**Central Virginia Workforce Development Board**

**Operations and Performance Committee Meeting Minutes**

**Electronic Meeting – Microsoft Teams**

**April 2, 2024 – 10:30 a.m**.

Board Members present: Andy Crawford, Cheryl Giggetts.

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

**Welcome**

Andy Crawford opened the meeting at 10:34 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 the most recent performance metrics available for Title I youth, adult, and dislocated worker participants shared with him by state monitors in February. Each program has exceeded performance levels in most measured areas with the exception of measurable skills gain for adult clients, which is at 67.9% of the negotiated level, and the employment 2nd quarter after exit rate for dislocated worker clients, which is at 66.7% of the negotiated level.

Keith highlighted the fact that employment 2nd quarter after exit for adult clients is at 101% of the negotiated level and employment 2nd quarter after exit for youth clients is at 112% of the negotiated level. Keith also pointed out the lag time between what's being measured and the reporting period. The most recent report measured participants who exited the program between July and December of 2022.

Keith explained that performance metrics for dislocated worker clients are a tricky thing to hit, due to low case loads for that segment of the Title I program. Cheryl Giggets asked whether state monitors understand this impact on performance. Keith said the reality is that if we fail to meet certain performance metrics, the program could be subject to a corrective action plan (CAP). He said the last time our program was subject to a CAP was three or four years ago.

Traci told the committee that she compares our metrics with the 13 other workforce regions around the state and estimates that our region is in the top 1/3 for performance of Title I programs.

Keith also showed the committee a graphic created by LWDA 7 local monitor Clay Stein which provides more updated data on performance of the Title I program. Keith asked whether the illustration created by Clay would be easier for the full board to follow and whether that graphic should be shown during the Title I report at the full board meeting on April 9. The report Clay created reflects performance data as of March 9, while the other report Keith showed demonstrated performance data at an earlier time. Traci said the illustration by Clay might be confusing and recommended using the other illustration.

Keith showed a graphic illustrating metrics related to One-Stop Traffic, Initial Assessments, and Work Readiness classes offered by Jeff Bennett. Keith pointed out that traffic to the center has increased due to more people needing customer service assistance related to an unemployment insurance claim. At the same time, fewer people have been submitting “initial assessment” forms to refer themselves for services through the one-stop system.

Some discussion was held related to the new Department of Workforce Development and Advancement (DWDA), clarifying roles of staff in the center who work for the new agency and their relationship to front-facing customer service. Tim Saunders mentioned that some of the DWDA staff members in the building were going “above and beyond” to try and answer questions and resolve issues related to unemployment, even though that program is now administered by a separate agency than the one they work for. Traci told the committee that the Deputy Director of the DWDA who is in charge of operations would be at the April 9 meeting and could answer questions about the agency and its role in the one stop centers.

Lastly, Keith talked about the work readiness services offered by Jeff Bennett, showing the number of workshops hosted and one-on-one sessions held by Jeff between July and December of 2023. Traci mentioned that these services could be impacted by budget constraints, but that she was working to secure funding through state and local government sources to maintain the staff position associated with work readiness going forward.

**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 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 DWDA staff inside the center. Their work related to creating job orders in the Virginia Workforce Connection and organizing hiring events for employers is being reported as part of the center’s outreach efforts to businesses.

**Adjournment**

The Operations and Performance Committee meeting ended at 11:14 a.m.