

West Virginia Workforce Development Board
December 14, 2022
1900 Kanawha Blvd. East
Building 3, Suite 124
Charleston, WV 25305

Members: Scott Adkins, Stephanie Ahart, Steve Cox, Mendy Marshall, John O’Neal, Randy Rapp, Abby Reale, Myisha Robinson, Jeffrey Rowe, Casey Sacks, Lorrie Smith, Diane Treister, Josh Sword, Kim Tieman Designee, Ann Urling, Heather Vanater, Matthew Watts,

Members Attended by Phone: LeeAnn Belmont, Michael Bombard, Sean Sawyer, Michael Sirockman

Staff Attendees: Rachel Bowman, Regina Brogan, Janet Clarke, David Dyer, Amber Jackson, Chad Ketchum, Criss McCauley, Maureen Persons, Carrie Sizemore, Edwina Tanner, James Taylor, Angie Johnson, Tabitha Ellis

Staff Attendees Attended by Phone: Barbara Dawes, Rosemary Guida, Julie Norman, Matthew Martin, Amy Hall

Welcome / Introductions: Commissioner Scott Adkins welcomed everyone and brought the meeting to order at 10:00 a.m. Introductions around the room was conducted.

- Approval of the Board minutes from the July 8, 2022, meeting was brought to the floor for vote of approval. Minutes approved, seconded, and passed unanimously.
- Approval of the Board minutes from the September 30, 2022, meeting was brought to the floor for vote of approval. Minutes approved, seconded, and passed unanimously.

WorkForce WV Update: Scott Adkins, Commissioner: Mr. Adkins spoke about West Virginia’s ‘Employment and Unemployment’ to date.

○ **Labor Force Highlights**

- Employment Statistics:
 - WV’s October Unemployment Rate – 4.0%
 - Tied for #36 in the nation with CA, PA and TX
 - The US Rate was 3.7%
 - Surrounding States within our Region: KY-3.9%; MD-4.5%; OH-4.2%; PA-4.0%; VA-2.7%
- Labor Force Participation Rate for October – 55.0%
- National LFPR for October was 62.2%
- Average Annual Wage:
 - 2nd Quarter 2021 - \$49,124
 - 2nd Quarter 2022 - \$52,796

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- Ten Largest Employers in WV:
 - WVU Medicine
 - Walmart
 - CAMC Health System
 - Mountain Health Network
 - Kroger
 - Lowe’s Home Centers
 - Contura Energy
 - Mon Health
 - American Consolidated Natural Resources, Inc
 - Mylan Pharmaceuticals, Inc.

○ **Unemployment Information**

- Total Payout of UI January 1011- November 2022 = \$85,471,285.00
- # Of individuals receiving UI = 28,732
- Average weeks on UI = 8
- # Of UI claims that paid UI = 32,005

Update from the Office of Governor Justice: Ann Urling, Deputy Chief of Staff

- Deputy Chief of Staff, Ann Urling, complimented the Economic Development Office for the work they are doing allowing wonderful opportunities for West Virginia. With improvements and companies moving into West Virginia, we need to encourage our youth to stay here in WV. Ms. Urling stated she was excited about 2023 and the progress WV is moving toward.

WorkED – No Wrong Door Initiative: Mason Bishop, WorkED Consulting

Purpose of the Project is to Develop a No Wrong Door Roadmap with a set of recommendations and actionable strategies designed to realize the vision of efficient, holistic, and integrated services for West Virginia’s workers, job seekers, and residents.

The No Wrong Door Initiative consists of the following:

- Workforce System Agencies
 - WV Department of Commerce
 - Rehab Services
 - WorkForce WV
 - Workforce Development Regions (7)
 - Postsecondary Education Agencies
 - WV Department of Education
 - Adult and Technical Education
 - WV Community and Technical College System
 - Community and Technical Colleges (9)
 - Social Assistance Agency
 - WV Department of Health and Human Resources
- **Key Findings:**
- Referrals
 - Agencies each have their own general policies and procedures on referrals

- Most referrals are a ‘pen and paper’ process through either a form the customer has or an email to the referral agency
- Agencies are not accountable for what happens with the referral nor do staff even know many times if the customer engaged with the referring agency
- In some cases, a ‘referral’ is made but not agency to agency. It is set up to the customer to go to the office or online access point to make the referral.
- Inconsistent communication and lack of institutional business processes lead to staff seeking out their own solutions
- Case Management
 - Agencies and programs maintain their own data and case management systems
 - With few exceptions, data are not shared among the different systems (workforce, education, social assistance) and even within the workforce system, data sharing could be improved
 - Cross-agency collaboration seems to be lacking
- Data Sharing
 - There is a lack of data sharing agreements, and thus, data sharing itself
 - Data sharing is addressed within local partner MOUS’s meaning there is not a statewide, consistent approach
 - Due to lack of meaningful processes for data sharing, customers face redundant paperwork, meetings, and eligibility screens
- Service Integration
 - Both online and in-person, to obtain even routine employment assistance often requires 2-3 or more ‘stops’ to even find basic information
 - Systems are essentially operating in ‘silos’
 - As a result of operating in silos, both online and in-person services contain separate ‘access points’ which are increasing with current initiatives underway
 - Best practices are occurring throughout the state, but there is no mechanism for sharing such practices
- **Recommendations:**
 - Actionable steps for Improving Services and Referrals
 - Undertake a cross-agency and program policy review process and develop comprehensive, strategic, and transparent set of State Board policies and procedures
 - Implement a new ‘one-stop certification’ process intended to define a consistent access and referral system where partners can better engage and lead ‘No Wrong Door’ services
 - Develop customer services maps from intake and eligibility to service provision to inform implementation of a comprehensive referral system
 - Develop an automated referral tool with consistent procedures

Committee Updates:

- Youth – Zeke Hampton
 - The first report to the State WDB meeting ended with the discussion of “The Future is Now.” At this time, we are going to summarize information and activities of agency partners since the last WDB meeting.
 - Based on the FY2022 WV DRS Data, WV DRS provided comprehensive vocational rehabilitation services and careful planning that involved students, their families and school personnel garnered with the following results:
 - 5,735 students with disabilities
 - 3,672 transition students referred directly from schools to WVDRS
 - 2,248 students with disabilities developed individualized plans for employment
 - 328 transition consumers gained employment
 - WVDRS anticipates a higher number of college students to receive services this year and in the future. Additional coordination, cooperation, and joint partnership of all stakeholders in the provision of

services to students will achieve a greater success in these students in obtaining quality employment outcomes and to increase West Virginia's labor force participation rate.

- Additional Committee Activities consisted of WorkForce WV setting up a virtual meeting with WV Dept of Education and WVDRS to discuss the Grow Your Own WV Pathway to Teaching and WV Apprenticeship Model. WVDRS fully supports the GYO and WV Apprenticeship programs for students with disabilities to become teachers.
- These ongoing activities and planned initiatives highlight opportunities for youth, especially those with disabilities, to achieve high-quality employment outcomes and enhance the labor force participation rate in WV. The Youth Committee strongly encourages full participation of all agency partners and State WDB members in enhancing employment and career opportunities for youth in WV. The committee continues to meet and examine ways to improve and increase successes in transitioning students to postsecondary opportunities in education and employment and to meet state workforce needs.
- American Job Center – Casey Sacks
 - The American Job Center Committee met with both the Federal Project Operator (FPO) at DOL and a consultant Michael Brustein. From our meetings, the State Board can expect to see standardized policy recommendations related to AJC's come out from the committee.
- Business Services – Tiffany Ellis Williams
 - The committee discussed developing policies/rules to streamlining the workforce development services to employers and individuals looking for employment. They also discussed developing a roadmap for incorporating No Wrong Door Initiative and Economic Development Activities
- Adult DW – Adam Mouse
 - Committee did not report.

WorkForce WV Policy Updates: Angela Johnson & Amber Jackson

- Policy 11-22 Policy on Policy Development: The purpose of this policy is to provide direction and instruction on the process for developing and issuing WFWV policies.
 - A discussion on the policy was held with one recommendation received:
 - Add the language under "Step D. Review and Comment Period" to read:
 - *To give Division Director or Commissioner the authority to disregard feedback received during comment period that is irrelevant, conflicting, or contrary to their ability to implement the policy.*
- Policy 01-17 Change 1 Transfer of Funds Between Adult and Dislocated Worker Formula Funds: The purpose of this policy is to provide the guidance and parameters for transferring up to 100 percent of a program year allocation for adult employment and training activities, and up to 100 percent of a program allocation for dislocated worker employment and training services between the two programs.
 - A discussion of the policy was held as to who makes the decision/approval of the transfer of funds.
- Policy 02-17 Change 1 Requesting Additional Funds: The purpose of this policy is to provide guidance and parameters for requesting additional funds beyond formula allocations in order to serve customers when formula funds are obligated.
 - A discussion of the policy was held with no additional changes.
- Motion to approve Policy 11-22 Policy on Policy Development with recommendation of additional wording? Motion moved, seconded,
- Motion to approve Policy 01-17 Transfer of Funds Between Adult and Dislocated Worker Local Formula Funds? Motion moved, seconded,
- Motion to approved Policy 02-17 Requesting Additional Funds? Motion moved, seconded
- Motion carried for all to be approved.

Lunch Speaker – Annual Legislative Report: Criss McCauley, Director of Field Operations

- Criss McCauley explained that the State of the One-Stop System report is a summary document that gives a public account of the current operations, structures, activities, finances, and future direction of One-Stop Centers of West Virginia. The report is published annually, as required by the West Virginia Legislature, and reported to the Joint Committee on Government and Finance and Legislative Oversight Commission on Education Accountability. The progress of West Virginia's One-Stop System reflects the continuous evolvement of an integrated service delivery system unlike any seen previously in the employment and training arena. WorkForce WV's career centers continue to improve services and to serve employers, employees, and job seekers more effectively. The working relationship among state agencies and between state and local WDB's continues to grow. Continued competitiveness in the struggle to attract and retain businesses in West Virginia depends upon a highly skilled labor force. Reduced funding for workforce development further jeopardizes West Virginia's place in the nations and world's economy.
- Our Charleston One-Stop office has relocated from Plaza East to a new state of the art building located at 5707 MacCorkle Avenue SE, Suite 500 Charleston in Kanawha City. We have joined the new Connect Center within this location.
- Work4WVJobs will be starting up soon. It's a collaboration between agencies consisting of Division of Personnel, Division of Highways, Department of Health and Human Resources, Division of Rehabilitation and WorkForce WV.
- The Digital Inclusion pilot project is underway. It's will provide up to 100 individuals a smart phone device that will provide digital access with voice, text, and data plans to conduct on-line job search, communication with potential employers/current employer via text, voice, or email for a 12-month period. WorkForce WV has developed a consortium of partners, such as, WV Division of Corrections, Parole Services, Probation Offices, regional Re-entry Councils and more to identify 100 individuals to participant in the pilot project.

Other Business / Adjournment: Commissioner Scott Adkins

- One item of business was brought to the floor. Diane Treister would like to amend the motion of approving the minutes of July 2022 to add her name as attending the meeting. She was left off as a member of attendance. Minutes will still be approved as amended.

Meeting adjourned at 12:30 pm