



**Bay Consortium Workforce Development Board, Inc.**

**Wednesday, February 2, 2022**

**11:00 am**

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**Draft Agenda**  
Bay Consortium Workforce Development Board, Inc.  
Board Meeting  
Wednesday, February 2, 2022

- I. Call to order
- II. Welcome and Introductions
- III. Roll Call
- IV. Approval of Minutes—November 4, 2021 Meeting
- V. Public Comment
- VI. Executive Committee Report
  - A. PY 21-22 Budget
  - B. Signature Resolution
  - C. Dr. Healy Incentive
  - D. Workforce Study
  - E. Funds Transfer
  - F. Accredited Security Training
- VII. One-Stop Committee Report
  - A. WIOA Minimum Training Expenditure Requirement Policy
  - B. National Dislocated Worker Grant-Comprehensive and Accessible Reemployment Through Equitable Employment Recovery (NDWG CAREER) Supportive Service Policy
- VIII. P&A Committee Reports
  - A. Quarterly Reports
- IX. Labor Market Committee Report
- X. Board Development Committee Report
- XI. Youth Council Report
- XII. Old Business
- XIII. New Business
- XIV. Executive Director’s Update
- XV. Public Comment
- XVI. Adjournment

**Draft Board Minutes**  
**Bay Consortium Workforce Development Board, Inc.**  
**Wednesday, November 10, 2021**  
**9:00 A.M.**

The Bay Consortium Workforce Development Board, Inc. met Wednesday, November 10, 2021 at Germanna Community College – FredCAT, 1325 Central Park Blvd., Fredericksburg, VA 22401.

**Call to Order:** Dennis Parsons, Chairman, called the meeting to order at 9 A.M.

**Welcome and Introductions:** Dr. Janet Gullickson, President of Germanna Community College, gave an introduction and welcome for the FredCAT Center.

**Roll Call:** Dennis Parsons requested the roll call with the following members recorded as present:

Meg Bohmke, Stafford County Board of Supervisors  
Beverly Davis, Gravities Light  
Josh Gemerek, Bay Aging  
Steve Goodall, WestRock  
Shawn Hildebrand, A & N Electric Cooperative  
Marjorie Lampkin, Rappahannock Community College  
Jennifer Morgan, GO Virginia  
Martha O’Keefe, Germanna Community College  
Dennis Parsons, EXIT Reality Group  
Debbye Warf, Virginia Employment Commission

The following members were represented by an alternate or proxy:

Sherry Davis, Rappahannock Goodwill Industries, alternate to Megan Bergen

The following members were neither represented by an official alternate or proxy:

Felicia Ansia, Rappahannock Electric Cooperative  
Lamont Brown, ALNA Financial Group  
Sara Carroll, Cuddlebugs Child Development Center  
Melvin Carter, United Auto Workers Local 2123  
Tracy Harrington, Department of Aging and Rehabilitative Services  
Bridget Landess, Atlantic Union Bank  
Bill Leyden, Elevator Constructors Local 52  
Vanessa Livingstone, Richmond County Social Services  
David Mann, Mann Printing  
Robert Masters, Bay Creek  
Greg Moon, Carry-On Trailers  
Leigh Ramos, Haskins Bayside Super Service Center, Inc.  
Danielle Robinson, Regional Adult Education  
Patrick Thompkins, Eastern Shore Community College

Kendall Webre, Norton Yacht Sales  
Ben Whanger, Rivah Lawn and Landscapes  
Gary Wilson, Caroline County

A quorum was present.

Others present were: Melissa King, Lori Strumpf, Jessica Weber, Jackie Davis, Kristina Allen, Steven Golas, and Katlyn Moss.

**Approval of Minutes:** A motion was made to approve the August 11, 2021 minutes. The motion was seconded and approved.

**Public Comment:** There was no public comment.

**Joint Action Items:** Jackie Davis reviewed the updated PY 21-22 Budget with members, reviewing the additional VDSS SNAP E&T Grant funding. A motion was brought from the Executive Committee to approve the amended PY 21-22 Budget, which was seconded and approved, with Marjorie Lampkin abstaining.

**Executive Committee:** A motion was brought from the Executive Committee to approve Morrison Education Center as an Eligible Training Provider, which was seconded and approved. A motion was brought from the Executive Committee to approve the National Dislocated Worker Grant-Comprehensive and Accessible Reemployment Through Equitable Employment Recovery (NDWG CAREER) Supportive Service Policy, which was seconded and approved.

**One Stop Committee:** Debbye Warf gave the committee report. Jessica Weber gave members the One Stop Manager's Report.

**Labor Market Committee:** Jackie Davis reviewed that discussion on waiting to create a marketing plan until after completing the Strategic Plan. She also discussed the importance of a business services position.

**Performance and Accountability:** Jackie Davis gave a review of the Quarterly Reports, noting that a letter had been sent for a corrective action plan to Eastern Shore Community College on the 40% Minimum Training Expenditure Requirement.

**Board Development:** Josh Gemerek reviewed the new Board members and let members know that King George and King & Queen still did not have representation. He discussed the Board Certification Requirements and attendance.

**Youth Council:** Marjorie Lampkin gave the committee report, noting the increase in attendance.

**Old Business:** There was no old business.

**New Business:** Steven Golas discussed the changes made to the Priority of Service Policy. A motion was made to approve the Priority of Service Policy, which was seconded and approved.

**Executive Director's Update:** Jackie Davis discussed with members the draft feasibility study report and the funding request from the localities.

**Public Comment:** There was no public comment.

There being no further business, Dennis Parsons called the meeting to end at 10:05 A.M.

Respectfully submitted,  
Katlyn Moss

**Executive Committee Meeting  
Draft Minutes  
Wednesday, January 26, 2022  
11:00 A.M.**

The Executive Committee met Wednesday, January 26, 2022 at the Northern Neck Planning District Commission.

**Call to Order:** Dennis Parsons called the meeting to order at 11:00 a.m.

**Roll Call:** Present were Dennis Parsons, Marjorie Lampkin, Greg Moon, Debbye Warf, Vanesa Livingstone, and Josh Gemerek. Not present was David Mann. Others present were Jackie Davis, Steven Golas, and Katlyn Moss, Bay WDB Staff.

**Approval of Minutes:** A motion was made to approve the Executive Committee meeting minutes from the October 27, 2021 meeting. The motion was seconded and carried by a unanimous vote.

**Public Input:** There was no public input.

**One-Stop Committee:** Jackie Davis reviewed the 40% Minimum Training Expenditure Requirement Policy, which would include case management costs. A motion was made that the 40% Minimum Training Expenditure Requirement Policy move to the Board for approval, which was seconded and approved, with Marjorie Lampkin abstaining. Steven Golas discussed the National Dislocated Worker Grant-Comprehensive and Accessible Reemployment Through Equitable Employment Recovery (NDWG CAREER) Supportive Service Policy updates. A motion was made that the National Dislocated Worker Grant-Comprehensive and Accessible Reemployment Through Equitable Employment Recovery (NDWG CAREER) Supportive Service Policy move to the Board for approval, which was seconded and approved, with Marjorie Lampkin abstaining.

**Performance & Accountability Committee:** Vanesa Livingstone gave a review of the Quarterly Reports, noting that a letter had been sent for a corrective action plan to Eastern Shore Community College on the 40% Minimum Training Expenditure Requirement and Jackie Davis provided members with a copy of their corrective action plan response letter. A discussion was held about possibly increasing Youth enrollment through the local justice system and truancy cases.

**Labor Market Committee:** Greg Moon gave the committee update. He stated that Steven Golas had thoroughly reviewed the Strategic Plan with members. Jackie Davis discussed some potential changes and revisions that could be looked at within the Strategic Plan, including a discussion on creating a legislative paper.

**Board Development Committee:** Josh Gemerek and Jackie Davis reviewed the new Board membership changes. Jackie Davis let members know that King George and King & Queen still did not have representation. Josh Gemerek let members know the Board meeting would be taking place at BayAging's Daffodil Gardens.

**Youth Council:** Marjorie Lampkin discussed the hiring of a new full time Youth case manager. She also noted the ongoing discussion of the need for a parent representative on the council.

**Old Business:** There was no old business.

**New Business:** Jackie Davis reviewed changes made to the PY 21-22 Budget provider's amounts to cover a business services person. She noted that there was potential to receive funding from a few localities to support this position, and that she was hopeful to start someone in April. A motion was made to approve the amended budget, which was seconded and approved, with Marjorie Lampkin abstaining. Jackie Davis reviewed the incentives left by Dr. Healy, noting that it would take cooperation with partners, but she hopes to use the funds for much needed technology upgrades. Jackie Davis reviewed the Workforce Study with members. Jackie Davis discussed the need for a Signature Resolution for the Executive Director. A motion was made to give the Executive Director to sign leases and sub leases for the Bay Consortium Workforce Development Board, which was seconded and approved. Jackie Davis presented members with a Dislocated Worker Funds Transfer and recommended transferring \$250,000 from Dislocated Worker to Adult funds to provide a continuation of services as the need for Adult services is greater than Dislocated Worker services. A motion was made to send the funds transfer to the Board for approval, which was seconded and approved.

**Executive Director Update:** Jackie Davis discussed issues a provider has been having with Accredited Security Training, who is on the Eligible Training Provider List. She shared documentation of the troubles. A motion was made to remove Accredited Security Training from the Eligible Training Provider List, which was seconded and approved, with Marjorie Lampkin abstaining. Jackie Davis discussed purchasing equipment for virtual meetings. Jackie Davis shared flyers that had been designed for the entire workforce area. The next set would be center specific flyers. Members agreed that masks would be encouraged at the Board Meeting.

**Other Items for Discussion:** There were no other items for discussion.

**Public Input:** There was no public input.

There being no further business, the meeting was adjourned at 12:45 p.m.

Respectfully submitted,  
Katlyn Moss



**Bay Consortium Workforce Development Board, Inc.**

**PY 2021-2022 Proposed Budget**

<b>Revenue</b>	<b>Approved November 2021 PY20-21</b>	<b>Total Proposed January 2022 PY21-22</b>
WIOA Admin	\$ 141,686.00	\$ 141,686.00
WIOA Adult	\$ 448,650.84	\$ 448,650.84
WIOA Dislocated	\$ 639,416.65	\$ 639,416.65
WIOA Youth	\$ 505,423.12	\$ 505,423.12
Management Fee (One-Stop)	\$ 3,615.95	\$ 3,615.95
GOVA - Workforce Study	\$ 10,706.95	\$ 10,706.95
Wagner Peyser Title III - Walkin	\$ 5,967.87	\$ 5,967.87
Return to Earn	\$ 171,156.00	\$ 171,156.00
NDWG	\$ 173,965.28	\$ 173,965.28
VDSS SNAP E & T	\$ 189,750.00	\$ 189,750.00
CAREER DWG	\$ -	\$ 108,334.00
Locality Support	\$ -	\$ 2,255.75
AJC Security	\$ -	\$ 101,806.50
<b>Total Revenue</b>	<b>\$ 2,290,338.66</b>	<b>\$ 2,502,734.91</b>
<b>Expenses</b>		
<b>Board</b>	<b>Approved PY20-21</b>	<b>Total Proposed PY21-22</b>
Advertising	\$ 500.00	\$ 500.00
Audit	\$ 15,000.00	\$ 15,000.00
Dues/Publications	\$ 500.00	\$ 500.00
Employee Salaries	\$ 206,581.88	\$ 206,581.88
Employee Benefits	\$ 61,974.56	\$ 61,974.56
Employee Taxes	\$ 19,108.82	\$ 19,108.82
Equip. Purchase	\$ 1,500.00	\$ 1,500.00
Equip. Rental	\$ 4,000.00	\$ 4,000.00
Equip. Repair	\$ 750.00	\$ 750.00
Insurance	\$ 7,000.00	\$ 7,000.00
Office Rent	\$ 10,000.00	\$ 10,000.00
Office Supplies	\$ 2,000.00	\$ 2,000.00
Postage	\$ 500.00	\$ 500.00
Printing	\$ 500.00	\$ 500.00
Telephone/Communications/Webpage	\$ 7,500.00	\$ 7,500.00
Professional Fees/PT Staff	\$ 2,000.00	\$ 2,000.00
Professional Development	\$ 5,000.00	\$ 5,000.00
Staff Travel	\$ 15,500.00	\$ 15,500.00
Board/CLEO Travel	\$ 13,500.00	\$ 13,500.00
<b>Board Total</b>	<b>\$ 373,415.27</b>	<b>\$ 373,415.27</b>
<b>Programs</b>	<b>Approved PY20-21</b>	<b>Total Proposed PY21-22</b>
SUB AREA 16 Adult/Dislocated	\$ 421,032.11	\$ 399,372.92
SUB AREA 17 and 18 Adult/Dislocated*	\$ 280,237.94	\$ 269,828.06
SUB AREA 22 Adult/Dislocated	\$ 179,287.06	\$ 171,540.63
SUB AREA 16 YOUTH	\$ 157,689.12	\$ 152,455.36
SUB AREA 17 and 18 YOUTH*	\$ 132,558.83	\$ 130,125.99
SUB AREA 22 YOUTH	\$ 95,423.07	\$ 92,860.74
INCUMBENT WORKER TRAINING	\$ 10,000.00	\$ 10,000.00
One-Stop Operator	\$ 45,000.00	\$ 45,000.00
Return to Earn	\$ 171,156.00	\$ 171,156.00
Business Services	\$ -	\$ 52,255.75
GOVA - Workforce Study	\$ 10,706.95	\$ 10,706.95
Wagner Peyser Title III - Walkin	\$ 5,967.87	\$ 5,967.87
NDWG	\$ 173,965.28	\$ 173,965.28
SNAP E&T	\$ 189,750.00	\$ 189,750.00
AJC Security	\$ -	\$ 101,806.50
CAREER DWG	\$ -	\$ 108,334.00
<b>Programs Total</b>	<b>\$ 1,872,774.23</b>	<b>\$ 2,085,126.05</b>
<b>Expense Total</b>	<b>\$ 2,246,189.50</b>	<b>\$ 2,458,541.32</b>
<b>Unobligated Reserve</b>	<b>\$ 44,149.16</b>	<b>\$ 44,193.59</b>
<b>Total</b>	<b>\$ 2,290,338.66</b>	<b>\$ 2,502,734.91</b>

Date Board Approval	
Date CLEO Approval	



Megan Healy, Ph.D.  
Secretary of Labor

P.O. Box 1475  
Richmond, Virginia 23218

January 13, 2022

**MEMORANDUM**

TO: George Taratsas, WIOA Title I Director of Administration

CC: Dr. Sharon Morrissey, Senior Vice Chancellor  
Randy Stamper, Assistant Vice Chancellor

FROM: Megan Healy, Ph.D., Secretary of Labor *Megan Healy*

To: WIOA Title I Administrator

As the Commonwealth of Virginia Secretary of Labor, I am announcing the Virginia Performance-Based Incentive Grants (VPBIGs) for workforce development. The grants will be funded by Workforce Innovation and Opportunity Act (WIOA) Title I Governor's State Set-Aside funds. These performance-based grant awards will honor local workforce area excellence and serve as a catalyst for innovative local workforce programs and services. These annual grants will be implemented first in Program Year 2022, to be awarded in September of 2022, based on Program Year 2021 performance (July 2021 – June 2022). The implementation of these awards shall be carried out by the WIOA Title I Administrator.

Annually, by June 30th, the Virginia Secretary of Labor will determine the amount of funds, pending availability, in Workforce Innovation and Opportunity Act (WIOA) Title I Governor's State Set-Aside that will be available to fund the VPBIG for workforce development.

The following criteria will apply to determine the incentive awards to be issued to eligible local workforce development areas by the Virginia WIOA Title I Administrator by September 30 of each year. Each local workforce development board must score at least a 9 out of 12 points to be eligible.

**Category 1: Expand Customer-Centered Service Design and Delivery**

To fulfill the requirements of Category 1 of the proposed weighted incentive model we pull barrier data from the Virginia Workforce Connection (VaWC) and show the relative increase compared to previous Program Year (PY) in the number of clients served per PY per LWDA. This is determined by:

1. Totaling the number of selected barriers in each LWDA,
2. Divide that number by the number of clients served to form the *index rate* for that year,
3. Divide the index rate for a PY with the rate for the previous PY, resulting in the *relative index rate*.

This method allows us to see the relative efficacy of each region in regard to the servicing of clients with the following selected barriers; Displaced homemaker, ex-offender, homeless/runaway, foster care, BSD/English learner, exhausted TANF, long-term unemployment.

- 0 – lower than state avg AND lower than previous year
- 1 – higher than State avg OR higher than previous year
- 2 – Higher than state avg AND previous year

*Note: See attached Excel table presenting the indexing calculations*

- *For first year of issuance of incentives, Program Year 2019 (June 2018 to July 2019) will be used as comparison to avoid COVID19 pandemic impact distortion of service outcomes.*

### **Category 2: Engage, Upskill, and Retain Virginia’s Current and Potential Workers**

0: Did not co-enroll any participants in programs, other than WIOA Title I and III, included in the LWDA’s American Job Center partner MOU

1: Experienced a 1% to 15% participant enrollment increase from the prior year in the number of participants co-enrolled in programs, other than WIOA title I and III, included in the LWDA’s American Job Center partner MOU

2: Experienced greater than a 15% participant enrollment increase from the prior year in the number of participants co-enrolled in programs, other than WIOA title I and III, included in the LWDA’s American Job Center partner MOU

### **Category 3: Offer Workforce Solutions to Virginia’s Businesses**

0: Failed to meet Business Services performance measures as outlined in VBWD’s policy

1: Met all Business Services performance measures

2: Exceeded the target for all Business Services performance measures

### **Category 4: Build Virginia’s Workforce System Infrastructure and Capacity**

0: Less than 50% of a LWDA’s American Job Center Title I and One Stop Operator staff have completed the Sector Strategy Career Pathways Academy

1: Between 50%-75% of a LWDA’s American Job Center Title I and One Stop Operator staff have completed the Sector Strategy Career Pathways Academy

2: More than 75% of a local area’s American Job Center Service Provider Title I and One Stop Operator staff have completed the Sector Strategy Career Pathways Academy

*\*Certificates of completion must be provided*

**Category 5: Meet and Exceed Core Performance Targets**

- 0: Failed one or more WIOA Title I Core Performance Measures
- 1: Met the WIOA Title I Core Performance Measures
- 2: Exceeded the WIOA Title I Core Performance Measures

*\*Defined as each LWDA's established annual WIOA Title I core performance measures*

**Category 6: Meet and Exceed 40% Training Expenditure in WIOA Title I Adult and Dislocated Worker per Virginia Code Requirement**

- 0: Failed to meet the 40% training expenditure requirement
- 1: Met the 40% training expenditure requirement
- 2: Exceeded the 40% training expenditure requirement by more than 2.5%

**Bay Consortium Workforce Development Board, Inc.**

**One-Stop Committee Meeting**

**Draft Minutes**

**Tuesday, January 11, 2022**

**10:00 a.m.**

The One-Stop Committee met Tuesday, January 11, 2022 via Zoom.

**Call to Order:** Debbye Warf called the committee meeting to order at 10:00 a.m.

**Roll Call:** Present were Debbye Warf, Martha O’Keefe, Megan Bergen, Patrick Tompkins, and Tracy Harrington. In addition, present was Jessica Weber, Jackie Davis, Kristina Allen, Steven Golas, and Katlyn Moss. A quorum was present.

**Public Input:** There was no public input.

**Approval of Minutes:** There was a motion to approve the October 12, 2021 minutes. The motion was seconded and approved.

**New Business:** There was no new business.

**Old Business:** Jackie Davis reviewed the 40% Minimum Training Expenditure Requirement Policy, which would include case management costs. The committee made a recommendation that the 40% Minimum Training Expenditure Requirement Policy move to the Executive Committee. Steven Golas discussed the National Dislocated Worker Grant-Comprehensive and Accessible Reemployment Through Equitable Employment Recovery (NDWG CAREER) Supportive Service Policy updates. The committee made a recommendation that the National Dislocated Worker Grant-Comprehensive and Accessible Reemployment Through Equitable Employment Recovery (NDWG CAREER) Supportive Service Policy move to the Executive Committee.

**One Stop Manager Update:** Jessica Weber updated members on current activities at the Virginia Career Works Fredericksburg Center.

**Other Items for Discussion:** Jackie Davis and Jessica Weber discussed scheduling an Eastern Shore visit. Jackie Davis reminded members that the Board meeting would be February 2, 2022. Debbye Warf let members know two positions would be opening in Fredericksburg.

There being no further business, the meeting was adjourned at 10:30 a.m.

Respectfully submitted,

Katlyn Moss

**Policy Number:** 16-01

**Revised Date:** February 2, 2022

**Effective Date:** July 1, 2016

**Title:** WIOA Minimum Training Expenditure Requirement Policy

## PURPOSE

Provide guidance to implement the minimum Workforce Innovation and Opportunity Act (WIOA) Title I Adult and Dislocated Worker Local Workforce Development Area formula funds expenditure requirement, as established by Virginia Code effective July 1, 2015, for training leading to recognized in-demand postsecondary education and workforce credentials.

## REFERENCE

Workforce Innovation and Opportunity Act, Section 134

Code of Virginia §2.2-2472.2

Virginia Board of Workforce Development Policy 404-01: Identification of Eligible Training Providers of Occupational Skills Training

## POLICY

The Virginia General Assembly amended the Code of Virginia by adding in Chapter 4.2 section 2.2-2472.2 establishing the following requirements:

A. Each provider of Adult and Dislocated Worker services shall expend a minimum of 40 percent of WIOA Adult and Dislocated Worker funds to training services as defined under § 134(c)(3)(D) of the WIOA that lead to recognize postsecondary education and workforce credentials aligned with in demand industry sectors or occupations in the local area or region, below is the definition of training which will count towards the 40 percent minimum training expenditure requirement.

Failure by a provider of Adult and Dislocated Worker services to meet the required minimum training expenditure percentage requirement shall result in sanctions, to increase in severity for each quarter of noncompliance. The Bay Consortium Workforce Development Board has established the following sanctions: for the *First* and *Second Quarter*, a corrective action plan; for the *Third Quarter*, the recapturing and reallocation of a percentage of the providers Adult and Dislocated Worker funds to bring the provider into compliance with the 40 percent minimum training expenditure requirement; for the *Fourth Quarter*, for a provider with recurring noncompliance, the termination of the contract to provide Adult and Dislocated Worker services for the Bay Consortium Workforce Development Board, Inc.

### A. Definition of Training

In order to encourage the recruitment and use of high-quality training providers and programs, all training providers must be WIOA-certified under the existing state eligible training provider system. The only exception to this requirement is when the employer is functioning as the training provider.

As defined within this policy, the services considered training, for which expenditures will accrue to the 40% requirement, include:

#### **A. Occupational Classroom Training**

Occupational training is predominantly technical training, which prepares the student for entry into a particular occupation or set of occupations, and must be delivered in compliance with the VBWD Policy 404-01 Identification of Eligible Providers of Occupational Skills Training. Expenditures for occupational training (ITA and Non-ITA) include:

Occupational Classroom Training-ITA: All payments made to a training institution or training provider for occupational classroom training authorized pursuant to an Individual Training Account (ITA).

Occupational Classroom Training-Non-ITA: All payments made to a training institution or training provider, including community based organizations, or other public or private organizations of demonstrated effectiveness, for occupational classroom training authorized pursuant to a contract for training services, or other contractual arrangement that constitutes an exception to the use of an ITA (29 CFR Part 663.430).

#### **B. On-The-Job Training (OJT)**

OJT payments are payments made to public, not-for-profit, and private sector employers for training costs authorized pursuant to an OJT contract.

#### **C. Work Experience**

Payments made to participants that represent hours worked in work-based training, including internships. WIOA defines Adult and Dislocated Work Experience as an Individualized Career Service; the state does allow this expense to be considered a Training Expenditure solely for the purpose of inclusion to meet the 40% training requirement under this VWL.

#### **D. Customized Training**

Customized training is training designed to meet the special requirements of an employer or group of employers. To accrue to the 40% minimum requirement, the customized training:

May not be more than 50% of the total training cost; and  
Must be delivered under a contract with an employer who:

Agrees to hire WIOA participants upon completion of the customized training; or  
Is training employed workers who:

Do not earn wages at a self-sufficiency level and to whom the employer commits to continue to employ; and

Are being trained in new technologies, new production or service procedures, or who require additional skills or workplace literacy required for retention and progression in employment.

### **E. Class-Size Training Contracts**

Class-Size Training Contracts may be entered into and may accrue to the 40% minimum requirement when there is a need to place multiple WIOA-registered students in the same training program with one educational institution or eligible training provider. Congressional authority authorizes the use of WIOA formula funds to purchase contracts for class size training. The costs associated with these contracts are an allowable training expenditure when the following criteria are in place:

The contract will lead to placement in a demand occupation and is in place with an institution of higher education or other eligible training provider.

Training services include a full range of occupational skills training or customized training as described in WIOA section 134.

When an arrangement is made under which WIOA registrants may occupy only a portion of a class-size training contract, a method is developed to allocate the costs of the class associated with the percentage of WIOA-registered students to the contract. (ALL costs associated with the class-size training contract must be allocated in proportion to the number of WIOA registered students compared to the overall number of students.)

The contract is in compliance with the provisions of the existing class size training policy.

### **F. Transitional Jobs**

Transitional jobs are a type of work-experience local WDBs may provide under WIOA.

Payments made for wages to an employer that represent hours worked in a work experience accrue to the 40% minimum training requirement.

### **G. Registered Apprenticeship (RA)**

The following are items that may be used as expenses for Registered Apprenticeships: Individual Training Accounts, OJT, Contracted classes

### **H. Incumbent Worker Training**

Incumbent Worker Training involves development with an employer or employer association to upgrade skills training of a particular workforce. Training may occur in the workplace or an off-site location during or after work hours. Only those costs that are associated with training of incumbent workers can be included. For the purposes of this policy those costs are:

Training development

Instructor wages

Tuition

Training materials and supplies

Fees; and



Travel for incumbent workers from the workplace to the training location, as needed and if training is off-site

### **I. Remedial Training/Pre-Vocational Services**

Payments made to a training institution for classroom instruction in academic remediation for a postsecondary education or workforce program or for short-term prevocational services or for education for high school equivalency:

These services would be limited to no more than nine months in duration, unless provided in conjunction with occupational training services.

### **J. Books, Fees, Travel, Materials and Related**

These expenses include those paid to a training institution, training provider or individual participant for books, training materials, required uniforms and other workplace attire, and tools or equipment required for training. All costs of training related licenses, permits or fees may also accrue to the 40% minimum requirement. These costs are considered a Supportive Service cost under WIOA; the state does allow this expense to be considered a Training Expenditure solely for the purpose of inclusion to meet the 40% training requirement under VWL 14-17 Change 3.

Travel for participants in any type of WIOA supported training, in accordance with local policy, to and from training location may accrue to the 40% minimum expenditure requirement. These costs are considered a Supportive Service cost by WIOA; the state does allow this expense to be considered a Training Expenditure solely for the purpose of inclusion to meet the 40% training requirement under VWL 14-17 Change 3.

### **K. Certification Tests**

All examinations and testing costs, including practice tests, associated with participant attainment of an in-demand industry certification or occupational license. These costs are considered a Supportive Service cost by WIOA; the state does allow this expense to be considered a Training Expenditure solely for the purpose of inclusion to meet the 40% training requirement under VWL 14-17 Change 3.

### **L. Case Management**

Allowable case management costs include:

Case Manager time working directly with participants enrolled in training (not participants seeking training) including time spent researching, creating, monitoring, providing supportive services, ITA development, and closing out an Adult or Dislocated Worker jobseeker training account.

Case Manager time working to identify and or develop training opportunities, including time spent working with employers and/or training providers to identify and develop training opportunities.

Case Manager time working with employers to ensure a successful training experience, including time spent managing and evaluating the work experience.

Case Manager costs are limited to salaries and benefits.

Case management costs that contribute to the Training Expenditure requirement do not include costs associated with providing basic career services, individualized career services, or follow-up career services. The supervision of case managers is excluded from consideration for inclusion in meeting the 40% training expenditure requirement.

**Formula for Calculation of Case Management**

The formula for calculating the staff salary and staff fringe benefits to include in monthly WIOA Minimum Training Expenditure Reports will be calculated as follows:

Example:

<b>Staff Expenses</b>	<b>Total</b>
Staff Salary	\$1,000.00
Staff Fringe Benefits	\$500.00
<b>Grand Total</b>	<b>\$1,500.00</b>

<b>WIOA Program Participants</b>	
Enrolled in Training	10
Total Participants	100
<b>Percentage of Billable Case Management Time</b>	<b>10%</b>

<b>Formula for Total Case Management Expense</b>	
Staff Expenses Total (Salary + Fringe Benefits)	\$1,500.00
Percentage of Billable Case Management Time	10%
<b>Total Case Management Expense</b>	<b>\$150.00</b>

Staff Expenses Total (Salary + Fringe Benefits) / Percentage of Billable Case Management Time = Total Case Management Expense Amount Allowable (\$1,500.00 / 10 = \$150.00)

# Bay Consortium Workforce Development Board

**Policy Number:** 21-01

**Effective Date:** September 12, 2021

**End Date:** September 13, 2023

**Title:** National Dislocated Worker Grant-Comprehensive and Accessible Reemployment Through Equitable Employment Recovery (NDWG CAREER) Supportive Service Policy

## PURPOSE

The purpose of this policy is to provide the Bay Consortium Workforce Development Area (BCWDA) with both general and specific guidance pertaining to Supportive Services under the Comprehensive and Accessible Reemployment through Equitable Employment Recovery (CAREER) National Dislocated Worker Grant (DWG) in partnership with the Hampton Roads Workforce Council (HRWC).

## REFERENCES

Workforce Innovation Opportunity Act (WIOA); Final Rules, U.S. Department of Labor (DOL) Employment and Training Administration (ETA), (20 CFR 681.570 and 688.120, 20 CFR 680.900-20 CFR 680.970)

Training and Employment Guidance Letter (TEGL) #12-19, Dated November 20, 2020

Training and Employment Guidance Letter (TEGL) #19-16, Dated March 1, 2017

Training and Employment Guidance Letter (TEGL) #25-20, Dated June 28, 2021

## BACKGROUND

Supportive services are necessary to enable an individual to participate in certain activities authorized under WIOA. Supportive services may include, but are not limited to, the following:

1. Linkages to community services;
2. Assistance with transportation;
3. Assistance with childcare and dependent care;
4. Assistance with housing;
5. Needs-related payments; (Not Applicable under the CAREER Grant local policy)
6. Assistance with educational testing;
7. Reasonable accommodations for individuals with disabilities;
8. Referrals to health care;

9. Assistance with uniforms or other appropriate work attire and work-related tools, including items as eyeglasses and protective eye gear;
10. Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes;
11. Payments and fees for employment and training-related application, tests, and certifications.

### **When may supportive services be provided to participants?**

Supportive services may only be provided to participants who are:

Currently enrolled in Individualized Basic Career and/or Training services; and  
Unable to obtain supportive services through other programs providing such services.

Supportive services may only be provided when they are necessary to enable individuals to participate in allowable Title I activities.

Also, WIOA funded and/or CAREER Grant supportive services can only be authorized when these same needed services are not reasonably available to the participant through any other personal and/or other community program arrangements. Any assigned staff making the request on behalf of a participant is responsible for reviewing and documenting the unavailability of any other suitable arrangements before any WIOA funds are utilized.

Supportive Services are available to participants only during the active enrollment period. (Meaning they are enrolled in an approved individualized career service or training service as documented in VAWC.) This includes essential supportive services necessary for allowing employed participants or students enrolled in WIOA credited advanced training programs, to continue in (or avoid dropping out of) those programs.

The assigned Case Manager must thoroughly assess the participant's needs for supportive services, document the results of the assessment, and document the provision of such services through vendor receipts, invoices, voucher, etc. Additionally, the participant and Case Manager must discuss how the participant will support the expense for supportive service issues once the initial and/or temporary assistance under this project has been provided to the participant.

The Case Manager must document the efforts to contact and coordinate with the available partners and, if applicable, the inability of such partners to provide the needed supportive services.

**Supportive Service Coding under VAWC: 180-193 for co-enrolled Dislocated Workers/CAREER participants**

As a general rule, no supportive services authorized in support of any single participant should exceed \$2,000 (cumulative, in total) without first submitting a separate written request to exceed this limit to the HRWC office for prior approval on behalf of the subject participant. The HRWC will evaluate the requests on a case-by-case basis and either approve or disapprove the exception

request within seven (7) working days. The provision of supportive services will not count against any participant's ITA Training cap but must be processed for proper internal handling and fiscal tracking.

## **POLICY**

Supportive services may only be provided to participants who are participating in career or training services and are unable to obtain the services through other programs who provide such services.

Supportive services may only be provided after it has been determined such services are necessary to enable the participant to participate in Workforce Innovation and Opportunity Act (WIOA) activities.

Supportive services may only be provided after it has been determined the participant is unable to obtain support services through other programs providing such services.

The service provider must thoroughly assess the participant's need for supportive services, document the results of the assessment, and document the provision of such services through vendor receipts, invoices, voucher, etc. Additionally, the participant and service provider must develop a plan on how the participant will support a part or all of the expense for supportive service issues once the initial assistance has been given to the participant.

The service provider must document the efforts made to contact and coordinate with the available partners and, if applicable, the inability of such partners to provide the needed supportive service.

The One Stop Operator, WIOA Service Providers, and One Stop partners shall identify in the Memorandum of Understanding (MOU) the process utilized to ensure resource and service coordination regarding supportive services including how supportive services will be funded when they are not available from other sources. In addition, the MOU must describe how accurate information will be provided on the availability of such services in the local area.

## **PROCEDURES FOR SUPPORTIVE SERVICES**

### **Determination of Need**

Supportive services are not automatic or guaranteed; they are based on participant need and necessity to enable the participant to participate in approved programs and only when similar

services are unavailable within the community. The participant's need and necessity of the supportive service must be documented in the case file; and for participants enrolled in individualized career or training services, must be included in the Individual Employment Plan (IEP) or Individual Service Strategy (ISS).

### **Cost Limitations**

Cost limitations are listed in Attachment 1. The cost of reimbursement or direct payment to participants or, by subsequent category, vendor for supportive services shall be the actual cost incurred up to an average of \$2,000 per participant. Costs for Supportive Services must be reasonable and when applicable, competitively priced. An effort must be made by the Case Manager to make this determination. The cost limitation includes all supportive services provided during the participant's enrollment and those supportive services provided to the client as part of follow up after exit.

When multiple vendor options are available for delivering supportive services, documentation must show a reasonable effort was made to determine and choose the most appropriate option based on the customer's needs, ability to access and competitively priced service available.

**Exceptions to exceed cost limitation or provide a service not listed:**

In some instances, there may be a need to exceed the limitations specified by this policy, or to provide a supportive service not defined that otherwise meets the intent of this policy. In cases of exceeding cost limitations, the costs must be approved by HRWC. All requests for providing services not listed in the policy must be pre-approved by HRWC.

All requests for any exceptions must include the following:

- Customer name and State ID#;
- Identification of the additional supportive services needed and approximate cost, and;
- Justification for the request, including documentation of need and the activity it supports, and;
- Current customer activity status, and
- Documentation of previous funds expended.

HRWC will evaluate the request on a case-by-case basis and either approve or disapprove the exception request within seven (7) working days.

**ALLOWABLE SUPPORTIVE SERVICES**

**Assistance with Uniforms or other Work-related Items**

Supportive services assistance is authorized for protective clothing, tools, and equipment required for participants to enroll and participate in training programs or other employment under WIOA. These items may include eyewear, steel-toed shoes, work related or training related tools and equipment, uniforms, testing fees required for licensure or certification exam, etc.

Items not included in a training program curriculum are still supportive services if they are provided to the participant. These items include interpreter, or signer, interviewing clothing, laundry and/or dry-cleaning services, additional tools and materials needed for employment after training is completed.

**Basic Car Repair**

Supportive service cost for emergency car repair is authorized, such as tire and battery replacement, minor car repairs not covered by insurance or warranty, and oil changes. Maintenance repair can be covered up to the amount listed on Attachment 1. Such expenses must be documented by the Case Manager or repair facility.

### **Child Care and Dependent Care**

Childcare assistance may be provided by a licensed and insured child/adult care provider and/or a family day home provider to participants who are not able to participate in WIOA programs without such assistance. "Family day home" means a child day program offered in the residence of the provider or the home of any of the children in care for one through twelve children under the age of 13, exclusive of the provider's own children and any children who reside in the home, when at least one child receives care for compensation.

This includes participants who are in danger of dropping out or making less than satisfactory progress due to unsatisfactory or unreliable childcare arrangements. Case Managers must obtain proof of type of childcare facility being utilized by participant.

Eligible dependent care expenses include:

Childcare for your children under age 13;

Day care for your spouse or your children (of any age) who are physically or mentally incapable of self-care who you claim on your Federal Income Tax return as a qualified dependent, and Elder care for adults who you claim on your Federal Income Tax return as a qualified dependent.

Expenses cannot be advanced before the care has been provided for your dependent, even if your provider requires payment in advance.

### **Education, Employment Certification and Associated Membership Fees**

Supportive service assistance is authorized for the payment of tutoring services, application, and testing fees to educational institutions. These are fees that are paid to determine a participant's eligibility and acceptance at the educational institution, and which will allow the client to obtain information on financial aid awards. Exam fees and membership fees are allowed if it assists the customer in obtaining employment and networking within the certification field.

### **Emergency Housing**

Emergency housing assistance may be provided to participants on a limited basis. The assistance may include the cost of rent or mortgage payment to stop an eviction and relocation expenses; temporary housing in a motel/hotel, or utility payments. This provision is for emergency housing only and need documentation of possible eviction, homelessness, missed payment, etc. Since this is a limited-time emergency intervention, a plan must be established to ensure the client will be able to meet long term housing needs.

### **Submitting Reimbursement Invoices**

As part of this guidance, sub awardees will use the attached forms for submitting requests for reimbursements. All sub awardees are individually responsible for maintaining all necessary supporting documentation for verification purposes. All financial reimbursements are subject to monitoring and auditing.

**ATTACHMENT 1**

**SUPPORTIVE SERVICES LIMITS CHART**

**Notes:**

Limits for individual items listed below may be modified to provide the total costs for a supportive service, as long as it does not exceed the total cap of per participant as identified by the grant.

Any request for increased limit for individuals will be evaluated by the Hampton Roads Workforce Council on a case-by-case basis and either approve or disapprove the exception request within seven (7) working days.

<b>Type of Service</b>	<b>Dislocated Worker Category Limit</b>
<b>Total Supportive Services limits allowable per individual served under this grant. (See above Note 2. for exceptions.)</b>	<b>\$2000</b>
<b>Cost Limitation Per Category</b>	
<b>Assistance with Uniforms or Other Work-Related Items</b>	<b>\$1000</b>
<b>Educational Testing, Employment Certification and Associated Testing/Application Fees</b>	<b>\$1000</b>
<b>Emergency Housing<sup>1</sup></b>	<b>\$1200</b>
<b>Child and Dependent Care <sup>2</sup> Licensed Care Facility</b>	<b>\$1440</b>
<b>Child and Dependent Care <sup>3</sup> Family Day Home Care</b>	<b>\$1170</b>
<b>Legal Aid Services</b>	<b>\$500</b>
<b>Medical/Health Services</b>	<b>\$750</b>
<b>Basic Car Repair<sup>4</sup></b>	<b>\$1000</b>
<b>Car Liability Insurance<sup>4</sup></b>	<b>\$600</b>
<b>Transportation Assistance</b>	<b>\$750</b>
<b>Mileage Reimbursement</b>	<b>\$0.20/mile up to \$750</b>

<sup>1</sup> Estimated based on the FY 2022 GSA per diem rate for the average of DC and Richmond area for 6 weeks

<sup>2</sup> Estimated based on VA State average cost of licensed care for 1 child for 6 weeks

<sup>3</sup> Estimated based on VA State average cost of Family Day Home Care for 1 child for 6 weeks

<sup>4</sup> Estimated on average car cost on AAA website



**Bay Consortium Workforce Development Board, Inc.**  
**Performance and Accountability Committee Meeting**  
**Draft Notes**  
**Thursday, January 20, 2021**  
**1:00 P.M.**

The Performance and Accountability Committee met Thursday, January 20, 2021 via Zoom.

**Call to Order:** Vanesa Livingstone called the committee meeting to order at 1 p.m.

**Roll Call:** Present were Gary Wilson, Steve Goodall, Sara Carroll, Bridgett Landess, and Vanesa Livingstone. Not present was Beverly Davis. In addition, present were Jackie Davis, Steven Golas and Katlyn Moss. 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 19, 2021 meeting, which was seconded and approved.

**New Business:** Steven Golas went over the quarterly reports. He noted that most jurisdictions needed a focus on more outreach due to low enrollment. He mentioned that it was Measurable Skills Gain had been a difficult measure for providers across the board and that providers were struggling with lower enrollment. Jackie Davis reviewed the Virginia Performance-Based Incentive Grants.

**Old Business:** There was no old business.

**Other Items for Discussion:** Jackie Davis noted that the next Board meeting would be February 2, 2022.

There being no further business, the meeting was adjourned at 1:45 p.m.

Respectfully submitted,  
Katlyn Moss

Performance Reports Rappahannock Goodwill Industries WIOA Adult and Dislocated Worker

		1st Quarter PY 21 7/1/21 - 9/30/21		2nd Quarter PY 21 10/1/21 - 12/31/21		3rd Quarter PY 21 1/1/22 - 3/31/22		4th Quarter PY 21 4/1/22 - 6/30/22		
<b>Customer Summary Information</b>										
Planned Number of Participants for PY		100		100						
Total Participants Served		36		45						
Percent of Planned		36%		45%		-		-		
New Clients Enrolled this Quarter		4		9						
WIOA Adult		26		33						
WIOA Dislocated Worker		10		12						
<b>Follow Up Information</b>										
Total Follow-Ups Required		37		36						
Total Follow-Ups Completed		37		36						
Total Follow-Up Not Completed		0		0		0		0		
<b>Employment 2nd Quarter after Exit</b>										
WIOA Adult Program - 82.6%		58.3%	7 12	# employed # exited	33.3%	1 3	# employed # exited	-	# employed # exited	
WIOA Dislocated Worker Program - 85%		50.0%	3 6	# employed # exited	100.0%	1 1	# employed # exited	-	# employed # exited	
<b>Employment 4th Quarter after Exit</b>										
WIOA Adult Program - 85%		77.8%	7 9	# employed # exited	100.0%	3 3	# employed # exited	-	# employed # exited	
WIOA Dislocated Worker Program - 90%		40.0%	2 5	# employed # exited	100.0%	6 6	# employed # exited	-	# employed # exited	
<b>Median Earnings 2nd Quarter after Exit</b>										
WIOA Adult Program		\$6,000.00	Not Available		\$6,000.00	Not Available		\$6,000.00	\$6,000.00	
WIOA Dislocated Worker Program		\$8,700.00	Not Available		\$8,700.00	Not Available		\$8,700.00	\$8,700.00	
<b>Credential Attainment within Four Quarters after Exit</b>										
WIOA Adult Program - 74%		77.8%	7 9	# credentialed # exited	66.7%	2 3	# credentialed # exited	-	# credentialed # exited	
WIOA Dislocated Worker Program - 70%		60.0%	3 5	# credentialed # exited	50.0%	3 6	# credentialed # exited	-	# credentialed # exited	
<b>Measurable Skills Gain</b>										
WIOA Adult Program - 70.2%		25.0%	6 24	# gained # exited	58.1%	18 31	# gained # exited	-	# gained # exited	
WIOA Dislocated Worker Program - 69.8%		40.0%	4 10	# gained # exited	58.3%	7 12	# gained # exited	-	# gained # exited	
45.51%	WIOA Adult Program		\$ 17,550.04	Training Expenditures	59.3%	\$ 49,135.96	Training Expenditures	-	Training Expenditures	
			\$ 30,506.76	Total Expenditures			\$ 82,810.73	Total Expenditures	-	Total Expenditures
	WIOA Dislocated Worker Program		\$ -	Training Expenditures	12.8%	\$ 4,500.00	Training Expenditures	-	Training Expenditures	
			\$ 11,194.71	Total Expenditures			\$ 35,042.98	Total Expenditures	-	Total Expenditures
<b>Total Contract Expenditures</b>										
40.04%	WIOA Adult Program		\$ 30,998.86	Expenditures	69.6%	\$ 84,287.03	Expenditures	-	Expenditures	
			\$121,056.20	Total Contract			\$121,056.20	Total Contract	-	Total Contract
	WIOA Dislocated Worker Program		\$ 11,936.57	Expenditures	20.4%	\$ 37,268.56	Expenditures	-	Expenditures	
			\$182,495.92	Total Contract			\$182,495.92	Total Contract	-	Total Contract

**George Washington Planning District 16 Data**

		2nd Quarter PY 21
<b>Customer Summary Information</b>		
Planned Number of Participants for PY		100
Total Participants Served		39
Percent of Planned		39%
Planning District 16 Total New Clients Enrolled this Quarter		9
	WIOA Adult	29
	WIOA Dislocated Worker	10
Spotsylvania County New Clients Enrolled this Quarter		4
	WIOA Adult	13
	WIOA Dislocated Worker	3
Stafford County New Clients Enrolled this Quarter		2
	WIOA Adult	4
	WIOA Dislocated Worker	4
Caroline County New Clients Enrolled this Quarter		1
	WIOA Adult	4
	WIOA Dislocated Worker	1
King George County New Clients Enrolled this Quarter		1
	WIOA Adult	2
	WIOA Dislocated Worker	1
City of Fredericksburg New Clients Enrolled this Quarter		1
	WIOA Adult	6
	WIOA Dislocated Worker	1

Rappahannock Community College WIOA Adult and Dislocated Worker

	1st Quarter PY 21 7/1/21 - 9/30/21	2nd Quarter PY 21 10/1/21 - 12/31/21	3rd Quarter PY 21 1/1/22 - 3/31/22	4th Quarter PY 21 4/1/22 - 6/30/22									
<b>Customer Summary Information</b>													
Planned Number of Participants for PY	63	63											
Total Participants Served	41	47											
Percent of Planned	65%	75%	-	-									
New Clients Enrolled this Quarter	11	6											
WIOA Adult	40	46											
WIOA Dislocated Worker	1	1											
<b>Follow Up Information</b>													
Total Follow-Ups Required	59	67											
Total Follow-Ups Completed	59	67											
Total Follow-Up Not Completed	0	0	0	0									
<b>Employment 2nd Quarter after Exit</b>													
WIOA Adult Program - 82.6%	66.7%	6	# employed	76.5%	13	# employed	-	# employed	-	# employed			
		9	# exited		17	# exited		# exited		# exited			
WIOA Dislocated Worker Program - 85%	100.0%	1	# employed	-	0	# employed	-	# employed	-	# employed			
		1	# exited		0	# exited		# exited		# exited			
<b>Employment 4th Quarter after Exit</b>													
WIOA Adult Program - 85%	90.0%	18	# employed	85.7%	6	# employed	-	# employed	-	# employed			
		20	# exited		7	# exited		# exited		# exited			
WIOA Dislocated Worker Program - 90%	100.0%	3	# employed	-	0	# employed	-	# employed	-	# employed			
		3	# exited		0	# exited		# exited		# exited			
<b>Median Earnings 2nd Quarter after Exit</b>													
WIOA Adult Program	\$6,000.00	Not Available		\$6,000.00	Not Available		\$6,000.00		\$6,000.00				
WIOA Dislocated Worker Program	\$8,700.00	Not Available		\$8,700.00	Not Available		\$8,700.00		\$8,700.00				
<b>Credential Attainment within Four Quarters after Exit</b>													
WIOA Adult Program - 74%	95.0%	19	# credentialed	85.7%	6	# credentialed	-	# credentialed	-	# credentialed			
		20	# exited		7	# exited		# exited		# exited			
WIOA Dislocated Worker Program - 70%	100.0%	3	# credentialed	-	0	# credentialed	-	# credentialed	-	# credentialed			
		3	# exited		0	# exited		# exited		# exited			
<b>Measurable Skills Gain</b>													
WIOA Adult Program - 70.2%	34.4%	11	# gained	59.5%	25	# gained	-	# gained	-	# gained			
		32	# exited		42	# exited		# exited		# exited			
WIOA Dislocated Worker Program - 69.8%	100.0%	1	# gained	100.0%	1	# gained	-	# gained	-	# gained			
		1	# exited		1	# exited		# exited		# exited			
<b>40% Minimum Training Expenditure Requirement</b>													
45.60%	WIOA Adult Program	59.0%	\$ 20,190.56	Training Expenditures	62.9%	\$ 39,912.56	Training Expenditures	-	-	-	-	Training Expenditures	
			\$ 34,206.03	Total Expenditures			\$ 63,448.04					Total Expenditures	Total Expenditures
	WIOA Dislocated Worker Program	0.0%	\$ -	Training Expenditures	0.0%	\$ -	Training Expenditures	-	-	-	-	-	Training Expenditures
			\$ 14,440.73	Total Expenditures			\$ 24,070.24						Total Expenditures
<b>Total Contract Expenditures</b>													
39.26%	WIOA Adult Program	30.5%	\$ 34,667.91	Expenditures	57.1%	\$ 64,833.68	Expenditures	-	-	-	-	Expenditures	
			\$113,618.12	Total Contract			\$113,618.12					Total Contract	Total Contract
	WIOA Dislocated Worker Program	12.8%	\$ 14,914.15	Expenditures	21.9%	\$ 25,490.50	Expenditures	-	-	-	-	-	Expenditures
			\$116,458.82	Total Contract			\$116,458.82						Total Contract

**Northern Neck Planning District 17 Data**

		2nd Quarter PY 21
<b>Customer Summary Information</b>		
Planned Number of Participants for PY		34
Total Participants Served		18
Percent of Planned		53%
Planning District 17 Total New Clients Enrolled this Quarter		2
	WIOA Adult	18
	WIOA Dislocated Worker	0
Lancaster County New Clients Enrolled this Quarter		0
	WIOA Adult	4
	WIOA Dislocated Worker	0
Northumberland County New Clients Enrolled this Quarter		0
	WIOA Adult	5
	WIOA Dislocated Worker	0
Richmond County New Clients Enrolled this Quarter		2
	WIOA Adult	5
	WIOA Dislocated Worker	0
Westmoreland County New Clients Enrolled this Quarter		0
	WIOA Adult	4
	WIOA Dislocated Worker	0

**Middle Peninsula Planning District 18 Data**

		2nd Quarter PY 21
<b>Customer Summary Information</b>		
Planned Number of Participants for PY		29
Total Participants Served		18
Percent of Planned		62%
Planning District 18 Total New Clients Enrolled this Quarter		2
	WIOA Adult	16
	WIOA Dislocated Worker	2
Essex County New Clients Enrolled this Quarter		0
	WIOA Adult	5
	WIOA Dislocated Worker	1
King and Queen County New Clients Enrolled this Quarter		0
	WIOA Adult	1
	WIOA Dislocated Worker	0
King William County New Clients Enrolled this Quarter		0
	WIOA Adult	1
	WIOA Dislocated Worker	0
Mathews County New Clients Enrolled this Quarter		0
	WIOA Adult	0
	WIOA Dislocated Worker	0
Middlesex County New Clients Enrolled this Quarter		2
	WIOA Adult	9
	WIOA Dislocated Worker	1

**Eastern Shore Community College WIOA Adult and Dislocated Worker**

	1st Quarter PY 21 7/1/21 - 9/30/21		2nd Quarter PY 21 10/1/21 - 12/31/21		3rd Quarter PY 21 1/1/22 - 3/31/22		4th Quarter PY 21 4/1/22 - 6/30/22	
<b>Customer Summary Information</b>								
Planned Number of Participants for PY	32		32					
Total Participants Served	24		28					
Percent of Planned	75%		88%		-		-	
New Clients Enrolled this Quarter	2		4					
WIOA Adult	21		24					
WIOA Dislocated Worker	3		4					
<b>Follow Up Information</b>								
Total Follow-Ups Required	28		24					
Total Follow-Ups Completed	28		24					
Total Follow-Up Not Completed	0		0		0		0	
<b>Employment 2nd Quarter after Exit</b>								
WIOA Adult Program - 82.6%	100.0%	7 # employed	7 # exited	100.0%	3 # employed	3 # exited	- # employed	- # exited
WIOA Dislocated Worker Program - 85%	100.0%	1 # employed	1 # exited	-	0 # employed	0 # exited	- # employed	- # exited
<b>Employment 4th Quarter after Exit</b>								
WIOA Adult Program - 85%	80.0%	4 # employed	5 # exited	75.0%	3 # employed	4 # exited	- # employed	- # exited
WIOA Dislocated Worker Program - 90%	-	0 # employed	0 # exited	100.0%	1 # employed	1 # exited	- # employed	- # exited
<b>Median Earnings 2nd Quarter after Exit</b>								
WIOA Adult Program	\$6,000.00	Not Available		\$6,000.00	Not Available		\$6,000.00	\$6,000.00
WIOA Dislocated Worker Program	\$8,700.00	Not Available		\$8,700.00	Not Available		\$8,700.00	\$8,700.00
<b>Credential Attainment within Four Quarters after Exit</b>								
WIOA Adult Program - 74%	20.0%	1 # credentialed	5 # exited	66.7%	2 # credentialed	3 # exited	- # credentialed	- # exited
WIOA Dislocated Worker Program - 70%	-	0 # credentialed	0 # exited	100.0%	1 # credentialed	1 # exited	- # credentialed	- # exited
<b>Measurable Skills Gain</b>								
WIOA Adult Program - 70.2%	14.3%	3 # gained	21 # exited	52.2%	12 # gained	23 # exited	- # gained	- # exited
WIOA Dislocated Worker Program - 69.8%	0.0%	0 # gained	3 # exited	25.0%	1 # gained	4 # exited	- # gained	- # exited
<b>40% Minimum Training Expenditure Requirement</b>								
31.22%	WIOA Adult Program	0.0%	\$ - Training Expenditures	50.3%	\$ 12,967.60 Training Expenditures	-	-	Training Expenditures
			\$ 7,352.26 Total Expenditures		\$ 25,768.57 Total Expenditures	-	-	Total Expenditures
	WIOA Dislocated Worker Program	0.0%	\$ - Training Expenditures	8.2%	\$ 1,754.00 Training Expenditures	-	-	Training Expenditures
			\$ 12,304.68 Total Expenditures		\$ 21,383.81 Total Expenditures	-	-	Total Expenditures
<b>Total Contract Expenditures</b>								
33.96%	WIOA Adult Program	11.0%	\$ 7,818.59 Expenditures	36.9%	\$ 26,635.57 Expenditures	-	-	Expenditures
			\$ 71,054.15 Total Contract		\$ 72,236.15 Total Contract	-	-	Total Contract
	WIOA Dislocated Worker Program	17.8%	\$ 12,770.93 Expenditures	31.0%	\$ 22,246.50 Expenditures	-	-	Expenditures
		\$ 71,688.96 Total Contract		\$ 71,688.96 Total Contract			Total Contract	

**Eastern Shore Planning District 22 Data**

		2nd Quarter PY 21
<b>Customer Summary Information</b>		
Planned Number of Participants for PY		32
Total Participants Served		26
Percent of Planned		81%
Planning District 22 Total New Clients Enrolled this Quarter		3
	WIOA Adult	23
	WIOA Dislocated Worker	3
Accomack County New Clients Enrolled this Quarter		3
	WIOA Adult	21
	WIOA Dislocated Worker	1
Northampton County New Clients Enrolled this Quarter		0
	WIOA Adult	2
	WIOA Dislocated Worker	2



Rappahannock Goodwill Industries WIOA Youth

	1st Quarter PY 21 7/1/21 - 9/30/21	2nd Quarter PY 21 10/1/21 - 12/31/21	3rd Quarter PY 21 1/1/22 - 3/31/22	4th Quarter PY 21 4/1/22 - 6/30/22											
<b>Customer Summary Information</b>															
Planned Number of Participants for PY	57	57													
Total Participants Served	10	11													
Percent of Planned	18%	19%	-	-											
New Clients Enrolled this Quarter	0	1													
WIOA Youth	10	11													
<b>Follow Up Information</b>															
Total Follow-Ups Required	25	25													
Total Follow-Ups Completed	25	25													
Total Follow-Up Not Completed	0	0	0	0											
<b>Employment 2nd Quarter after Exit</b>															
WIOA Youth - 77.3%	50.0%	100.0%	-	-											
	1 # employed	5 # employed													
	2 # exited	5 # exited													
<b>Employment 4th Quarter after Exit</b>															
WIOA Youth - 62.8%	66.7%	100.0%	-	-											
	6 # employed	7 # employed													
	9 # exited	7 # exited													
<b>Credential Attainment within Four Quarters after Exit</b>															
WIOA Youth - 70%	50.0%	66.7%	-	-											
	1 # credentialed	2 # credentialed													
	2 # exited	3 # exited													
<b>Measurable Skills Gain</b>															
WIOA Youth - 69.1%	0.0%	0.0%	-	-											
	0 # gained	0 # gained													
	7 # exited	9 # exited													
<b>20% Work Experience Expenditure Requirement</b>															
34.10%	WIOA Youth	38.1%	\$ 3,229.10	Training Expenditures	34.1%	\$ 10,422.70	Training Expenditures	-		-		-		-	
			\$ 8,470.82	Total Expenditures		\$ 30,567.14	Total Expenditures								
<b>Total Contract Expenditures</b>															
28.51%	WIOA Youth	8.2%	\$ 9,214.82	Expenditures	28.5%	\$ 31,995.14	Expenditures	-		-		-		-	
			\$ 112,211.73	Total Contract		\$ 112,211.73	Total Contract								

**George Washington Planning District 16 Data**

		2nd Quarter PY 21
<b>Customer Summary Information</b>		
Planned Number of Participants for PY		57
Total Participants Served		11
Percent of Planned		19%
Planning District 16 Total New Clients Enrolled this Quarter		1
	WIOA Youth	10
Spotsylvania County New Clients Enrolled this Quarter		0
	WIOA Youth	4
Stafford County New Clients Enrolled this Quarter		1
	WIOA Youth	3
Caroline County New Clients Enrolled this Quarter		0
	WIOA Youth	0
King George County New Clients Enrolled this Quarter		0
	WIOA Youth	1
City of Fredericksburg New Clients Enrolled this Quarter		0
	WIOA Youth	2

Rappahannock Community College

	1st Quarter PY 21 7/1/21 - 9/30/21	2nd Quarter PY 21 10/1/21 - 12/31/21	3rd Quarter PY 21 1/1/22 - 3/31/22	4th Quarter PY 21 4/1/22 - 6/30/22
<b>Customer Summary Information</b>				
Planned Number of Participants for PY	34	34		
Total Participants Served	15	15		
Percent of Planned	44%	44%	-	-
New Clients Enrolled this Quarter	5	0		
WIOA Youth	15	15		
<b>Follow Up Information</b>				
Total Follow-Ups Required	31	34		
Total Follow-Ups Completed	31	34		
Total Follow-Up Not Completed	0	0	0	0
<b>Employment 2nd Quarter after Exit</b>				
WIOA Youth - 77.3%	100.0%	54.2%	-	-
	2 # employed	13 # employed		
	2 # exited	24 # exited		
<b>Employment 4th Quarter after Exit</b>				
WIOA Youth - 62.8%	100.0%	-	-	-
	4 # employed	0 # employed		
	4 # exited	0 # exited		
<b>Credential Attainment within Four Quarters after Exit</b>				
WIOA Youth - 70%	75.0%	-	-	-
	3 # credentialed	0 # credentialed		
	4 # exited	0 # exited		
<b>Measurable Skills Gain</b>				
WIOA Youth - 69.1%	50.0%	90.9%	-	-
	5 # gained	10 # gained		
	10 # exited	11 # exited		
<b>20% Work Experience Expenditure Requirement</b>				
33.57%	WIOA Youth	33.6%		
	\$ 8,600.53 Training Expenditures	33.0%	\$ 10,052.94 Training Expenditures	
	\$ 25,619.40 Total Expenditures		\$ 30,481.72 Total Expenditures	
<b>Total Contract Expenditures</b>				
25.72%	WIOA Youth	25.7%		
	\$ 28,302.84 Expenditures	28.9%	\$ 31,823.50 Expenditures	
	\$ 110,021.16 Total Contract		\$ 110,021.16 Total Contract	

**Northern Neck Planning District 17 Data**

		2nd Quarter PY 21
<b>Customer Summary Information</b>		
Planned Number of Participants for PY		16
Total Participants Served		5
Percent of Planned		31%
Planning District 17 Total New Clients Enrolled this Quarter		0
	WIOA Youth	5
Lancaster County New Clients Enrolled this Quarter		0
	WIOA Youth	1
Northumberland County New Clients Enrolled this Quarter		0
	WIOA Youth	1
Richmond County New Clients Enrolled this Quarter		0
	WIOA Youth	1
Westmoreland County New Clients Enrolled this Quarter		0
	WIOA Youth	2

**Middle Peninsula Planning District 18 Data**

		2nd Quarter PY 21
<b>Customer Summary Information</b>		
Planned Number of Participants for PY		18
Total Participants Served		7
Percent of Planned		39%
Planning District 18 Total New Clients Enrolled this Quarter		0
	WIOA Youth	7
Essex County New Clients Enrolled this Quarter		0
	WIOA Youth	1
King and Queen County New Clients Enrolled this Quarter		0
	WIOA Youth	0
King William County New Clients Enrolled this Quarter		0
	WIOA Youth	6
Mathews County New Clients Enrolled this Quarter		0
	WIOA Youth	0
Middlesex County New Clients Enrolled this Quarter		0
	WIOA Youth	0

Eastern Shore Community College

		1st Quarter PY 21 7/1/21 - 9/30/21	2nd Quarter PY 21 10/1/21 - 12/31/21	3rd Quarter PY 21 1/1/22 - 3/31/22	4th Quarter PY 21 4/1/22 - 6/30/22						
<b>Customer Summary Information</b>											
Planned Number of Participants for PY		15	15								
Total Participants Served		6	6								
Percent of Planned		40%	40%	-	-						
New Clients Enrolled this Quarter		2	0								
WIOA Youth		6	6								
<b>Follow Up Information</b>											
Total Follow-Ups Required		5	4								
Total Follow-Ups Completed		5	4								
Total Follow-Up Not Completed		0	0	0	0						
<b>Employment 2nd Quarter after Exit</b>											
WIOA Youth - 77.3%	100.0%	1 # employed 1 # exited	100.0% 1 # employed 1 # exited	-	# employed # exited						
<b>Employment 4th Quarter after Exit</b>											
WIOA Youth - 62.8%	75.0%	3 # employed 4 # exited	83.3% 5 # employed 6 # exited	-	# employed # exited						
<b>Credential Attainment within Four Quarters after Exit</b>											
WIOA Youth - 70%	0.0%	0 # credentialed 2 # exited	60.0% 3 # credentialed 5 # exited	-	# credentialed # exited						
<b>Measurable Skills Gain</b>											
WIOA Youth - 69.1%	0.0%	0 # gained 6 # exited	16.7% 1 # gained 6 # exited	-	# gained # exited						
<b>20% Work Experience Expenditure Requirement</b>											
34.69%	WIOA Youth	40.0%	\$ 6,102.98	Training Expenditures	34.7%	\$ 9,974.63	Training Expenditures	-	Training Expenditures	-	Training Expenditures
			\$ 15,257.45	Total Expenditures		\$ 28,753.61	Total Expenditures		Total Expenditures		
<b>Total Contract Expenditure Requirement</b>											
40.50%	WIOA Youth	21.5%	\$ 15,747.59	Training Expenditures	40.5%	\$ 29,668.88	Training Expenditures	-	Training Expenditures	-	Training Expenditures
			\$ 73,247.71	Total Expenditures		\$ 73,247.71	Total Expenditures		Total Expenditures		

**Eastern Shore Planning District 22 Data**

		2nd Quarter PY 21
<b>Customer Summary Information</b>		
Planned Number of Participants for PY		15
Total Participants Served		6
Percent of Planned		40%
Planning District 22 Total New Clients Enrolled this Quarter		0
	WIOA Youth	6
Accomack County New Clients Enrolled this Quarter		0
	WIOA Youth	6
Northampton County New Clients Enrolled this Quarter		0
	WIOA Youth	0

## 2nd Quarter PY 2021

	<b>Negotiated Level</b>	<b>Actual</b>	<b>% of Negotiated Level</b>	<b>Status</b>
<b>Adult Measures</b>				
Employment 2nd Quarter after Exit	82.6	73.9	89%	FTM
Employment 4th Quarter after Exit	85.0	85.7	101%	E
Median Earnings 2nd Quarter after Exit	\$6,000.00	NA	-	NA
Credential Attainment within 4 Quarters after Exit	74.0	76.9	104%	E
Measurable Skills Gain	70.2	57.3	82%	
<b>Dislocated Workers Measures</b>				
Employment 2nd Quarter after Exit	85.0	100.0	118%	E
Employment 4th Quarter after Exit	85.0	100.0	118%	E
Median Earnings 2nd Quarter after Exit	\$8,700.00	NA	-	NA
Credential Attainment within 4 Quarters after Exit	70.0	71.4	102%	E
Measurable Skills Gain	69.8	52.9	76%	
<b>Youth Measures</b>				
Employment 2nd Quarter after Exit	77.3	63.3	82%	FTM
Employment 4th Quarter after Exit	62.8	92.3	147%	E
Credential Attainment within 4 Quarters after Exit	70.0	75.0	107%	E
Measurable Skills Gain	69.1	42.3	61%	



## **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)**

		1st Quarter PY 21		2nd Quarter PY 21		NDWG Grant Total				
<b>National Dislocated Worker Grant Logistics Training</b>										
(9) Participants	CDL Training	0.0%	\$ -	NDWG Expenditures	8.0%	\$ 4,000.00	NDWG Expenditures	28.0%	\$ 14,000.00	NDWG Expenditures
			\$ 50,085.80	Total Contract		\$ 50,085.80	Total Contract		\$ 50,085.80	Total Contract
<b>National Dislocated Worker Grant Supportive Services</b>										
(9) Participants	CDL Supportive Services	0.0%	\$ -	NDWG Expenditures	2.3%	\$ 274.68	NDWG Expenditures	12.5%	\$ 1,508.68	NDWG Expenditures
			\$ 12,085.80	Total Contract		\$ 12,085.80	Total Contract		\$ 12,085.80	Total Contract
<b>National Dislocated Worker Grant Logistics Training</b>										
(1) Participant	Healthcare Training	0.0%	\$ -	NDWG Expenditures	0.0%	\$ -	NDWG Expenditures	4.0%	\$ 2,000.00	NDWG Expenditures
			\$ 50,000.00	Total Contract		\$ 50,000.00	Total Contract		\$ 50,000.00	Total Contract
<b>National Dislocated Worker Grant Supportive Services</b>										
(1) Participant	Healthcare Supportive Services	0.0%	\$ -	NDWG Expenditures	0.0%	\$ -	NDWG Expenditures	3.5%	\$ 443.00	NDWG Expenditures
			\$ 12,557.00	Total Contract		\$ 12,557.00	Total Contract		\$ 12,557.00	Total Contract

## Customer Survey

### George Washington Sub-Area 16 Customer Survey Results 2nd Quarter PY21

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>	436	116	44	95	276	109	30	43
<b>Were your needs met?</b>	<b>Yes</b>	<b>No</b>						
<i>Number of Visitors</i>	61	1						
<b>Was the Staff Knowledgeable?</b>	<b>Yes</b>	<b>No</b>						
<i>Number of Visitors</i>	61	1						
<b>If the Staff was unable to meet your needs, were you provided contact information for partner agencies/resources?</b>	<b>Yes</b>	<b>No</b>	N/A					
<i>Number of Referrals</i>	23	1	0					
<b>How helpful was the Staff during your visit to the Virginia Career Works Center?</b>	<b>1 (Poor)</b>	<b>2</b>	<b>3 (Average)</b>	<b>4</b>	<b>5 (Excellent)</b>	<b>Additional Comments:</b> <ul style="list-style-type: none"> <li>• 12.2021: Get computer systems that work properly across your entire network. CENTER NOTES: <i>Customer referencing UI with has difficulties operating consistently after the new launch in November 2021.</i></li> <li>• Everyone here was fantastic</li> <li>• 12.2021: When Clients are struggling finding employment that fulfills their abilities, skills, and talents, there seems to be a lot of talk of how assistance can be made, and not enough action, Clients such as myself need leads of where connections can be found, and where people who have disabilities their accommodations can be met respectfully.</li> <li>• 11.2021: Keep the great staff that you have!</li> <li>• 10.2021: Directions use name of streets maybe # of lights off Rt!</li> </ul>		
<i>Number of Visitors</i>	0	0	1	5	52			
<b>How would you rate your overall visit to the Virginia Career Works Center?</b>	<b>1 (Poor)</b>	<b>2</b>	<b>3 (Average)</b>	<b>4</b>	<b>5 (Excellent)</b>			
<i>Number of Visitors</i>	0	0	1	5	52			

						See attached for additional comments.
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**Comments Continued:**

- 12.2021: Everyone here was fantastic
- 12.2021: Customer Service was Amazing! I was greeted when I walked in and felt welcome. She took her time with me and really helped me with my resume. She was extremely kind. She made me feel comfortable about getting back to work. I am so glad I came today.
- 12.2021: Everyone is nice, everything good they were very helpful.
- 11.2021: Excellent assistance in the lobby
- 10.2021: Very understanding teacher
- 10.2021: Wonderful experience
- 10.2021: Grateful that I came out to the office to seek employment. Very helpful. Thanks again.

Survey Outage: November 1-4<sup>th</sup>; December 20<sup>th</sup>

Staffing of the Resource Room includes multiple staff in the rotation for interfacing with clients in a given week. The diversity appears to have improved customer satisfaction compared to the previous quarter.

**Northern Neck Sub-Area 17 Customer Survey Results 2nd Quarter PY21**

<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	3	0	0	0	11	0	13
<b>Were your needs met?</b>	<b>Yes</b>	<b>No</b>						
<i>Number of Visitors</i>	5	0						
<b>Was the Staff Knowledgeable?</b>	<b>Yes</b>	<b>No</b>						
<i>Number of Visitors</i>	5	0						
<b>If the Staff was unable to meet your needs, were you provided contact information for partner agencies/resources?</b>	<b>Yes</b>	<b>No</b>	N/A					
<i>Number of Visitors</i>	0	0	0					
<b>How helpful was the Staff during your visit to the Virginia Career Works Center?</b>	<b>1 (Poor)</b>	<b>2</b>	<b>3 (Average)</b>	<b>4</b>	<b>5 (Excellent)</b>	<b>Additional Comments:</b> <ul style="list-style-type: none"> <li>• I don't know of anything that could have been better!</li> <li>• The service was excellent.</li> <li>• Mrs. White is great!</li> </ul>		
<i>Number of Visitors</i>	0	0	0	0	5			
<b>How would you rate your overall visit to the Virginia Career Works Center?</b>	<b>1 (Poor)</b>	<b>2</b>	<b>3 (Average)</b>	<b>4</b>	<b>5 (Excellent)</b>			
<i>Number of Visitors</i>	0	0	0	0	5			

**Middle Peninsula Sub-Area 18 Customer Survey Results 2nd Quarter PY21**

<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	0	0	0	0	0	0	10
<b>Were your needs met?</b>	<b>Yes</b>	<b>No</b>						
<i>Number of Visitors</i>	1	0						
<b>Was the Staff Knowledgeable?</b>	<b>Yes</b>	<b>No</b>						
<i>Number of Visitors</i>	1	0						
<b>If the Staff was unable to meet your needs, were you provided contact information for partner agencies/resources?</b>	<b>Yes</b>	<b>No</b>	N/A					
<i>Number of Visitors</i>	0	0	4					
<b>How helpful was the Staff during your visit to the Virginia Career Works Center?</b>	<b>1 (Poor)</b>	<b>2</b>	<b>3 (Average)</b>	<b>4</b>	<b>5 (Excellent)</b>	<b>Additional Comments:</b> • Everything was great!		
<i>Number of Visitors</i>	0	0	0	0	1			
<b>How would you rate your overall visit to the Virginia Career Works Center?</b>	<b>1 (Poor)</b>	<b>2</b>	<b>3 (Average)</b>	<b>4</b>	<b>5 (Excellent)</b>			
<i>Number of Visitors</i>	0	0	0	0	1			

**Eastern Shore Sub-Area 22 Customer Survey Results 2nd Quarter PY21**

<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>	41	2	2	7	1	3	11	0
<b>Were your needs met?</b>	<b>Yes</b>	<b>No</b>	*UI questions had to be referred to UI claims representatives, many telephone visitors stated their needs were not met.  WIOA staff is not authorized to address UI questions.					
<i>Number of Visitors</i>	17	11						
<b>Was the Staff Knowledgeable?</b>	<b>Yes</b>	<b>No</b>						
<i>Number of Visitors</i>	17	11						
<b>If the Staff was unable to meet your needs, were you provided contact information for partner agencies/resources?</b>	<b>Yes</b>	<b>No</b>	N/A	<ul style="list-style-type: none"> <li>- Quite a few customers hung-up the phone before staff finished providing Contact information for partner resources.</li> <li>- Others refused to answer survey questions.</li> <li>- Some would not complete entire survey.</li> </ul>				
<i>Number of Visitors</i>	17	5	2					
<b>How helpful was the Staff during your visit to the Virginia Career Works Center?</b>	<b>1 (Poor)</b>	<b>2</b>	<b>3 (Average)</b>	<b>4</b>	<b>5 (Excellent)</b>	<b>Additional Comments:</b> The majority of our contact for the 2nd quarter was via telephone and the large majority were questions related to UI which WIOA staff is unauthorized to address.		
<i>Number of Visitors</i>	(UI phone) 13	2	13	4	1			
<b>How would you rate your overall visit to the Virginia Career Works Center?</b>	<b>1 (Poor)</b>	<b>2</b>	<b>3 (Average)</b>	<b>4</b>	<b>5 (Excellent)</b>			
<i>Number of Visitors</i>	N/A	N/A	N/A	N/A	N/A			

## **Success Stories**

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

BB was let go from his job as an electrician helper during the pandemic. He did not want to re-enter this field because his pay and work hours were not stable during the pandemic. BB had family members working in the trucking industry, and he wanted to pursue working in this field due to industry demands and financial opportunities.

BB met with WIOA staff to discuss his service options. He was found eligible for services as a Dislocated Worker as well as for funding through the COVID-19 National Dislocated Worker Grant. Throughout the eligibility process, BB was openly concerned about his past felony record and how this barrier made it difficult for him to gain employment.

WIOA staff supported BB in obtaining a Federal Bonding letter and registering for CDL training to pursue his goal of working in the trucking industry. BB began his training, and despite the delays and smaller class sizes the training provider had in place due to the pandemic, he finished his training and obtained his CDL in just over the usual six weeks. Afterwards, WIOA staff supported BB to revise his resume and provided him with job listings.

During the job search, an industry hiring event took place at the Virginia Career Works – Fredericksburg Center. A trucking company was in attendance and the WIOA staff spoke with them about their hiring practices around hiring re-entry citizens. Initially, the employer was hesitant, and staff spoke with them at length about the benefits of hiring re-entry citizens.

Staff encouraged BB to come to the hiring event and speak with the employer. He did so, and the company hired him on spot. BB stated he had been open about his past with them and they were willing to give him the opportunity despite his background.

WIOA staff spoke with the employer at a later hiring event and they stated they were happy to have given BB the opportunity, because of his work ethic, personality, and his overall drive to learn every task he could. Because of BB's hard work and WIOA staff advocacy, not only was this a success for this client, but potentially for others in the future with similar barriers.

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

On July 28, 2021, R. inquired about the CDL program at RCC. He studied for his learner's permit and passed his exam. He applied to WIOA for financial assistance and was determined eligible as an adult. The original class was scheduled to begin on 9/20/21 but, due to scheduling and COVID conflicts, had to be moved back twice. Finally, the training began on 10/11/21, and R. was ready. He completed the training on 11/15/21 and passed his exam on 11/17/21. COVID has changed the world in so many ways, and training schedules and conflicts have become common. However, R. was always patient and understanding throughout the entire process. He will soon begin a new driving job. Right now, he has the option of choosing which company he wishes to go with. He has been a pleasure to work with, and we wish him much success.

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



S is a single mother of three. She came to the WIOA program seeking occupational training in Medication Aide. S was unemployed and had no income outside of child support and receiving SNAP benefits. S successfully achieved her Medication Aide licensure as well as Nurse Aide licensure. She put forth 100% effort towards her studies, class attendance, and certifications. Upon completion of the WIOA program, S decided to continue her studies in Associates Degree in Nursing program at RCC. She has further planned to pursue the RN program. S credits WIOA for helping with goal setting and funding throughout her steps towards the medical field. S has achieved excellent grades in all of her coursework.

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

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

EE is an adult participant who successfully completed the certified nursing program and is now pursuing a license practical nursing license. EE started her training in a workforce program that helps students who are in need of financial assistance. EE was then referred to the WIOA program for assistance to help with funding. EE explained that the chicken factory processing plant was not a place where she wanted to be long-term and she desired a change of professions. EE completed the certified nursing assistance program and passed the state board examination on her first try. EE is currently enrolled in the licensed practical nursing program and is scheduled to complete her training in the summer semester of 2022. EE would like to work as a licensed practical nurse for a while before enrolling in the registered nurse program at Eastern Shore Community College.

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

Case Manager recently touched base with CC who completed the commercial driver's license training. CC completed the commercial license training at CDS Tractor Trailer Training site in Woodford due to full classes at the Eastern Shore Community College satellite site. At the Woodford site, CC completed the training in record time and came away with a Class A commercial driver's license. CC then got a truck driving position at Perdue Farms, Inc. in Accomack. CC informed Case Manager that he is still working as a truck driver for Perdue and is still believes that it was the perfect training and career choice for him. CC thanked Case Manager for the helping enroll in the commercial driver's license training program so that he could find employment after being laid off so abruptly.

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

FF entered the WIOA Youth program to gain work experience and further develop her leadership and soft skills. She hoped to either work in the Human Resources or Dental field in an office related position. FF was provided leadership and soft skills training and coaching by WIOA Youth staff to support her goal of working in an office environment.

FF participated in a work experience in a dental office for career exploration and skill development. FF discovered she did not enjoy working in a Dental office environment and she wanted to explore working in other office settings. The WIOA Youth staff then coordinated a work experience at a local non-profit. FF worked through both of her scheduled office-based work experiences and gained valuable skills.

Once FF completed her work experiences, she worked with WIOA Youth staff to revise her resume and conduct job search. FF obtained an office position with a real-estate management company and worked there for nearly a year.

WIOA Youth staff learned in FF's final quarter of Follow-up that FF enlisted in the military. After FF's initial boot camp and enlistment activities, she will be working as a Human Resources Generalist in the Army while actively serving her country.

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

O came to the WIOA as a recent High School graduate who was struggling to determine his next step. He expressed an interest in participating in training and after some career exploration, he decided that he would like to take welding courses. After being determined eligible for the WIOA Youth program, O participated in some leadership activities, was hired by a local manufacturing company, and was enrolled in welding courses. He was successful in his first two welding courses, earning certifications in SMAW and GMAW. O was offered a job with a Utility Structures company making \$15.00 per hour. He is enjoying his new job and his supervisor reports that due to his work ethic he has the potential to move up quickly in the company.

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

16-year-old D's father passed away suddenly while he was in high school. After transferring to a new school, he was really struggling. He did however earn his GED through the high school program and was referred to WIOA by his school counselor. The case manager met with the client and his mom who is the custodian at the school he last attended. She has an Associate Degree in Accounting from a Virginia Community College, but has had a hard time finding a job in her field. The case manager worked with the family to get the son enrolled in welding and assist mom in updating her resume and submitting applications online. Mom attended the virtual Empower Career CPR bootcamp and her son who turned 17 in October earned his first welding credential (SMAW-Shielded Metal Arc Welding) in December 2021. He begins his next class this month and is working part-time at a local fast food service restaurant. The family is in process of moving into better housing and are thriving.

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

DD is an out of school youth who recently completed the CNA program. DD enrolled in the certified nursing assistant program after working as a personal care aide. DD wanted to start as a certified nursing assistant and work her way up the ladder all the way to the registered nurse program. While in the certified nursing assistant program, DD kept up good grades and had one of the best reviews in clinical exercises. After the class room training, DD went on to take the certified nursing assistant state board examination and passed. At DD's current employer, DD was promoted to certified nursing assistant and received a pay increase. DD considering enrolling in the licensed practical nursing program.

**Bay Consortium Workforce Development Board, Inc.**

**Labor Market Committee Meeting**

**Draft Meeting Minutes**

**Wednesday, January 19, 2022**

**11:00 a.m.**

The Labor Market Committee met Wednesday, January 19, 2022 via Zoom.

**Call to Order:** Jackie Davis called the Labor Market meeting to order at 11:00 a.m.

**Roll Call:** Present was Felicia Ainsa, Kate Gibson, Greg Moon, and Lamont Brown. Not present was Melvin Carter and David Mann. In addition, also present was Jackie Davis and Katlyn Moss. A quorum was present.

**Approval of Minutes:** A motion was made to approve the minutes from the October 6, 2021 meeting, which was seconded and approved.

**Public Input:** There was no public input.

**New Business:** Steven Golas reviewed the Strategic Plan review with members.

**Old Business:** There was no old business.

**Other Topics:** Kate Gibson introduced herself to the committee members. Katlyn Moss noted that the Board meeting would be February 2, 2022.

There being no further business, the meeting was adjourned at 11:35 a.m.

Respectfully submitted,

Katlyn Moss

**Bay Consortium Workforce Development Board, Inc.**  
**Board Development Committee Meeting**  
**Draft Notes**  
**Wednesday, January 12, 2022**  
**11:00 A.M.**

The Board Development Committee met Wednesday, October 13, 2021 via Zoom.

**Call to Order:** Jackie Davis called the meeting to order at 11:00 am.

**Roll Call:** Present were Josh Gemerek, Kendall Webre, and Danielle Robinson. Not present was Bobby Masters, Ben Whanger, Bill Leyden, and Leigh Ramos. Also present was Jackie Davis, Steven Golas, Kristina Allen, and Katlyn Moss. A quorum was present.

**Approval of Minutes:** A motion was made to approve the minutes from the October 14, 2021 meeting, which was seconded and approved.

**Public Input:** There was no public input.

**New Business:** Jackie Davis reviewed the Board vacancies: King George and King and Queen Counties have no representation. Mathews County representative Leigh Ramos has let John Priest that she cannot fulfill the committee to the Board. Lancaster County representative Ken Knull has resigned, with Jennifer BoWhey from Visiting Angels being nominated at the next CLEO meeting. Ben Whanger will be moving from Essex County to Northumberland County. Kate Gibson will be filling Jennifer Morgan's place until her replacement is found.

**Old Business:** There was no old business.

**Other Topics:** Jackie Davis noted that the next Board meeting would be February 2, 2022.

There being no further business, the meeting was adjourned at 11:20 a.m.

Respectfully submitted,  
Katlyn Moss

**Youth Council  
Draft Minutes  
Monday, January 24, 2022  
10:00 a.m.**

The Youth Council met Monday, January 24, 2022, via Zoom.

**Call to Order:** Marjorie Lampkin called the Youth Council Meeting to order at 10 a.m.

**Roll Call:** Present were Marjorie Lampkin, David Ferguson, Chris Giles, Roger Gross, and Tina Taylor. Not present were Steve Smith and Hutt Williams. In addition, present were Kat Keske, Elizabeth Batisa-Cardenas, Megan King, Jackie Davis, Steven Golas, and Katlyn Moss.

**Approval of Minutes:** A motion was made to approve the minutes from the October 25, 2021 meeting, which was seconded and approved, with Chris Giles abstaining.

**Public Input:** There was no public input.

**New Business:** Steven Golas went over the quarterly reports. He noted that most jurisdictions needed a focus on more outreach due to low enrollment. Marjorie Lampkin noted that Rappahannock Community College had lost their two Part Time Youth Case Managers, but had hired one Full Time Youth Case Manager.

**Old Business:** Marjorie Lampkin discussed the need for a parent representative on the council.

**Other Topics:** There were no other topics for discussion.

There being no further business, the meeting was adjourned at 10:30 a.m.

Respectfully submitted,

Katlyn Moss