

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

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THE WORKFORCE DEVELOPMENT SYSTEM

West Virginia's Workforce Development System

The agencies making up WV's Workforce Development System (WDS) work together to provide a comprehensive approach to workforce solutions, through broader and deeper partnerships; shared data and intake systems; braided funding; and leveraged services. Doing so allows each individual agency to focus on their expertise and the value they bring to the table, while relying on coordination with other partners to fulfill any remaining customer needs. By making available the appropriate educational and training opportunities, WV can provide its citizens with the work skills needed by businesses currently in the state or planning a WV location. Simply put, WV's WDS strives to create a clearer path to jobs for West Virginians so it's easier for citizens to be successful. This takes getting state agencies on the same page, eliminating duplication, and improving outreach to business and industry.

Each agency makes their services available physically and/or electronically to meet the needs of their customers. Physical locations vary across the state; the most recognizable and convenient being the American Job Centers (AJC). One-Stop Centers, also known nationally as AJCs, are the heart of the WDS, offering individuals and employers ready access to the many WDS resources funded by federal and state dollars. States, local elected officials, local boards, one-stop centers, and one-stop partners work together to create a "go-to" system for job seekers, workers, and business. The services being presented to businesses are customized and based on the expressed needs of the business, instead of being agency-siloed or menu-driven. Partners from various agencies coordinate with the workforce system to provide a seamless delivery of services and branding through a "no wrong door approach". WV is comprised of seven regions/Local Workforce Development Areas (LWDA).

Local Workforce Development Areas/Regions

- **Region One** (Region 1) consists of two comprehensive centers and four affiliate centers. The Workforce Development Board (WDB) 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. Unemployment continues to fluctuate throughout the region with extensive layoffs and hiring taking place on a frequent basis. Employers are hiring. Reports tend to say that unemployment has decreased in the region. Job fairs, promotion of positions available, and partner services are being offered to aid employers with hiring needs. Career and employability services are offered to assist job seekers who seek aid with resumes, job search, and other employment activities. Industry expected growth in the area includes but is not limited to: Social Assistance, Nursing and Residential Care Facilities, Administration, Trucking and Construction Laborers.
- **Region Two** (Region 2) consists of one comprehensive center and one satellite site. Region 2 covers the following counties: Boone, Cabell, Lincoln, Logan, Mingo, Putnam, and Wayne. Many of the counties have over the last decade had a decline in population related to displaced workers of the coal industry. The employment and training trends are changing due to an older population within the region and a workforce that has received several individuals of retirement age in the trade fields. Region 2 is building stronger relationships with employers and partnering with training providers to assist the need of trained workers in the following: Medical related occupations that make up 16 of the top 25 occupations in the region with a focus on Medical Assistants, Respiratory and Physical Therapy, Licensed Practical Nursing. Non-Medical occupations are led by: CDL Truck Drivers, Electrical Utility, Welding, Manufacturing and Construction Trades.
- **Region Three** (Region III) serves WV's largest county (Kanawha) with a population of approximately 175,515. Kanawha County is the home of Charleston - West Virginia's largest city, the state capital, and county seat. Region III includes one comprehensive American Job Center (AJC). Kanawha County is part of the Charleston, West Virginia Metropolitan Statistical Area, the state's business, financial, medical, and governmental center. Kanawha County encompasses 902 square miles. Within Kanawha County there are eight cities, eight towns, and 12 unincorporated communities. 75% of the county is urban; 25% rural. Kanawha County serves as the central employment location for a nine-county area.

- **Region Four** (Mid-Ohio Valley; WDBMOV) serves nine counties, of which approximately 3,493 businesses are located. Rural and urban populations are served by one comprehensive center and six affiliate sites. Those counties are Calhoun, Clay, Jackson, Mason, Pleasants, Ritchie, Roane, Wirt, and Wood. Four of the nine counties are economically distressed, and eight of the nine are rural. The population of the combined nine counties is just under 200,000 individuals.
- **Region Five** has two comprehensive AJCs in the cities of Weirton and Wheeling and one satellite AJC in Paden City. The LWDB's region of services includes Hancock, Brooke, Ohio, Marshall, Wetzel, and Tyler Counties. In 2022, the region had a population of 143,312; an estimated population decline of 1.3% from 2021. Marshall County (-456) had the greatest decline while Tyler County (-60) had the smallest estimated decline. In 2022, the total civilian labor force was 70,252 and the total unemployment rate was 4.7%. Wetzel County had the highest unemployment rate (5.6), and Ohio County had the lowest unemployment rate (3.8) in the region. Ohio County had the highest income levels in the State and the highest labor force participation rate (60.7) in the region. Some of the top industry sectors in the region are: Education and health, government, trade, transportation and utilities, manufacturing and leisure and hospitality. Industry employment projections for the period 2020-2030 are in the following sectors: hospitals, food services and drinking places, ambulatory health care services, administrative and support services and social assistance. Declining industries in the region include, but are not limited to, merchant wholesalers, durable goods, fabricated metal product manufacturing and mining. Workforce Innovation and Opportunity Act (WIOA) and Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T) funding is used to assist eligible individuals and area employers with their training, support, and hiring needs.
- **Region Six** (Region VI WDB) consists of one comprehensive center and three affiliate centers that serve 13 counties in North Central West Virginia: Barbour, Braxton, Doddridge, Gilmer, Harrison, Lewis, Marion, Monongalia, Preston, Randolph, Taylor, Tucker, and Upshur. In PY22 the area's unemployment rate averaged 4.2 %, closing out the year at 4.0% The public sector is still the main feature of North Central WV's economic development with the presence of many higher education institutions, correctional facilities and the U.S. Federal Bureau of Investigation (FBI) in Harrison County. Healthcare services represents a major cornerstone to the North Central region with WVU Health System listed as the state's largest health system and largest private employer. WVU Health System is comprised of 20 hospitals with multiple locations throughout Region VI, including the flagship hospital Ruby Memorial in Morgantown, United Hospital Center in Bridgeport, Braxton County Memorial in Gassaway, and St. Joseph's Hospital in Buckhannon, WV. Also, Mon Health was approved in July 2022 to add another "micro" hospital to the Region VI area, with the first one located in Marion County and a new one in Harrison County. These will be named the Mon Health Neighborhood Hospital. Region VI is also home to three airports including the North Central WV Airport in Bridgeport. Last year's approximately 25 million terminal expansion project is well under way and projected to be completed by late 2024. Moreover, Region VI'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 Pierpont Community and Technical College (North Central) Advanced Technology Center (ATC). I-79 was also advantageous in securing the addition of a new manufacturing facility "Mountaintop Beverage", who announced a \$200 + million investment into Monongalia County during the grand opening in May 2023. Mountaintop Beverage will employ 200 employees, with plans already in place to expand in the upcoming year. In PY22 Region VI yielded the largest civilian labor force (188,083) among the seven workforce development regions of the state. Workforce participation rates exceeded the statewide averages here in North Central West Virginia, with Region VI being the second-highest labor force participation rate (56.4%) among the seven workforce development regions. Region VI is home to a mixture of employment opportunities available at some of the Region's top employers, including WVU Health Systems, FBI, County Boards of Education, Walmart, Mon Health, First Energy Service Corp, Arch Coal, Antero Resources, Davis Health System and various college campuses and universities.

- **Region Seven** (Region VII WDB) consists of two comprehensive centers. Eight counties are served by the Region VII WDB. Region VII offers a contrast of the rural western counties and fast-paced suburban sprawl of the eastern counties that are 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, cyber security, computer science, warehousing, advanced manufacturing, professional services, as well as leisure and hospitality are all primary contributors to the expanding regional economy.

WAIVERS

WorkForce West Virginia (WFWV) did not have a waiver in place for at least one program year.

EFFECTIVENESS IN SERVING EMPLOYERS

While WFWV has always offered, and continues to offer, many and varied services to employers, WFWV focused on “Retention” and “Repeat” as pilot approaches, and primary indicators of performance, when measuring Effectiveness in Serving Employers:

- Approach 1: Retention with Same Employer addresses program efforts to provide employers with skilled workers.
- Approach 2: Repeat Business Customer addresses program efforts to provide quality engagement and services to employers and sectors and establish productive relationships with employers and sectors over extended periods of time. PY22’s Repeat Business Customer rate was 58.7%.

A Business Services Unit was established under the Employment Services Division in PY21. The primary goal of Business Services Representatives (BSRs) is to collaborate and coordinate services to employers, promote employer engagement/retention, assess employer needs, and meet those needs through one-on-one/personalized efforts. On-going communication and consistency of specific activities with the LWDBs and partner agencies are integral in achieving successful employment outcomes and matching job seekers with the right employer. First implemented during the COVID-19 pandemic, the Statewide Virtual Job Fair Platform continues to provide another venue for employers to find qualified job seekers. The Virtual Job Fairs are conducted monthly and offer job seekers the opportunity to video chat with employers, upload a resume, and apply for available positions. Each month since its launch in October 2022 until the end of the Program Year, the Virtual Job Fair Platform has served an average of 137 employers and 485 job seekers, of which 83% were unemployed. BSRs are available to provide guidance to employers regarding the numerous programs and initiatives offered by the WDS, by offering information and linkages to the following:

- Work Opportunity Tax Credit (WOTC)
- Federal Bonding
- On-the-Job Training (OJT) and Apprenticeship Opportunities
- Rapid Response
- Veteran Services
- Migrant Seasonal Farm Worker
- Assistance with Job Fairs and Hiring Events
- Assistance in providing accommodations for employees [WV Division of Rehabilitation Services (WVDRS)]
- Educational assistance programs
- Labor Market Information
- Unemployment Compensation programs, such as Short Time Compensation
- AJC services, such as job development and hiring assistance
- Early intervention strategies for layoff aversions (WV Development Office)
- Industry and Sector Strategies

In coordination with WorkForce West Virginia and several partner and community agencies, Region III began meeting to develop the Kanawha County Business Engagement Team. The purpose of this team is to create a unified approach by multiple agencies which makes a more cohesive and trustworthy image. This collaboration can streamline communication between different government bodies and organizations which helps businesses by reducing bureaucratic hurdles, minimizing red tape, and providing a more efficient process for obtaining information or addressing concerns. During this program year, Region III issued 31 OJT contracts. Successful collaboration was established with a diverse range of local employers willing to participate in the OJT program. These employers recognized the mutual benefits of the program, including the opportunity to shape and train a skilled workforce according to their specific industry needs. The Kanawha County American Job Center organized and hosted hiring events for several area employers. These events served as a bridge between employers seeking qualified talent and individuals in the community seeking employment opportunities. Through an innovative approach, Region III created and held two “Speed Hiring” Events. Like “Speed Dating,” job seekers are given the opportunity for an on-the-spot interview with any employer of their choice that has immediate job openings. This concept was well received with over 50 employers and 145 job seekers in attendance. Region III participates as members of the local business organization, the Charleston Area Alliance, and work with programs such as Advantage Valley and other job development organizations to identify needs and opportunities where we can bring together resources to serve the community.

The WDBMOV has implemented the following strategies to further our community involvement and increase traffic volume within our centers; One Stop Management Team has developed and implemented a system-wide triage process to create talent pipelines and to pinpoint exact needs of our customer base. Implementation of our virtual reality platform through a 3 year 1.5-million-dollar ARC grant. The VR (Virtual Reality) platform allows customers to explore career and training opportunities in the regions within growing occupations such as health care, and automotive. This ARC grant has allowed the WDBMOV to facilitate meetings with secondary education and the trades to developing and nurturing those relationships to continuously build the talent pipeline and have individuals choose their path as opposed to settling for their future. Our Business Engagement Team began implementation in March 2023. The Team consists of representatives from WIOA partners and resource agencies that meet with employers. The team meets monthly to discuss any employer needs (hiring, training, etc.). The goal of the team is to serve the employer through coordination of services and to tie into the triage process established and mentioned above. Open communication with the WDBMOV fiscal department and programmatic staff has allowed the ability to forecast trends with employment and training needs to better serve our region. Additionally, leveraging and braiding of funding is continuously on the radar and utilized when possible.

Region VI WDB continues to have one designated career planner to serve as a Business Services Representative (BSR). The BSR is the point of contact for eligibility and counseling of all Region VI employer hires, such as OJT, Incumbent Worker, and Customized Training participants. In August 2022, Region VI hired a “Community Outreach Coordinator”. This position has been integral to connecting partners and resources, supporting AJC’s efforts in the region, and generating employer referrals. As “the face and voice” of the Region VI Workforce Development Board, the Outreach Coordinator has presented to many groups including the Region’s Chambers, Rotaries, Family Resource Networks, and Economic Development organizations. Ensuring that our 13-county region is aware of the resources and support services provided by our partners, the Outreach Coordinator makes every effort to engage both new and current partners, organizations that support employers and businesses that might not be aware of the available funding and program for hiring and training. The Community Outreach Coordinator has also taken the lead for Region VI WDB’s BST, upgraded the Business Service Team Guide, and rejuvenated the business service team meetings to bi-monthly. As a result of their hiring and presentations, Region VI received 16 new unique employer referrals for employer services which in turn has increased both the amount of employer contracts written in Region VI as well as the amount of funds expended for employer programs from PY21 to PY22. Region VI experienced a 27.6% increase in employer contracts written from PY21 to PY22 and a 12% increase in employer program expenditures from PY21 to PY22.

WVDRS coordinated with employers and service providers from across the state to provide over 250 students with disabilities (ages 14-21) with work-based learning experiences and summer employment opportunities.

EVALUATIONS

Closing out PY22, WDS partners considered the following information as one way to evaluate activities; performance accountability measured the following indicators from respective core programs:

Indicator	Baseline	PY22
Job seekers receiving services in required quarters	10,547	18,988
Job seekers receiving referrals to partner services in required quarters	3,521	7,655
Customers placed in employment in required quarters	457	565
Employer contacts made in required quarters	2,445	8,797
Median earnings of customers placed in employment	\$3,952.36	\$3,979.67
Credential attainment	76.9%	71.1%
Measurable skill gains	10.4%	81.3%

Having established baseline numbers early on, and now with the benefit of having at least two years’ worth of data collected, reports can be compiled and analyzed to make necessary enhancements to program and service delivery. WFWV implemented a customizable “point-menu” system awarding points based on the degree of intensity and value of the workforce services provided. Services earning high points clearly reflect deeper relationships with employers and activities resulting in longer-term relationships. Coupled with the survey (described below), WV’s WDS partners are better equipped to discuss and make the educated decisions necessary to meet the goals outlined in the Combined State Plan (refer to pages 7-13).

In August 2022, WFWV submitted an application to participate in the West Virginia 2022 Evaluation Peer Learning Cohort (EvalPLC). The team members will include Title I, II, III, and IV representatives. In January 2023, WV’s EvalPLC Team attended three sessions of peer learning cohorts; met three times with their coach; and met internally twice. Overall, activities discussed: Evaluation Readiness and Design Assessments, Funding Strategies, and model types. WV met with MassHire to discuss evaluations and after consulting with our coach, MassHire appears to be a good resource for WV’s capstone project. By March 2023, we attended and presented during Session 5: State Reflections and Future Plans. Our presentation consisted of the following:

- What have you learned through the Evaluation Peer Learning Cohort process? Strengths-Knowing we are not alone in our situation and there are resources available to assist our state and its workforce development agencies. Challenges-Sustaining momentum going forward, within and across programs, to maintain and further enhance collaboration across programs at the state, regional, and local level.
- Where you started, and using the assessments as a map of where you went-We have gained knowledge about evaluation in general and also learned from other states as to what has worked and what may be challenges when conducting an evaluation and/or implementing significant change to the system. Capstone Project-Assessing the impact of rebranding and its effectiveness in informing frontline staff and potential consumers (job seekers and employers) about available services through the WV workforce development system.
- Next steps for your state in research and evaluation of workforce development programs and services: Basic evaluation action plans-Develop an assessment instrument, likely an online survey, to gauge the knowledge of staff (at all levels) about programs outside their own. After the rebranding, the same/similar assessment will be provided to the same individuals to determine any knowledge gains and where any areas of improvement may need to occur (geographically and program-specific). Approach for next 6-12 months-Develop and conduct the assessment described above. Roll out the rebranding and its various awareness components. Assess the impact of the rebranding on staff knowledge about partner programs. Our objective is to develop a research plan that will help us to assess the impact of our rebranding

initiative on participant outcomes, particularly on the co-enrollment of our participants. This plan will also allow us to evaluate staff knowledge of services provided by all partner agencies and will further foster the closer collaboration of partner agencies.

- Bigger picture: How we see our state moving forward on research and evaluation over the next 1, 2, and 3 years-The WV workforce development system will continue to enhance its evaluation capabilities and grow the scope of evaluations to ensure compliance with the Combined State Plan ICR. Continuing to engage in the community of practice-We will continue to utilize the support and technical assistance available, particularly from other states that have conducted similar evaluations.

CUSTOMER SATISFACTION

The LWDAs have the flexibility to utilize their own customer satisfaction (CS) surveys/questionnaires. LWDAs continue to implement innovative ways to reach the customer base and obtain satisfaction surveys. Examples include Zoom, Duo and Teams meetings, web-based portals, more frequent email, and cell phone communication.

- Region 1 One Stop Centers implements both paper and electronic Customer Satisfaction Surveys. Survey boxes are placed in Greenbrier, McDowell, Mercer, Nicholas, Pocahontas, and Raleigh Counties to gather paper surveys. The locked Survey Boxes are placed at the front desk in each of our American Job Centers so that customers have easy access to them. Emails are sent out to building Partners and each Agency to remind them periodically of the importance and benefit of participating in the Customer Satisfaction Survey. Information and reminders about the survey continue to be part of the Quarterly Partner meetings. The Surveys were developed to gather information on the quality of services provided and to pinpoint any weak areas that need improvement. The Surveys also allows customers to share contact information for staff to relay information of trainings and career fairs in our service delivery area if requested. Although, response is not overwhelming, we continue to receive positive feedback from the surveys submitted. The R1WDB staff conducts customer satisfaction surveys at the conclusion of the Youth, Transitional Jobs, On-the-Job Training and Incumbent Worker Training programs. These surveys are provided in person, by mail, email, SurveyMonkey and WuFoo to both participants and employers who utilize the programs. A total of 176 surveys were completed. The R1WDB is considering adding an additional customer satisfaction survey to be completed at the end of the follow-up period. The R1WDB collects information monthly regarding customers served from all AJC partners within each center. For PY 2022, 50,468 individuals were served.
- Region 4 conducts multiple surveys of our employers and AJC customers. The following are survey results from 7/1/2022-6/30/2023:
 - Twenty-five employers were surveyed, through SurveyMonkey, who utilized OJT, IWT, Youth Paid Work Experience, Apprenticeship funding (ATA), and Transitional Jobs. Twenty out of twenty-five employers responded with an 80% Survey completion rate. Of that, employers responded with 100% satisfaction with the services they received and 100% of employers surveyed would utilize our services again.
 - Wood County AJC and Jackson County Affiliate site have 30% survey completion rate. Surveys are kept at the front counter and AJC and affiliate customers are encouraged to fill them out. Wood County AJC has a 99% customer satisfaction rate. Jackson County Affiliate has a 98% customer satisfaction rate.

As we are looking towards continuous improvement, we are shifting from our exclusively paper surveys, to also including electronic opportunities to reach a wider base. This format will be utilized by the WIOA case management staff and the AJC One Stop coordinator.

- Region VI moved from mostly hard copy paper CS surveys to an on-line survey option going into PY21. Although paper copies of the customer service surveys are still accepted, a QR code was established to access the CS survey and QR Code stickers were distributed to all Region VI AJC partners to add to partner brochures, flyers, etc. Because of this change, we saw a decrease in the number of surveys that participants completed but the overall satisfaction rating of those completed was 97.7%. We also

continued to send out WIOA Training Exit survey links to participants who exited WIOA and were in follow-up, although no one volunteered to answer the survey during the program year.

- The service delivery system in Region VII will be an evolving system, one that continues to improve the quality of service, service accessibility, and remains adaptable in meeting the needs of area employers and job seekers. The system's primary focus is to provide a framework in which the workforce of West Virginia can advance skills needed for the 21st century. The delivery system will be dependent on web-based portals that allow immediate transfer and processing of information between rural access points such as the American Job Center partners and other state and federal agencies. In keeping with the One-Stop delivery philosophy, the Board faces many challenges to provide services throughout a rural area. To meet the challenges, the Board is committed to maintaining at least one comprehensive American Job Center, and various access points throughout the region that enables universal access by all employers and job seekers. Currently, the WDB has chartered the American Job Centers located in Moorefield, WV and the Career Center located in Martinsburg, WV. The comprehensive American Job Centers in Region VII will be physically and programmatically accessible to all customers, including individuals with disabilities and individuals with limited English proficiency. In so doing, the American Job Centers use principles of universal design and human-centered design such as flexibility of space usage. The American Job Centers will use pictorial, written, verbal, and tactile modes to present information for customers with disabilities or limited English proficiency. The American Job Centers will also provide clear lines of sight to information for seated or standing users, necessary accommodations, and adequate space for the use of assistive devices or personal assistants. The Region VII WDB has developed a satisfaction survey that is distributed to employers. Also, Region VII WDB hired a Business Analyst to meet with employers. The Business Analyst will discuss the region's OJT program and other business needs. This position will document employer services, such as employer visits, in the state's MIS system (MACC). Additionally, the Region VII WDB has developed a partner referral system (J.A.C.K.) that can be accessed through a website, kiosk, or QR code. The referral system allows customers to input the services they need and then get contact information for the appropriate partner agency. Also, the partner agency will get the contact information for the customer so they can follow up to make confirm the customer received the appropriate services.
- WVAdultEd continues to utilize a Student Satisfaction Survey which is made available on wvadulted.com, in the classrooms around the state, and sent to students who have enrolled in our program. These are collected centrally and disseminated quarterly to the instructors, regional coordinators, and state staff. Currently over 99% of the respondents would recommend adult education to others. Plans are in process to develop an Employer Satisfaction Survey to be sent to those employers which adult education has provided business engagement services. Meanwhile, employers were surveyed who have participated in WVAdultEd sponsored events, such as the Mercer County Adult Learning Center Job Fair held at the American Job Center, and other employer-related engagement activities. Currently over 99% of employer participants expressed satisfaction with opportunities for assistance, services offered, collaboration on events, inclusive outreach to employers, quality of WVAdultEd led community events, etc.
- As part of its program improvement efforts, WVDRS continued to support the implementation of CS surveys of its clients to ensure quality services for WVDRS consumers. The WV State Rehabilitation Council (WVSRC) conducted the surveys (with full WVDRS assistance and cooperation). WVSRC is primarily responsible for completion of the consumer satisfaction survey for Vocational Rehabilitation (VR) consumers. WVDRS continued to provide and supplement the fiscal and human resources needed for its successful completion. WVSRC members selected a survey method that allowed 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 statuses throughout the fiscal year. Survey data is currently being analyzed and processed by a third party. WVDRS will share the most up-to-date findings when they become available.

COMBINED STATE PLAN GOALS

Goal 1: Maximize Efficiency of the Workforce Development System (WDS)

No Wrong Door WV used the Jobs and Hope regional case management model to create partner relationships included in the online platform. Any case manager using the platform will have search access to identify resources available in their region and will be able to make referrals, receive referrals, and view the progress of all referrals. No Wrong Door WV provides referral tools for case managers all in one place. It can eliminate the need for providers to collect the same information from an individual over and over; the system will allow different providers serving the same person to securely share data. No Wrong Door will allow partners to make electronic referrals to each other. No Wrong Door WV can help individuals learn about available services without having to go through life's details over and over. The platform pulls resources available to West Virginians into one place where they can find local resources to help them work in the mountain state. Region 1 partners conducted cross training during the quarterly partner and regional business services team meetings which were held in person. Updates and information sharing regarding program changes, serving customers, operational guidelines of the AJCs, and safety were some of the topics covered. WVDRS staff at the state and local level continued to engage with other agencies in the WV WDS, including participation in state and regional workforce development boards, job fairs, and employer-centered events. In July 2022, WIOA core partner agencies, WFWV, WVDRS, and WV Adult Education and partner agencies and programs from across the state held a joint training conference in Morgantown, WV. Over 200 attendees representing over 80 different agencies, programs, and stakeholder groups took part in informative cross training sessions and developed service delivery and consumer engagement strategies to implement across the state. This event was a great step to kick-off the implementation of the new PY22 WV Combined State Plan. To make referrals more efficient across the programs for both potential consumers and program staff, WVDRS and Region VII WDB collaborated to expand the Job Action Community Knowledge (J.A.C.K.) referral system. This online-based referral system is accessed by potential consumers through kiosks, QR codes, or a website. After answering a few brief questions, the individual is provided with the contact information of each agency in their county for which they may be eligible to receive services. In addition, a point of contact at each agency also receives the individual's contact information so they can begin the appropriate referral or application process. Though still in the pilot phase, the J.A.C.K. has provided WVDRS and other partner agencies in Region VII with dozens of referrals in an efficient and effective manner.

Goal 2: Strengthen Relationships with Employers

Review of information has shown that West Virginia has many incentives for employers, but that information has not been collected in one place. Efforts to remedy this issue are as follows:

- No Wrong Door WV has compiled an employer tab that includes employer support and incentives
- West Virginia BusinessLink connects entrepreneurs and small business owners with assistant, resources and information
- West Virginia was selected to work with Data Labs, a collaboration between the Beeck Center for Social Impact + Innovation at Georgetown University and the National Governor's Association, to launch a data-sharing project to help understand current pathways to employment and improving business supports in the state. This nine-month program runs through October 2023. Department of Commerce, to include Economic Development, will use information from this project to attract and support employers.

The R1WDB Business Services team continue to identify workforce needs through business and industry meetings, after hours, forums, career fairs and opportunity summits. Region 1 WDB hosts regional BST meetings quarterly to identify and address the needs of employers. WVDRS used its Employment Specialists (ESs) 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) specializing in providing employers with disability-related information, services, and pre-screened job seekers. The WVDRS ESS employs nine ESs covering all 55 counties in WV. Each ES 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 ESs 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. ESs, therefore, contact employers directly to identify current and future job openings. To facilitate this, WVDRS utilized LMI provided by WFWV to identify the top employers in each county; contact is always made with the top ten employers in each county on a quarterly basis. WVDRS ESs conducted over 400 employer visits in PY22. Information from these employer visits is entered into State MIS (Management Information System/MACC) and is available to all partner agencies. When meeting with employers, ESs provided 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 WDB's activities and decision-making process. If needed, a referral to the WVDRS Rehabilitation Technology Unit is made to address workplace accommodations. A Direct Contact Employer database is maintained within the unit to showcase the employers who have special or preferred hiring practices for WVDRS job seekers. To highlight successes and promote employer engagement, WVDRS awarded exemplary employers in each of its six districts, recognizing employers who collaborated with WVDRS to create and promote a diverse workforce, including providing additional employment opportunities for individuals with disabilities. Additional information can be found on the agency's website at www.wvdrs.org under the "News/Info" tab. WVDRS ESS increased business engagement strategies by promoting the OJT program statewide. To be successful at this, the unit received training on how to approach businesses, discussed ways on making stronger job matches between consumers and employers, and were encouraged to go out in the community to create a larger network by joining a local Chamber of Commerce. As a result of this concerted effort, OJT services increased from 22 in Program Year 2021, to 59 in Program Year 2022, more than doubling employment opportunities for individuals with disabilities. WVDRS ESs entered data and information for over 500 employers into the MACC system of WFWV to ensure awareness of job openings across agencies. WVDRS also participated in Chamber of Commerce events to make employer contacts and provide information about services WVDRS and other WDS agencies can provide employers. WVDRS business engagement strategies were conducted both in-person and virtually. Through collaboration with a national network of other VR agencies, WVDRS can provide information from employers on a national level to WVDRS job seekers.

Goal 3: Overcome Employment Barriers of Individuals

Region 1 used comprehensive interviewing, educational assessment, and counseling to identify barriers and utilize support services when needed, so individuals will be successful in obtaining training and employment goals. To ensure support services needs are being met, individuals were co-enrolled in programs with partnering agencies. The Region 1 youth program made referrals to WV Adult Education to assist with increasing basic skills levels. The youth program staff worked closely with employers and participants to develop work experience training. Mentorship is an important part of this component. The employers and youth staff worked one-on-one with participants to address existing and new barriers they may have had such as childcare, transportation, food insecurity, appropriate tools, and clothing. Supportive services were provided as needed to address the barriers, and referrals to other resources were made as appropriate, to ensure participants receive guidance and support when facing life's challenges. Region 1 continued to assist with combating the opioid crisis by offering the transitional jobs program to those who have barriers to employment, such as a previous substance problem. There were 55 participants placed in work-based experiences and provided extensive career services training and supportive service assistance. Staff continued to work one-on-one with individuals to assist with overcoming barriers through career counseling, employability skills training, and referrals to partner agencies such as WV

Adult Education and the Department of Health and Human Resources (DHHR). The LWDB partnered closely with Jobs & Hope WV with many participants being dual enrolled in both programs to increase the number of services provided. Region I is proud to partner with Communities of Healing which provides extensive training and a certificate to cohorts of businesses to hire those in recovery. The LWDB works closely with several local day report center and drug courts to aid with job placement and programmatic services and will continue to reach out to establish similar services to those where relationships have not been fully established. The LWDB has been exploring working with local correctional centers to offer those ready to re-enter society assistance to enter occupational training programs. Region VI WDB encouraged cross-program funding and programmatic integration of workforce preparation activities to develop employability skills, adult education, and occupational training, supplemented by supportive services, as part of career pathway models to ensure the critical needs of individuals (including those with basic skills deficiencies) were met, allowing the greatest opportunity for employment success. Support services were provided to those with specific barriers or referrals to other partners were made if further resources were required but not available through WIOA funding. When appropriate, job seekers were co-enrolled between two or more core programs to accomplish this goal. One example of co-enrollment was the individuals who were cross-referred through the Jobs & Hope WV program. Staff from Region VI, including the Region VI One Stop Coordinator visited some of the correctional facilities in our area to provide assistance, counseling and resource information to incarcerated individuals who were soon to be released in order to ease the burden of re-entry into the community. Some examples of assistance provided were Mock Interviewing and Resume Writing. The LWDB continued to work with entities such as, but not limited to, Job Squad and PACE Enterprise to support the entry of persons with disabilities into the workforce through Transitional and OJT programs, which included supportive services for those who were assessed to need them. WVDRS continued assessment of skill gaps and needs of individuals seeking employment and/or training throughout PY22. 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 over 4,000 individuals with disabilities in PY22. 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 individuals with barriers, especially those with disabilities, had increased access to and for opportunities for employment, education, training, and support services. WVDRS continued to be available in the setup and design of AJCs to enhance the delivery of services to individuals with disabilities. WVDRS continued collaborative efforts with organizations who support efforts to expand employment opportunities for individuals with behavioral health challenges. WVDRS maintained its partnership with the WV Behavioral Health Planning Council, meeting quarterly and updating the council on the agency's efforts to effectively serve and help individuals with behavioral health conditions meet their employment goals. WVDRS counselors provided a comprehensive assessment of the consumer, which includes referral and funding for functional capacity evaluations, referrals and funding for psychoeducational evaluations, in-house (provided by WVDRS) home modification evaluations, in-house driver capability evaluations, and in-house assessments of the need for accommodations at the consumer's worksite. Once the barriers and needs of a consumer are thoroughly identified, the full gamut of services are reviewed and decided upon collectively by the vocational counselor and the consumer. The services provided, unique to DRS, included vocational counseling and guidance; job coaching; work adjustment training; interpreter services; benefits consultation (if the individual is receiving SSI and/or SSDI); physical restoration and mental health services, diagnosis of and treatment for mental and emotional disorders by a licensed psychiatrist, licensed psychologist, or a psychologist employed by a school system; reader services; rehabilitation teaching services; and orientation and mobility services for individuals who are blind; supported employment services, post-employment services necessary to assist consumers to maintain, regain, or advance in employment; occupational licenses; tools/equipment/supplies; rehabilitation technology services; telecommunications, sensory and other technological aids and devices; vehicular modification; maintenance for additional costs incurred while participating in vocational rehabilitation services; VR services to family members

(an individual who either is a relative or guardian of an applicant or eligible individual; or lives in the same household as an applicant or eligible individual; has a substantial interest in the wellbeing of that individual; and who requires VR services to enable the applicant or eligible individual to achieve an employment outcome); and personal assistance services. While WVDRS remains focused on assisting those seeking employment, we also recognize the need to address an individual's holistic needs for him or her to be successful in long-term employment ventures. Along with a comprehensive assessment, the WVDRS counselor evaluated a consumer's needs for equitable recovery, access to transportation, and access to mental and/or physical restoration services. The WVDRS counselor collaborated and assisted the consumer in tandem with Workforce WV, WVDHHR, the Senior Community Service Employment Program, Jobs for Veterans, career and technical education programs, four-year and graduate level higher education institutions, Jobs & Hope WV, Legal Aid of WV, and the Adult Education system, based on the consumer's needs.

Goal 4: Promote Career Pathways

Region 1 works closely with WV Adult Education and employers to identify literacy skills and develop career pathways for participants. Region 1 connects employers with the State Registered Apprenticeship Program to develop programs to increase recruitment, retention, and training efforts and to provide clear pathways for job seekers, and incumbent workers, to advance their skills and career goals. Those that are not currently in the labor force, Region 1 informs them of training and career options available in the region. Career specialists with the Career Center Youth Program continue to assist youth participants with college books and materials. Out-of-School Youth are referred to the LWDB and WVDRS for financial assistance for unmet tuition and transportation costs to help them achieve their training and career goals. The integrated system within Adult Ed, career and technical education centers, and community and technical colleges is being utilized to assist individuals with career pathways in achieving their educational and employment goals. R1 WDB links Career Pathway programs to OJTs and Incumbent Worker Trainings, whether provided through WIOA core programs or industry partnerships. WVAdultEd continued to collaborate with core and required partners to provide Title II AEFLA services as defined in section 243. WV has seven Workforce Development Board regions and in eight locations WVAdultEd is co-located with other partner agencies contributing toward One-Stop infrastructure costs. WVAdultEd Regional Coordinators or an Adult Education (AE) representative continued to serve on regional WDB, assisting with presence at local American Job Center locations, contributing to the achievement of local plan goals, serving on Business Services and Rapid Response Teams, chairing youth and career pathway committees, and participating in partner agency and interagency meetings. WVAdultEd Career Pathway programs continued to leverage partnerships with all WIOA one-stop core and required partners, institutions of high education, and other relevant agencies. These partnerships have led to the creation of several IET programs, to include nursing preparation for CTE enrollment, service personnel preparation for county school boards, direct support professional training for our DHHR partner to mention a few. WVAdultEd continues to assist students at identifying barriers referring them to appropriate partners as needed. Students entering training programs are referred to the WDB for eligibility determination for funding assistance through Individual Training Accounts (ITAs). Instructors conduct Advisory Council meetings to ensure community needs are met with AEFLA authorized services. Alignment with these council members allows WVAdultEd to identify training and skills needed in careers that continue to be emerging and growing, along with utilizing the Labor Market Information (LMI) from the Bureau of Labor Statistics. These council meetings led to the Mercer County Adult Learning Center taking the lead in coordinating a local job fair to include partner agencies and local employers. The event included an advanced media campaign and onsite radio remote. Five resource agencies, 32 employers, 162 participants attended. 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. WVDRS provided work-based learning experiences to over 250 high school students with disabilities and held Career Exploration Opportunity (CEO) Summits across the state. WVDRS worked with Community Rehabilitation Programs (CRPs)

around the state to provide the Summits and other employment-related services in as many local areas as possible including virtual services to over 1000 students with disabilities. 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. In addition to the CEOs, over 500 students with disabilities received services relating to Instruction in self-advocacy and STEAM-related topics. Throughout the academic year, WVDRS ESs also provided Pre-ETS at the local high schools, whenever possible. The ESs conducted mock interviewing, career exploration, and discussions regarding other employment related topics. WVDRS also continued to conduct virtual and in person Job Clubs for students with disabilities to continue to gain valuable employment-related skills training and career exploration opportunities. WVDRS continued to maintain and enhance its “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 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.

Goal 5: Identify and Maximize Postsecondary and Employment Opportunities for Youth

R1 WDB promotes apprenticeships and pre-apprenticeships opportunities to all youth/young adults. WVDRS continued to provide a large percentage of its participants with postsecondary training assistance, including four-year college/university, community college, and career technical training for over 1,500 individuals with disabilities in PY22. Assistance included financial support, tutoring services, assistive technology provisions, and postsecondary counseling. This postsecondary training enabled individuals to gain high quality, in-demand employment.

Goal 6: Align WV’s Labor Force Participation Rate with the National Labor Force Participation Rate

Over 1000 WVDRS consumers were successfully employed in the program year. WVDRS provided individualized services to consumers with disabilities and employers to enable individuals with disabilities to gain, maintain, or advance in employment. WVDRS served individuals with disabilities, ages 14 and above, seeking competitive integrated employment and worked with each participant to maximize their career potential through training, assistive technology, and other services necessary to meet their individualized employment goal. To meet the workforce needs of WV employers, WVDRS employment specialists and rehabilitation counselors used State, regional, and local market data to ensure consumers of the program are equipped with the necessary information to actively engage with in-demand industry sectors of the consumer’s chosen geographical location; and, additionally, the consumer gained knowledge of what academic steps are required to reach those identified jobs. Labor Market Information (LMI) was acquired through O*Net online and via WorkForce WV’s dashboard. WVDRS provided experiential learning to individuals with disabilities to match the employment needs of WV. WVDRS remained attentive to the constant flow of information available, that outlines in-demand sectors and industries. This information was consistently utilized to match up our WVDRS consumers workforce with the identified employment opportunities, based on the skill set, gained knowledge, and vocational desires of the consumers.

SECTOR STRATEGIES AND CAREER PATHWAYS (GOAL 4)

Business Engagement Strategies

Partnerships continued to be a key component of assisting customers to reach their fullest potential. Examples include:

- Region 1 services implemented include assistance with recruitment of employees through in-person and virtual job fairs and promotion of positions available. A regional business services team has been re-established to provide cross-training and shared programmatic information that can be utilized by all partners within the region. Relationships with chambers of commerce, local economic development authorities and partnering with LWDBs across regional lines has increased outreach efforts and increased the number of employers benefiting from WIOA programs. Additionally, the Business Services team sends out a weekly listing of the Statewide Job List, regional ACJ updates and job fair flyers to job seekers they work with and who are currently or previously enrolled in a WIOA program.
- Region 4 is working with West Virginia University of Parkersburg to facilitate Sector Strategies in Automotive, IT and future Solar Sectors. The Workforce Development Board Mid-Ohio Valley (WDBMOV) has embarked on many strategies to engage our communities. Our efforts have seen an increase in customer volume as a result of these creative outreach events. These activities consisted of events such as Community Connections Expo, Diversity Employment Job Fair, Truck It, and facilitating linkages from secondary education to building and construction trades to secure a footprint within secondary education.
- The Region VI Executive Director continues to participate on several Economic Development Boards and has served on the Executive Team of the Tri State Energy and Advanced Manufacturing (TEAM) Consortium as co-chair of the Workforce and Economic Development Working Group for six years. The TEAM Consortium partners of Ohio, Pennsylvania and West Virginia share a regional vision of guaranteeing an adequate supply of properly skilled workers for the critical energy and advanced manufacturing sectors in the tri-state initiative. The TEAM Consortium is working to create a seamless network of occupational pathways among education and training providers and relevant agencies and private companies, leading to jobs in the energy and manufacturing industries. In PY22, the TEAM group developed an “Energy and Advanced Manufacturing Career Pathway Exploration Guide” which highlights 13 pyramids that show education, learn-at-work and career pathways offered at multi-state community and technical colleges throughout the 45-county area that represents the consortium. Also in Program Year 2022, the TEAM Consortium began focusing on regional initiatives surrounding Hydrogen and Carbon Capturing Technology. The Executive Director has most recently joined an interstate group of workforce boards in Ohio, West Virginia, and Pennsylvania on an ARC planning grant named ARISE (Appalachian Regional Initiative for Stronger Economies). The planning grant, if awarded, will be used to research promising approaches to employer and school recruitment, exchange of best practices, and apprenticeship models for multi-state employers in order to improve the upward mobility of workers regardless of state residency. Region VI WDB will ensure that Apprenticeship opportunities within the workforce development system will be promoted as job training options to individuals during the assessment and counseling process and to employers when meeting to discuss opportunities for the employers to utilize workforce services. In addition, Region VI continues to provide career guidance to individuals with barriers, especially those with disabilities, about programs and services that provide an effective pathway to their career goals. In recognition of the statewide shortage of LPN/RN’s, Region VI instituted a pilot program last program year to fund this critical “in demand” occupation at a higher tuition reimbursement rate than other occupational training programs in the region, in order to encourage WIOA eligible participants to choose the nursing pathway. In Program Year 2022, Region VI increased the number of WIOA ITA’s for nursing programs by 29% from the previous year. During the quarterly meeting in June 2023, the Region VI WDB approved the higher tuition rate for another year in hopes of increasing the percentage of nursing students even more in program year 2024.
- The Region VII AJC have active Business Services Teams made up of key One-Stop staff, community college representatives, and other representatives from the local area that serves business needs. To facilitate engagement of local employers in in-demand industry sectors, the American Job Center’s BSTs actively participate, and will continue to participate, in area business advisory councils and boards that

bring together business and educational leaders in-demand occupational and industry sectors. While this is a fluid list, current in-demand occupations receiving the most attention from our BST members include:

- Construction Trades
- Culinary/Hospitality
- Energy
- Healthcare
- Information Technology
- Advanced Manufacturing
- Transportation and Logistics

Through these councils and advisory boards, workforce development and educational leaders communicate directly with area business leaders regarding the in-demand human resource needs, training needs, and skill sets that are currently being sought after by area businesses. In addition, Region VII BST members frequently and actively partner with Chambers of Commerce/Economic Development entities throughout the LWDA. Region VII business service representatives provide extensive outreach to employers in the local area. This is accomplished through employer visits (cold calls), community presentations, and hosting/participating in job fairs, community fairs, and recruiting events. Employer information is also disseminated through communication outlets such as press releases, the company's website and social media outlets. The Region VII Business Services Team operates within the American Job Centers and is integrated with the WIOA program, TANF/SNAP, and Wagner-Peyser/Re-employment programs. All job orders, job fairs, and recruiting events are accessible to and communicated to all One-Stop staff and Business Service Team members. Career pathways involve a range of stakeholders. In addition to state and local workforce boards and agencies, potential partners should include education and training providers, community colleges, community-based organizations, support service providers, and employers. Examples of cross-program collaboration with key workforce development stakeholders developing career pathways in Region VII include:

- Coordinating with Blue Ridge Community and Technical College and Eastern West Virginia Community and Technical College conduct quarterly Sector Partnership Strategy Meetings with key stakeholders including but not limited to industry and workforce development partners. These meetings help assess the needs of industry and align educational programs and offerings.
- Being able to effectively implement through Sector Partnership meetings is the capability of portable and stackable industry-recognized certifications. In partnership with Blue Ridge Community and Technical College their Advanced Manufacturing A.A.S. program has been divided into multiple, six-week cohorts with open entry points and certifications at the end of each six weeks. This is an example of allowing clients the opportunity to easily access and obtain the skills required by industry. The stackable components allow the individual to ultimately obtain a 2-year associate degree. However, the certifications earned at the end of six-week cohorts allow for immediate employment opportunities.
- Leveraging existing career pathways system to promote a comprehensive career pathway system that combines education, training, counseling, and support services from the core partner agencies.
- Ensuring career pathways are aligned to occupations that are high-demand and are likely to pay family-sustaining wages in our region.
- Supporting placement of individuals with barriers to employment, especially those with disabilities, into quality entry-level jobs that provide the work experience and non-technical skills necessary to lead to employment in high-demand jobs.
- Continuing to link OJT to career pathways.
- Promoting and supporting the creation of pre-apprenticeship and Registered Apprenticeship programs as part of relevant career pathway models.

- Helping in the establishment of statewide and regional lists of industry-recognized credentials with a focus on identifying credentials along established career pathways.
- Enhancing career guidance to individuals with barriers, especially those with disabilities, to employment and education and into programs and services that will provide them with an effective pathway to their career goals.
- Adding information to our website regarding career pathways.

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

Titles I and III core programs' state and local area negotiated performance levels are as follows:

WIOA Performance Measures	Final Negotiated Goals
	PY 22
WIOA Adults	
Employment (Second Quarter after Exit)	72.0%
Employment (Fourth Quarter after Exit)	70.0%
Median Earnings	\$ 6,300.00
Credential Attainment Rate	81.0%
Measurable Skill Gains	45.00%
WIOA Dislocated Workers	
Employment (Second Quarter after Exit)	77.0%
Employment (Fourth Quarter after Exit)	79.0%
Median Earnings	\$ 9,500.00
Credential Attainment Rate	84.0%
Measurable Skill Gains	43.0%
WIOA Youth	
Employment (Second Quarter after Exit)	64.50%
Employment (Fourth Quarter after Exit)	61.0%
Median Earnings	\$ 3,400.00
Credential Attainment Rate	61.0%
Measurable Skill Gains	43.50%
Labor Exchange (LEX)*	
Employment (Second Quarter after Exit)	57.0%
Employment (Fourth Quarter after Exit)	56.00%
Median Earnings	\$ 5,300.00

LWDA	1			2			3			4			5			6			7		
PY22	Adult	DW	Youth	Adult	DW	Youth	Adult	DW	Youth	Adult	DW	Youth	Adult	DW	Youth	Adult	DW	Youth	Adult	DW	Youth
Employment (Second Quarter after Exit)	69%	76%	63%	71%	77.5%	59%	71%	76%	55%	73%	77%	64.5%	72%	77%	63%	70%	76%	64.5%	72%	79%	64%
Employment (Fourth Quarter after Exit)	67%	75.5%	60%	71%	79.5%	61.5%	68%	76%	55%	71%	79%	62%	71%	79%	60%	68%	79%	61%	70%	80%	62%
Median Earnings	5,500	9,000	3,100	6,400	9,600	3,500	6,400	9,600	3,300	6,200	9,300	3,200	6,300	9,300	3,300	5,700	9,500	3,400	6,300	9,500	2,600
Credential Attainment Rate	75%	73%	60%	76%	84.5%	61.5%	80%	79%	60%	79%	80%	62%	79%	83%	61%	80%	84%	61%	81%	85%	61%
Measurable Skill Gains	44%	40%	39%	30%	30%	30%	44%	40%	44%	40%	43%	43.5%	45%	43%	43.5%	45%	45%	45%	40%	45%	35%

For PY 2022, WVDRS achieved the following performance on the performance accountability indicators under section 116 of WIOA:

- The percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program – 72.8%.
- The median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program – \$7,063.
- The percentage of program participants who are in unsubsidized employment during the fourth quarter after exit from the program – 70.1%.
- The percentage of program participants who obtain a recognized postsecondary credential, or a secondary school diploma or its recognized equivalent, during participation in or within one year after exit from the program – 48.8%.
- The percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains toward such a credential or employment – 46.3%.

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 Grants (NDWG) fund allocations, job driven opportunities for the long term unemployed and career retraining for those impacted by mass layoffs throughout the state. The reviews were 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 enabled reviewers to document specific information obtained from the reviewed entity for evaluation. Other related materials were also examined, and office staff activities were observed for determining execution effectiveness. The results are then reported out. 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. The program operations portion of the on-site visits included WFWV staff and contractor 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). Although the MACC is equipped with automatic/internal data validation controls, on-site visits included reviews of WIOA participant files (hardcopy and electronic/MACC). On-site visits also include reviews of 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 three main categories: Eligibility and Documentation, Excessive Service

Durations, 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. Comprehensive reviews documented effective practices being used by the State WDS and identified the training and/or technical assistance needs of staff. Evaluations resulted 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 provided an overview of the results and recommendations of the evaluations during exit meetings with LWDB directors and staff. Compliance findings require submission of corrective action plans offering 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:

- 112 employers, most of whom had small dislocations affecting very few employees.
- 490 dislocated workers

In PY22, RR services were delivered by in-person meetings and through electronic and standard mail delivery. RR state staff offered follow up services to workers who received informational packets to assist in answering questions, registering with WFWV, and completing questionnaires. The questionnaires assist local office staff in determining needed services and partner referrals. Continuous improvements are being made with the program including the integration of the WorkForce WV Business Services Unit and their network of contacts as a consistent means of direct communication with and means to provide services to employers. This network assists not only with potential layoff aversion activities, but also provides the most effective means of linking recently dislocated workers with opportunities in their areas, or elsewhere. Regional Coordinators conducted follow-up activities to dislocated workers by phone and email when necessary and investigated potential layoffs and closures in conjunction with State Staff. News of businesses who will be experiencing layoffs or facing closure are received through various avenues: AJC staff, Worker Adjustment and Retraining Notifications (WARNs), news outlets, employees, BSRs, and unemployment reports showing 16 noticeable claims. When unemployment reports reveal noticeable claims, the coordinator investigates to determine if services are needed. Currently, layoff aversion strategies continue through the partnership of the WV Development Office and WorkForce WV.

Wagner-Peyser Activities

Developing working relationships with employers and job seekers is a vital component of WV's Combined State Plan. WFWV collaborated with mandated partners and external customers to educate employers on available services and the promotion of WFWV and the AJCs. WorkForce West Virginia has transitioned six local offices into Employment Service offices. These offices focus on providing employment services instead of being assigned unemployment claims to process. Although staff in these offices are trained in both employment services and unemployment, they focus their time and resources in providing more direct services to both job seekers and employers. In January of 2023, WorkForce WV implemented "Career Engagement", a pilot program to provide individualized services to a selected number of RESEA participants. After the completion of an RESEA appointment, these participants received weekly contact from an assigned WorkForce staff to follow up on RESEA goals, follow up on job or partner referrals, make additional referrals for employment or supportive services and anything else the individual may need. During PY22, the Job's for Veterans State Grant produced 48 success stories. This was achieved by fully staffing the DVOPs positions across the state and an aggressive outreach plan. It has also resulted in an increase of case managed Veterans with an average caseload of 16 Veterans per DVOPS. LVER outreach has also increased, working with Amazon to fill 200 positions as well as Manpower to fill 250 positions. LVERs advocated for 15 veteran job placements. At the administrative level, the State Veterans Coordinator in partnership with federal partners developed a pilot program for Veterans Digital Self Assessments. This includes reducing the workload of Wagner Peyser staff and serving all WEV veterans fairly with the option to meet with DVOPS virtually, as well as migrating to a paperless process. WorkForce WV

has transitioned six local offices into Employment Service offices. These offices focus on providing employment services instead of being assigned unemployment claims to process. Although staff in these offices are trained in both employment services and unemployment, they focus their time and resources in providing more direct services to both job seekers and employers.

NATIONAL DISLOCATED WORKER GRANTS

WFWV administered the following NDWG awarded by the U.S. Department of Labor (USDOL). The data used to apply for discretionary grants and to project the number of participants to serve with these funds is based upon RR activities, WARNs, and Unemployment Compensation records.

2021 Severe Winter Storms NDWG-Based on the severe ice storms which resulted in widespread damage consisting of downed trees, powerlines, and structural damage to public buildings and roads that took place on during February 10-16, 2021 and again on February 27-March 1, 2021. FEMA Disaster Declarations were issued on May 13, 2021 (Disaster Declaration, DR-4603) and May 20, 2021 (Disaster Declaration, DR 4605), for the following seven counties: Boone, Cabell, Lincoln, Logan, Mingo, Putnam, and Wayne. A total of 88 worksites that included streams, rivers, culverts, city parks and public areas were identified and included in clean-up and debris removal activities. A request for funding was submitted to USDOL and a total of \$3,050,768.00 was awarded. The grant is awarded incrementally, with the first increment of \$684,940.00 being awarded to Region 2 WDB and \$293,546 being awarded to Region III WDB on August 20, 2021, with a period of performance of August 20, 2021- July 31, 2022. 70 Participants were to be served. An extension was awarded on July 26, 2022 to bring the total period of performance to August 20, 2021- July 31, 2023 and the participants to be served total to 140. The second increment was awarded on December 19, 2022, and the third increment awarded on March 23, 2023. Though the grant was still active for another month, no additional recruiting or enrollment was undertaken as participant numbers had been met and focus was shifted fully to helping the remaining participant acquire full-time employment. 37 Participants have attained full-time employment, nine through the partnership with the WV Department of Highways. As of June 30, 2023 the total grant numbers are as follows.

- 148 participants enrolled in temporary disaster relief employment
- 69 participants received support services
- 116 exited

TECHNICAL ASSISTANCE

Case management training was provided to all workforce partner staff members in each region. A total of 550 staff members were trained statewide. Training topics included WIOA Fundamentals, Case Management/Career Planning, Customer-Focused Coaching, Career Pathways, Assessment Tools and Techniques, Individual Employment Plans, Case Notes, Interviewing Types, and Managing Client Relations.

PROMISING PRACTICES

- The R1WDB saw success promoting programs and services through social media platforms and in-person meetings with partners and community agencies and encouraged employers who have utilized programs to refer others. The R1WDB has also been utilizing the Career Planners in addition to the Business Services team to provide information regarding programs and services and this has provided a great increase in referrals. Additionally, connecting with local agencies and coalitions who support recovery and re-entry has led to referrals and programmatic enrollment. The re-establishment of the regional business services team has created valuable partnerships and allows communication of events, programs and services offered and organization changes that may not have otherwise been immediately known.
- With the goal of providing a centralized location of resources and services to job seekers and employers, Kanawha County's American Job Center opened in August 2022. Serving over 300 job seekers per month, this facility currently houses 11 partner agencies and includes dedicated spaces for career

counseling, training workshops, employer engagement, staff development, and a computer lab. Through collaborative efforts and partnerships, the Kanawha County AJC is able to offer the seamless delivery of a comprehensive range of services to our community. To enhance the skills and employability of job seekers in Kanawha County, Region III issued 127 Individual Training Accounts (ITAs). Funding was allocated to support a diverse range of training programs that covered various industries from healthcare to skilled trades. Region III establishes “Pop-Up One-Stops,” which were created to alleviate the transportation barriers for individuals needing assistance as well as provide outreach for services through our One-Stop Partner Network. Region III works closely with Workforce West Virginia’s local office to facilitate these initiatives. Through a collaborative partnership with UniCare Health Plan of WV, the WDB of Kanawha County was able to support and provide assistance for 36 youth and adults to overcome financial barriers. Region III was one of nine communities in the country selected to participate in the U.S. Department of Labor, Employment and Training Administration Youth Systems Building Academy (YSBA). Through the Academy, our team of partners, including BridgeValley Community and Technical College, Human Resource Development Foundation (HRDF), Adult Education, and Division of Rehabilitation Services, engaged in initiating systems, program, and policy improvements for serving youth in Kanawha County. Staff traveled twice to Washington, DC for in-person convenings to meet with U.S. Department of Labor Leadership and other Workforce Development Boards. In an effort to glean valuable information about the One-Stop Partner Network for frontline staff, Region III created the Frontline Unity Network (FUN) Meetings and Frontline Unity Network Retreat. Each month, frontline staff attend the FUN meetings where we focus on cross training, better effective collaborations, and new resources in the valley. Annually, Region III hosts the FUN Retreat where our goal is to create an environment that empowers all frontline attendees to understand their connection points no matter their experience level in the community. The retreat brings together organizations and staff who are passionate about fostering unity and collaboration in addressing frontline challenges. Region III created the Community Connection Network which currently includes the Kanawha County Judicial System and Spiritual Leaders. This network is geared to solidify credibility, relationships, and involvement with these instrumental leaders in our community, to ensure all our amazing resources, services, and programs are distributed to our communities from trusted voices. Staff attended the annual National Association of Workforce Development Professionals (NAWDP) Conference where they were able to learn and apply best practices and innovative programs and partnerships through collective impact. At the request of the Governor’s Workforce Resiliency Office, Kanawha County began collaborating to help develop and pilot the State’s “No Wrong Door” common referral system that will be implemented in 2024.

- The Region VI BST continued to use the BST Resource Guide for team members and AJC staff to utilize when working with employers. The guide is posted on ww.regionviwv.org under the “Employers” tab. The guide is updated continuously to add new resources and or update current resource information. In addition to this guide, an AJC partner services guide was made available in print at each comprehensive and affiliate center in the region. The guide is also available on the website under the “AJC Partner Network” tab. Both resource guides are aimed at providing information to the staff of the AJCs and the members of the BST in support of their work with regional employers. The region continued to reach out to the public about employment, partner agency and community resource information on the Region VI Partner Network Facebook Page as well as on Instagram and LinkedIn. On social media platforms, the region shared job opportunities, resources available for partners, employer services available to businesses, community resources, etc. There was an unprecedented increase of 79.9% in Facebook page activity, reaching 76,784 people during the program year. Partner meetings and partner cross training continued to be conducted through virtual platforms such as Zoom, Microsoft Teams and Survey Monkey. The year closed with a total of three Partner Cross Trainings via Powerpoint followed by a SurveyMonkey questionnaire with a total of 147 partner staff earning Cross Training Certificates. The cross training included information on AJCs (102 series), Apprenticeships and Council of Three Rivers American Indian Center (COTRAIC). The One Stop Coordinator sent out a Cross Training Powerpoint

Series to all staff involved in the four AJCs on a quarterly basis. At the end of PY21 a new initiative was implemented to reach the outer lying rural areas of the 13-county region-the Mobile American Job Center (MAJC). The first MAJC was held in the most rural area of the region in Gilmer County. Several partners from Region VI's AJC partner network participated in the MAJC by taking resource material on programs and services and sharing with the community. Partners included DHHR, WV Adult Education, WIOA, SNAP E&T, Family Resource Network, and others. The AJC outreach committee agreed a MAJC would be set up monthly in a high traffic area of the chosen county, such as a local grocery store, Walmart, courthouse, etc. The first MAJC was very successful, and participating partners received positive feedback from the public. At the end of PY21 – Region VI implemented a new initiative for reaching the outer lying rural areas of our 13-county region – the Mobile American Job Center (MAJC). In Program Year 2022, Region VI set up the (MAJC) in eight of our counties. Partners from WVDHHR, Adult Ed, WIOA, SNAP E&T, FRN and CTC participated by taking resource material on programs and services to share with the community. In December 2022, the (MAJC) partnered with a county food drive in Preston County and handed out over 500 packets of resource and partner information. In August of 2022, Region VI hired a “Community Outreach Coordinator”. This position has been integral to connecting partners and resources, supporting AJC’s efforts in the region, and generating employer referrals. During the program year, the Community Outreach Coordinator has presented at five chamber meetings, presented at five rotary meetings, attended eight Mobile AJC locations, participated at 2 reentry job fairs, presented at career fairs at six high schools, volunteered at one “Get A Life” session, and presented at several other small business and FRN locations. She makes every effort to engage both new and current partners, organizations that support employers and businesses that might not be aware of the available funding and programs for hiring and training throughout our 13-county region. Region VI continues to outreach to the public about employment, partner agency and community resource information on the Region VI Partner Network Facebook Page as well as on Instagram and LinkedIn. On these social media platforms, the region shared job opportunities, resources available for our partners, employer services available to businesses, community resources, etc. During PY22, Region VI posted 408 unique posts on Facebook and reached 63,949 people. Partner meetings and partner cross-trainings continue to be conducted through virtual platforms such as Zoom, Microsoft Teams and Survey Monkey. We finished up the year with a total of 3 Partner Cross Trainings via Powerpoint followed by a Survey Monkey questionnaire with a total of 104 partner staff earning Region VI Cross Training Certificates. The cross-trainings included information on Fair Housing Act, Temporary Assistance for Needy Families (TANF) and WIOA Youth Programs. The One Stop Coordinator sends out a Cross Training Powerpoint Series to each staff person involved in the 4 AJC centers on a quarterly basis.

- At the direction of the Governor’s Office of WV, aimed at providing citizens with one location to access services, as a core partner WVAdultEd was an early adopter in the No Wrong Door initiative where all partners receive referrals from citizens. In an effort to streamline services for adults, WVAdultEd provides assessment services for AJC clients seeking access to training. WorkForce WV operates two regional call centers for which WVAdultEd has provided critical customer service and employability skills training for new employees. WVAdultEd programs continued development of the service personnel IET from last year to assist potential applicants with successfully completing the competency exam as required by WV State Code. It is currently operating in 23 counties. A reflection of statistics of this year shows forty-two percent took a classification exam with an 83% passing rate, with 95% obtaining employment with the county. These continue to be in-demand occupations for WV. The American Institute for Research held an ADVANCE IET Basic Design Camp training project in Spring 2023. West Virginia was one of five states to be selected to participate in the series of virtual events and other activities. The ADVANCE IET project provided new training opportunities and resources to assist state adult education offices, professional development providers, and local program staff in enhancing and expanding IET programs for adult education participants. In West Virginia, the WV DHHR Bureau for Medical Services is the managing agency for the Medicaid waiver program. It allows the state to offer

additional coverage, reduce costs, and improve care for citizens who might be cared for at places other than at home. These programs employ direct support professionals to aid a West Virginian to continue to have a great quality of life while remaining at home. These programs are the Aged and Disabled Waiver (ADW), Children with Serious Emotional Disorder Waiver (CSEDW), intellectual/Developmental Disabilities Waiver (IDDW), and Traumatic Brain Injury Waiver (TBIW). Direct support professionals are in great demand across the state. WVAdultEd is developing an IET course for which potential direct support professionals can complete to prepare for employment opportunities.

- WVDRS has partnered with the West Virginia Department of Education (WVDE) to specifically sponsor interested students with disabilities in their Grow Your Own Program. WVDE initiated this program in February 2022 to provide specific pathways for high school students to obtain the education and skills needed to enter the teaching profession in West Virginia. They are partnering with colleges and universities to provide college-level instruction so students can earn credits and eventually can receive classroom teaching experience. Students also register for the U.S. Department of Labor's Youth-Apprenticeship program and receive field experience by working in the West Virginia County school systems. There are more than 250 high school students from across West Virginia participating in the Grow your Own Program. Of those, at least 19 are students with disabilities and WVDRS consumers participating in the program. The program's goal is for candidates to enter college with a minimum of 22 credit hours. WVDRS has worked to ensure vocational rehabilitation counselors are aware of this program for WVDRS high school consumers who are interested in pursuing a career in teaching. WVDRS assists eligible individuals beginning in the 9th grade through college and then passing the required certification exam to become a teacher in WV.
- WVDRS continued working with agencies within the criminal justice system to improve services to individuals with disabilities who are justice involved. WVDRS was actively involved in various reentry councils and substance use prevention coalitions across the state. Partnerships were also developed with organizations such as CORE (Creating Opportunities for Recovery Employment) and staff participated in the Criminal Justice Reform Summit and exhibited at the WV Peer Recovery Support Services Conference. WVDRS also continued partnering with and participating on various statewide councils including the Olmstead Council, the Achieving a Better Life Experience in WV (WVABLE) Advisory Committee, and the Traumatic Brain Injury (TBI) Advisory Board. WVDRS worked with CRPs around the state to provide the CEO Summits and other employment-related services in as many local areas as possible including several high schools. Over 1,000 students received Pre-Employment Transition Services (Pre-ETS) across all six WVDRS districts. A concerted effort was made to introduce STEAM to students during services, as appropriate. Topics covered included career planning, career preparation, Supplemental Security Income and Social Security Disability Insurance information, financial literacy 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. Efficiency was enhanced by developing and providing services virtually, in addition to partnerships at various locations in which partners contributed free classroom space, facility or campus tours, information, or other services.
- WVDRS, in partnership with employers and CRPs, also provided work-based learning experiences for over 250 students with disabilities across the state. These work experiences, ranging from 2-12 weeks, enable students to work with local employers in a real job setting to gain a true understanding of work and earning a paycheck. WVDRS and CRPs also provided specialized Science, Technology, Engineering Math (STEM) and Assistive Technology camps to students with disabilities, including those with sensory impairments. These camps provided students with the opportunity to explore STEM-based employment opportunities as well as learn about new technology to assist them in their daily lives and future training and employment.

WorkForce West Virginia Collaboration and Partnering

The WV Legislature continued to work closely with the WFWV system in PY22. Legislators continually received updates and information from various partners within the WFWV system via an oversight commission composed 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 continued to update the State of the State report as appropriate. WFWV leadership worked diligently with USDOL’s Veterans’ Employment and Training Service (VETS) to strategically place veterans’ representatives throughout WV. 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 LVERs provide outreach to business and industry to promote the hiring of veterans and facilitate the veterans’ program within WFWV. WFWV provides priority of service to veterans.

On-line Marketing and Services

The agency’s website www.workforcewv.org had over 2.204 million page views; an average of 183,679 page views per month. Website visitors spent the most time searching WFWV’s Unemployment Compensation pages. WVDRS continued to maintain and enhance the program website (wvdrs.org) and its “Pathways to the Future” website (www.pathwayswv.org). The program website provides an opportunity for consumers to self-refer for services and can be a good place for teachers, parents, and other supportive entities to assist individuals with signing up for services. The Pathways website serves as a self-service resource as well, 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.

SUCCESS STORIES

- Region III - Participant T.W., a retired Veteran and proud grandmother of two grandchildren that she has custody of, found herself struggling with unemployment and transportation issues in April 2022. Little did she know that the Kanawha County AJC would become the turning point in her life, providing her with the resources and support needed to reclaim her independence and embark on a path towards a brighter future. T.W. was previously employed as a private Caregiver through In-Home Senior Services. After being laid off, she was left unemployed and uncertain about her future. Through a conversation with WVDRS, T.W. was provided with information about the KCAJC. She hoped that they could offer some assistance and guidance, but what she encountered was beyond her expectations. T.W. was introduced to the Mr. Austin who greeted her warmly and listened attentively to her story. He understood her unique challenges and was committed to providing her with the support she needed. Mr. Austin brought the Program Manager of WDBKC and the Preston County Senior Services into the office to discuss T.W.’s situation. Preston County Senior Services was asked to enroll T.W. into their program. After enrolling her, he saw her potential and immediately offered her employment. T.W. was hired as a Receptionist through the Title V Senior Services program, and she began working the next day. Recognizing that securing stable housing was crucial for T.W.’s success, the Program Manager connected her with a WIOA Career Planner for housing support. T.W. was able to secure affordable housing in a safe neighborhood, providing her and her grandchildren with the stability needed. To address T.W.’s transportation challenges, the KCAJC helped her explore various options. Through Jobs & Hope WV transition agents, she was informed of transportation assistance programs and introduced to Good News Mountaineer Garage that provides vehicles to those in need. After evaluating her needs, T.W. was able to acquire a reliable vehicle, which significantly improved her mobility and access to work and essential services. As she thrived in her role and continuously displayed a positive attitude, T.W. was offered a temporary trainee position as an Office Assistant with the opportunity for full-time employment with the Region III WDB. This job also provided room for professional development and a supportive work

environment. Through a collaboration of partnerships with the WV DRS, Human Resource Development Foundation, Inc., WV Bureau of Senior Services, the Region III WDB, UniCare, and Jobs & Hope WV, T.W.'s story is a testament to the power of the KCAJC and the dedication of its staff. Through their comprehensive services, T.W. not only found employment but also gained stable housing and reliable transportation, paving the way for a brighter future. Her success story serves as an inspiration for other individuals facing similar challenges, showing them that with the right support and resources, they too can overcome adversity.

- Region 4 - Customer completed all eligibility and assignments for the WIOA Adult funds and was accepted into the Mountwest CTC Paramedic training. The customer was employed as an EMT with Roane County Emergency Services and wanted to further her career. After completing the classroom portion of the training, they completed the practical portion, then sat for the National Registry of Emergency Medical Services (NREMT) Certification examination but was unsuccessful. She continued to work as an AEMT while studying for the retest. She passed the Paramedic certification on October 30, 2023. She will be able to continue to serve her community in Roane County.
- Region 4 - This customer joined the Career Connections to help find employment faster. Their barriers were lack of motivation, lack of life goals, and lack of family support. Their goals were to get their HSE, find motivation, and find a career that interests them. The program has helped them not only find motivation to further their career, but it has helped them earn their HSE, participate in Youth Paid Work experience, and gain employment.
- Region 4 - This customer is a partner-wide success; they started their job with Erskine Seal Coat and Asphalt LLC, as a CDL driver after receiving tuition assistance through WIOA from the Washington County Career Center. Together the partners helped him work on his credit, and after he signed up for the credit building program at Mountain Heritage Federal Credit Union, which later allowed him to purchase his first vehicle! This customer has overcome so many barriers: when he first came to the American Job Center, he was living at the Salvation Army and was homeless, he now has an apartment, and his rent is paid! He also didn't have any work experience in nearly 20 years while he was suffering from substance use disorder, and many times would panhandle. This customer also attended Adult Education, was eligible for Jobs & Hope WV to further his skills, and the National Council of Aging was able to assist this customer while he was attending the CDL program to be able to earn a supplemental income while pursuing career employment.
- Region 5 – Customer visited the Weirton AJC on June 7, 2021 and was provided with an orientation to WIOA programs, services, etc. Ms. Arp informed One Stop staff that she was a single mother and was very close to exhausting her unemployment benefits. Ms. Arp had only been receiving \$78.00 per week in unemployment benefits and was also relying on SNAP and Medicaid assistance. She was not receiving any child support and realized she needed to secure a good job if she wanted to provide a better life for her and her daughter. Ms. Arp was interested in attending the Licensed Practical Nursing (LPN) Program at the John D. Rockefeller (JDR) Center in Hancock County. She had previously worked as a State Tested Nursing Assistant (STNA), but she was only earning minimum wage and did not receive any benefits. Ms. Arp returned to the Weirton AJC for a scheduled appointment with her Customer Career Planner; completing the required testing and was determined eligible for WIOA. Subsequently, Ms. Arp was approved for participation in the region's ITA program. She started the LPN Program at the JDR Center on August 2, 2021; successfully completing training in May 2022. Ms. Arp received her LPN licensure in August 2022. She secured a full-time job as an LPN on May 31, 2022, at the Country Club in Steubenville, Ohio making \$27.00 per hour with full benefits. Ms. Arp loves her new career and is now able to provide a better life for her and her daughter.
- Region VI – (participant's own words) “I am a single mother, a domestic abuse survivor, a mediator and most importantly a woman of faith and loves Christ. I found out about the WIOA program in 2023 walking into the DHHR, seeing a poster hanging up on the wall while I was standing in line waiting my turn to turn in my paperwork to keep receiving my SNAP and medical benefits. I was already working as

a CNA at the time through Family Service next to Fairmont College. I wanted to better my future by learning the basics of construction and so I wanted to be part of West Virginia Women's Work Pre-Apprenticeship program. I really enjoyed learning carpentry, masonry, electrical, plumbing and how to operate a forklift and working with other women in the same program. So there's no such thing as a man's job, women can do the same work ethics as men. You can do anything you put your mind to. I am currently certified and working for Morning Star Express LLC doing maintenance work for the church and also doing maintenance jobs around in Fairmont, WV. It's a blessing being part of West Virginia Women's Works program – they were very supportive and attentive to our needs. I recommend WIOA and this program to other young women that have dreams, because if it wasn't for them I could never afford or been able to complete this program without the help of WIOA program. Thanks so much to all involved in making this happen for the less fortunate because without you we wouldn't be able to further our education. You guys are a true blessing in disguise.”

- Region VI - After being unemployed for two years, a Region VI Dislocated Worker went to work as an Over-the-Road (OTR) truck driver for US Express. Due to health issues, the participant was no longer able to perform the rigorous and physical job functions of OTR truck driving and had to end her employment. She was offered a position with Centra Bus, however, the position required that she have the passenger endorsement, which she did not have. With the help of WIOA DW funds, she enrolled into training at Billy Big Rig and was able to complete the bookwork and testing within a week and gained the passenger endorsement portion of her CDL. Centra Bus did not give her the position, but she did gain employment with Mountain Line Transit Authority utilizing her new endorsement. She told her career planner that she feels this was a good fit for her as she is not required to do the heavy manual labor, which was required by her previous employer. The WIOA program allowed her the opportunity to build on skills she already possessed and gain employment within an industry that offers job security and a self-sufficient wage.
- Region VI – K. is a single mother. While enrolled in the Youth Ready Program she obtained a Customer Service Certificate and Practical Nursing Diploma from Randolph Technical Center. She also completed the Phlebotomy Technician program through MedCerts and obtained a Phlebotomy Technician Certificate through the National Health Career Association. She obtained full-time employment at Davis Medical Center on 9/19/22 as a Lab Assistant starting at \$13.01 per hour plus benefits. She currently works in the outpatient lab, where she loves working with patients, and she has now done over 300 sticks!
- Region 7 - Our client is a resident of Hampshire County and needed training to attain a better paying job. He attended Eastern WV Community Technical College for his CDL Certification and CDL-A license which he obtained. He now is working at Carter Lumber and doing very well. His employer is happy to have such an outstanding employee and the client really likes his job.
- Region 7 - A client from Berkeley County came to our office and needed employment as soon as possible. She chose to go into an OJT program. She began working for Cookies-N-Milk daycare. She now has earned multiple certifications in childhood development while being employed with the daycare.
- Region 7 - Upon graduating from High School, the client found herself in need of assistance with building a resume and finding employment. The client proceeded to participate in the WIOA Youth Summer Learn and Earn Program to help bolster her resume, along with completing multiple workshops our WIOA Career Coach had to offer. Today, she is the proud mother of a newborn child and has found full-time employment with Little Eagle Childcare Center.