



**Joint Working Committee Meeting
Continuous Improvement & Programs and Operations**

August 31, 2026 – 10 a.m.

Virtual Meeting MS Teams

Join: <https://teams.microsoft.com/meet/246348916823509?p=Wx3K80O4QZBHGc8m47>

Joint Working Committee Agenda

- I. Welcome Call to Order
- II. Review of previous discussion: Service Delivery Framework Discussion Topic continued & Policy Draft
- III. Action Item: Review and Vote on Policy
- IV. Approval to present to full board
- V. Next Steps
- VI. Adjourn Joint Session

Attendance:

Programs & Operations Committee		Continuous Improvement Committee	
Kelly King Horne	X	Tina Shreve	X
Jody Rogish	X	Adrienne Farthing	X
John Moyer	X	Chance Robinson	X
Jeffrey Elmore	X	Elizabeth Kincaod	
Dennis Woodard	X	John Yates	X
Shelby Johnson	X	Daniel Clark	X
Danielle Gilbert	X		

Guests: Roberto Ford – Equus, Brian Davis – CRWP, Mychael Lee – CRWP, Krishawn Monroe - CRWP

Notes from July 22, 2026 Meeting

- I. Call to Order – Committee Chairs Kelly King Horne and Tina Shreve
- II. Approval of Previous Minutes:
Kelly King Horne noted an omission: a prior takeaway regarding “smiling during phone calls” was not included in the minutes. Mychael Lee agreed to edit and include the comment. No objections were raised. Minutes were approved with amendment.
- III. Discussion: Customer Experience Workflow
Mychael Lee shared the updated seven-step Customer Experience Flow:
Access → Engage → Plan → Progress → Place → Retain → Exit

The flow includes three aligned layers:
 - Customer Journey
 - Staff Actions
 - System SupportHe reviewed how customers are greeted, expectations set, intake completed, and needs identified. Staff tasks and cross-system coordination were also highlighted.

Members shared extensive feedback, including:
 - Need to meet customer expectations, especially when services are unavailable (Kelly & Brian).
 - Importance of language that does not overpromise resources (Kelly).
 - Need to incorporate observation skills along with active listening (Brian).
 - Opportunities for staff training using the middle “staff actions” row (Jeffrey).
 - Consideration for business clients and employer experience (Krishawn & John).
 - Ensure inclusion of community resource referrals and warm handoffs (Kelly, Roberto).

IV. Discussion: Behavioral Expectations Framework

A secondary document was shared outlining expected staff behaviors at each stage of the customer journey.

Kelly confirmed the inclusion of “smile while speaking” and expressed strong support for the approach. The committee requested the document be shared for further review.

V. Discussion: Employer & Partner Engagement Framework

Krishawn Monroe presented a preliminary employer/partner decision flow built around:
Engage → Access → Solve → Connect → Support → Succeed

Members suggested refining it to align with the customer-experience model and expanding business-focused materials.

VI. Motion: Approve the overall *frameworks* (customer experience and employer/partner engagement), with refinements to flow.

Vote:

All members indicated *aye* verbally or via reaction.

No nays.

Result: *Motion carried unanimously.*

VII. Next Steps

1. Add expectation-management, referral language, and measurement strategies to graphics and policy.
2. Refine employer and partner framework.
3. Send all graphics/attachments to committee and upload to SharePoint.
4. Hold one additional joint meeting to finalize policy before the September 10 full board meeting.

VIII. Additional Business

Krishawn announced three upcoming RFPs:

- In-school / Out-of-school youth programs
- Data entry & virtual services
- One-Stop Operator contract

Requested volunteers; Dennis and Tina volunteered.

IX. Adjournment of Joint Session

Continuous Improvement Session Extended Session

I. ETPL Provider Review

Mychael presented detailed ETPL charts covering new program applications.

Providers reviewed:

- Divine Aesthetics Academy
- Great Horizons Career Centers – eight IT programs
- Family First Virginia Healthcare & Safety Training Center – three healthcare programs

All programs met state threshold requirements of minimum 25 job postings/year, with most exceeding 1000+ postings.

II. Motion to Approve ETPL Applications
Motion: Approve all ETPL program applications *as a block*.
Mover: Tina
Second: John Yates
Vote:
All present: *aye*
No nays
Result: *Motion unanimously carried.*
The state will be notified so approvals may be finalized.

III. Final Adjournment