



Charleston One-Stop
1321 Plaza East
Charleston, WV 25301



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June 29, 2018
10:00 am – 12:20 pm

ONE-STOP OPERATOR MEETING NOTES

BridgeValley Conference Room ATC 124

The One-Stop Partners met at BridgeValley Advanced Technology Center Conference Room ATC 124, for the Quarterly meeting on Friday, June 29, 2018.

S. K. Miller welcomed all One-Stop Partners (also referred to as the American Job Center, or “AJC”) to the meeting

Each partner was given an opportunity to introduce themselves and the organization they represent. One goal is to KNOW each other and the organizations as we move toward a reorganized One-Stop Delivery System.

At this point, Ms. Miler introduced Mr. Robert Roswall, Commissioner, West Virginia Bureau of Senior Services.

Mr. Roswall indicated that the bureau serves approximately 145,000 seniors annually across the state.

Senior Services Bureau is complex. Funding provided by:

- 1) Title III (Federal Funding) Older Americans Act: Nutrition Services, Alzheimer’s Services, Wellness Programs, Transportation, Senior Centers, Long-Term Care, Department of Labor, SCSEP, 55+ Training, 89 Slots/69 Funded, Title VII – Long Term Care.
- 2) WV Lottery Programs: Nutrition Services, Lighthouse In-Home Care, Aging & Disability Resource Network, Senior Conference, Silver Haired Legislature, Transportation, and Medicaid Match –In Home Programs.
- 3) Medicaid Programs: Operating Agency, Reviews/Monitoring, Training, Complaints, “Take ME Home WV”, Senior Legal Aid.
- 4) SHIP: Medicare enrollment, Medicare Rx, SMP/Fraud, MIPPA Low Income outreach, and the Affordable Care Act Marketplace.

Commissioner Roswall took great care in going over the various networks and how each impact the lives of seniors in West Virginia. He added that Herb Henderson Office of Minority Affairs has contract relationship to provide outreach to West Virginia minorities on Elder Abuse, SHIP, and In-Home services.

He went on to add that any director coming into the bureau must go through “Mandatory Director Training” within thirty days of being hired.

Many of the slides on the power point highlighted areas and phone numbers for Senior Services contacts around the state.

Several of our One-Stop partner attendees had excellent questions for Commissioner Roswall. Members expressed that the overview was highly informative and many expressed appreciation for such a strong overview that highlighted the many programs that WVBSS offers.

Commissioner Roswall asked if there were more questions and hearing none, Ms. Miller thanked him for the presentation. If anyone has future questions, please address them to Myisha Robinson on 304-558-3317 of the Senior Services organization. The power point will be made available to Ms. Miller and distributed with the notes of today's meeting. (Copy attached)

Ms. Miller revisited the One-Stop Universal Referral Sheet. We do believe it is a very good tool to utilize at the One-Stop as we have customers at the desks. It is an opportunity to determine if customers need additional services that may be offered by our partners.

Partner Updates:

Reminder: Workforce West Virginia has a free bonding program. Criss McCauley covered that in the last One-Stop meeting. It is available to both job seekers and employers.

Loyd Casto, One-Stop Partner Operator: Seven (7) customer surveys have been received into the One-Stop. All were positive. (Copy attached)

DHHR – April Saunders mentioned that School Clothing Vouchers are on the forefront.

ABAWD – Alesia Hairston. She will also present in the September meeting.

Repeat of previous discussion on technology:

Discussion brought to light that a universal workforce system is being developed that will better serve our customers with the integration of newer technology that will capture client data. A team has been identified to move this project forward with provisions for continuous improvements to the workforce system. Workforce West Virginia applied for, and was awarded a grant to apply to the technology achievement goal. This is an ongoing project through 2018 at least.

Ms. Miller referenced the partners of the TEGs specific to One-Stop Operations.

REMINDER:

The Department of Labor Training and Education Guidance Letters, specifically **TEGL 16-16** https://wdr.doleta.gov/directives/attach/TEGL/TEGL_16-16.pdf and

TEGL 7-16 https://wdr.doleta.gov/directives/attach/TEGL/TEGL_17-16_Acc.pdf were included in numerous emails to the cabinet members. The TEG's will serve as a reminder as to why

the One-Stop Operator system was interjected into the operations and expectations of the American Job Center.

Memorandums of Understanding are on file for all required One-Stop Partners except one. Both WIB-KC staff and One-Stop Operator are diligently working to secure the document.

Since the DOL TEGL states that IFA updates are required on a quarterly basis, Ms. Miller asked that each organization submit any updates that have an impact on the infrastructure costs or services. Please submit any changes by the end of July to either S.K. or Loyd Casto.

S. K. Miller explained that each partner has input into the cost allocations of the IFA. For the most part, there is no financial burden on the partner.

The establishment of the One-Stop Delivery System will provide career services, access to training services, provide universal access to programs and activities, address the needs of dislocated workers, adult workers and youth, key industry sectors or clusters, and employers. The Workforce Innovation and Opportunity Act has specifics that each One-Stop must adhere to in order to be certified as an AJC. WIOA Section 121 outlines the general specifics, including providing services to those who have been identified as having barriers to employment.

Momentum of the One-Stop: The partner group was asked what was working and most agreed that they liked the idea of being on premise and having the opportunity to talk with potential participants while they are in the decision making process of training, etc. A survey box has been placed in the One-Stop for feedback. (See survey response attached) Although not heavily utilized, those that were submitted were positive. Not too much additional discussion here.

Just as a reminder, the One-Stop Center Delivery System will improve access to comprehensive services by providing access to physical services of the core programs (Wagner-Peyser, Adult Education & Literacy, and WV Division of Rehabilitation Services), and other required partner programs. Additionally, for individuals with multiple needs to access the services, the following partner programs are required to provide access through the On-Stop Delivery System: Career and Technical Education (Perkins), Community Services Block Grant, Indian and Native American Programs, HUD Employment and Training Programs, Job Corps, Local Veterans' Employment Representative and Disabled Veteran Outreach Program, National Farmworker Jobs Program, Senior Community Services Employment Program, TANF, Trade Adjustment Assistance Programs, Unemployment Compensation Programs and Youth Build.

Agenda Setting: Alesia Hairston will be the presenter for the September 20, 2018 meeting. Please call Loyd Casto or SK Miller with additional topics and ideas.

Future Meetings: Thursday, September 20, 2018 BridgeValley CTC South Charleston location
Thursday, December 20, 2018 BridgeValley CTC South Charleston location

DELTA: Although the room we used today (ATC 124) was significantly larger to accommodate our members, it was too noisy (assumed the noise was from the air conditioning).

Having asked for final words and hearing none, the meeting adjourned at 12:20.

Attachments: Attendee sign-in sheet
Power Point Presentation (Senior Services)
One-Stop Partner Poster (8 ½ x 11)
Survey

Skm//

Next Meeting: Thursday, September 20, 2018 (10:00) BridgeValley Community and Technical College

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Commissioner Robert E. Roswall

Commissioner Robert E. Roswall was appointed Commissioner of the West Virginia Bureau of Senior Services in January 2012 by Governor Earl Ray Tomblin.

He holds a B.A. in Political Science and Sociology and a M.A. in Political Science, both from Marshall University. He also has post-graduate studies in Urban Studies and Social Statistics from the University of Akron Graduate School in Akron, Ohio, and holds training certificates in the Administration of a Non-Profit Agency from Baldwin-Wallace College.

He is the former Executive Director of Cabell County Community Services Organization, Inc., in Huntington, West Virginia, where he served for 25 years. He also served as the President of the West Virginia Directors of Senior and Community Services, having held that position for four years.

Commissioner Roswall previously worked with the West Virginia Department of Health and Human Resources and Community Action in Wooster, Ohio.

Commissioner Roswall is a native of Huntington, West Virginia, and is the son of the late Frank and Mariola Roswall.