

**Central Virginia Workforce Development Board**  
**Operations and Performance Committee Meeting Minutes**  
**Electronic Meeting – Microsoft Teams**  
**March 28, 2023 – 10:00 a.m.**

Board Members present: Andy Crawford, Andy Tisosky, Cheryl Giggetts.

Staff Present: Traci Blido, Lori Cumbo, Keith Cook, Tim Saunders.

**Welcome**

Andy Crawford opened the meeting at 10:03 a.m.

**Review of One-Stop and Title I program metrics**

Andy Crawford called on Keith Cook for an update on One Stop and Title I program performance

Keith showed charts detailing performance outcomes for the Title I programs during program year 2021, which ended July 1, 2022. Keith reminded board members that, for Title I, the operator is only required to reach 50% of the performance level negotiated with the state but added that many of our program metrics exceeded 100%. Traci Blido pointed out that, two quarters after leaving our program, many of our participants are still employed. Andy Crawford asked how it was possible for our performance metrics to exceed 100% and Keith explained that performance exceeded the level negotiated with the state..

Andy Tisosky asked how our region's programs were performing against other workforce regions around the state. Traci told Andy that we did not have that data available. Traci said our numbers are good considering the number of barriers our clients face.

Keith pointed out that our programs were above 50% for credential attainment, but Keith wants the number to be higher for adults. That level is only 64% of the negotiated level. Keith talked about putting a lot of clients through trainings, but said the number is still lower than what he wants. Traci said that's due to economy – employers are so desperate to hire and workers aren't needing credentials to get hired at the moment.

Traci mentioned that the board invested in Metrix as an online training tool. She asked Keith whether any Metrix trainings led to credentials. Keith said no, none of the programs lead to credential attainment, but that some of the classes offered through Metric can prepare participants for programs that lead to a credential (CompTIA and SHRM).

Keith showed Measurable Skill Gains, which had the highest performance levels of any metric.

Keith told the committee about changes to staffing, noting that Adult/Dislocated Worker Career Navigator Lamont Hobson and Youth Program Coordinator Sarah Singer recently resigned. Keith said that he is currently down 1 youth career navigator and 2 adult/dislocated worker career navigators. Keith told board members that he has been receiving a lot of initial assessments from individuals who are interested in services, but Shantel is having to advise people to be patient due to limited staffing. Keith talked about spending funding on youth work experiences, which limits the ability to hire

additional staff. Keith said that he doesn't want to hire anyone until he knows whether HumanKind will have the contract to continue operation of the Title I and One Stop programs.

Traci mentioned that a "Request for Proposals" for operation of the Title I and One Stop programs has been posted. Traci said board staff has a great relationship with HumanKind and hope they will apply.

Regarding One-Stop operations, Keith told the board about elevating Shantel Crews to the position of One Stop Coordinator, a new position that was created at the beginning of March. Keith repurposed the Youth Program Coordinator position when Sarah Singer resigned. Keith said having Shantel in this position will give her an opportunity to strengthen partner engagement and make sure that things we're talking about in the community are actually happening.

Keith says traffic at the center has dropped off but continues to be busy.

### **Review Business Services efforts and performance**

Andy Crawford called on Tim Saunders to present an update on Business Services. Tim showed spreadsheets reflecting business engagement over the last two quarters and explained that every business listed on the spreadsheets was a business that was "touched" in some way by our region's one-stop system. Tim emphasized that board staff has been trying to collaborate more with partners regarding business services, especially the Virginia Employment Commission, Adult and Career Education (ACE) of Central Virginia, and the Virginia Department for Aging and Rehabilitative Services (DARS), so that employers see us as one team and duplication of efforts is avoided. Tim said collaboration has been vital in the system's response to recent layoffs at MasterBrand, KDC/One, Newell Brands, and Gunnoe's Sausage. Tim also thanked Keith for his efforts to partner with ACE in the development of On-The-Job trainings that connect the workers impacted by layoffs with re-employment in the region.

### **Adjournment**

The Operations and Performance Committee meeting ended at 10:56 a.m.