

Annual Report Narrative on the
Workforce Innovation and Opportunity Act
to
the United States Department of Labor

Program Year 2015

July 1, 2015 – June 30, 2016

Russell L. Fry, Acting Executive Director

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A Word from the Acting Director:

On behalf of WorkForce West Virginia (WFWV), I am pleased to provide you with our annual report narrative on the Workforce Innovation and Opportunity Act (WIOA) for Program Year 2015 (PY15). Through expanded partnerships with state employers and economic development, WorkForce West Virginia's many accomplishments in the past year include the following:

- WorkForce West Virginia secured 41,374 job openings with 18,572 job orders. The increase is a direct result of successful cross training models for WorkForce West Virginia field staff and partners.
- WorkForce West Virginia served 95,691 job seekers, with 73,010 (76%) receiving staff-assisted services and 30,812 (32%) referred to WIOA programs. Additionally, 34,174 (35.7%) customers were referred to employment opportunities.
- WorkForce West Virginia continues to expand marketing and online services that saw an average of 208,000 page views per month or 2.5 million by the end of PY15.
- The West Virginia version of the Mid Atlantic Career Consortium (MACC) is the centerpiece for the State's comprehensive employment services case management information system. Job seekers that received staff service or referral in PY15 totaled 138,320 and 40,651 received self-services.
- More than 15,000 state employers have enrolled in the new online contribution reporting and payment service since it began in July 2012. This is a 50% increase from PY14.
- The total number of WIOA participants served was 8,368 (including self-service participants).
- WorkForce West Virginia implemented a drug testing policy in July 2012. A total of 2,586 tests were collected in PY15. We are pleased to report that we experienced less than a 1% failure rate during PY15.

WorkForce West Virginia appreciates the guidance and support of the United States Department of Labor (USDOL) as we continue to build a highly skilled and employable workforce.

Sincerely,
Russell L. Fry
Acting Executive Director

INITIATIVES, MILESTONES, AND ACHIEVEMENTS OF THE PROGRAM YEAR

Division of Corrections Initiative

WFWV has partnered with the Governor's Office and Department of Corrections (DOC) regarding employment issues for released inmates. There has been additional outreach provided to parole offices and day report centers in various areas of the state to increase awareness of WFWV services and offer job placement assistance. As a result, a process was developed for released inmates to register with WFWV and receive job search assistance. This process was presented to all parole officers and has been implemented statewide.

The table below indicates the number of parolees in WV during PY15, as well as, how many received WFWV services, were referred to employment, and were verified to have entered employment.

Category	Amount
Parolees	1,660
Enrolled	1,366
Services	1,317
Referred	826
Entered Employment*	156

*Entered Employment is based on wage data which lags 6 months.

WFWV and Parole Services have been working diligently to increase the number of parolees accessing services to aid in their job search. The DOC also continues to use WFWV to conduct correctional officer testing in all WFWV Career Centers. This initiative has allowed WFWV to recruit and test applicants interested in becoming a Correctional Officer in a state prison.

Drug Testing

On July 11th, 2012, WFWV issued Guidance Notice 15-12, and subsequently issued Guidance Notice, Change 1 on July 20th, 2012. The purpose of this policy was to provide guidance to local workforce development boards (LWDBs) and their operators regarding mandatory drug screening for WIA/WIOA training-level participants.

Section 181(f) of Title I of the WIA/WIOA specifically provides states the authority to test and sanction WIA/WIOA participants for the use of controlled substances. On April 24, 2012, the Governor of West Virginia signed Executive Order 8-12, charging WFWV to develop and implement a drug screening policy for WIA/WIOA Title I training-level services.

Effective July 16, 2012, all participants that entered into training-level services funded by WIA/WIOA Title I, Individual Training Accounts (ITAs) and On-the-Job Training (OJT), were required to be screened utilizing urinalysis for the use of the following controlled substances prior to the beginning of training:

- Amphetamines
- Cannabinoids/THC
- Cocaine
- Opiates
- Phencyclidine (PCP)
- Benzodiazepines
- Propoxyphene
- Methadone
- Barbiturates
- Synthetic narcotics

A total of 2,586 drug screenings were completed during PY15. Only 1% of these screenings resulted in a sanction.

Free Fidelity Bonding Program

WFWV, in conjunction with the USDOL, administers the Free Fidelity Bonding Program. Free Fidelity Bonding is a unique tool to help a job applicant with barriers obtain and keep a job. It is a business insurance policy that protects the employer from the risk of hiring the employee. It is a reassurance to the employer that the person hired will be an honest worker. The bond is given to the employer free of charge, serving as an incentive to hire a job applicant who is an ex-offender or has other risk factors in their personal background. Employers benefit from the work skills, abilities, and knowledge without the risk of potential employee dishonesty. Bond issuance instills confidence in job seekers who are experiencing difficulty in obtaining a job; proving they can be a productive worker. The Free Fidelity Bonding Program issued 17 bonds in PY15.

Marcellus Shale

WFWV continues its partnership with education, labor, and industry leaders to increase the pool of prepared workers for Oil and Gas production employment opportunities. We continue to participate with committees such as 'Energy Speaks Education Committee' and the 'Just Beneath the Surface Alliance'. 57% of the ITAs issued in PY15 were in the Marcellus Shale Industry.

On-line Marketing and Services

WFWV continues to expand marketing and services on-line through our newly modernized website that went live September 25, 2015. The Responsive Web Design (RWD) allows page layouts to adapt to the user agent such as desktops, tablets, and mobile phones. During PY15, the agency's website, www.workforcewv.org had over 2.5 million page views – an average of 208,000 page views per month. Website visitors spent the most time on our Unemployment Compensation (UC) pages.

During PY15, WV employers posted over 18,572 job orders in the MACC, resulting in 41,374 job openings. More than 15,000 state employers have enrolled in the new online contribution reporting and payment services since it began in July 2012.

Our Facebook (www.facebook.com/wvjobinfo) and Twitter (www.twitter.com/wvjobinfo) accounts are updated weekly with job openings, job fairs, and resource fairs.

West Virginia Workforce Development Board (WVWFDB) Briefings

The WVWFDB has been very active in workforce development throughout the State. The WVWFDB meets quarterly and had a quorum at every meeting in PY15. During the program year, the WVWFDB heard from experts on several issues affecting WV's workforce. Those briefings were the impetus for new initiatives such as:

- **Exploring Substance Abuse in West Virginia:** Mr. Jay Otto, Research Scientist for the Center for Health and Safety Culture, recently completed a survey of beliefs and attitudes among WV adults. Some of those results were shared with the WVWFDB, while he searched the wisdom of the group to explore paths for those in recovery to return to the work force.
- **Career Pathways:** Dr. Sarah Tucker, Chancellor WV Community & Technical College System (CTCS), presented on the Career Pathways Initiative. The initiative 'What is a Career Pathway?' is an introduction to an area of study to students in their junior and senior years of high school. It was developed for the CTC System to help produce more graduates; reform developmental education; develop technical programs to meet employer needs; and increase Learn and Earn participation (co-operative education).
- **Simulated Workplace:** Dr. Kathy D'Antoni, WV Department of Education (DOE), explained how the simulated workplace operates. Simulated workplace is a student led environment that allows them the opportunity to be accountable for their own learning. It allows the instructors to be flexible and creative in delivering an engaging curriculum which may also be a culture change to some of the students. The simulated workplace is an opportunity for business and industry involvement. With a 97% Student Satisfaction Rate, the Simulated Workplace "works".

- **WV Public Workforce System – Working Toward Your Future:** Leo Miller, Regional Administrator, USDOL, Education and Training Administration (ETA), began explaining the federal sources of workforce and economic development funding through USDOL, US Department of Health and Human Services, US Department of Agriculture, US Department of Education and US Department of Commerce. Their total investment in WV workforce development is \$248,262,934.

Mr. Miller explained that the ETA Technical assistance is focused on developing new sector strategies partnerships and expanding existing one. During the first year of the initiative, approximately 3,000 workforce professionals took part in TA events. The average response rate across all events was over 80%.

He included the upcoming funding opportunities of Pathways to Justice Careers for Youth; WANTO; Re-Entry Demonstration Projects for Youth Adults; SCSEP; Summer Jobs and Beyond; Linking to Employment Activities pre-Release; Strengthening Working Families; and Tech Hire.

His presentation was concluded with a local newspaper article on Coal in WV and the loss of jobs, mentioning that these individuals have lost more than their careers but their way of life. We are responsible to get these programs out there readily available and be knowledgeable and helpful in leading them to new and exciting opportunities.

THE WORKFORCE INVESTMENT SYSTEM

Local Workforce Development Areas/Regions

One of the goals of WFWV Career Centers is to offer job seekers and employers ready access to the many workforce development resources available in a local region. A brief description of the seven local Areas/Regions and the WFWV Career Centers are as follows:

- **Region One** consists of five comprehensive centers and one satellite center. The Region 1 Workforce Development Board (WDB) oversees service delivery in eleven counties of southeastern WV, which consist of Fayette, Greenbrier, McDowell, Mercer, Monroe, Nicholas, Pocahontas, Raleigh, Summers, Webster, and Wyoming. The region is very mountainous and rural in nature. The coal industry has experienced a large number of dislocations throughout the region. Recent flooding in seven of the eleven counties has also contributed to business closures and lay-offs. Training services are being utilized to assist many citizens in the local areas to retrain in new career pathways. Industry expected growth in the area includes, but is not limited to: Administrative/Support Services, Construction, Health Care and Social Services, Wood Product Manufacturing, and Professional Services.

- **Region Two** consists of one comprehensive center located in Huntington, one satellite site, and five affiliate sites. The Southwestern WDB provides services not only to WIOA clients, but also to Supplemental Nutrition Assistance Program (SNAP) clients in Putnam and Cabell counties, and Temporary Assistance for Needy Families (TANF) clients in all seven locations. The coal industry has laid off many individuals in the southern area of the region. Retraining programs are in place to assist these individuals with new career paths. Economic growth is expected in Health Care, Social Assistance, Warehouse and Storage, Information Technology, and Transportation.
- **Region Three** consists of one comprehensive center serving Kanawha County dislocated workers, adults, and youth. Additional locations are available upon need. Kanawha County is mostly urban, but also has a significant outlying rural population. In years past, the region was economically driven by Chemical industries, Manufacturing, and Coal. Although chemical and manufacturing are still an economic force, neither have shown a significant growth in the last two years. Additionally, coal has seen a significant decline in Kanawha County as well surrounding regions. As a result of this shift in the economic climate, currently the largest industry sectors include Health Care, Hospitality, Retail, Banking/Finance, and of course, in the seats of state and local federal government, as they are housed in Kanawha County.

Region III has three main rivers, the Kanawha, Elk, and Great Coal. With the decline of coal, significant river and train traffic have also decreased. On the upside, three main interstate systems converge in Charleston, the county seat. We have shown an increase in the trucking industries with hubs such as FedEx and UPS locating at strategic exits.

- **Region Four** consists of nine counties comprise a region of rural and urban population that includes the Ohio River as the western border. It is served by one comprehensive WFWV Career Center and three satellite centers. The region is supported by a variety of industries including Health Care, Plastics/Polymers, Professional Services, Warehousing, Oil and Gas, and Construction. Government employment at the federal, state, and local levels also employ a significant number of the region's citizens. Over the past two years, the WDB has convened and facilitated a collaborative group of partners representing education, workforce, and economic development in both WV and Ohio counties of the Mid-Ohio Valley. The following results are examples of results that have been achieved to date:
 - Identified an Entrepreneurial/Small Business primary point of contact for each county for assistance in starting new business.
 - Initiated a completion for high school students to create a video promoting entrepreneurship as a career option.
 - Developed, printed, and disbursed an Employment Resource Guide for Construction, Manufacturing, and Oil and Gas industries.

- Collaborated with employers and education to promote career information to guidance counselors and students.
- Held quarterly meetings with staff from approximately 30 different organizations to build capacity and share information.
- Established three employer sector groups to identify common concerns and solutions.

Sectors are:

- Manufacturing
 - Health Care
 - Information Technology
- **Region Five** consists of two comprehensive One Stop Centers and one satellite site. Six counties comprise the area overseen by the Northern Panhandle WDB, Inc. The region is bounded by the Ohio River on the north and west and the state of Pennsylvania on the east. In 2015, the region was estimated to have a population of 153,000, which reflects a loss of 5,086 residents during the past five years. Economic recovery in the region has been driven, in large part, by the natural resources industry. Other high demand industries in the region include: Healthcare, Retail, Professional and Technical Services, Utilities, and Construction and Manufacturing.
- **Region Six** consists of two comprehensive centers and two satellite centers. The region is comprised of 13 counties in North Central WV. Region VI is considered a nonmetropolitan area. Health Care is a growth industry with demand occupations. Other expanding industries include Oil and Gas and Aerospace. Leisure/Hospitality and Retail continue to grow. The Hotel industry is one of the fastest growing industries with property developing all along the I-79 Corridor. In addition, the I-79 High Tech Corridor is home to the largest cluster of Biometric and Identity Security firms, and significantly contributes to the region's growth in technology.
- **Region Seven** consists of two comprehensive centers, serving customers throughout eight counties. Region VII offers a contrast of rural in western counties and fast-paced suburban eastern counties, part of the Washington D.C. Metropolitan Statistical Area. Region VII expects population in the eastern most counties to continue to show rapid growth. The western counties are also anticipated to show growth, albeit at a slower pace. Healthcare, Transportation, Agriculture, Warehousing, Advanced Manufacturing, Professional Services, and Leisure and Hospitality, are all primary contributors to the expanding regional economy.

WorkForce West Virginia Career Centers

Acquiring new and increasing the number of job openings is a vital component of WV's strategic plan goal attainment. This requires collaboration with mandated partners to educate employers on available services and promotion of the WFWV Career Centers. To that end, WFWV secured 41,374 job openings

with 18,572 job orders in PY15. The increase is a direct result of successful cross training models for WFWV field staff and partners.

To further this initiative, each Career Center continues to enhance the job seeker experience to include resume development and employer testing services in the Public Computer Centers. In addition, staff provide soft skills (interviewing, test preparation, etc.), career counseling/guidance, networking opportunities, job and apprenticeship referrals, and follow-up services.

Early intervention strategies are in place for UC claimants. In depth-in person interviews can begin at week four of the claim cycle utilizing the Reemployment Services and Eligibility Assessment, the Job Driven National Dislocated Workers Grant workshop and Sector Partnering National Dislocated Workers Grant workshop. Employability development plans that identify barriers and action/s to overcome are developed and referrals made to Career Center partners. Regional labor market information and local resource guides are distributed. Available job orders are reviewed and customers are referred to openings and training for which they qualify.

To achieve the Governor's vision for a skilled workforce that meets emerging employer needs in the Oil and Gas industry, the Career Centers refer job seekers to related technical training to expand the pool of prepared workers. Career Center staff relay fundamental job seeker data and contribute to the goals by serving on councils or technical education committees. Further, the Career Centers are serving downstream employers who are experiencing substantial increases in their need for registered apprentices, construction workers, and service employees.

Based on the ETA 9002A report ending June 30, 2016, WFWV served 95,691 job seekers, with 73,010 (76%) receiving staff-assisted services and 30,812 (32%) referred to WIOA programs. Additionally, 34,174 (35.7%) customers were referred to employment opportunities during this period. These outcomes are realized through a fully cross trained labor exchange/UC workforce who performs both functions. Each Career Center offers a menu of both mandated and non-mandated partner services to every customer. WFWV met the negotiated labor exchange performance measures.

WorkForce West Virginia Collaboration and Partnering

The WV Legislature has continued to work closely with the WFWV system during PY15. Legislators continually receive updates and information from various partners within the WFWV system via an oversight commission comprised of members from both the Senate and House of Delegates. In 2007, legislation passed consolidating the 'State of the One-Stop System' report, and the 'Funding Stream Report'. This consolidation allows WFWV to identify all workforce development training funds within the state and how they may or may not be distributed throughout the One-Stop delivery system. WFWV continues to update the State of the State as appropriate.

The West Virginia Management Information System

The MACC is the centerpiece for the State’s comprehensive employment services case management information system. The MACC tracked the following levels of service in PY15:

Employers	Amount
Total Job Orders Posted	18,572
Cumulative Job Openings	41,374
Employers Receiving a Service/Posting an Order	4,792
Job Seekers	Amount
Receiving a Staff Service or Referral	138,320
Receiving a Self-Service	40,651
Training Providers	Amount
Providers Posting Courses	134
Courses Posted	1,231

In the past year, the MACC received several enhancements, most notably were changes to implement WIOA, as well as improvements to existing functionality.

These new features and upgrades to existing functionality were implemented to facilitate performance improvements, increase accuracy, and support more efficient use by state, LWDBs, training providers, educational institutions, partner agencies, and program clients.

INITIATIVES AND ACTIVITIES OUTLINED IN THE WIA AND WAGNER PEYSER ACT

State Strategies to Improve Performance

WV continues to rely on the MACC system to capture and track all information related to program performance. The collection of real-time data provides comprehensive, integrated labor market, workforce and economic development information. This allows decisions to be made based on real-time data and facts based on a regional perspective.

State performance staff require the LWDBs to submit quarterly fiscal and programmatic reports for comparison against the planned outcomes and goals identified in the WV State Strategic Plan. Any concerns of significance were forwarded to the LWDBs for discussion and/or corrective action.

Strategic Plan Goal Updates

Goal One-Develop a workforce that is responsive to changing economic conditions through nimble and effective workforce training programs that will increase work readiness certifications statewide by 20%.

Due to procurement guidelines, WFWV was unable to secure a sole source contract with ACT for the WorkKeys National Career Readiness Certification once our sponsor WVU-Parkersburg terminated their service. WorkKeys test administration ceased in June 2015.

Understanding the importance to prepare the populace for the transforming employment climate in the state, WFWV adopted the Test for Basic Education (TABE). TABE is widely used by our WIOA Unified State Plan partner, Adult Education (AE), and provides a flexible system of diagnostic tests and instructional resources to meet the needs of today’s job seeker. We are working with AE to provide joint staff development, implement common processes and procedures, and develop collective reporting mechanisms. As partners in the American Job Center (AJC) system, we will share costs and staff resources to not only enhance the job seeker experience but ensure the customer is prepared to enter a selected training or preferred career path.

Goal Two-Develop a broader pool of appropriately prepared natural gas support and downstream industry workers in WV to take full advantage of economic opportunities in the emerging Marcellus Shale industry by working with primary education, Career and Technical Education Centers (CTEs), and Community and Technical Colleges (CTCs) to develop statewide curriculum to meet industry demands. WFWV continues its partnerships with education, labor, and industry leaders to increase the pool of prepared workers for the Oil and Gas production jobs. We continue to participate with committees such as ‘Energy Speaks Education Committee’ and the ‘Just Beneath the Surface Alliance’.

Goal Three-Promote technical training and education among students and job seekers to adequately prepare WV workers for a highly technical work environment. In collaboration with CTEs and CTCs, the state will increase the number of people receiving technical training by 10%. This will be tracked through cooperation with the CTEs and CTCs. The number of individuals who participated in technical training and education increased from 208 in PY14 to 371 in PY15, which is a 78% increase.

Goal Four-To ensure job development and workforce readiness is a priority throughout WV, the state will increase the number of credentials awarded through ITAs for Adults and Dislocated Workers (DWs). MACC reflects credential outcomes for ITA’s as follows:

Type of Credential	Amount
Occupational Skills Certificate	851
Occupational Skills License	520
AA or AS Degree	14
BA or BS Degree	2
Other	26

The number of credentials for PY15 increased by 270 (23.6%).

PROGRAMS, INITIATIVES, AND STRATEGIES FOR SERVING VETERANS

Consolidated Resources for Veterans

WFWV's partnership with the WV Military Connection program continues to provide employment and training support for WV military personnel and veterans. The WV Military Connection program partners consist of WFWV, the USDOL Veterans Employment and Training (VETS), the WV Department of Veterans Assistance, U.S. Department of Veteran Affairs, WV National Guard Adjutant General's Office, Employer Support of the Guard and Reserve, and the WV CTC system. The troops returning home from deployment or exiting the armed forces have a comprehensive list of resources on a website designed especially for them. The website (www.wvmilitaryconnection.org), is administered by WFWV staff to offer guidance for service members about local, state, federal, and private sector assistance in the areas of employment, training and education, benefits, healthcare, and family resources. It also provides guidance in converting military experience to civilian careers, and provides career development information for service members unsure about the next step in employment. WFWV Veterans Employment Coordinator, Ricky Williamson, is currently serving as chairman for the WV Military Connection group.

West Virginia Veteran's Program Staffing

WFWV has successfully implemented the USDOL VETS "Refocus" of the Jobs for Veterans State Grant (JVSG) and is ranked number one in the Philadelphia Region by the USDOL VETS. This initiative changed the flow of veterans in the WFWV Career Centers so that job ready veterans are served by an Employment Interviewer in their search for work. WFWV is proud to have all of its employees serve and provide priority of service to veterans. WFWV was presented a Certificate of Appreciation for their passionate commitment in assisting veterans and adherence to the "Refocus" efforts under the JVSG by the USDOL VETS's Regional Administrator Timothy Crowley and Deputy Administrator Marcus Wardlaw.

WFWV leadership has worked diligently with USDOL VETS to strategically place veterans' representatives throughout WV. WFWV has 14 Disabled Veterans Outreach Program Specialists (DVOPS) who provides coverage to every WFWV Career Center for provision of services to eligible veterans and eligible persons. WFWV DVOPS perform outreach to find and provide intensive services to eligible veterans with significant barriers to employment. Through the provision of intensive services, veterans gain long term sustainable employment. WFWV also has three Local Veteran Employment Representatives (LVERs) who provide outreach to business and industry to promote the hiring of veterans. They also facilitate the veterans' program within WFWV.

Hilton HHonors Program/Operation Opportunity Initiative

WFWV has a Memorandum of Understanding (MOU) with Hilton Worldwide Inc. in order to assist WV service members, prior service members, and their spouses, gain employment faster and easier. The

program consists of a donation of 100,000 reward points to eligible persons who are screened and submitted by WFWV staff. Qualifying activities include a verified job search, registration for a training workshop, registration for job fair, housing searches for employment, job interviews, or training for a new job. Once approved, the points are entered into a HHonors account for purposes pertaining to seeking employment. The value of the points varies by location, but on average, it is equivalent to three nights at any Hilton Worldwide Inc. hotel.

Eligible applicants include veterans, active service members, National Guard and Reserve members, and military spouses. During PY15, 38 veterans utilized the program to gain employment, interview, gain training/certification, and gain housing in a new area of employment within the state.

SPECIAL PROJECTS

National Dislocated Worker Grants (NDWGs)

WFWV has been awarded a variety of National Dislocated Worker Grants (NDWGs) from the U.S. Department of Labor (USDOL) ranging from disaster grants for clean-up activities performed in various areas of the state following severe storms and flooding to a job-driven grant for employing long-term unemployed, and a mass layoff grant to provide services to a large number of dislocated workers (DWs) impacted by the major downsizing in the coal industry statewide. Previously, USDOL recognized West Virginia's Statewide Coal Mining NDWG as a best practices NDWG due to its success in the number of coal miners and displaced homemakers that have accessed training services and obtained employment. More detailed information regarding each NDWG is outlined below.

- **Statewide Coal Mining National Dislocated Worker Grant (\$15 million) 6/30/2012 to 6/30/2018:**
In June 2012, West Virginia was awarded a \$1.8 million National Dislocated Worker Grant from the USDOL to be administered at the state level by WFWV to provide re-employment/re-training services to the large number of coal miners impacted by mass layoffs and mine closures. On April 28, 2014, WV was awarded supplemental funding in the amount of \$5.6 million, August 15, 2015, \$3.3 million and June 6, 2016, \$4.3 million. This made a total of \$15 million in supplemental funding to date. WFWV will continue contracting with the United Mine Workers of America Career Center (UMWACC), located in Beckley, WV, who serves as the project operator for the delivery of services. The latest supplemental funding will continue re-employment and re-training services to the large number of coal miners impacted by mass lay-offs and mine closures in West Virginia.

The projected number of workers impacted and planned to be served through this grant is based upon Rapid Response (RR) Activities, Worker Adjustment and Retraining Notification Act (WARN) notices, and UC records. The initial 200 dislocated coal miners that were targeted to be served has now increased to 2000 dislocated coal miners to be served through the NDWG. With the large number of mine closures and subsequent layoffs that have already occurred and the projection

there will be on-going permanent downsizing statewide in the mining industry, the intent of the coal mining NDWG is to provide a variety of training programs that will refocus this target population on new career paths outside of the mining industry and long-term re-employment opportunities.

Participant statistics as of 6/30/2016:

- 1,971 dislocated coal miners/displaced homemakers have registered in the coal mining NDWG since July 2012.
- 1,655 dislocated coal miners/displaced homemakers have received funds for training and supported services.
- 646 completed training and entered employment.

- **Job Driven (JD) NDWG (\$6.1 million) 7/1/2014 -9/30/16:** In May 2014, WV applied for Job Driven National Dislocated Worker Grant funding from USDOL and was awarded \$6.1 million to be administered at the state level by WFWV providing job coaching, re-employment /re-training services, and OJTs with focus on WV's Oil and Gas, Ambulatory Health Care services and Support Services, Wood Product Manufacturing, and Construction Industries. The period of performance is July 1, 2014 – September 30, 2016. On August 2, 2016 a modification for a no-cost extension was requested and on September 13, 2016 received a notice of award to extend the period of performance from September 30, 2016 to June 30, 2017. The grant funding provides classroom/on-line training and on-the-job training (OJT) to dislocated workers who have been determined likely to exhaust UI benefits before returning to work, and individuals who are long-term unemployed.

Participant statistics as of 6/30/2016:

- ITA:
 - 271 participants have received ITA JD NDWG funding.
 - 60 have completed ITA training and entered employment.
 - 14 entered employment without completing ITA training.
- OJT:
 - A total of 251 potential OJT positions with 63 employers.
 - 96 participants have received OJT JD NDWG funding.
 - Recruitment activities are currently taking place to fill the additional OJT positions with the 63 employers.

- **2015 Sector Partnership (SP) National Dislocated Worker Grant (NDWG) (\$5.2 million) 7/1/2015 to 6/30/2017:** A grant partnership between WFWV and the Community and Technical College (CTC) system to build upon current sector-driven efforts in WV. This grant will focus on Energy, Manufacturing, Health Care and Information Technology industry sectors. The target population of 420 to be served through this grant are general dislocated workers, long-term unemployed individuals and individuals identified likely to exhaust UC benefits. This grant will also provide

innovative services to the unemployed coal mining industry community and individuals dislocated from industries related to/affected by continued mining layoffs.

Participant statistics as of 6/30/2016:

- 144 participants are registered for Sector Partnership Grant.
- 100 participants are enrolled in training with an ITA contract.

- **2015 Severe Storm and Flooding NDWG (\$2million) 7/1/2015 to 9/30/2016:** Severe storms and flooding during 2015 caused severe damage in 29 counties, as indicated in Federal Emergency Management Agency (FEMA) Declaration 4210-DR, FEMA Declaration 4219-DR, and FEMA Declaration 4220-DR. Counties affected are as follows: Barbour, Boone, Braxton, Cabell, Doddridge, Gilmer, Harrison, Jackson, Kanawha, Lewis, Lincoln, Log, Marshall, McDowell, Mingo, Monongalia, Putnam, Raleigh, Ritchie, Roane, Summers, Tyler, Upshur, Wayne, Webster, Wetzel, Wirt, Wood, and Wyoming counties. WFWV has contracted with Human Resource's Development Foundation (HRDF), Inc. to provide temporary disaster relief employment for clean-up in declared locations for individuals dislocated by the severe storm and flooding, general DW's, and long-term unemployed workers, with priority given to veterans. These workers may provide assistance delivering food, clothing, providing shelter, or other humanitarian assistance. They will also assist with clean-up and removal of debris from public lands, parks, roadways, streams or rivers. The planned participants to serve under this grant is 150 for up to 12 months of temporary employment.

Participant statistics as of 6/30/2016:

- 141 participants are currently registered and active in temporary disaster relief employment.
- 17 entered employment at exit.

WORKFORCE INVESTMENT ACTIVITIES AND ANALYSES

Performance, Participant and Cost Analysis

As evidenced by the annual report, WV exceeded six of the nine negotiated performance standards for PY15. WFWV staff will continue to closely monitor issues of performance and service delivery throughout PY15.

During PY15, the total number of WIOA participants served was 8,368*. The total amount of WIOA funds expended was \$10,688,407.39. This yields an average cost per participant of \$1,277.30. The following is pertinent data by funding stream:

Category	Amount
WIOA Adults Served*	4,474
WIOA Dislocated Workers Served	3,024
WIOA Total Youth Served	870
Total Number Served	8,368

**Includes self-service participants*

WFWV performance staff continually monitor for issues and opportunities related to improving performance within the workforce system. WFWV provides the local regions preliminary reports for each quarterly and annual report so that staff can review the data not only to ensure accuracy, but to address cases where data is missing. This is in addition to tools already provided to the LWDBs (i.e. error reports and existing MACC performance reports to which they have access).

For participants served under WIOA Adult and DW programs, ongoing analyses determined the benefits associated with particular types of services. One analytical tool employed was a comparison of the benefits for those receiving training services versus those receiving only core and intensive services. Using the standard WIOA performance measures for Adults and DWs as a means for analysis, a significant increase was noted in almost all of the outcomes for those receiving training services:

Measure	Received Training Services	Received Only Core and Intensive Services
Adult Entered Employment	80.4%	56.9%
Adult Employment Retention	87.7%	81.9%
Dislocated Worker Entered Employment	88.4%	82.9%
Dislocated Worker Employment Retention	94.5%	90.0%

Upon analyzing this data, WFWV observed a trend that clearly indicated the increased benefits derived from training services. Many West Virginians who received workforce services were confronted with the obstacle of transitioning from more traditional employment in manufacturing and related industries to new economy opportunities in service, healthcare, and other market segments requiring different skill sets. These individuals certainly benefited from training opportunities. The need for training services was reflected in the high percentage of individuals who participated in WIOA programs and received training.

Further examination of the training opportunities provided indicated the segments of the economy where Adult and DW program participants pursued employment. Among the highest ranking occupations in terms of Individual Employment Plan (IEP) goals were: truck drivers, licensed practical nurses (LPNs), medical assistants, registered nurses (RNs), nursing assistants, customer services representatives, operating engineers, medical records technicians, and welding, soldering, and brazing machine setters, operators, and tenders. This reflects a shift toward healthcare and other careers that are part of the new economy.

Fiscal and Program Monitoring

Financial management and program operations reviews of the WIOA activities related to the statewide system continued to be conducted annually on the seven WDB offices, including the NDWG fund allocations and other NDWG awards to project operators for clean-up services caused by severe storms and flooding, Job Driven opportunities for the long term unemployed and career retraining for those impacted by mass layoffs in the coal industry throughout the state. The reviews are conducted to evaluate fiscal and program activity solvency and accuracy and to determine their compliance with federal and state regulations. Work papers developed by State staff enable reviewers to document specific information obtained from the reviewed entity for evaluation. Other related materials are also examined and office staff activities are observed for determining execution effectiveness. The results are then reported.

The financial management portion of the on-site visits is designed to determine if expenditures are made against the appropriate cost categories; if they are within the cost limitations specified; if there is compliance with other provisions, regulations and applicable laws; and to provide technical assistance as needed and appropriate. Other activities include assisting with the correction of financial transactions; assisting with design and compliance; and budgeting process design and control.

The program operations portion of the on-site visits include State staff verifying and validating performance data prior to federal reporting by checking the accuracy of a sample of computerized records and comparing keyed entries against the original source(s). On-site visits also include reviews of WIOA participant files, WDB and Youth Council memberships, and equipment/inventory systems procedures to determine their compliance with federal provisions, regulations, and other applicable laws and to provide technical assistance as needed. Workforce West Virginia continues to be committed to continuous improvement of its information and data systems and ensuring the integrity of program operations. Program goals and progress toward meeting and/or exceeding performance standards are reviewed.

Comprehensive and thorough reviews document effective practices being used by the State workforce system and identify training and/or technical assistance needs of staff. Evaluations result in establishing and implementing methods for continuous improvement in the efficiency and effectiveness of the statewide workforce investment system and improving employability for job seekers and competitiveness for employers.

State staff provides an overview of the results and recommendations of the evaluations during exit meetings with WDB directors and staffs. Compliance findings require submission of corrective action plans that offer solutions.

In addition to the monitoring reviews, WFWV conducts meetings or site visits with local workforce development areas and NDWG project operators to provide additional technical assistance as deemed or necessary.

WAIVERS

WFWV did not request waivers for PY15.

STATUS OF STATE EVALUATION ACTIVITIES

WFWV conducted a pilot evaluation for a LWDB that was awarded additional funds to provide training to participants on their ITA waiting list. WFWV, upon exit of the participants, evaluated the participants' applicable performance as appropriate under common measures.

The evaluation addressed the following questions:

1. How many participants waiting for an ITA actually went to training?
2. Of those participants that did not go to training, how many entered employment and retained employment?
3. Of those participants that did go to training, how many completed with a credential, entered employment, and retained employment?

Based on the outcomes of these questions, WFWV will determine what further information and processes are needed in order to promote, establish, and implement methods for continuous improvement in the efficiency and effectiveness of the statewide workforce investment system.

At the close of PY15, our data reflected the following:

- 28 participants were included in the evaluation.
 - 24 participants entered training.
 - 19 participants have completed, received their credential, and have since exited. Five participants received training but no credential, and have since exited. Of the 24 participants who entered training, 24 were employed at first quarter and 23 remained employed at third quarter.
 - Four participants did not enter training. Of the four participants who did not enter training, two were employed at first quarter and two remained employed at third quarter.

SUCCESS STORIES AND COMMUNITY INITIATIVES

Veterans Program-While attending a career fair, a Veteran was referred to his local WFWV Career Center. During an initial assessment, staff identified possible barriers and referred the Veteran to a DVOPS. The Veteran was determined to be in need of intensive services. DVOPS provided local labor market

information and together they developed an employment plan that focused on a long term goal of gaining sustainable employment in the accounting field or seeking possibilities for opening his own business.

He was referred to the Small Business Administration's veteran's representative to review options for opening a business. This career path was an option, but it remained secondary to gaining employment in the accounting field.

The Veteran had been submitting resumes but had not received any interviews. DVOPS continued assisting the Veteran with constructing his resume, job interview practice, and he attended federal resume workshops. The Veteran was referred to the USA jobs website and the WV Division of Personnel's website to review job postings. WFWV Career Center staff and DVOPS staff advised the Veteran on customizing his resume to suit each job.

After the Veteran continued his job search for a few weeks, he contacted the DVOPS to inform them he had been referred to an interview with the Department of Public Debt. He was able to interview for the position using the information provided at the mock interview sessions, and he was successful in gaining a position that with a starting salary of \$40,033.00.

Dislocated Worker Funding-In March, 2015, Andy, a disabled Veteran, visited the WORKFORCE West Virginia Career Center in Wheeling because he had recently been laid off by his employer where he worked as a Pilot Driver at \$13 per hour. The employer terminated his job position entirely. But, his Supervisor did tell him that if he could get a CDL, they would rehire him. So, Andy enrolled in a CDL training program funded under the WIOA. In May, 2015, Andy successfully completed his CDL training. The CDL Instructor said Andy was "an excellent driver." Andy then received his CDL license. In June, 2015, Andy's former employer rehired him as a Water Truck Driver at \$16 per hour. Because Andy excelled in this job position, the Supervisor began training him in another job position where he made \$19 per hour. In March, 2016 Andy left this employer for a better job opportunity with a new employer where he was hired as a CDL Oil Field Hand. Andy is now driving big rigs hauling pipe earning about \$21 per hour. Andy says his new employer is very "Veteran friendly." Andy really appreciates the training opportunities that were provided to him at the WFWV Career Center.

Adult/OJT Funding-A single mom who was always stuck in entry level jobs in the cleaning industry. She was referred to WIOA by a friend to get help with revamping her resume. The WIOA Career Coach was able to blend her previous experience, along with her aspirations to do accounting, into a perfect OJT. The Employment Specialist referred the customer to a company that was in desperate need of just that type of help. The employer interviewed the customer and it was a perfect match. She was hired as the Office Manager in December 2015. While on the job, she obtained both bookkeeping and Quickbooks certifications through BRCTC and loves her job!

Dislocated Worker Funding-A customer enrolled in the WIOA program as a dislocated worker in September 2015. This customer had taken placement testing at WVU-P the month before, scoring at a remedial level in math. He was unsure of what training program to enroll in, so he decided not to enroll in classes at that time. When the case manager first met with him, they discussed occupational interests, completed career exploration, and then discussed his placement test scores. With the help of the case manager, the customer decided that he needed time to decide on a training and career path. They also decided that he would benefit from working with Adult Education and tutoring in math. His WIOA case manager referred him to the Lincoln Adult Learning Center for soft skills training and academic tutoring, which he began on September 22, 2015. He attended classes four days per week until the end of December 2015. When he began Adult Education remediation, his TABE score in Math Computation was at a 6th grade level; when he retested in December he scored at a 12th grade level. He took the WVU-P placement test again the first week of December 2015 and tested out of remedial level courses. He registered for classes starting in Spring 2016, majoring in the Industrial Maintenance Certificate program. He is scheduled to complete the program by December 2016. Adult Education is also providing continuing support to this customer. He is continuing to utilize tutoring services through Adult education and meets with the instructor every Thursday to go over homework, and discuss any other issues he may be having at school. This customer has greatly benefitted from the collaborative relationship between Workforce WV, the WIOA program and case managers, Adult Education and WVU-P.

Coal Mining NDWG-This dislocated coal miner trained to be a barber at Tri-State Barber School in Ashland, Kentucky. After years of layoffs and moving from coal mine to coal mine to keep working to support his family, he finally had enough of the Miners lifestyle. His last layoff from the mines urged him to take part in the Coal Mining NDWG Program and re-train with a skill letting him be more secure not only financially but allowing him to escape from the stress of continually being laid off. He opened his own Styling Shop in southern Wayne County in West Virginia after completion of his training. His business is steadily growing and being his own boss has given him peace of mind he couldn't enjoy while working on a surface mine. His story has been a feature story on local News Stations of his success.

Job Driven NDWG-After being laid-off as a general laborer doing temporary work for several years, a dislocated worker at the age of 21 came into the local WorkForce office in Wheeling, West Virginia. He was referred to the Job Driven National Dislocated Worker Grant Program where he was determined eligible to receive ITA services. He decided to obtain his Commercial Driver's License (CDLs) and chose to attend All-State Career School for this training. In October of 2015 after completion of his training he was offered a job with the Laborers Union as a labor making \$29.49 an hour. He took the job and in November of 2015 he was transferred to Oklahoma to run a crew making \$3,000 a week. He is very grateful for the Job Driven NDWG training that he was able to receive and he couldn't be more pleased with the career it helped him to achieve.

Youth Initiative-The NPWDB, Inc. and Youth Services Systems, Inc., the region's youth provider, created a STEM Youth Room at the WFWV Career Center in Wheeling for area youth to visit and learn. The STEM

Youth Room was put in place as a way of introducing WIOA eligible youth to “high demand” training occupations in the science, technology, engineering and mathematics fields. The STEM Youth Room has: A XYZ Da Vinci 1.0 Printer with three (3) colors of filament that can create projects with a computer attached to it to create items, etc.; A Lego Mindstorms Robotics Kit as well as STEM curriculum for it that operates through the corresponding laptop; Five (5) VEX Robotics STEM Kits for various building projects tied to engineering and technology; A Laptop set up for NASCAR STEM Program to do various activities through the NASCAR Acceleration Nation Site for younger youth and through the Ten 80 Student Racing Challenge for older youth; A Weighted Math Building Kit to use math and engineering to build structures; and, A growing Library of forty-nine (49) books based on STEM Curriculum to read and learn from.

Second Chances, Safer Counties Initiative-The Region VI Workforce Development Board (WDB) was created under the federal Workforce Investment Act of 1998, and has always had a focus on reentry of individuals returning to the community from the justice system, in particular on youth reentry. This is due in part to the fact that the WDB has a youth committee made up of experts that advise on youth-related issues. A youth committee member who is employed at the Kenneth "Honey" Rubenstein Juvenile Center (Rubenstein Center), which houses approximately 50 youth in rural West Virginia, was able to clearly articulate a need for education and workforce training for the youth being housed there. The Region VI WDB decided it wanted to concentrate on working with youth returning home from the Rubenstein Center and several years ago applied for a number of grants to provide funding for such programming.

The Region VI Workforce Development Board is one of seven regional workforce boards in West Virginia, and serves 13 counties in the northern part of the state (Barbour, Braxton, Doddridge, Gilmer, Harrison, Lewis, Marion, Monongalia, Preston, Randolph, Taylor, Tucker, and Upshur). It is funded through a combination of sources, including the federal Workforce Innovation and Opportunity Act (WIOA) and state grants. For example, as the WDB worked with the Rubenstein Center staff discovered that nearly 80 percent of the youth there had some type of learning disability or behavioral issue, so the WDB was able to obtain a grant focused on serving youth with those needs in 2011 from the West Virginia Department of Rehabilitation Services.

The Region VI WDB works with all West Virginia youth returning from the Rubenstein Center but prioritizes those youth coming back to the area and enrolls them not only in justice-focused programming but also in the WDB's general youth programs. "Under our youth programs we work with kids to get their high school diploma or equivalency if they don't already have it," explains Barbara DeMary, executive director of the Region VI WDB. "We also set them up with a case manager and work with juvenile justice staff if necessary. The goal is to come up with a plan to help that individual achieve what he or she wants." An individual's plan can include anything from help with transportation (which can be a major issue in rural West Virginia. DeMary says) to determining if the youth wants to go back to school or would rather start working.

One program DeMary is especially excited about is a wage reimbursement program that encourages employers to hire youth who have been involved in the justice system. This program is a win-win for youth and for employers. DeMary says. Youth get on-the-job training, while the employers get an employee whose pay is reimbursed up to 75 percent by the WDB, thanks to a grant through WIOA. DeMary says it has been somewhat challenging to find employers willing to participate, but she attributes that to the newness of the program. "A lot of the employers we're hoping to work with are smaller employers, and the program seems almost too good to be true," she says. "They think there must be strings attached, but I'm going to county commission meetings across the region to really explain the program to everyone."

While the Region VI WDB is almost wholly federally funded, its successful programs have also resulted in financial support from the counties it serves. In particular. DeMary noted that during a project that allowed at-risk youth to build and then keep a computer, every county that was able to provide funding did so. "We really do have excellent groups of county commissioners, and they've always been supportive whenever they can." she says.

The Region VI WDB has also found success in thinking creatively about funding opportunities. The grant from the Department of Rehabilitation Services is one example of this and the WDB also has grants that serve long-term unemployed individuals. "Any time I go to a meeting. I remind everyone that we can count incarcerated adults as long- term unemployed, so long as they've been attached to the workforce at some point." DeMary explains.

ELECTED OFFICIALS SHOULD BE EDUCATED AND INVOLVED: The Region VI WDB consists of 13 county commissioners and three mayors, from every county served, which DeMary says is extremely helpful in getting the word out about workforce development opportunities. In a similar vein. DeMary recommends that county boards or commissions invite local workforce development agencies to their meetings so local leaders are aware of all that's being offered in their community.

IT'S IMPORTANT TO MOVE QUICKLY WITH REENTRY SERVICES: The transition from incarceration back to the community can be extremely difficult, so having a plan in place and work or schooling ready upon release can make a big difference in an individual's success. "You never really know what's going on in a person's home, especially with youth." DeMary says. "Early intervention is really imperative; once someone hits the door at home you have to be there and ready to help."

CONCLUSION

In working toward accomplishment of the goals outlined in West Virginia's state workforce strategic plan, WFWV continues to coordinate, link, and blend multiple funding streams into a statewide Workforce Development System that is able to respond quickly to changing economic conditions. Organizations within the WFWV Career Centers are coordinating with partners and stakeholders to create a workforce development system that strives to streamline and reduce duplication of services while also addressing end-goal issues, such as a drug-free workplace and expanded training opportunities. Work will continue toward the continuous improvement of the delivery of workforce services in our state. While changes continue to be made and improvements undertaken, we remain cognizant of our commitment to serving the people of West Virginia.

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