

### ***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 has 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.