

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

Program Year 2018

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THE WORKFORCE DEVELOPMENT SYSTEM

Local Workforce Development Areas/Regions

One of the goals of WorkForce West Virginia (WFWV) American Job Centers (AJCs) is to offer job seekers and employers ready access to the many Workforce Development System (WDS) resources available in a local region. A brief description of the seven local areas/regions and the WFWV AJCs are as follows:

- **Region One** consists of two comprehensive centers, three satellite centers and one affiliate center. The Local Workforce Development Board (LWDB) oversees service delivery in 11 counties of southeastern WV: Fayette, Greenbrier, McDowell, Mercer, Monroe, Nicholas, Pocahontas, Raleigh, Summers, Webster, and Wyoming. The region is mountainous and rural in nature. The coal industry remained volatile throughout the region. In addition, the region experienced the closure of several retail chain stores. Career and 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 in Logan, and seven affiliate sites including four Community and Technical College (CTC) sites. The affiliate sites provide Workforce Innovation and Opportunity Act (WIOA) and Temporary Assistance for Needy families (TANF) services in all locations. Of the seven counties that make up the region, four (Boone, Cabell, Putnam, and Wayne) had unemployment rates below the State's PY18 average of 5.0%. Medical related occupations make up 16 of the top 25 occupations in the region. Non-Medical occupations are led by: Market Research Analysts, Photographers, Personal Financial Advisors, Nonfarm Animal Caretakers, Hairstylists, Plumbers, and Computer and Information.
- **Region Three** consists of one comprehensive center serving the citizens of Kanawha county including dislocated workers, adults, and youth. The region is mostly urban but has a significant outlying rural population. In years past, the region was economically driven by Chemical, Manufacturing, and Coal industries. Although Chemical and Manufacturing were still an economic force, neither have shown significant growth in the last three years. Although coal had seen some growth in Kanawha county recently, it is still a volatile occupation seeing openings and layoffs. Because of this shift in the economic climate, the largest industry sectors are Health Care, Hospitality, Recreation, Retail, Educational Services, and Manufacturing. As Charleston is the county seat, there is growth in local, state, and federal government jobs. The region has three main rivers, the Kanawha, Elk, and Great Coal. With the decline of coal, significant river and train traffic also decreased. On the upside, three main interstate systems converge in Charleston, increasing the trucking industries with hubs such as FedEx and United Parcel Service (UPS) located at strategic exits. There have been investments in the local economy by companies engaged in the

Technology and Construction sectors, including roadways repair and maintenance, which always see an uptick in the spring and summer months. Due to a 6% decline in population over the past five years and an average State unemployment rate of 5.0%, employers are having difficulty in finding employees.

- **Region Four** consists of nine counties that comprises a region of rural and urban populations. It is served by one comprehensive center and six affiliate centers. The region is supported by a variety of industries including Health Care, Plastics/Polymers, Professional Services, Warehousing, Transportation, Oil and Gas, and Construction. Government employment at the federal, state, and local levels also employ a considerable number of the region's citizens.
- **Region Five** consists of two comprehensive centers in the cities of Weirton and Wheeling and one satellite site in the city of New Martinsville. The LWDB oversees six counties in the Northern Panhandle region: Hancock, Brooke, Ohio, Marshall, Wetzel, and Tyler. WIOA funds are used to assist residents and area employers with their training needs. Wheeling Hospital, Wal-Mart, and Kroger are some of the top employers in the region. Growth is expected in the following industries in the next few years: Healthcare, Professional Services, Manufacturing, Oil and Gas, Construction, and Social Services. During PY18, the region had an average labor force of 67,900 and an unemployment rate of 5.7%.
- **Region Six** consists of one comprehensive center and three affiliate centers that serve 13 counties in North Central West Virginia. The North Central WV area posted the second-largest increase in population of any WV region over the past several years and consistently has an unemployment rate that comes in well below the statewide average. The public sector is the main feature of North Central WV's economic development with the presence of higher education institutions. Healthcare services represents another cornerstone to the region's economy with the presence of several hospitals and various other healthcare facilities. Region 6 is also home to three airports including the North Central WV Airport in Bridgeport which most recently announced a \$70 million renovation and expansion project. These airports, and the aviation-related businesses that serve them, became a major economic stimulus to the area. The region's location along the I-79 corridor is advantageous in that it includes some of the state's biggest technology driven employers all located in the I-79 Technology Park which also houses the Pierpont Community and Technical College (North Central) Advanced Technology Center (ATC). Oil and gas production and new natural gas pipeline infrastructure being added to North Central WV provided a significant boost to the local economy and with the upswing of oil and gas activity, Region 6 anticipates an increase in the Manufacturing sector in the upcoming years.
- **Region Seven** consists of two comprehensive centers. Eight counties are served by the LWDB. The region offers a contrast of the rural in western counties and fast-paced suburban sprawl of the eastern counties, part of the Washington D.C. Metropolitan Statistical Area. The region 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.

WAIVERS

WFWV requested to waive the Eligible Training Provider List (ETPL) requirements under WIOA 116 and 122 and 20 CFR 679.600 and 679.640 on April 18, 2019. *The waiver request was approved on November 14, 2019 and will be effective through June 30, 2020.*

EFFECTIVENESS IN SERVING EMPLOYERS

WFWV chose to focus on “Retention with Same Employer” and “Repeat Business Customer” as pilot approaches and primary indicators of performance for measuring Effectiveness in Serving Employers:

- Approach 1: **Retention with Same Employer** addresses the programs’ efforts to provide employers with skilled workers. During PY18, the Retention with Same Employer rate was 63.5%.
- Approach 2: **Repeat Business Customer** addresses the programs’ efforts to provide quality engagement and services to employers and sectors and establish productive relationships with employers and sectors over extended periods of time. During PY18, the Repeat Business Customer rate was 13.1%.

Points were awarded to each employer service in MACC (State Management Information System) based on the degree of intensity. Services with the highest point level equate to a deeper level of long-term relationship building with an employer. Data will be compiled into bi-annual reports and analyzed.

During PY18, WFWV hosted five Business Service Team (BST) meetings. Members include:

- Representatives from all seven LWDBs
- WFWV Local Veteran Employment Representatives (LVERs)
- Representatives from WV Department of Rehabilitation Services (WVDRS)
- Representatives from Adult Education (WVAdultEd)
- Representatives from Senior Community Services Employment Program (SCSEP)

Programs and initiatives offered by the BST are available to employers, which will enhance the labor force, by utilizing the following programs/services:

- Work Opportunity Tax Credit (WOTC)
- Federal Bonding

- On-the-Job Training (OJT)
- Apprenticeship promotion
- Recruiting employers to the AJC
- Connecting jobseekers by facilitating relationships
- Rapid Response
- Veteran Services
- Migrant Seasonal Farm Worker
- Facilities usage for recruiting and interviews
- Assistance with job fairs
- Assistance in providing accommodations for employees (WVDRS)
- Educational assistance programs
- Labor Market Information
- Employer engagement in unemployment adjudication
- Resume workshops
- Interviewing workshops
- Job Development assistance
- Early intervention strategies for layoff aversions (WV Development Office)
- Industry and Sector Strategies

PY18 meetings included group activities, demonstrations, critiques, drafting scripts, presentations by subject matter experts, MACC training, WFWV program updates, and LWDB program updates. Development of an Employer Service Resource/Reference book began during PY18 and is anticipated to be completed during PY19.

Section 'TECHNICAL ASSISTANCE' provides additional information.

EVALUATIONS

WFWV and state agencies are partnering on a comprehensive approach to evaluation and research. WFWV has the capacity and expertise to convene the various partners to ensure coordination and effectiveness. Performance accountability measures the following indicators from respective core programs:

Indicator	Baseline	PY18
Job seekers receiving services in required quarters	10,547	41,518
Job seekers receiving referrals to partner services in required quarters	3,521	11,403
Customers placed in employment in required quarters	457	1,601
Employer contacts made in required quarters	2,445	10,504
Median earnings of customers placed in employment	\$3,952.36	\$2,840.65
Credential attainment	76.9%	72.9%
Measurable skill gains	10.4%	37.5%
Effectiveness in serving employers customer service calls	(see previous section)	(see previous section)

Evaluations will be conducted based on the indicators listed above. WFWV established baseline raw numbers for the indicators. Now that baseline numbers are established, data will be compiled into bi-annual reports and analyzed.

WFWV implemented a customizable “point-menu” system awarding points based on the degree of intensity and the value of workforce services provided. Services earning high points would clearly reflect deeper relationships with employers and activities that are the result of longer-term relationships.

CUSTOMER SATISFACTION

WFWV is in the process of developing a statewide approach to customer satisfaction. The LWDBs were given the flexibility to develop and use their own surveys or questionnaires in the initial trial stage. The methods used were varied and ranged from a small percentile up to and including 100% of all customers. Overall, during PY18, LWDBs response rates were lower than anticipated; however, the feedback received was positive.

As part of its program improvement efforts, WVDRS continues to support the implementation of consumer satisfaction surveys of its clients to ensure quality services for WVDRS consumers. The WV State Rehabilitation Council (WVSRC) conducts the consumer satisfaction surveys (with full WVDRS assistance and cooperation). The WVSRC is primarily responsible for completion of the consumer satisfaction survey for Vocational Rehabilitation (VR) consumers. WVDRS continues to provide and supplement fiscal and human resources needed for its successful completion. WVSRC members selected a survey method that allows former WVDRS clients and individuals who were not accepted for VR services to be contacted via mail surveys as soon as they exit WVDRS from various VR statuses throughout the fiscal year. Selected highlights of the 2018 Consumer Satisfaction Survey of WVDRS Clients as reported by the WVSRC are presented below:

The latest consumer satisfaction report-Consumer Satisfaction: Report of Survey Findings, was prepared by the WVSRC in December 2018. The findings were based on consumer satisfaction information gathered from 152 responses across the six WVDRS districts. Respondents to the consumer satisfaction survey were asked to rate their agreement with statements about their interactions with WVDRS. The ratings were “strongly agree,” “agree,” “neutral,” “disagree,” and “strongly disagree.” Respondents were provided an option to indicate replies that were neutral or that the survey item was not applicable. Overall, the responses in this sample generally indicate slightly increased satisfaction with services over the previous two years and slightly less satisfaction with accessibility and overall experience. Most often, consumers whose cases were closed successfully report higher levels of satisfaction than those who were closed as unsuccessful. Major findings of the consumer satisfaction survey include: respondents felt that their rehabilitation counselor treated them with respect (76%), their questions were answered clearly by WVDRS (85%), they were involved in their plan development (73%), their counselor stayed in contact so they knew what was happening (74%), and they received the services they needed (71%). Respondents also reported that they knew what each step of their Individualized Plan for Employment (IPE) would be (79%) and their counselors told them about job opportunities (85%). Consumers also reported high ratings for accessibility of local offices (84% gave an “Above Average” or “Excellent” rating), their counselors (80%), and the overall experience with WVDRS (75%).

The consumers were asked to recall which client’s rights information had been explained to them. There were 128 individuals who responded that at least one right had been explained (84% of the sample). Most individuals indicated that they had received several rights explanations. The most commonly explained rights to consumers were (1) their participation in developing the rehabilitation plan (94%) and (2) choosing how their services were provided (79%). When asked about needs that were not met by rehabilitation services, 60 of the 108 consumers who responded to this question reported that they had no additional needs (56%). Consumers who did report additional needs most commonly requested education/training, employment-related services, medical services, and transportation-related services.

Responses in the 2018 report, overall, are slightly higher than the reported satisfaction of the 2017 report. The mean rating across the ten satisfaction items is 78% for the 2018 report versus 76% mean rating in the 2017 report. To maintain high quality of services and promote a greater satisfaction level for our consumers, WVDRS welcomes and considers compliments, complaints, suggestions, and recommendations that our clients reported in the consumer satisfaction survey. The WVSRC and WVDRS were also interested in examining the pattern of responses for transitioning youth (clients who were age 24 or younger). Youth surveys were color-coded so the participants could be isolated. Their responses formed a subset of 75 returned surveys. Overall, youth satisfaction was slightly higher than the responses of the whole group. Usually, the transitioning youth responses are generally lower than the responses from the whole sample. In the 2018 report, the mean for that group was nearly 80%. This contrasts with a mean of 78% satisfaction across all the items for the whole group. Transitioning

youth respondents felt that their rehabilitation counselor treated them with respect (70%), their questions were answered clearly by WVDRS (82%), their counselor stayed in contact so they knew what was happening (76%), and they received the services they needed (70%). Youth respondents also reported that they knew what each step of their IPE would be (76%), WVDRS counselors helped them develop a plan to get a job (70%), and their counselors told them about job opportunities (85%). Transitioning youth also reported ratings for accessibility of local offices (85% gave an "Above Average" or "Excellent" rating), their counselors (83%), and the overall experience with WVDRS (77%).

UPDATED UNIFIED STATE PLAN GOALS

Goal 1: Workforce Development System Integration

To ensure total integration, the core partners worked together to create a better understanding of what a truly integrated workforce system looks like. Partner meetings are held monthly at the state level with all partners. LWDBs also hold monthly or quarterly meetings with local partners. Common referral and information forms were developed to decrease duplication of efforts spent on data and information collection.

Cross training of WDS staff was a priority during PY18. To ensure that all staff are knowledgeable of the wide array of services available, a website-based assessment on statewide workforce services was developed by WFWV utilizing the WV Office of Technology's Learning Management System (LMS). The LMS provides e-learning infrastructure, allowing the delivery of online content as well as instructor led course registration. The assessment, consisting of 78 questions, was piloted during PY18 to select staff and will be administered to all WDS staff during PY19. A certificate will be awarded once a score of at least 80% is obtained.

Through the Re-employment Systems Integration Dislocated Worker Grant, the three core partner agencies continued to develop an integrated data sharing system until December 31, 2018. The development of a common Information and Technology (IT) system to be used by core partners continues to be a priority for WFWV. Representatives from the three core partners met on a regular basis to create a document outlining the required data elements to be shared and how those elements will be exchanged. WFWV modified the MACC to extend the integrated registration and case management system to incorporate sharing of customer information with WVDRS and WVAdultEd programs. Each partner can query data in real time to obtain information for the customer to review and correct as necessary prior to program enrollment. In addition, ongoing service delivery can be reflected in all partner systems by utilizing additional real time data exchanges. Each partner integrated the data from the other systems into their current case management system in ways that are familiar to their case managers reducing the need to retrain front line staff.

WVDRS is committed to a strong collaboration with its partners, including its WFWV WIOA partners and WVAdultEd. As part of its commitment, WVDRS representatives attend and host the State's

monthly meeting of the Interagency Collaborative Team (ICT). In addition to state-level collaborative activities, the core partners engaged in cross-training and joint service delivery through Business Service Teams, comprised of staff from each region. Further details are described in the Goal 2 update section of this document. In addition to collaborating with core WIOA partners, WVDRS also made efforts to work more closely with the Office of Special Education, within the WV Department of Education, including hosting a cross-training conference for Rehabilitation Counselors along with Special Education Teachers statewide, training Special Education Teachers to provide Pre-employment transition services (Pre-ETS), and continuing its Student Transition to Employment Program (STEP), in which teachers continue to work with students after high school to assist them in gaining employment. Significant progress was made through WV Department of Education policy changes and the inclusion of Pre-ETS in Individualized Education Plans. Additional youth-related activities are described in the Goal 4 update section of this document.

Goal 2: Customer-Driven Approach (Individual and Employer)

WVDRS used its Employment Specialists to gather information regarding employers at the local level, including information regarding job placements for individuals with disabilities and regarding current and expected employer needs. WVDRS has an in-house Employer Services Section (ESS) that specializes in providing employers with disability-related information, services, and pre-screened job seekers. The WVDRS ESS employs nine Employment Specialists that cover all 55 counties in WV. Each Employment Specialist possesses a unique understanding of local labor market information (LMI) including what jobs are available, what jobs are in demand or decline, and employer networks. WVDRS' team of Employment Specialists provided business owners and employers with critical business options and assistance in staffing, employee retention strategies, education on disability-related issues, job accommodations, and information about financial incentives for employers who hire individuals with disabilities. Direct contact with employers is a key strategy to identify competitive integrated employment and career exploration opportunities for VR consumers, including students with disabilities. Employment Specialists therefore contact employers directly to identify current and future job openings. To facilitate this, WVDRS utilizes LMI provided by WFWV to identify the top employers in each county; contact is always made with the top ten employers in each county. WVDRS Employment Specialists conducted over 800 employer visits with more than 500 employers in PY18. Information from these employer visits is entered into MACC and is available to all partner agencies. When meeting with employers, Employment Specialists provide valuable information, including the WVDRS Employer Resource Guide. The resource guide provides information regarding staffing services, training programs, and incentives for hiring people with disabilities, financial incentives, accessibility assessments, accommodating employees with disabilities, basic disability etiquette, attitudinal barriers, the Americans with Disabilities Act, locating a WVDRS office, and where to find additional resources. Each LWDB partners with a WVDRS representative who is active in the Board's activities and decision-making process. The ESS maintains a database of each WVDRS-employer interaction with VR employment specialists. The information collected includes the business name, contact person, and current job openings by occupation. If needed, a referral to the WVDRS

Rehabilitation Technology Unit is made to address workplace accommodations. This list is distributed to Counselors to potentially match a job-ready VR consumer with a current job opening. Through positive working relationships, 47 employers, including some of the largest in the state, now send job postings directly to WVDRS' ESS.

Assessing skill gaps and needs of individuals seeking employment and/or training continued throughout PY18. Regions continued to work with area schools and institutions in examining/analyzing existing curriculum against the needs of targeted industry-related skills certifications. Area schools and institutions are doing a better job identifying gaps in existing curriculum and developing new curriculum to fill skills gaps. WVDRS completed IPEs for 834 individuals with disabilities in PY18. These IPEs follow an assessment made by counselors to determine the individuals' skills, needs, and desires pertinent to employment, as well as vocational counseling and guidance to help determine an appropriate employment goal. The WDS ensured that individuals with barriers, especially those with disabilities, had increased access to and for opportunities for employment, education, training, and support services.

Inclusion Teams were created to make sure that not only the physical locations of the AJCs were accessible, but that services were accessible to all as well. The Inclusion Team was responsible for a "re-work" of the AJCs in terms of seating to make a more open path for persons with disabilities. Space at tables in the AJCs were marked for wheelchair access. WVDRS assisted in the setup and design of the AJCs to enhance the delivery of services to individuals with disabilities.

WVDRS also continues collaborative efforts with organizations who support efforts to expand employment opportunities for individuals with behavioral health challenges. WVDRS was selected to participate in a technical assistance project through the Boston University Center for Psychiatric Rehabilitation and developed an online training curriculum that will help staff and our partner agencies learn effective strategies for helping people with psychiatric disabilities find and maintain integrated competitive employment.

During PY18, WVDRS became a partner in the new Jobs & Hope WV program. Jobs & Hope WV was established by the Governor and Legislature and aims to address the substance use disorder crisis through a statewide collaboration of agencies to provide linked services to participants.

Goal 3: Career Pathways Development

Discussed in the following section of this report.

Goal 4: Increase Opportunities for Youth

WVDRS counselors provided Pre-Employment Transition Services (Pre-ETS) to students with disabilities, especially job exploration counseling, to give students with disabilities and their parents/guardians a better understanding of labor market conditions, current and emerging career

opportunities, and the necessary education and training requirements related to those opportunities. During PY18, Career Exploration Opportunity (CEO) Summits were held in 60 areas. WVDRS worked with Community Rehabilitation Programs (CRPs) around the state to provide the Summits in as many local areas as possible. Attendance for the CEO Summits was approximately 1,000 students, covering all six WVDRS districts. Students earned a stipend for the time they attended. A concerted effort was made to introduce Science, Technology, Engineering, Arts, and Math (STEAM) to students in the CEO Summits. Topics covered included career planning, career preparation, Supplemental Security Income and Social Security Disability Insurance information, understanding the importance of necessary personal documents, communication, conflict management, employer expectations, attendance and punctuality, timeliness of task completion, being able to work without supervision, positive work ethic, managing multiple tasks, high-growth jobs, personal brand, and job hunting tools such as resumes, cover letters, interviews, and digital profiles. Throughout the academic year, WVDRS Employment Specialists also provided Pre-ETS at the local high schools. The Employment Specialists conducted mock interviewing, career exploration, and other employment related topics. The Providing Opportunities Within Education and Rehabilitation (POWER) program provides students that ability to job shadow careers that they are interested in. The Employment Specialists worked to identify a vast array of employers located throughout the state. There are currently 85 employers involved in the POWER Program. WVDRS maintained a “Pathways to the Future” website (www.pathwayswv.org), which serves as a self-service resource for students with disabilities statewide to receive Pre-ETS. The website provides valuable information and tools regarding career planning, education planning, independent living, self-determination, and work-based learning. The website was bolstered by banners that were placed in high schools in all 55 counties of the state. Additionally, several pages of the College Foundation of WV’s website (www.cfwv.com) have links to the Pathways website. These banners and links directed students with disabilities to the website and its resources.

SECTOR STRATEGIES AND CAREER PATHWAYS (GOAL 3)

Business Engagement Strategies

During PY18, partnerships continued to be a key component of assisting customers to reach their full potential. Examples include:

- In Region 1, WVAdultEd piloted a Certified Nursing Assistant (CNA) apprenticeship class to assist with WIOA funding for six individuals. Two of the six students continued training in their career pathway. Region 1 also works with the WV Laborer’s Training Trust Fund to assist WIOA customers with funding to enter their apprenticeship program. Relationships with chambers of commerce, local economic development authorities and partnering with LWDBs increased the amount of marketing and number of employers benefitting from programs, such as OJT, and increased job placements. Region 1 continues to combat the opioid crisis through Transitional Jobs. Forty individuals were placed into work-based learning opportunities. Twenty participants received certifications earned from a variety of classes. Nearly three-fourths of the participants were hired upon completion of the program. Relationships continue to be

developed with recovery centers, Drug Courts/Day Reports, Probation/Parole offices and businesses within our communities as the program continues to expand.

- During PY18, Region 3 participated in a Provider Fair at the Switzer Center, a Reverse Job Fair at Carver Career Center, a Minority Transition Fair, Kanawha County Schools Transition Fair for students with disabilities, a career fair at Bridge Valley Community and Technical Center, and the Apprenticeship Works ceremony at Robert C. Byrd Institute.
- Region 4 was successful in developing non-traditional apprenticeship pathways for customers in the region during the program year. The non-traditional apprenticeships are healthcare focused and include career pathways such as Emergency Medical Technicians (EMTs) and CNAs. During PY18, these career pathways increased opportunities for WIOA participants and allowed Region 4 to couple transitional jobs, with training, support services, and additional OJTs, allowing the customers to receive the maximum benefit of WIOA funding. Region 4 continually works toward developing additional non-traditional career pathways to serve the employers and participants in the region. Region 4 implemented an Employer Solutions team that focused on businesses within the region. This team is comprised of regional partners that meet to discuss the opportunities and challenges businesses face in the region. The team approach helps businesses work with one contact and minimizes the amount of time various partners reach out to the business. The team implemented forums held in various points throughout the region educating businesses on what services and opportunities are available to them. The Region 4 Employer Solutions team was very active and exceeded the goal of business visits, contracts, and engaging employers within the region.
- The Region 6 Executive Director participated on several Economic Development Boards in addition to representing WV on the Tri State Energy and Advanced Manufacturing (TEAM) Consortium Executive Team, as a co-chair of the Workforce and Economic Development Working Group. The TEAM Consortium met quarterly since October 2017 and just announced the release of their new website-a window into the energy and advanced manufacturing landscape in the tristate region. The TEAM Consortium operates as the workforce development arm of the Tristate Shale Coalition and a six-billion-dollar investment in building three ethane cracker plants in the region. Region 6 established a Regional Business Service Team in PY18, which meets monthly in an effort to coordinate business services in the region and avoid duplication of services through various partners. The Regional BST began developing a regionwide business service resource guide. During PY18, Region 6 wrote 34 OJT contracts, 80 Incumbent Worker contracts, two Customized Training contracts and two Transitional Training contracts with approximately 13 unique employers and obligated training funds totaling over \$222,000.

- WVAdultEd continued to move forward with Career Pathways, Integrated Education and Training (IET), and Apprenticeships. During PY18, Career Pathway programs were completed with 422 students, and IET programs served 87 students, and two ground-breaking apprenticeship programs were developed. Working collaboratively with core and required partners, local business and industry, local educational service agencies, LWDBs, and the Department of Labor Office of Apprenticeships, an EMT Apprenticeship and CNA Apprenticeship were developed and implemented. There were 19 participants enrolled in these programs with the first cohort to complete their apprenticeship in 2020. WVAdultEd continues to work with local and regional employers to develop partnerships which allow students to earn industry recognized credentials while teaching workplace employability skills while moving them to training for in-demand occupations.

STATE'S PERFORMANCE ACCOUNTABILITY SYSTEM

Exit

WIOA Guidance Notice No. 7-16 states: For purposes of performance calculations, exit is the last date of service after which an individual received services through the adult, dislocated worker, or youth program under WIOA Title I, the Adult Education and Literacy program under WIOA Title II, or the employment services authorized by Wagner-Peyser as amended by WIOA Title III, and no future services other than follow-up services are planned. (20 CFR 677.150) Ninety days of no service does not include self-service or information-only activities or follow-up services. (20 CFR 677.150)

Negotiated Performance Levels

For Titles I and III core programs, the local areas' negotiated performance levels are the same as what has been negotiated for the state.

Fiscal and Program Monitoring/Data Validation

Financial management and program operations reviews of the WIOA activities related to the statewide system continued to be conducted annually on the seven LWDB offices, including the National Dislocated Worker Grant (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 accuracy and ensure integrity and to determine their compliance with federal and state regulations. Work papers developed by WFWV 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 WFWV 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, LWDB and Committee 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. WFWV continues to be committed to continuous improvement of its information and data systems and ensuring the integrity of program operations.

On-site reviews of participant files revealed Findings and/or Concerns in two main categories: Eligibility and Documentation, and Data Mismatches or Entry Errors. While there were other broader areas, such as Case Notes and Supportive Services, all issues seemed to fit into these categories. Of the samples reviewed, it was determined that the following percentages of files had issues:

FINDINGS	
Adult	0%
Dislocated Worker	0%
Youth	7%

CONCERNS	
Adult	34%
Dislocated Worker	48%
Youth	31%

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

WFWV staff provide an overview of the results and recommendations of the evaluations during exit meetings with WLDB directors and staff. Compliance findings require submission of corrective action plans that offer solutions. In addition to the monitoring reviews, WFWV conducts meetings or site visits with LWDBs and NDWG project operators to provide additional technical assistance as necessary.

STATE FUNDED ACTIVITIES

Rapid Response

Rapid Response (RR) services and activities were provided to:

- 50 companies statewide
- 1,078 dislocated workers

Each RR response meeting includes representatives from AJCs to discuss services and offerings to assist dislocated workers, including, but not limited to unemployment, job service, career planners for training eligibility purposes, DRS, Department of Health and Human Services, and LWDBs. For dislocations not coal-related, we explore Trade Adjustment Assistance potential; for coal, we invite the United Mine Workers of America (UMWA) Career Center to discuss training through the WV Statewide Coal Mining II NDWG and distribute applications for training. After each meeting, each dislocated worker is registered for RR in the MACC. During PY18, layoff aversion strategies were handled by the West Virginia Development Office or the LWDBs.

News of businesses who will be experiencing layoffs or closure come to WFWV through various avenues: AJC personnel, Worker Adjustment and Retraining Notices (WARNs), news outlets, employees, and unemployment reports showing noticeable claims, which are then investigated by the RR coordinator.

Additional services are organized at RR meetings such as special sessions with unemployment to answer more in-depth questions, resume writing, and interviewing skills workshops either on-site or at an AJC. Sometimes these workshops are incorporated into the RR meeting. WFWV integrated jobs/resources/training into the Pinnacle Mining rapid response events held in October 2018; and in May we participated and shared RR with the State of Maryland in serving Verso, whose business locations were in both Maryland and West Virginia, and invited our partners/employers/resources to the job/resource/training fairs for Verso dislocated workers by the State of Maryland.

Wagner-Peyser Activities

Acquiring new, and increasing the number of, job openings is a vital component of WV's strategic plan. This requires collaboration with mandated partners to educate employers on available services and the promotion of WFWV and the AJC. During PY18, WFWV secured 57,516 job openings with 34,112 job orders. The increase is a direct result of successful cross training models for WFWV field staff and partners.

To further this initiative, each AJC continues to enhance the job seeker experience to include resume development and employer testing services in the Public Computer Centers. WFWV is in the process of installing updated computers in each AJC with a kiosk desktop to make it easier for customer use. 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 Unemployment Compensation (UC) claimants. In depth-in person interviews can begin at week four of the claim cycle utilizing the Reemployment Services and Eligibility Assessment (RESEA) workshop. Employability development plans that identify barriers and action/s to overcome are developed and referrals made to AJC and external 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. In order to provide better service to claimants and to ensure correct payment all WFWV local office staff received UC training during the program year.

Career services are available for special need groups, particularly for those individuals who may have barriers to employment. Employment Service staff members participate in specialized training segments that increase awareness and offers knowledge on developing resource pools and partner positioned solutions to ensure successful employment outcomes leading to economic self-sufficiency. Funds are used for these customer support initiatives enabling these job seekers and the staff who serve them navigate among multiple services provided.

NATIONAL DISLOCATED WORKER GRANTS

U.S. Department of Labor (USDOL) awarded WFWV four new NDWGs. The data used to apply for these discretionary grants and to project the number of participants to serve with these funds is based upon RR activities, WARNs, and UC records. More detailed information regarding each NDWG is outlined below:

WV Statewide Coal Mining II NDWG

Due to 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 this NDWG is to provide training programs that will refocus the target population on new career paths outside of the mining industry and long-term re-employment opportunities is a continuation of the previous Coal Mining Grant that closed on June 30, 2018. The NDWG was awarded on March 12, 2018, in the amount of \$1,056,000.00 from the USDOL to continue providing re-employment/re-training services to the coal miners who are still being impacted by mass layoffs and mine closures. WFWV will continue contracting with the UMWA Career Center, Inc. located in Beckley, WV, who serves as the Project Operator for the delivery of services to the affected coal miner. The projected number to serve under this grant will be 115 participants: 50 participants in Individual Training Accounts (ITAs), five participants in OJT, and 60 participants taking part in an intense job search assistance plan only. The period of performance is March 12, 2018 through December 31, 2019, spanning two program years.

Below are the statistics for PY18:

- 147 dislocated coal miners/displaced homemakers registered in WIOA and NDWG
- 81 enrolled in training
- 80 received supportive services
- 58 soft exited WIOA and NDWG
- 6 entered employment after soft exiting

It's important to note: A modification to request additional funding in the amount of \$1,056,000.00, was awarded on September 26, 2019 changing the period of performance end date to March 31, 2020. This funding will allow the Project Operator to continue serving dislocated coal miners until the end of the grant period.

2018 Severe Storm/Eastern Panhandle NDWG

Based on the severe storms, flooding, landslides, and mudslides that took place from May 28, 2018- June 3, 2018 a major disaster declaration was declared on July 12, 2018. The following seven counties were affected by the disaster: Grant, Hampshire, Hardy, Jefferson, Mineral, Morgan, and Pendleton. A total of 54 worksites were assessed for clean-up and flood prevention. Worksites consist of streams, rivers, culverts, city parks, and public areas with clean-up activities of removing debris, down trees, trash etc. A request for funds to provide temporary disaster relief employment in the counties affected was submitted to USDOL and on September 14, 2018 WFWV was awarded \$975,000.00 to serve 60 participants. The period of performance is October 1, 2018 through September 30, 2019, spanning two program years.

Below are statistics for PY18:

- 36 participants enrolled in temporary disaster relief employment
- 2 soft exited temporary disaster relief employment

It's important to note: A modification to request additional time to complete the worksites assessed with damage was submitted to USDOL on September 3, 2019. The period of performance extension was approved. The new period of performance now ends June 30, 2019.

2018 Severe Storm/Ohio Valley Region NDWG

Based on the severe storms, flooding, landslides, and mudslides that took place from February 14-20, 2018 a major disaster declaration was declared on April 17, 2018. The following 21 counties were affected by the disaster: Brooke, Cabell, Calhoun, Doddridge, Hancock, Harrison, Lincoln, Logan, Marshall, Mason, Monongalia, Ohio, Pleasants, Preston, Ritchie, Taylor, Tyler, Wayne, Wetzel, Wirt, and Wood. A total of 138 worksites were assessed for clean-up and flood prevention. Worksites consist of streams, rivers, culverts, city parks, and public areas and clean-up activities of removing debris, down trees, trash, etc. A request for funds to provide temporary disaster relief employment in the counties affected was submitted to USDOL on September 14, 2018. WFWV was awarded

\$2,500,000.00, with an initial increment in the amount of \$833,325.00, to serve 140 participants. The period of performance was October 1, 2018 through September 30, 2019, spanning two program years.

Below are statistics for PY18:

- 73 participants enrolled in temporary disaster relief employment
- 19 soft exited temporary disaster relief employment

It's important to note: A modification requesting a second supplement of funds in the amount of \$1,666,675.00 to continue and complete the clean-up of the worksites was submitted to USDOL on June 13, 2019. An increment of \$800,000.00 was awarded on July 26, 2019. A modification for a period of performance extension was submitted on September 13, 2019. An approval was awarded on September 26, 2019 with a new period of performance end date of September 30, 2020. A modification was submitted for the remainder of the awarded amount on October 25, 2019 for \$866,675.00. The modification request is pending approval.

TECHNICAL ASSISTANCE

WFWV hosted two webinars, a technical assistance BST training, and two follow up meetings for BST members during PY18. The following elements made up the basis of the agenda for each meeting:

- Background
 - Training and Employment Guidance Letter (TEGL) 10-16, Change 1, pages 6-7
 - Pilot Approaches Chosen
 - Evaluations
- Specifications
 - TEGL 10-16, Change 1, Attachment 4-Table B
 - Employer Services Chart with Point Values
 - Report Template
- Statement of Work
- MACC
 - Employer Search
 - Employer Enrollment
 - Employer Service Assignment-Methods 1 and 2
 - Employer Services
 - Entering Services/Service Templates
 - Employer Service List Page
 - Employer Service Reports

PROMISING PRACTICES

Region 6 offered RR assistance to 13 regional companies serving 102 dislocated workers. The One-Stop Coordinator visited several federal correctional facilities located in Gilmer, Preston, Taylor, and Tucker counties offering information and assistance to 327 incarcerated individuals. Activities included providing information on federal bonding, expungement, WIOA training, and apprenticeships, as well as assistance with resumes and conducting mock interviews.

During PY18, training continued to be a main focus of Jobs for Veterans State Grant (JVSG) in an effort to ensure program requirements and expectations are administered. The yearly activities and actions created solutions to improve employment services and outcomes for eligible veterans. Quarterly training topics included:

- Improving documentation of the assessment interview conducted by Disabled Veterans' Outreach Program Specialists (DVOPS) after the veteran is properly assessed and referred by Wagner-Peyser staff. A user-friendly guide was created by the State Veterans Coordinator that included minimum required elements of an effective assessment interview case note. This tool was reviewed during training alongside an example case note that featured each of the required elements. DVOPS were instructed to reference the guide when drafting future assessment interview case notes. A peer to peer exercise was conducted which allowed the staff to pair up and review each other's most recent assessment interview case note using the guide to offer feedback and suggestions for improvement.
- Proper identification and documentation of the goals (career, long-term, short-term) within the Veteran's Development Plan using the O*NET feature to the maximum extent possible. A review of the recently released Veterans Program Letter (03-19) and updated checklist supporting the additional population, Vietnam-era veterans, identified by DOL as eligible for receiving individualized career services.
- Tangible training resources were shared with JVSG staff and local office managers in the form of the recently released "JVSG Primer" in accordance with Veteran's Program Letter (VPL 01-19) in which additional, state-specific guidance was incorporated.
- A standardized DVOPS' training plan was developed by the State Veterans Coordinator and was implemented for use when new hires within the JVSG program begin employment. This plan not only streamlines the training process but also includes important topics previously overlooked including partnering the new DVOPS with a Wagner-Peyser staff member for introductory MACC training, an overview of the agency's website and mandatory review of the JVSG Primer and contents of the JVSG Training and Resource Guide on the network.

During PY18, Wagner-Peyser staff were invited to local high schools to inform students about services offered at the AJC, registering for work, and how to use the MACC to search for employment. Wagner-Peyser also worked with AJC partners and the BST to contact employers and provide information on

AJC services. The information shared consisted of registering employers in the MACC to search for qualified applicants, OJT information, WOTC information, and any other services partners may offer employers to assist in finding qualified applicants. Wagner-Peyser staff assisted job seekers with information on Federal Bonding. Federal Bonding is successful because it helps the job seeker obtain a bond which assists at risk persons obtain a job, while at the same time it provides the employer with a bonded employee. Federal Bonding is promoted at job fairs, regional jail events, and partner events.

WFWV provided training to all staff, local office managers, regional managers, and UC Claims Deputies. This training ensures that staff are update on processes and policies related to UC. Information reviewed during the training included the following: processing new, reopened, and additional claims, exploring the alternate base period, detecting potential issues, fact finding, determining detection dates, and requesting missing wages. In addition to the information previously listed, those in attendance were also given an overview of the National Health Emergency Dislocated Worker Grant regarding the opioid crisis and the Jobs & Hope WV state initiative to assist individuals with barriers to employment obtain meaningful employment.

WVDRS continues to work with agencies within the criminal justice system to improve services to individuals with disabilities who are justice involved. Activities such as participation in the WV Court Improvement Program Cross-training Conference, ongoing involvement in reentry councils, and conducting reentry workshops on using VR as a tool for successful reentry at state and federal correctional facilities occurred during the program year. Along with partner agencies, WVDRS staff participated in trainings that focus on barriers to reentry, expectations from ex-offenders, connecting with employers, improving outcomes through collaboration, developing interventions, implementing effective strategies, and educating the community.

WVDRS held CEO Summits at 60 locations across the state during the end of PY18/beginning of PY19. This WVDRS initiative meets major components of Pre-ETS activities under WIOA. The four-day WVDRS sponsored CEO Summits provided tools and information to support students with disabilities (ages 14-21 years, enrolled in an education or training program) in obtaining long-term career success. The curriculum included career planning and preparation, self-assessments, completing job applications, interviewing skills, how to dress for employment, work ethic, cell phone and internet safety and self-advocacy. WVDRS served approximately 1,000 students throughout the state at the 60 locations. Efficiency was achieved by partnerships at various locations in which partners contributed free classroom space, facility or campus tours, information, or other services.

WorkForce West Virginia Collaboration and Partnering

The WV Legislature continued to work closely with the WFWV system during PY18. 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 AJCs. WFWV continues to update the State of the State report as appropriate.

WFWV leadership worked diligently with USDOL VETS to strategically place veterans’ representatives throughout WV. WFWV employs 13 DVOPS who provides coverage to every WFWV AJC 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 employs four 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.

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 lifetime 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 PY18, 17 veterans utilized the program to assist in their job search activities which also included interviews, housing searches and to obtain training or certifications related to a job offer.

Drug Testing

On April 24, 2012, the Governor of WV signed Executive Order 8-12, charging WFWV to develop and implement a drug screening policy for WIOA Title I training-level services. WFWV Guidance Notice 12-12, Change 2, provides guidance to LWDBs and their operators regarding mandatory drug screening for WIOA training-level participants. Section 181(f) of Title I of the WIOA specifically provides states the authority to test and sanction WIOA participants for the use of controlled substances.

Effective July 16, 2012, all participants that entered into training-level services funded by WIOA Title I ITAs and OJTs, 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 1,447 drug screenings were completed during PY18. Only 1.7% of these screenings resulted in a sanction.

On-line Marketing and Services

During PY18, the agency website www.workforcewv.org had over 2.3 million page-views, an average of 190,242 page-views per month. Website visitors spent the most time on the Unemployment pages.

SUCCESS STORIES

- Fresh out of prison and fresh out of hope, this participant was living in a faith-based recovery center in southern WV. She needed a job and she wanted to regain custody of her children. No matter how many applications she filled out, none of the employers called her in for an interview. She felt ready to turn her life around, but no one would give her a chance with her background. Her recovery center recommended the Transitional Jobs program to her, and she felt like she could see the light at the end of the long, dark tunnel she had struggled through for so long. She was finally given an opportunity to prove herself to an employer. In fact, her host site loved her so much that they transitioned her to a regular employee at the end of her agreement. However, her success does not end there. The customer service skills, resume help, and newfound confidence that she gained during her experience helped her seek out and secure another job with higher pay on her own. Now, she has her own home, a job she excels at, and was able to reestablish custody of both of her children. Most importantly, she has hope and a positive outlook for the future.
- This participant was employed at a local plant for over ten years as an Import/Export Coordinator. When the position was eliminated, she qualified as a WIOA dislocated worker with nothing in her field on the horizon. She decided on a career change into the medical field. With WIOA assistance, she enrolled at Collins Career Center in their Respiratory Therapy program. Upon successfully completing the program, she passed her certification and gained full-time employment at an area hospital.
- An adult participant was formerly incarcerated for 29 years. He received WIOA assessment, career counseling, and support services. He was enrolled in crane operator training and referred to a job through the operator's union. He is earning a substantial wage, allowing him to be self-sufficient and become reintegrated back into society.

- At a young age, this participant fell into the drug addicted life. To him, the most important thing when he woke up in the morning was getting his next high. This led to a path of destruction: drug abuse, alcohol abuse, in and out of jail, and in and out of rehabs, most being court ordered. Beating the addiction was not successful. Through the journey he lost everything that was important to him. Eventually, he lost his kids, girlfriend, and family because he could no longer be trusted. After losing everything he cared about, he woke up one morning and decided he was tired of the life he was living. He had already lost one parent to the disease and watching his father go down the same path, made him decide he wanted to earn back what was lost. Most importantly, to get his life back and earn the trust back from those he loved. He went to an employment interview and was honest about his past, and even shared he was going to a clinic to see a doctor who was assisting him with recovery. The employer agreed to give him a chance and hired him. An appointment was made with the career planner at the LWDB office to determine WIOA eligibility for the OJT program. Upon being determined eligible, the process started. The employer paired the participant with a former Drill Sergeant for a supervisor. The participant was permitted to go to doctor appointments so he could stay on track, making up hours missed, and working dayshift to avoid the night atmosphere, which seemed to trigger the addiction. At six months clean, he was slowly being weaned off medications. At one year clean he will attend monthly meetings instead of weekly. He regained his children, girlfriend, and family, and is still employed.
- Assessed by Wagner-Peyser, this participant was referred to the DVOPS since he met the eligibility criteria and had a barrier of low-income, after experiencing six-month period of unemployment prior to being placed into case management. A lack of steady income also led to the veteran not meeting financial obligations. The family was at risk of losing housing and becoming homeless. During the case management process, the DVOPS utilized her established resource network to refer the veteran to:
 - Supportive Services for Veterans Families (SSVF) for rental assistance
 - The Disabled American Veterans Commander, who paid the delinquent water bill and cell phone bill so the veteran could continue his job search efforts
 - Supplemental Nutrition Assistance Program (SNAP) and medical benefits were provided by WV Department of Health and Human Resources (WV DHHR) until he could secure Veterans Affairs healthcare coverage. Medicaid benefits were crucial because the veteran was rationing and splitting required medications because of cost.

The veteran's background was Information Technology, with an immediate goal to obtain stop-gap employment. He obtained employment at the High Life Lounge on an "as needed" basis and continued to work on his long-term goal of stable employment. He worked with the DVOPS over the course of eight months meeting multiple times each week. The DVOPS provided resume development and numerous employment leads resulting in interviews with employers including Bank of America, TEKsystems, American Express and Cigna. A telephone interview with Enterprise Information Services (EIS), a federal government contractor, enabled

him to progress to an in-person interview and a job offer. He accepted a full-time, Quality Control Specialist position with EIS. Employment began on March 11th, 2019 with an annual salary of \$74,068. This opportunity is accompanied by benefits which include paid leave/holidays, medical/dental coverage, life/disability insurance, and a retirement plan.