

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

FF had recently lost her corporate position due to personal complications and Covid-19 layoff and was working at a convenience store in order to make ends meet and take care of her daughter. FF was working night shifts, and knew it was not a schedule she could continue. She had family support for childcare during her night shift but wanted to become all-around more self-sufficient.

FF entered the WIOA program in order to become a licensed CDL driver. Staff reviewed labor market information and the positions available in the area that met FF's needs for employment. WIOA staff knew that with FF being a single-parent, the need for a local and home-daily position was high, and they would have to assist her with some intensive job search in order to find the best fit.

FF started her training and was extremely diligent in attendance despite still working the night shift—many days getting off her shift, going home to spend a short time with her child and getting them prepared for the day, and then going to class. She was extremely dedicated to changing her life and leaned heavily on WIOA staff to support her through the process of her training. FF was doing well in her training, when she was then faced with losing her housing due to a rental increase. FF's wages earned at the convenience store were not enough to make ends meet anymore. Therefore, WIOA staff worked with FF to find an alternative to her living situation by advocating for her to several rental assistance and housing organizations.

Despite everything happening in FF's life, she continued to attend her training, work, and tend to her child. Mid-way through FF's training, she entered a custody battle with the father of her child. FF was extremely disheartened by the continued hardships in her life. WIOA staff spoke with FF multiple times a week to be an empathetic support and continued to encourage her to finish her training.

Despite all her hardships, FF completed her training and passed her CDL Class A licensing exam. WIOA staff worked with FF on job search and helped her secure a position that afforded her the opportunity to work as a CDL driver and be home daily in the early evening hours with her child. FF is now gainfully employed full-time. While she is still going through the custody battle, she is turning her situation around to better her life and the life of her child through earning a steady income.

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

On January 27, 2021, JJ contacted RCC about power lineman training at Southside Virginia Community College. He was a 2020 high school graduate and had worked for a local farm during the pandemic shutdowns. When training for this program resumed, JJ applied to WIOA for financial assistance. He was determined eligible and was enrolled in the program. He applied to Southside and was accepted into the lineman program. In this program, he earned the following 5 credentials:

- CDL License

- OSHA 10
- CPR/First Aid
- NCCER Power Line Worker Level 1
- VDOT Traffic controller

JJ graduated on May 13, 2021 and started his new job on May 24, 2021. He is employed with a company that services electrical utilities. In recent months, he worked in New Jersey and Louisiana, assisting with hurricane cleanups. He expressed much appreciation for this opportunity and enjoys his work.

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

AA came to Career Works seeking to gain credentials in Paralegal studies. AA’s last two jobs, lasting only a year each, ended due to being laid off. She was seeking a career that would be more stable and help her with self-sufficiency. AA lived alone and was a SNAP recipient. Though she was employed, her income was not enough for self-sufficiency. AA’s education included a high school diploma and some college classes.

AA was found eligible for WIOA and chose Paralegal studies at James Madison University for occupational skills training. This program was offered online for 16 weeks. AA was faithful in attendance and completed her course with all A’s, gaining her Paralegal Career Studies Certification. AA has gained employment making a very good salary since obtaining her credential. AA expressed gratitude for funding and “helping her up.”

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

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

TT is an Adult who decided to pursue a career in nursing and enrolled in the CNA program. TT was working at a chicken plant and decided that a new career path was needed so TT, left the chicken plant and enrolled in the CNA program. TT earned good grades and was given a good report in her time in the program. After completion of the CNA program and graduation, TT took the state board exam and passed. TT is currently in classes for the LPN program and just started a new job at a health care facility.

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

SS experienced quite a few setbacks during the height of the COVID-19 pandemic. She has since re-enrolled in the applied behavioral analysis graduate certificate training at ODU and is working diligently to complete the requirements. Her goal is to open her own business and serve children in early elementary succeed in the classroom utilizing the tools they learn with her.

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

MM entered the WIOA Youth program in order to improve her work readiness skills and employment prospects. As a person with a physical disability, she was nervous about being accepted from others in an office environment and her ability to complete day-to-day

requirements. MM worked closely with WIOA staff to create a plan to build upon her soft skills and work readiness. MM completed leadership development and financial literacy trainings which helped to increase her confidence in her ability to work in an office environment.

WIOA staff coordinated an office work experience for MM. MM worked for four months in an office setting learning various skills—internal and external customer services, administrative, and paperwork processing. MM assisted the office staff in day-to-day activities which helped to build her confidence in her work abilities and office presence.

MM also volunteered at the local library in order to build upon her experience and learn everything she could about cultivating a personal work ethic. When MM's work experience ended, she gained employment as a Quality Assurance Technician for a local supply company. She has been employed in this position for over a year and has maintained the strong work ethic she displayed during her WIOA work experience and volunteering.

MM reports that she enjoys her job and is happy with the skills that she gained through her time in the WIOA Youth program.

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

This quarter's success story is a follow-up to a previous success story. MM had lost his job due to the COVID-19 pandemic. He was referred to the WIOA Youth program with an interest in welding training. MM was an excellent student and received accolades from his instructor on his potential to be a top performing welder. MM overcame transportation issues and a family member death while enrolled, but was able to overcome and persist through his classes. MM excelled in welding and earned AWS certification. MM's case manager worked with him to develop a resume and interview skills. MM applied for a welding job and due to his excellent welding skills and stellar work ethic, he was hired on the spot. MM and his family are grateful for the support and opportunities given to him through the WIOA program and have vowed to advocate for the WIOA program with any youth they meet.

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

SS was referred to WIOA by one of RCC's other WIOA students. He did not have permanent housing and his family situation was traumatic. His journey into welding began with even more challenges. He injured his hand at work and needed surgery before his first class had even started. After recovering, he then had a COVID exposure at work and could not attend his first week of classes. He worked with his welding instructor to attend additional classes and make up the work while never missing a day at his full-time job.

His case manager helped him develop an updated resume, cover letter, and practiced video interview skills. With his case manager's assistance, he submitted an online application to Newport News Shipbuilding and was invited for an interview. He was offered the job! At 19, he will start at \$19 per hour as a Grade 4 with a \$500 sign-on bonus. His beaming smile was testament to the importance of WIOA and our power to change lives!

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

*Story #1*

SF is an OSY who enrolled in the CNA program looking for a new career path. SF already was a PCA and working in a nursing facility. SF wanted to start the pursuit of a nursing career and decided to start with the CNA program. SF maintained good grades throughout the semester of the CNA program and passed the training. SF completed the state boards and passed. After passing the CNA state board exam, SF's job title went from PCA to CNA at her current place of employment.