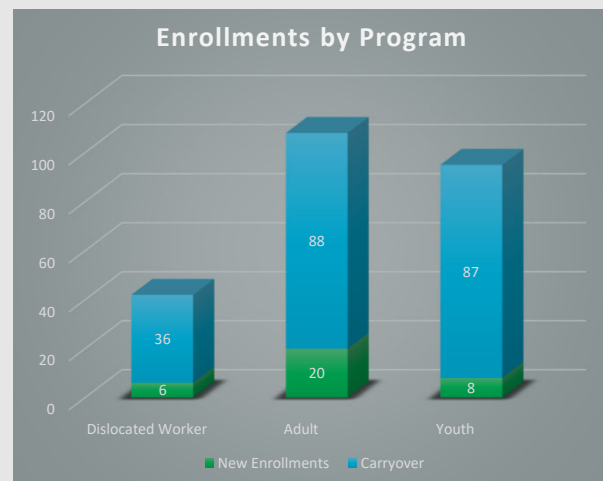
Title 1 Enrollments

July 1, 2024 – Oct 31, 2024

Total Participants: 245

New Enrollments: 34

- Adult: 20
- Dislocated Worker: 6
- Youth: 8





Customer Satisfaction Surveys 2024

Workforce Development Customers Say:

I really hated my situation and what happened to me, I also don't like to ask for help, but they exceeded my expectations of help! I hope they can continue to help people like me!

I just finished my first semester in the IT program with a 3.77 GPA. I could have NEVER accomplished this without the help of People, Inc!!!

5

Career Camp

Quotes from 2024 Camp Participants

Success Story

It's awesome to see other kids doing the same thing that I'm doing, actually caring about their futures and figuring out what they're going to do.

Nolan Arnold – Career Exploration Camp

<https://youtu.be/1lQzi75utPI>

Even being here for 3 days has shown me how extensive the opportunities are. I'm just so driven out of nowhere to create a pathway and pursue certifications and an education and degrees in ways I couldn't have found without the environment, the people and the experience.

Anna-Linda Filiatreau – IT/Cyber Security Camp

<https://youtu.be/lhugEiAYTIQ>

6



Thank You



NEW RIVER | MOUNT ROGERS REGION

DISCRETIONARY GRANTS

December 2024

	ENROLLED		COMPLETE TRAINING		EARN INDUSTRY RECOGNIZED CREDENTIAL		OBTAIN EMPLOYMENT	
	Goal	Status	Goal	Status	Goal	Status	Goal	Status
ARC POWER January 2020-December 2024								
Peer Recovery Specialists	170	144	136	142	136	142	128	115
H/HS Practitioners	30	42	30	42	30	42	30	42
Occupational Training	80	172	64	144	64	144	60	137
Jobseekers	100	186					50	92
YouthBuild July 2021-October 2025	90	93	77	70	77	66	72	75
YouthBuild 24 June 2024 – September 2027	66	21	53	2	53	0	46	0
WORC October 2022-September 2025	180	149	144	126	144	125	135	113
HRSA August 2022-August 2025	60	159	48	64	48	45	42	49
Soft Skills July 2023-September 2024	50	62	45	53	45	51	30	35
Supplemental July 2023-September 2024	40	40	32	38	30	38	28	15
Technical July 2023-September 2024	40	42	32	39	30	30	28	31
Trades Gap December 2023 – November 2025	100	110	85	47	85	38	75	38
Pathway Home 5 July 2024 – December 2027	150	4	98	0	90	0	90	0

TRAVEL REIMBURSEMENT REQUEST

I hereby certify that on _____ I travelled to attend the
date
following meeting:

- ☐ Consortium Board
- ☐ Workforce Development Board
- ☐ Foundation Board
- ☐ Joint Consortium Board & Workforce Development Board
- ☐ _____ Committee

I am requesting the following travel reimbursement:

_____ X \$.625 per mile = \$ _____
round trip miles amount requested

Printed Name

Signature

Date

If you are a new member or you're receiving a reimbursement for the first time
please provide your mailing address:



**NEW RIVER/MOUNT ROGERS WORKFORCE
DEVELOPMENT AREA CONSORTIUM BOARD**
CULTIVATING TALENT FOR THE REGION

2025 Consortium Board Meeting Schedule

March 19, 2025: In-person at the Wytheville Meeting Center

May 21, 2025 (Joint with WDB and Foundation): In-person at Wytheville Meeting Center

September 17, 2025: In-person at Wytheville Meeting Center

December 3, 2025 (Joint with WDB and Foundation): In-person at Wytheville Meeting Center

All meetings will begin at **10:00 a.m.**



NEW RIVER/MOUNT ROGERS WORKFORCE DEVELOPMENT BOARD

CULTIVATING TALENT FOR THE REGION

2025 Meeting Schedule

February 26, 2025: Virtual*

May 21, 2025 (Joint with CB and Foundation): In-person at Wytheville Meeting Center

August 27, 2025: In-person at the Wytheville Meeting Center

October 22, 2025: Virtual*

December 3, 2025: (Joint with CB and Foundation): In-Person at the Wytheville Meeting Center

All meetings begin at 10:00am

*Meeting links will be sent in the calendar invites



NEW RIVER/MOUNT ROGERS

WORKFORCE DEVELOPMENT FOUNDATION

CHANGING LIVES THROUGH THE POWER OF WORK

2025 Meeting Schedule

March 2025 – Date TBD

May 21, 2025 (Joint with CB & WDB): In-person at Wytheville Meeting Center (beginning at 10am)

August 27, 2025: In-person at the Wytheville Meeting Center (beginning at 8:30am)

December 3, 2025: (Joint with CB and WDB): In-Person at the Wytheville Meeting Center (beginning at 10am)

NR/MR Board Inclement Weather Policy
For in-person meetings

If Wytheville Community College is closed the Board meeting will be cancelled. If Wytheville Community College is on a delayed schedule, the Board meeting will be held as scheduled.