

**DRAFT
AGENDA**

**Bay Consortium Workforce Development Board, Inc.
Performance and Accountability Committee
Thursday, April 18, 2019
Northern Neck Planning District Office
Warsaw, VA 22572
9:00 A.M.**

- I. Call to Order
- II. Roll Call
- III. Public Input
- IV. Approval of Meeting Notes from January 17, 2019 Meeting
- V. New Business
 - A. Quarterly Reports
 - B. Chair and Vice Chair Nominations
- VI. Old Business
 - A. Strategic Plan and Committee Assignments
- VII. Other Topics for discussion
- VIII. Adjournment

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

The Performance and Accountability Committee met Thursday, January 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 in person were Steve Goodall, Vanesa Livingstone, Russ Culver, and David Mann. In addition, present were Jackie Davis, Kristina Allen, Steven Golas, and Katlyn Moss, WDB Staff. A quorum was present.

Public Input: There was no public input.

Approval of Minutes: A motion was made to approve the minutes from the October 18, 2018 meeting, which was seconded and approved.

New Business: Steven Golas went over the quarterly reports. He discussed the Eastern Shore Rural Health Incumbent Worker Training with members. He mentioned that SkillSource was neither meeting their enrollment numbers nor their 20% Work Experience Expenditure Requirement. He stated that he would be sending SkillSource a letter about not meeting the 20% Work Experience Expenditure Requirement. He stated that all Adult Measures had been exceeded. Russ Culver mentioned that Westmoreland County had received funding from GoVA for jobs within the county. He also mentioned that Potomac Supply had received funding to add close to 100 jobs.

Old Business: There was no old business.

Other Items for Discussion: Steven Golas discussed the Statement of Economic Interest with members. Vanesa Livingstone asked if the government shutdown affected Bay WDB activity. Jackie Davis said it did not as the money was appropriated in a previous year. Jackie Davis introduced Kristina Allen, the new Fiscal and Program Manager. Jackie Davis gave members dates for the Board meeting, CLEO meeting, Board Retreat, and Executive Committee.

There being no further business, the meeting was adjourned at 10:55 a.m.

Respectfully submitted,
Katlyn Moss

Rappahannock Goodwill Industries

	1st Quarter PY 18 7/1/18 - 9/30/18	2nd Quarter PY 18 10/1/2018 - 12/31/18	3rd Quarter PY 18 1/1/19 - 3/31/19	4th Quarter PY 18 4/1/19 - 6/30/19
Customer Summary Information				
Planned Number of Participants for PY	125	125	125	125
Total Participants Served	60	66	100	
Percent of Planned	48%	53%	80%	0%
New Clients Enrolled this Quarter	2	19	21	
WIOA Adult	30	34	52	
WIOA Dislocated Worker	30	32	48	
Follow Up Information				
Total Follow-Ups Required	99	89	89	
Total Follow-Ups Completed	99	89	89	
Total Follow-Up Not Completed	0	0	0	
Employment 2nd Quarter after Exit				
WIOA Adult Program - 72.5%	10 # employed	7 # employed	12 # employed	12 # employed
	11 # exited	12 # exited	14 # exited	14 # exited
WIOA Dislocated Worker Program - 85%	7 # employed	13 # employed	16 # employed	16 # employed
	9 # exited	15 # exited	20 # exited	20 # exited
Employment 4th Quarter after Exit				
WIOA Adult Program - 79%	10 # employed	19 # employed	9 # employed	9 # employed
	17 # exited	23 # exited	11 # exited	11 # exited
WIOA Dislocated Worker Program - 85%	9 # employed	19 # employed	9 # employed	9 # employed
	11 # exited	20 # exited	9 # exited	9 # exited
Median Earnings 2nd Quarter after Exit				
WIOA Adult Program	\$5,750.00	\$5,750.00	\$5,750.00	\$5,750.00
WIOA Dislocated Worker Program	\$8,150.00	\$8,150.00	\$8,150.00	\$8,150.00
Credential Attainment within Four Quarters after Exit				
WIOA Adult Program - 65.5%	12 # credentialed	12 # credentialed	6 # credentialed	6 # credentialed
	17 # exited	20 # exited	8 # exited	8 # exited
WIOA Dislocated Worker Program - 70%	3 # credentialed	9 # credentialed	7 # credentialed	7 # credentialed
	9 # exited	14 # exited	7 # exited	7 # exited
Measurable Skills Gain				
WIOA Adult Program - Baseline%	1 # gained	1 # gained	5 # gained	5 # gained
	30 # exited	20 # exited	22 # exited	22 # exited
WIOA Dislocated Worker Program - Baseline%	0 # gained	0 # gained	4 # gained	4 # gained
	29 # exited	20 # exited	17 # exited	17 # exited
40% Minimum Training Expenditure Requirement				
WIOA Adult Program	\$59,412.93	Training Expenditures		
45.89%	#####	Total Expenditures		
WIOA Dislocated Worker Program	\$39,966.17	Training Expenditures		
	#####	Total Expenditures		

Rappahannock Community College

	1st Quarter PY 18 7/1/18 - 9/30/18	2nd Quarter PY 18 10/1/2018 - 12/31/18	3rd Quarter PY 18 1/1/19 - 3/31/19	4th Quarter PY 18 4/1/19 - 6/30/19
Customer Summary Information				
Planned Number of Participants for PY	100	100	100	100
Total Participants Served	68	89	113	
Percent of Planned	68%	89%	113%	0%
New Clients Enrolled this Quarter	8	25	20	
WIOA Adult	59	81	104	
WIOA Dislocated Worker	9	8	9	
Follow Up Information				
Total Follow-Ups Required	30	28	33	
Total Follow-Ups Completed	30	28	33	
Total Follow-Up Not Completed	0	0	0	
Employment 2nd Quarter after Exit				
WIOA Adult Program - 72.5%	3 # employed	5 # employed	10 # employed	# DIV/0!
	4 # exited	6 # exited	12 # exited	# DIV/0!
WIOA Dislocated Worker Program - 85%	1 # employed	1 # employed	1 # employed	# DIV/0!
	1 # exited	1 # exited	1 # exited	# DIV/0!
Employment 4th Quarter after Exit				
WIOA Adult Program - 79%	4 # employed	5 # employed	3 # employed	# DIV/0!
	4 # exited	7 # exited	4 # exited	# DIV/0!
WIOA Dislocated Worker Program - 85%	0 # employed	2 # employed	0 # employed	# DIV/0!
	0 # exited	2 # exited	1 # exited	# DIV/0!
Median Earnings 2nd Quarter after Exit				
WIOA Adult Program	\$5,424.00	\$5,750.00	\$5,343.00	NA
WIOA Dislocated Worker Program	\$464.00	\$8,150.00	\$5,966.00	NA
Credential Attainment within Four Quarters after Exit				
WIOA Adult Program - 65.5%	3 # credentialed	5 # credentialed	2 # credentialed	# DIV/0!
	4 # exited	5 # exited	3 # exited	# DIV/0!
WIOA Dislocated Worker Program - 70%	0 # credentialed	0 # credentialed	0 # credentialed	# DIV/0!
	0 # exited	2 # exited	1 # exited	# DIV/0!
Measurable Skills Gain				
WIOA Adult Program - Baseline%	2 # gained	5 # gained	6 # gained	# DIV/0!
	59 # exited	50 # exited	65 # exited	# DIV/0!
WIOA Dislocated Worker Program - Baseline%	0 # gained	1 # gained	0 # gained	# DIV/0!
	8 # exited	7 # exited	6 # exited	# DIV/0!
40% Minimum Training Expenditure Requirement				
WIOA Adult Program	69.2%	69.2%	69.2%	
WIOA Dislocated Worker Program	12.3%	12.3%	12.3%	
	#####	#####	#####	
	\$ 6,016.90	\$ 6,016.90	\$ 6,016.90	
	\$ 49,115.39	\$ 49,115.39	\$ 49,115.39	

Eastern Shore Community College

	1st Quarter PY 18 7/1/18 - 9/30/18	2nd Quarter PY 18 10/1/2018 - 12/31/18	3rd Quarter PY 18 1/1/19 - 3/31/19	4th Quarter PY 18 4/1/19 - 6/30/19
Customer Summary Information				
Planned Number of Participants for PY	53	53	53	53
Total Participants Served	48	59	84	
Percent of Planned	91%	111%	158%	0%
New Clients Enrolled this Quarter	14	20	16	
WIOA Adult	37	48	72	
WIOA Dislocated Worker	11	11	12	
Follow Up Information				
Total Follow-Ups Required	27	29	38	
Total Follow-Ups Completed	27	29	38	
Total Follow-Up Not Completed	0	0	0	
Employment 2nd Quarter after Exit				
WIOA Adult Program - 72.5%	6 # employed 6 # exited	5 # employed 5 # exited	3 # employed 5 # exited	3 # employed 5 # exited
WIOA Dislocated Worker Program - 85%	0 # employed 0 # exited	0 # employed 1 # exited	0 # employed 0 # exited	0 # employed 0 # exited
Employment 4th Quarter after Exit				
WIOA Adult Program - 79%	4 # employed 4 # exited	3 # employed 3 # exited	6 # employed 6 # exited	6 # employed 6 # exited
WIOA Dislocated Worker Program - 85%	0 # employed 0 # exited	1 # employed 1 # exited	0 # employed 0 # exited	0 # employed 0 # exited
Median Earnings 2nd Quarter after Exit				
WIOA Adult Program	\$5,750.00	\$5,750.00	\$5,750.00	\$5,750.00
WIOA Dislocated Worker Program	\$8,150.00	\$8,150.00	\$8,150.00	\$8,150.00
Credential Attainment within Four Quarters after Exit				
WIOA Adult Program - 65.5%	4 # credentialed 4 # exited	3 # credentialed 3 # exited	5 # credentialed 5 # exited	5 # credentialed 5 # exited
WIOA Dislocated Worker Program - 70%	0 # credentialed 0 # exited	0 # credentialed 1 # exited	0 # credentialed 0 # exited	0 # credentialed 0 # exited
Measurable Skills Gain				
WIOA Adult Program - Baseline%	8 # gained 37 # exited	26 # gained 44 # exited	4 # gained 52 # exited	4 # gained 52 # exited
WIOA Dislocated Worker Program - Baseline%	1 # gained 11 # exited	2 # gained 8 # exited	0 # gained 7 # exited	0 # gained 7 # exited
40% Minimum Training Expenditure Requirement				
WIOA Adult Program	\$88,479.03 #####	Training Expenditures Total Expenditures		
WIOA Dislocated Worker Program	\$15,689.19 #####	Training Expenditures Total Expenditures		
	68.5%			
	33.7%			

SkillSource Group

		1st Quarter PY 18 7/1/18 - 9/30/18	2nd Quarter PY 18 10/1/2018 - 12/31/18	3rd Quarter PY 18 1/1/19 - 3/31/19	4th Quarter PY 18 4/1/19 - 6/30/19
Customer Summary Information					
Planned Number of Participants for PY		47	47	47	47
Total Participants Served		6	18	23	
Percent of Planned		13%	38%	49%	0%
New Clients Enrolled this Quarter		0	12	5	
WIOA Youth		6	18	23	
Follow Up Information					
Total Follow-Ups Required		30	20	16	
Total Follow-Ups Completed		30	20	16	
Total Follow-Up Not Completed		0	0	0	
Employment 2nd Quarter after Exit					
WIOA Youth - 66%		8 9	1 4	6 8	# employed # exited
		88.9%	25.0%	75.0%	#DIV/0!
Employment 4th Quarter after Exit					
WIOA Youth - 62.8%		6 7	1 4	6 9	# employed # exited
		85.7%	25.0%	66.7%	#DIV/0!
Credential Attainment within Four Quarters after Exit					
WIOA Youth - 70%		4 5	3 3	5 6	# credentialed # exited
		80.0%	100.0%	83.3%	#DIV/0!
Measurable Skills Gain					
WIOA Youth - Baseline %		0 3	# gained # exited	0 6	# gained # exited
		0.0%	0.0%	6.7%	#DIV/0!
20% Work Experience Expenditure Requirement					
% WIOA Youth		\$ 11,488.00	Training Expenditures		
		10.0%	Total Expenditures		
		#####			

Rappahannock Community College

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

Eastern Shore Community College

	1st Quarter PY 18 7/1/18 - 9/30/18	2nd Quarter PY 18 10/1/2018 - 12/31/18	3rd Quarter PY 18 1/1/19 - 3/31/19	4th Quarter PY 18 4/1/19 - 6/30/19
Customer Summary Information				
Planned Number of Participants for PY	26	26	26	26
Total Participants Served	16	18	21	
Percent of Planned	62%	69%	81%	0%
New Clients Enrolled this Quarter	4	2	3	
WIOA Youth	16	18	21	
Follow Up Information				
Total Follow-Ups Required	11	15	17	
Total Follow-Ups Completed	11	15	17	
Total Follow-Up Not Completed	0	0	0	
Employment 2nd Quarter after Exit				
WIOA Youth - 66%	3	# employed # exited	100.0%	# employed # exited
Employment 4th Quarter after Exit	3	# employed # exited	100.0%	# employed # exited
WIOA Youth - 62.8%	0	# employed # exited	77.8%	# employed # exited
Credential Attainment within Four Quarters after Exit				
WIOA Youth - 70%	0	# credentialed # exited	77.8%	# credentialed # exited
Measurable Skills Gain	15	# credentialed # exited	100.0%	# credentialed # exited
WIOA Youth - Baseline %	3	# gained # exited	10.0%	# gained # exited
20% Work Experience Expenditure Requirement				
WIOA Youth	\$ 30,267.32	Training Expenditures		
	\$ 56,192.55	Total Expenditures		

3rd Quarter PY 2018

	Proposed Negotiated Level	Actual	% of Negotiated Level	Status
Adult Measures				
Employment 2nd Quarter after Exit	72.5	80.6	111.17%	E
Employment 4th Quarter after Exit	79.0	85.7	108.48%	E
Median Earnings 2nd Quarter after Exit	\$5,750.00	NA	#VALUE!	NA
Credential Attainment within 4 Quarters after Exit	65.5	81.3	124.12%	E
Measurable Skills Gain	Baseline	Baseline	Baseline	
Dislocated Workers Measures				
Employment 2nd Quarter after Exit	85.0	81.0	95.29%	FTM
Employment 4th Quarter after Exit	85.0	90.0	105.88%	E
Median Earnings 2nd Quarter after Exit	\$8,150.00	NA	#VALUE!	NA
Credential Attainment within 4 Quarters after Exit	70.0	87.5	125.00%	E
Measurable Skills Gain	Baseline	Baseline	Baseline	
Youth Measures				
Employment 2nd Quarter after Exit	66.0	76.9	116.52%	E
Employment 4th Quarter after Exit	62.8	75.0	119.43%	E
Credential Attainment within 4 Quarters after Exit	70.0	63.6	90.86%	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, 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*

Rappahannock Goodwill Industries Success Story – George Washington

LL came to WIOA for CDL-Class A training. He was unemployed and working as a stay-at-home dad. He was found eligible as an adult and met with the WIOA team to develop his Individual Employment plan. LL wished to work as a CDL- Class A driver because his grandfather was a driver. LL shared that he had fond memories of riding with his grandfather in his truck and traveling throughout the state.

LL was highly motivated and realistic about his goals. He and the WIOA team discussed, at length, the difference between going over the road and getting the experience most companies want and only expected the driving local. LL stated he was willing to go over the road to gain the experience he needed.

LL chose CDS Tractor Trailer Training for his training and began his course in early November. LL persevered through his training, despite the cold temperatures of the season. LL stayed in touch with his Career Services Specialist and kept them updated with his progress.

LL completed his training and surprised his Career Services Specialist in late January in the office by bringing his certificates and license by. He also let the Career Services Specialist know he had a job interview lined up.

LL was hired by a company immediately in a full-time position. He was going through his training period and driving with a mentor. At last contact, LL was three days away from getting the keys to his own company rig!

Rappahannock Community College Success Story - Northern Neck

M. applied for services after being terminated unexpectedly from a job where she was employed for 11 years. She met priority of service due to being basic skills deficient. She decided she would like to enroll in CDL training. Because she was the only woman in the class, she was super determined to earn her license just like the men.

Classes started, and M. hung right in there with her classmates. In mid-December, she took her test and was disappointed that she was the only one that did not pass. She forgot to turn the ignition. She continued her training in Woodford and really struggled for a while. By January 24th, M. stopped by to say that she still needed parallel and would re-test the next week. As usual, all of Warsaw Workforce encouraged her, and she again left with determination and a big smile. Finally, on Monday, January 28th, M. passed her test. Congratulations! She accepted an over-the-road job and left 5 days later. She did not stay with that company for long, saying that the company did not deliver what the recruiters had promised. She returned to Virginia and was immediately hired by another company as a driver. She is loving her job and always expresses her thanks for all that we have done for her.

Rappahannock Community College Success Story – Middle Peninsula

LP is a single mother of two daughters. Initially entering the WIOA program, she was seeking credentials in the medical profession. She was a Personal Care Aide at Bon Secours Hospital and was asked to obtain her CNA credentials to keep her employment. She decided to obtain her

CNA certification so she could maintain her employment. She was dismissed from her job as she was unable to get her certification in the time requested by her employer. She was not deterred from following her goal and dream to be a nurse. She completed CNA training through WIOA and obtained licensure. She has resumed studies in LPN at ECPI and is in the Bridge Program for RN and will be pinned an LPN on May 20, 2019. LP is well on her way to becoming a registered nurse that began with her CNA credential through the Adult and Dislocated Worker WIOA program. She remains active in the WIOA program, as she may need assistance with examination costs.

Eastern Shore Community College Success Stories – Eastern Shore

Story #1

CC is an Adult who has just passed the Phlebotomy training and is about to start the internship on April 20th. CC worked very hard to achieve the milestone of passing the Phlebotomy national exam. CC always kept in contact with Case Manager about her drive and need to pass the exam. CC didn't pass the first exam and missed it by 3 points but Clemson was determined that it wasn't going to stop her. CC studied and when CC took it the second-time she passed it. CC currently does work in the medical field.

Story #2

CK, a dislocated worker who worked as an electrical technician came to WIOA for funding for a Career Studies Certificate (CSC) in electricity. Although CK was working as an electrical technician he was doing so without any formal training and understood that in order for him to have a career in that field he would need formal training and certifications along with his acquired skills and work experience. The case manager agreed and helped CK lay out his plan of action. Since then CK has completed the electricity CSC and obtained a handyman license and works on home improvement projects. In addition to that CK is looking ahead to enrolling in a new FastForward Trade Electrician training beginning July 2019.

*SkillSource Group Youth Success Story – George Washington**

Matthew, a 24-year-old young adult from Nebraska, moved to Fredericksburg in August 2018. He moved to the area with a colleague who was opening a roofing business. The business did not come to fruition. Matthew was living with a girlfriend temporarily, which also dissolved almost as quickly as it started. He began to research career and employment help, as he is very resourceful, having been disconnected from his parents at a young age. He found the Virginia Career Works Center, Fredericksburg and began to dig deeper. He visited the center in late November 2018, and there the success story begins.

Matthew and his WIOA Youth Case Manager discussed his situation. He had a little experience with driving tow trucks and was interested in obtaining his Commercial Driving License. There were a few obstacles. Matthew was living in his car he borrowed from a friend he had met when he arrived. He had no Virginia Driver license, no birth certificate, was an offender (where he was in the wrong place at the wrong time with the wrong people), and no support to remedy any of these barriers.

Matthew enrolled in the WIOA Young Adult program December 5, 2018. He and his case manager immediately began to research the CDL school and enrolled him to start early January. The WIOA Youth Program paid to transfer his license to Virginia and for the DMV to receive proof of his birth in Nebraska. His background was reviewed, and there were no court dates or fines at present, but he and his case manager knew it may be an obstacle when seeking employment.

In the interim, Matthew was hired by Jay's Restaurant part-time and he gained a little income for food and an occasional stay at a hotel for comfort and showering. He also visited the Micah House for homeless, where he could shower during the day, and they also provided a mailbox for him to receive his mail. Matthew was very persistent about his willingness to do whatever it took to receive his CDL, pay off his bank fines, and begin making a good income. The WIOA Youth Program funded his drug screen, physical, and enrolled him in the CDL class. The training school would provide housing for him during school for a reduced rate, which the WIOA Youth Program also funded. His case manager worked with him on soft skills, created a resume, had him attend leadership training and retaining a job workshop. Matthew and his case manager conducted job search together, and they formed a great relationship, as well as with the employees in the Virginia Career Works Fredericksburg Center.

There were some hitches, such as the school does not get the reduced rate on weekends, holidays, or snow closures. Matthew was using his small amount of pay he now made only on weekends for food, and he offered to take his hotel roommate to the bus station every Friday to go home. Moving forward, Matthew completed his CDL, and because he was very persistent and proactive, he landed a position with Simbeck Trucking Co, Winchester, VA. They believe in helping young adults and are a company who will hire offenders on a case by case basis. He was one of the best trainees they have had, per the CDS training instructor, and ready to go "on the road".

Matthew drove to Winchester, VA where he began his full-time position on February 12, 2019, the day after passing the CDL test and going directly to the DMV to obtain his commercial license. He still contacts his case manager consistently, to let her know he is doing well, and where he has been on the road, including Ohio, PA, NH, MD, WV, NY, TN, all in a few short weeks. His pay is 25% of each load, moving various things for various organizations for Simbeck. He was given his own truck almost immediately, and has his own "home" as well, in the truck, where he can sleep, eat or simply rest and enjoy.

He has paid off his bank dues, given his friend back the car he borrowed, eats hot meals daily, and is thinking about looking for an apartment for his free days, but not in any hurry. He is simply glad to have stable income and a future full of opportunity. Although he has been disconnected from his family and had numerous "bad luck" stories surrounding the situation in Nebraska, he has purchased a plane ticket, and will attend his younger brother's high school graduation in May, and visit with his parents for the first time in years.

Matthew's success story reflects highly on his initiative and persistence, the supports provided through the Virginia Career Works Fredericksburg Center and the critical importance of the WIOA Youth Program and the positive impact it has on many young lives.

**Signed permission was obtained from Matthew Glover to utilize his name and photograph in outreach materials.*

Rappahannock Community College Youth Success Story – Northern Neck

JB enrolled in Youth WIOA as a 19-year-old seeking career guidance, support and training assistance. He had multiple challenges including Autism Spectrum Disorder, Bipolar Disorder with psychotic features and chronic health issues. He also had many strengths. He achieved a perfect English score and near-perfect math score on his GAIN assessment and a Gold CRC. He had good manners and a strong work ethic. His family was also very committed to his success. JB participated in the Summer Skills Program created by his case manager. The four-week program consisted of training in Financial Literacy, National Retail Federation (NRF) Customer Service and Sales, time and self-management skills, interpersonal communication skills, and career exploration. Through the program, he received his NRF credential. His case manager worked with DARS to facilitate Mechanical Technician training at Woodrow Wilson Rehabilitation Center. Upon successful completion, he obtained his OSHA 10 certificate, forklift certificate, and Manufacturing Skills Institute (MSI) credential. JB obtained employment at a logistics company in the Shenandoah Valley earning \$14 per hour with benefits. He shares an apartment with a co-worker and has become self-sufficient. JB loves his job and being able to live independently.

Rappahannock Community College Youth Success Story – Middle Peninsula

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

Eastern Shore Community College Youth Success Stories – Eastern Shore

Story #1

SS is a senior in high school who was struggling to pass the English 11 writing SOL required for graduation. Although Sal was receiving tutoring and additional writing support from staff he continued to score poorly on the writing SOL. His high school Career Coach spoke to the guidance counselor and asked that he be allowed to complete the WorkKeys assessment in lieu of the English 11 SOL. The request went before the high school administration committee and was approved. SS completed the WorkKeys assessment this quarter and passed and has now satisfied the graduation requirement for English 11. SS is ecstatic and so are his foster parents!

Story #2

MM is an OSY who is now certified in Phlebotomy. MM was dedicated in passing the Phlebotomy course as she attended every class. Maroon passed the Phlebotomy course with one of the highest grades in the class. MM consistently let Case Manager know of any issues that she encountered but that was her way of showing that MM wanted to succeed. MM passed the Phlebotomy national exam on the first try with one of the top scores in the class. MM is currently in the process of beginning her internship at a local medical facility.

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>	47	65	14	119	119	79	0	9
Were your needs met?	Yes	No						
<i>Number of Visitors</i>	302	0						
Was the Staff Knowledgeable?	Yes	No						
<i>Number of Visitors</i>	302	0						
If the Staff was unable to meet your needs, were you provided contact information for partner agencies/resources?	Yes	No	N/A					
<i>Number of Visitors</i>	0	0	0					
How helpful was the Staff during your visit to the Virginia Career Works Center?	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Additional Comments: 1. MaryAnn is a great resource and very helpful. 2. Resume workshop was very informative and helpful. 3. Professional and respectable center. 4. Ms. Page was very inspiring. 5. Very pleased with the services available.		
<i>Number of Visitors</i>	0	0	0	0	302			
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	302			

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	13	0	0	0	0	0	0
Were your needs met?	Yes	No						
<i>Number of Visitors</i>	13	0						
Was the Staff Knowledgeable?	Yes	No						
<i>Number of Visitors</i>	13	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>	10	1	2					
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. Thank you to all the staff for all they do! 2. Staff is friendly, knowledgeable and helpful. 3. Everything has been resourceful for me. 4. The teacher is very good. 5. Thanks for having a true passion for assisting others!		
<i>Number of Visitors</i>	0	0	0	1	12			
How would you rate your overall visit to the Virginia Career Works Center?	1 (Poor)	2	3 (Average)	4	5 (Excellent)			
<i>Number of Visitors</i>	0	0	0	1	12			

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>	7	0	0	0	0	0	0	0
Were your needs met?	Yes	No						
<i>Number of Visitors</i>	7	0						
Was the Staff Knowledgeable?	Yes	No						
<i>Number of Visitors</i>	7	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>	6	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. Excited about starting my new career. 2. So far everything is good. 3. Very helpful and kind. 4. Everyone has been helpful. 5. Staff are great.		
<i>Number of Visitors</i>	0	0	0	0	7			
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	1	6			

Eastern Shore Area Customer Survey Results

What was the purpose of your visit?	Unemployment Claim	Workforce Resources	Resume Assistance	Job Search Activities	Resource Room	Workshops or Training	Gathering Information Materials/Resources	Other
<i>Number of Visitors</i>	0	22	7	31	0	18	4	2
Were your needs met?	Yes	No						
<i>Number of Visitors</i>	20	9						
Was the Staff Knowledgeable?	Yes	No						
<i>Number of Visitors</i>	29	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: 1. Workshops were helpful. 2. Staff was polite and attentive. 3. Appreciate assistance in job search. 4. One on one help was awesome. 5. Computers were slow. 6. Staff was great.		
<i>Number of Visitors</i>	0	0	0	4	23			
How would you rate your overall visit to the Virginia Career Works Center?	1 (Poor)	2	3 (Average)	4	5 (Excellent)			
<i>Number of Visitors</i>	0	0	3	19	5			

Strategic Priorities and Goals, 2015-2020
Strategic Priority Number One: Funding

Goal: Maximize funding opportunities to support strategic priorities
Objective 1 – Diversify streams of revenue to support the strategic priorities
Objective 2 – Secure professional grant writer on an as need basis
Objective 3 – Monitor funds for correlation with goals
Objective 4 – Evaluation

Review/Revise

1. What objectives have been met? Give examples.
Obj. 3: Spending required 40% and 20% on training.
2. What objectives need more work? Suggestions?
Obj. 1: Need to analyze other opportunities
Obj. 2: Change objective. Could it be combo grant writer and business coordinator/outreach.
Secure: Grant for social media
3. What objectives were not met? Are they still relevant or obsolete?
Obj. 2. Yes still relevant
4. For 2020 – 2025, should a new objective be added?
No
5. How can you evaluate progress with this strategic priority?
Reviewing quarterly reports, annual budgets, and any funding from grants.

Strategic Priorities and Goals, 2015-2020
Strategic Priority Number Two: Program Development and Implementation

Goal: Lead workforce system of partners to provide comprehensive programs and services
Objective 1 – Provide responsive and innovative employer services
Objective 2 – Provide responsive and innovative training and support services for jobseekers
Objective 3 – Ensure WIOA compliance through tracking and documentation
Objective 4 – Evaluation

Review/Revise

1. What objectives have been met? Give examples.
All objectives have been met
Obj. 1: Business Services Team developed works with innovative employer services, Healthcare Initiative, 4 Part Appreciation Summit, VEC Business Representatives, Business Surveys for all businesses
Obj. 2: WIOA – A/DW Youth Initiative, referrals between partners/community resources, workshops monthly/overview/orientations for all programs, all jobseekers are treated as individuals, follow priority of services
Obj. 3: 12 month follow up in VAWC, monthly/quarterly reports, documentation, onsite monitoring, oversight for/of programs, desk reviews, common intake form – in process from state with WTA July- Sept. 2019

2. What objectives need more work? Suggestions?
 All objectives are an ongoing process.
 Obj. 1: Would like more technical assistance provided, possibly from the State, Keep up with trends and apps
 Obj. 2: More technical assistance needed, reacting to the changes/needs of clients/employers, responding to comments
 Obj. 3: Continue to follow mandates
3. What objectives were not met? Are they still relevant or obsolete?
 All objectives are still a work a progress and still relevant
4. For 2020 – 2025, should a new objective be added?
 Add technical assistance – state may be updating/regulating, if not compliant – means for technical assistance support or have an outside source, innovative technical assistance report with access to funding
5. How can you evaluate progress with this strategic priority?
 Written reports to the committee to address

Strategic Priorities and Goals, 2015-2020

Strategic Priority Number Three: Business and Community Engagement

- Goal: Enhance outreach and connectivity to business and community partners
 Objective 1 – Create and implement a plan for connecting with regional employers
 Objective 2 – Improve communication with local elected officials
 Objective 3 – Coordinate and collaborate with community partners to better align resources
 Objective 4 – Evaluation

Review/Revise

1. What objectives have been met? Give examples.
 Obj. 1: Previous business Development Coordinator achieved outreach with individual employer entities, but not so with groups
 Obj. 2: Have CLEO/BCWDB collaboration, Joint Working Committee
 Obj. 3: Presentations to Boards of Supervisors
2. What objectives need more work? Suggestions?
 Obj. 1: Business after hours and Chambers of Commerce events, identify all strategic groups, social media
3. What objectives were not met? Are they still relevant or obsolete?
 Obj. 1: Few businesses are familiar with BCWDB
4. For 2020 – 2025, should a new objective be added?
 Tailor made outreach to partners in each distinct region, Connects with EDAs, BCWDB staff job descriptions should reflect interaction with community, Funding- marketing and business outreach

5. How can you evaluate progress with this strategic priority?
Number of presentations made in various areas and make connection to calls/contacts generated data processing and reports.

Strategic Priorities and Goals, 2015-2020
Strategic Priority Number Four: Marketing

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

Objective 1 – Create and implement a comprehensive marketing plan to support strategic priorities

Objective 2 – Pursue sponsorships and partnerships to support program initiatives

Objective 3 – Create and build rapport with industry and business community through personal engagement

Objective 4 – Evaluation

Review/Revise

1. What objectives have been met? Give examples.
Obj. 1: Revised comprehensive marketing plan to align with VA Career Works, forward facing materials have been updated
Obj. 2: Partnerships have been met, sponsorships need improvement
Obj. 3: Continuing exercise
2. What objectives need more work? Suggestions?
All objectives need more work. The process for each objective needs to be more defined to determine success.
3. What objectives were not met? Are they still relevant or obsolete?
All objectives are relevant and still actively in process.
4. For 2020 – 2025, should a new objective be added?
Increased focus on on Obj. 1 and 3 to further enhance the visibility and viability of the Workforce Board
5. How can you evaluate progress with this strategic priority?
It needs continued improvement with actionable strategies to achieve the objectives

Expectations

- Work together effectively
- Review/update SWOT
- Set priorities for next 5 years
- Realistic plan that we can accomplish
- Clear strategy/direction to allow BCWDB to progressively lead region in workforce development
- Training/workforce for rural areas
- Firm foundation for future strategic planning
- Clear goals and directions for WDB
- What can I personally do to facilitate the permission of WDB

Strengths

- Diversity of Board
- Relationships with partnerships
- Specific training and certifications for specific career pathways
- Communication amongst Board members
- Commitment to what we do
- Really nice people, teamwork
- Goodwill/commitment to common goals
- Good facilities for most part
- Exec. Office operations – knowledgeable
- Professionalism from Board
- Understanding of community needs
- Diversity of partnerships
- Leadership of community college
- Strong engagement with local elected officials

Weaknesses

- Follow through
- Educating who we are/what we do
- Varying views could create conflict
- Size of region, variance, rural
- Promotion, awareness
- Acceptance by employers
- Out of date presentation/promotion
- Not enough business representation on Board
- Federal/State policy changes
- Turnover of partners

Opportunities

- Developing presentations/promotions Boards, employers, partners with present/potential workers
- Establish partnership with school systems
- Better utilize social media
- Seeking grant funding
- VA Medicaid expansion work requirement
- Educate job seekers on what employers expect
- Work with elected officials/PIOs to create viable promotions
- Stronger engagement with CLEOs

- More data driven decisions
- Work with faith communities/resource councils
- Working with veteran groups

Threats

- Political atmosphere
- Economy – out commuting, budget cuts
- Jobs open, jobs needed
- Partner turnover
- Self-sufficient jobs
- Competition from other regions
- Transportation issues
- Skills gap
- Employer lack of awareness to workforce services