

**DRAFT
AGENDA**

**Bay Consortium Workforce Development Board, Inc.
Performance and Accountability Committee
Thursday, July 18, 2019
Bay Transit
Warsaw, VA 22572
9:00 A.M.**

- I. Call to Order
- II. Roll Call
- III. Public Input
- IV. Approval of Meeting Minutes from April 18, 2019 Meeting
- V. New Business
 - A. Quarterly Reports
 - B. Business and Community Outreach
- VI. Old Business
- VII. Other Topics for discussion
- VIII. Adjournment

Bay Consortium Workforce Development Board, Inc.
Performance and Accountability Committee Meeting
Draft Minutes
Thursday, April 18, 2019
9:00 A.M.

The Performance and Accountability Committee met Thursday, April 18, 2019 at the Northern Neck Planning District Office.

Call to Order: Steve Goodall called the committee meeting to order at 9 a.m.

Roll Call: Present were Steve Goodall, Vanesa Livingstone, Meg Bohmke, Jason Perry, and David Mann. Not present was Bridgett Landess and Russ Culver. In addition, present were Jackie Davis, Kristina Allen, Steven Golas, and Katlyn Moss, WDB Staff. A quorum was present.

Public Input: There was no public input.

Approval of Minutes: A motion was made to approve the minutes from the January 17, 2019 meeting, which was seconded and approved.

New Business: Steven Golas went over the quarterly reports. He stated that the median earnings data was missing from the reports as Joe Holicky retired. He stated they will be receiving the information in a few weeks when the entire state is run. He mentioned that the Adult and Dislocated Worker service providers were all meeting or exceeding the 40% Minimum Training Expenditure Requirement and the total participants served. Jason Perry asked if changed in staff at Eastern Shore Community College had affected their performance. Jackie Davis stated no, they had always had good results and consistently good performance. Steven Golas discussed SkillSource with members, stating that they were not meeting their enrollment numbers, or their 20% Work Experience Expenditure Requirement, but they did have four new work experiences starting this week. Steve Goodall asked that the 40% Minimum Training Expenditure Requirement and 20% Work Experience Expenditure Requirement be monitored quarterly versus overall to be able to see if a provider was making an improvement or not. He also suggested that if SkillSource had not significantly improved their numbers by next quarter, then a SkillSource representative should be brought in to the committee. Steven Golas mentioned that Rappahannock Community College was a little behind in their enrollment and were not meeting the credentials after four quarters, but had surpassed the 20% Work Experience Expenditure Requirement. Jackie Davis also discussed Chair and Vice Chair nominations with members. Steve Goodall was elected Chair and David Mann was nominated as Vice-Chair.

Old Business: Jackie Davis discussed the Strategic Priorities and Committee Assignments with members. David Mann asked where was the Bay WDB when it came to Business Services. Jackie Davis stated that Rebecca Mann filled the Business Services position for the Fredericksburg area and she had some ideas about working with the other areas, but that there would not be money in the budget to hire someone.

Other Items for Discussion: Jackie Davis let members know that the May 1, 2019 Board

meeting will be at the Westmoreland County Administration Building and afterwards Jason Perry will be touring the Westmoreland Training Center and providing food afterwards. Meg Bohmke thanked staff for the effort being put into the Bay WDB's Facebook page and Jackie Davis for meeting with Stafford County's PIO. She also discussed the FailSafe program. She noted that FailSafe did not receive money from Stafford County this fiscal year because their program data and grant writing were not sufficient.

There being no further business, the meeting was adjourned at 10:10 a.m.

Respectfully submitted,
Katlyn Moss

Rappahannock Goodwill Industries

	1st Quarter PY 18 7/1/18 - 9/30/18	2nd Quarter PY 18 10/1/2018 - 12/31/18	3rd Quarter PY 18 1/1/19 - 3/31/19	4th Quarter PY 18 4/1/19 - 6/30/19
Customer Summary Information				
Planned Number of Participants for PY	125	125	125	125
Total Participants Served	60	66	100	126
Percent of Planned	48%	53%	80%	101%
New Clients Enrolled this Quarter	2	19	21	26
WIOA Adult	30	34	52	69
WIOA Dislocated Worker	30	32	48	57
Follow Up Information				
Total Follow-Ups Required	99	89	89	75
Total Follow-Ups Completed	99	89	89	75
Total Follow-Up Not Completed	0	0	0	0
Employment 2nd Quarter after Exit				
WIOA Adult Program - 72.5%	10 # employed 11 # exited	7 # employed 12 # exited	12 # employed 14 # exited	4 # employed 6 # exited
WIOA Dislocated Worker Program - 85%	7 # employed 9 # exited	13 # employed 15 # exited	16 # employed 20 # exited	5 # employed 5 # exited
Employment 4th Quarter after Exit				
WIOA Adult Program - 79%	10 # employed 17 # exited	19 # employed 23 # exited	9 # employed 11 # exited	8 # employed 12 # exited
WIOA Dislocated Worker Program - 85%	9 # employed 11 # exited	19 # employed 20 # exited	9 # employed 9 # exited	14 # employed 16 # exited
Median Earnings 2nd Quarter after Exit				
WIOA Adult Program	\$5,750.00	\$5,750.00	NA	NA
WIOA Dislocated Worker Program	\$8,150.00	\$8,150.00	NA	NA
Credential Attainment within Four Quarters after Exit				
WIOA Adult Program - 65.5%	12 # credentialed 17 # exited	12 # credentialed 20 # exited	6 # credentialed 8 # exited	9 # credentialed 12 # exited
WIOA Dislocated Worker Program - 70%	3 # credentialed 9 # exited	9 # credentialed 14 # exited	7 # credentialed 7 # exited	8 # credentialed 14 # exited
Measurable Skills Gain				
WIOA Adult Program - Baseline%	1 # gained 30 # exited	1 # gained 20 # exited	5 # gained 22 # exited	6 # gained 31 # exited
WIOA Dislocated Worker Program - Baseline%	0 # gained 29 # exited	0 # gained 20 # exited	4 # gained 17 # exited	6 # gained 21 # exited
40% Minimum Training Expenditure Requirement				
WIOA Adult Program	\$ 1,525.72 Training Expenditures \$ 15,087.34 Total Expenditures	\$ 25,740.98 Training Expenditures \$ 57,915.75 Total Expenditures	\$ 59,412.93 Training Expenditures \$ 110,354.23 Total Expenditures	\$ 136,045.03 Training Expenditures \$ 207,469.97 Total Expenditures
WIOA Dislocated Worker Program	\$ 7,186.38 Training Expenditures \$ 28,485.38 Total Expenditures	\$ 28,940.85 Training Expenditures \$ 73,032.84 Total Expenditures	\$ 39,866.17 Training Expenditures \$ 105,222.34 Total Expenditures	\$ 82,151.80 Training Expenditures \$ 166,373.34 Total Expenditures
58.37%	10.1%	44.4%	53.8%	65.6%
	24.4%	39.6%	37.6%	49.4%

George Washington Planning District 16 Data

Customer Summary Information	4th Quarter PY 18
Planned Number of Participants for PY	125
Total Participants Served	126
Percent of Planned	101%
Planning District 16 Total New Clients Enrolled this Quarter	26
WIOA Adult	69
WIOA Dislocated Worker	57
Spotsylvania County New Clients Enrolled this Quarter	10
WIOA Adult	27
WIOA Dislocated Worker	18
Stafford County New Clients Enrolled this Quarter	7
WIOA Adult	17
WIOA Dislocated Worker	13
Caroline County New Clients Enrolled this Quarter	1
WIOA Adult	1
WIOA Dislocated Worker	9
King George County New Clients Enrolled this Quarter	0
WIOA Adult	5
WIOA Dislocated Worker	1
City of Fredericksburg New Clients Enrolled this Quarter	5
WIOA Adult	15
WIOA Dislocated Worker	6

Rappahannock Community College

	1st Quarter PY 18 7/1/18 - 9/30/18	2nd Quarter PY 18 10/1/2018 - 12/31/18	3rd Quarter PY 18 1/1/19 - 3/31/19	4th Quarter PY 18 4/1/19 - 6/30/19
Customer Summary Information				
Planned Number of Participants for PY	100	100	100	100
Total Participants Served	68	89	113	133
Percent of Planned	68%	89%	113%	133%
New Clients Enrolled this Quarter	8	25	20	27
WIOA Adult	59	81	104	123
WIOA Dislocated Worker	9	8	9	10
Follow Up Information				
Total Follow-Ups Required	30	28	33	42
Total Follow-Ups Completed	30	28	33	42
Total Follow-Up Not Completed	0	0	0	0
Employment 2nd Quarter after Exit				
WIOA Adult Program - 72.5%	3	5	10	2
	4	6	12	3
WIOA Dislocated Worker Program - 85%	1	1	1	0
	1	1	1	0
Employment 4th Quarter after Exit				
WIOA Adult Program - 79%	4	5	3	6
	4	7	4	6
WIOA Dislocated Worker Program - 85%	0	2	0	1
	0	2	1	1
Median Earnings 2nd Quarter after Exit				
WIOA Adult Program	\$5,750.00	\$5,750.00	\$5,750.00	NA
WIOA Dislocated Worker Program	\$8,150.00	\$8,150.00	\$8,150.00	NA
Credential Attainment within Four Quarters after Exit				
WIOA Adult Program - 65.5%	3	5	2	3
	4	5	3	5
WIOA Dislocated Worker Program - 70%	0	0	0	0
	0	2	1	1
Measurable Skills Gain				
WIOA Adult Program - Baseline%	2	5	6	21
	59	50	65	63
WIOA Dislocated Worker Program - Baseline%	0	1	0	0
	8	7	6	5
40% Minimum Training Expenditure Requirement				
WIOA Adult Program	\$ 5,323.93	\$ 45,792.00	\$ 105,397.63	\$ 185,338.55
	\$ 13,815.61	\$ 67,351.03	\$ 152,239.69	\$ 269,056.08
WIOA Dislocated Worker Program	\$ 3,292.00	\$ 6,102.90	\$ 6,016.90	\$ 7,631.00
	\$ 16,980.95	\$ 40,640.60	\$ 49,115.39	\$ 58,690.73
	38.5%	68.0%	69.2%	72.6%
	19.4%	15.0%	12.3%	13.0%

Northern Neck Planning District 17 Data

		4th Quarter PY 18
Customer Summary Information		
Planned Number of Participants for PY		60
Total Participants Served		75
Percent of Planned		125%
Planning District 17 Total New Clients Enrolled this Quarter		7
WIOA Adult		71
WIOA Dislocated Worker		4
Lancaster County New Clients Enrolled this Quarter		2
WIOA Adult		16
WIOA Dislocated Worker		1
Northumberland County New Clients Enrolled this Quarter		1
WIOA Adult		17
WIOA Dislocated Worker		1
Richmond County New Clients Enrolled this Quarter		2
WIOA Adult		20
WIOA Dislocated Worker		1
Westmoreland County New Clients Enrolled this Quarter		2
WIOA Adult		18
WIOA Dislocated Worker		1

Middle Peninsula Planning District 18 Data

Customer Summary Information		4th Quarter PY 18
Planned Number of Participants for PY		40
Total Participants Served		42
Percent of Planned		105%
Planning District 18 Total New Clients Enrolled this Quarter		13
WIOA Adult		36
WIOA Dislocated Worker		6
Essex County New Clients Enrolled this Quarter		3
WIOA Adult		11
WIOA Dislocated Worker		1
King and Queen County New Clients Enrolled this Quarter		2
WIOA Adult		8
WIOA Dislocated Worker		1
King William County New Clients Enrolled this Quarter		2
WIOA Adult		8
WIOA Dislocated Worker		1
Mathews County New Clients Enrolled this Quarter		1
WIOA Adult		2
WIOA Dislocated Worker		2
Middlesex County New Clients Enrolled this Quarter		5
WIOA Adult		7
WIOA Dislocated Worker		1

Eastern Shore Community College

	1st Quarter PY 18 7/1/18 - 9/30/18	2nd Quarter PY 18 10/1/2018 - 12/31/18	3rd Quarter PY 18 1/1/19 - 3/31/19	4th Quarter PY 18 4/1/19 - 6/30/19
Customer Summary Information				
Planned Number of Participants for PY	53	53	53	53
Total Participants Served	48	59	84	66
Percent of Planned	91%	111%	158%	125%
New Clients Enrolled this Quarter	14	20	16	1
WIOA Adult	37	48	72	54
WIOA Dislocated Worker	11	11	12	12
Follow Up Information				
Total Follow-Ups Required	27	29	38	39
Total Follow-Ups Completed	27	29	38	39
Total Follow-Up Not Completed	0	0	0	0
Employment 2nd Quarter after Exit				
WIOA Adult Program - 72.5%	6	5	3	5
	# employed	# employed	# employed	# employed
	6	5	5	8
	# exited	# exited	# exited	# exited
WIOA Dislocated Worker Program - 85%	0	0	0	3
	# employed	# employed	# employed	# employed
	0	1	0	3
	# exited	# exited	# exited	# exited
	-	0.0%	60.0%	62.5%
	100.0%	100.0%	100.0%	100.0%
Employment 4th Quarter after Exit				
WIOA Adult Program - 79%	4	3	6	5
	# employed	# employed	# employed	# employed
	4	3	6	5
	# exited	# exited	# exited	# exited
WIOA Dislocated Worker Program - 85%	0	1	0	0
	# employed	# employed	# employed	# employed
	0	1	0	1
	# exited	# exited	# exited	# exited
	-	100.0%	100.0%	100.0%
	100.0%	100.0%	100.0%	0.0%
Median Earnings 2nd Quarter after Exit				
WIOA Adult Program	\$6,709.00	\$7,349.00	\$5,750.00	NA
WIOA Dislocated Worker Program	\$0.00	\$0.00	\$8,150.00	NA
Credential Attainment within Four Quarters after Exit				
WIOA Adult Program - 65.5%	4	3	5	5
	# credentialed	# credentialed	# credentialed	# credentialed
	4	3	5	5
	# exited	# exited	# exited	# exited
WIOA Dislocated Worker Program - 70%	0	0	0	1
	# credentialed	# credentialed	# credentialed	# credentialed
	0	1	0	1
	# exited	# exited	# exited	# exited
	-	100.0%	100.0%	100.0%
	100.0%	100.0%	100.0%	100.0%
Measurable Skills Gain				
WIOA Adult Program - Baseline%	8	26	4	18
	# gained	# gained	# gained	# gained
	37	44	52	47
	# exited	# exited	# exited	# exited
WIOA Dislocated Worker Program - Baseline%	1	2	0	3
	# gained	# gained	# gained	# gained
	11	8	7	6
	# exited	# exited	# exited	# exited
	21.6%	59.1%	7.7%	38.3%
	9.1%	25.0%	0.0%	50.0%
40% Minimum Training Expenditure Requirement				
WIOA Adult Program	\$ 6,580.00	\$ 58,879.00	\$ 88,479.03	\$ 95,181.03
	Training Expenditures	Training Expenditures	Training Expenditures	Training Expenditures
	\$ 19,893.00	\$ 82,757.15	\$ 129,179.46	\$ 147,830.29
	Total Expenditures	Total Expenditures	Total Expenditures	Total Expenditures
WIOA Dislocated Worker Program	\$ 8,254.00	\$ 12,396.00	\$ 15,699.19	\$ 21,289.19
	Training Expenditures	Training Expenditures	Training Expenditures	Training Expenditures
	\$ 16,269.27	\$ 27,892.28	\$ 46,552.65	\$ 59,032.41
	Total Expenditures	Total Expenditures	Total Expenditures	Total Expenditures
	43.1%	71.1%	68.5%	64.4%
	50.7%	44.4%	33.7%	36.1%
	56.31%			

Eastern Shore Planning District 22 Data

Customer Summary Information		4th Quarter PY 18
Planned Number of Participants for PY		53
Total Participants Served		65
Percent of Planned		123%
Planning District 22 Total New Clients Enrolled this Quarter		1
WIOA Adult		54
WIOA Dislocated Worker		11
Accomack County New Clients Enrolled this Quarter		1
WIOA Adult		36
WIOA Dislocated Worker		6
Northampton County New Clients Enrolled this Quarter		0
WIOA Adult		18
WIOA Dislocated Worker		5

SkillSource Group

	1st Quarter PY 18 7/1/18 - 9/30/18	2nd Quarter PY 18 10/1/2018 - 12/31/18	3rd Quarter PY 18 1/1/19 - 3/31/19	4th Quarter PY 18 4/1/19 - 6/30/19
Customer Summary Information				
Planned Number of Participants for PY	47	47	47	47
Total Participants Served	6	18	23	30
Percent of Planned	13%	38%	49%	64%
New Clients Enrolled this Quarter	0	12	5	7
WIOA Youth	6	18	23	30
Follow Up Information				
Total Follow-Ups Required	30	20	16	8
Total Follow-Ups Completed	30	20	16	8
Total Follow-Up Not Completed	0	0	0	0
Employment 2nd Quarter after Exit				
WIOA Youth - 66%	8 9	1 4	6 8	6 8
	88.9%	25.0%	75.0%	75.0%
Employment 4th Quarter after Exit				
WIOA Youth - 62.8%	6 7	1 4	6 9	2 5
	85.7%	25.0%	66.7%	40.0%
Credentialed Attainment within Four Quarters after Exit				
WIOA Youth - 70%	4 5	3 3	5 6	3 4
	80.0%	100.0%	83.3%	75.0%
Measurable Skills Gain				
WIOA Youth - Baseline %	0 3	0 6	1 15	2 23
	0.0%	0.0%	6.7%	8.7%
20% Work Experience Expenditure Requirement				
WIOA Youth	\$ 981.73 \$ 22,580.63	\$ 2,891.25 \$ 68,801.25	\$ 11,488.00 \$ 114,715.06	\$ 19,021.21 \$ 168,497.64
	4.3%	4.2%	10.0%	11.2%

George Washington Planning District 16 Data

Customer Summary Information		4th Quarter PY 18
Planned Number of Participants for PY		47
Total Participants Served		30
Percent of Planned		64%
Planning District 16 Total New Clients Enrolled this Quarter		7
WIOA Youth		30
Spotsylvania County New Clients Enrolled this Quarter		1
WIOA Youth		14
Stafford County New Clients Enrolled this Quarter		3
WIOA Youth		5
Caroline County New Clients Enrolled this Quarter		1
WIOA Youth		2
King George County New Clients Enrolled this Quarter		0
WIOA Youth		3
City of Fredericksburg New Clients Enrolled this Quarter		2
WIOA Youth		6

Rappahannock Community College

		1st Quarter PY 18 7/1/18 - 9/30/18		2nd Quarter PY 18 10/1/2018 - 12/31/18		3rd Quarter PY 18 1/1/19 - 3/31/19		4th Quarter PY 18 4/1/19 - 6/30/19	
Customer Summary Information									
Planned Number of Participants for PY		50		50		50		50	
Total Participants Served		26		30		33		41	
Percent of Planned		52%		60%		66%		82%	
New Clients Enrolled this Quarter		1		4		3		9	
WIOA Youth		26		30		33		41	
Follow Up Information									
Total Follow-Ups Required		11		10		10		10	
Total Follow-Ups Completed		11		10		10		10	
Total Follow-Up Not Completed		0		0		0		0	
Employment 2nd Quarter after Exit									
WIOA Youth - 66%		75.0%		100.0%		50.0%		50.0%	
		3 employed 4 # exited		3 employed 3 # exited		1 employed 2 # exited		1 employed 2 # exited	
Employment 4th Quarter after Exit									
WIOA Youth - 62.8%		66.7%		88.9%		75.0%		66.7%	
		2 employed 3 # exited		8 employed 9 # exited		3 employed 4 # exited		2 employed 3 # exited	
Credential Attainment within Four Quarters after Exit									
WIOA Youth - 70%		0.0%		62.5%		0.0%		100.0%	
		0 # credentialled 2 # exited		5 # credentialled 8 # exited		0 # credentialled 3 # exited		2 # credentialled 2 # exited	
Measurable Skills Gain									
WIOA Youth - Baseline %		4.5%		18.8%		10.5%		25.0%	
		1 # gained 22 # exited		3 # gained 16 # exited		2 # gained 19 # exited		3 # gained 12 # exited	
20% Work Experience Expenditure Requirement									
WIOA Youth		37.4%		34.0%		31.7%		27.97%	
		\$ 11,229.30 \$ 29,994.88		\$ 21,951.99 \$ 64,205.82		\$ 28,274.21 \$ 89,196.15		\$ 37,141.16 \$ 132,798.74	
27.97%									
Training Expenditures									
Total Expenditures									

Northern Neck Planning District 17 Data

Customer Summary Information		4th Quarter PY 18
Planned Number of Participants for PY		31
Total Participants Served		27
Percent of Planned		87%
Planning District 17 Total New Clients Enrolled this Quarter		8
WIOA Youth		27
Lancaster County New Clients Enrolled this Quarter		0
WIOA Youth		4
Northumberland County New Clients Enrolled this Quarter		1
WIOA Youth		4
Richmond County New Clients Enrolled this Quarter		2
WIOA Youth		9
Westmoreland County New Clients Enrolled this Quarter		5
WIOA Youth		10

Middle Peninsula Planning District 18 Data

Customer Summary Information		4th Quarter PY 18
Planned Number of Participants for PY		19
Total Participants Served		14
Percent of Planned		74%
Planning District 18 Total New Clients Enrolled this Quarter		1
WIOA Youth		14
Essex County New Clients Enrolled this Quarter		1
WIOA Youth		9
King and Queen County New Clients Enrolled this Quarter		0
WIOA Youth		1
King William County New Clients Enrolled this Quarter		0
WIOA Youth		0
Mathews County New Clients Enrolled this Quarter		0
WIOA Youth		0
Middlesex County New Clients Enrolled this Quarter		0
WIOA Youth		4

Eastern Shore Community College

		1st Quarter PY 18 7/1/18 - 9/30/18		2nd Quarter PY 18 10/1/2018 - 12/31/18		3rd Quarter PY 18 1/1/19 - 3/31/19		4th Quarter PY 18 4/1/19 - 6/30/19	
Customer Summary Information									
Planned Number of Participants for PY		26		26		26		26	
Total Participants Served		16		18		21		18	
Percent of Planned		62%		69%		81%		69%	
New Clients Enrolled this Quarter		4		2		3		0	
WIOA Youth		16		18		21		18	
Follow Up Information									
Total Follow-Ups Required		11		15		17		18	
Total Follow-Ups Completed		11		15		17		18	
Total Follow-Up Not Completed		0		0		0		0	
Employment 2nd Quarter after Exit									
WIOA Youth - 66%		3		0		3		4	
		3		0		3		5	
		100.0%		-		100.0%		80.0%	
Employment 4th Quarter after Exit									
WIOA Youth - 62.8%		0		7		3		0	
		3		9		3		0	
		0.0%		77.8%		100.0%		-	
Credential Attainment within Four Quarters after Exit									
WIOA Youth - 70%		0		7		2		0	
		15		9		2		0	
		0.0%		77.8%		100.0%		-	
Measurable Skills Gain									
WIOA Youth - Baseline %		3		1		0		1	
		8		10		8		6	
		37.5%		10.0%		0.0%		16.7%	
20% Work Experience Expenditure Requirement									
WIOA Youth		\$ 14,220.15		\$ 25,663.46		\$ 30,267.32		\$ 36,984.99	
		\$ 22,943.34		\$ 40,987.91		\$ 56,192.55		\$ 75,446.75	
		62.0%		62.6%		53.9%		49.0%	
		Training Expenditures		Training Expenditures		Training Expenditures		Training Expenditures	
		Total Expenditures		Total Expenditures		Total Expenditures		Total Expenditures	

Eastern Shore Planning District 22 Data

	4th Quarter PY 18
Customer Summary Information	
Planned Number of Participants for PY	26
Total Participants Served	18
Percent of Planned	69%
Planning District 22 Total New Clients Enrolled this Quarter	0
WIOA Youth	18
Accomack County New Clients Enrolled this Quarter	0
WIOA Youth	13
Northampton County New Clients Enrolled this Quarter	0
WIOA Youth	5

4th Quarter PY 2018

	Proposed Negotiated Level	Actual	% of Negotiated Level	Status
Adult Measures				
Employment 2nd Quarter after Exit	72.5	64.7	89%	FTM
Employment 4th Quarter after Exit	79.0	82.6	105%	E
Median Earnings 2nd Quarter after Exit	\$5,750.00	-	-	NA
Credentiaial Attainment within 4 Quarters after Exit	65.5	77.3	118%	E
Measurable Skills Gain	Baseline	Baseline	Baseline	
Dislocated Workers Measures				
Employment 2nd Quarter after Exit	85.0	100.0	118%	E
Employment 4th Quarter after Exit	85.0	83.3	98%	FTM
Median Earnings 2nd Quarter after Exit	\$8,150.00	\$0.00	0%	NA
Credentiaial Attainment within 4 Quarters after Exit	70.0	56.3	80%	FTM
Measurable Skills Gain	Baseline	Baseline	Baseline	
Youth Measures				
Employment 2nd Quarter after Exit	66.0	73.3	111%	E
Employment 4th Quarter after Exit	62.8	50.0	80%	FTM
Credentiaial Attainment within 4 Quarters after Exit	70.0	83.3	119%	E
Measurable Skills Gain	Baseline	Baseline	Baseline	

BCWDB Performance Measure Definitions

Section 116 of the Workforce Innovation and Opportunity Act (WIOA) specifies the core metrics that the Local Workforce Development Boards (LWDB) and the state will be measured against. The following Indicators of Performance are part of the performance accountability system under WIOA:

Employment 2nd Quarter after Exit

The percentage of program participants who are in unsubsidized employment during the 2nd quarter after exit from the program. **(Adult and Dislocated Workers)**
Participants in education, or training or employment in the 2nd quarter after exit. **(Youth)**

Employment 4th Quarter after Exit

The percentage of program participants who are in unsubsidized employment during the fourth quarter after exit from the program. **(Adult and Dislocated Workers)**
Participants in education, or training or employment in the 4th quarter after exit. **(Youth)**

Median Earnings 2nd Quarter after Exit

The median earnings of program participants who are in unsubsidized employment in the second quarter after exit from the program. **(Adult, Dislocated Workers,**

Credential Attainment within Four Quarters after Exit

The percentage of program participants who attain a recognized postsecondary credential, or a secondary school diploma or its recognized equivalent, during program participation or within 1 year after exit from the program. **(Adult, Dislocated Workers, Youth)**

Measurable Skills Gain

The percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains toward a credential or employment. **(Adult, Dislocated Worker, Youth)**

For Program Years 2018 and 2019, the following measures will not be included in the local negotiations process:

- *Median Earnings 2nd Quarter after Exit - Youth*
- *Measurable Skills Gains -Adult, Dislocated Workers, and Youth*

George Washington Area Customer Survey Results

What was the purpose of your visit?	Unemployment Claim	Workforce Resources	Resume Assistance	Job Search Activities	Resource Room	Workshops or Training	Gathering Informational Materials	Other
<i>Number of Visitors</i>	-	32	42	112	24	0	21	13
Were your needs met?	Yes	No						
<i>Number of Visitors</i>	322	0						
Was the Staff Knowledgeable?	Yes	No						
<i>Number of Visitors</i>	322	0						
If the Staff was unable to meet your needs, were you provided contact information for partner agencies/resources?	Yes	No	N/A					
<i>Number of Visitors</i>	0	0	0					
How helpful was the Staff during your visit to the Virginia Career Works Center?	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Additional Comments: 1. This is my first visit in over 2 years and I am extremely pleased with the help and services and knowledge that I received from MaryAnn. 2. Professional, respectful, knowledgeable, and gives time to assist those who have questions related to jobs. 3. The workshop with Mr. Gaskins was exceptional, highly recommend. 4. Debbie B. was fantastic in her presentation. 5. Carol and Hilda were very pleasant and helpful.		
<i>Number of Visitors</i>	0	0	0	0	322			
How would you rate your overall visit to the Virginia Career Works Center?	1 (Poor)	2	3 (Average)	4	5 (Excellent)			
<i>Number of Visitors</i>	0	0	0	0	322			

Northern Neck Area Customer Survey Results

What was the purpose of your visit?	Unemployment Claim	Workforce Resources	Resume Assistance	Job Search Activities	Resource Room	Workshops or Training	Gathering Informational Materials	Other
<i>Number of Visitors</i>	0	10	0	0	0	0	0	0
Were your needs met?	Yes	No						
<i>Number of Visitors</i>	10	0						
Was the Staff Knowledgeable?	Yes	No						
<i>Number of Visitors</i>	10	0						
If the Staff was unable to meet your needs, were you provided contact information for partner agencies/resources?	Yes	No	N/A					
<i>Number of Visitors</i>	7	0	3					
How helpful was the Staff during your visit to the Virginia Career Works Center?	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Additional Comments: 1. Wonderful Staff. Extremely friendly, helpful. 2. I appreciate who I'm working with so a big thanks to the program. 3. Very nice and helpful. 4. Great place!		
<i>Number of Visitors</i>	0	0	0	0	10			
How would you rate your overall visit to the Virginia Career Works Center?	1 (Poor)	2	3 (Average)	4	5 (Excellent)			
<i>Number of Visitors</i>	0	0	0	0	10			

Middle Peninsula Area Customer Survey Results

What was the purpose of your visit?	Unemployment Claim	Workforce Resources	Resume Assistance	Job Search Activities	Resource Room	Workshops or Training	Gathering Informational Materials	Other
<i>Number of Visitors</i>	0	12	0	0	0	0	0	0
Were your needs met?	Yes	No						
<i>Number of Visitors</i>	12	0						
Was the Staff Knowledgeable?	Yes	No						
<i>Number of Visitors</i>	12	0						
If the Staff was unable to meet your needs, were you provided contact information for partner agencies/resources?	Yes	No	N/A					
<i>Number of Visitors</i>	8	0	4					
How helpful was the Staff during your visit to the Virginia Career Works Center?	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Additional Comments: 1. I have no complaints. Very professional staff. 2. My case manager has been great and supportive throughout the entire process. 3. Excellent staff, very clear information and understanding. 4. Listened to my goals and gave me insight about obtaining them. 5. Excited about starting my new career. 6. Fantastic. Awesome follow up and taking care of clients. Great program! Great guy!		
<i>Number of Visitors</i>	0	0	0	0	12			
How would you rate your overall visit to the Virginia Career Works Center?	1 (Poor)	2	3 (Average)	4	5 (Excellent)			
<i>Number of Visitors</i>	0	0	0	0	12			

Eastern Shore Area Customer Survey Results

What was the purpose of your visit?	Unemployment Claim	Workforce Resources	Resume Assistance	Job Search Activities	Resource Room	Workshops or Training	Gathering Informational Materials/Resources	Other
<i>Number of Visitors</i>	0	51	51	51	51	51	51	0
Were your needs met?	Yes	No						
<i>Number of Visitors</i>	51	0						
Was the Staff Knowledgeable?	Yes	No						
<i>Number of Visitors</i>	51	0						
If the Staff was unable to meet your needs, were you provided contact information for partner agencies/resources?	Yes	No	N/A					
<i>Number of Visitors</i>	51	0	0					
How helpful was the Staff during your visit to the Virginia Career Works Center?	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Additional Comments: 1. Staff was polite and attentive to my needs. 2. Appreciate assistance in job search. 3. Very helpful, staff was awesome.		
<i>Number of Visitors</i>	0	0	0	28	23			
How would you rate your overall visit to the Virginia Career Works Center?	1 (Poor)	2	3 (Average)	4	5 (Excellent)			
<i>Number of Visitors</i>	0	0	3	28	23			

Rappahannock Goodwill Industries Success Story – George Washington

EE entered the WIOA program in March of 2018, wanting to pursue Certified Nurse Aide (CNA) training and licensing. The WIOA Career Services Specialist met with EE, who was receiving public assistance and determined her eligible as an Adult. She chose Chamber's Training Academy as a provider and was fully funded for her training. However, EE's life planted a lemon tree in her way, she lost her dependable daytime child care and was unable to start her course. She fell out of contact with the WIOA team.

In July 2018 a new WIOA provider picked up her case and while reviewing files, the Career Services Specialist realized her course had been paid for. The Career Services Specialist contacted EE, who was hesitant to talk to the Career Services Specialist and was concerned about not taking the courses and if there would be any recourse for her not following through. She stated she had not been answering calls because she was worried, she had disappointed the previous WIOA Career Services Specialist.

The Career Services Specialist asked EE if she was still interested in the CNA training. She excitedly stated she was, but was wondering if Chamber's Training Academy had night courses, because her childcare situation during the day was still unreliable. She was also concerned about whether Chamber's Training Academy would allow her to start, since she had been set up before and never showed up to classes. The Career Services Specialist told EE they would contact Chamber's Training Academy and see if they have night classes and inquire as to if they would still honor the payment from the previous provider.

The Career Services Specialist reached out to Chamber's Training Academy and found out they did indeed have an evening program. After some consideration Chamber's Training Academy also agreed to allow EE to start and honored the previous provider's payment, as it was entered into their system under EE's name.

EE began her course in late August 2018 and worked her way through the night course. She had a few struggles that led to some remedial training from the Chamber's Training Academy staff and also completed her CPR certification. She finished her clinical rotations and graduated from her course in early February 2019.

EE became employed as a Certified Nursing Assistant for an in-home care company after completing the CNA training. EE states she is enjoying working with her clients and is happy with her current career path. She is grateful that the WIOA program gave her a second chance to complete her training.

Rappahannock Community College Success Story - Northern Neck



In February 2019, D. applied for services. He had worked as a refuse driver for the last 10 years but wanted to earn his CDL-A to enhance his skills and earn more income. He quickly completed all program requirements. At one time, he had enrolled directly with CDS but dropped out after 1 week because he was not able to support his family while in training. This time, he had a plan and was ready! He had saved enough money to allow him to be unemployed for the month of training. He was determined eligible for WIOA funding and was enrolled into CDL training.

D. began training on 2/25/19 and passed his exam on 3/27/19. Within 2 weeks, he started a new job and is enjoying a \$6.00 an hour increase. I received an email from him with a picture of his truck and a caption, "This is what I drive now."

Rappahannock Community College Success Story – Middle Peninsula

TI is a true success story as a participant in the WIOA program. It has been rewarding to witness the transformation in her demeanor and outlook as she worked her way through RCC's CDL training program.

TI's husband is currently incarcerated leaving her as a single mother of one daughter and solely responsible for all the family's debts and costs of living. TI, herself, had legal problems from 20 years ago leaving her with a felony on her record. TI spent 5 years cleaning houses for a cleaning company making minimum wage and obtaining minimum hours. Six months prior to hearing about our grant program, TI was helping an elderly man on her street do errands and household chores for fifty dollars a week as she had lost her job as a house cleaner. TI relied on Social Services to assist with food.

TI always showed gratitude when interacting with her Career Services Specialist. She often thanked her case manager for providing monies for the training as well as the supportive services such as transportation assistance in receiving gas cards. TI attended all of her classes during the training and put forth her best effort in gaining the necessary skills to obtain her CDL licensure. The CDL instructor informed the case manager that TI was the top driver in the class and had a photographic memory when being taught new skills. TI tested and obtained her CDL license on her first attempt!

TI's employment future looks bright as she has a second interview with a local construction company as a dump truck driver and another interview with a company driving a tractor trailer, which she says would be her first choice. Having received grant monies and the opportunity to excel in a career interest, TI is well on her way to self-sufficiency.

Eastern Shore Community College Success Stories – Eastern Shore

Story #1

OO is an adult who recently just obtained his Class A driver's license. OO came into the training on disability income but wanted to get back in the workforce. OO said that he didn't want to sit home, but do a training that he always wanted to do to make an honest living. OO enrolled in the full-time class and passed his licensure test on the first trip over the road. OO now works for a company that delivers merchandise up and down the East Coast.

Story #2

EE is a DW who just finished his HVAC training in May. EE started the training in fall 2018 after a substantial closing of his place of employment. EE passed his EPA certification tests in the Fall Semester to help boost his chances of becoming more employable. Before the close of the school year, EE was able to find a place of employment in HVAC part-time and plans working full-time in HVAC by next year.

SkillSource Group Youth Success Story – George Washington

JH, a 20-year old male from Spotsylvania, Virginia, enrolled in the *SkillSource* Career Focus Initiative on December 6, 2019. The Career Focus Initiative is part of the WIOA Youth Program in Area #13 and the George Washington Sub Area, including the City of Fredericksburg and the counties of Stafford, Spotsylvania, King George and Caroline, all within the Bay Consortium Workforce Development Board,

Inc. JH had been working since he was 16; first as a driver for a Party Store, and second as a materials handler in a warehouse, driving to Culpeper, VA daily for an hourly wage of \$12/hr.

JH married at age 18, and with no High School Diploma, came to the Fredericksburg Career Works Center to ask about a career in commercial truck driving. He was enrolled in the Commercial Driving School program and began weekend classes January 5, 2019. He continued to work full-time, and attended weekend classes until April 21, 2019. He also came into the Workforce Center late afternoons and worked on his basic skills, computer literacy, and interviewing with his case manager. He agreed to enroll in GED classes once he was done with the CDL, and making more money for his family.

JH completed his CDL training and testing with a 94% average, and received his certificate and his Virginia Commercial Driving License April 22, 2019. He worked on applying to several CDL positions in the region during and after training, and some were hesitant to hire him until he turned 21. (7/3/19). JH interviewed with Pepsi Co, in Fredericksburg, and the interview went well; he began his new career June 24, 2019, with a beginning training salary of \$50,000 (\$24.00 per hour), doubling his current income. JH has since enrolled in GED classes.

Rappahannock Community College Youth Success Story – Northern Neck

JH came to the RCC Workforce Department, as he was interested in welding. He was referred to WIOA Youth Services and was determined eligible for the program due to a learning disability. JH completed welding courses in Shielded Metal, Gas Metal, Gas Tungsten, and Flux Core Arc welding. He received credentials in Gas Metal and Flux Core welding. WIOA case manager provided ongoing support and guidance. WIOA provided funding for all of his courses as well as purchasing his shield, goggles, gloves, glasses, and steel-toed boots. Upon completing his training, he knew that he was not interested in doing mass production welding. He worked at a non-welding job until he became employed with a local specialty welding shop. He now works on major contracts such as repairing fish boats, creates decorative metal creations for private customers, and does repair work for small businesses. He is enjoying his work greatly. He Began employment there in August 2018 and remains employed there today.

Rappahannock Community College Youth Success Story – Middle Peninsula

DW was a senior at Middlesex High when he was referred to the WIOA program. He wanted to go into the nursing program at RCC. After graduation from high school he enrolled in our WIOA youth services program. He was also co-enrolled in RCC's POWER-UP program. The POWER-UP program is a fifteen-week cohort-based education and employment program. He completed 7-weeks of job readiness and an 8-week CNA course. In keeping with his goal to further his education, he enrolled in a Medication Aide course. He has completed that also. He is currently employed and he is very grateful for the help he has received.

Eastern Shore Community College Youth Success Stories – Eastern Shore

Story #1

SS is an OSY that recently graduated in May with a degree in Electricity. Although SS came to college with some learning disabilities, that still didn't stop SS from coming to class and working hard. SS received a lot of awards in High School and the similar field of Electricity and brought that confidence to college. SS has elected to enroll in a couple more classes for the fall 2019 to keep his skills up to par.

Story #2

After living in many foster homes for the last three years, Y.M. graduated from high school in June 2019. Although Y.M. had a stable living situation during his senior year, things took a turn for the worse soon after school ended. Y.M. found himself without a home and sleeping at friend's houses or in cars each night. One of Y.M.'s teachers learned about his situation and invited him to come live with his family, but it would require Y.M. to "earn his keep" on the family farm. Since Y.M. has moved to his teacher's family farm, he has learned how to work on the farm, complete daily chores, and has discovered he likes working with animals! Y.M. continues to work with his WIOA Case Manager, and is planning to attend college in the fall to study a health-care related career.