

# VBWD –WIA Committee Meeting Minutes

10/9/2014  
2:00PM

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**Meeting called by:** Mr. Nat Marshall, Chair  
**Chair**

**Type of meeting:** Committee

**Facilitator:** Ms. Valaryee Mitchell, Ms. Elizabeth Creamer, Ms. Paula Dehetre  
**Notes Submitted**

**Attendees:** **Members Present:** Mr. Nathaniel Marshall, Ms. Doris Crouse-Mays, Ms. Carole Pratt, Sen. Frank Ruff, Mr. Mark Herzog  
**Members Absent:** Mr. Bruce Phipps

**Please read:** *Policy 05-02*

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## *Minutes*

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<b>Agenda item:</b>	Approval of Revised WIA Incentive Awards
<b>Discussion:</b>	<p>Interim WIA Administrator, Ms. Paula Dehetre reported that this is a carryover item that was previously addressed by the Performance and Accountability committee prior to the creation of the WIA committee. She reported that there was a delay in announcing the incentive awards after concerns about policy compliance and FOIA led to additional staff review of procedures for issuing awards. After review, Area 6 and Area 8 were awarded \$1000 for matching State Performance and Area 12 received \$50,000 for their application for Local Coordination.</p> <p>Additionally, Ms. Dehetre reported changes will be made to policy 05-02 by the VBWD.</p>
<b>Conclusions:</b>	<p>A motion was made by Nat Marshall and seconded by Sen. Frank Ruff that the WIA Committee</p> <p>“Accept the recommendation of the Ad Hoc Work Group of the Performance &amp; Accountability Committee (pre- July 2014) to award WIA Incentive Awards, with the following modifications:</p> <p>Award LWIA 6 and 8 an amount of \$1000 for matching State Performance Measures, meeting and/or exceeding all 9 measures. Award LWIA 12 (Arlington/Alexandria) \$50,000 for their application for Local Coordination.”</p> <p>The motion was passed.</p>

<b>Agenda item:</b>	Business Services Background
<b>Discussion:</b>	Ms. Valaryee Mitchell stated that Business Services was an item previously addressed by the Performance and Accountability (P&A) committee prior to the creation of the WIA committee. Ms. Mitchell provided the committee with a brief background on business services. The first model of business services was created in 2010 to better look at how businesses were being served. In 2012, the Board found it was time to enhance business services and with the leadership of the P&A committee, VWL revisions were made, policy 13-01 was created and the business 'easy button' model was created. The goal of the business easy button model is to create a way for businesses to easily communicate with obtain needed services from LWIAs. Ms. Mitchell shared with the committee an updated progress of LWIA progress in executing elements of new Business Services model. (See Appendix I)
<b>Conclusions:</b>	This was an information only item

<b>Agenda Item:</b>	Local Workforce Investment Area Roundtable Discussion
<b>Discussion:</b>	<p>Chair Marshall opened the meeting to a discussion with WIB Chairs and Directors regarding local needs for the committee's future attention.</p> <p>Discussion topics included:</p> <ul style="list-style-type: none"> <li>- Challenges in engaging key business partners in workforce system</li> <li>- Challenges in gaining interagency cooperation</li> <li>- Concerns with costs of implementing the new Elevate Virginia brand</li> <li>- Benefits of subscription employment databases and suggestions for state contracting of same to allow use by all LWIAs.</li> <li>- Need for additional revenue for professional development</li> <li>- Need to move towards more Virtual One Stops</li> </ul>
<b>Conclusion:</b>	No action at this time.

Legend	
Completed	
In Progress	
Not completed	

**APPENDIX I**  
**“Business Easy Button”**

LWIA	1	2	3	4	6	7	8	9	11	12	13	14	15	16	17
<b>Primary Minimum Standards</b>															
Shared vision and strategy for business services signed by all partners	*				*	*	*	*							
Written Communication Plan															
Establishment of ‘SPOC’ protocol <sup>#</sup> so that all partners are made aware and informed of business requests															
Standard timeframe to respond to an initial business inquiry <sup>^</sup>			24 hrs	2-3 bus. days	48 hrs	2-3 bus. days	24 hrs		24 hrs	2-3 bus. days	2-3 bus. days	2-3 bus. days		24 hrs	
Standard timeframe to respond to business service request <sup>+</sup>				4-6 bus. days	48 hrs	2-3 bus. days	2-3 bus. days	4-6 bus. days	24 hrs	2-3 bus. days	2-3 bus. days	will vary		2-3 bus. days	
Process/policy to ensure all LWIA partner staff, outside of the business services team, are aware of the procedure for referral, if contacted by a business															
Method to collect business services satisfaction															
Business services information on the LWIA website															
Contact information on the LWIA website for a business to gain access to the identified ‘SPOC’ protocol															
List of business products and services available to businesses from all LWIA partners															

**Primary Minimum Standards for Business Services in Local Workforce Investment Areas (LWIAs)**

\*5 LWIAs have completed a shared vision and strategy document but cannot obtain at least one partner signature to fully execute the document, and agree to all subsequent requirements (LWIAs 1, 6, 7, 8, 9)

6 WIAAs have completed all or most of the primary standards, with an indication that standards and documents in draft form will be finalized by the end of April (LWIAs 2, 12, 14, 15, 16, 17)

4 LWIAs are still in the process of drafting key documents or have drafted documents that are out for partner signature, with an expectation that all key documents and minimum standards will be in place by the end of May (LWIAs 3, 4, 11, 13)

Definitions

#**SPOC' protocol** - A 'Single Point of Contact' protocol is a process by which a business may contact an entity or multiple entities regarding a business service need that ensures that (1) the business is directed to the appropriate individual that will help assist or coordinate the business request and (2) the business knows that the individual is the main contact for additional follow up or questions. If multiple services are needed, the single point of contact acts as project manager to ensure continuity of services.

^**Initial business inquiry** - An initial inquiry is when a business initially makes contact. The response time is how quickly contact is made back with the business in order to acknowledge their inquiry.

+**Business service request** - When a business is contacted after the initial inquiry and makes a request. The response time is how quickly options for a solution would be provided back to the business.