



ALEXANDRIA | ARLINGTON REGION

**Alexandria/Arlington Regional Workforce Council  
Quarterly Meeting  
Agenda**

**December 16, 2021  
8:30 am to 9:30 am**

**Via MS Teams**

<b>Welcome Message</b>	<i>Alberto Marino</i>
<b>Consent Agenda &amp; WIOA 101</b>	<i>David Remick</i>
<b>Regional Labor Market Update</b>	<i>Tucker Plumlee</i>
<b>Economic Development/Workforce System Updates</b>	<i>System Partners</i>
<b>Public Comment Period</b>	<i>David Remick</i>
<b>Adjourn</b>	<i>Alberto Marino</i>

**UPCOMING MEETINGS**

<b>Meeting</b>	<b>Date</b>	<b>Time</b>	<b>Location</b>
Executive Committee Meeting	April 8, 2022	8:30am – 9:30am	MS Teams
Regional Workforce Council Meeting	April 21, 2022	8:30am – 9:30am	MS Teams
One-Stop Operations Committee Meeting	April 21, 2022	9:30am – 10:30am	MS Teams
Executive Committee Meeting	June 10, 2022	8:30am – 9:30am	MS Teams
Regional Workforce Council Meeting	June 23, 2022	8:30am – 9:30am	MS Teams
One-Stop Operations Committee Meeting	June 23, 2022	9:30am – 10:30am	MS Teams



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### **Consent Agenda Notes**

- September 23, 2021 Meeting Minutes – Recommendation: Approval
- December 3, 2021 Executive Committee Meeting Minutes – Recommendation: Approval
- One-Stop Operator Quarterly Report – For Your Information Only
- FY23 Career Services Waiver: Virginia's WIOA Administrator requests that FY23 Local Career Services Waivers to be delivered by February 1, 2022. The Career Services Waiver, once signed by the Regional Workforce Council Chair, Arlington County Board Chair, and Virginia's Governor, will allow Alexandria's and Arlington's American Job Centers to perform the WIOA Title I services instead of bidding them out to a third-party. The Regional Workforce Council has approved similar waivers annually over the past three years. – Recommendation: Approval
- Incumbent Worker Training Application: infoLock, an Arlington technology company (co-founder S. Steele serves on the Regional Workforce Council), is applying for tuition assistance to support their staff's credentialing. Incumbent Worker Training is a service of the WIOA Dislocated Workers Program. Application meets federal, state, and local guidelines. – Recommendation: Approval

## **Consent Agenda Begins**

## **September 23, 2021 Meeting Minutes**



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**Alexandria/Arlington Regional Workforce Council  
Quarterly Meeting Minutes  
September 23, 2021  
8:30 am to 9:30 am  
Virtual Meeting via MS Teams**

**Rollcall:**

Kate	Bates	Present
Lisa	Bauer	Present
Joel	Bernstein	Proxy
Patrick	Brennan	Present
Karen	Brown	Proxy
Dottie	Brown	Present
John	Burczak	Present
Stacey	Butler	Absent
Dennis	Desmond	Present
Twanita	Dozier	Absent
James	Egenrieder	Present
John	Gallagher	Absent
Lesa	Gilbert	Proxy
Daniel	Gomez	Present
Annette	Haggray	Absent
Ellen	Harpel	Present
Tricia	Jacobs	Present
Alberto	Marino	Present
Kris	Martini	Proxy
Erik	Pages	Present
Catherine	Pasqualoni	Present
Kiersten	Portlock	Absent
Cynthia	Richmond	Present
Sean	Steele	Present
Brian	Stout	Absent
Fernando	Torrez	Present
Ryan	Touhill	Present
Jennifer	Van Buren	Present
Monica	West	Present
Ricardo	Wright	Present

**Staff:** Alamelu Dev, Daniel Mekibib, David Remick



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Meeting commenced at 8:30 am.

- Alberto Mario (Chair) and Ellen Harpel (Vice Chair) were unanimously elected to two-year leadership terms.
- The September 23, 2021 Consent Agenda was unanimously approved.
- Tucker Plumlee of Northern Virginia Community College provided a regional labor market update.
- Economic and Workforce Development Partners provided updates.

The meeting adjourned at 9:30 a.m.

## **December 3, 2021 Executive Committee Meeting Minutes**



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**Alexandria/Arlington Regional Workforce Council  
Executive Committee Meeting Agenda  
December 3, 2021  
8:30 am to 9:30 am**

**Arlington County Department of Human Services  
Via MS Teams**

**Present:** Shekera Alvarado, Dennis Desmond, Ellen Harpel, Alberto Marino, Erik Pages

**Absent:** Lisa Bauer

**Staff:** David Remick

**Meeting was called to order at 8:31am**

- December's Regional Workforce Council Meeting Agenda was reviewed and unanimously approved.
- December's Consent Agenda Package was reviewed and unanimously approved.
- Reviewed WIOA Council Member Orientation Presentation.

**Meeting adjourned at 9:19am**



## **One-Stop Operator Quarterly Report**

Table 1 S.No.	Period (PY2021 - July 2021 to June 2021)	Q1 PY 21 (July-Sept 2021 )		
	Data measure	WDC	AEC	Total
1	Career Services customer satisfaction results	95%	annual data	n/a
2	Business Services satisfaction results	100%	annual data	n/a
3	Businesses served	annual data		
4	Total One-Stop Center Visitors (duplicated)	703	546	1249
5	Total One-Stop Center Visitors (unduplicated)	562	189	751
6	Total of daily calls to the One-Stop Center due to COVID related shutdown	1237	109	109
7	New WIOA Title I Adult Participants	1	4	5
8	New WIOA Title I Dislocated Workers Participants	2	0	2
9	New WIOA Title I Youth Participants	13	0	13
10	Total New participants	16	4	20
11	Active WIOA Title 1 Adult Participants	40	29	69
12	Active WIOA Title I Dislocated Workers Participants	12	3	15
13	Active WIOA Title I Youth Participants	17	0	17
14	Total Active participants	69	32	101

Data Source:

Measures #1 to #6 - Respective One-Stop Centers

Measures #7 to 14 - AARWC Data Administrator

PY 21 - YTD		
WDC	AEC	Total
95%	annual data	n/a
100%	annual data	n/a
annual data		
703	546	1249
562	189	751
1237	109	109
1	4	5
2	0	2
13	0	13
16	4	20
40	29	69
12	3	15
17	0	17
69	32	101

Table 2 S.No.	Period (PY2021 - July 2021 to June 2022)	PY 21 - Q1		
	WIOA Title 1 Performance Items	WDC	AEC	Regional Total
	<b>Adults</b>			
1(a)	Employment 2nd Quarter after Exit (#)	4/10	8/10	12/20
1(b)	Employment 2nd Quarter after Exit (%)	40%	80%	60%
2(a)	Employment 4th Quarter after Exit (#)	10/13	9/12	19/25
2(b)	Employment 4th Quarter after Exit (%)	77%	75%	76%
3(a)	Credential Attainment Rate (#)	5/6	3/7	8/13
3(b)	Credential Attainment Rate (%)	83%	43%	63%
4	Median Earnings 2nd Quarter after Exit			annual data
	<b>Dislocated Workers</b>			
5(a)	Employment 2nd Quarter after Exit (#)	1/3	-	1/3
5(b)	Employment 2nd Quarter after Exit (%)	33%	0%	17%
6(a)	Employment 4th Quarter after Exit (#)	2/3	2/2	4/5
6(b)	Employment 4th Quarter after Exit (%)	67%	100%	83%
7(a)	Credential Attainment Rate (#)	1/3	1/2	2/5
7(b)	Credential Attainment Rate (%)	33%	50%	42%
8	Median Earnings 2nd Quarter after Exit			annual data
	<b>Youth</b>			
9(a)	Employment 2nd Quarter after Exit (#)	0/1	3/3	3/4
9(b)	Employment 2nd Quarter after Exit (%)	0%	100%	50%
10(a)	Employment 4th Quarter after Exit (#)	-	1/1	1/1
10(b)	Employment 4th Quarter after Exit (%)	100%	0%	50%
11(a)	Credential Attainment Rate (#)	-	-	
11(b)	Credential Attainment Rate (%)	0%	0%	0%
12	Median Earnings 2nd Quarter after Exit			annual data

Note:

Table 2 Data Source: AARWC Data Administrator

Measures #4 , #8, #12 - information to be provided by VCCS.

PY21 Goals
79%
85%
74%
\$5,100
85%
90%
70%
\$8,350
72%
62.8%
70%
\$3,100

## **FY23 Career Services Waiver**



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## **Request for Governor's Approval for Local Workforce Board to Provide WIOA Individualized & Follow-up Career Services for FY23**

Date: December 16, 2021

Local Workforce Development Board (LWDB): Alexandria/Arlington Regional Workforce Council

Contact Person/Title: David Remick/Executive Director

Phone: 703.228.1412

E-mail Address: dremick@arlingtonva.us

Mailing Address: 2100 Washington Blvd, 1<sup>st</sup> Floor, Arlington, VA 22204

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**1. What factors went into the LWDB's decision to submit this request to provide individualized and follow-up career services, including those that led the LWDB to believe that participants will be better served by providing these services directly rather than through a competitive procurement process?**

Programmatic synergy and cost-sharing opportunities are the primary factors as to why the Alexandria/Arlington Regional Workforce Council decided that Workforce Innovation and Opportunity Act (WIOA) Individual Career and Follow-up Services should continue to be provided by the Alexandria/Arlington Regional Workforce Council through the Alexandria City's and Arlington County's Departments of Human Services. We believe that, for the annual amount of WIOA Individual Career and Follow-up Services funds that the Council receives, our current organizational arrangement provides the best possible service to our customers.

Alexandria Workforce Development Center and Arlington Employment Center are the Council's two Comprehensive American Job Centers, also known as Virginia Career Works (VCW) Centers. Both Centers are agencies housed within their local government's Department of Human Services. Together these Centers served approximately 5,000 job seekers and over 1,000 businesses in PY20/FY21.

Activities provided by local government staff at the Centers include:

- Workforce Innovation & Opportunity Act Career Services (Basic, Individual, and Follow-up);
- The Supplemental Nutrition Assistance Program Employment and Training Program;
- Employment Advancement for the Temporary Assistance for Needy Families Program;
- US Department of Housing & Urban Development's Community Development Block Grants Program;
- US Department of Health and Human Services' Community Services Block Grant Program;

- Business Services.

There is a great deal of programmatic synergy and cost-sharing achieved by having the local government agencies implement these programs and services. One of the synergies is to be able to leverage funding by co-enrolling participants into multiple programs. Because the local government staff administer the aforementioned programs and services, a Center's Career Counselor can pay for the participant's workforce development training activities out of WIOA and other funds. As an example, the Arlington Employment Center sends ten jobseekers through an intensive culinary and life skills training program annually. WIOA and US Department of Housing & Urban Development's Community Development Block Grants fund the training of the ten jobseekers. If the Council competitively procured WIOA Individual Career and Follow-up Services, then a new provider would not have the ability to use these other funding streams to co-enroll WIOA participants.

Another example of programmatic synergy is staff management and training. The programs and services administered by the two local government agencies are implemented by staff that report into the Centers' Directors, who are all employees of the agencies. This set-up allows for a clear chain-of-command for workload distribution and for the staff issue/resolution process. Also, Career Services staff regularly participate in various professional development training programs that are funded by the two government agencies. If the Council competitively procured WIOA Individual Career and Follow-up Services, then WIOA staff would move outside of this chain-of-command and not benefit from professional development training opportunities.

From a cost-sharing perspective, WIOA Individual Career and Follow-up Services benefit from being performed by the local government agencies. For PY21/FY22, WIOA funding covers less than 20%, or \$788,289, of the Centers' budgets annually. Over 80% of the Centers' budgets are funded directly by the two local governments using a combination of general funds and other non-WIOA state and federal funds.

Of the \$788,289 in WIOA funding that our region receives from the Virginia Community College System (the State WIOA Administrator), \$184,578 is allocated to our WIOA Youth Program, leaving \$603,711 to provide WIOA Individual Career and Follow-up Services for Adults and Dislocated Workers. It is important to note that various WIOA policies require \$217,336 of WIOA funding to be spent on workforce development training activities that lead to industry-recognized credentials for these populations. That leaves the Council with \$386,375 to pay for WIOA staff salaries at our two Centers.

In our current organizational arrangement, there are eight WIOA Career Counselors. WIOA funds a portion of their salaries.

Should WIOA Individual and Career Services be performed by another party, then they would have \$386,375 per year to pay for the salaries for the above-mentioned role. Procuring these services could reduce the number of staff working on our regional WIOA program, which would lead to a decrease in quality and performance. The Council does not feel that another provider can deliver the same quality WIOA Services for \$386,375 per year as currently performed by the Alexandria Workforce Development Center and Arlington Employment Center.

While the Council requests that WIOA Individual Career and Follow-up Services continued to be performed by the Alexandria Workforce Development Center and Arlington Employment Center, we recognize that we need to ensure proper oversight over the career services providers. In 2021, the Council procured a One-Stop Operator, Rise Global Talent LLC, who has maintained effective working relationships with all One-Stop System Partner and Career Services Provider managers.

The Operator's role is to maintain effective working relationships with all One-Stop System Partner and Career Services Provider managers through leading the Alexandria/Arlington Regional Workforce Council's One-Stop Operations Committee. The committee's membership includes all One-Stop System and Career Services Provider leadership.

The Operator ensures the implementation of all Partner/Provider roles and responsibilities, as defined in the Local One-Stop System Memorandum of Understanding. The Operator will also:

- Promote effectively integrated, cross-agency business practices in the One-Stop System among the Partners and Providers;
- Facilitate partner-driven solutions for all One-Stop System activities;
- Monitor and report out on a quarterly basis WIOA Title I performance and track all WIOA Career Services output, including referrals to all partners;
- Responsible for performing annual WIOA Title I Local Monitoring Audit.

Finally, the Operator reports to the Council's Executive Committee on One-Stop Operations quarterly.

**2. Describe the individualized and follow-up career services the LWDB plans to provide, including its prior experience providing those services and how long it has done so.**

The Alexandria/Arlington Regional Workforce Council, through its two American Job Centers, Alexandria Workforce Development Center and Arlington Employment Center, have for the last three years met their Federal Performance Outcomes while maintaining fiscal integrity. Under the Workforce Innovation and Opportunity Act, the Alexandria/Arlington American Job Centers will perform the following:

- Comprehensive and specialized assessments of skill levels and service needs;
- Development of an individual employment plan and information on available training and training providers;
- Assistance in establishing eligibility on non-WIOA financial aid for employment and training programs;
- Group and individual counselling;
- Career planning;
- Short-term pre-vocational services including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training;
- Internships and work experiences linked to careers;
- Financial literacy services;
- Out-of-area job search assistance and relocation assistance;
- English language acquisition and integrated education and training programs;

- Follow-up counselling for participants in adult or dislocated worker WIOA Title I activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment.

**3. Provide the WDA's federal performance outcomes for each of the last three years and describe how those outcomes compare to other WDAs in the state.**

	<b>LWDA 12 Federal Performance Outcomes</b>	<b>Statewide Federal Performance Outcomes</b>
<b>PY 20</b>		
<u>Adult</u>		
Entered Employment Rate (Q2 & Q4)	Met	Met
Credential Rate	Met	Met
<u>Dislocated Worker</u>		
Entered Employment Rate (Q2 & Q4)	Met	Met
Credential Rate	Met	Met
<b>PY 19</b>		
<u>Adult</u>		
Entered Employment Rate (Q2 & Q4)	Met	Met
Credential Rate	Met	Met
<u>Dislocated Worker</u>		
Entered Employment Rate (Q2 & Q4)	Met	Met
Credential Rate	Met	Met
<b>PY 18</b>		
<u>Adult</u>		
Entered Employment Rate (Q2 & Q4)	Met	Met
Credential Rate	Exceed	Exceed
<u>Dislocated Worker</u>		
Entered Employment Rate (Q2 & Q4)	Met	Met
Credential Rate	Exceed	Exceed

**4. Provide evidence that the LWDB is qualified to provide individualized and follow-up career services, including any local testimonials that speak to the effectiveness and efficiency with which the LWDB has provided or can provide those services. Attach supporting documentation, to include at least 2 letters of recommendation from partners.**

The Alexandria/Arlington Regional Workforce Council, through our American Job Centers, has met our Federal Performance Outcomes and maintained fiscal integrity over the past three years. Over

80% of our Centers' Individual Career Services staff hold Workforce Development Professional Certifications. The following are three customer testimonials:

*"I want to commend you and the staff at the Arlington Employment Center for the professionalism and expertise extend to me. That was a great help in gaining employment. Having not seriously engaged in a search since 1998, I was seriously out of tune with the demands of the modern market. The AEC staff was very welcoming and imparted valuable, current knowledge. My initial screening with Dante, my check-ins with Ms. Hill, my counseling with Amelia, and the workshops lead by Glen, Edythe, and Sandy all reflected a quality and caring that you can be proud of.*

*Because of the excellent collaboration of the AEC staff, I was able to rethink my approach to resume format and content, networking among peers, and interviewing. As a result, on Monday I accepted the position of "Lead Technologist" with Booz Allen Hamilton and will soon launch a new phase of my career. I am grateful. As a committed volunteer within Arlington County, you may call on me if I can help AEC and its clients in some way in the future. Please share my success and compliments with the folks at AEC." – James Robert Smith, VCW Arlington Employment Center WIOA Individual Career Services Client*

*"Tiwana Brown was a resident of Guest House, a shelter that helps incarcerated women transition back into the community. She was referred to the Alexandria Workforce Development Center by this community partner and she immediately entered into our individual career services/life skills program. Our Center was committed to helping Tiwana rebuild her life.*

*Tiwana had a passion for cooking and was hoping to land a job in that industry. She was delighted to find out that our Center partners with a local WIOA eligible training provider called "Together We Bake" that offers a 12-week culinary arts program.*

*After successful completion of her culinary training, which led to Tiwana earning her SafeServe Certification, she began her job search with the Center's Career Counselor who assisted her with completing employment applications and prepared her for the interview process. As a result, Tiwana was able to find a job as an Assistant Food Preparation Manager at TGI Fridays. Tiwana expressed her gratitude to the Center and the services that we provided. Tiwana is now on a path to achieving her goal of self-sufficiency." – VCW Alexandria Center WIOA Manager*

*"Thank you for your help with gaining employment in the Federal Service! I wanted to inform you that I started a new career with the Foreign Agriculture Service, an agency with the US Department of Agriculture as a GS-09 International Program Specialist. This is my second week.....very excited." – Amanda E. Rydel, VCW Arlington Employment Center WIOA Individual Career Services Client*

- 5. Please describe any fiscal impact that procurement of individualized career services would cause for the grant recipient, local workforce board, and/or local consortia members.**





If the Council decided to competitively procure WIOA Individual Career and Follow-up Services, it would need to use the Arlington County Government's Procurement Office (Arlington County Government serves as our WIOA grant recipient/fiscal agent). Should there be an RFP for WIOA Individual Career and Follow-up Services, then the Arlington Employment Center and the Alexandria Workforce Development Center will submit a proposal to Arlington County Government to retain these services. It is necessary to point out that the Arlington Employment Center is part of Arlington County Government.

And while both the USDOL and the Virginia Community College System consider Local Workforce Development Boards, like the Alexandria/Arlington Regional Workforce Council, to be independent bodies, the reality is that the Council is listed as a commission of Arlington County Government. The process for a local government to legally and ethically bid on a procurement that it is awarding is arduous and will certainly come under scrutiny should other entities submit proposals; no matter how many firewalls are established to guarantee an open competition.

Arlington County and Alexandria City would like to continue to provide WIOA Individual Career and Follow-up Services at our two American Job Centers because they benefit our job-seeking and business customers. We want to continue our long track record of providing superior service, meeting/exceeding our Federal Performance Outcomes, and maintaining fiscal integrity. Receiving a waiver to continue to provide WIOA Individual Career and Follow-up Services will allow the Council, through our two American Job Centers, to preserve the programmatic synergy and cost-sharing achieved by having the local government agencies implement our WIOA program.

Submit the completed request and documentation to Mr. George Taratsas, WIOA Title I Administrator at [gtaratsas@vccs.edu](mailto:gtaratsas@vccs.edu). Mr. Taratsas will work with the Governor's Office to obtain the necessary review and approval.

We certify that the information that is contained within this document has been reviewed and is accurate.

\_\_\_\_\_  
Chair, Local WDB

\_\_\_\_\_  
Date

\_\_\_\_\_  
Chair, CLEO

\_\_\_\_\_  
Date

## **Incumbent Worker Training Application**

## **Incumbent Worker Training Program**

Local Workforce Innovation and Opportunity Act (WIOA) funds can be made available through a process designed to assist Alexandria City and Arlington County businesses, which could include a single firm or a group of firms that share similar workforce needs, using a sector strategy approach to meet the skills training needs of their incumbent workforce.

### Employer Eligibility

- Private for profit or non-profit businesses operating in Virginia for entire twelve-month period prior to application date;
- Current on all Virginia tax obligations;
- Proposing training for employees in a Virginia facility;
- Demonstration of linkages of the training activity to demand occupations and/or regionally targeted industries;
- The positive relationship of the training to the competitiveness of a participant and the employer;
- The relative wage and benefit levels of those employees (pre-training and anticipated upon completion of the training);
- The potential state, regional, and local economic impact, if any, of the training project.
- A non-eligible employer is a business with a history of failing to provide WIOA participants with continued employment or/and a recently relocated business that has resulted in employee separations.

### Incumbent Worker Employee Eligibility

All employees participating in incumbent worker training must meet the eligibility below. An incumbent worker is:

- At least 18 years of age;
- A citizen of the United States or a non-citizen whose status permits employment in the United States;
- Males born on or after January 1, 1960 must register with the selective service system within 30 days after their 18th birthday or at least before they reach the age of 26;
- Must be a full-time employee of the participating employer for at least 6 months;
- Needs skills upgrading or retraining, completion of GED or High School Degree, basic skills upgrade, to retain or be successful in current employment;
- An employee to be trained that works at a facility located in Virginia or working for a staffing agency and placed at a Virginia facility.

### Grant Availability

Applications will be accepted as funds become available. All applications will be approved during quarterly Alexandria/Arlington Regional Workforce Council Meetings. Employers participating in the program are required to pay for a share of the training cost. The employer's share shall not be less than:

- 10 percent of the cost, for employers with not more than 50 employees;
- 25 percent of the cost, for employers with more than 50 employees but not more than 100 employees; and
- 50 percent of the cost, for employers with more than 100 employees.

### Process

- ☐ Employer completes Incumbent Worker Application, including quote for services from Northern Virginia Community College or other training provider, Employee Participation Spreadsheet, W-9 Form, and Supplier Form. The employer must also provide a copy of their business license, DUNS number, and copies of the participating employees' Driver's License, Social Security Card, and Selective Service Card. A copy of an employee's I-9 Form can be used as a substitute for their Social Security Card and Driver's License. All completed forms and documents should be submitted to [dremick@arlingtonva.us](mailto:dremick@arlingtonva.us).
- ☐ Applications are then presented during quarterly Alexandria/Arlington Regional Workforce Council Meetings for review and approval.
- ☐ Upon approval, a contract and purchase order will be provided to the employer for signature. Once signed, the employer may enter into agreement with the training provider for the training services. The employer pays 100% of the cost of the training services. All training includes course work, course materials, and credential testing.
- ☐ Once the employees have received their certifications, the employer can submit the invoice for reimbursement for a portion of the actual training expenses (50% - 90%) to [dremick@arlingtonva.us](mailto:dremick@arlingtonva.us). The invoice must reference the contract and purchase order as well as include copies of the employees' certification. Please note, the Council will not reimburse employers for employees who do not complete the training and/or fail to pass the certification test.
- ☐ Employer will be reimbursed 30 days after final paperwork is successfully submitted.
- ☐ The Council will check-in with employer every quarter for a year after the employees earn their certifications to determine if they a) are still employed with the company, b) have been promoted, and c) have earned a raise.



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## Incumbent Worker Training Program

### Funding Application

#### GENERAL INFORMATION

Please check the industry that your company falls under:

- ☐ Healthcare
- ☐ Manufacturing
- ☐ Construction/Trades
- ☐ Transportation & Warehousing
- ☐ Financial Services
- ☐ Food & Beverage Manufacturing
- ☐ Life Sciences
- ☒ Information Technology
- ☐ Other: \_\_\_\_\_

**Company Name:** Infolock Technologies

**Physical Address:** 2900 S Quincy Street Suite 330

**City:** Arlington **State:** VA **Zip:** 22206

**County:** ☐ City of Alexandria ☒ Arlington County  
☐ Other: \_\_\_\_\_

**Mailing Address:** \_\_\_\_\_  
(if different)

**City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_

**Parent or Corporate Name (if applicable – as listed on IRS W-9 Form):** \_\_\_\_\_

**Address**  
\_\_\_\_\_  
\_\_\_\_\_

**Company Contact:** Jill Speisman **Title:** Director, HR

**Phone:** 202-745-3372 **Email:** jspeisman@infolock.com

**Federal I.D. Number:** 73-1724401 **Date Established:** 2005

**Number of Full-Time Workers:** 42 **Number of Part-Time Workers:** n/a



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**Tax Status of Business:** ☒ For-Profit ☐ Not-For-Profit (Designation)  
☐ Other: \_\_\_\_\_

**Legal Structure of Business:** ☐ Sole Proprietor ☒ Partnership  
☐ Limited Liability Company ☐ Corporation

**Is your company current on all Federal, State of Virginia, County, City and Local Tax Obligations?** ☒ Yes ☐ No

**Is your company receiving and/or applying for other public training funds?** ☐ Yes ☒ No

**If yes, explain:** \_\_\_\_\_

**Does your company have an equal opportunity/non-discrimination policy in place?** ☒ Yes ☐ No

**Is your company subject to a collective bargaining agreement?** ☐ Yes ☒ No

*If yes, and if union represented employees will be participating in the training activities of this program, it is required that consent be obtained from the representing union to collect the eligibility data from the employees **PRIOR** to funding approval.*

**This company is (check all applicable):**  
☐ Native-American Owned ☐ Asian-American Owned  
☐ African-American Owned ☐ Woman Owned  
☐ Hispanic-American Owned

**Please provide a brief description of your business, product(s), and/or service(s):**

Infolock is a data security consulting firm. We provide services to customers as well as resell software.

### **NEEDS IDENTIFICATION**

**Indicate which challenge(s) your company/organization is currently facing that potential training would address.**

*(Check all that apply; at least one must be identified for funding consideration)*

- ☐ Declining sales
- ☐ Supply chain issues
- ☐ Adverse industry market trends
- ☐ Changes in management behavior or ownership
- ☐ Phasing out certain functions, introducing new functions/lines that require worker retraining
- ☐ Required skill changes that would otherwise result in downsizing and layoffs if not addressed
- ☒ New technology and/or equipment implementation that increase economic competitiveness
- ☒ Creation of new employment opportunities that require advance skills and knowledge
- ☐ Other: \_\_\_\_\_



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**Please describe the challenges that would be addressed by the proposed training.**

Our staff is learning a new technology that will be necessary for our employees to know in order for us to expand our product offerings to customers and sell more software and services.

**How will this training make the employees more competitive in this economy and/or retain their employment?**

These trainings will help booster the skills set of employees making them eligible for promotions, cross-departmental job changes, and pay increases making them more likely to stay with the company.

**How will this training make your company/organization more competitive in this economy?**

Infolock will be able to sell more Microsoft product, as well as manage those products for customers. The attainment of the industry certifications will make our staff more knowledgeable of these cybersecurity aspects, and will be more prepared to address our customer's needs.

**What is the potential for wage increases at the completion of training and/or within one year of training?**

There is a high probability all participants will receive a promotion and/or pay raise within one year of completing training.

**TRAINING INFORMATION**

*Please describe the training needed for your employees.*

**PLEASE ATTACH QUOTE SHEET DETAILING REQUESTED TRAINING PROGRAM**

**Provider Name:** \_\_\_\_\_

**Provider Status:**

☐

Public Training Institution

☐

Private Training Institution

☐

Company Instructor

☐

Community College

**Provider Contact:** \_\_\_\_\_

**Physical Address:** \_\_\_\_\_

**City:** \_\_\_\_\_

**State:** \_\_\_\_\_

**Zip:** \_\_\_\_\_



ALEXANDRIA/ARLINGTON  
REGIONAL WORKFORCE COUNCIL

Curriculum Name: \_\_\_\_\_  
Total Training Hours: \_\_\_\_\_  
Proposed Training Start Date: \_\_\_\_\_ Anticipated Training End Date: \_\_\_\_\_  
# of Employees to be Trained: \_\_\_\_\_  
Training will be delivered: ☐ On-site at the Business ☐ At the Training Institution  
☐ At a Remote Location ☐ Other: \_\_\_\_\_

Will employees be paid for the time they attend training? ☒ Yes ☐ No

Is this training for current employees or new employees? ☒ Current ☐ New

Will employees receive an industry recognized credential at the end of training? ☒ Yes ☐ No

#### **FUNDING REQUEST**

*This section must be completed to show use of proposed training funds.*

Tuition Costs: \$ 4,041  
Textbooks: \$ \_\_\_\_\_  
Certification Fees: \$ 905  
TOTAL COST \$ 4,946  
SHARE OF COST PROVIDED BY WIOA \$ 4,451.40

#### **SIGNATURE AND CERTIFICATION**

*By my signature, I verify the information in this application is accurate to the best of my knowledge and I have the authority to submit this application on behalf of the named employer.*

Signature: Jill Speisman Date: 11/16/2021  
Printed Name: Jill Speisman  
Email Address: jspeisman@infolock.com  
Phone Number: 202-745-3372



Provider Name	Provider Status	Provider Contact	Physical Address	City	State	Zip	Curriculum Name	Total Training Hours	Proposed Training Start	Anticipated Training End	# of employees	Training will be delivered
ISC2	Private Training Institution	<a href="https://www.isc2.org/Certifications/CISSP">https://www.isc2.org/Certifications/CISSP</a>	311 Park Place Blvd Suite 400	Clearwater	FL	33759	CISSP – Certified Information Systems Security Professional	60 hours	Jan-22	Mar-22	1	At a remote location
CompTIA	Private Training Institution	<a href="https://www.comptia.org/certifications/security">https://www.comptia.org/certifications/security</a>	3500 Lacey Rd, Suite 100	Downers Grove	IL	60515	CompTIA Security+	40 hours	Jan-22	Mar-22	2	At a remote location
Microsoft	Private Training Institution	<a href="https://docs.microsoft.com/en-us/learn/certifications/exams/sc-400">https://docs.microsoft.com/en-us/learn/certifications/exams/sc-400</a>					SC-400 - Microsoft Information Protection Administrator	30 hours	Jan-22	Mar-22	1	At a remote location

**Consent Agenda Ends**



# VIRGINIA CAREER WORKS

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WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) PROGRAM YEAR 2020

## ANNUAL REPORT

JULY 1, 2020 TO JUNE 30, 2021

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## I. ACKNOWLEDGEMENTS

This year's WIOA Annual Report is dedicated to the workforce development professionals across the Commonwealth and acknowledges their extraordinary efforts in providing ongoing services in response to the COVID-19 pandemic.

## II. INTRODUCTION NARRATIVE

Virginia is pleased to submit the Program Year 2020 WIOA Annual Statewide Performance Report Narrative for WIOA Titles I and III. For Program Year 2020 (PY20), Virginia's WIOA Title I and Title III programs (Workforce Partners) were able to pivot quickly during the COVID-19 Pandemic and provide quality programming and services to meet our customer needs by holding virtual career fairs, providing grant awards to businesses to support their efforts to hire employees or prevent layoffs, and expanding use of technology for workforce service delivery. Furthermore, Virginia continued to focus on the implementation of the WIOA Combined State Plan through strengthening workforce partnerships and cross-agency collaboration

In PY20, WIOA Title I programs effectively served 5,405 Virginians through Adult, Dislocated Worker, and Youth programs. Virginia's Rapid Response team provided services to a total of 128 WARN notices that impacted over 11,153 workers. WIOA Title III programs served 399,240 individuals who utilized self-service employment assistance, and 33,234 participants who received staff assisted services through Wagner-Peyser. In addition, 10,843 businesses were served by both WIOA Title I and Title III programs and 14,760 businesses were served by all four WIOA Titles.

**The following are highlights of Virginia's WIOA Workforce activities in PY20:**

### Virtual Service Delivery and Technology

Providing and enhancing virtual service delivery was a key focus area for Virginia in PY2020. Virginia was able to meet customer needs by providing virtual services to customers during the pandemic in a timely manner.

Virginia was the first state to utilize the Veteran owned virtual platform: Premier Virtual (July 2020) for a Statewide hiring Event garnering over 125 employers, 5,946 positions and 5,350 registered and participating job seekers. Over the past eighteen months, the Virginia Employment Commission (WIOA Title III) has partnered with the LWDBs (WIOA Title I) and other key stakeholders to conduct over 12 Statewide and regional hiring events throughout the Commonwealth, resulting in over 50,000 job position postings, 25,000 resume submissions and over 5,000 chats or job seeker/employer direct interactions.

American Job Center (AJC) frontline staff and workforce partners demonstrated their commitment to their work by serving our customers through flexible work schedules and ability to transition to virtual services during uncertain times. AJC staff learned to use new technology tools such as the Referral Portal, DocuSign, and other applications accommodating virtual work.

From a technology perspective, Virginia continued the implementation of the Workforce Portal and enhancements to the related Data Trust, including integration of other workforce development technology systems. Virginia continued work on modernizing the Unemployment Insurance Benefits System.

## Collaboration/Partnerships

Virginia worked to expand workforce partnerships and increase collaboration in utilizing enhanced technology and virtual service delivery,. Virginia provided cross-agency professional development training on Accessibility, Equal Employment Opportunity (EEO), Trauma Informed Care and the Sector Strategies and Career Pathways Academy. The Virginia Employment Commission (VEC) created a Covid-19 Relief Program Resource Guide that was utilized by all workforce partners.

Another example of collaboration and partnership occurred when the VEC (WIOA Title III) subcontracted their Wagner-Peyser services to the Local Workforce Development Boards (LWDBs). This partnership enabled the VEC to focus on serving Unemployment and PUA (Pandemic Unemployment Insurance) claimants. Virginia also demonstrated partnership and collaboration through continued support from workforce partner programs (representatives from WIOA Titles I, II, III, IV and the Department of Social Services) to provide staff to directly support the work of the Virginia Board of Workforce Development (VBWD). Through a collaborative effort, these key workforce partners developed statewide policies and provided leadership and support for developing and implementing the VBWD strategic plan. Collaboration among partners during PY2020 and Covid-19 helped position Virginia to better meet the needs of businesses and participants.

## Special Initiatives

The Governor's office was proactive in implementing initiatives to help meet customer's needs during the pandemic. For example, the Governor's COVID-19 Lay-off Aversion Business Support Rapid Response Initiative provided LWDBs grants to help businesses retain staff through support for personal protective equipment (PPE), additional cleaning/sanitation, and other needs that enabled businesses to remain open. The Re-Employing Virginians (REV) educational initiative, supported by CARE Act funds, provided training vouchers for Virginia residents who were unemployed and underemployed due to the COVID-19 pandemic. The Return to Earn Grant provided support to small businesses to encourage unemployed Virginians to return to work. Virginia also received the DOL Covid-19 Disaster Recovery National Dislocated Worker Grant to provide dislocated workers training and disaster relief employment in positions such as community health workers and temperature takers. Additionally, Virginia conducted a comprehensive workforce system evaluation. This evaluation examined the American Job Centers provision of workforce services, conducted interview/focus group discussions, and provided recommendations to the Governor's Office and the VBWD to enhance Virginia's workforce system.

Overall, Virginia's WIOA Titles I and III programs had a successful PY20 in terms of meeting WIOA performance measures, designing and implementing new programs, utilizing virtual service delivery, implementing new technology applications, and engaging partners in a collaborative effort.

## III. APPROVED WAIVERS

*Identify each waiver that the state has had in place for at least one program year and provide information regarding the state's progress toward achieving the goals and performance outcomes in ET A's letter of approval for the waiver (sec 189(i)(3)(C)(ii)) and outlined in the state's waiver request (when applicable). Discuss how activities carried out under each approved waiver have directly or indirectly affected state and local area performance outcomes. To the extent possible, provide quantitative information.*

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In accordance with the Secretary of the U.S. Department of Labor and the guidance from TEGL-5-18, the Commonwealth of Virginia received one waiver for Program Year 2020.

The Commonwealth of Virginia requested and was approved for a waiver of the obligation of eligible training providers (ETPs) to collect and report on the performance data on all students in a training program at WIOA Sections 116(d)(4)(A) and (B), and 122(d)(2)(A), and 20 CFR 677.230(a)(4) and (5), and 20 CFR 680.430(b)(5). The United States Department of Labor (USDOL) under the Secretary of Labor's waiver authority approved the waiver request through Program Year (PY) 2020 (July 1, 2020, to June 30, 2021).

In accordance with achieving the goals and outcomes in ETA's letter of approval for the Eligible Training Provider (ETP) Performance for Non-WIOA Students waiver (sec 189(i)(3)(C)(ii)), and as outlined in the state's waiver request, the Commonwealth continued to develop processes and procedures for collecting performance outcomes for all students in a WIOA-eligible program of study. These outcomes include employment and earnings, as required for the demonstration of continued eligibility in 20 CFR 680.460(f)(I)(iii) and WIOA Section 122. To accomplish this, a data collection tool was developed to assist eligible providers in tracking enrollment, program completion, credential attainment, employment, and wages for all students in WIOA-eligible programs. Based on student data tracked by providers, this tool produces aggregate data that will be submitted to the state and included in the required ETP reports. During PY2020, training and guidance was developed on the use of this tool, and eligible providers were instructed to begin tracking student data as of July 1, 2021. As such, the Commonwealth will be prepared to comply with the requirement to report performance data on all students in WIOA-eligible training programs, starting in PY2021. The team continues to review challenges and opportunities associated with collecting Social Security Numbers for non-WIOA participants from eligible providers, with the goal of using a wage match to determine employment and earnings outcomes, whenever possible.

The Commonwealth reported data for all WIOA-funded participants during PY2020 in accordance with all statutory and regulatory requirements, including WIOA Sections 116 and 122, and as specified at 20 CFR 677.230 and 680.460.

Activities carried out under the ETP Performance for Non-WIOA Students waiver have affected state and local area performance outcomes by allowing the capacity of the ETP list to remain at a consistent level. Reducing ETPs' reporting requirements to include only WIOA-funded participants saved considerable time and expense by allowing ETPs to focus more time and resources on successful education and training outcomes for all students while still providing the required data on WIOA-funded participants. As the Commonwealth transitions to reporting on all students in WIOA-eligible programs, any impact to the ETP list will be closely monitored and assessed.

#### IV. EFFECTIVENESS IN SERVING EMPLOYERS

*Identify the two approaches the state has chosen for the Effectiveness in Serving Employers performance indicator pilot. If the state is piloting a state-established measure of Effectiveness in Serving Employers, or has any other metrics to assess employer engagement, describe the measure/metric as well.*

The Commonwealth of Virginia selected the Effectiveness in Serving Employers pilot measures of Retention with the Same Employer and Employer Penetration Rate. The total result of the joint efforts of the WIOA funded programs yielded the following results:

- Retention with the Same Employer: 59.1%
- Employer Penetration Rate 5.2%



The Commonwealth of Virginia saw a rebound in business services in the year following the initial COVID-19 outbreak. Although current levels of service have not yet reached the level of service provided in PY18, the increase in business services provision is largely seen as a step in the right direction following the initial COVID outbreak.

The data collection on employer services, which included activities supported by WIOA funded programs and other non-WIOA funded workforce programs, provided the following results:

- 18,197 unduplicated businesses were served.
  - This number represents approximately 8.4% of the total employers in the Commonwealth.
- Workforce Recruitment Services were the most common type of service delivered.
- The top three types of businesses served by North American Industry Classification Systems (NAICS) were:
  - 31-33: Manufacturing
  - 62: Healthcare and Social Assistance
  - 44-45: Retail Trade
- 80% of the businesses served employed less than 250 individuals by establishment.

## V. STATE EVALUATION ACTIVITIES AND RESEARCH PROJECTS

*Include brief descriptions of: (a) current or planned evaluation and related research projects, including methodologies used; (b) efforts to coordinate the development of such projects with WIOA core programs, other state agencies and local boards; (c) a list of completed evaluation and related reports and links to where they were made accessible to the public electronically; (d) State efforts to provide data, survey responses, and timely site visits for Federal evaluations; and (e) any continuous improvement strategies utilizing results from studies and evidence-based practices evaluated.*

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### 2021 Workforce System Evaluation

In February 2021, Virginia began an evaluation of its workforce development system. This evaluation includes a scope focusing on an analysis of state oversight, LWDBs, and the customer experience. Input from state workforce leadership, representatives from peer states, LWDA executive directors, LWDB chairs, Chief Local Elected Officials, regional economic development representatives, American Job Center operators, and other workforce experts served as the foundation for the assessment and resulting recommendations.

One part of the assessment was a review of workforce development programs in peer states, including Alabama, California, Colorado, Indiana, North Carolina, and Washington. The six peer states selected reflect differing workforce system structures and strategies, approaches to respond to the pandemic, programs to advance diversity, equity, and inclusion, and preparations for the future of work. LWDB assessments included evaluations of local governance and service delivery models at comprehensive AJCs. Given the pandemic and its impact on regional operations, the customer experience analysis focused on customer demographics and engagement metrics. The evaluation will be completed in the fourth quarter of 2021.

Lastly, the Portal is structured to drive new traffic into the America Job Centers and reflect credibility by way of its quality design. Its design incentivizes clients to disclose information pertinent to accurate referrals by providing the rationale and benefit for each information request that will be specific to their directed need. As such, the Portal has increased communication and efficiency, while reduced duplication and waste, and enhanced meaningful customer outcomes.

## VI. VIRGINIA'S APPROACH TO CUSTOMER SATISFACTION

*Describe the state's approach to customer satisfaction, which may include such information used for One-Stop center certification, in accordance with 20 CFR 678.800. This description should include: 1) the state's methodologies; 2) the number of individuals/employers who were provided customer satisfaction outreach, the response rate, and efforts made to improve the response rate; 3) the results and whether the results are generalizable to the entire population of customers; and 4) a description of any continuous improvement processes for incorporating the customer satisfaction feedback.*

---

### Virginia's Customer Satisfaction Approach for PY20

Virginia's Customer Satisfaction Approach for PY20 was primarily based upon a multi-pronged method of surveying the jobseeker and business customers. As verified through the One-Stop Certification Process every three years, and through the statewide WIOA Title I monitoring team's annual review activities, the Local Workforce Development Areas (LWDAs) work with their American Job Center partners to implement a customer survey process for each American Job Center. The One-Stop Certification Process and the monitoring process are used to assure that each center has been determined to meet uniform certification standards. Additionally, several of Virginia's agencies providing workforce services conduct agency specific customer surveys to validate the quality and appropriateness of their specialized workforce services. The Virginia Employment Commission (VEC), the Department for Aging and Rehabilitative Services (DARS), and the Department for the Blind and Vision Impaired (DBVI) each provide the opportunity for agency specific customer feedback during their service provision processes. These agency specific customer surveys allow for an in-depth analysis of the specialized services provided. The Adult Education program is a decentralized, grant-funded network of providers, each of which has mechanisms to solicit and collect customer (student) feedback and suggestions that are acted upon by the grant administrative team. Additionally, in accordance with the *Virginia Combined State Plan 2020-2023*: "Effectiveness in Serving Employers" is still being piloted and this data will not be entered for 2020 State Plans (p.206).

Virginia's primary approach to evaluating customer satisfaction for the network of American Job Centers relies on the Local Workforce Development Boards to develop and implement customer satisfaction surveys. The fifteen individual local workforce development boards each have a customer satisfaction survey for their job seeker customers and for their business customers. In each of the areas, a customer satisfaction survey is made available to the job seeking customers through various means, such as available in the resource room in paper and electronic versions, offered to customers at the end of workshops/meetings/events in either an electronic or printed format, and some are made available on the Local Workforce Development Area website as well. The business customers are also offered an opportunity to provide customer service feedback at the LWDA level after each event/provision of service. Virginia also relies on the agencies providing specialized workforce services to develop and implement agency specific customer satisfaction surveys.

For Title III services, provided by the Virginia Employment Commission (VEC), customer satisfaction is a critical component of the services Virginia provides to Wagner-Peyser, Reemployment Services and Eligibility Assessment (RESEA), Trade Act, Workforce Opportunity Tax Credit (WOTC), and Jobs

for Veterans State Grant (JVSG) customers. The Virginia Workforce Connection, an electronic service provision and tracking tool and the state system of record for Title I and Title III, offers customers the opportunity to complete a satisfaction survey once they have received WIOA Title III services. Both employers and job seekers can respond to the survey.

The Title IV general vocational rehabilitation (VR) agency, the Department for Aging and Rehabilitative Services (DARS), works in partnership with the State Rehabilitation Council (SRC) to assess the perspectives of Title IV VR consumers who have not yet entered employment. **Federal Fiscal Year (FFY) 2020 was the seventh year of assessing DARS satisfaction for consumers in service delivery** (post Individualized Plan for Employment but prior to Employment). This innovative approach permits real-time assessment of services, allowing issues to be addressed prior to consumers exiting the program. Each month, a stratified sample based on office proportion is used to ensure that the sample matches as closely as possible the population proportions for DARS' offices as of survey selection. DARS also offers consumers the option of completing either a paper or online survey.

The Title IV VR agency that serves individuals who are blind, vision impaired, or deafblind, the Department for the Blind and Vision Impaired (DBVI), partners with its State Rehabilitation Council for DBVI (SRC) in reviewing the effectiveness of, and individual satisfaction with the VR services provided. All eligible individuals, who receive services, are provided the opportunity to participate in VR program evaluation through a customer satisfaction survey. The survey is provided with several ways for individuals to respond, in paper form by mail, online, or by telephone. The survey provides a systematic method of hearing the point of view of individuals being served. It is one measure of program effectiveness and a quality-of-service indicator. In the survey, participants can provide their level of satisfaction or dissatisfaction with received services, VR staff, and various aspects of the VR process. DBVI administers and distributes monthly surveys to assess consumer satisfaction with VR services. All survey recipients are provided with an explanation regarding (a) the purpose of the study; (b) voluntary participation; (c) the due date for completion of the survey; (d) confidentiality of personal information and responses; and (e) alternative options to complete the survey if additional help is required.

Due to the combined nature of the approach to evaluating customer service, tracking the customer service feedback process and outcomes for the American Job Centers is done at the local level; while agency specific customer feedback for the specialized services provided by the VEC, DARS, and the DBVI is done through the state agencies. Each workforce customer is offered avenues for providing feedback that reflect their unique experience within the workforce system. Evidence from the One-Stop Certification Process and statewide monitoring indicates that all job seeker and business customers are provided an opportunity to participate in a American Job Center customer service feedback survey. PY20 response rates were lower than in PY19 for both jobseekers and businesses, which may reflect the challenges of providing services in a more remotely based environment. Several of the local areas have updated customer satisfaction surveys to include more accessible electronic versions, as the LWDAs have moved to a more technology-based service delivery system. For the VEC, in PY20, a total of 15,533 surveys were submitted via the Virginia Workforce Connection (VaWC).

In the VR area, 2,788 consumers were selected to participate in the Fiscal Year 2020 DARS survey. Per recommendation of the Virginia State Rehabilitation Council, VR consumers participating in the survey are offered the opportunity to waive their rights to confidentiality so that their responses can be shared with DARS staff. Thus, survey responses and comments for clients who desire to share their responses are provided in a summary document throughout the survey period. An annual document with survey highlights is developed after the end of each survey period. This document includes overall percentages for questions related to counselor relationship and consumers offices. Additionally, summary percentages for categories related to the following areas are included: the best thing that has happened to help them move towards their job goal and areas that would help them move closer to their job goal.

For the DBVI, during the Fiscal Year 2021 cycle of the evaluation program several changes have been implemented in order to improve response rate and enhance the feedback received. With the addition of human resources, DBVI also adjusted outreach of eligible individuals who may participate in the evaluation, including the re-introduction of providing the option to complete the survey by mail, and increased follow up activities by phone and email.

The addition of resources was implemented in March 2021. The updates implemented to the evaluation program show indications of improvement in response rate. In FY21 139 individuals were provided the opportunity to participate in the DBVI VR consumer satisfaction survey. The current response rate is approximately 30%, up from 10% in FFY20. DBVI anticipates the response rate will continue to rise and subsequently, enhance the valuable feedback received. The overall satisfaction rate remains high, with 75% of participants responding as very satisfied or satisfied with VR services received from DBVI.

Currently the Virginia Career Works center customer service feedback results are only generalizable to the individual populations for each of the individual Local Workforce Development Areas, while the VEC, DARS, and DBVI customer feedback was specific to the customers receiving their unique program services respectively. For the most part, VEC specific customers who reported poor experiences cited system problems with Unemployment Insurance transactions, while the DARS and DBVI specific responses cannot be overly generalized due to the unique nature of the combination of services provided to each customer.

Each Local Workforce Development Board has a process for collecting, analyzing, and incorporating the customer satisfaction survey results into their daily operations. The survey results are collected and analyzed by program managers or One-Stop operators. The results are shared with the partner team members, and any resulting actions needed to improve operations are implemented through the appropriate partnership of American Job Center staff.

For the Title III specific surveys, the VEC Unemployment Insurance transaction difficulties were exacerbated during PY2020 by COVID-19, which in turn, created numerous UI programs that the VEC had to administer; during this time, the VEC also cross-trained Title I partner on Title III (Wagner Peyser) duties during COVID to temporarily assist with job matching for both job seeker and employer. This was accomplished by way of an MOU that continued until July 1, 2021 when the VEC then reassumed administration of Title III services. For the Title IV agencies, DARS survey responses and comments for DARS clients who desire to share their responses are provided in a summary document throughout the survey period. The summary documents are then shared with the DARS Division of Rehabilitative Services (DRS) Director and District Directors to allow for continuous improvement for incorporating the consumers satisfaction feedback. For DBVI, a summary of the evaluation is provided to agency VR leadership and to the SRC in the fall for inclusion in the SRC annual report. Survey results are reviewed monthly within the DBVI Policy and Evaluation team and the VR team, regarding data quality, and continuous program improvement opportunities. Topics for VR staff training are considered based on findings from the surveys. The SRC also reviews survey results quarterly. Revisions are made to the evaluation process as new areas of interest are identified. Data review and analysis continues to take place during the annual cycle to provide quarterly updates to the SRC and as needed.

These combined mechanisms ensure that continuous improvement is an integral part of the customer satisfaction feedback processes for both the Virginia Career Works centers jobseeker and business customers, and for the specialized agency specific workforce services being provided by the VEC, DARS, and DBVI as a part of the workforce system in Virginia.

## **VII. DATA VALIDATION**

Virginia has established processes for data validation that meet all federal guidelines issued by USDOL, which help to ensure the accuracy of the annual statewide performance reports, safeguards data integrity, and promote the timely resolution of data anomalies and inaccuracies as required by 2 CFR 200.328.

Quarterly performance reviews are completed to monitor for data errors, missing data, out-of-range values, and anomalies. These reviews assure compliance with applicable Federal requirements, and programmatic performance expectations are achieved. Annual data element validations are conducted to ensure the completeness of data and to identify and correct specific issues within the reporting process. The effectiveness of the data validation process will be assessed annually, and revisions will be made as needed. Staff will be trained regularly on data validation processes.

### Quarterly

The Participant Record Individual Layout (PIRL) report is run every quarter for local areas (WIOA Title I programs) and American Job Centers (WIOA Title III programs). The information from the extracted file is checked against our state system to ensure the information contained in all federal extract files are accurate. Data is reviewed for errors, inconsistencies, missing data out of range values and any anomalies. Virginia Career Works Centers (VCWC) are contacted to make corrections. The reviews are done prior to their submission in the federal reporting system WIPS. This proactive approach is conducted on a quarterly basis to ensure the local areas are aware of any issues and can receive technical assistance all year round. Local areas and VCWCs are required to address all findings or concerns that are identified in a timely matter.

### Annual

The annual report is run at the end of the program year, and the sample for data element validation is generated. For WIOA Title I programs, the sample is roughly 15% of the total program exiters (or a minimum of 650 participants) for the program year identified for review. For each sample file, the relevant required data elements listed in TEGL 23-19 are assessed. Each data element that is required to be validated and that is supported by acceptable documentation will be scored as “pass”. Conversely, each data element that is not supported by acceptable documentation, is scored as a “fail”. Validators use a combination of self-attestation (client statement with certification), cross-matching (i.e. wage data and employer documentation), detailed case and program notes (statements by VCW staff entered into the Virginia Workforce Connection (VWC) that identify the specific data element, the status of the element, the date information was obtained, staff name, and other relevant information), and electronic records (participant records stored in numeric and text formats) to validate the elements. The results of the element validation are shared with the local areas and kept on file according to records retention requirements. The Data Validation process was recently updated to include the additional required data elements listed in TEGL 23-19.

### Training

Annual data validation training is provided to appropriate program staff. Training includes information on the importance of validating the data, what needs to be validated, and how data validation works.

# RECOMMENDED ACTIVITIES

## VIII. WIOA COMBINED STATE PLAN PROGRESS

### 2020-2021 Combined State Plan Implementation

During last fiscal year, the Title I team began executing the finalized 2020-2023 Combined State Plan (CSP). All Local Workforce Development Boards (LWDBs) worked to ensure the alignment of their local strategic plans with the CSP. At the state level, Title I instituted a state-level team with representation from all WIOA titles and other key workforce partners to drive the delivery of the plan's strategic and operational elements. The team identified the highest priority initiatives and is developing an implementation plan. These initiatives include further development and enhancement of the referral portal, increased engagement with business services teams, upgrading state and local outreach and communication strategies, and expanding partnerships with social services.

## IX. SECTOR STRATEGIES AND CAREER PATHWAYS IMPLEMENTATION

*Progress made in implementing sector strategies and career pathways. The discussion may include: business engagement strategies, work-based learning (including apprenticeship), work experiences for youth and adults, transitional jobs, and incumbent worker training strategies and policies in the state.*

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Virginia is making progress with sector strategies and career pathways via the Sector Strategies and Career Pathways Academy (SSCPA). The SSCPA is a statewide initiative to provide professional development for Virginia's workforce professionals to further operationalize career pathways and sector strategies in the Commonwealth. The Academy had its first cohort of participants in May 2019. Since its implementation, Virginia has had over 455 workforce professionals participate in the Academy and five peer regional workgroups to plan and implement sector strategies and/or career pathways projects. Traditionally, the Foundations Course portion of the SSCPA was held in person, however, during the pandemic we were able to pivot and provide the Foundations Course online. For additional information, see our SSCPA website at <https://www.sscpa-va.com/>

During PY20, Virginia updated the [Business Services Requirements](#) and [Registered Apprenticeship Programs](#) policies. Additionally, Virginia awarded two grants (Return to Earn and the Layoff Aversion Rapid Response Initiative) as tools to engage businesses and provide financial support during the COVID-19 pandemic. Additionally, Virginia is engaging businesses and implementing WBL strategies such as on-the-job-training and incumbent worker training through local board outreach.

## X. OUT-OF-SCHOOL YOUTH (OSY) EXPENDITURE REQUIREMENT

### WIOA Title I Youth Program – 75% Expenditure Requirement for OSY and 20% Expenditure Requirement for Work Experience

The Commonwealth of Virginia, WIOA Title I Youth Programs are on track for meeting both the out-of-school youth (OSY) 75 percent expenditure and the youth, work experience, 20 percent expenditure requirements. During PY20, COVID-19 brought many challenges to the local Title I Youth service delivery in serving the youth populations. Many of the LWDBs enrollments and work experience expenditures decreased in number. In efforts to mitigate and increase the expenditures, Virginia developed and conducted a statewide technical assistance (TA) training that provided guidance for reporting programmatic and fiscal performance related to work experience. Virginia also conducted a webinar showcasing three LWDB's youth program design framework and best practices in tracking and implementing youth work experiences. With this and many other statewide efforts, Virginia can continue to meet both required WIOA Title I Youth expenditures.

Virginia continues to provide statewide TA training and encourage LWDBs to work closely and collaborate with other state agencies serving the same youth populations with similar goals and leverage local resources through braiding funds with the agencies serving OSY (YouthBuild, Job corps, Virginia Department of Juvenile Justice, DVR, Dept. of Social Services, and Local High School Dual Enrollment/CTE Programs).

## XI. VIRGINIA'S PERFORMANCE ACCOUNTABILITY SYSTEM

The following is an update on Virginia's Performance Accountability System:

- Any specific state performance measures or goals and progress towards meeting them.

The Virginia Acts of Assembly 2015 session amended the Code of Virginia to require that Local Workforce Development Boards allocate a minimum of 40 percent of the WIOA Adult and Dislocated Workers funds to training services as defined under Section 135 (c)(3)(D) of the WIOA. These training services must lead to recognized postsecondary education and workforce credentials aligned with in-demand industry sectors or occupations in the local area or region. Local compliance with this requirement is reviewed on an annual basis.

- Any performance deficiencies on the primary indicators of performance, which may include a description of any factors impacting performance.
- During PY2020, there were no deficiencies noted in primary performance indicators. Virginia continues to conduct training for the LWDAs in an effort to improve their ability to provide participants with follow-up services.
- The state's common exit policy, including which ETA-funded partner programs are included in the state's common exit policy.

The following ETA-funded programs are included under the common exit requirement:

- Title I – Adult, Dislocated Workers and Youth
- Title III – Wagner-Peyser



- Trade Act
- National Dislocated Worker Grants

Virginia uses the Geographic Solutions Virtual One-Stop application and established the common exit policy within the application.

- Negotiated performance levels for local areas for Titles I and III core programs and for program years 2020 and 2021. See Appendix for WIOA Title I Performance Levels for program years 2020-2021.

For PY 2020 annual WIOA performance reporting, the Virginia Community College System and the Virginia Department of Education exchanged administrative data to support Title II reporting. This collaborative effort supported more comprehensive reporting of outcomes on postsecondary enrollments and postsecondary credentials earned by Title II participants. Credentials reported included academic awards, as well as third-party industry certifications and professional licenses earned as the result of community college training.

## **XII. ACTIVITIES FUNDED BY THE STATE'S WIOA TITLE I SET ASIDE FUNDS**

*Activities provided with the funds reserved by the governor, which can be up to 15% of the state's allotment. In this section of the narrative, states may describe activities undertaken in whole or in part with their Governor's Reserve and how those activities have directly or indirectly impacted performance.*

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During the performance year, the following initiatives and services were supported with Title I state set-aside funds:

- **Trauma Informed Training:** The key objective of this 6-hour training course was to provide information about identifying and responding to trauma with evidence-based resilience strategies. 251 workforce professionals from around the state completed the training course. A total of four virtual sessions were held in the summer of 2021. Expended \$9,375
- **Dual Enrollment Study:** A research team from George Mason University studied the dual enrollment program expenses in Virginia. The evaluation study was comprised of both quantitative and qualitative methodologies including over 40 interviews with individuals from VCCS, K-12 schools, Virginia Department of Education, State Council of Higher Education of Virginia, and the Governor's Office. Recommendations were made to increase dual enrollment programs to serve all Virginia students. Expended \$34,654
- **Virginia Career Works Referral Portal COVID19 Enhancements:** This Workforce System Integration Referral Portal Project will provide an integrated Virginia Career Works System referral process among the four WIOA Titles: Adult, Dislocated Worker, Youth (VCCS); Adult Education and Literacy (VDOE), Employment (VEC), Vocational Rehabilitation (DARS/DBVI); and TANF and SNAPET (DSS) Services. Job seekers will benefit from a single workforce system registration and request for services. Expended \$409,978
- **Workforce Services Expansion to Increase Economic Equity Initiative:** These funds will support outreach and service delivery approaches for workforce training and job placement support programs of out of work subpopulations. Programs will focus on employment, credentials, and



wage performance outcomes consistent with WIOA Title I. Activities under this grant must emphasize services to be provided to participants enrolled in social benefits programs. With low unemployment rates, businesses are struggling to find talent to fill jobs. The workforce system needs to build a bridge between the out-of-work population and business needs. This work will also lay the foundation and establish service delivery practices for implementing the legislated Medicaid work requirement. Expended \$1,230,498

- Network2Work Pilot: The Network2Work framework aligns the three networks that are essential for creating pathways to jobs and careers offering family-sustaining wages: the employer network, the job-seeker network, and the provider network. Four pilot communities include Charlottesville Region, Shenandoah Valley, Southeastern Virginia, and Richmond Region. Expended \$877,805
- LinkedIn License: The LinkedIn Learning license will provide jobseekers access to over 5,000 training and certification courses. The pilot program runs from March 31, 2021-March 31, 2022. Expended \$265,200
- System Evaluation: Evaluation of statewide and regional aspects of the workforce system including the role of the statewide workforce administration, a peer state analysis, regional business and operations analysis, regional leadership and governance analysis, and visitor experience analysis. The evaluation will serve as a bridge to the incoming administration in 2022. Expended \$61,726

### XIII. RAPID RESPONSE AND LAYOFF AVERSION ACTIVITIES

#### Rapid Response

In accordance with Worker Adjustment and Retraining Notification (WARN) Act requirements, Rapid Response staff contacted company officials within 48 hours of receipt of a WARN, held employer briefings with management, and planned employee briefings as desired by the employer. Most briefings were held before the workers left their respective companies. A team of local workforce development partners who offered direct services to impacted workers provided employee briefings, led by one of five Regional Rapid Response Coordinators. The Rapid Response Coordinators were instrumental in planning and resourcing job fairs, on-site employer resource centers, customized transition workshops and registration for WIOA and partner services.

#### WARN NOTICES FILED BY EMPLOYERS AND NON-WARN INFORMATION OBTAINED BY RAPID RESPONSE COORDINATORS:

PY 2020 WARN AND NON-WARN DATA	
WARN Notices	128
Number of Impacted Workers	11,153
Non-WARN	14
Number of Impacted Workers	425

## SUMMARY OF RAPID RESPONSE INITIATIVES FOR PY20

- Two Rapid Response sub-grants were given a no-cost extension of three months to end in June 2021 instead of March 2021.
- National Dislocated Worker Grant for individuals affected by COVID-19 was implemented through local workforce development boards.

## DATA ON NUMBER OF COMPANIES SERVED AND NUMBER OF INDIVIDUALS SERVED

In PY2020 Virginia continued to address the layoff fallout from the COVID-19 pandemic. Many layoffs transitioned from a temporary to a permanent status. Rapid Response Coordinators continued to reach out to businesses that had initially provided temporary layoff notices to keep abreast of their individual situations, deliver services virtually as needed, and deliver information materials to impacted businesses and individuals. Coordinators also found a large majority of their time dedicated to helping individuals impacted by these layoffs in navigating issues with unemployment insurance applications.

As businesses began hiring in large numbers in Q3 of PY20, many businesses reached out to local business services teams for assistance in their recruitment.

## STRATEGIES FOR LINKING RAPID RESPONSE RECIPIENTS TO AMERICAN JOB CENTERS AND PROCESSES FOR INTAKE OR CO-ENROLLMENT IN THE TRADE ADJUSTMENT ASSISTANCE AND THE DISLOCATED WORKER PROGRAMS

The five Rapid Response Coordinators in Virginia each cover multiple local workforce development areas (LWDA), and each LWDA has a “go to” group of professionals in the American Job Centers who assist in providing services to impacted employees and companies. Rapid Response participants are provided the informational services required by the regulations and an additional survey on service needs and workshop interests is provided to the impacted employees to complete. Based on this information, additional services are provided on-site if allowed by the company. Whenever feasible, a targeted hiring event will be carried out for these employees. In addition to these services, the Virginia Employment Commission’s (VEC) Economic Information and Analytics (EIA) division creates a workbook on open employment opportunities in the area based on the skills of the impacted workforce and this information is provided to the employees. Dislocated Worker program enrollment opportunities are offered to impacted workers, including opportunities to start the enrollment onsite if possible. To document services provided to workers on-site, Rapid Response Coordinators add services to a generic program module in the Virginia Workforce Connection to track. Rapid Response Coordinators continued to work with businesses during the pandemic to continue to provide information and referral services to the TAA and Dislocated Worker program.

## THE STATE WITH RESPECT TO LAYOFF AVERSION, SUCH AS RETURN ON INVESTMENT OR MEASURES SHOWING THE ECONOMIC BENEFITS OF RAPID RESPONSE AND LAYOFF AVERSION.

Virginia’s layoff aversion strategy is focused on connecting workers to new employment opportunities prior to layoff and connecting workers to training opportunities such as on-the-job training (OJT), individual training accounts, TAA, and state funded training programs. To track the return on investment in Rapid Response services, the VBWD created metrics for the WIOA Title I Administrator and VEC to track, including information on training program enrollment, average duration of unemployment insurance benefits collected, return to work wages, and the estimated economic impact on state tax revenue of dislocated workers returning to employment.

During PY 2020 layoff aversion tactics utilized in previous years proved salient during the continuing COVID-19 pandemic. In PY 2021, Virginia will be reevaluating how layoff aversion is implemented and start looking at additional strategies that can be utilized in extenuating circumstance such as COVID-19 in addition to restarting many of the older tried and true methods of layoff aversion.

#### HOW RAPID RESPONSE AND LAYOFF AVERSION ACTIVITIES ARE ALIGNED WITH BUSINESS ENGAGEMENT, SECTOR STRATEGY, AND CAREER PATHWAY EFFORTS, WHICH MAY INCLUDE A DISCUSSION OF ANY SYSTEMS, TOOLS, NETWORKS OR APPROACHES DESIGNED TO IDENTIFY COMPANIES IN DISTRESS AND STRATEGIES TO DELIVER NECESSARY SOLUTIONS AS EARLY AS POSSIBLE, AS WELL AS OUTCOMES OF THE USE OF SUCH SYSTEMS OR TOOLS.

Business services teams in the field identify companies that may be in distress and refer those companies to the WIOA Title I Administrator, LWDB, and Economic Development. Once such a company is identified, team members will identify potential strategies to assist the company in avoiding layoffs and provide those services as appropriate. Virginia employed grants such as the COVID-19 Lay-off Aversion Business Support Rapid Response Initiative to help businesses retain staff through support for personal protective equipment (PPE), additional cleaning/sanitation, and other needs that enabled businesses to remain open. Also, the Return to Earn Grant provided support to small businesses to encourage unemployed Virginians to return to work.

#### SPECIFIC TYPES OF SERVICES OR WORKSHOPS PROVIDED TO BOTH COMPANIES AND AFFECTED WORKERS.

Services provided to companies include the basic host of informational services to employees, workshops such as resume writing, job search strategies and interviewing, targeted hiring events, and program enrollment opportunities for WIOA Title I and Affordable Care Act Coverage. If an impacted company is assessed as being potentially TAA impacted, TAA Navigators consult with the company and assist in preparing TAA Petitions. If petitions are certified prior to the layoff occurring, TAA Information sessions are held at the employment site for the impacted employees. Companies identified as being in distress are referred to state economic development and local workforce development boards to determine what efforts and funding may help the company retain jobs.

### XIV. ACTIVITIES PROVIDED UNDER THE WAGNER-PEYSER ACT EMPLOYMENT SERVICE SECTION 7(B)

Ten percent of the Wagner-Peyer Act funds allotted to the Commonwealth of Virginia are reserved for use by the Governor. These funds are identified and reported to DOL quarterly. The affiliated activities are tracked by job service staff time allocated to each identified group, grant, or program. These activities are found below.

Additionally, during this time the VEC was heavily impacted during the pandemic and needed to prioritize assisting unemployment claimants. Many services were switched to virtual format and the VEC collaborated with the Title I to deliver job services via MOU through July 1, 2020.

#### 1. EMPLOYMENT SERVICES PROVIDED TO UNEMPLOYMENT INSURANCE CLAIMANTS

Time spent by Employment Services (or Workforce Services) staff providing services to Unemployment Insurance claimants.

Workforce Services staff provided a host of re-employment services, to unemployment insurance claimants, with the goal of returning to employment that provided a family sustaining wage. After addressing unemployment insurance questions, Workforce Services staff would immediately pivot the conversation to returning to work. Services were provided in-person, via Google Meet, or by phone. These re-employment services included initial needs assessments, registration in the Virginia Workforce Connection and overview of the site, resume assistance, referral to jobs, labor market information, and referrals to training and supportive services.

## 2. DEPARTMENT OF AGING AND REHABILITATIVE SERVICES/USDOL DISABILITY EMPLOYMENT INITIATIVE GRANT

Time spent in support of the Virginia Department for Aging and Rehabilitative Services Disability Employment Initiative Grants and the programs supported by the grants.

Workforce Services staff have provided support to our DARS partners and the DEI Initiative during the past year by making both warm hand-off job seeker referrals to DARS staff whenever possible and by properly established protocol when DARS staff were not immediately available in the Career Works Centers (CWC's) while the customer was present. During initial contact with customers if Workforce Services staff became aware that a customer may have a disability that could affect employment, the customer was provided a general overview of DARS and possible services that they could provide. If the customer was agreeable the staff made the referral per DARS staff availability or by following procedure using a paper or electronic form based on location. In addition, VEC Workforce Services staff participated in the VCCS's Sector Strategies Career Pathways training that is designed to promote employment opportunities for all job seekers, including individuals with disabilities, in identified high demand employment sectors and to establish career pathways for job seekers to enter and prosper in these high demand occupations. Virginia's DARS/DEI initiative has identified SSCP and its intended goals for developing career opportunities for all job seekers in high demand occupations to be one of many ways the workforce community ensures job seekers with disabilities are able to enter the workforce and receive a living wage. Part of the SSCP training addresses how the workforce community ensures full participation of all job seekers, including those with disabilities, through strong outreach and effectively sharing information about high demand high grown employment with targeted special populations. By receiving this training Workforce Services staff are better informed and thus able to ensure that job seekers with disabilities they serve are provided information about high demand/high growth employment opportunities to which they may be qualified. This is in support of the DEI goal to increase participation of individuals with disabilities in WIOA funded employment and training services.

## 3. HAMPTON ROADS VETERANS EMPLOYMENT CENTERS

Staff activity taking place at the Hampton Roads Veterans Employment Centers in the region.

The Hampton Roads metropolitan statistical area (MSA) has the highest percentage of Veterans compared to other MSAs that are over 1,000,000 in population, with an estimated population of 205,400 military Veterans and approximately 4,500 Transitioning Service Members. To serve such a large population of Veterans, Active-Duty Spouses and Transitioning Service Members, the local Workforce boards and the Jobs for Veterans State Grant have partnered to now staff two Veteran Employment Centers – one located at 861 Glenrock Road in Norfolk, Virginia and the other located at 600 Thimble Shoals Blvd, Newport News, VA 23606.

#### 4. SERVICES TO MEDICAID RECIPIENTS

Time spent providing Employment Services to any verified recipient of Medicaid health benefits.

Workforce Services staff have conducted outreach activities to Department of Social Services (DSS) local offices and to Community Based Employment Support Organizations (CBO's) throughout Virginia to ensure that DSS and CBO staff are knowledgeable of VEC workforce services and to seek to develop referral protocol that would afford seamless access of DSS and CBO clients, many of whom are Medicaid recipients, to meaningful workforce services provided by the VEC Workforce Services staff and other WIOA partners. This outreach has increased DSS and CBO staff awareness of CWC/WIOA employment services available to their clients and in many cases increased referrals to VEC workforce services such as resume and interviewing assistance, employment training and skill certification programs, and referrals to employment opportunities to which the DSS/CBO Medicaid client is qualified. Overall service delivery has been increased to recipients of Medicaid health benefits because of these outreach initiatives.

#### 5. SERVICES TO TRANSITIONING SERVICE MEMBERS

Time spent providing employment services to any verified transitioning service member or to the spouse of a verified transitioning service member. For Employment Services purposes, a transitioning service member (TSM) is a service member in active-duty status (including separation leave) who participates in employment services and is within 24 months of retirement or 12 months of separation from military or naval service.

Virginia's Jobs for Veterans State Grant personnel have been instrumental in assisting the local Virginia Career Works Centers getting connected to military base transition activities and to establish individual relationships with their closest installations. Such relationships have facilitated TSM and Veteran enrollments in the Title III program Wagner-Peyser and subsequently, if qualified, referrals to the appropriate Jobs for Veterans State Grant or Title I personnel for additional assistance.

In addition, Virginia's Jobs for Veterans State Grant and Virginia Career Work Centers have provided Wounded Warrior Transition Unit Members Intensive Service Delivery at their respective unit locations to include quarterly presentations about available Virginia Career Works services and locations which facilitate refresher training on key transition skill sets (resumes, labor market information, networking, and interview skills) learned during the Department of Labor Employment Workshops.

#### 6. SERVICES TO THE LONG-TERM UNEMPLOYED (NON RESEA)

Time spent providing Employment Services to unemployed persons who have been unemployed more than 20 weeks and are not eligible for unemployment insurance, who have exhausted unemployment benefits, or who completed RESEA programming without securing employment.

Workforce Services staff provided follow-up services to unemployed persons that have completed RESEA programming, those that were unemployed more than 20 weeks, and those that exhausted unemployment insurance and were enrolled in Wagner-Peyser. Follow-up services included reevaluation

of the initial needs assessment, identifying barriers that were impacting the individual from returning to work, suitable referrals to workforce partners, and re-focused job referrals and labor market information. These services were provided in-person, via Google Meet, and by phone.

## XV. NATIONAL DISLOCATED WORKER GRANTS AWARDED

In PY20, Virginia was awarded \$3.3MM for the Covid-19 Disaster Recovery National Dislocated Worker Grant. These funds are being used to provide dislocated workers training and disaster relief employment in positions such as community health workers and temperature takers. Eight of the fourteen local workforce development areas requested disaster relief employment and training funds under this grant.

During the program year, local areas saw low interest from potential dislocated workers for services or employment provided by the grant. At the end of PY20, Virginia's COVID-19 NDWG enrolled 15 participants in disaster relief employment services and 35 participants in training services. Additionally, with the low enrollment, spending on the grant also remained low, with \$175,000.00 spent by the local areas, which is approximately 7% of the award. The COVID-19 NDWG is scheduled to end in March 2022 and VCCS is in the process of determining local workforce area interest in pursuing a no-cost extension so that the commonwealth may make additional progress in achieving the grant employment and training goals.

## XVI. SUCCESS STORY

### COVID-19: Turning a Challenge into an Opportunity

When COVID-19 forced the physical closing of Virginia's American Job Centers (AJCs) in March 2020, workforce partners across the state scrambled to support businesses and job seekers virtually. AJCs across Virginia asked themselves what they could do to continue offering a high level of services. Their answer: they just needed to "up their game" – the same thing they had been doing for years.

It was clear at the AJC's in Alexandria/Arlington that virtual services that worked before COVID were not going to cut it during the pandemic. This included job boards (two local and the Virginia Employment Commission boards, online labor market information, Microsoft Teams virtual meetings with employers, phone/text/email conversations with job seekers and an informational web site.

A shift in virtual services was made to include the following:

- MS Teams/ZOOM/Signup Genius: Virtual scheduling for online meetings and workshops
- Secure FTP/DocuSign: Ability to securely exchange Personal Identifiable Information (PII) virtually & move to full electronic records management
- Premier Virtual: Online job fair platform that simulates the live experience
- Metrix/LinkedIn Learning: Distance learning platforms containing over 5000+ courses
- Interactive Web sites

And to say this pivot in virtual services was a success is an understatement. Since implementing their new virtual services, the Alexandria/Arlington AJC's have hosted 15 virtual job fairs, serving over 430 employers and 18,000 job seekers. These job fairs include two Northern Virginia-wide and one state-wide virtual events so that Alexandria/Arlington's employers could market their openings beyond the region's borders.

In addition, the Alexandria/Arlington AJCs offered over 5,000 free virtual education courses to residents through a partnership with Metrix and LinkedIn Learning. Approximately 1,000 residents are using these virtual tools to improve their knowledge and workforce competitiveness.

And most importantly, the AJCs are meeting the customers where they are, in a safe and secure way. Over 2,000 Alexandria/Arlington residents accessed workshops, career counseling, and job referral services during FY21.

## **XVII. PAY FOR PERFORMANCE CONTRACTING**

### **The SkillSource Group, Inc., and Virginia Career Works – Northern (Area #11)**

The Northern Virginia Team Independence (NVTI) project restarted in late Fall 2020, after The SkillSource Group, Inc. and the Virginia Career Works Northern received updated approval and guidance from the U.S. Department of Labor and the Virginia Community College System. NVTI utilizes WIOA Pay for Performance practices to increase the numbers of justice-involved and foster care young adults in the Northern Virginia WIOA Youth Program and improving their education and employment outcomes. Currently, nearly 23% of the VCW Northern WIOA Youth Program participants have been involved in the justice or foster care systems, a substantial increase from prior program years.

As of September 2021, 23 young adults that meet NVTI criteria have been enrolled in the WIOA Youth program, with three (3) clients earning certifications and nine (9) clients currently in training. The three (3) certifications earned are: CompTIA Security+, Dental Assistant, and GED. Additional training that NVTI clients are currently enrolled in include Medical Assistant, Paralegal, Nurse Aide, and CDL. One WIOA Youth client exited the Program with part-time employment as a Customer Service Associate earning \$10.40/hour.

In Fall 2021, The SkillSource Group, Inc. intends to finalize all remaining contractual details, including identifying a third-party validator organization to review the outcomes of the WIOA Youth Pay for Performance Program in Northern Virginia.

The Area #11 WIOA Youth team has continued to engage in extensive outreach to both foster care and justice Partner Organizations throughout the Northern Virginia region. In January 2021, the WIOA Youth program invited justice-involved and foster care partners to a virtual outreach event and 50 organizations participated to learn about the WIOA Youth Program and the Pay for Performance project. In April 2021, the WIOA Youth program coordinated another outreach event, in which all Partner Organizations were invited, and approximately 100 participants were actively engaged.

## XVIII. APPENDIX

### WIOA Title I and Title III Negotiated Performance Measures

WIOA TITLE I PERFORMANCE MEASURES		
Adult	PY 20 Negotiated Level	PY 21 Negotiated Level
Employment 2nd Quarter after Exit	79.00%	79.00%
Employment 4th Quarter after Exit	85.00%	85.00%
Median Earnings 2nd Quarter after Exit	\$6,000.00	\$6,000.00
Credential Attainment within 1 year	72.00%	74.00%
Measurable Skills Gain	55.00%	58.00%
Dislocated Workers	PY 20 Negotiated Level	PY 21 Negotiated Level
Employment 2nd Quarter after Exit	85.00%	85.00%
Employment 4th Quarter after Exit	90.00%	90.00%
Median Earnings 2nd Quarter after Exit	\$8,700.00	\$8,700.00
Credential Attainment within 1 year	70.00%	70.00%
Measurable Skills Gain	55.00%	57.00%
Youth	PY 20 Negotiated Level	PY 21 Negotiated Level
Employment 2nd Quarter after Exit	70.00%	72.00%
Employment 4th Quarter after Exit	62.80%	62.80%
Median Earnings 2nd Quarter after Exit	\$3,500.00	\$3,500.00
Credential Attainment within 1 year	70.00%	70.00%
Measurable Skills Gain	55.00%	55.00%
WIOA TITLE III PERFORMANCE MEASURES		
Wagner-Peyser	PY 20 Negotiated Level	PY 21 Negotiated Level
Employment 2nd Quarter after Exit	75.00%	75.00%
Employment 4th Quarter after Exit	75.00%	75.00%
Median Earnings 2nd Quarter after Exit	\$5,650.00	\$5,650.00