

**DRAFT
AGENDA**

**Bay Consortium Workforce Development Board, Inc.
Performance and Accountability Committee
Thursday, July 15, 2021
10:00 A.M.**

- I. Call to Order
- II. Roll Call
- III. Public Input
- IV. Approval of Meeting Notes from April 15, 2021 Meeting
- V. New Business
 - A. Quarterly Reports [WIOA Section 134, Section 503, Section 116; TEGL 11-19, TEGL 14-15, TEGL10-16, TEGL 19-16, TEGL03-17, TEGL 06-17; OMB No. 1205-1526, OMB No. 1205-0521, OMB No. 1205-0522; Public Law 103-62; 107 Stat. 285; Public Law 111-352; 124 Stat. 3866; 20 CFR parts 676, 677, and 678 and 34 CFR parts 361 and 463; Code of Virginia §2.2-2472.2 Virginia Board of Workforce Development Policy 404-01]
 - B. Performance and Accountability Committee Responsibilities [Board Manual]
 - C. Strategic Plan
 - D. Performance and Accountability Committee Meeting Date
- VI. Old Business
 - A. Committee Elections
- VII. Other Topics for discussion
- VIII. Adjournment

Bay Consortium Workforce Development Board, Inc.
Performance and Accountability Committee Meeting
Draft Notes
Thursday, April 15, 2021
10:00 A.M.

The Performance and Accountability Committee met Thursday, April 15, 2021 via Zoom.

Call to Order: Jackie Davis called the committee meeting to order at 10 a.m.

Roll Call: Present were Bridgett Landess and Vanesa Livingstone. Not present was Steve Goodall, Chantel Roane, Robin Harry, and Gary Wilson. In addition, present were Sherry Davis, Megan King, and Elizabeth Batista-Cardenas, Goodwill Industries staff and Jackie Davis, Steven Golas and Katlyn Moss, WDB Staff. A quorum was not present.

Public Input: There was no public input.

Approval of Minutes: The minutes from the January 14, 2021 meeting were tabled until next meeting.

New Business: Steven Golas went over the quarterly reports. Jackie Davis reviewed the Strategic Plan with members. Committee elections were tabled until the July meeting.

Old Business: There was no old business.

Other Items for Discussion: Jackie Davis noted that next Board meeting would be May 5, 2021 at 11 a.m. via Zoom.

There being no further business, the meeting was adjourned at 10:20 a.m.

Respectfully submitted,
Katlyn Moss

Rappahannock Goodwill Industries - WIOA Adult & Dislocated Worker Program Sub-Area 16

		1st Quarter PY 20 7/1/20 - 9/30/20		2nd Quarter PY 20 10/1/20 - 12/31/20		3rd Quarter PY 20 1/1/21 - 3/31/21		4th Quarter PY 20 4/1/21 - 6/30/21					
Customer Summary Information													
Planned Number of Participants for PY		70		70		70		70					
Total Participants Served		42		47		54		69					
Percent of Planned		60%		67%		77%		99%					
New Clients Enrolled this Quarter		3		5		7		14					
	WIOA Adult	25		30		35		44					
	WIOA Dislocated Worker	17		17		19		25					
Follow Up Information													
Total Follow-Ups Required		63		64		45		42					
Total Follow-Ups Completed		63		64		45		42					
Total Follow-Up Not Completed		0		0		0		0					
Employment 2nd Quarter after Exit													
	WIOA Adult Program - 82.6%	83.3%	10 # employed	78.6%	11 # employed	100.0%	9 # employed	100.0%	3 # employed				
			12 # exited		14 # exited		9 # exited		3 # exited				
	WIOA Dislocated Worker Program - 85%	80.0%	4 # employed	77.8%	7 # employed	80.0%	4 # employed	100.0%	6 # employed				
			5 # exited		9 # exited		5 # exited		6 # exited				
Employment 4th Quarter after Exit													
	WIOA Adult Program - 85%	90.0%	9 # employed	100.0%	5 # employed	91.7%	11 # employed	78.6%	11 # employed				
			10 # exited		5 # exited		12 # exited		14 # exited				
	WIOA Dislocated Worker Program - 90%	92.3%	12 # employed	85.7%	6 # employed	100.0%	5 # employed	77.8%	7 # employed				
			13 # exited		7 # exited		5 # exited		9 # exited				
Median Earnings 2nd Quarter after Exit													
	WIOA Adult Program	\$6,000.00	Not Available	\$6,000.00	Not Available	\$6,000.00	Not Available	\$6,000.00	Not Available				
	WIOA Dislocated Worker Program	\$8,700.00	Not Available	\$8,700.00	Not Available	\$8,700.00	Not Available	\$8,700.00	Not Available				
Credential Attainment within Four Quarters after Exit													
	WIOA Adult Program - 74%	88.9%	8 # credentialed	100.0%	4 # credentialed	100.0%	12 # credentialed	78.6%	11 # credentialed				
			9 # exited		4 # exited		12 # exited		14 # exited				
	WIOA Dislocated Worker Program - 70%	72.7%	8 # credentialed	71.4%	5 # credentialed	60.0%	3 # credentialed	77.8%	7 # credentialed				
			11 # exited		7 # exited		5 # exited		9 # exited				
Measurable Skills Gain													
	WIOA Adult Program - 70.2%	18.8%	3 # gained	30.0%	6 # gained	30.8%	8 # gained	45.7%	16 # gained				
			16 # exited		20 # exited		26 # exited		35 # exited				
	WIOA Dislocated Worker Program - 69.8%	18.2%	2 # gained	18.2%	2 # gained	53.8%	7 # gained	44.4%	8 # gained				
			11 # exited		11 # exited		13 # exited		18 # exited				
40% Minimum Training Expenditure Requirement													
51.73%	WIOA Adult Program	42.5%	\$ 3,366.84	Training Expenditures	50.9%	\$ 22,262.84	Training Expenditures	51.9%	\$ 39,381.78	Training Expenditures	59.2%	\$ 80,171.33	Training Expenditures
			\$ 7,923.64	Total Expenditures		\$ 43,696.63	Total Expenditures		\$ 75,835.29	Total Expenditures		\$ 135,512.78	Total Expenditures
	WIOA Dislocated Worker Program	47.4%	\$ 9,981.90	Training Expenditures	29.0%	\$ 10,011.90	Training Expenditures	30.0%	\$ 16,068.90	Training Expenditures	39.1%	\$ 31,072.61	Training Expenditures
			\$ 21,062.00	Total Expenditures		\$ 34,504.20	Total Expenditures		\$ 53,511.47	Total Expenditures		\$ 79,536.27	Total Expenditures
Total Contract Expenditures													
99.57%	WIOA Adult Program	12.1%	\$ 8,024.74	Expenditures	33.7%	\$ 22,262.84	Expenditures	58.4%	\$ 76,745.19	Expenditures	99.5%	\$ 136,726.06	Expenditures
			\$ 66,155.00	Total Contract		\$ 66,155.00	Total Contract		\$ 131,518.65	Total Contract		\$ 137,370.64	Total Contract
	WIOA Dislocated Worker Program	14.2%	\$ 21,998.24	Expenditures	23.3%	\$ 36,064.60	Expenditures	63.0%	\$ 56,320.19	Expenditures	99.6%	\$ 83,281.20	Expenditures
			\$ 154,797.68	Total Contract		\$ 154,797.68	Total Contract		\$ 89,434.03	Total Contract		\$ 83,582.04	Total Contract

George Washington Planning District 16 Data

		4th Quarter PY 20
Customer Summary Information		
Planned Number of Participants for PY		70
Total Participants Served		66
Percent of Planned		94%
Planning District 16 Total New Clients Enrolled this Quarter		10
	WIOA Adult	43
	WIOA Dislocated Worker	23
Spotsylvania County New Clients Enrolled this Quarter		5
	WIOA Adult	17
	WIOA Dislocated Worker	7
Stafford County New Clients Enrolled this Quarter		1
	WIOA Adult	8
	WIOA Dislocated Worker	7
Caroline County New Clients Enrolled this Quarter		1
	WIOA Adult	2
	WIOA Dislocated Worker	2
King George County New Clients Enrolled this Quarter		0
	WIOA Adult	7
	WIOA Dislocated Worker	3
City of Fredericksburg New Clients Enrolled this Quarter		3
	WIOA Adult	9
	WIOA Dislocated Worker	4

Rappahannock Community College - WIOA Adult & Dislocated Worker Program Sub-Area 17 & 18

		1st Quarter PY 20 7/1/20 - 9/30/20		2nd Quarter PY 20 10/1/20 - 12/31/20		3rd Quarter PY 20 1/1/21 - 3/31/21		4th Quarter PY 20 4/1/21 - 6/30/21		
Customer Summary Information										
Planned Number of Participants for PY		83		83		83		83		
Total Participants Served		51		62		74		87		
Percent of Planned		61%		75%		89%		105%		
New Clients Enrolled this Quarter		10		11		12		13		
WIOA Adult		50		61		73		86		
WIOA Dislocated Worker		1		1		1		1		
Follow Up Information										
Total Follow-Ups Required		73		57		56		47		
Total Follow-Ups Completed		73		57		56		47		
Total Follow-Up Not Completed		0		0		0		0		
Employment 2nd Quarter after Exit										
WIOA Adult Program - 82.6%		95.8%	23 # employed	82.4%	14 # employed	85.0%	17 # employed	100.0%	7 # employed	
			24 # exited		17 # exited		20 # exited		7 # exited	
WIOA Dislocated Worker Program - 85%		100.0%	2 # employed	100.0%	1 # employed	100.0%	2 # employed	-	0 # employed	
			2 # exited		1 # exited		2 # exited		0 # exited	
Employment 4th Quarter after Exit										
WIOA Adult Program - 85%		82.6%	19 # employed	87.0%	20 # employed	70.8%	17 # employed	76.5%	13 # employed	
			23 # exited		23 # exited		24 # exited		17 # exited	
WIOA Dislocated Worker Program - 90%		100.0%	1 # employed	100.0%	2 # employed	100.0%	2 # employed	100.0%	1 # employed	
			1 # exited		2 # exited		2 # exited		1 # exited	
Median Earnings 2nd Quarter after Exit										
WIOA Adult Program		\$6,000.00	Not Available	\$6,000.00	Not Available	\$6,000.00	Not Available	\$6,000.00	Not Available	
WIOA Dislocated Worker Program		\$8,700.00	Not Available	\$8,700.00	Not Available	\$8,700.00	Not Available	\$8,700.00	Not Available	
Credential Attainment within Four Quarters after Exit										
WIOA Adult Program - 74%		86.4%	19 # credentialed	100.0%	21 # credentialed	95.7%	22 # credentialed	75.0%	12 # credentialed	
			22 # exited		21 # exited		23 # exited		16 # exited	
WIOA Dislocated Worker Program - 70%		0.0%	0 # credentialed	50.0%	1 # credentialed	100.0%	1 # credentialed	100.0%	1 # credentialed	
			1 # exited		2 # exited		1 # exited		1 # exited	
Measurable Skills Gain										
WIOA Adult Program - 70.2%		29.2%	7 # gained	45.9%	17 # gained	62.5%	30 # gained	67.2%	43 # gained	
			24 # exited		37 # exited		48 # exited		64 # exited	
WIOA Dislocated Worker Program - 69.8%		-	0 # gained	-	0 # gained	-	0 # gained	-	0 # gained	
			0 # exited		0 # exited		0 # exited		0 # exited	
40% Minimum Training Expenditure Requirement										
73.81%	WIOA Adult Program		91.7%	\$ 26,351.90 Training Expenditures	93.8%	\$ 72,409.37 Training Expenditures	86.5%	\$126,142.95 Training Expenditures	82.9%	\$189,445.37 Training Expenditures
				\$ 28,739.60 Total Expenditures		\$ 77,190.09 Total Expenditures		\$145,873.71 Total Expenditures		\$228,497.08 Total Expenditures
	WIOA Dislocated Worker Program		0.0%	\$ - Training Expenditures	0.0%	\$ - Training Expenditures	0.0%	\$ - Training Expenditures	0.0%	\$ - Training Expenditures
				\$ 1,812.30 Total Expenditures		\$ 3,624.60 Total Expenditures		\$ 13,205.30 Total Expenditures		\$ 28,181.51 Total Expenditures
Total Contract Expenditures										
87.26%	WIOA Adult Program		16.8%	\$ 28,739.60 Expenditures	45.2%	\$ 77,190.09 Expenditures	59.5%	\$147,137.49 Expenditures	93.4%	\$230,826.82 Expenditures
				\$ 170,694.64 Total Contract		\$ 170,694.64 Total Contract		\$247,194.64 Total Contract		\$247,194.64 Total Contract
	WIOA Dislocated Worker Program		1.4%	\$ 1,812.30 Expenditures	2.8%	\$ 3,624.60 Expenditures	27.6%	\$ 14,662.94 Expenditures	58.8%	\$ 31,170.27 Expenditures
				\$ 129,546.31 Total Contract		\$ 129,546.31 Total Contract		\$ 53,046.31 Total Contract		\$ 53,046.31 Total Contract

Northern Neck Planning District 17 Data

		4th Quarter PY 20
Customer Summary Information		
Planned Number of Participants for PY		43
Total Participants Served		38
Percent of Planned		88%
Planning District 17 Total New Clients Enrolled this Quarter		6
	WIOA Adult	38
	WIOA Dislocated Worker	0
Lancaster County New Clients Enrolled this Quarter		2
	WIOA Adult	8
	WIOA Dislocated Worker	0
Northumberland County New Clients Enrolled this Quarter		1
	WIOA Adult	6
	WIOA Dislocated Worker	0
Richmond County New Clients Enrolled this Quarter		1
	WIOA Adult	10
	WIOA Dislocated Worker	0
Westmoreland County New Clients Enrolled this Quarter		2
	WIOA Adult	14
	WIOA Dislocated Worker	0

Middle Peninsula Planning District 18 Data

		4th Quarter PY 20
Customer Summary Information		
Planned Number of Participants for PY		40
Total Participants Served		27
Percent of Planned		68%
Planning District 18 Total New Clients Enrolled this Quarter		3
	WIOA Adult	25
	WIOA Dislocated Worker	2
Essex County New Clients Enrolled this Quarter		1
	WIOA Adult	9
	WIOA Dislocated Worker	2
King and Queen County New Clients Enrolled this Quarter		1
	WIOA Adult	2
	WIOA Dislocated Worker	0
King William County New Clients Enrolled this Quarter		0
	WIOA Adult	2
	WIOA Dislocated Worker	0
Mathews County New Clients Enrolled this Quarter		0
	WIOA Adult	1
	WIOA Dislocated Worker	0
Middlesex County New Clients Enrolled this Quarter		1
	WIOA Adult	11
	WIOA Dislocated Worker	0

Eastern Shore Community College - WIOA Adult & Dislocated Worker Program Sub-Area 22

		1st Quarter PY 20 7/1/20 - 9/30/20		2nd Quarter PY 20 10/1/20 - 12/31/20		3rd Quarter PY 20 1/1/21 - 3/31/21		4th Quarter PY 20 4/1/21 - 6/30/21						
Customer Summary Information														
Planned Number of Participants for PY		45		45		45		45						
Total Participants Served		27		39		48		50						
Percent of Planned		60%		87%		107%		111%						
New Clients Enrolled this Quarter		7		12		9		2						
WIOA Adult		24		35		44		46						
WIOA Dislocated Worker		3		4		4		4						
Follow Up Information														
Total Follow-Ups Required		41		35		20		21						
Total Follow-Ups Completed		41		35		20		21						
Total Follow-Up Not Completed		0		0		0		0						
Employment 2nd Quarter after Exit														
WIOA Adult Program - 82.6%		100.0%	12	# employed	87.5%	14	# employed	60.0%	3	# employed	66.7%	2	# employed	
			12	# exited		16	# exited		5	# exited		3	# exited	
WIOA Dislocated Worker Program - 85%		100.0%	2	# employed	100.0%	3	# employed	-	0	# employed	100.0%	1	# employed	
			2	# exited		3	# exited		0	# exited		1	# exited	
Employment 4th Quarter after Exit														
WIOA Adult Program - 85%		71.4%	5	# employed	94.1%	16	# employed	100.0%	12	# employed	93.8%	15	# employed	
			7	# exited		17	# exited		12	# exited		16	# exited	
WIOA Dislocated Worker Program - 90%		100.0%	2	# employed	100.0%	3	# employed	100.0%	2	# employed	100.0%	2	# employed	
			2	# exited		3	# exited		2	# exited		2	# exited	
Median Earnings 2nd Quarter after Exit														
WIOA Adult Program		\$6,000.00	Not Available		\$6,000.00	Not Available		\$6,000.00	Not Available		\$6,000.00	Not Available		
WIOA Dislocated Worker Program		\$8,700.00	Not Available		\$8,700.00	Not Available		\$8,700.00	Not Available		\$8,700.00	Not Available		
Credential Attainment within Four Quarters after Exit														
WIOA Adult Program - 74%		50.0%	3	# credentialed	58.8%	10	# credentialed	63.6%	7	# credentialed	75.0%	12	# credentialed	
			6	# exited		17	# exited		11	# exited		16	# exited	
WIOA Dislocated Worker Program - 70%		100.0%	2	# credentialed	33.3%	1	# credentialed	100.0%	2	# credentialed	50.0%	1	# credentialed	
			2	# exited		3	# exited		2	# exited		2	# exited	
Measurable Skills Gain														
WIOA Adult Program - 70.2%		22.7%	5	# gained	56.0%	14	# gained	42.9%	18	# gained	61.4%	27	# gained	
			22	# exited		25	# exited		42	# exited		44	# exited	
WIOA Dislocated Worker Program - 69.8%		33.3%	1	# gained	66.7%	2	# gained	50.0%	2	# gained	50.0%	2	# gained	
			3	# exited		3	# exited		4	# exited		4	# exited	
40% Minimum Training Expenditure Requirement														
47.93%	WIOA Adult Program		17.7%	\$ 4,320.00	Training Expenditures	28.3%	\$ 14,785.20	Training Expenditures	57.6%	\$ 71,497.97	Training Expenditures	55.8%	\$ 82,717.97	Training Expenditures
				\$ 24,462.16	Total Expenditures		\$ 52,269.07	Total Expenditures		\$124,177.40	Total Expenditures		\$148,268.53	Total Expenditures
	WIOA Dislocated Worker Program		10.5%	\$ 1,120.00	Training Expenditures	7.4%	\$ 1,305.75	Training Expenditures	18.9%	\$ 5,995.75	Training Expenditures	16.2%	\$ 5,955.75	Training Expenditures
				\$ 10,653.79	Total Expenditures		\$ 17,558.48	Total Expenditures		\$ 31,705.88	Total Expenditures		\$ 36,734.27	Total Expenditures
Total Contract Expenditures														
90.78%	WIOA Adult Program		22.0%	\$ 24,956.39	Expenditures	46.9%	\$ 53,141.34	Expenditures	76.7%	\$125,477.54	Expenditures	91.8%	\$150,224.08	Expenditures
				\$ 113,313.88	Total Contract		\$ 113,313.88	Total Contract		\$163,693.88	Total Contract		\$163,693.88	Total Contract
	WIOA Dislocated Worker Program		11.7%	\$ 11,114.02	Expenditures	19.4%	\$ 18,395.07	Expenditures	74.6%	\$ 33,009.42	Expenditures	87.1%	\$ 38,584.00	Expenditures
				\$ 94,622.95	Total Contract		\$ 94,622.95	Total Contract		\$ 44,242.95	Total Contract		\$ 44,292.95	Total Contract

Eastern Shore Planning District 22 Data

		4th Quarter PY 20
Customer Summary Information		
Planned Number of Participants for PY		45
Total Participants Served		47
Percent of Planned		104%
Planning District 22 Total New Clients Enrolled this Quarter		2
	WIOA Adult	44
	WIOA Dislocated Worker	3
Accomack County New Clients Enrolled this Quarter		2
	WIOA Adult	34
	WIOA Dislocated Worker	1
Northampton County New Clients Enrolled this Quarter		0
	WIOA Adult	10
	WIOA Dislocated Worker	2

SkillSource Group - WIOA Youth Program Sub-Area 16

	1st Quarter PY 20 7/1/20 - 9/30/20	2nd Quarter PY 20 10/1/20 - 12/31/20	3rd Quarter PY 20 1/1/21 - 3/31/21	4th Quarter PY 20 4/1/21 - 6/30/21									
Customer Summary Information													
Planned Number of Participants for PY	39	39	39	39									
Total Participants Served	22	25	32	35									
Percent of Planned	56%	64%	82%	90%									
New Clients Enrolled this Quarter	3	3	7	2									
WIOA Youth	22	25	32	35									
Follow Up Information													
Total Follow-Ups Required	29	22	24	23									
Total Follow-Ups Completed	29	22	24	23									
Total Follow-Up Not Completed	0	0	0	0									
Employment 2nd Quarter after Exit													
WIOA Youth - 77.3%	77.8%	66.7%	55.6%	85.7%									
	7 # employed 9 # exited	2 # employed 3 # exited	5 # employed 9 # exited	6 # employed 7 # exited									
Employment 4th Quarter after Exit													
WIOA Youth - 62.8%	-	88.9%	77.8%	100.0%									
	0 # employed 0 # exited	8 # employed 9 # exited	7 # employed 9 # exited	3 # employed 3 # exited									
Credential Attainment within Four Quarters after Exit													
WIOA Youth - 70%	-	100.0%	40.0%	50.0%									
	0 # credentialed 0 # exited	4 # credentialed 4 # exited	2 # credentialed 5 # exited	1 # credentialed 2 # exited									
Measurable Skills Gain													
WIOA Youth - 69.1%	19.0%	40.0%	56.3%	62.9%									
	4 # gained 21 # exited	10 # gained 25 # exited	18 # gained 32 # exited	22 # gained 35 # exited									
20% Work Experience Expenditure Requirement*													
37.87%	WIOA Youth	38.9%	\$ 8,835.75	Training Expenditures	41.6%	\$ 14,922.59	Training Expenditures	45.6%	\$ 24,002.24	Training Expenditures	37.9%	\$ 30,868.79	Training Expenditures
			\$ 22,689.87	Total Expenditures		\$ 35,877.22	Total Expenditures		\$ 52,603.66	Total Expenditures		\$ 81,517.70	Total Expenditures
Total Contract Expenditures*													
85.12%	WIOA Youth	23.7%	\$ 22,689.87	Expenditures	37.5%	\$ 35,877.22	Expenditures	54.9%	\$ 52,603.66	Expenditures	85.1%	\$ 81,517.70	Expenditures
			\$ 95,773.09	Total Contract		\$ 95,773.09	Total Contract		\$ 95,773.09	Total Contract		\$ 95,773.09	Total Contract

* Only calculated through May 2021

George Washington Planning District 16 Data

		4th Quarter PY 20
Customer Summary Information		
Planned Number of Participants for PY		39
Total Participants Served		32
Percent of Planned		82%
Planning District 16 Total New Clients Enrolled this Quarter		1
	WIOA Youth	32
Spotsylvania County New Clients Enrolled this Quarter		1
	WIOA Youth	13
Stafford County New Clients Enrolled this Quarter		0
	WIOA Youth	9
Caroline County New Clients Enrolled this Quarter		0
	WIOA Youth	1
King George County New Clients Enrolled this Quarter		0
	WIOA Youth	3
City of Fredericksburg New Clients Enrolled this Quarter		0
	WIOA Youth	6

Rappahannock Community College - WIOA Youth Program Sub-Areas 17 & 18

		1st Quarter PY 20 7/1/20 - 9/30/20		2nd Quarter PY 20 10/1/20 - 12/31/20		3rd Quarter PY 20 1/1/21 - 3/31/21		4th Quarter PY 20 4/1/21 - 6/30/21					
Customer Summary Information													
Planned Number of Participants for PY		45		45		45		45					
Total Participants Served		34		34		35		41					
Percent of Planned		76%		76%		78%		91%					
New Clients Enrolled this Quarter		1		0		1		6					
WIOA Youth		34		34		35		41					
Follow Up Information													
Total Follow-Ups Required		8		8		30		27					
Total Follow-Ups Completed		8		8		30		27					
Total Follow-Up Not Completed		0		0		0		0					
Employment 2nd Quarter after Exit													
WIOA Youth - 77.3%	50.0%	1 2	# employed # exited	50.0%	1 2	# employed # exited	100.0%	4 4	# employed # exited	-	0 0	# employed # exited	
Employment 4th Quarter after Exit													
WIOA Youth - 62.8%	50.0%	1 2	# employed # exited	100.0%	2 2	# employed # exited	100.0%	2 2	# employed # exited	50.0%	1 2	# employed # exited	
Credential Attainment within Four Quarters after Exit													
WIOA Youth - 70%	-	0 0	# credentialed # exited	50.0%	1 2	# credentialed # exited	100.0%	2 2	# credentialed # exited	100.0%	2 2	# credentialed # exited	
Measurable Skills Gain													
WIOA Youth - 69.1%	5.9%	1 17	# gained # exited	5.9%	1 17	# gained # exited	41.2%	7 17	# gained # exited	38.1%	8 21	# gained # exited	
20% Work Experience Expenditure Requirement													
20.98%	WIOA Youth	20.9%	\$ 5,132.45	Training Expenditures	22.7%	\$ 8,973.00	Training Expenditures	20.5%	\$ 8,973.00	Training Expenditures	20.98%	\$ 15,657.73	Training Expenditures
			\$ 24,553.70	Total Expenditures		\$ 39,582.19	Total Expenditures		\$ 43,763.79	Total Expenditures		\$ 74,630.50	Total Expenditures
Total Contract Expenditures													
53.13%	WIOA Youth	16.9%	\$ 24,553.70	Expenditures	27.2%	\$ 39,582.19	Expenditures	31.0%	\$ 45,214.49	Expenditures	53.1%	\$ 77,417.93	Expenditures
			\$ 145,708.29	Total Contract		\$ 145,708.29	Total Contract		\$ 145,708.29	Total Contract		\$ 145,708.29	Total Contract

Northern Neck Planning District 17 Data

		4th Quarter PY 20
0		
Planned Number of Participants for PY		24
Total Participants Served		26
Percent of Planned		108%
Planning District 17 Total New Clients Enrolled this Quarter		4
	WIOA Youth	26
Lancaster County New Clients Enrolled this Quarter		1
	WIOA Youth	3
Northumberland County New Clients Enrolled this Quarter		1
	WIOA Youth	4
Richmond County New Clients Enrolled this Quarter		0
	WIOA Youth	9
Westmoreland County New Clients Enrolled this Quarter		2
	WIOA Youth	10

Middle Peninsula Planning District 18 Data

		4th Quarter PY 20
Customer Summary Information		
Planned Number of Participants for PY		21
Total Participants Served		10
Percent of Planned		48%
Planning District 18 Total New Clients Enrolled this Quarter		2
	WIOA Youth	10
Essex County New Clients Enrolled this Quarter		0
	WIOA Youth	8
King and Queen County New Clients Enrolled this Quarter		0
	WIOA Youth	0
King William County New Clients Enrolled this Quarter		2
	WIOA Youth	2
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 - WIOA Youth Program Sub-Area 22

		1st Quarter PY 20 7/1/20 - 9/30/20		2nd Quarter PY 20 10/1/20 - 12/31/20		3rd Quarter PY 20 1/1/21 - 3/31/21		4th Quarter PY 20 4/1/21 - 6/30/21						
Customer Summary Information														
Planned Number of Participants for PY		23		23		23		23						
Total Participants Served		9		11		11		12						
Percent of Planned		39%		48%		48%		52%						
New Clients Enrolled this Quarter		2		2		0		1						
WIOA Youth		9		11		11		12						
Follow Up Information														
Total Follow-Ups Required		27		14		13		9						
Total Follow-Ups Completed		27		14		13		9						
Total Follow-Up Not Completed		0		0		0		0						
Employment 2nd Quarter after Exit														
WIOA Youth - 77.3%		92.9%	13	# employed	75.0%	3	# employed	75.0%	3	# employed	83.3%	5	# employed	
			14	# exited		4	# exited		4	# exited		6	# exited	
Employment 4th Quarter after Exit														
WIOA Youth - 62.8%		25.0%	1	# employed	100.0%	1	# employed	100.0%	14	# employed	75.0%	3	# employed	
			4	# exited		1	# exited		14	# exited		4	# exited	
Credential Attainment within Four Quarters after Exit														
WIOA Youth - 70%		100.0%	1	# credentialed	100.0%	1	# credentialed	100.0%	3	# credentialed	75.0%	3	# credentialed	
			1	# exited		1	# exited		3	# exited		4	# exited	
Measurable Skills Gain														
WIOA Youth - 69.1%		0.0%	0	# gained	16.7%	1	# gained	54.5%	6	# gained	66.7%	8	# gained	
			6	# exited		6	# exited		11	# exited		12	# exited	
20% Work Experience Expenditure Requirement														
31.52%	WIOA Youth		38.7%	\$ 5,485.74	Training Expenditures	34.1%	\$ 9,248.31	Training Expenditures	32.1%	\$ 16,652.70	Training Expenditures	31.5%	\$ 24,361.43	Training Expenditures
				\$ 14,191.87	Total Expenditures		\$ 27,150.81	Total Expenditures		\$ 51,803.30	Total Expenditures		\$ 77,295.64	Total Expenditures
Total Contract Expenditure Requirement														
68.39%	WIOA Youth		12.7%	\$ 14,768.65	Expenditures	24.3%	\$ 28,247.45	Expenditures	45.9%	\$ 53,476.72	Expenditures	68.4%	\$ 79,602.69	Expenditures
				\$ 116,389.36	Total Contract		\$ 116,389.36	Total Contract		\$116,389.36	Total Contract		\$116,389.36	Total Contract

Eastern Shore Planning District 22 Data

		4th Quarter PY 20
Customer Summary Information		
Planned Number of Participants for PY		23
Total Participants Served		12
Percent of Planned		52%
Planning District 22 Total New Clients Enrolled this Quarter		1
	WIOA Youth	12
Accomack County New Clients Enrolled this Quarter		1
	WIOA Youth	9
Northampton County New Clients Enrolled this Quarter		0
	WIOA Youth	3

4th Quarter PY 2020

	Negotiated		% of Negotiated	
Adult Measures	Level	Actual	Level	Status
Employment 2nd Quarter after Exit	82.6	92.3	112%	E
Employment 4th Quarter after Exit	85.0	85.1	100%	E
Median Earnings 2nd Quarter after Exit	\$6,000.00	NA	-	NA
Credential Attainment within 4 Quarters after Exit	74.0	76.1	103%	E
Measurable Skills Gain	70.2	60.1	86%	FTM
Dislocated Workers Measures				
Employment 2nd Quarter after Exit	85.0	100.0	118%	E
Employment 4th Quarter after Exit	85.0	91.6	108%	E
Median Earnings 2nd Quarter after Exit	\$8,700.00	NA	-	NA
Credential Attainment within 4 Quarters after Exit	70.0	75.0	107%	E
Measurable Skills Gain	69.8	45.5	65%	FTM
Youth Measures				
Employment 2nd Quarter after Exit	77.3	84.6	109%	E
Employment 4th Quarter after Exit	62.8	66.7	106%	E
Credential Attainment within 4 Quarters after Exit	70.0	75.0	107%	E
Measurable Skills Gain	69.1	55.9	81%	FTM

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,**

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)**

WIOA Wagner-Peyser Services Contracts		1st Quarter PY 20 7/1/20 - 9/30/20	2nd Quarter PY 20 10/1/20 - 12/31/20	3rd Quarter PY 20 1/1/21 - 3/31/21	4th Quarter PY 20 4/1/21 - 6/30/21								
Rappahannock Goodwill Industries - Planning District 16 - George Washington Region*													
44.67%	WIOA Wagner-Peyser	31.5%	\$ 34,458.67	Wagner-Peyser Expenditures	87.6%	\$ 95,692.00	Wagner-Peyser Expenditures	98.9%	\$ 39,759.02	Wagner-Peyser Expenditures	44.7%	\$ 19,745.39	Wagner-Peyser Expenditures
			\$ 109,258.36	Total Contract		\$ 109,258.36	Total Contract		\$ 40,194.98	Total Contract		\$ 44,202.16	Total Contract
The SkillSource Group - Planning District 16 - George Washington Region*													
56.45%	WIOA Wagner-Peyser	9.9%	\$ 1,971.69	Wagner-Peyser Expenditures	53.0%	\$ 10,603.93	Wagner-Peyser Expenditures	100.0%	\$ 7,500.00	Wagner-Peyser Expenditures	56.5%	\$ 4,233.77	Wagner-Peyser Expenditures
			\$ 20,000.00	Total Contract		\$ 20,000.00	Total Contract		\$ 7,500.00	Total Contract		\$ 7,500.00	Total Contract
Job Assistance Center - Planning District 17 - Northern Neck Region*													
57.91%	WIOA Wagner-Peyser	46.9%	\$ 19,251.62	Wagner-Peyser Expenditures	94.3%	\$ 38,701.40	Wagner-Peyser Expenditures	92.0%	\$ 21,530.60	Wagner-Peyser Expenditures	57.9%	\$ 14,124.11	Wagner-Peyser Expenditures
			\$ 41,040.51	Total Contract		\$ 41,040.51	Total Contract		\$ 23,407.92	Total Contract		\$ 24,387.92	Total Contract
Job Assistance Center - Planning District 18 - Middle Peninsula Region*													
53.37%	WIOA Wagner-Peyser	37.6%	\$ 20,273.32	Wagner-Peyser Expenditures	86.1%	\$ 46,395.60	Wagner-Peyser Expenditures	91.0%	\$ 23,788.59	Wagner-Peyser Expenditures	53.4%	\$ 14,891.00	Wagner-Peyser Expenditures
			\$ 53,890.03	Total Contract		\$ 53,890.03	Total Contract		\$ 26,137.90	Total Contract		\$ 27,902.94	Total Contract
Job Assistance Center - Planning District 22 - Eastern Shore Region*													
56.07%	WIOA Wagner-Peyser	24.7%	\$ 9,740.14	Wagner-Peyser Expenditures	82.3%	\$ 32,499.60	Wagner-Peyser Expenditures	98.6%	\$ 22,762.10	Wagner-Peyser Expenditures	56.1%	\$ 13,435.27	Wagner-Peyser Expenditures
			\$ 39,489.54	Total Contract		\$ 39,489.54	Total Contract		\$ 23,078.41	Total Contract		\$ 23,963.65	Total Contract

*Invoices only received through May 2021

Wagner Peyser Metrics		
Virginia Career Works - Bay Consortium		
Office - Rappahannock Goodwill Industries		
4/01/2021 - 6/30/2021		

Individuals		
Enrolled WP (PIRL)	Distinct Users	Services Provided
58	1182	13673

Employers		
New Registrations	Employers Served	Services Provided
2	11	159

Job Orders and Matching		
Job Orders	Job Openings	Job Notifications
21	26	21536

Staff Efforts		
Outreach Emails	Outreach Calls	Referrals Sent
9553	42	20

Other		
Placements	Job Fairs/Hiring Events	Workshops
10	3	6

Wagner Peyser Metrics		
Virginia Career Works - Bay Consortium		
Office - SkillSource Group		
4/01/2021 - 6/30/2021		

Individuals		
Enrolled WP (PIRL)	Distinct Users	Services Provided
7	12	22

Employers		
New Registrations	Employers Served	Services Provided
N/A	N/A	N/A

Job Orders and Matching		
Job Orders	Job Openings	Job Notifications
N/A	N/A	N/A

Staff Efforts		
Outreach Emails	Outreach Calls	Referrals Sent
167	219	10

Other		
Placements	Job Fairs/Hiring Events	Workshops
6	10	11

Wagner Peyser Metrics		
Virginia Career Works - Bay Consortium		
Office - Job Assistance Center		
4/01/2021 - 6/30/2021		

Individuals		
Enrolled WP (PIRL)	Distinct Users	Services Provided
28	2427	4738

Employers		
New Registrations	Employers Served	Services Provided
0	44	130

Job Orders and Matching		
Job Orders	Job Openings	Job Notifications
383	509	4641

Staff Efforts		
Outreach Emails	Outreach Calls	Referrals Sent
307	178	688

Other		
Placements	Job Fairs/Hiring Events	Workshops
21	3	5

Economic Equity Initiative Contract Expenditures													
		1st Quarter PY 20 7/1/20 - 9/30/20			2nd Quarter PY 20 10/1/20 - 12/31/20			3rd Quarter PY 20 1/1/21 - 3/31/21			4th Quarter PY 20 4/1/21 - 6/30/21		
99.97%	EEl Program	47.2%	\$ 40,799.02	EEl Expenditures	91.7%	\$ 79,349.40	EEl Expenditures	99.6%	\$86,186.91	EEl Expenditures	99.97%	\$86,482.21	EEl Expenditures
			\$ 86,510.00	Total Contract			\$ 86,510.00		Total Contract			\$86,510.00	Total Contract
Target Number of Participants													
	EEl Program	22.5%	9	# participants	27.5%	11	# participants	47.5%	19	# participants	57.5%	23	# participants
			40	Total		40	Total		40	Total		40	Total
Employment 2nd Quarter after Exit													
	EEl Program	9.1%	2	# participants	18.2%	4	# participants	18.2%	4	# participants	18.2%	4	# participants
			22	# exited		22	# exited		22	# exited		22	# exited
Employment 4th Quarter after Exit													
	EEl Program	0.0%	0	# participants	0.0%	0	# participants	7.1%	2	# participants	7.1%	2	# participants
			28	# exited		28	# exited		28	# exited		28	# exited
Credential Attainment within Four Quarters after Exit													
	EEl Program	6.7%	2	# credentialed	13.3%	4	# credentialed	26.7%	8	# credentialed	36.7%	11	# credentialed
			30	Total		30	Total		30	Total		30	Total
Training Completion													
	EEl Program	13.3%	4	# credentialed	16.7%	5	# credentialed	30.0%	9	# credentialed	36.7%	11	# credentialed
			30	Total		30	Total		30	Total		30	Total

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

When AA came to the WIOA program, she was working a food services job at a popular restaurant and wanted a certification that would start her on a career path. She expressed to the WIOA staff that she had always wanted to work in the medical field and possibly become a nurse. AA and the WIOA staff spoke about the local Labor Market Information for the various healthcare careers and came up with a game plan for her to start with her Certified Nursing Assistant and Certified Medication Aide training and stack both licenses in order to gain successful employment with a living wage.

AA began her journey amid the Covid-19 pandemic and WIOA staff was able to work with their training provider to help AA obtain her training virtually. She completed both trainings and spent a few in-person, Covid-19 safe days in clinicals to qualify to take her state licensing exams.

Unfortunately, the state exams were a little behind, but staff encouraged AA to persevere and maintain her knowledge by reviewing her training information and studying up until her exams. Staff also assisted AA with job search and resume assistance.

AA passed both of her exams and obtained her licensing and employment at an assisted living center with a good reputation for employee retention, growth, and personal development. She is currently working part-time at a higher pay rate than her previous restaurant position.

WIOA staff were able to also assist AA with scrubs and shoes for employment since she is starting out fresh in a new industry and continue to support her through her part-time position and to advocate for herself to obtain full-time hours.

AA is extremely motivated to continue her plans to pursue her goals of becoming a Nurse, and WIOA has given her a step up to her future.

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

In October 2020, S. came to RCC with interest in our CDL program. She had been laid off from her last job and shortly after COVID happened. In addition to that, she had received a DUI in 2016 and her license was suspended for a year. She decided she needed to make a change in her life and vowed to her family that she would succeed. And she did! She was enrolled in WIOA and in the CDL program. She completed her training and received her CDL license in February 2021. She has also planned to get her endorsements so that she will have more job exposure. In following up with her, she is driving for Western Express. Her mileage equates to \$23.00 an hour. S. has been a pleasure to work with, and I will continue to offer assistance.

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

RH came to our center seeking training for CDL licensure. He was 21 years old and supported by his grandmother with whom he lived. His work experience included being a camp counselor and his highest level of pay was \$8.50. RH was co-enrolled in the Power-Up program for career readiness and began training with CDS Tractor Trailer Training School in February 2021. He had difficulties passing his Learner's Permit but eventually attained it. He also needed to attend additional training, as he did not pass his first two attempts at licensure. RH persevered, overcame his obstacles, and eventually earned his CDL license in June 2021. He gained employment as a truck driver with an Asphalt company and is making

\$16.00 per hour. RH credits WIOA and his training for “changing my life.” He is excited that he will be getting a significant pay raise at completion of his on the job probationary/training period.

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

Story #1

SS is an Adult who completed the CDL training. SS came into the program after not working for months. SS decided that it was time for a change and driving trucks was the career change that was needed. SS enrolled in the CDL program and was one of the best students in the class. SS passed all of his bookwork and did well in the over the road portion for class. SS took his CDL test and passed on the first attempt. SS is currently scheduled for a job interview for a local trucking company.

Story #2

BB is a DW who graduated with a Business Degree in Management after being previously laid off from a job. BB worked in another state while completing his business classes, and then relocated back to the state of Virginia when the temporary job ended. After graduating from Eastern Shore Community College, BB went a few months without finding employment. BB recently received a job offer for a company based in Delaware. BB currently works as a Lineman Technician, but continues to seek employment in business.

***SkillSource Group
Youth Success Story – George Washington***

CC is a 23-year-old single mother. She was referred to The Bay Consortium Career Focus Initiative, operated by The SkillSource Group, Inc., by Mary's Shelter. Mary's Shelter is a place for single female parents or parents- to-be in the city of Fredericksburg and their children. CC had just given birth to her second child, who was 4 weeks old at the time of the referral. Her other child, a daughter, was in the custody of her first mother-in-law in another county in Virginia. CC was a high school graduate with a driver's license and a car, but had no employment and only SNAP benefits to help with some income.

With a newborn, she could not find work without childcare. She was also a past offender, with a misdemeanor of petty larceny. The baby's father, who recently became CC's husband, was in the Rappahannock Regional Jail for possession and distribution of drugs. CC's mother raised CC while addicted to heroin. Although both mother and daughter have a sporadic relationship, CC noted her mother is still suffering from many health issues, as well as off and on drug use.

It has been an uphill battle for CC, who is an extremely bright, outgoing, and beautiful young adult. CC chose to stay home with her son for his first 6 weeks. During this time, CC and her SkillSource Group case manager worked on her resume, career planning, possible training for a credential, and some necessary financial literacy. While Mary's Shelter provided the necessities for CC and her child, there was an immediate need for income, guidance, and overall support. CC attended a budget workshop, a 1st Car 1st Apartment Workshop facilitated by United Way and a Leadership Development Workshop facilitated by the SkillSource Group Project Director.

The shelter case manager and SkillSource case manager remained in touch due to so many issues being addressed at one time. The SkillSource case manager frequently visited CC and her new baby, and worked on getting ready to approach some goals once her son was older. Through research and

discussions, CC worked on daycare and decided she was interested in phlebotomy training. This is short term and provides the opportunity to earn a good wage. After a few weeks driving to Lorton, VA for classes, with the WIOA Youth Program paying for gas for the travel, CC's instructor expressed how impressed she was with her. She discussed the opportunity to add the Medical Assistant (MA) classes as well to give her yet more employment options and a higher income. CC completed the Phlebotomy certification and is getting ready to finish the Medical Assistant classes within the next 4 weeks.

In a short-term setback, CC was involved in a minor car accident (a fender bender) and needed more income than she was receiving to pay for auto costs. The SkillSource case manager identified a local landscaping job for CC and that employer was impressed with her work ability and attitude. CC has taken a short break from classes to work fulltime to be able to pay for the accident costs with the approval of the training provider. CC has begun to search and apply for employment that will provide stable hours, will utilize her training and education, and where she will be able to have her son on a regular schedule at daycare. She has recently hired a lawyer to file to get partial custody of her daughter in Luray, VA.

The Bay Consortium WIOA Youth Program has been a lifeline to CC and many more young adults like her, providing guidance, support, resources where needed and encouragement.

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

His cousin, who is a participant in the WIOA Youth program, referred JT enrolled to the WIOA. JT was co-enrolled in the Power-Up program for career readiness training. JT came to RCC with an interest in computer technology, with a particular interest in building computers and fixing hardware technical issues. He said in a conversation with one of his Career Coaches during the Dress for Success workshop, “I have been building my own computer at home in spare my time.” JT came to RCC as a graduate of Northumberland High School and at first he was a bit shy, but his time with program helped him to learn how to market his skills and himself, which allowed him to earn an internship/work experience working with Rob Mink, owner of Northern Neck Computer Consultants LLC, in Kilmarnock, VA. Mr. Mink reports that “things are going well! JT has so far been a very competent and professional intern.” JT is a humble and well-spoken young man and we look forward to hearing many more great things from him in the future as his skills continue to grow.

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

Several months ago, JL was living in the woods with some other teenagers. Thanks to the kindness of a local woman, he now has a place to sleep at night. In addition to homelessness, JL had many barriers including a previous court involvement. His probation officer referred him to the WIOA Youth program. JL is enrolling in Adult Education classes to earn his GED. He is currently enrolled in his first welding class and is doing extremely well. He is motivated and even talked to a friend about the benefits of WIOA programming. JL brought that young man to his first appointment and they have plans to complete occupational training and education together. JL loves to help others and shared that without this opportunity, he would feel lost. due to traumatic circumstances JL dropped out his senior year, but he is now looking forward to a bright, successful future.

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

Story #1

LL graduated from Arcadia High school with much success. She was able to have a shortened school day because she had met her graduation requirements. LL worked at Hardee's for a couple of years, but recently transitioned to work at royal Farms where she received a pay increase to \$13.00 an hour. LL has applied and has been accepted into Eastern Shore Community College's Early Childhood Associates Degree program which she will begin this fall.

Story #2

MM is an OSY who has completed the CNA program. MM enrolled in the program looking get a promotion in the next level of her nursing career. MM enrolled in her CNA program and completed all the necessary requirements to take her state board exam. MM mad good grades in her training and had the best bedside skills in labs. MM is currently working at a nursing home and after passing state boards, will work as a CNA. MM plans to enroll in the LPN program with hopes of one day becoming an RN, which is her future career plans.

Planning District 16 VCW Fredericksburg Center 4th Quarter PY20 Customer Survey Results

What was the purpose of your visit?	Unemployment Claim	Workforce Resources	Resume Assistance	Job Search Activities	Resource Room	Workshops or Training	Gathering Informational Materials	Other
<i>Number of Visitors</i>	652	29	7	101	184	27	0	0
Were your needs met?	Yes	No						
<i>Number of Visitors</i>	169	3						
Was the Staff Knowledgeable?	Yes	No						
<i>Number of Visitors</i>	169	3						
If the Staff was unable to meet your needs, were you provided contact information for partner agencies/resources?	Yes	No	N/A					
<i>Number of Visitors</i>	101	5	0					
How helpful was the Staff during your visit to the Virginia Career Works Center?	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Additional Comments: Everyone is friendly Great Atmosphere Helpful Lady has patience Pleasant people doing a tough job. Thank you Thanks good total experience The staff is very nice Very comfortable place. thank you very much for y help! Very good assistance from your staff. Very helpful Staff was great Very helpful Very helpful and concerned assistance WANT MY MONEY!!!!		
<i>Number of Visitors</i>	3	0	5	33	136			
How would you rate your overall visit to the Virginia Career Works Center?	1 (Poor)	2	3 (Average)	4	5 (Excellent)			
<i>Number of Visitors</i>	3	0	5	33	136			

Planning District 17 VCW Northern Neck Center 4th Quarter PY20 Customer Survey Results

What was the purpose of your visit?	Unemployment Claim	Workforce Resources	Resume Assistance	Job Search Activities	Resource Room	Workshops or Training	Gathering Informational Materials	Other
<i>Number of Visitors</i>	0	35	0	0	0	9	0	0
Were your needs met?	Yes	No						
<i>Number of Visitors</i>	9	0						
Was the Staff Knowledgeable?	Yes	No						
<i>Number of Visitors</i>	9	0						
If the Staff was unable to meet your needs, were you provided contact information for partner agencies/resources?	Yes	No	N/A					
<i>Number of Visitors</i>	9	0	0					
How helpful was the Staff during your visit to the Virginia Career Works Center?	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Additional Comments: -Great help in getting everything needed to get my certificate. -Case manager is awesome! -Ya'll are doing a excellent job on the things that people need which is help one another to become successful.		
<i>Number of Visitors</i>	0	0	0	0	9			
How would you rate your overall visit to the Virginia Career Works Center?	1 (Poor)	2	3 (Average)	4	5 (Excellent)			
<i>Number of Visitors</i>	0	0	0	1	8			

Planning District 18 VCW Middle Peninsula Center 4th Quarter PY20 Customer Survey Results

What was the purpose of your visit?	Unemployment Claim	Workforce Resources	Resume Assistance	Job Search Activities	Resource Room	Workshops or Training	Gathering Informational Materials	Other
<i>Number of Visitors</i>	0	28	0	0	0	13	0	0
Were your needs met?	Yes	No						
<i>Number of Visitors</i>	13	0						
Was the Staff Knowledgeable?	Yes	No						
<i>Number of Visitors</i>	13	0						
If the Staff was unable to meet your needs, were you provided contact information for partner agencies/resources?	Yes	No	N/A					
<i>Number of Visitors</i>	13	0	0					
How helpful was the Staff during your visit to the Virginia Career Works Center?	1 (Poor)	2	3 (Average)	4	5 (Excellent)	Additional Comments: -Very well done		
<i>Number of Visitors</i>	0	0	0	0	13			
How would you rate your overall visit to the Virginia Career Works Center?	1 (Poor)	2	3 (Average)	4	5 (Excellent)			
<i>Number of Visitors</i>	0	0	0	0	13			

