



**Bay Consortium Workforce Development Board, Inc.**

**Wednesday, October 30, 2019**

**10:00 am**

**Probation and Parole District #33**

**479 Main Street**

**Warsaw, VA 22572**

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## **Draft Agenda**

Bay Consortium Workforce Development Board, Inc.  
Executive Committee Meeting  
Wednesday, October 30, 2019  
Probation and Parole District #33  
479 Main Street  
Warsaw, VA 22572

- I. Call to order
- II. Roll Call
- III. Approval of Minutes—July 31, 2019 Meeting
- IV. Public Comment
- V. Standing Committees/Youth Council Reports
  - A. One Stop Committee
    - i. Case Management, Case Notes, and IEP/ISS Update and Review Policy
  - B. Performance and Accountability Committee
    - i. Quarterly Reports
  - C. Labor Market Committee
    - i. New Eligible Training Providers
  - D. Board Development Committee
  - E. Youth Council
- VI. Old Business
- VII. New Business
- VIII. Executive Director's Update
- IX. Other Items for Discussion
- X. Public Comment
- XI. Adjournment

**Executive Committee Meeting**  
**Draft Minutes**  
**Wednesday, July 31, 2019**  
**10:00 A.M.**

The Executive Committee met Wednesday, July 31, 2019, at the Northern Neck Planning District Office, 457 Main Street, Warsaw, VA 22572.

**Call to Order:** Dennis Parsons called the meeting to order at 10:00 a.m.

**Roll Call:** Present were Ken Knull, Marjorie Lampkin, Debbye Warf, and Steve Goodall. Danielle Robinson served as an alternate for Josh Gemerek. Not present was Percy Pollard and Melvin Carter. Others present were Jackie Davis, Kristina Allen, Steven Golas, and Katlyn Moss, Bay WDB Staff.

**Approval of Minutes:** A motion was made to approve the Executive Committee meeting minutes from the April 24, 2019 meeting. The motion was seconded and carried by a unanimous vote.

**Public Input:** There was no public input.

**One-Stop Committee:** Debbye Warf gave the committee update. She went over the Self Sufficiency Policy with members, noting the addition of the 200% levels. She stated that they had discussed the staff and members outreach and Board member training. She also noted that the rails at the Fredericksburg Center are now up and functioning.

**Performance & Accountability Committee:** Steve Goodall gave the committee update. Steve Goodall mentioned that the committee would like SkillSource to present for them. Members suggested that SkillSource present to both the Performance and Accountability Committee and the Youth Council. Jackie Davis went over the Quarterly Reports. Steve Goodall noted the great customer surveys. Ken Knull asked about emailed surveys being sent out to WIOA clients. A discussion on using real names and pictures being added to success stories.

**Labor Market Committee:** Jackie Davis gave the committee update. She went over the Strategic Plan with members. She also discussed the plan for Board Member outreach.

**Board Development Committee:** Danielle Robinson gave the committee update. She discussed the vacancies on the Board and the potential new members. A discussion was had on contact with members who have not regularly attended Board meetings.

**Youth Council:** Marjorie Lampkin noted that the Youth Council did not meet.

**Old Business:** Jackie Davis went over the budget with members. She noted that OJT money had been moved back to the providers, had lowered the Incumbent Worker money amount, and discussed how she had decreased some Administrative costs. A motion was made to send the budget to the full Board for approval, which was seconded and approved.

**New Business:** Jackie Davis asked for suggestions on Employee Evaluations as she did not feel the previous software was fulfilled their needs. Steve Goodall offered to help look for new programs with her. Jackie Davis presented members with the audit. A motion was made to send to the full Board for approval, which was seconded and approved. Jackie Davis discussed with members the plans for the business and community outreach for the Labor Market Committee.

**Executive Director Update:** Jackie Davis let members know that she had been meeting with regional partners, Chamber of Commerce's, and Resource Councils. She stated that she was working on creating the Northern Neck, Middle Peninsula, and Eastern Shore's Business Services Teams. She had given new job titles and descriptions to staff. She was working on scheduling hiring and resource events for the community. She mentioned that she had traveled with Megan Healy to meet with local county administrators. She was working on the lease for the Fredericksburg Center. She was working on having the VEC move in with Eastern Shore Community College. She will be a speaker at a farmworker resource fair night. She will be presenting to the regional Department of Social Services. She will be meeting with the Executive Director of the Northern Neck Boys and Girls Club, Phillip Mumford. Ken Knull and Marjorie Lampkin offered to attend the meeting with her. Jackie Davis has plans to present to Middle Peninsula Alliance, Caroline County Department of Social Services, Eastern Shore Business Services, Virginia Space, King and Queen Board of Supervisors, and a Tappahannock employer. She stated there was a grant they had already applied for, and one they were currently working on. She also plans to reach out to the superintendents of the schools in the area. She also presented members with an updated outreach flyer. Steve Goodall asked that the outreach flyer and job descriptions be sent out electronically.

**Other Items for Discussion:** Jackie Davis noted that Eastern Shore Rural Health and an Eastern Shore Community College G3 representative will speak at the Board meeting.

**Public Input:** There was no public input.

There being no further business, the meeting was adjourned at 10:50 a.m.

Respectfully submitted,  
Katlyn Moss

**Bay Consortium Workforce Development Board, Inc.**

**One-Stop Committee Meeting**

**Draft Minutes**

**Tuesday, October 15, 2019**

**10:00 a.m.**

The One-Stop Committee met Tuesday, October 15, 2019 at the Fredericksburg Workforce Center.

**Call to Order:** Debbye Warf called the committee meeting to order at 10:00 a.m.

**Roll Call:** Present in person were Debbye Warf, Rebecca Mann, and Tracy Harrington Not present was Nikole Cox and Cherlanda Sidney-Ross. In addition, present was Katlyn Moss, WDB Staff. A quorum was present.

**Public Input:** There was no public input.

**Approval of Minutes:** There was a motion to approve the July 16, 2019 minutes. The motion was seconded and approved.

**New Business:** Katlyn Moss reviewed the Case Management, Case Notes, and IEP/ISS Policy update with members. A motion was made to approve the Case Management, Case Notes, and IEP/ISS Policy, which was seconded and approved.

**Old Business:** There was no old business.

**Other Items for Discussion:** A discussion regarding future meeting dates for the committee and Board took place.

There being no further business, the meeting was adjourned at 10:25 a.m.

Respectfully submitted,

Katlyn Moss

# Bay Consortium Workforce Development Board

**Policy Number:** 14-01

**Effective Date:** July 1, 2014

**Revised Date:** November 6, 2019

**Title:** Case Management, Case Notes, and IEP/ISS Update and Review  
**Policy**

## PURPOSE

The purpose of this policy is to describe the general expectations and responsibilities for professional staff performing Case Management support for participants enrolled under WIOA programs being administered through the Bay Consortium Workforce Development Board (BCWDB).

## POLICY

**Case Management:** The general term Case Management is used to describe an individualized, staff-focused service approach of professionally assisting and coordinating a customer's entire program participation from time of program application to post-program follow-up. The key concepts with this comprehensive service philosophy include individualized attention, timely and responsive customer assistance, proactive needs assessment and service planning, and effective case file management (both physical and electronic). The general Case Management responsibilities for WIOA program customers begin as early as program application and eligibility determination and continues throughout a customer's entire program participation including: initial assessment, employability planning and development, program enrollment, objective assessment, establishment of an Individual Employment Plan (IEP)/Individual Service Strategy (ISS), deployment of program services, program completion, outcomes, post-program activities and follow-up.

**Case Notes/Counseling Log:** One of the most important and primary tools that Case Managers have available are case notes. Case notes are an indispensable tool that is used to tie everything together and tell the entire story in the cumulative and chronological history being maintained by the assigned Case Manager.

This collection of Case Notes should begin at the time of first meeting or conversation with a program applicant and then continue with any additional significant event or milestone that may occur as a participant progresses through the program participation. Having a chronological and clear written history of significant program events, meetings and discussions with the customer as recorded in the Case Notes is a prerequisite for effective case management.

The following provides a summary of the mandatory reporting requirement, general benefits, basic reporting protocols and guidance.

**Mandatory Electronic Posting of Case Notes into the VAWC:** Since the VAWC is the official system of record for reporting of all WIOA participant activity, all Case Notes must be recorded electronically within 14 business days of contact with the participant using the VAWC's available Case Note functionality. **The mandatory electronic posting of Case Notes will apply to all WIOA Adult and Dislocated Worker activities and all WIOA Youth activities as of July 1, 2014. Paper copies of Case Notes will not be required to be kept in participant case files, beginning October 1, 2019.**

**Benefits of Effective and Timely Counseling Notes:**

- Clear and concise chronological understanding of all critical events associated with a customer's program participation.
- Provides a comprehensive and immediate feedback on the current status and history of every customer served.
- Archival written documentation of all past events long after clear recollection has faded.
- Facilitates improved case management and program coordination by offering a timely, cumulative history of a participant's entire period of participation.
- Opens access and improves information sharing among other key partners and reviewers.
- Promotes improved continuation of services for the customer regardless of changing staff assignment due to up-to-date nature of service record.

**Electronic Posting of Counseling Notes into VAWC - Requirements and Guidelines:**

- When reviewed collectively, the individual counseling notes must describe the participant's entire period of participation and clearly provide any outside reviewer with a comprehensive understanding that tells the participant's entire story during program participation.
- Must clearly depict significant program milestones and events.
- Notes must reflect all significant contact and conversations with the customers.
- Notes must record all efforts to contact and follow-up with the customer, including unsuccessful contact attempts.
- Notes must record any significant update to the customer's program participation, including changes to the IEP/ISS, service additions or corrections, etc.
- Must accurately reflect the events being recorded and offer enough content to be clear and specific.
- All notes should be keyed in VAWC within 14 days of contact and responsive to the events being recorded.
- Must support and complement the events being recorded/documented by other program support forms or tools (e.g. Application, IEP/ISS, Service history, etc.). No internal discrepancies or inconsistencies with other records or file folder documentation.
- Notes should be made as frequently as needed, even multiple times in one day if necessary but should be at a minimum at least every 30 days. During active program enrollment, notes should be posted with each new program milestone or significant program actions and events as described above. During post-program follow-up, notes will vary depending on the situation of each customer.



**IEP/ISS Update and Review:** In an effort to review participants' changing needs and goals on a regular basis, a review of the Individual Employment Plan (IEP)/Individual Service Strategy (ISS) is necessary to address client needs and focus the plan in an appropriate direction. With this in mind the BCWDB is initiating an IEP/ISS update/review policy.

A review of the IEP/ISS is required every ninety (90) days at a minimum for ALL programs (Adult, Dislocated Worker, and Youth) with the following stipulations:

- The review will be documented in a VOS Case Note with the subject line reading "90 Day Update/Review".
- The Case Note will clearly state what change(s) are needed in the IEP/ISS.
- If there are no changes/updates to the IEP/ISS clearly state this fact in the Case Note.
- The Case Note will be printed and signed by the participant and case manager and retained in the Case Notes section of the client file.
- A corresponding objective & goal will be created in the Plan in VOS
- Original hard copy of the signed IEP/ISS as well as all review/update signed case notes must be retained in the client file for review and monitoring purposes.

**Bay Consortium Workforce Development Board, Inc.**  
**Performance and Accountability Committee Meeting**  
**Draft Minutes**  
**Thursday, October 17, 2019**  
**10:00 A.M.**

The Performance and Accountability Committee met Thursday, October 17, 2019 at the Northern Neck Planning District Office.

**Call to Order:** Steve Goodall called the committee meeting to order at 10 a.m.

**Roll Call:** Present were David Mann, Bridgett Landess, Steve Goodall, and Vanesa Livingstone. Not present was Jason Perry, Meg Bohmke, and Russ Culver. In addition, present were 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 April 18, 2019 meeting, which were seconded and approved

**New Business:** Steven Golas went over the quarterly reports. He noted that Rappahannock Goodwill Industries did not have the 40% Minimum Training Expenditure Requirement information included, but he had received final numbers from them this morning and provided them to members, showing that they were meeting the requirement. Members asked about Rappahannock Community College's high participant numbers for the first quarter. Steven Golas stated that there was a waitlist of clients since RCC had run out of money at the end of PY 18-19. Steven Golas noted that Eastern Shore Community College Youth was at 0% for Measurable Skills Gain, and they would be testing them again, and had a corrective action plan in place.

**Old Business:** There was no old business.

**Other Items for Discussion:** A motion was made not to send letters to the contractors regarding the 40% Minimum Training Expenditure Requirement, stating that they had received enough information that morning to delay the letters, which was seconded and approved. Steve Goodall mentioned that WestRock would be hosting the West Point Chamber of Commerce on October 22, 2019 at 5:30 pm.

There being no further business, the meeting was adjourned at 10:40 a.m.

Respectfully submitted,  
Katlyn Moss

**Performance Reports**

<b>Rappahannock Goodwill Industries</b>												
	<b>1st Quarter PY 19 7/1/19 - 9/30/19</b>			<b>2nd Quarter PY 19 10/1/19 - 12/31/19</b>			<b>3rd Quarter PY 19 1/1/20 - 3/31/20</b>			<b>4th Quarter PY 19 4/1/20 - 6/30/20</b>		
<b>Customer Summary Information</b>												
Planned Number of Participants for PY	100											
Total Participants Served	58											
Percent of Planned	58%			-			-			-		
New Clients Enrolled this Quarter	8											
WIOA Adult	38											
WIOA Dislocated Worker	20											
<b>Follow Up Information</b>												
Total Follow-Ups Required	88											
Total Follow-Ups Completed	88											
Total Follow-Up Not Completed	0			0			0			0		
<b>Employment 2nd Quarter after Exit</b>												
WIOA Adult Program - 72.5%	83.3%	5	# employed	-		# employed	-		# employed	66.7%	4	# employed
		6	# exited			# exited		6	# exited			
WIOA Dislocated Worker Program - 85%	71.4%	5	# employed	-		# employed	-		# employed	-	5	# employed
		7	# exited			# exited		5	# exited			
<b>Employment 4th Quarter after Exit</b>												
WIOA Adult Program - 79%	62.5%	10	# employed	-		# employed	-		# employed	-		# employed
		16	# exited			# exited			# exited			
WIOA Dislocated Worker Program - 85%	85.7%	18	# employed	-		# employed	-		# employed	-		# employed
		21	# exited			# exited			# exited			
<b>Median Earnings 2nd Quarter after Exit</b>												
WIOA Adult Program	\$5,750.00	Not Available		\$5,750.00		\$5,750.00		\$5,750.00		\$5,750.00		
WIOA Dislocated Worker Program	\$8,150.00	Not Available		\$8,150.00		\$8,150.00		\$8,150.00		\$8,150.00		
<b>Credential Attainment within Four Quarters after Exit</b>												
WIOA Adult Program - 65.5%	80.0%	12	# credentialed	-		# credentialed	-		# credentialed	-		# credentialed
		15	# exited			# exited			# exited			
WIOA Dislocated Worker Program - 70%	71.4%	15	# credentialed	-		# credentialed	-		# credentialed	-		# credentialed
		21	# exited			# exited			# exited			
<b>Measurable Skills Gain</b>												
WIOA Adult Program - Baseline%	32.4%	11	# gained	-		# gained	-		# gained	-		# gained
		34	# exited			# exited			# exited			
WIOA Dislocated Worker Program - Baseline%	30.8%	4	# gained	-		# gained	-		# gained	-		# gained
		13	# exited			# exited			# exited			
<b>40% Minimum Training Expenditure Requirement</b>												
43.66%	WIOA Adult Program	65.1%	\$20,336.61	Training Expenditures	-		Training Expenditures	-		Training Expenditures	-	Training Expenditures
			\$31,219.63	Total Expenditures			Total Expenditures			Total Expenditures		
	WIOA Dislocated Worker Program	6.1%	\$ 1,098.15	Training Expenditures	-		Training Expenditures	-		Training Expenditures	-	Training Expenditures
			\$17,873.62	Total Expenditures			Total Expenditures			Total Expenditures		

## George Washington Planning District 16 Data

		1st Quarter PY 19 7/1/19 - 9/30/19
<b>Customer Summary Information</b>		
Planned Number of Participants for PY		100
Total Participants Served		58
Percent of Planned		58%
Planning District 16 Total New Clients Enrolled this Quarter		8
	WIOA Adult	38
	WIOA Dislocated Worker	20
Spotsylvania County New Clients Enrolled this Quarter		6
	WIOA Adult	21
	WIOA Dislocated Worker	6
Stafford County New Clients Enrolled this Quarter		1
	WIOA Adult	8
	WIOA Dislocated Worker	6
Caroline County New Clients Enrolled this Quarter		1
	WIOA Adult	1
	WIOA Dislocated Worker	2
King George County New Clients Enrolled this Quarter		0
	WIOA Adult	2
	WIOA Dislocated Worker	0
City of Fredericksburg New Clients Enrolled this Quarter		0
	WIOA Adult	6
	WIOA Dislocated Worker	3

Rappahannock Community College													
	1st Quarter PY 19 7/1/19 - 9/30/19			2nd Quarter PY 19 10/1/19 - 12/31/19			3rd Quarter PY 19 1/1/20 - 3/31/20			4th Quarter PY 19 4/1/20 - 6/30/20			
<b>Customer Summary Information</b>													
Planned Number of Participants for PY	72												
Total Participants Served	82												
Percent of Planned	114%			-			-			-			
New Clients Enrolled this Quarter	7												
WIOA Adult	77												
WIOA Dislocated Worker	5												
<b>Follow Up Information</b>													
Total Follow-Ups Required	33												
Total Follow-Ups Completed	33												
Total Follow-Up Not Completed	0			0			0			0			
<b>Employment 2nd Quarter after Exit</b>													
WIOA Adult Program - 72.5%	75.0%	3	# employed	-		# employed	-		# employed	-		# employed	
		4	# exited			# exited			# exited				
WIOA Dislocated Worker Program - 85%	100.0%	1	# employed	-		# employed	-		# employed	-		# employed	
		1	# exited			# exited			# exited				
<b>Employment 4th Quarter after Exit</b>													
WIOA Adult Program - 79%	71.4%	10	# employed	-		# employed	-		# employed	-		# employed	
		14	# exited			# exited			# exited				
WIOA Dislocated Worker Program - 85%	100.0%	1	# employed	-		# employed	-		# employed	-		# employed	
		1	# exited			# exited			# exited				
<b>Median Earnings 2nd Quarter after Exit</b>													
WIOA Adult Program	\$5,750.00	Not Available	\$5,750.00		\$5,750.00		\$5,750.00		\$5,750.00		\$5,750.00		
WIOA Dislocated Worker Program	\$8,150.00	Not Available	\$8,150.00		\$8,150.00		\$8,150.00		\$8,150.00		\$8,150.00		
<b>Credential Attainment within Four Quarters after Exit</b>													
WIOA Adult Program - 65.5%	100.0%	7	# credentialed	-		# credentialed	-		# credentialed	-		# credentialed	
		7	# exited			# exited			# exited				
WIOA Dislocated Worker Program - 70%	100.0%	1	# credentialed	-		# credentialed	-		# credentialed	-		# credentialed	
		1	# exited			# exited			# exited				
<b>Measurable Skills Gain</b>													
WIOA Adult Program - Baseline%	40.0%	16	# gained	-		# gained	-		# gained	-		# gained	
		40	# exited			# exited			# exited				
WIOA Dislocated Worker Program - Baseline%	66.7%	2	# gained	-		# gained	-		# gained	-		# gained	
		3	# exited			# exited			# exited				
<b>40% Minimum Training Expenditure Requirement</b>													
58.66%	WIOA Adult Program	75.0%	\$38,212.60	Training Expenditures	-		Training Expenditures	-		Training Expenditures	-		Training Expenditures
			\$50,917.76	Total Expenditures			Total Expenditures			Total Expenditures			
	WIOA Dislocated Worker Program	3.7%	\$ 568.70	Training Expenditures	-		Training Expenditures	-		Training Expenditures	-		Training Expenditures
			\$15,189.72	Total Expenditures			Total Expenditures			Total Expenditures			

## Northern Neck Planning District 17 Data

		1st Quarter PY 19 7/1/19 - 9/30/19
<b>Customer Summary Information</b>		
Planned Number of Participants for PY		42
Total Participants Served		39
Percent of Planned		93%
Planning District 17 Total New Clients Enrolled this Quarter		4
	WIOA Adult	38
	WIOA Dislocated Worker	1
Lancaster County New Clients Enrolled this Quarter		0
	WIOA Adult	7
	WIOA Dislocated Worker	0
Northumberland County New Clients Enrolled this Quarter		0
	WIOA Adult	10
	WIOA Dislocated Worker	0
Richmond County New Clients Enrolled this Quarter		0
	WIOA Adult	8
	WIOA Dislocated Worker	1
Westmoreland County New Clients Enrolled this Quarter		4
	WIOA Adult	13
	WIOA Dislocated Worker	0

## Middle Peninsula Planning District 18 Data

		1st Quarter PY 19 7/1/19 - 9/30/19
<b>Customer Summary Information</b>		
Planned Number of Participants for PY		30
Total Participants Served		29
Percent of Planned		97%
Planning District 18 Total New Clients Enrolled this Quarter		3
	WIOA Adult	25
	WIOA Dislocated Worker	4
Essex County New Clients Enrolled this Quarter		0
	WIOA Adult	5
	WIOA Dislocated Worker	1
King and Queen County New Clients Enrolled this Quarter		0
	WIOA Adult	4
	WIOA Dislocated Worker	0
King William County New Clients Enrolled this Quarter		0
	WIOA Adult	6
	WIOA Dislocated Worker	0
Mathews County New Clients Enrolled this Quarter		1
	WIOA Adult	3
	WIOA Dislocated Worker	2
Middlesex County New Clients Enrolled this Quarter		2
	WIOA Adult	7
	WIOA Dislocated Worker	0

		1st Quarter PY 19 7/1/19 - 9/30/19	2nd Quarter PY 19 10/1/19 - 12/31/19	3rd Quarter PY 19 1/1/20 - 3/31/20	4th Quarter PY 19 4/1/20 - 6/30/20					
<b>Customer Summary Information</b>										
Planned Number of Participants for PY		51								
Total Participants Served		51								
Percent of Planned		100%	-	-	-					
New Clients Enrolled this Quarter		16								
	WIOA Adult	44								
	WIOA Dislocated Worker	7								
<b>Follow Up Information</b>										
Total Follow-Ups Required		35								
Total Follow-Ups Completed		35								
Total Follow-Up Not Completed		0	0	0	0					
<b>Employment 2nd Quarter after Exit</b>										
	WIOA Adult Program - 72.5%	88.9%	8 # employed	-	# employed	-	# employed	-	# employed	-
			9 # exited		# exited		# exited		# exited	
	WIOA Dislocated Worker Program - 85%	-	0 # employed	-	# employed	-	# employed	-	# employed	-
			0 # exited		# exited		# exited		# exited	
<b>Employment 4th Quarter after Exit</b>										
	WIOA Adult Program - 79%	50.0%	3 # employed	-	# employed	-	# employed	-	# employed	-
			6 # exited		# exited		# exited		# exited	
	WIOA Dislocated Worker Program - 85%	-	0 # employed	-	# employed	-	# employed	-	# employed	-
			0 # exited		# exited		# exited		# exited	
<b>Median Earnings 2nd Quarter after Exit</b>										
	WIOA Adult Program	\$5,750.00	Not Available	\$5,750.00		\$5,750.00		\$5,750.00		
	WIOA Dislocated Worker Program	\$8,150.00	Not Available	\$8,150.00		\$8,150.00		\$8,150.00		
<b>Credential Attainment within Four Quarters after Exit</b>										
	WIOA Adult Program - 65.5%	83.3%	5 # credentialed	-	# credentialed	-	# credentialed	-	# credentialed	-
			6 # exited		# exited		# exited		# exited	
	WIOA Dislocated Worker Program - 70%	-	0 # credentialed	-	# credentialed	-	# credentialed	-	# credentialed	-
			0 # exited		# exited		# exited		# exited	



Measurable Skills Gain													
	WIOA Adult Program - Baseline%	17.9%	7	# gained	-		# gained	-		# gained	-		
			39	# exited			# exited			# exited			
	WIOA Dislocated Worker Program - Baseline%	0.0%	0	# gained	-		# gained	-		# gained	-		
			5	# exited			# exited			# exited			
40% Minimum Training Expenditure Requirement													
60.07%	WIOA Adult Program	61.3%	\$23,590.00	Training Expenditures	-		Training Expenditures	-		Training Expenditures	-		
			\$38,502.98	Total Expenditures			Total Expenditures			Total Expenditures			
	WIOA Dislocated Worker Program	56.7%	\$	Training Expenditures	-		Training Expenditures	-		Training Expenditures	-		
			7,653.45	Total Expenditures			Total Expenditures			Total Expenditures			
				\$13,504.97									

# 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					
<b>Customer Summary Information</b>													
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					
<b>Follow Up Information</b>													
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					
<b>Employment 2nd Quarter after Exit</b>													
WIOA Adult Program - 72.5%	100.0%	6	# employed	100.0%	5	# employed	60.0%	3	# employed	62.5%	5	# employed	
		6	# exited		5	# exited		5	# exited		8	# exited	
WIOA Dislocated Worker Program - 85%	-	0	# employed	0.0%	0	# employed	-	0	# employed	100.0%	3	# employed	
		0	# exited		1	# exited		0	# exited		3	# exited	
<b>Employment 4th Quarter after Exit</b>													
WIOA Adult Program - 79%	100.0%	4	# employed	100.0%	3	# employed	100.0%	6	# employed	100.0%	5	# employed	
		4	# exited		3	# exited		6	# exited		5	# exited	
WIOA Dislocated Worker Program - 85%	-	0	# employed	100.0%	1	# employed	-	0	# employed	0.0%	0	# employed	
		0	# exited		1	# exited		0	# exited		1	# exited	
<b>Median Earnings 2nd Quarter after Exit</b>													
WIOA Adult Program		\$5,750.00	\$6,709.00	\$5,750.00	\$7,349.00	\$5,750.00	NA	\$5,750.00	NA				
WIOA Dislocated Worker Program		\$8,150.00	\$0.00	\$8,150.00	\$0.00	\$8,150.00	NA	\$8,150.00	NA				
<b>Credential Attainment within Four Quarters after Exit</b>													
WIOA Adult Program - 65.5%	100.0%	4	# credentialed	100.0%	3	# credentialed	100.0%	5	# credentialed	100.0%	5	# credentialed	
		4	# exited		3	# exited		5	# exited		5	# exited	
WIOA Dislocated Worker Program - 70%	-	0	# credentialed	0.0%	0	# credentialed	-	0	# credentialed	100.0%	1	# credentialed	
		0	# exited		1	# exited		0	# exited		1	# exited	
<b>Measurable Skills Gain</b>													
WIOA Adult Program - Baseline%	21.6%	8	# gained	59.1%	26	# gained	7.7%	4	# gained	38.3%	18	# gained	
		37	# exited		44	# exited		52	# exited		47	# exited	
WIOA Dislocated Worker Program - Baseline%	9.1%	1	# gained	25.0%	2	# gained	0.0%	0	# gained	50.0%	3	# gained	
		11	# exited		8	# exited		7	# exited		6	# exited	
<b>40% Minimum Training Expenditure Requirement</b>													
56.31%	WIOA Adult Program	43.1%	\$ 8,580.00	Training Expenditures	71.1%	\$58,879.00	Training Expenditures	68.5%	\$ 88,479.03	Training Expenditures	64.4%	\$ 95,181.03	Training Expenditures
			\$19,893.00	Total Expenditures			\$82,757.15		Total Expenditures			\$ 129,179.46	Total Expenditures
	WIOA Dislocated Worker Program	50.7%	\$ 8,254.00	Training Expenditures	44.4%	\$12,396.00	Training Expenditures	33.7%	\$ 15,699.19	Training Expenditures	36.1%	\$ 21,299.19	Training Expenditures
			\$16,269.27	Total Expenditures		\$27,892.28	Total Expenditures		\$ 46,552.65	Total Expenditures		\$ 59,032.41	Total Expenditures

## Eastern Shore Planning District 22 Data

		1st Quarter PY 19 7/1/19 - 9/30/19
<b>Customer Summary Information</b>		
Planned Number of Participants for PY		51
Total Participants Served		51
Percent of Planned		100%
Planning District 22 Total New Clients Enrolled this Quarter		16
	WIOA Adult	44
	WIOA Dislocated Worker	6
Accomack County New Clients Enrolled this Quarter		12
	WIOA Adult	28
	WIOA Dislocated Worker	3
Northampton County New Clients Enrolled this Quarter		4
	WIOA Adult	16
	WIOA Dislocated Worker	3

SkillSource Group														
		1st Quarter PY 19 7/1/19 - 9/30/19			2nd Quarter PY 19 10/1/19 - 12/31/19			3rd Quarter PY 19 1/1/20 - 3/31/20			4th Quarter PY 19 4/1/20 - 6/30/20			
<b>Customer Summary Information</b>														
Planned Number of Participants for PY		54												
Total Participants Served		30												
Percent of Planned		56%			-			-			-			
New Clients Enrolled this Quarter		9												
WIOA Youth		30												
<b>Follow Up Information</b>														
Total Follow-Ups Required		16												
Total Follow-Ups Completed		16												
Total Follow-Up Not Completed		0			0			0			0			
<b>Employment 2nd Quarter after Exit</b>														
WIOA Youth - 66%		100.0%	1	# employed	-	# employed	-	# employed	-	# employed	-	# employed		
			1	# exited		# exited		# exited		# exited		# exited		
<b>Employment 4th Quarter after Exit</b>														
WIOA Youth - 62.8%		87.5%	7	# employed	-	# employed	-	# employed	-	# employed	-	# employed		
			8	# exited		# exited		# exited		# exited		# exited		
<b>Credential Attainment within Four Quarters after Exit</b>														
WIOA Youth - 70%		87.5%	7	# credentialed	-	# credentialed	-	# credentialed	-	# credentialed	-	# credentialed		
			8	# exited		# exited		# exited		# exited		# exited		
<b>Measurable Skills Gain</b>														
WIOA Youth - Baseline %		8.0%	2	# gained	-	# gained	-	# gained	-	# gained	-	# gained		
			25	# exited		# exited		# exited		# exited		# exited		
<b>20% Work Experience Expenditure Requirement</b>														
31.43%	WIOA Youth		31.4%	\$ 9,457.68	Training Expenditures	-	Training Expenditures	-	Training Expenditures	-	Training Expenditures			
				\$ 30,091.26	Total Expenditures		Total Expenditures		Total Expenditures		Total Expenditures			

## George Washington Planning District 16 Data

		1st Quarter PY 19 7/1/19 - 9/30/19
<b>Customer Summary Information</b>		
Planned Number of Participants for PY		54
Total Participants Served		30
Percent of Planned		56%
Planning District 16 Total New Clients Enrolled this Quarter		9
	WIOA Youth	30
Spotsylvania County New Clients Enrolled this Quarter		3
	WIOA Youth	11
Stafford County New Clients Enrolled this Quarter		2
	WIOA Youth	6
Caroline County New Clients Enrolled this Quarter		1
	WIOA Youth	3
King George County New Clients Enrolled this Quarter		0
	WIOA Youth	3
City of Fredericksburg New Clients Enrolled this Quarter		3
	WIOA Youth	7

Rappahannock Community College													
	1st Quarter PY 19 7/1/19 - 9/30/19			2nd Quarter PY 19 10/1/19 - 12/31/19			3rd Quarter PY 19 1/1/20 - 3/31/20			4th Quarter PY 19 4/1/20 - 6/30/20			
<b>Customer Summary Information</b>													
Planned Number of Participants for PY	42												
Total Participants Served	37												
Percent of Planned	88%			-			-			-			
New Clients Enrolled this Quarter	5												
WIOA Youth	37												
<b>Follow Up Information</b>													
Total Follow-Ups Required	10												
Total Follow-Ups Completed	10												
Total Follow-Up Not Completed	0			0			0			0			
<b>Employment 2nd Quarter after Exit</b>													
WIOA Youth - 66%	100.0%	2	# employed	-		# employed	-		# employed	#DIV/0!		# employed	
		2	# exited			# exited			# exited			# exited	
<b>Employment 4th Quarter after Exit</b>													
WIOA Youth - 62.8%	50.0%	1	# employed	-		# employed	-		# employed	#DIV/0!		# employed	
		2	# exited			# exited			# exited			# exited	
<b>Credential Attainment within Four Quarters after Exit</b>													
WIOA Youth - 70%	50.0%	1	# credentialed	-		# credentialed	-		# credentialed	#DIV/0!		# credentialed	
		2	# exited			# exited			# exited			# exited	
<b>Measurable Skills Gain</b>													
WIOA Youth - Baseline %	21.7%	5	# gained	#DIV/0!		# gained	-		# gained	#DIV/0!		# gained	
		23	# exited			# exited			# exited			# exited	
<b>20% Work Experience Expenditure Requirement</b>													
33.70%	WIOA Youth	33.7%	\$10,421.52	Training Expenditures	-		Training Expenditures	-		Training Expenditures	#DIV/0!		Training Expenditures
			\$30,923.03	Total Expenditures			Total Expenditures			Total Expenditures			

### Northern Neck Planning District 17 Data

		1st Quarter PY 19 7/1/19 - 9/30/19
<b>Customer Summary Information</b>		
Planned Number of Participants for PY		25
Total Participants Served		23
Percent of Planned		92%
Planning District 17 Total New Clients Enrolled this Quarter		2
	WIOA Youth	23
Lancaster County New Clients Enrolled this Quarter		1
	WIOA Youth	3
Northumberland County New Clients Enrolled this Quarter		0
	WIOA Youth	3
Richmond County New Clients Enrolled this Quarter		1
	WIOA Youth	8
Westmoreland County New Clients Enrolled this Quarter		0
	WIOA Youth	9

### Middle Peninsula Planning District 18 Data

		1st Quarter PY 19 7/1/19 - 9/30/19
<b>Customer Summary Information</b>		

Planned Number of Participants for PY		18
Total Participants Served		10
Percent of Planned		56%
Planning District 18 Total New Clients Enrolled this Quarter		0
	WIOA Youth	10
Essex County New Clients Enrolled this Quarter		0
	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	0



Eastern Shore Community College													
	1st Quarter PY 19 7/1/19 - 9/30/19			2nd Quarter PY 19 10/1/19 - 12/31/19			3rd Quarter PY 19 1/1/20 - 3/31/20			4th Quarter PY 19 4/1/20 - 6/30/20			
<b>Customer Summary Information</b>													
Planned Number of Participants for PY	35												
Total Participants Served	22												
Percent of Planned	63%			-			-			-			
New Clients Enrolled this Quarter	5												
WIOA Youth	22												
<b>Follow Up Information</b>													
Total Follow-Ups Required	17												
Total Follow-Ups Completed	17												
Total Follow-Up Not Completed	0			0			0			0			
<b>Employment 2nd Quarter after Exit</b>													
WIOA Youth - 66%	85.7%	6	# employed	-		# employed	-		# employed	-		# employed	
		7	# exited			# exited			# exited			# exited	
<b>Employment 4th Quarter after Exit</b>													
WIOA Youth - 62.8%	100.0%	3	# employed	-		# employed	-		# employed	-		# employed	
		3	# exited			# exited			# exited			# exited	
<b>Credential Attainment within Four Quarters after Exit</b>													
WIOA Youth - 70%	100.0%	3	# credentialed	-		# credentialed	-		# credentialed	-		# credentialed	
		3	# exited			# exited			# exited			# exited	
<b>Measurable Skills Gain</b>													
WIOA Youth - Baseline %	0.0%	0	# gained	-		# gained	-		# gained	-		# gained	
		19	# exited			# exited			# exited			# exited	
<b>20% Work Experience Expenditure Requirement</b>													
75.73%	WIOA Youth	75.7%	\$32,292.97	Training Expenditures	-		Training Expenditures	-		Training Expenditures	-		Training Expenditures
			\$42,640.78	Total Expenditures			Total Expenditures			Total Expenditures			

## Eastern Shore Planning District 22 Data

1st Quarter PY 19

### Customer Summary Information

Planned Number of Participants for PY	35
Total Participants Served	22
Percent of Planned	63%
Planning District 22 Total New Clients Enrolled this Quarter	5
WIOA Youth	22
Accomack County New Clients Enrolled this Quarter	5
WIOA Youth	16
Northampton County New Clients Enrolled this Quarter	0
WIOA Youth	6

## 1st Quarter PY 2019

	<b>Proposed Negotiated Level</b>	<b>Actual</b>	<b>% of Negotiated Level</b>	<b>Status</b>
<b>Adult Measures</b>				
Employment 2nd Quarter after Exit	72.5	84.2	116%	E
Employment 4th Quarter after Exit	79.0	63.9	81%	FTM
Median Earnings 2nd Quarter after Exit	\$5,750.00	-	-	NA
Credential Attainment within 4 Quarters after Exit	65.5	85.7	131%	E
Measurable Skills Gain	Baseline	Baseline	Baseline	
<b>Dislocated Workers Measures</b>				
Employment 2nd Quarter after Exit	85.0	75.0	88%	FTM
Employment 4th Quarter after Exit	85.0	86.4	102%	E
Median Earnings 2nd Quarter after Exit	\$8,150.00	-	-	NA
Credential Attainment within 4 Quarters after Exit	70.0	72.7	104%	E
Measurable Skills Gain	Baseline	Baseline	Baseline	
<b>Youth Measures</b>				
Employment 2nd Quarter after Exit	66.0	90.0	135%	E
Employment 4th Quarter after Exit	62.8	84.6	135%	E
Credential Attainment within 4 Quarters after Exit	70.0	84.6	121%	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, Youth)**

### **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*

## Customer Survey

### George Washington Sub-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>	106	0	0	0	230	0	0	0
<b>Were your needs met?</b>	<b>Yes</b>	<b>No</b>						
<i>Number of Visitors</i>	336	0						
<b>Was the Staff Knowledgeable?</b>	<b>Yes</b>	<b>No</b>						
<i>Number of Visitors</i>	336	0						
<b>If the Staff was unable to meet your needs, were you provided contact information for partner agencies/resources?</b>	<b>Yes</b>	<b>No</b>	N/A					
<i>Number of Visitors</i>	336	0	0					
<b>How helpful was the Staff during your visit to the Virginia Career Works Center?</b>	<b>1 (Poor)</b>	<b>2</b>	<b>3 (Average)</b>					
<i>Number of Visitors</i>	0	0	0	336	0			
<b>How would you rate your overall visit to the Virginia Career Works Center?</b>	<b>1 (Poor)</b>	<b>2</b>	<b>3 (Average)</b>	<b>4</b>	<b>5 (Excellent)</b>			
<i>Number of Visitors</i>	0	0	0	336	0			

**Northern Neck/Middle Peninsula Sub-Areas Customer Survey Results**

<b>What was the purpose of your visit?</b>	<b>Unemployment Claim</b>	<b>Workforce Resources</b>	<b>Resume Assistance</b>	<b>Job Search Activities</b>	<b>Resource Room</b>	<b>Workshops or Training</b>	<b>Gathering Informational Materials</b>	<b>Other</b>		
<i>Number of Visitors</i>	0	13	1	1	1	1	0	0		
<b>Were your needs met?</b>	<b>Yes</b>	<b>No</b>								
<i>Number of Visitors</i>	14	0								
<b>Was the Staff Knowledgeable?</b>	<b>Yes</b>	<b>No</b>								
<i>Number of Visitors</i>	14	0								
<b>If the Staff was unable to meet your needs, were you provided contact information for partner agencies/resources?</b>	<b>Yes</b>	<b>No</b>	N/A	<b>Additional Comments:</b>						
<i>Number of Visitors</i>	9	0	0							
<b>How helpful was the Staff during your visit to the Virginia Career Works Center?</b>	<b>1 (Poor)</b>	<b>2</b>	<b>3 (Average)</b>						<b>4</b>	<b>5 (Excellent)</b>
<i>Number of Visitors</i>	0	0	1						2	11
<b>How would you rate your overall visit to the Virginia Career Works Center?</b>	<b>1 (Poor)</b>	<b>2</b>	<b>3 (Average)</b>	<b>4</b>	<b>5 (Excellent)</b>					
<i>Number of Visitors</i>	0	0	0	3	11					

### Eastern Shore Sub-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	11	5	23	12	24	10	2
<b>Were your needs met?</b>	<b>Yes</b>	<b>No</b>						
<i>Number of Visitors</i>	44	0						
<b>Was the Staff Knowledgeable?</b>	<b>Yes</b>	<b>No</b>						
<i>Number of Visitors</i>	44	0						
<b>If the Staff was unable to meet your needs, were you provided contact information for partner agencies/resources?</b>	<b>Yes</b>	<b>No</b>	N/A					
<i>Number of Visitors</i>	44	0	0					
<b>How helpful was the Staff during your visit to the Virginia Career Works Center?</b>	<b>1 (Poor)</b>	<b>2</b>	<b>3 (Average)</b>	<b>4</b>	<b>5 (Excellent)</b>	<b>Additional Comments:</b> <ol style="list-style-type: none"> <li>1. Very helpful.</li> <li>2. Courteous staff.</li> <li>3. Friendly staff.</li> <li>4. Not much variety in local training.</li> <li>5. Pleasant to be around.</li> <li>6. Knowledgeable staff.</li> <li>7. Patient staff.</li> <li>8. Good-natured.</li> <li>9. Eager to help.</li> <li>10. Everybody don't wanna drive trucks.</li> <li>11. Nice people.</li> </ol>		
<i>Number of Visitors</i>	0	0	7	3	34			
<b>How would you rate your overall visit to the Virginia Career Works Center?</b>	<b>1 (Poor)</b>	<b>2</b>	<b>3 (Average)</b>	<b>4</b>	<b>5 (Excellent)</b>			
<i>Number of Visitors</i>	0	1	13	14	16			

## **Success Stories**

### ***Rappahannock Goodwill Industries Success Story – George Washington***

Cathy (name changed to protect confidentiality) requested WIOA services after exhausting her Unemployment Compensation benefits. Cathy lost her job as a Security Guard due to lack of work after her company lost their contract. Following her layoff, Cathy experienced some medical complications after giving birth to her fifth child. Cathy was receiving Public Assistance and struggling to support her family. Cathy was determined eligible for the WIOA Dislocated Worker program. A review of Labor Market information showed that there was a high demand for Security Guards in the local area. However, Cathy's individual skills were obsolete, making her non-competitive for further employment in the occupation/industry. Cathy maintained her Security Guard license during her layoff and wanted to receive Private Investigator training to become more marketable to employers. Cathy shared that she has a learning disability and has done well in school with additional time to review materials and take exams. Cathy was provided unlimited time to complete the Test of Adult Basic Education and she exceeded the basic skill levels required to participate in training. Cathy and the Career Services Coordinator spoke with the training provider representative at Accredited Security Training who agreed that the instructor could provide reasonable accommodations for Cathy's learning style. Cathy excelled in class and earned her Private Investigator certificate of completion. Cathy has applied for her license with Virginia Department of Criminal Justice. The WIOA program provided Cathy with Supportive Services funds so she could purchase interview clothing. The Career Services Coordinator assisted Cathy with updating her resume and practicing for interviews. Cathy had many interviews and several offers. She accepted a position as a Security Guard that provided an opportunity for advancement. Cathy is grateful for the WIOA program and is excited about her future. Cathy shared that she has gained confidence throughout her time in the WIOA program and is happy that she can now provide for her family.

### ***Rappahannock Community College Success Story - Northern Neck***

In October 2018, M. was enrolled in WIOA and began welding training. He was really struggling with personal barriers including: caring for a terminally ill parent; transportation/car issues; childcare issues. Due to the collaborative efforts and support of Department of Social Services, Bay Consortium Workforce Development Board, Job Assistance Center and Rappahannock Community College, the transportation/car issues were resolved. After months of illness and hospitalization, M's parent passed away. Because M. had successfully completed two WIOA-funded welding classes, he was hired as a second-shift welder. His wife's day shift and his second shift have resolved the childcare issue, as well. M. is doing well and is now encouraging his wife to also seek WIOA assistance. He has expressed much appreciation for all that we and our partners have done for him.

### ***Rappahannock Community College Success Story – Middle Peninsula***

A.W. is a client who had had difficulty finding and obtaining employment. His last recorded employment was from November 2011 to November 2012 working as a supervisor in a brake factory earning \$13 an hour. The client completed the 11th grade and quit school but went on to obtain his GED. The client is married and cites his difficulty finding employment is due to two times incarceration and felony convictions. During the CDL training program, the client attended all classes on time and was known as one of the leaders in the class, as stated by the instructor, as he mastered each skill taught and was an encouragement to other trainees. A.W. is focused on his career goals. He has obtained a job with Rappahannock Concrete after interviewing with two companies and getting to choose who he



wanted to work for. A.W.'s goal is to work with his current company until his wife completes her CDL training and obtains licensure. A.W. states that once his wife's credentials are obtained, they plan on doing over the road, long haul driving which pays well until they are able to purchase and operate their own tractor trailer.

### *Eastern Shore Community College Success Stories – Eastern Shore*

#### **Story #1**

American recently obtained his Class A CDL license. American is a veteran who last served in 1989 and received an honorable discharge. After he served, he worked different jobs but wasn't satisfied. American fell on hard times and was incarcerated for a few years. Not proud of his mistakes, American moved back home and obtained a few Certifications and worked a few jobs. American came to WIOA and wanted to enroll in the CDL training. American decided that he needed a change and always wanted to do truck driving. American passed the over the road on the first test and had good grades in the class. After finishing the course, American got a summer job working for a local ice company to gain driving experience. After the summer ended, American went on to apply for jobs and is currently working full-time as a live haul driver with the local poultry plant.

#### **Story #2**

Spade was laid off from his job last summer and wanted to complete CDL training last fall. Unfortunately, Spade didn't have his Class A CDL permit so therefore his quest for a license was put on hold. Spade did receive unemployment while he was trying to obtain his permit. After months had gone by, Spade saw WIOA staff and said that he obtained his Class A CDL permit, but it was too late to enroll in the Spring training because it had already begun at ESCC. Spade was given the option to attend the CDL training in Woodford. Spade recently completed training and has secured full-time employment as a Live Haul Driver.

### *SkillSource Group Youth Success Story – George Washington*

Kori is a 23-year-old female who enrolled in the Bay Consortium WIOA Youth Program in March 2019. She made the decision to leave her husband due to domestic violence and moved in with her mother. She has a 3-year-old daughter and wanted to begin a career after being a stay at home mother for several years. She had an initial interest in entering the dental field, and researched options and spoke to the dental program Director at Germanna Community College. After updating her resume and seeking workforce experiences to get some current exposure to the job market, the WIOA Youth Program secured two working experiences at dental offices for her. The first was at a dental office, shadowing the assistants, and hygienists. While doing this experience, she also completed a certification in Dental Radiology and enjoyed it. The second was working with administrative tasks at the Virginia Career Works Center in Fredericksburg to gain some income and additional work experience with others. After shadowing at the dental office, she quickly realized she did not like the "hands on" dental field and now had little interest in the training program. This in itself is a success for the WIOA Youth Program. as the initial career originally desired was changed to another where she gained confidence and the positive outcome leading her to her next focus. She asked to help with office procedures and administrative tasks at the dentist and not only did great work but also enjoyed them. She also was given tasks at the Center, and was given great feedback for greeting guests, guiding folks in job fairs, calling to remind customers of employer job fairs, and small projects such as updating the resource manual. She recently began a second certification for Accounting and Finance for Non-Financial Managers online, and after 3 weeks, has completed the 3-month book work, and now simply participating in the

group sessions. She has expressed to her Case Manager that she thoroughly enjoyed the content and would like to begin a part-time position in the business field. She also recently spoke with an admissions counselor for obtaining a Bachelor Degree at a university, where she is interested in obtaining her degree in Business and either a double major or minor in accounting. Kori is extremely professional, very competent, and is a hard worker toward achieving any goal she sets for herself and her family of two. She has attended the Financial Coaching workshop required by our young adult program, and has completed several mock interviews. She has asked for many career planning sessions, where she has provided much research and lists of questions to aid her in deciding on a career path. She is currently working out the last 3 weeks at the dentist, completing her group sessions, and applying to colleges. She is a delight to work with, and a young adult who is not only protecting her family from ongoing negative personal experiences, but someone who is already a successful "outcome", with many more goals to go.

### ***Rappahannock Community College Youth Success Story – Northern Neck***

TF was a referral from the Fredericksburg WIOA Youth Program as he lives in the Northern Neck. He is a 21-year-old male who lives with his mother. Their household income was \$14,482 per year. TF was very diligent about completing all of the program requirements and the case manager agreed to enroll him with the goal of CDL training and employment. He qualified by meeting the definitions of high school graduate, low income and basic skills deficient. Although it took two attempts and encouragement from the case manager, he was able to pass his CDL Learner's exam. TF did well in class and passed his CDL exam on his first attempt. Supportive services in the form of gas cards were provided to assist with the cost of driving the 465 miles per week to get to training. After reviewing offers from two companies, he chose employment with Western Express Trucking. He is currently driving regionally. After acquiring more experience, he plans to become an over-the-road truck driver. His training salary is \$20,800 but will increase when he completes company training and as his mileage increases. He is very happy with his job and the opportunity to start on his dream career.

### ***Rappahannock Community College Youth Success Story – Middle Peninsula***

TB came to the WIOA Youth program as a result of a court order. He was court involved due to substance abuse related charges. Because he was a first offender, he was given the opportunity to attend training and programs that would help him "get his life back on track." TB was co-enrolled in the WIOA Youth program and the POWER-UP (Providing Opportunities through Work, Education, and Resources-that Upend Poverty) to receive workforce readiness instruction as well as training in Welding. TB has struggled and had a lapse in attendance, but with encouragement and support of his career specialist is now back on track and fully attending the program. We have high hopes that TB will complete his enrollment totally successful. Stay tuned for the rest of the story!

### ***Eastern Shore Community College Youth Success Stories – Eastern Shore***

#### **Story #1**

Bunny was a senior when I began working with her through the WIOA program. Bunny is very quiet but such a delightful young lady. She excelled in school last year, pushing and surpassing the goals she made. She had mostly A's and she passed all of the testing requirements needed for graduation. In her Jobs for Virginia Graduates class, she learned how to research, job placement skills, and how to dress for success. We were able to create a resume, even though she has not had an official job. Student also attended the WIOA Youth Symposium where she learned about different aspects of the 14 Elements, workforce strategies, and college programs.

Bunny was accepted at the Woodrow Wilson training center, but instead she decided to pursue her goal of attending college. She enrolled at ESCC in the Early Childhood Associates Degree program. She is currently enrolled in four classes. Though she is shy, she is making new friends. Through encouragement she is also reaching out for help when she needs it. In addition, she has a family that is supportive.

### **Story #2**

Miami participated in the WIOA paid work experience activity this past summer at Eastern Shore Community College. Miami was working essentially full-time in a poultry processing plant after high school, but did not like the work or the atmosphere. Miami always wanted to be a nurse so she completed the admissions process to attend Wor-Wic Community College in Salisbury, Maryland. In the meantime, she heard about the paid work experience activity at Eastern Shore Community. Miami speaks and writes both Creole and English fluently. WIOA staff was aware of the high Creole speaking population utilizing services at the VEC and after arranging an interview with the manager Ms. Smith, Miami was placed at the VEC as a translator. Miami helped customers get registered in the Virginia Workforce Connection, apply for UI benefits, navigate through the job search process and answer general questions all under the supervision of VEC staff. Miami received good scores on her weekly evaluations and her absence is felt every day. Miami quickly added her work experience employment to her resume and does not plan to ever work in the poultry processing industry ever again. Miami is currently enrolled at Wor-Wic Community College in Salisbury, MD where she is enrolled in the registered nursing program full-time. As the result of a personal recommendation from WIOA, Miami received an interview for a job as the food pantry student manager in the Student Commons Center at Wor-Wic and was offered the job. Miami will start her new job on campus this month.

**Bay Consortium Workforce Development Board, Inc.**

**Labor Market Committee Meeting**

**Draft Meeting Notes**

**Wednesday, October 9, 2019**

**11:00 a.m.**

The Labor Market Committee met Wednesday, October 9, 2019 at the Fredericksburg Workforce Center.

**Call to Order:** Jackie Davis called the Labor Market meeting to order at 11:00 a.m.

**Roll Call:** Present Percy Pollard. Not present were Louis Belcher, Martha O’Keefe, Melvin Carter, and Louis Belcher. In addition, present was Jean Fraysse and Katlyn Moss. A quorum was not present.

**Approval of Minutes:** The notes from the July 10, 2019 meeting were tabled until the next meeting.

**Public Input:** There was no public input.

**New Business:** Katlyn Moss reviewed MD Tech Solutions and Richmond Adult Technical Center as two new Training Providers. She also let members know that the system had been recently updated and her access had been denied and was working on it at the state level to correct.

**Old Business:** There was no old business.

**Other Topics:** Jean Fraysse used this time to introduce herself as a new Board member and that she would be attending different committee meetings to find a good fit.

There being no further business, the meeting was adjourned at 11:45 a.m.

Respectfully submitted,  
Katlyn Moss

**Bay Consortium Workforce Development Board, Inc.**  
**Board Development Committee Meeting**  
**Draft Minutes**  
**Wednesday, October 16, 2019**  
**11:00 A.M.**

The Board Development Committee met Wednesday, October 16, 2019 at the Bay Transit Middle Peninsula Regional Transit Facility at 11 am.

**Call to Order:** Danielle Robinson called the meeting to order at 11 am. Bill Leyden used this time to introduce himself.

**Roll Call:** Present were Josh Gemerek and Danielle Robinson. Not present was Bill Leyden. In addition, present was 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 July 17, 2019 meeting, which was seconded and approved.

**New Business:** There was no new business.

**Old Business:** Katlyn Moss discussed Board membership with committee members. She noted that Caroline County was still vacant. She also noted that April Rounds had changed job positions and was no longer able to attend meetings, so she had sent in a resignation letter. She also discussed new Board members.

**Other Items for Discussion:** Katlyn Moss discussed the Board Meeting on November 6, 2019. She also discussed the possible change in dates for the Eastern Shore Board meeting.

There being no further business, the meeting was adjourned at 11:50 am

Respectfully submitted,  
Katlyn Moss