



Workforce Investment Act Program Year 2013 Annual Report Narrative

November 14, 2014

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- A. Executive Order 23: [Establishing the New Virginia Economy Workforce Initiative](#)
- B. [Return on Investment for Virginia's Workforce Programs](#)

Introduction

The Commonwealth of Virginia is pleased to submit its PY 2013 WIA Annual Report in accordance with TEGL 9-14. The grant recipient and fiscal agent for the federal Workforce Investment Act funds is the Virginia Community College System Office, Workforce Development Services.

PY 13 has been a year full of reform and action. Some of the highlights include:

The Virginia General Assembly proposed legislation to reform the membership and charge of the state workforce investment board through House Bill 1009, patroned by Delegate Kathy Byron. The name of the state WIB was changed from the Virginia Workforce Council to the Virginia Board of Workforce Development. The size was reduced from 31 to 26 appointees. New committees were established and additional meetings called for. The intent was to empower the Board to take a more holistic approach to advising the Governor on workforce training needs with the entire system and its resources in mind.

Governor Terry McAuliffe issued Executive Order No. 23, The New Virginia Economy. He called for an increase in credential attainment in the STEM-H field by 50,000. This charge was directed to local workforce investment areas, community colleges and state workforce agency partners. The state WIB developed a new brand to market the call for credentials that count and credentials that compete. This brand is EleVAte Virginia: Skills for Jobs and Business Growth.

The Commonwealth was successful in receiving a number of grant awards from the USDOL. A Veterans' Demonstration Pilot Project grant was awarded as a partnership between the VCCS and the Virginia Employment Commission in the amount of \$3.4 million. The focus of this award is to conduct an inventory of the myriad of resources available to veterans, to increase the ability to provide credit for prior learning to veterans, to provide career pathway coaching and to strive for seamless service to veterans seeking employment.

Virginia received close to \$12 million from the Workforce Innovation Fund (WIF). This five year project will be based on the Working Families Success Model and will be implemented in One Stop Centers across the state.

The state has been managing a National Emergency Grant for Dislocated Workers by increasing apprenticeships and On the Job training opportunities. Rapid Response funds have supplemented this project to provide funds for training under what VCCS calls the On Ramp Program. The Commonwealth also received a Job-Driven NEG.

The Commonwealth continues its leadership in the area of the Disability Employment Initiative. (DEI)

Status of State Evaluation Activities

Virginia is committed to analyzing information on the cost of workforce investment activities relative to the effect of activities on the performance of participants. As a result, a joint research team from the University of Virginia and Virginia Commonwealth University conducted a return on investment study (ROI) for the workforce development system. The goal was to evaluate the impact of the programs from a government budgetary perspective using administrative data for program exiters during the 2008 to 2012 program years. The analysis employed a combination of before-and-after models and propensity matching models to calculate ROI. The ROI study was released in April 2014 and is included as an attachment or by [clicking here](#).

Information on the status of state evaluation activities as provided in the chart below:

State Evaluation Details	Virginia Joint Legislative Audit and Review Commission (JLARC) Virginia's Workforce Development Programs Study	One-Stop Certification	Minimum Standards for Business Services
<i>The timeline for starting and completing the evaluation;</i>	The 2013 Virginia General Assembly mandated the JLARC study. The scheduled completion date is December 2014.	The Phase Two review process began in September 2013 and concluded in September 2014.	WIBS were required to collect data on services provided to businesses through the WIB or through their partners for the time period of September 1, 2013 to February 28, 2014. WIBS were required to provide this information to the VCCS.
<i>The questions the evaluation will/did address;</i>	In conducting its study, the Joint Legislative Audit and Review Commission shall examine the level of transparency of funding of Virginia's workforce training and development programs and recommend measures to ensure that state agencies with oversight responsibilities are provided	The goal of Certification is to ensure that each local area in Virginia has at least one Virginia Workforce Center that has been determined to meet uniform certification standards such that businesses and job seekers can expect to encounter high quality services regardless of location, which may be tailored further at the local	<u>Primary Minimum Standards</u> - Shared vision and strategy for business services signed by all partners - Written Communication Plan - Establishment of Single Point of Contact (SPOC) protocol so that all partners are made aware and informed of business requests

	<p>access to information regarding expenditures of workforce training and development funding and the outcomes generated by such expenditures. As well, JLARC will evaluate the success of the workforce training and education systems in ensuring that Virginians possess the necessary skills and credentials to meet the workforce needs of Virginia's employers. The study shall consider what steps could be take to produce a more coordinated and effective workforce development system. As part of this effort JLARC shall review the funding streams, priorities and allocations of these funds and whether the existing governance and accountability structures facilitate such a system.</p>	<p>level based to reflect additional region-specific needs or defined elements.</p> <p><u>Certification Standards</u></p> <ul style="list-style-type: none"> - Partners will agree on a shared vision for a customer-driven service delivery system - The physical lay-out of the Virginia Workforce Centers reflects an integrated approach to customer services - Operational decisions will be designed with customer needs in mind - Each Virginia Workforce Center will be a high-performance workplace with staff that has visible passion for quality service - Each Virginia Workforce Center will implement local the WIB's common marketing strategy , marketing will reflect an integrated approach to customer service - Virginia Workforce Centers will be driven by customer needs and customer feedback, and continually look for ways to "raise the bar" to keep the center as a leader in customer satisfaction - Quality customer service will be delivered at all levels of services - Quality core services will provide job seekers with relevant and up-to-date 	<ul style="list-style-type: none"> - Standard timeframe to respond to an initial business inquiry - Standard timeframe to respond to business service request - Process/policy to ensure all LWIA partner staff, outside of the business services team, are aware of the procedure for referral, if contacted by a business - Method to collect business services satisfaction - Business services information on the LWIA website - Contact information on the LWIA website for a business to gain access to the identified 'SPOC' protocol - List of business products and services available to businesses from all LWIA partners
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		<p>informational resources and connect job seekers to appropriate services</p> <ul style="list-style-type: none"> - Quality job seeker services will be delivered at intensive and training levels - Quality business services will be delivered to businesses - Virginia Workforce Center staff participates in professional development activities - Continuous quality improvement will occur throughout the Virginia Workforce Center - Virginia Workforce Centers have signed MOUs with partners - Virginia Workforce Centers are ADA accessible 	
<p><i>A description of the evaluation's methodology, including description of any control or comparison group and description of the analysis techniques employed;</i></p>	<p>JLARC staff conducted the study. They used several methods including interviews and reviewing local studies.</p>	<p>The second phase of certification was an intensive process that furthered the emphasis on quality in the Virginia Workforce System. The second phase included a self-assessment, desk review, and onsite review. The initial onsite reviews occurred in 2013 with follow-up reviews being conducted in 2014. Phase two of the certification process included on-site reviews by a multi-disciplinary team to validate quality indicators outlined in Policy 10-01. The review teams were comprised of One-Stop partners, WIB staff, and One-Stop staff. The onsite review process included a tour of the Virginia</p>	<p>Local WIBS gathered data and self-reported information to the VCCS.</p>

		<p>Workforce Centers, review of evidence submitted, and interviews with the center’s manager/operations staff, onsite partners, frontline staff, and customers (businesses and job seekers). The goal of phase two was to ensure a culture of continuous improvement within the workforce system. Staff has identified three levels of certification, with Level 1 representing achievement of all benchmarks related to Policy 10-01, Level 2 representing achievement of at least 80% of benchmarks, and Level 3 representing achievement of less than 80% of the benchmarks.</p>	
<p><i>The timeline for the final report and other deliverables; and</i></p>	<p>The final report will be complete in December 2014.</p>	<p>The process was concluded in September 2014.</p>	
<p><i>Summary of evaluation findings, including a summary of best practices, for those evaluations completed during the program year for which the WIA Annual report is being submitted.</i></p>	<p>N/A</p>	<p>A total of five LWIAs have already attained Level 1 Certification (LWIA 2 – New River/Mt. Rogers, LWIA 6 – Piedmont, LWIA 8 – South Central, LWIA 11 – Northern Virginia, and LWIA 14 – Greater Peninsula). Promising practices include specialized outreach and service efforts for the veteran population, exemplary business customer service, and provision of career development services at one-stop centers for youth.</p>	<ul style="list-style-type: none"> - 4 LWIAs completed Shared vision and strategy for business services signed by all partners - 7 LWIAs completed Written Communication Plan - 14 LWIAs completed Establishment of Single Point of Contact (SPOC) protocol so that all partners are made aware and informed of business requests - 12 LWIAs completed Standard timeframe to respond to an initial business inquiry - 12 LWIAs completed Standard

			<p>timeframe to respond to business service request</p> <ul style="list-style-type: none"> - 6 LWIAs completed Process/policy to ensure all LWIA partner staff, outside of the business services team, are aware of the procedure for referral, if contacted by a business - 9 LWIAs completed Method to collect business services satisfaction - 13 LWIAs completed Business services information on the LWIA website - 10 LWIAs completed Contact information on the LWIA website for a business to gain access to the identified 'SPOC' protocol - 12 LWIAs completed List of business products and services available to businesses from all LWIA partners
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Types and Cost of Workforce Activities

Virginia’s [Elevate Virginia website](#) features [a WIA scorecard](#) that was implemented by the SWIB in an effort to understand how locally operated WIA programs perform. The purpose of the scorecard is to provide a tool that will: (1) provide easy to access data on the performance of WIA programs; (2) identify areas of improvement for the system and (3) facilitate policy and decision making for stakeholders of the system. One of the benefits of the scorecard is the ability to analyze the cost of workforce investment activities relative to the effect on performance outcomes for participants.

Uniform Reporting

Virginia hereby assures that all required elements are reported uniformly so that a state-by-state comparison can be made.

Activities Funded by the State’s Discretionary Funds

Virginia utilized discretionary funds for the following initiatives:

- To support a Youth Continuous Improvement Project in LWIA 8 to identify proven strategies for success in the WIA youth program, implement improvements, educate others about quality practices, identify areas for support or assistance and inform funding based on national standards.
- To support a PEPNet Quality Self-Assessment Improvement Process in LWIA 15 to identify successes, and plan and implement improvements based on PEPNet’s national quality standards.
- To support company expansion of Canon Inc. by providing training, assessments and testing to new hires in the positions of process operator, camera repair and technician.
- To provide performance-based Incentive grants to ten local areas and support Local Coordination activities in LWIA 8, LWIA 12, and LWIA 16 which emphasize partnerships between policy makers, economic development partners, local businesses and educational institutions.

Participants in the Workforce Investment System

This section provides information on participants in the workforce investment system. More than 109,500 individuals received universal/core services through a Virginia Workforce Center during the report period. Specific details on participants in the workforce investment system are available in the performance data section. As noted by DOL in recent state of the state letters, Virginia either met or exceeded all negotiated performance levels for PY 2013. Despite the ongoing impact of the weak economic climate in many local areas, on average 77% of adults and dislocated workers served were placed into employment and 89% maintained retention in employment.

Virginia is pleased to share examples of the many success stories for career-seekers and business customers who were served by the workforce system.



Marty Stone (Youth Success Story)

Marty Stone is a reentry youth. He enrolled in the Workforce Investment Act Youth Program at the advisement of his Reentry Specialist unsure of how the program may help him. Marty knew he had a passion to learn to become a chef, but was unsure what steps to make his dream come true or if his dream could now come true due to his past. Unfortunately, every year approximately 100,000 exit the juvenile

system each year. “Within twelve months of their reentry to the community, one study found that only 30% of previously incarcerated youth were involved in either school or work” (Back on Track, 2009).

In the WIA program, Marty’s case manager worked with him on application skills, resume skills, and interview skills. His case manager was also able to partner with Cruis-In Café in Keysville to offer Marty a work experience for Marty to gain basic skills in the culinary industry. Marty blossomed in the work experience and both owners, Mr. and Mrs. Balland, as well as co-workers state how well Marty is doing. He learns new skills, always asks for more work when he is finished, and is very punctual about getting to work on time. This work experience deepened Marty’s desire to become a chef one day.

Marty worked with his case manager and found a Culinary Arts certificate program available at Central Virginia Community College. He applied and was accepted. He began his classes in the Fall semester of 2014.

Marty continues to appreciate all the help and support he is receiving from the WIA Youth Program. Marty states, “It’s people like those at the WIA that help guys like me to know we are still people, and we can still follow our dreams.”

Forrest Whitney (Dislocated Worker Success Story)

Forrest Whitney is a man who doesn’t like idle hands. So, when he lost his job in the closure of Radford’s Grede Foundry, he was anxious to find a new opportunity. That’s when he discovered that he was eligible for Trade Adjustment Assistance program (TAA) funding that would help him become a student in New River Community College’s (NRCC) PluggedInVA industrial maintenance program.

TAA is a federal program that assists U.S. workers who have lost their jobs as a result of foreign trade. It provides those workers with benefits and services to help them obtain skills to become reemployed.

PluggedInVA programs are specially designed to prepare adult learners with the knowledge and skills needed to succeed in education, training, and high-wage contemporary careers.



After years in the U.S. Navy, Whitney went on to work for various industrial companies and became a truck driver. His entrance to NRCC in January is the 50-year-old’s first experience with college and he hopes the skills he’s learning will help him find a job close to home and his wife, two children, and five grandchildren.

Today, Whitney is anything but idle. In addition to keeping a busy schedule that includes electricity, industrial safety, fluid power and machine shop classes, he's also brushing up on his general academic and computer skills.

Despite the hard work, time and energy required, Whitney is a vocal supporter of the TAA and PluggedIn programs. "I'm awfully grateful for this program – I didn't think I'd ever be able to go back to school."

The infectious sense of joy surrounding his schooling has family members interested in furthering their education. His son-in-law has joined the college's welding program and his wife has her eye on pharmacy courses.

After he finishes the industrial maintenance program, Whitney would like to continue his education with another certificate or by earning a degree.

Eileen Thawley (Veteran Success Story)



"When I lost my job last April, I was completely caught off guard and frankly in a bit of a panic. I visited a Veterans Job Fair and met Veterans Representative William Marquez. He spent a great deal of time talking to me about the opportunities that were available to me as a veteran and how the Arlington Employment Center could help me. Not only did he give me a great deal of information, but he lifted my spirits and gave me hope for my future in a time when I was really afraid and needed some direction".

Following the job fair, Thawley was introduced to Sandy Smith, Transition Services Manager at the Arlington Employment Center. Smith helped Thawley apply for federal government jobs and modify her resume. With the Veterans Rapid Response grant assistance, Thawley also enrolled in school at George Mason University to learn about Procurement and Government Contracting.

"After learning about the grant for schooling at George Mason, I started thinking, what else is out there for me? I was able to get the Veterans Administration to send me to Villanova through the Vocational Rehab Program and I just completed that as well. I am now thoroughly educated in Government Contracting." Thawley said.

While in school, Thawley continued to apply for jobs and attend jobs fairs. She interviewed with two different businesses and was offered both positions just three months after losing her job.

“I was so nervous about the interviews but Sandy was there for me. She was my rock through the fear and the laughter. I brushed off my suits and practiced what I would say in the interview. Because of the additional education at George Mason and Villanova, I will qualify to receive a step increase once I am in my new position for a year, which will be August 1st.”

Youth (STEM-H Success Story)

Building robust career pathways is an integral part of Opportunity Inc.’s industry sector strategy. Throughout the program year Opportunity Inc. completed several advanced manufacturing initiatives, helping to strengthen the region’s advanced manufacturing career pathway. Under contract with Opportunity Inc., Old Dominion University developed an 11 module “Foundations of Mechatronics” class, to be taught in local high schools, that prepares students to enroll in Mechatronics certificate courses like those at Tidewater Community College and elsewhere. To better disseminate the Foundations of Mechatronics course, Opportunity Inc. hosted a two-day teacher training workshop in June 2014. The event provided an overview of the course, teaching aids and a lab kit that could be used in the classroom. Teachers received all the materials necessary to intersperse the coursework in their existing classes as a teaching tool. "I knew that mechatronics combines all of the disciplines that are taught in my department--electrical, mechanical, computer and industrial engineering--but I didn't understand how it all comes together as a career path," says Dawn Rountree, a teacher at Suffolk’s Nansemond River High School. Eventually, the goal is for school divisions to create stand-alone “Foundations of Mechatronics” courses using the materials. Lastly, Opportunity Inc. was instrumental in bringing together Tidewater Community College and the Virginia Beach City Public Schools to develop a dual enrollment program whereby students could earn TCC college credit toward six manufacturing-related certifications by taking a sequence of courses at Virginia Beach’s Advanced Technology Center. The program, which was highlighted in a May 2014 US News article “Two-for-One Deal: Earning College Credit for STEM in High School,” began in the fall 2014 semester.



Rapid Response Activities

The Dislocated Worker Unit (DWU) continues to increase efficiency by implementing virtual employee needs assessments and automated evaluation and reporting tools to track Virginia's Rapid Response activities. As a result of increased data collection, this report includes services provided to those employers who filed a Worker Adjustment and Retraining Notification (WARN) and those who did not (Non-WARN). During PY13 the DWU served an increase of businesses not filing notices in response to the Worker Adjustment and Retraining Notification (WARN) Act. The charts below provide a comparison to the previous years.

	PY 11	PY 12	PY 13
WARN Notices	68	78	59
Number of workers affected	7331	8172	5597
Average number of workers per event	107	105	95

	PY 11	PY 12	PY 13
NON WARN	42	19	30
Number of workers affected	1167	1590	1781
Average number of workers per event	28	84	59

In accordance with WARN Act requirements, Rapid Response staff contacted company officials within 48 hours of receipt of a WARN, followed by employer briefings held with management, and planned employee briefings as desired by the employer. Most briefings were held before the workers left their respective companies. Employee briefings, led by one of four Regional Rapid Response Coordinators, were provided by a team of local workforce development partners who offered direct services to impacted workers. The Rapid Response Coordinators were instrumental in planning and resourcing Job Fairs, onsite employer resource centers, independent employer resource centers, customized transition workshops and registration for WIA and partner services.

DWU Initiatives for PY 2013

- Rapid Response Summits of regional workforce and economic development partners were conducted quarterly. This facilitated the development of Forecasting Teams to aid the layoff aversion process.
- Enhanced state and regional Rapid Response website pages.
- Enhanced Rapid Response Professional Resources for Workforce Practitioners website page
- The rapid response regional staff developed Regional Plans of Service in conjunction with workforce and economic development partners.
- Continued implementation of the Rapid Response Self-Assessment Tool to address continual improvement and program capacity building.
- Professional Development activities to enhance the skills of Regional Rapid Response Staff.

Approved Waivers

The summary below provides a listing of the seven (7) waivers for which Virginia has received approval, information on how the waivers have changed the activities of the state and local areas, and how activities carried out under the waivers have directly or indirectly affected state and local area performance outcomes.

Waiver Description	Impact on state and local areas and activities	Impact on performance
<i>Waiver of WIA Section 133(b)(4) to increase the allowable transfer amount between adult and dislocated worker funding streams allocated to a local area. (Transfer authority up to 50%)</i>	Allows the state to be flexible and responsive in meeting unique needs based on changes in local and regional economic conditions.	This increased flexibility has a positive impact on adult employment and wage rates.
<i>Waiver to permit the State to replace the performance measure at WIA Section 136(b) with the common measures.</i>	State and local areas have successfully implemented common measures.	VA met or exceeded all measures in PY13.
<i>Waiver of WIA section 123 requirements to competitively select providers of youth program elements which applies to section 129(c)(2)(D),(G), and (I); and 20 CFR 664.410(a)(4), (7), and (8),(9), and (10).</i>	Allows local areas to be flexible and responsive in meeting unique needs based on local and regional resources and available partnerships.	This increased flexibility has a positive impact on all youth measures.
<i>Waiver of the provision at 20CFR Part 663.530 that prescribes a time limit on the period of initial eligibility for training providers.</i>	The waiver has resulted in an increased and robust set of eligible providers than otherwise would be eligible.	Positive impact can be seen in terms of credential attainment rates
<i>Waiver of WIA Section 134(a) to permit local areas to use a portion of local funds for incumbent worker training. (Up to 20%</i>	To date, no training has been delivered with this waiver. The state expects at minimum one	N/A

<i>of dislocated worker funds, only where part of layoff aversion strategy).</i>	local workforce area to implement this training option in PY 2014.	
<i>Waiver of WIA Section 134(a)(1)(A) to permit up to 20% the funds reserved for rapid response activities to be used for incumbent worker training. (Incumbent worker training as part of a layoff aversion strategy and activities to assist local workforce areas in the provision of employment and training services and employer services).</i>	Virginia has not identified statewide activities that would fully comply with the parameters outlined by ETA. However, the state continues to review potential statewide activities as a part of the statewide layoff aversion strategy.	N/A
<i>Waiver of the prohibition at 20CFR 664.510 on the use of Individual Training Accounts for older and out-of-school youth.</i>	The majority of youth served under WIA are currently being trained with traditional youth strategies.	The impact of the waiver on eligible youth performance is under evaluation

PROGRAM YEAR 2013 ANNUAL REPORT TABLES

TABLE A – WORKFORCE INVESTMENT ACT CUSTOMER SATISFACTION RESULTS
(Waived)

TABLE B – Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	75.0	71.08	1492
			2099
Employment Retention Rate	85.0	84.20	1663
			1975
Six Month Average Earnings	\$11,600	\$10,662	\$16,696,121
			1566
Employment and Credential Rate	61.0	60.6	934
			1541

TABLE C – Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals	
Entered Employment Rate	70.16	870	67.46	141	55.05	60	62.24	122
		1240		209		109		196
Employment Retention Rate	82.87	929	85.31	151	69.81	37	85.19	115
		1121		177		53		135
Six Months Average	\$9,248	\$8,063,999	\$15,122	\$2,147,272	\$9,624	\$346,465	\$11,278	\$1,195,454

Earnings		872		142		36		106
Employment and Credential Rate	61.30	556	55.40	98	57.50	46	56.00	98
		907		177		80		175

Table D – Other Outcome Information by Service Level for the Adult Program

Reported Information	Individuals Who Only Received Core Services		Individuals Who Only Received Core and Intensive Services		Individuals Who Received Training Services	
	Entered Employment Rate	59.05	62	68.36	607	74.41
	105		888		1106	
Employment Retention Rate	84.62	22	84.61	654	83.93	987
		26		773		1176
Six Months Average Earnings	\$13,133	\$288,915	\$9,751	\$5,938,645	\$11,196	\$10,468,561
		22		609		935

Table E – Dislocated Worker Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	81.0
			2608
Employment Retention Rate	91.0	92.72	2611
			2816
Six Month Average Earnings	\$17,500	\$16,272	\$40,371,687
			2481
Employment and Credential Rate	65.0	61.8	874
			1414

Table F – Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
	Entered Employment Rate	78.23	248	63.64	28	71.83	408	50.00
	317		44		568		4	
Employment Retention Rate	91.24	302	88.89	24	90.52	487	100.00	5
		331		27		538		5
Six Months Average Earnings	\$21,398	\$6,205,366	\$26,994	\$647,865	\$16,205	\$7,398,821	\$18,364	\$91,820
		290		24		451		5
Employment and Credential Rate	60.70	128	50.00	13	58.50	145	0.00	0
		211		26		248		1

Table G – Outcome Information by Service Level for Dislocated Worker Program

Reported Information	Individuals Who Only Received Core Services		Individuals Who Only Received Core and Intensive Services		Individuals Who Received Training Services	
	Entered Employment Rate	76.60	36	79.36	911	83.72
	47		1148		1413	
Employment Retention Rate	95.45	21	93.43	1137	92.14	1453
		22		1217		1577
Six Months		\$591,788		\$16,856,313		\$22,923,586

Average Earnings	\$29,589		\$15,493		\$16,696	
		20		1088		1373

Table H.1 - Youth (14 – 21) Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	61.0	64.16	829
			1292
Attainment of Degree or Certificate	61.0	75.89	954
			1257
Literacy-Numeracy Gains	52.0	60.94	323
			530

Table H.1.A. – Outcomes for Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out-of-school Youth	
Placement in Employment or Education Rate	63.67	468	75	3	62.91	190	67.82	295
		735		4		302		415
Attainment of Degree or Certificate Rate	72.03	497	75	3	83.5	253	72.83	252
		690		4		303		346
Literacy-Numeracy Gains	58.26	187	100	1	63.08	41	60.94	323
		321		1		65		530

Table L – Other Reported Information

Reported Information	12 Month Employment Retention Rate		12 Months Earnings Increase (Adults) or 12 Months Earnings Replacement (Dislocated Workers)		Placements in Non-Traditional Employment		Wages at Entry into Employment for Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
	Adults	85.47	1653	\$4,423	\$7,899,244	7.44	111	\$4,648	\$6,656,533	42.16
	1934		1786		1492		1432		823	
Dislocated Workers	93.02	2840	96.16	\$45,277,334	8.08	172	\$7,509	\$15,319,012	37.11	439
		3053		\$47,085,950		2130		2040		1183

Table M – Participation Levels

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	118,572	96,375
Total Adults (self-service only)	109,591	91,311
WIA Adults	114,543	94,009
WIA Dislocated Workers	4,092	2,419
Total Youth (14 – 21)	3,085	1,552
Out-of-School Youth	1,078	585
In-School Youth	2,007	967

TABLE N – Cost of Program Activities

Program Activity	Total Federal Spending	
Local Adults	\$11,085,478	
Local Dislocated Workers	\$9,447,519	
Local Youth	\$10,446,051	
Rapid Response (Up to 25%) WIA Section 134(a)(2)(B)	\$4,455,605	
Statewide Required Activities (Up to 15%) WIA Section 134(a)(2)(B)	\$2,212,993	
Statewide Allowable Activities WIA Section 134(a)(3)	Program Activity Description	
	(A)(i) Admin by State of Sect 134 Activities (VWC & Gov's Office)	\$24,179
	(A)(ii) Capacity Building & Technical Assistance	\$14,200
	(A)(iii) Research & Demonstrations	\$0
	(A)(iv) Incumbent Worker Training	\$0
	(A)(v) Identification of Eligible Training Providers	\$0
	(A)(vi) Displaced homemaker program	\$0

	(A)(viii) Other activities the State determines necessary	\$122,205
Total of All Federal Spending Listed Above	\$37,808,230	

Table O – Local Performance

Local Area Name: Southwestern Virginia	Total Participants Served	Adults	5,027
		Dislocated Workers	75
		Older Youth (19 -21)	49
ETA Assigned # 51040	Total Exiters	Adults	3,837
		Dislocated Workers	44
		Older Youth (19 -21)	24
Reported Information		Negotiated Performance Levels	Actual Performance Level
Entered Employment Rates	Adults	74	66
	Dislocated Workers	81	81
Retention Rates	Adults	85	85
	Dislocated Workers	89	94
Six Months Average Earnings	Adults	\$11,600	\$11,369
	Dislocated Workers	\$15,430	\$13,083
Placement in Employment or Education	Youth (14 – 21)	59	60
Attainment of Degree or Certificate	Youth (14 – 21)	54	76
Literacy-Numeracy Gains	Youth (14 – 21)	52	83
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
Employment and Credential Rate	Adults	61	56.2
Employment and Credential Rate	Dislocated Workers	65	63.2
Career Readiness Certificate Attainment	Adults, Dislocated Workers, Youth age 19 & Older	18	60.2
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	6	6

Table O – Local Performance

Local Area Name: New River/Mt Rogers	Total Participants Served	Adults	9,068
		Dislocated Workers	425
		Older Youth (19 -21)	91
ETA Assigned #: 51045	Total Exiters	Adults	7,058
		Dislocated Workers	145
		Older Youth (19 -21)	41
Reported Information		Negotiated Performance Levels	Actual Performance Level
Entered Employment Rates	Adults	75	89
	Dislocated Workers	80	93
Retention Rates	Adults	84	83
	Dislocated Workers	90	95
Six Months Average Earnings	Adults	\$9,750	\$9,652
	Dislocated Workers	\$14,000	\$14,555
Placement in Employment or Education	Youth (14 – 21)	61	84.3
Attainment of Degree or Certificate	Youth (14 – 21)	61	71.3
Literacy-Numeracy Gains	Youth (14 – 21)	52	73
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
Employment and Credential Rate	Adults	61	81.8
Employment and Credential Rate	Dislocated Workers	65	70.9
Career Readiness Certificate Attainment	Adults, Dislocated Workers, Youth age 19 & Older	18	40.0
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	2	10

Table O – Local Performance

Local Area Name: Western Virginia Workforce Development Board	Total Participants Served	Adults	6,604
		Dislocated Workers	244
		Older Youth (19 -21)	52
ETA Assigned #: 51095	Total Exiters	Adults	5,503
		Dislocated Workers	121
		Older Youth (19 -21)	14
Reported Information		Negotiated Performance Levels	Actual Performance Level
Entered Employment Rates	Adults	75	73
	Dislocated Workers	81	88
Retention Rates	Adults	85	86
	Dislocated Workers	91	96
Six Months Average Earnings	Adults	\$11,500	\$9,617
	Dislocated Workers	\$17,500	\$14,993
Placement in Employment or Education	Youth (14 – 21)	61	63
Attainment of Degree or Certificate	Youth (14 – 21)	61	88
Literacy-Numeracy Gains	Youth (14 – 21)	52	52
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
Employment and Credential Rate	Adults	61	73.1
Employment and Credential Rate	Dislocated Workers	65	73
Career Readiness Certificate Attainment	Adults, Dislocated Workers, Youth age 19 & Older	18	39.6
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	3	9

Table O – Local Performance

Local Area Name: Shenandoah Valley Workforce Investment Board	Total Participants Served	Adults	9,118
		Dislocated Workers	163
		Older Youth (19 -21)	25
ETA Assigned #: 51120	Total Exiters	Adults	7,554
		Dislocated Workers	133
		Older Youth (19 -21)	20
Reported Information		Negotiated Performance Levels	Actual Performance Level
Entered Employment Rates	Adults	75	87
	Dislocated Workers	81	84
Retention Rates	Adults	85	88
	Dislocated Workers	91	93
Six Months Average Earnings	Adults	\$11,500	\$9,892
	Dislocated Workers	\$17,500	\$14,005
Placement in Employment or Education	Youth (14 – 21)	45	63
Attainment of Degree or Certificate	Youth (14 – 21)	50	69
Literacy-Numeracy Gains	Youth (14 – 21)	52	50
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
Employment and Credential Rate	Adults	55	80
Employment and Credential Rate	Dislocated Workers	59	80
Career Readiness Certificate Attainment	Adults, Dislocated Workers, Youth age 19 & Older	18	12.4
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	3	8

Table O – Local Performance

Local Area Name: Piedmont Workforce Network	Total Participants Served	Adults	4,058
		Dislocated Workers	205
		Older Youth (19 -21)	70
ETA Assigned #: 51055	Total Exiters	Adults	3,248
		Dislocated Workers	161
		Older Youth (19 -21)	42
Reported Information		Negotiated Performance Levels	Actual Performance Level
Entered Employment Rates	Adults	72	84
	Dislocated Workers	79	87
Retention Rates	Adults	86	86
	Dislocated Workers	92	94
Six Months Average Earnings	Adults	\$10,250	\$9,961
	Dislocated Workers	\$14,000	\$18,885
Placement in Employment or Education	Youth (14 – 21)	59.5	69
Attainment of Degree or Certificate	Youth (14 – 21)	51	82
Literacy-Numeracy Gains	Youth (14 – 21)	52	67
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
Employment and Credential Rate	Adults	55	57.5
Employment and Credential Rate	Dislocated Workers	55	62.4
Career Readiness Certificate Attainment	Adults, Dislocated Workers, Youth age 19 & Older	18	26.5
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	1	11

Table O – Local Performance

Local Area Name: Region 2000 Workforce Investment Board	Total Participants Served	Adults	4,487
		Dislocated Workers	93
		Older Youth (19 -21)	42
ETA Assigned #: 51110	Total Exiters	Adults	3,723
		Dislocated Workers	55
		Older Youth (19 -21)	17
Reported Information		Negotiated Performance Levels	Actual Performance Level
Entered Employment Rates	Adults	75	87
	Dislocated Workers	81	76
Retention Rates	Adults	85	87
	Dislocated Workers	91	90
Six Months Average Earnings	Adults	\$11,600	\$12,765
	Dislocated Workers	\$15,000	\$12,795
Placement in Employment or Education	Youth (14 – 21)	61	62
Attainment of Degree or Certificate	Youth (14 – 21)	61	56
Literacy-Numeracy Gains	Youth (14 – 21)	52	44
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
Employment and Credential Rate	Adults	61	65.7
Employment and Credential Rate	Dislocated Workers	65	64.3
Career Readiness Certificate Attainment	Adults, Dislocated Workers, Youth age 19 & Older	18	22.0
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	5	7

Table O – Local Performance

Local Area Name: South Central Workforce Investment Board	Total Participants Served	Adults	3,124
		Dislocated Workers	279
		Older Youth (19 -21)	30
ETA Assigned #: 51115	Total Exiters	Adults	2,597
		Dislocated Workers	165
		Older Youth (19 -21)	19
Reported Information		Negotiated Performance Levels	Actual Performance Level
Entered Employment Rates	Adults	70	71
	Dislocated Workers	81	81
Retention Rates	Adults	85	82
	Dislocated Workers	88	90
Six Months Average Earnings	Adults	\$10,733	\$10,128
	Dislocated Workers	\$13,779	\$12,698
Placement in Employment or Education	Youth (14 – 21)	50	54
Attainment of Degree or Certificate	Youth (14 – 21)	61	73
Literacy-Numeracy Gains	Youth (14 – 21)	52	65
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
Employment and Credential Rate	Adults	40	47.6
Employment and Credential Rate	Dislocated Workers	54	64.1
Career Readiness Certificate Attainment	Adults, Dislocated Workers, Youth age 19 & Older	18	45.1
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	3	9

Table O – Local Performance

Local Area Name: Capital Region Workforce Partnership	Total Participants Served	Adults	10,779
		Dislocated Workers	646
		Older Youth (19 -21)	72
ETA Assigned #: 51125	Total Exiters	Adults	8,913
		Dislocated Workers	417
		Older Youth (19 -21)	69
Reported Information		Negotiated Performance Levels	Actual Performance Level
Entered Employment Rates	Adults	60	61
	Dislocated Workers	80	85
Retention Rates	Adults	82	86
	Dislocated Workers	87	93
Six Months Average Earnings	Adults	\$10,095	\$10,068
	Dislocated Workers	\$16,500	\$17,238
Placement in Employment or Education	Youth (14 – 21)	50.1	66
Attainment of Degree or Certificate	Youth (14 – 21)	37.7	89
Literacy-Numeracy Gains	Youth (14 – 21)	30	43
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
Employment and Credential Rate	Adults	50	45.1
Employment and Credential Rate	Dislocated Workers	52	46
Career Readiness Certificate Attainment	Adults, Dislocated Workers, Youth age 19 & Older	18	35.4
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	3	9

Table O – Local Performance

Local Area Name: Northern Virginia Workforce Investment Board	Total Participants Served	Adults	7,113
		Dislocated Workers	601
		Older Youth (19 -21)	150
ETA Assigned #: 51010	Total Exiters	Adults	6,254
		Dislocated Workers	307
		Older Youth (19 -21)	50
Reported Information		Negotiated Performance Levels	Actual Performance Level
Entered Employment Rates	Adults	75.1	77
	Dislocated Workers	78.1	83
Retention Rates	Adults	79.1	81
	Dislocated Workers	85.2	90
Six Months Average Earnings	Adults	\$13,300	\$11,054
	Dislocated Workers	\$17,500	\$21,303
Placement in Employment or Education	Youth (14 – 21)	57.1	76
Attainment of Degree or Certificate	Youth (14 – 21)	53.1	71
Literacy-Numeracy Gains	Youth (14 – 21)	52	51
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
Employment and Credential Rate	Adults	61	66.7
Employment and Credential Rate	Dislocated Workers	65	66.5
Career Readiness Certificate Attainment	Adults, Dislocated Workers, Youth age 19 & Older	18	66.6
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	1	11

Table O – Local Performance

Local Area Name: Alexandria/Arlington Workforce Investment Board	Total Participants Served	Adults	9,184
		Dislocated Workers	145
		Older Youth (19 -21)	42
ETA Assigned #: 51005	Total Exiters	Adults	7,715
		Dislocated Workers	56
		Older Youth (19 -21)	33
Reported Information		Negotiated Performance Levels	Actual Performance Level
Entered Employment Rates	Adults	76	86
	Dislocated Workers	76	93
Retention Rates	Adults	86	93
	Dislocated Workers	86	100
Six Months Average Earnings	Adults	\$13,100	\$13,398
	Dislocated Workers	\$16,100	\$36,928
Placement in Employment or Education	Youth (14 – 21)	51	78
Attainment of Degree or Certificate	Youth (14 – 21)	61	83
Literacy-Numeracy Gains	Youth (14 – 21)	52	68
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
Employment and Credential Rate	Adults	61	83.3
Employment and Credential Rate	Dislocated Workers	65	82.6
Career Readiness Certificate Attainment	Adults, Dislocated Workers, Youth age 19 & Older	18	0.9
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	0	11

Table O – Local Performance

Local Area Name: Bay Consortium Workforce Investment Board	Total Participants Served	Adults	7,206
		Dislocated Workers	249
		Older Youth (19 -21)	95
ETA Assigned #: 51070	Total Exiters	Adults	5,986
		Dislocated Workers	139
		Older Youth (19 -21)	50
Reported Information		Negotiated Performance Levels	Actual Performance Level
Entered Employment Rates	Adults	76	75
	Dislocated Workers	82	77
Retention Rates	Adults	85	86
	Dislocated Workers	92	90
Six Months Average Earnings	Adults	\$10,050	\$10,579
	Dislocated Workers	\$11,050	\$18,128
Placement in Employment or Education	Youth (14 – 21)	60	69
Attainment of Degree or Certificate	Youth (14 – 21)	60	81
Literacy-Numeracy Gains	Youth (14 – 21)	52	47
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
Employment and Credential Rate	Adults	52	60.5
Employment and Credential Rate	Dislocated Workers	52	53.6
Career Readiness Certificate Attainment	Adults, Dislocated Workers, Youth age 19 & Older	18	23.4
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	4	8

Table O – Local Performance

Local Area Name: Greater Peninsula Workforce Investment Board	Total Participants Served	Adults	8,051
		Dislocated Workers	157
		Older Youth (19 -21)	83
ETA Assigned # 51020	Total Exiters	Adults	6,363
		Dislocated Workers	112
		Older Youth (19 -21)	46
Reported Information		Negotiated Performance Levels	Actual Performance Level
Entered Employment Rates	Adults	67	65
	Dislocated Workers	75	82
Retention Rates	Adults	72	83
	Dislocated Workers	76	95
Six Months Average Earnings	Adults	\$9,000	\$8,778
	Dislocated Workers	\$11,000	\$14,629
Placement in Employment or Education	Youth (14 – 21)	57	57
Attainment of Degree or Certificate	Youth (14 – 21)	52	88
Literacy-Numeracy Gains	Youth (14 – 21)	52	73
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
Employment and Credential Rate	Adults	50	58.3
Employment and Credential Rate	Dislocated Workers	50	65.1
Career Readiness Certificate Attainment	Adults, Dislocated Workers, Youth age 19 & Older	18	71.3
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	2	10

Table O – Local Performance

Local Area Name: Crater Regional Workforce Investment Group	Total Participants Served	Adults	6,750
		Dislocated Workers	94
		Older Youth (19 -21)	23
ETA Assigned #: 51100	Total Exiters	Adults	5,597
		Dislocated Workers	38
		Older Youth (19 -21)	18
Reported Information		Negotiated Performance Levels	Actual Performance Level
Entered Employment Rates	Adults	68	82
	Dislocated Workers	72	85
Retention Rates	Adults	74	81
	Dislocated Workers	75	88
Six Months Average Earnings	Adults	\$8,500	\$11,573
	Dislocated Workers	\$12,000	\$18,277
Placement in Employment or Education	Youth (14 – 21)	59	62
Attainment of Degree or Certificate	Youth (14 – 21)	51	66
Literacy-Numeracy Gains	Youth (14 – 21)	50	79
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
Employment and Credential Rate	Adults	50	73.5
Employment and Credential Rate	Dislocated Workers	70	80
Career Readiness Certificate Attainment	Adults, Dislocated Workers, Youth age 19 & Older	18	59.6
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	0	12

Table O – Local Performance

Local Area Name: Opportunity Inc.	Total Participants Served	Adults	19,020
		Dislocated Workers	202
		Older Youth (19 -21)	60
ETA Assigned #: 51035	Total Exiters	Adults	15,529
		Dislocated Workers	144
		Older Youth (19 -21)	41
Reported Information		Negotiated Performance Levels	Actual Performance Level
Entered Employment Rates	Adults	64.3	70
	Dislocated Workers	66.35	76
Retention Rates	Adults	73.49	83
	Dislocated Workers	78.59	91
Six Months Average Earnings	Adults	\$10,207	\$11,954
	Dislocated Workers	\$13,269	\$22,379
Placement in Employment or Education	Youth (14 – 21)	46.95	61
Attainment of Degree or Certificate	Youth (14 – 21)	46.95	75
Literacy-Numeracy Gains	Youth (14 – 21)	52	70
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
Employment and Credential Rate	Adults	48.99	55.1
Employment and Credential Rate	Dislocated Workers	50	45.9
Career Readiness Certificate Attainment	Adults, Dislocated Workers, Youth age 19 & Older	18	16.2
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	1	10

Table O – Local Performance

Local Area Name: Region 17 West Piedmont	Total Participants Served	Adults	4,947
		Dislocated Workers	420
		Older Youth (19 -21)	52
ETA Assigned #: 51105	Total Exiters	Adults	4,125
		Dislocated Workers	335
		Older Youth (19 -21)	30
Reported Information		Negotiated Performance Levels	Actual Performance Level
Entered Employment Rates	Adults	75	72
	Dislocated Workers	81	77
Retention Rates	Adults	82.5	81
	Dislocated Workers	91	94
Six Months Average Earnings	Adults	\$9,000	\$8,306
	Dislocated Workers	\$17,500	\$11,481
Placement in Employment or Education	Youth (14 – 21)	61	53
Attainment of Degree or Certificate	Youth (14 – 21)	61	62
Literacy-Numeracy Gains	Youth (14 – 21)	52	73
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
Employment and Credential Rate	Adults	61	73.6
Employment and Credential Rate	Dislocated Workers	65	60.0
Career Readiness Certificate Attainment	Adults, Dislocated Workers, Youth age 19 & Older	18	36.8
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	6	5

Table P – Veteran Priority of Service

	Total	Percent Served
Covered Entrants Who Reached to End of the Entry Period	7,415	
Covered Entrants Who Received a Service During the Entry Period	7,415	100
Covered Entrants Who Received a Staff-Assisted Service During the Entry Period	832	11.22

Table Q – Veterans Outcomes by Special Populations

Reported Information	Post 9/11 Era Veterans		Post 9/11 Era Veterans who Received at least Intensive Services		TAP Workshop Veterans	
Entered Employment Rate	71.43	10	66.67	8	0	0
		14		12		0
Employment Retention Rate	0	0	0	0	0	0
		0		0		0
Six Months Average Earnings	\$0	\$0	\$0	0	\$0	0
		0		0		0