

Rappahannock Goodwill Industries
Adult/Dislocated Worker Success Story – George Washington

MM started the eligibility process for the WIOA program in the midst of the Covid-19 pandemic. MM wanted to obtain a CDL Class A license and wished to go over the road as a truck driver. MM met with the WIOA staff virtually, enabling them to complete his eligibility and individual employment plan while staff was working remotely. MM's training was delayed during the height of the pandemic, but he started at CDS Tractor Trailer Training in the beginning of June 2020. CDS had implemented a new class structure due to Covid-19, and MM completed the first portion of his course virtually.

However, there was a bump in the road to MM's success, as the Virginia DMV locations were closed to the public during the pandemic. This delayed his training until the DMV finally opened to appointments only towards the end of July 2020. With his appointment scheduled for a few weeks out, MM waited patiently and reviewed what he had learned in the virtual portion of his course. WIOA staff assisted MM with finding online video tutorials and practice test for his learner's permit and the maneuvers he would be completing in the trucks when he was able to finally attend the in-person portion of his training.

MM was nervous about his learner's test, but WIOA staff supported him by talking him through some of the practice test questions he was having difficulty with. MM called the WIOA staff directly after he successfully passed the learner's permit test, and was excited to finally get his learners and start his in-person training.

MM began the in-person portion of his training immediately, attending as much as the small class sizes scheduling allowed. He even attended extra training hours, when the school allowed. WIOA staff supported him throughout the weeks he was attending training, making sure that he had the tools and support he needed.

Despite the pandemic, MM passed his training course in early August 2020. The WIOA staff sent him numerous job openings and assisted him with his resume. MM interviewed at several companies and attended an orientation for a company who stated they would hire him. Unfortunately, due to the company suddenly downsizing, the position fell through. With the encouragement of WIOA staff and the same perseverance shown during his mid-pandemic training, MM interviewed with Western Express and was hired on immediately.

MM has been successfully employed at Western Express since mid-October 2020. He checks in with WIOA staff periodically to update them on his accomplishments. MM is young and just starting his career, but looks forward to the economic impact his decision to get his CDL Class A will afford to him for his future.

Rappahannock Community College
Adult/Dislocated Worker Success Story - Northern Neck

B. came into RCC in April 2019. She was a single mother of two, received SNAP benefits and worked part-time. She was a registered medication aide but had difficulty with lifting patients.

She also had a certificate for medical billing and coding but was unable to secure a job for this. She decided that she would like to become a certified medical assistant, which would enhance her current skills. She applied for WIOA and met priority of service requirements to include low income, public assistance and basic skills deficient. I enrolled her in WIOA. Some time went by, and B. registered for medical assistant training through AlliedRX. She completed the class and passed her exam in January 2020. Then along came COVID. She lost her part-time job and became very discouraged. However, in October 2020, things turned around for B. She passed her NHA exam on October 6, 2020 and started a new job with Concentra Health Services on October 12, 2020. One of the requirements of the job was the medical assistant certification. She works as a COVID screener for Amazon, who contracted with Concentra Health Services for this service. She works full time and earns \$21.00 an hour. She hopes that this job will lead to other positions with Concentra Health Services. She is doing well and enjoying the job.

***Rappahannock Community College
Adult/Dislocated Worker Success Story – Middle Peninsula***

CC came to our offices seeking financial assistance to participate in CDL training as she expressed interest in bettering her employment possibilities and beginning a career. CC completed the 10th grade and later achieved her GED. CC is 27 years old and has no dependents. CC worked two to three days a week as a car drive for the school system averaging 15 hours a week. Though she was low income, CC did not receive any public assistance. CC had held previous jobs as a cashier, fast food cook, and flag holder.

Two days before CDL classes began, CC informed the case manager that she had no experience driving standard transmission, which proved not to be a barrier in her training. CC completed CDL training and gained employment within two months of obtaining her credentials. CC is employed as a truck driver with a regional company and makes a salary of \$170.00 per day. CC is very appreciative of the WIOA program and the financial assistance she received and often verbalized her appreciation to the case manager.

***Eastern Shore Community College
Adult/Dislocated Worker Success Stories – Eastern Shore***

Story #1

NY is an Adult who recently completed the practical nursing program. NY enrolled in the practical nursing as a certified medical assistant seeking to broaden her medical skill set. NY decided that more was needed for her and decided to enroll to become an LPN. NY went through the 1-year program and finished with good grades and was one of best students in the program. After completion of the program, NY took the NCLEX examination for licensure and passed on her first try. NY received a promotion at work to become an LPN and is now making more money. NY thanked the Case Manager for his help assisting her with enrolling in the program and that it would not be possible without WIOA.

Story #2

SS is a Dislocated Worker who was laid off in June of 2019 after a layoff from Eastern Shore Community College. SS decided to complete the geographic information systems (GIS) training at Tidewater Community College. SS completed her training at TCC in three semesters with a 3.5/4.0 GPA and obtained her Geographic Information Systems certification. SS is currently working at a local radio station and is currently looking for more opportunities to use her newly obtained certification.

SkillSource Group Youth Success Story – George Washington

KR was 22 years old when she entered The Bay Consortium's WIOA Youth program after being incarcerated for 3 months for forgery. She stated she was attempting to keep her roommate and herself from being evicted due to high rent. Her desire to make up for this transgression was portrayed while incarcerated, where she served in the jail kitchen, participated in yoga, and obtained a life coach. She knew she had made an awful mistake and wanted to get back on track with her desire to get into the medical field. She co-enrolled with the WIOA Adult and Youth Programs to gain the benefit of training as well as supportive services from both. She displayed the right attitude, a great personality, and was excited to have some support. She was given positive feedback from her Probation Officer and, when she applied, she was going to be dismissed from probation very soon.

She went immediately into skills training. The Training Program Director stated that she was "an ambitious and committed student" who was on the right path. She finished training, and then ran into a hitch. To be able to take the State Certified Nursing exam, she was instructed to get a letter from her Probation Officer, and write one herself, stating the details of her arrest and circumstances which led to committing the crime. She submitted both letters and waited. She was finally notified that she needed additional paperwork from the court, and another personal essay. KR and her case manager submitted new paperwork. KR was disheartened, wondering when she could take the test and start working as a CNA. She began working two part time jobs for income and attended the Youth Program's financial literacy workshops. She worked with her case manager on her resume, hoping to begin applying for CNA positions soon.

After one more month went by, her case manager began calling the testing center and asking questions. KR also emailed the testing center several times, however it appeared as if no forward steps were being taken. The case manager finally reached someone who was extremely helpful. The Testing Site official reviewed KR's file and directed the case manager to have KR call the local program site manager. She once again was asked information and told she would receive an email soon. KR received an email the following week that she could now sign up for the exam. She was so excited she texted and emailed both the Youth and Adult case managers.

In the interim, KR volunteered at a multi-employer job fair held at the workforce center and she is very responsive with both of her case managers. She is currently reviewing material on the website for the exam, hoping to pass with flying colors. She has already applied to three medical facilities and has been interviewed by two of them. She recently signed up to work with the

United Way's tax program beginning in January 2021. The United Way is one of the WIOA Youth Program's work experience sites and she is one of three young adults getting ready to start this exciting opportunity. KR wants to save money to get her own apartment and begin to work towards her LPN sometime in the future.

KR still mentions her "mistake" often with tears, understanding the vital part it played in delaying her ability to reach her goal. However, she is very grateful for the funding, guidance, and general support of the WIOA Youth and Adult programs. She is very enthusiastic about taking her certification test in January and has already participated in an interview for the young adult program's Facebook page. She is happy to let others know she is now where she should be.

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

NH came to RCC without a high-school diploma. She enrolled in the Adult Education/GED program and was very faithful in her attendance and dedicated to earning her GED. NH also wanted to earn a CNA certification so that she could go to work immediately and hopefully continue her education while working. She is a very goal oriented person and always looked to her goals as motivation to continue even when obstacles arose. NH passed her GED early in 2020 and was just enrolling in the CNA course when the COVID-19 restrictions went into place. This put NH on hold for continuing toward her goal, but it did not deter her. She patiently waited until face-to-face instruction was once again permitted and she started her CNA course in September of 2020. She has now completed the classroom and the clinical parts of the course. She is scheduled to take the CNA State Board testing on January 18 and will begin working as a CNA once she receives her State License.

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

DD enrolled in the WIOA Youth program with no prospects of employment and was seeking a pathway to success. He expressed the hope of earning a welding credential so that he could find a job and move into a place of his own. He was enrolled in the Welding program at RCC. It became quickly apparent that DD was going to excel. His hard work during the program allowed him to earn several welding credentials (SMAW, GMAW, FCAW, and GTAW). DD applied for a job at the Newport News Shipyard and was hired at a starting pay rate of \$20 per hour. He is also continuing his welding education through the Newport News Shipyard Welding School. DD is working toward renting a place of his own and is very happy in his job. With his motivation and strong work ethic, he will continue to quickly move along his career pathway and gain increased skills and positions within the welding field.

Eastern Shore Community College
Youth Success Stories – Eastern Shore

Story #1

FF is a high school senior who has done a complete turnaround in her behavior, her outlook on school, and getting along with others. Before enrolling in the WIOA program FF was in jeopardy of not graduating due to missing critical classroom instruction because she had to spend so much time in in-school suspension for fighting with classmates, for disrespecting her teachers, the bus driver, and cafeteria staff. Since enrolling in the WIOA program FF has had someone to talk to about her future which was one source of anxiety for her. FF has learned about tutoring, career opportunities, the college application process, and FAFSA. FF wants to find a part-time job. FF has also thrived this academic year as opposed to previous years when she was on the fringes of being expelled from school. To date FF has been accepted to a college in Delaware and is waiting to hear from the other colleges where she applied. FF's new outlook has given her the desire to be a contributing member of society.

Story #2

CC is an out of school youth who recently completed the hair braiding training. CC came into the program wanting to learn a skill to earn a little extra income to take care of her family. CC has always been interested in hair and when she saw the training advertised made the decision to sign up. CC knew how to do basic braids, but wanted to learn how to do different braid styles on different types of hair and from there promote her new skills and earn money for it. CC completed the two-month training program and created several great styles on her live models for the final exam fashion show. After completion of the program, CC got an offer to work in a salon as a certified braider and is scheduled to begin this month. This job will help CC reach her goal to earn extra income and express her creativity.