

**DRAFT
AGENDA**

**Bay Consortium Workforce Development Board, Inc.
One Stop Committee
Tuesday, October 12, 2021
10:00 A.M.**

- I. Call to Order
- II. Roll Call
- III. Public Input
- IV. Approval of Meeting Minutes from January 12, 2021 Meeting
- V. New Business
 - A. 40% Minimum Training Expenditure Requirement Discussion
 - B. National Dislocated Worker Grant-Comprehensive and Accessible Reemployment Through Equitable Employment Recovery (NDWG CAREER) Supportive Service Policy
- VI. Old Business
 - A. Strategic Plan Evaluation
- VII. One Stop Manager Update
- VIII. Other Topics for discussion
- IX. Adjournment

+

Bay Consortium Workforce Development Board, Inc.
One-Stop Committee Meeting
Draft Minutes
Tuesday, January 12, 2021
10:00 a.m.

The One-Stop Committee met Tuesday, January 12, 2021 via Zoom.

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

Roll Call: Present were Debbye Warf, Martha O’Keefe, Nikole Cox, Rebecca Mann, and Tracy Harrington. In addition, present was Jackie Davis, Steven Golas, and Katlyn Moss, WDB Staff. A quorum was present.

Public Input: There was no public input.

Approval of Minutes: There was a motion to approve the October 13, 2020 minutes. The motion was seconded and approved.

New Business: There was no new business.

Old Business: Jackie Davis updated members on the RFP process. She stated that negotiations had just been finished and Steven Golas was working on a report for the Performance & Accountability Committee and Youth Council. Jackie Davis updated members on the lease. She stated that she had met with the landlord and property manager, and was leaning towards staying at the current location. She noted that she would be meeting with another property manager for a possible location. Martha O’Keefe asked when a decision would be made on the location. Jackie Davis stated that Dennis Parsons would be prepared to give a statement at the February Board meeting. Jackie Davis presented the idea of the Board holding the lease for the affiliate sites throughout the area to provide continuity for clients. A motion was made for the Board to explore holding the leases in other localities for affiliate sites, which was seconded and approved.

One Stop Manager Update: Rebecca Mann updated members on current activities at the Virginia Career Works Fredericksburg Center, including workshops, hiring events, and number of people served.

Other Items for Discussion: Jackie Davis let members know that the plexiglass for Fredericksburg would most likely be installed middle to late February. She noted that some of the Wagner-Peyser funds had been used to purchase laptops to expand the resource room. She also noted that the next Board meeting would be February 3, 2021 at 11 a.m. via Zoom. Martha O’Keefe let members know that REV funding had been extended to December 2021. Debbye Warf let members know that calls and walkins were picking up quickly again. Jackie Davis let members know that a Dislocated Worker Grant would have most of its funding set aside for training. Tracy Harrington let members know that DARS is seeing larger numbers of referrals and intakes than normal after the holiday season.

There being no further business, the meeting was adjourned at 10:50 a.m.

Respectfully submitted,

Katlyn Moss



Bay Consortium Workforce Development Board

Policy Number: 21-01
Effective Date: September 12, 2021
End Date: September 13, 2023
Title: National Dislocated Worker Grant-Comprehensive and Accessible Reemployment Through Equitable Employment Recovery (NDWG CAREER) Supportive Service Policy

PURPOSE

To provide amended guidance regarding the usage and different types of supportive services allowed for eligible WIOA Dislocated Worker participants dual-enrolled in the NDWG CAREER program in the Bay Consortium Region.

REFERENCES

- Workforce Innovation Opportunity Act (WIOA); Final Rules, U.S. Department of Labor (DOL), Employment and Training Administration (ETA), (20 CFR §681.570 and §688.120, 20 CFR §680.900 - 20 CFR §680.970)
- Workforce Innovation Opportunity Act (WIOA); Final Rules, U.S. Department of Labor (DOL), Employment and Training Administration (ETA), Training and Employment Guidance Letter (TEGL) # 19-16 & #21-16
- Bay Consortium Workforce Development Board Policy 00-03

BACKGROUND

Supportive services are necessary to enable an individual to participate in certain activities (NDWG CAREER grant) authorized under WIOA. Supportive services may include, but are not limited to, the following: (1) Assistance with transportation; (2) Assistance with child care and dependent care; (3) Assistance with housing; (4) Needs-related payments;(5) Assistance with educational testing; (6) Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear; (7) Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes; and (8) Payments and fees for employment and training-related applications, tests, and certifications.

Supportive services for Dislocated Workers may only be provided when they are necessary to enable individuals to participate in career services or training activities. This includes provision of information relating to the availability of supportive services.

Note: For the Dislocated Worker program follow-up career services are not a qualifying service for the receipt of supportive services; therefore, an individual who is only receiving follow-up services may not receive support services.

POLICY

- Supportive services may only be provided to participants who are participating in career or training services and are unable to obtain the services through other programs who provide such services.
- Supportive services may only be provided after it has been determined such services are necessary to enable the participant to participate in Workforce Innovation and Opportunity Act (WIOA) activities.
- Supportive services may only be provided after it has been determined the participant is unable to obtain support services through other programs providing such services.

The service provider must thoroughly assess the participant's need for supportive services, document the results of the assessment, and document the provision of such services through vendor receipts, invoices, voucher, etc. Additionally, the participant and service provider must develop a plan on how the participant will support a part or all of the expense for supportive service issues once the initial assistance has been given to the participant.

The service provider must document the efforts made to contact and coordinate with the available partners and, if applicable, the inability of such partners to provide the needed supportive service.

The One Stop Operator, WIOA Service Providers, and One Stop partners shall identify in the Memorandum of Understanding (MOU) the process utilized to ensure resource and service coordination regarding supportive services including how supportive services will be funded when they are not available from other sources. In addition, the MOU must describe how accurate information will be provided on the availability of such services in the local area.

PROCEDURE FOR SUPPORTIVE SERVICES

Determination of Need

Supportive services are not automatic or guaranteed; they are based on participant need and necessity to enable the participant to participate in approved programs and only when similar services are unavailable within the community. The participant's need and necessity of the

supportive service must be documented in the case file; and for participants enrolled in individualized career or training services, must be included in the Individual Employment Plan (IEP) or Individual Service Strategy (ISS).

Cost Limitations

Cost limits are listed in *Attachment 1*. The cost of reimbursement or direct payment to participants for supportive services shall be the actual costs incurred up to the maximum yearly amount allowed. Costs for Supportive Services must be reasonable and when necessary, competitively priced. An effort must be made by the service provider to make this determination. The cost limitation includes all supportive services provided during the participant's enrollment and those supportive services provided to the client as part of follow up after exit.

When multiple options are available for receiving supportive services, documentation must show a reasonable effort was made to determine and choose the most appropriate based on the customer's needs, ability to access and competitively priced service available.

Allowable Supportive Services

Assistance with Uniforms or other Work-related Items: Supportive services assistance is authorized for protective clothing, tools, and equipment required for participants to enroll and participate in training programs or other employment under WIOA. These items may include eyewear, steel-toed shoes, work related or training related tools and equipment, uniforms, testing fees required for licensure or certification exam, etc. If these items are required under a training program curriculum, they become training costs and are included in the individual training account obligations.

Items not included in a training program curriculum are still supportive services if they are provided to the participant. These items include interpreter, or signer, interviewing clothing, laundry and/or dry-cleaning services, additional tools and materials needs for employment after training is completed.

Basic Car Repair

Supportive service cost for emergency car repairs is authorized, such as tire and battery replacement and minor car repairs not covered by insurance or warranty. Preventive maintenance or major work such as transmission and engine repair *are not* covered as a supportive service. Such expenses must be documented by a service or repair facility.

Child Care and Dependent Care

Childcare assistance may be provided by a licensed and insured day/adult care provider to participants who are not able to participate in WIOA programs without such assistance. This includes participants who are in danger of dropping out or making less than satisfactory progress due to unsatisfactory or unreliable childcare arrangements. Program providers must obtain proof of insurance and be listed as a covered entity with the insurance provider.

Assistance for dependent care is authorized and may be provided to participants who are responsible for such care for a minor or an adult member of the family.

Education and Employment Certification Fees

Supportive service assistance is authorized for the payment of tutoring services, application, and testing fees to educational institutions. These are fees that are paid to determine a participant's eligibility and acceptance at the educational institution and which will allow the client to obtain information on financial aid awards. Exam fees are allowed if it assists the customer in obtaining employment within the certification field. This also includes tutoring services for dislocated worker programs only.

Emergency Housing

Emergency housing assistance may be provided to participants on a limited basis. The assistance may include the cost of rent, mortgage payment, temporary housing in a motel/hotel or apartment, utility payments, to stop an eviction and relocation expenses. Since this is a limited-time emergency intervention, a plan must be established to ensure the client will be able to meet long term housing needs.

Medical Services

Supportive service assistance is authorized for healthcare and medical services. Medical assistance may include health screenings such as dental, general medical, drug screening needed to enter employment, examinations/inoculations needed before entering training or employment such as eye exams, glasses, TB test, etc. Medical assistance *is not* intended to cover the costs of major issues such as major surgery or major dental care.

Mileage Reimbursement

Mileage reimbursement is available for participants who must commute to and from a work site or training site. Mileage reimbursement is also allowed for up to the first 90 days of unsubsidized employment to support the participant in retaining and retention in employment. MapQuest or another online map service, may be used as the basis for the reimbursement payment.

Transportation Assistance

Transportation assistance includes costs for items such as: mileage reimbursement, bus/transit fare, or other transportation fares.

ATTACHMENT 1
SUPPORTIVE SERVICES LIMITS
CHART

Notes:

- **A WIOA program provider may establish more restrictive limits in order to manage a budget or customer volume issues or fluctuations. Such limit adjustments established by a service provider must be documented in a written policy and provided to BCWDB.**
- **Limits for individual items listed below may be modified to provide the total costs for supportive service do not exceed the total cap of per participant as identified by the program funding stream.**

Service	NDWG CAREER Dislocated Worker Category Limit
TOTAL SUPPORTIVE SERVICES LIMITS ALLOWABLE PER PROGRAM YEAR	\$2,000
Assistance with Uniforms or Other Work- Related Items	\$1000
Basic Car Repair	\$500
Car Liability Insurance	\$600
Child & Dependent Care ¹	\$1000
Emergency Housing ²	\$1000
Education, Employment Certification and Associated Memberships Fees	\$1000
Medical/Health Services	\$600
Mileage Reimbursement	\$0.35/mile
Transportation Assistance	\$750

¹Estimate based on the Virginia Department of Social Services average cost of licensed child care for 1 child @ 6 weeks

²Estimate based on the GSA per diem rate for Richmond, VA.

BAY CONSORTIUM WORKFORCE DEVELOPMENT BOARD
STRATEGIC PLAN – EVALUATION

STRATEGIC PRIORITIES for January 2021 through June 2022

- Coalesce regionally to align workforce development with economic development efforts in each subregion.
- Develop and deliver services to individuals to expand the talent pipeline of youth and adults
- Develop and promote career pathways as a framework for moving individuals to sustainable wages.

STRATEGIC GOALS AND OBJECTIVES

STRATEGIC GOAL 1: Tailor programs to the geographic diversity of the region to meet workforce needs.

Key Strategies:

1. Focus efforts to understand and provide solutions to business workforce needs for both small and large businesses within each region, e.g., Eastern Shore, Fredericksburg, Middle Peninsula, and the Northern Neck.
2. Examine current targeted industry sectors within the context of those identified by GoVA for alignment.
3. Work with a collection of businesses within the WDB's targeted industries to identify sustainable jobs that need an ongoing pipeline of qualified talent and jointly develop recruitment and training solutions.
4. Examine the Northern Neck Workforce Training and Site Selection Feasibility Study recommendations, prioritize and implement best practices throughout the region, tailored to the needs of each subregion.
5. Create a mechanism to receive any workforce and economic development studies completed in any of the subregions to review them and identify areas where the workforce board can provide support.
6. Take the lead in developing the process to submit a GoVA planning grant that then may lead to an implementation grant.

Outcomes:

1. GoVA Planning Grant submitted, and implementation grant awarded.
 - a. **The Northern Neck Workforce Training and Site Selection Feasibility Study has not been completed.**
2. Two industry sector groups within the WDBs targeted industries have been convened and strategies to increase the talent pipeline are underway within each subregion.
 - a. **As part of the Feasibility Study, five industry specific roundtables were hosted for the Northern Neck and Middle Peninsula. We are working on ways to provide the talent pipeline requested by coordinating efforts with the Community College, local schools, and other community groups. No official plan has been made. CHALLENGE: NO DEDICATED STAFF FOR BUSINESS SERVICES.**

STRATEGIC GOAL 2: Create, support and sustain a talent pipeline for the Bay WDB’s targeted industries.

Key Strategies:

1. Design methods to reach out to underserved and underemployed populations and to individuals in sectors with job losses to promote new training and job opportunities.
Received a grant from VDSS to provide job readiness bootcamp to individuals on SNAP. The hope is to engage these individuals to provide training opportunities to start developing talent pipelines.
2. Develop and promote career pathways in targeted industries.
3. Create a program for area high school students and their parents where businesses provide labor market information about jobs and careers available that do not require a four-year college degree. Target existing pathway programs.
4. Educate business about the paradigm shifts that are taking place about how people work and the future of the workplace.

Outcomes:

1. Increase the number of individuals obtaining jobs within the targeted industries by **X% (or #)**.

Program Year July 2020 – June 2021			
Subregion	Healthcare	Logistics	IT
PD 16			
PD 17			
PD 18			
PD 22			

*This considered base year??

2. Increase the number of businesses that report that the workforce system consistently supplies the talent they need by **X% (or #)**.
 - a. CHALLENGE: NO DEDICATED STAFF FOR BUSINESS SERVICES. We rely on self-report satisfaction surveys. With the labor force as it is today – no one has the talent they need.
3. **X** number of businesses report having developed some support services for workers; and/or implemented longer term retention strategies; are managing telework; are addressing work/life balance expectations of younger workers.
 - a. CHALLENGE: NO DEDICATED STAFF FOR BUSINESS SERVICES. With speaking to the limited number of businesses one that I know of during COVID created a temporary school environment for the working parents when school shut down. Some are looking at creating their own child care for their staff.
4. Increase customer satisfaction by **X%**.
 - a. We collect these quarterly, never calculated the satisfaction rate. A new electronic survey has been created. Need to obtain the baseline to decide how to set this rate.

STRATEGIC GOAL 3: Sustain efforts to regularly forecast the talent needs of companies coming to the area and forthcoming openings in existing companies.

Key Strategies:

1. Meet regularly with individuals in the region who are responsible for economic development to align the region's economic development efforts with the workforce development system.
2. Continue to build strong linkages with public and private education and training institutions (K-12, trade schools, industry associations training programs, apprenticeships, and community colleges) to align programming with career pathways and future labor market demand.
3. Develop programs designed to train individuals for jobs that are 15 to 24 months out to ensure the employers have access to a skilled workforce that enables growth and increased productivity.
4. Create a campaign that markets the new training opportunities.

Outcomes:

1. Economic Development forecasts have been identified for the region and the subregions and have been prioritized.
 - a. **CHALLENGE: NO DEDICATED STAFF FOR BUSINESS SERVICES. We meet with economic development locally and at the state level, but not to identify forecasts, etc. Only to meet an immediate need. Some economic development in localities are stronger than others.**
2. Partners have been convened and two new training programs have been developed to meet the forecasted needs.