

**DRAFT  
AGENDA**

**Bay Consortium Workforce Development Board, Inc.  
Performance and Accountability Committee  
Thursday, January 16, 2020  
Northern Neck Planning District Office  
Warsaw, VA 22572  
10:00 A.M.**

- I. Call to Order
- II. Roll Call
- III. Public Input
- IV. Approval of Meeting Notes from October 17, 2019 Meeting
- V. New Business
  - A. Quarterly Reports
- VI. Old Business
  - A. Strategic Priorities
- VII. Other Topics for discussion
- VIII. Adjournment

**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

## Rappahannock Goodwill Industries

	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	100	100		
Total Participants Served	58	72		
Percent of Planned	58%	72%		
New Clients Enrolled this Quarter	8	14		
WIOA Adult	38	49		
WIOA Dislocated Worker	20	23		
<b>Follow Up Information</b>				
Total Follow-Ups Required	88	80		
Total Follow-Ups Completed	88	80		
Total Follow-Up Not Completed	0	0	0	0
<b>Employment 2nd Quarter after Exit</b>				
WIOA Adult Program - 72.5%	5 83.3%	# employed 14 87.5%	# employed - -	# employed 4 66.7%
WIOA Dislocated Worker Program - 85%	6 71.4%	# exited 16 90.9%	# exited - -	# exited 6 5
	5 7	# employed 10 # exited 11	# employed - -	# employed 5 # exited 5
<b>Employment 4th Quarter after Exit</b>				
WIOA Adult Program - 79%	10 62.5%	# employed 6 100.0%	# employed - -	# employed - -
WIOA Dislocated Worker Program - 85%	16 85.7%	# exited 6 100.0%	# exited - -	# exited - -
	18 21	# employed 5 # exited 5	# employed - -	# employed - -
<b>Median Earnings 2nd Quarter after Exit</b>				
WIOA Adult Program	\$5,750.00	Not Available	\$5,750.00	\$5,750.00
WIOA Dislocated Worker Program	\$8,150.00	Not Available	\$8,150.00	\$8,150.00
<b>Credentialed Attainment within Four Quarters after Exit</b>				
WIOA Adult Program - 65.5%	12 80.0%	# credentialed 5 100.0%	# credentialed - -	# credentialed - -
WIOA Dislocated Worker Program - 70%	15 71.4%	# exited 5 100.0%	# exited - -	# exited - -
	21	# credentialed 4 # exited 4	# credentialed - -	# credentialed - -
<b>Measurable Skills Gain</b>				
WIOA Adult Program - Baseline%	11 32.4%	# gained 33 3.0%	# gained - -	# gained - -
WIOA Dislocated Worker Program - Baseline%	4 30.8%	# exited 0 0.0%	# exited - -	# exited - -
	13	# gained 12 # exited -	# gained - -	# gained - -
<b>40% Minimum Training Expenditure Requirement</b>				
WIOA Adult Program	\$20,338.61 65.1%	Training Expenditures \$59,859.87 Total Expenditures \$99,201.58	Training Expenditures - Total Expenditures -	Training Expenditures - Total Expenditures -
WIOA Dislocated Worker Program	\$1,098.15 6.1%	Training Expenditures \$15,768.40 Total Expenditures \$49,943.93	Training Expenditures - Total Expenditures -	Training Expenditures - Total Expenditures -
	50.71%	Total Expenditures \$99,201.58	Total Expenditures -	Total Expenditures -

## George Washington Planning District 16 Data

Customer Summary Information	2nd Quarter PY 19
<b>Spotsylvania County New Clients Enrolled this Quarter</b>	
WIOA Adult	5
WIOA Dislocated Worker	31
	11
<b>Stafford County New Clients Enrolled this Quarter</b>	
WIOA Adult	6
WIOA Dislocated Worker	17
	13
<b>Caroline County New Clients Enrolled this Quarter</b>	
WIOA Adult	0
WIOA Dislocated Worker	1
	7
<b>King George County New Clients Enrolled this Quarter</b>	
WIOA Adult	1
WIOA Dislocated Worker	10
	1
<b>City of Fredericksburg New Clients Enrolled this Quarter</b>	
WIOA Adult	2
WIOA Dislocated Worker	12
	5

## 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	72		
Total Participants Served		82	100		
Percent of Planned		114%	139%		
New Clients Enrolled this Quarter		7	16		
WIOA Adult		77	94		
WIOA Dislocated Worker		5	6		
<b>Follow Up Information</b>					
Total Follow-Ups Required		64	87		
Total Follow-Ups Completed		64	87		
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 4 # exited	8 72.7% 11 # employed 1 # exited	- # employed - # exited	- # employed - # exited
WIOA Dislocated Worker Program - 85%	100.0%	1 # employed 1 # exited	1 100.0% 1 # employed 1 # exited	- # employed - # exited	- # employed - # exited
<b>Employment 4th Quarter after Exit</b>					
WIOA Adult Program - 79%	71.4%	10 # employed 14 # exited	2 66.7% 3 # employed 3 # exited	- # employed - # exited	- # employed - # exited
WIOA Dislocated Worker Program - 85%	100.0%	1 # employed 1 # exited	0 - 0 # employed 0 # exited	- # employed - # exited	- # employed - # 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%	100.0%	7 # credentialed 7 # exited	2 100.0% 2 # credentialed 2 # exited	- # credentialed - # exited	- # credentialed - # exited
WIOA Dislocated Worker Program - 70%	100.0%	1 # credentialed 1 # exited	0 - 0 # credentialed 0 # exited	- # credentialed - # exited	- # credentialed - # exited
<b>Measurable Skills Gain</b>					
WIOA Adult Program - Baseline%	40.0%	16 # gained 40 # exited	11 27.5% 40 # gained 40 # exited	- # gained - # exited	- # gained - # exited
WIOA Dislocated Worker Program - Baseline%	66.7%	2 # gained 3 # exited	1 50.0% 2 # gained 2 # exited	- # gained - # exited	- # gained - # exited
<b>40% Minimum Training Expenditure Requirement</b>					
WIOA Adult Program	75.0%	\$ 38,212.60 Total Expenditures \$ 50,917.76	\$ 39,368.10 59.9% Total Expenditures \$ 65,700.35	- Total Expenditures	- Total Expenditures
WIOA Dislocated Worker Program	3.7%	\$ 568.70 Total Expenditures \$ 15,189.72	\$ 568.70 2.5% Total Expenditures \$ 22,605.84	- Total Expenditures	- Total Expenditures
<b>45.22%</b>					

## Northern Neck Planning District 17 Data

Customer Summary Information		2nd Quarter PY 19
<b>Lancaster County New Clients Enrolled this Quarter</b>		
WIOA Adult		1
WIOA Dislocated Worker		16
		1
<b>Northumberland County New Clients Enrolled this Quarter</b>		
WIOA Adult		1
WIOA Dislocated Worker		16
		1
<b>Richmond County New Clients Enrolled this Quarter</b>		
WIOA Adult		2
WIOA Dislocated Worker		20
		1
<b>Westmoreland County New Clients Enrolled this Quarter</b>		
WIOA Adult		3
WIOA Dislocated Worker		22
		1

## Middle Peninsula Planning District 18 Data

Customer Summary Information		2nd Quarter PY 19
<b>Essex County New Clients Enrolled this Quarter</b>		
WIOA Adult		2
WIOA Dislocated Worker		10
		2
<b>King and Queen County New Clients Enrolled this Quarter</b>		
WIOA Adult		0
WIOA Dislocated Worker		8
		1
<b>King William County New Clients Enrolled this Quarter</b>		
WIOA Adult		0
WIOA Dislocated Worker		8
		2
<b>Mathews County New Clients Enrolled this Quarter</b>		
WIOA Adult		0
WIOA Dislocated Worker		3
		2
<b>Middlesex County New Clients Enrolled this Quarter</b>		
WIOA Adult		2
WIOA Dislocated Worker		11
		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	51	51		
Total Participants Served	51	52		
Percent of Planned	100%	102%		
New Clients Enrolled this Quarter	16	1		
WIOA Adult	44	45		
WIOA Dislocated Worker	7	7		
<b>Follow Up Information</b>				
Total Follow-Ups Required	35	54		
Total Follow-Ups Completed	35	54		
Total Follow-Up Not Completed	0	0	0	0
<b>Employment 2nd Quarter after Exit</b>				
WIOA Adult Program - 72.5%	88.9%	100.0%	9	# employed # exited
WIOA Dislocated Worker Program - 85%	-	100.0%	3	# employed # exited
<b>Employment 4th Quarter after Exit</b>				
WIOA Adult Program - 79%	50.0%	62.5%	5	# employed # exited
WIOA Dislocated Worker Program - 85%	-	100.0%	3	# employed # exited
<b>Median Earnings 2nd Quarter after Exit</b>				
WIOA Adult Program	\$5,750.00	Not Available	\$5,750.00	\$5,750.00
WIOA Dislocated Worker Program	\$8,150.00	Not Available	\$8,150.00	\$8,150.00
<b>Credentialed Attainment within Four Quarters after Exit</b>				
WIOA Adult Program - 65.5%	83.3%	100.0%	8	# credentialed # exited
WIOA Dislocated Worker Program - 70%	-	100.0%	3	# credentialed # exited
<b>Measurable Skills Gain</b>				
WIOA Adult Program - Baseline%	17.9%	53.3%	16	# gained # exited
WIOA Dislocated Worker Program - Baseline%	0.0%	20.0%	1	# gained # exited
<b>40% Minimum Training Expenditure Requirement</b>				
WIOA Adult Program	61.3%	47.1%	\$ 28,690.00	Training Expenditures Total Expenditures
WIOA Dislocated Worker Program	56.7%	47.8%	\$ 11,544.25	Training Expenditures Total Expenditures
<b>47.26%</b>			\$ 24,169.72	Total Expenditures



## Eastern Shore Planning District 22 Data

Customer Summary Information		2nd Quarter PY 19
<b>Accomack County New Clients Enrolled this Quarter</b>		
WIOA Adult		1
WIOA Dislocated Worker		33
		6
<b>Northampton County New Clients Enrolled this Quarter</b>		
WIOA Adult		0
WIOA Dislocated Worker		18
		5

### 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	54		
Total Participants Served		31	37		
Percent of Planned		57%	69%		
New Clients Enrolled this Quarter		9	6		
WIOA Youth		31	37		
<b>Follow Up Information</b>					
Total Follow-Ups Required		16	18		
Total Follow-Ups Completed		16	18		
Total Follow-Up Not Completed		0	0		0
<b>Employment 2nd Quarter after Exit</b>					
WIOA Youth - 66%		100.0%	-	-	-
		1 1	# employed 0 # exited 0	# employed - # exited	# employed - # exited
<b>Employment 4th Quarter after Exit</b>					
WIOA Youth - 62.8%		87.5%	75.0%	-	-
		7 8	# employed 6 # exited 8	# employed - # exited	# employed - # exited
<b>Credential Attainment within Four Quarters after Exit</b>					
WIOA Youth - 70%		87.5%	50.0%	-	-
		7 8	# credentialed 4 # exited 8	# credentialed - # exited	# credentialed - # exited
<b>Measurable Skills Gain</b>					
WIOA Youth - Baseline %		8.0%	16.7%	-	-
		2 25	# gained 4 # exited 24	# gained - # exited	# gained - # exited
<b>20% Work Experience Expenditure Requirement</b>					
WIOA Youth		31.4%	23.9%		
		\$ 9,457.68	Training Expenditures \$ 20,925.64	Training Expenditures	Training Expenditures
		\$ 30,091.26	Total Expenditures \$ 87,562.56	Total Expenditures	Total Expenditures

## George Washington Planning District 16 Data

Customer Summary Information		2nd Quarter PY 19
<b>Spotsylvania County New Clients Enrolled this Quarter</b>		
WIOA Youth		2
		18
<b>Stafford County New Clients Enrolled this Quarter</b>		
WIOA Youth		1
		8
<b>Caroline County New Clients Enrolled this Quarter</b>		
WIOA Youth		0
		4
<b>King George County New Clients Enrolled this Quarter</b>		
WIOA Youth		0
		3
<b>City of Fredericksburg New Clients Enrolled this Quarter</b>		
WIOA Youth		3
		12

## 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	42		
Total Participants Served		37	39		
Percent of Planned		88%	93%		
New Clients Enrolled this Quarter		5	2		
WIOA Youth		37	39		
<b>Follow Up Information</b>					
Total Follow-Ups Required		10	10		
Total Follow-Ups Completed		10	10		
Total Follow-Up Not Completed		0	0		0
<b>Employment 2nd Quarter after Exit</b>					
WIOA Youth - 66%	100.0%	2 2	# employed # exited	3 4	# employed # exited
<b>Employment 4th Quarter after Exit</b>					
WIOA Youth - 62.8%	50.0%	1 2	# employed # exited	1 2	# employed # exited
<b>Credential Attainment within Four Quarters after Exit</b>					
WIOA Youth - 70%	50.0%	1 2	# credentialed # exited	2 2	# credentialed # exited
<b>Measurable Skills Gain</b>					
WIOA Youth - Baseline %	21.7%	5 23	# gained # exited	6 17	# gained # exited
<b>20% Work Experience Expenditure Requirement</b>					
WIOA Youth	33.7%	\$ 10,421.52 \$ 30,923.03	# gained # exited	\$ 18,445.35 \$ 67,626.52	# gained # exited
27.28%			27.3%		
		Total Expenditures	Total Expenditures	Total Expenditures	Total Expenditures

## Northern Neck Planning District 17 Data

Customer Summary Information		2nd Quarter PY 19
<b>Lancaster County New Clients Enrolled this Quarter</b>		
WIOA Youth		0
		4
<b>Northumberland County New Clients Enrolled this Quarter</b>		
WIOA Youth		0
		3
<b>Richmond County New Clients Enrolled this Quarter</b>		
WIOA Youth		0
		9
<b>Westmoreland County New Clients Enrolled this Quarter</b>		
WIOA Youth		0
		9

### Middle Peninsula Planning District 18 Data

Customer Summary Information		2nd Quarter PY 19
<b>Essex County New Clients Enrolled this Quarter</b>		
WIOA Youth		1
		11
<b>King and Queen County New Clients Enrolled this Quarter</b>		
WIOA Youth		0
		1
<b>King William County New Clients Enrolled this Quarter</b>		
WIOA Youth		0
		0
<b>Mathews County New Clients Enrolled this Quarter</b>		
WIOA Youth		0
		0
<b>Middlesex County New Clients Enrolled this Quarter</b>		
WIOA Youth		0
		2

## 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	35		
Total Participants Served		22	30		
Percent of Planned		63%	86%		
New Clients Enrolled this Quarter		5	7		
WIOA Youth		22	30		
<b>Follow Up Information</b>					
Total Follow-Ups Required		17	21		
Total Follow-Ups Completed		17	21		
Total Follow-Up Not Completed		0	0		0
<b>Employment 2nd Quarter after Exit</b>					
WIOA Youth - 66%	85.7%	6 7	# employed 2 # exited 2	100.0%	# employed - # exited -
<b>Employment 4th Quarter after Exit</b>					
WIOA Youth - 62.8%	100.0%	3 3	# employed 4 # exited 5	80.0%	# employed - # exited -
<b>Credentialed Attainment within Four Quarters after Exit</b>					
WIOA Youth - 70%	100.0%	3 3	# credentialed 3 # exited 4	75.0%	# credentialed - # exited -
<b>Measurable Skills Gain</b>					
WIOA Youth - Baseline %	0.0%	0 19	# gained 7 # exited 14	50.0%	# gained - # exited -
<b>20% Work Experience Expenditure Requirement</b>					
WIOA Youth	75.7%	\$ 32,292.97	# Training Expenditures \$ 36,892.46	64.1%	# Training Expenditures \$ 57,251.03
64.09%		\$ 42,640.78	Total Expenditures		Total Expenditures

## Eastern Shore Planning District 22 Data

Customer Summary Information		2nd Quarter PY 19
Accomack County New Clients Enrolled this Quarter		
WIOA Youth	4	
	22	
Northampton County New Clients Enrolled this Quarter		
WIOA Youth	3	
	11	



## 2nd Quarter PY 2019

	Proposed Negotiated Level	Actual	% of Negotiated Level	Status
<b>Adult Measures</b>				
Employment 2nd Quarter after Exit	72.50	86.10	119%	E
Employment 4th Quarter after Exit	79.00	76.50	97%	FTM
Median Earnings 2nd Quarter after Exit	5750.00	-	-	NA
Credential Attainment within 4 Quarters after Exit	65.50	100.00	153%	E
Measurable Skills Gain	Baseline	Baseline	Baseline	
<b>Dislocated Workers Measures</b>				
Employment 2nd Quarter after Exit	85.00	93.30	110%	E
Employment 4th Quarter after Exit	85.00	100.00	118%	E
Median Earnings 2nd Quarter after Exit	8150.00	-	-	NA
Credential Attainment within 4 Quarters after Exit	70.00	100.00	143%	E
Measurable Skills Gain	Baseline	Baseline	Baseline	
<b>Youth Measures</b>				
Employment 2nd Quarter after Exit	66.00	83.30	126%	E
Employment 4th Quarter after Exit	62.80	73.30	117%	E
Credential Attainment within 4 Quarters after Exit	70.00	64.30	92%	FTM
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 2019 and 2020, 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*

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

SS immigrated to the United States over twenty years ago to provide a better life for his children. He worked in the hustle and bustle of New York City as a cab driver for many years, before moving his family south to Virginia so his children could further their educational goals and aspirations in the Virginia school and university systems.

SS worked for several years in odd jobs—including Lyft and Uber. Before finding the WIOA program, he had been unemployed for a period and found himself disheartened by his employment prospects. He attended a WIOA orientation at the recommendation of a friend and was found eligible for WIOA services as a low-income adult.

SS wanted to take his driving experience and become a CDL Class A driver because he knew it would afford him the opportunities and help him reach his life goals. He shared with the WIOA team that all he wanted to do was help his kids reach their goals and make them as proud as they were making him with their achievements.

Concerned about the assessment portion of WIOA eligibility, SS worked hard—with the help of his son—to study and brush up on his math and reading skills before taking the Test of Adult Basic Education (TABE). Once he had taken his assessment and the WIOA staff determined his priority of service and ability to benefit from the program, SS sat down with the WIOA Career Services Specialist to create smart and attainable goals for his Individual Employment Plan (IEP).

SS chose CDS Tractor Trailer Training as his provider and started his course at the beginning of June 2019. He had completed his training and received his certificate of completion and license by mid-August 2019. The Career Services Specialist sat down with SS and reviewed some job listing and revised his resume to fit with the jobs he was interested in and his new skills.

He got a job immediately with a company but found it wasn't a good fit due to the amount of time he was away from home and his responsibilities there. SS then found another job right way with a local grocery store chain that allowed him to be home each evening while maintaining the great pay he had with the previous position.

SS's persistence, positive attitude, collaborative spirit, and drive throughout the WIOA process and his training program are what allowed him to be completely successful in his endeavors. He expressed repeatedly to the WIOA team he was immensely happy with his new driving position and with the WIOA process overall.

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

In April, 2019, B. was determined eligible for adult services and met the priority of service guidelines. He was enrolled in GMAW welding training because of being a Carry-On Trailer employee. He earned his welding credential, and his wages increased from \$12 hour to \$18 hour. In October, B. enrolled in SMAW and earned that credential. He is enrolled in FCAW, which begins 1/6/20. He now produces 7 trailers a day and earns \$22 hour. His next goal is to make 8 trailers a day, which will earn him \$25 hour. He is always so appreciative for what WIOA and RCC have helped him accomplish.

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

LC became a WIOA participant in February on 2019 enrolling in the Workforce Welding program. LC was unemployed and the father of four, ages 4-10 yrs. LC attended welding classes at the Westmoreland Workforce Training Center. LC has successfully completed certifications in Shielded Metal Arc Welding, Gas Metal Arc Welding, and Flex Cored Arc Welding. Early in his training, LC expressed an interest in working for Carry On-Trailers as a welder. LC was patient and diligent in waiting for position openings as he continued to increase his resume with welding credentials. LC was hired in November 2019 as a welder with Carry On-Trailers. Though LC continues to have some barriers such as transportation, he is planning on completing two more welding classes to further his qualifications as a welder. LC continues to express gratitude to the Workforce department and WIOA funding through each interaction with his case manager and instructors.

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

#### ***Story #1***

KK was an unemployed person with no work experience when she applied for WIOA funding for training. KK had already done some research on the medical assisting program and after meeting with the advisor for the training made the decision to enroll for training. After meeting WIOA eligibility requirements KK applied for and was granted admission at Eastern Shore Community College and passed the required placement testing. KK has since successfully completed the Medical Assistant training and went on to pass the medical assistant national certification examination through the National Center for Competency Testing. What is amazing is KK did not actively seek employment there, but was called personally by her internship supervisor and urged to apply. Her internship supervisor was so impressed with KK's work ethic and skill level during her internship she knew she wanted to make her a permanent part of the staff. KK is now working full-time as a medical assistant on her first job ever and she loves it! KK is an exemplary example of how the WIOA program was designed to work.

#### ***Story #2***

TK, a dislocated worker laid off from Bayshore Concrete needed to find employment quickly to continue to support his family. TK was aware that there he did not have any skills for the jobs that were being advertised locally and understood that he would need to make a decision because his unemployment and finally run out along with his savings which were quickly being depleted. TK was referred to WIOA by a staff member at the local Virginia Employment Commission for a skills upgrade and training. Tom met with WIOA staff and decided that CDL training was the best option to meet the needs of his family. The problem was there were no CDL classes available at Eastern Shore Community College for several months. TK did not have several months to wait so he so he decided to go to CDS to take the CDL training. TK successfully completed the training is employed full-time at a local poultry plant as a live-haul driver with a dedicated route, is earning a good salary, and is able to return home each night to be with his family.

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

JJ was nearly 21 when he came to the SkillSource Young Adult Program in November 2018. He came after a friend mentioned he was enrolled in a training program through WIOA. JJ's Case Manager (CM) found him to be very likeable, persistent, and very goal-oriented for his future. He enrolled in the WIOA Youth program and was determined to complete a CDL (Commercial Driving License) certification. Upon enrollment, he was residing with his girlfriend and her father, with no immediate family support regarding his financial or educational goals. He was working at a family restaurant, to help out financially with rent, monthly bills, and a baby on the way.

JJ has only completed 10<sup>th</sup> grade. He asked if the WIOA Youth program could help with completing his GED, stating he wanted to have more opportunities for jobs. The CM enrolled him in classes with Adult Basic Education. JJ passed his first GED subject test easily early on, with 3 more to go. Concurrently enrolled in the CDL program, he was going to class every day while studying nightly for his next GED subject test. He had previously been in trouble with the law and was an offender; the CM discovered this after JJ was enrolled. He had a court date on June 5, 2019. After many conversations with his lawyer, the CM found out that a condition of JJ's community probation was that he obtain his GED. Since he had not yet completed, the Judge needed information that JJ was in the process of obtaining his GED. With the support of his CM, Project Director and JJ's attorney, along with letters from Adult Ed, SkillSource and his CDL training provider showing ambition and performance, the Judge provided JJ an additional 2 months to obtain his GED certificate.

JJ worked a part-time night shift at a distribution center to help provide for his new baby girl, born in April, and to pay attorney's fees. Passing the other GED tests continued to be a challenge. Math was the hardest of the obstacles; *"a lot harder than backing up a monster truck"*, as JJ stated. After 2 fails and with 2 days to go on the test deadline, JJ stayed up all night studying practice questions, passed, and received his GED Certificate on 9/11/19.

Attendance at court on 9/18/19 resulted in all previous charges dropped. He was in his last stretch. The next few months did not go smoothly, with various setbacks and delays, and many communications between JJ and his CM. He attended Financial Literacy workshops at the Virginia Career Works Fredericksburg Center on both budget and credit, showing he had an interest in continuing to better himself personally and professionally.

Given his schedule of working overnight and day classes, he took a bit longer to grasp technical maneuvers required to pass his CDL test. On 11/8/19 he passed the test and drove directly to the DMV. He brought the license directly to his Case Manager and the CM immediately texted the Project Director, who both shared their elation for JJ and the WIOA Youth Program!

While working with his CM and other resources along the way, JJ has secured a full-time position with Merchants Grocery in Culpeper, VA. He drives regionally so he can be home on the weekends. He enjoys a nearly \$20/hour wage (approximately \$41,600 annually), and has moved to a new home, providing a good foundation for his family. JJ recently told his CM that although very difficult at times, looking back, it was all worth it. Happy New Year JJ!

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

FR dropped out of high school as she felt that “the school was disinterested in giving her the assistance that she needed to get her education.” She took classes online through a high school program for one month. She then enrolled in the RCC Adult Education Program. It was at that point that the WIOA Case Manager began working with her. She obtained her GED within a few months of beginning the Adult Education Program. She had a strong desire to make a better future for herself and her daughter. She enrolled in the Pre-Nursing Program at RCC. While completing that program, she became pregnant with her second child. She experienced a lot of sickness during her pregnancy and her doctor worked closely with her but was unsuccessful in helping with her all-day “morning” sickness. Despite the challenge, she completed the program. She also attained her Certified Nursing Assistant state license. She currently is working 50-60 hours per week to support her two children. She is saving money in the hopes that she can cut back her hours and return to pursue her LPN.

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

DL is a 19-year-old young man who desires a skill that can allow him to become self-sufficient. He showed a strong interest in welding. A welding instructor and the case manager gave him a tour of the welding facility and he knew that it was the career field for him. The case manager reviewed the soft skills necessary to be successful and found that DL possessed many of them. DL enrolled in SMAW and successfully completed the course. He is scheduled to test tomorrow but his instructor has confidence in his ability to pass. He is excited about moving forward to the next welding class. His long-term goal is to work for the Newport News Shipyard.

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

#### **Story #1**

B & T are twins attached at the hip. Where you see one you generally see the other. In past years, they both have struggles academically and with regular school attendance. This year, as seniors in high school, they have made the positive turn towards self-awareness and are excited about the next step in their lives. Both students have maintained really good grades this year and they are attending school regularly. If they miss school, they have self-advocated for their missing assignments, which in the past was too much out of their comfort zone. The twins are extremely shy and most times will not speak up when they need to ask for help or have a question. The light turned on, and they want to achieve their goal to graduate. By taking baby steps-little by little, they are making progress as indicated by their grades and SOL pass rates. In addition, they passed the Wise Financial CTE test, which is not an easy test to pass. T had to retake the class, but in doing so, she was better prepared to pass the test. T also has passed the WorkKeys for Business Writing. All in all, they are very close to achieving their goal of graduating on time and attending ESCC to pursue degrees in Early Childhood Education.

#### **Story #2**

Sis, the single parent of a very busy toddler recently completed the Long-Term Care Assistant (C.N.A.) training. Sis excelled in her training program both in the classroom setting and in the clinical setting. At the C.N.A. graduation ceremony Sis was awarded the best bedside manner honor which was voted on by the patients themselves. Although Sis has applied to complete the state board examination, she has not been awarded a test date. Sis has applied for several jobs as

a C.N.A. One job that Sis had not considered until graduation night was as a C.N.A. in a group home for individuals with developmental disabilities. When the owner shared her brochure, Sis was immediately interested. The future is looking very bright for Sis!

**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>	0	68	18	12	102	84	0	0
Were your needs met?	Yes	No						
<i>Number of Visitors</i>	140	0						
Was the Staff Knowledgeable?	Yes	No						
<i>Number of Visitors</i>	140	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>	20	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. Very helpful staff. 2. Thank you for everything. 3. They helped me so much.		
<i>Number of Visitors</i>	0	0	0	0	140			
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	140			



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	160	1	45	30	13	1	132
Were your needs met?	Yes	No						
<i>Number of Visitors</i>	18	0						
Was the Staff Knowledgeable?	Yes	No						
<i>Number of Visitors</i>	18	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>	18	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. Keep up the good work! 2. Everyone was so respectful and all my needs were taken care of. 3. Everybody was very nice and helpful! 4. Staff was great!		
<i>Number of Visitors</i>	0	0	0	3	15			
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	4	14			

**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	31	0	0	0	0	0	0
Were your needs met?	Yes	No						
<i>Number of Visitors</i>	8	0						
Was the Staff Knowledgeable?	Yes	No						
<i>Number of Visitors</i>	9	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>	9	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: 5. Keep up the good work! 6. Everyone was so respectful and all my needs were taken care of. 7. Everybody was very nice and helpful! 8. Staff was great!		
<i>Number of Visitors</i>	0	0	0	3	9			
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	4	9			

**Eastern Shore Area 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	9	4	20	10	14	12	0
<b>Were your needs met?</b>	Yes	No						
<i>Number of Visitors</i>	31	0						
<b>Was the Staff Knowledgeable?</b>	Yes	No						
<i>Number of Visitors</i>	31	0						
<b>If the Staff was unable to meet your needs, were you provided contact information for partner agencies/resources?</b>	Yes	No	N/A					
<i>Number of Visitors</i>	31	0	0					
<b>How helpful was the Staff during your visit to the Virginia Career Works Center?</b>	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Additional Comments: 1. Good information. 2. Polite Staff. 3. Useful stuff for testing what job I fit. 4. A couple of good medical trainings. 5. Helpful.		
<i>Number of Visitors</i>	0	0	5	6	20			
<b>How would you rate your overall visit to the Virginia Career Works Center?</b>	1 (Poor)	2	3 (Average)	4	5 (Excellent)			
<i>Number of Visitors</i>	0	0	3	4	20			

## **Strategic Priorities**

### **Strategic Priority Number One: Funding – Performance and Accountability**

**Goal: Maximize funding opportunities to support strategic priorities**

**Objectives:**

- 1. Diversify streams of revenue to support the strategic priorities**
- 2. Support professional grant writing to supplement existing revenue**
- 3. Monitor funds for correlation with goals**
- 4. Evaluation – Review Quarterly reports, annual budgets, and grant revenue**

### **Strategic Priority Number Two: Program Development and Implementation – One Stop**

**Goal: Lead workforce system of partners to provide comprehensive programs and services**

**Objectives:**

- 1. Provide responsive and innovative employer services**
- 2. Provide responsive and innovative training and support services for jobseekers**
- 3. Ensure WIOA compliance through technical assistance, tracking and documentation**
- 4. Evaluation – Review quantity and quality of services provided to job seekers and employers**

### **Strategic Priority Number Three: Business and Community Engagement –Board Development**

**Goal: Enhance outreach and connectivity to business and community partners**

**Objectives:**

- 1. Enhance connections with regional employers through ongoing outreach and resource promotion**
- 2. Enhance communication and collaboration with local elected officials**
- 3. Coordinate and collaborate with community partners to promote and align resources of all stakeholders without duplicating services**
- 4. Evaluation – Track business and community outreach by WDB members and staff**

### **Strategic Priority Number Four: Marketing – Labor Market**

**Goal: Enhance visibility and viability of WDB as an important key community resource**

**Objectives:**

- 1. Align WDB marketing activities with VA Career Works initiative to support strategic priorities**
- 2. Pursue sponsorships and partnerships to support program initiatives**
- 3. Build rapport with industry and business community through ongoing needs assessment, resource promotion, and service enhancement**
- 4. Evaluation – Institute feedback methods to capture community opinion and usage of workforce services**