

Workforce Innovation and Opportunity Act

# STATE SUCCESS STORIES

Program Year

# 2017



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## Foreword

Every state has businesses that struggle to remain competitive due to a lack of a skilled workforce and/or individuals struggling with social, economic, and personal barriers that hinder their efforts to become self-sufficient. This report provides valuable examples of how states are implementing the Workforce Innovation and Opportunity Act (WIOA) by helping job seekers access and prepare for employment, as well as matching employers with the skilled workers they need to compete in the global economy.

Most of the success stories are excerpted directly from the Program Year (PY) 2017 State's WIOA Annual Report Narratives and may have been minimally edited for clarity and consistency. The full Annual Report Narratives may be found on the U.S. Department of Labor's Employment and Training Administration website at: [doleta.gov/performance/results/AnnualReports/annual\\_report.cfm](http://doleta.gov/performance/results/AnnualReports/annual_report.cfm).

Success stories fall into three main categories: WIOA Adults, WIOA Dislocated Workers, and WIOA Youth (ages 14-24). Since WIOA serves both the job seeker and the employer, this report captures the successes from both customers. Employer stories highlight how they strengthened their competitiveness by working with their local workforce board to identify, build, strengthen, and retain a skilled workforce.

Individual's stories highlight how services, such as industry-specific training, employment assistance and placement, certification programs and vocational rehabilitation, helped them gain economic self-sufficiency. There are several programs that work specifically with certain populations such as veterans, individuals with a criminal history, and individuals struggling with substance use. With such a variety of success stories, it is clear that states are leveraging the diversity, innovation, and flexibility of the types of programs and services that they offer to address the needs of the local community.

As one reads through this report, one may notice that not every state is represented in every category. This is in no way an indication that these states did not have successes, but rather that the state chose to highlight statewide initiatives or organizational success stories rather than specific individual employer or participant successes. Conversely, several states submitted a large and diverse number of compelling individual success stories and this report includes only a few that highlight the unique successes of these various programs.

The U.S. Department of Labor is pleased to provide these success stories as illustrations of the positive impacts that federal investments made in workforce development programs have had on the nation's economy and the well-being of its citizens.

**Icons:**



**Veteran/Military**



**Apprenticeships**



**Ex-offenders**



**Employer Story**

## Workforce Innovation and Opportunity Act Adult Program Stories

### Alabama Success Story



Jeremy contacted the career center in search of training assistance to re-enter the workforce. He was a past offender and felt his background and not having marketable skills were hindering his chances of finding employment. Jeremy had spoken with a representative at “A Cut Above the Rest” training facility, who stated they could provide training as well as place the client in employment upon completion of training. The company also stated that they worked with individuals, who had a less than perfect background. He was very interested in training at this facility because of the success stories of other previously enrolled individuals who had completed training and found employment. Through the WIOA program, he was able to enroll in training as a Construction Equipment Operator. Jeremy was offered employment during training and is still currently employed with the company. He successfully completed the program and is currently in the process of finding his own home.

### Alaska Success Story



David was incarcerated since the age of 16 and released on parole after 19 years in custody. He was eager to make up for lost time. He had studied business while in prison and continued those studies at the University of Alaska, Anchorage. He came to Career Support and Training Services (CSTS) for assistance through the WIOA Adult Program. After discussions with his CSTS case manager, he decided to switch from a business to Information Technology (IT) as his chosen career field based on labor market research. He was also referred to the Division of Vocational Rehabilitation (DVR) for additional assistance. David displayed a positive attitude and follow through in achieving his goals. He worked part-time jobs while receiving high grades in his training program, allowing him to get higher paying jobs as his skills increased. Shortly before he graduated with an associate degree in networking technology, he got a job as an IT Director making \$22 per hour for a social service agency. He is grateful for all the assistance he received.

### Arkansas Success Story



Jim, a homeless, unemployed veteran, was living at Mission Outreach in Paragould when he was referred to the Disabled Veterans Outreach Program (DVOP) for intensive services. He was paired with a DVOP specialist whom immediately began work, determined to find affordable housing and employment for Jim. With the help of the DVOP, Jim updated his resume, set up a TORQ occupational skills assessment account, and completed the Career Readiness Certification (CRC). Jim scored Silver on the CRC; he had highly marketable skills and completing the CRC created more opportunities for work. The DVOP specialist was excited to learn about Jim’s work history, which featured experience operating an extruder machine. From there, they focused on companies with an open machine operator position. The Anchor Packaging plant was Jim’s first choice, so the DVOP made a referral and helped Jim apply for the job. Jim was hired as an extruder operator at Anchor Packaging in October of 2017 and was able to transfer a 401K from a past employer. He is no longer unemployed and is no longer homeless.

### California Success Story

For PY 2017 the WIOA Title IB Adult program served a total of 53,695 participants. A total of 36,308 participants received career services and 17,387 participants received training services. A total of 37,868 participants exited the program and 67.6 percent (26,842) were employed in the second quarter following exit just below the negotiated goal of 68 percent. Of the exited participants, 67 percent

(11,135) were employed in the fourth quarter exceeding the negotiated goal of 66 percent. Median earnings for the program were \$5,739 which exceeded the negotiated goal of \$5,157. Of those participants who exited and are in a postsecondary or training program, or in a secondary education program without a diploma or equivalent, 2,622 received a credential, with a rate of 71 percent, exceeding the negotiated goal of 56 percent. The Measurable Skill Gains is considered a baseline indicator, but preliminary results show a rate of 32 percent of participants (6,558) who, during a program year, are in education or training programs that lead to a recognized postsecondary credential or employment and who are achieving measurable skill gains, defined as documented academic, technical, occupational, or other forms of progress, towards such a credential or employment.

### Connecticut Success Stories

Allyiah came to the Hartford Job Corps Academy after struggles at home, the passing of her grandfather, and the hardship of making ends meet. She enrolled in the Certified Nursing Assistant program and graduated at the top of her class. Allyiah then applied for Second Level training as a Licensed Practical Nurse (LPN) at the Cassadaga Job Corps Center in Cassadaga, New York. She graduated in May 2018 and is working in New York as a LPN.



Additionally, Jose lost his parents at an early age and, having become the sole support for himself and his younger brother, living from couch to couch, he knew he had to do something to change their situation. He enrolled in Building Construction Technology and moved into the dorms at New Haven Job Corps. Through his participation in the program, which partnered with the Home Builders Institute, Jose earned several nationally-recognized credentials and landed a job with the City of New Haven.

### Delaware Success Story

Some people often have work on their mind when they aren't at work. Mike, Delaware Vocational Rehabilitation (DVR) Counselor, appears to be a person like that. Last year, while driving around on a day off, Mike saw Bloomsberry Flowers in Wilmington and remembered that one of his consumers, a high school student with a passion for flowers, was about to graduate. He immediately thought that he had to make a connection.



Mike personally called the floral shop owner, Mr. V, at Bloomsberry Flowers in Wilmington. He asked Mr. V if they could meet to discuss some business about hiring someone that's passionate about flowers. They met in person and had a great discussion. Mike described Mr. V as "very open and willing to listen." The discussion included an overview about DVR services and the types of help that can be given to him and how DVR services may save his business money.

At DVR, connecting qualified job seekers to jobs is a key part of our mission and fulfilling this action requires us to build and maintain relationships with businesses of all sizes, in all industries across the state. This dual customer focused approach means we serve both job seekers and businesses.

The timing of their initial meeting was perfect; Mr. V was looking for new employees. Mr. V hired Valeria with great enthusiasm. He said he hired Valeria because he saw she had common sense and wanted to give her a chance. "I wanted to pay it forward; this is how the world works." By hiring Valeria, he also created an inclusive workplace for his business, demonstrating his value for diversity.

Valeria, who is Deaf, has been working at the floral shop since February and loves it. “The creativity and combination of flowers is the best part of working in a flower shop,” said Valeria. Bloomsberry Flowers is a delightful, full-service florist; Valeria creates beautiful floral designs for all occasions including weddings. She has had some formal training and receives on-the-job training at Bloomsberry under Mr. V’s direction. She wants to make floral arranging her life long career.

### District of Columbia (DC) Success Stories



Veteran A. Granberry was a returning citizen and in a homeless situation. He was enrolled in Project Empowerment and assigned to DVOP Roland Gutierrez at American Job Center Northwest (AJCNW) in January 2018. Once deemed job ready, A. Granberry was referred to several employment opportunities. In May of 2018, A. Granberry was hired by the Virginia Housing Development Authority as a full time Maintenance Technician with a starting salary of \$24.81 per hour.



M.W., was a fifty-two-year-old participant who visited the American Job Center (AJC) in March of 2018. He resided in Southeast Washington DC in Catholic Charities transitional housing. He had been residing in transitional housing since January 2018. He has a GED but he was convicted of a crime in 2007 and was charged with DUI. Subsequently, he was referred to Project Empowerment and successfully completed his Work Experience at Capitol Area Food Bank and was hired in June 2018 as a warehouse worker due to his exceptional customer service skills and work ethic. He is earning \$16.53 per hour and working full time with benefits.

### Hawaii Success Story



Mindi grew up in Texas in what she described as an unconventional childhood. She had been diagnosed with Dissociative Identity Disorder (DID) formerly known as multiple personality disorder due to her abusive father. Her mom could not protect her as she was also a victim of domestic violence. At the age of 15, Mindi stopped going to school to work at a diner.

When she earned enough money, she left Texas and moved from state to state until she ended up in Hawaii. Her lack of education and poor decisions she made along the way got her incarcerated several times. Like her father, she had substance abuse issues, but once she became pregnant she decided to turn her life around. Mindi had many obstacles to overcome with psychiatric and psychological disorders – PTSD, Anxiety, ADHD and OCD. Home life became stable as she was no longer homeless, started to go to church, got married to her longtime partner, and started to seek help from outside agencies. She obtained Supplemental Nutrition Assistance Program (SNAP) and Supplemental Security Income (SSI) benefits. Her attitude towards public assistance was that this help was only temporary. Her children gave her a new and better perspective on life and are the driving force behind her tenacity to create a better future.

She read online about the Ticket to Work program and it led her to the local AJC. Since her first meeting with the Disability Employment Initiative (DEI) Resource Coordinator at the AJC, she has been nothing but positive about what she wants and needs to do to reach her employment goal. She enrolled as a full-time student at Windward Community College during the summer of 2018, maintains a 4.0 GPA, and went after all the extra credit points in her classes because she liked the challenge. She did so well that she was asked to be a tutor in the Math Lab. She obtained her driver’s license, has been accepted into the Veterinary Assistant program in the fall of 2018. Free Application for Federal Student Aid (FAFSA) is currently paying for her schooling and the WIOA Adult program will provide additional support if she needs help with supportive services in the future.

## Idaho Success Stories



Bill, a recent veteran and student in the paramedic program offered by Idaho State University, came to the Idaho Department of Labor seeking help with his training costs. He was disappointed that his GI Bill benefits would not cover an Emergency Medical Trainer (EMT) class required for his program of study.

Bill met with a career planner from the Idaho Department of Labor to enroll in the WIOA Adult program. As part of the intake process she received detailed labor market information about his pending career choice. He found, to his surprise, that there is a very low placement rate for the paramedic program. This information prompted him to reconsider his future career goals.

As part of coordinating services, Bill also met with the local veteran's representative and learned that not only did the GI Bill assist with school, but that it could also assist with apprenticeships. It also provided monthly housing assistance in graduated steps through various stages of apprenticeships. With the help of his career planner, Bill researched the types of apprenticeship opportunities available and employers who sought apprentices.

Upon Arco Electric hiring Bill as an electrical apprentice, Bill's WIOA career planner helped the employer complete the necessary paperwork for him to receive the GI Bill's housing assistance benefit. The WIOA Title I-B Adult program assisted with the training costs and with some of Bill's required tools and equipment. Bill earns \$14.00 an hour as an electrical apprentice and his wages will increase as he progresses through the apprenticeship. He is very thankful for the guidance and financial assistance offered by the Idaho Department of Labor staff.



Additionally, Darrin, a veteran, was dual-enrolled in the WIOA Adult program and Sector Partnership National Emergency grant in May of 2017. After acceptance to the Idaho Transportation Department's (ITD) Heavy Equipment Operator Training in northern Idaho, he successfully completed the intensive, three-week training later that summer. For his efforts, he received several certifications bundled in the training - OSHA 10, CPR, Flagger and Heavy Equipment Operator.

Darrin's Idaho Department of Labor WIOA career planner used WIOA funding for supportive services to Darrin while he was participating in this training and upon completion of the training to assist with job search and relocation expenses. Darrin accepted a position as a Transportation Technician for the Idaho Transportation Department in McCammon, Idaho, more than two hundred miles from where he was originally. He began work in September 2017, earning \$13.27 per hour with full benefits to start, with definite wage increases to take place soon after.

## Iowa Success Story

Tara has been working with the office for eight years. She started out in the WIA Youth Program in 2009 while attending high school. She graduated high school and went on to Southwestern Community College (SWCC), where she attended part-time. Tara completed all but one course to obtain her associate degree. She had re-taken the course twice before deciding to take a break and come back to it later on. WIA, which changed to WIOA, assisted Tara with tuition and book costs, guidance and counseling, career assessment, incentive and bonus and paid for tutoring for that one remaining math course she needed to graduate. Tara began the Emergency Medical Services (EMS) Basic course at SWCC Adult and Continuing Education in the fall of 2016. The WIOA Youth program partnered with the GAP program to assist Tara in successfully complete her training. This spring she decided she wanted more hands-on experience through clinical work and more advanced EMS courses. Tara then decided to enroll into the Emergency Medical Technician (EMT) course at Des Moines Area Community College

(DMACC) in Ankeny. She graduated with her EMT degree this spring! This summer Tara participated in the AmeriCorps VISTA program. She volunteered at Creston Animal Rescue Effort where she has volunteered for 10 years. She just ended her AmeriCorps program successfully. Tara made money throughout her experience to assist in her living expenses while job searching. She was also able to obtain an educational stipend of \$1,200 that she used to pay both SWCC and DMACC for her prior training. Over the past eight years, Tara has faced several trying personal matters. She has managed to continue and make it through each of these trials with the support of everyone in the office. Numerous staff members assisted Tara with job search strategies; resume writing, guidance and counseling, and mock interviews. Tara has been in the office frequently these past few months job searching. Tara came into the office and shared that she received a job offer on her way to the office at a new clinic opening in Waukee! She accepted and starts in August.

### Kansas Success Story



Austin was facing several barriers to employment after his release from prison. This included having a history of serious problems in the community with amphetamine and cannabis dependence. In the prior seven years, his only period of sobriety was during his final year of incarceration. Austin had not held unsubsidized employment in the past and had a very limited work history in the community. Due to his age and lack of a work history, his skill set was also limited, and his education consisted of a GED. Offender Workforce Development Specialists (OWDS) began working with Austin inside of prison four months prior to release. Austin had been involved with Corrections for the past three years. Staff developed an individualized employment plan, vocational profile, and provided other career exploration activities. Staff assisted him with resume preparation, soft skills enhancement activities, and in preparing for a job interview. OWDS helped him develop a plan to avoid or cope with people, places, and things that caused problems in the past and techniques to maintain a positive attitude on a regular basis regardless of circumstances.

Austin was enrolled into the End-Dependence Kansas program (EDK) and WIOA program while still incarcerated which allowed staff to develop opportunities with employers in the community to be utilized immediately after release. This allowed Austin to hit the ground running in the community. Austin was able to utilize the Vermont Progressive Employment Model (VTPE) through the EDK program. He participated in several company informational meetings and company tours, which gave him the opportunity to find the right work environment suitable for his personality. This was an important factor which led to his success in the community after release.

EDK staff set up an on-the-job training at a county landfill job as a machine operator. He finished the training and has maintained the job for the past year. He is currently making over \$13.00 per hour. His job provides a full-benefits package, upward mobility and a stable year-round job. Vocational Rehabilitation helped him with transportation and steel toed work boots needed for the job. He successfully completed parole and community corrections in the middle of 2018. Austin was thankful to have such a comprehensive plan set up before his release from prison. It reduced the amount of stress that usually accompanies being released from prison. He engaged in the pre-employment activities within the first week of release and began his new job shortly thereafter.

### Kentucky Success Story

Mark struggled with addiction, which contributed to a sporadic work history. Mark worked with the Kentucky Career Center (KCC) for over a year to improve foundational skills and find self-staining employment. After obtaining his Commercial Driver's License (CDL) from Gateway Community and Technical College, Mark now works for a distributor in Hebron, Kentucky.

## Maine Success Story

“It is very impressive when a country seeks to help immigrants in one way or another. The skills that I had from my country helped me to take the first steps in the United States, but it was not enough for consideration with a good job. I needed technical and professional training in the USA. With so many trainings that the host country has, it was a very wise choice for me. I chose the Manufacturing training that WMCA/Career Center offered. It has been especially helpful to me. This training is ready to work safely, and it acquaints one with the American customary system. Today, I still feel good as a Technician because I learned things during this training that helped me. Thanks to the experience of all the team at WMCA/Career Center, and especially the school staff at Northeast Technical Institute in Lewiston. I learned a lot of material in the Manufacturing training. I appeal to anyone who wants to learn more, to contact the Career Center in general, and NTI, and Lewiston-Auburn Adult Education for a good adaptation to the system of working and studying in the USA. I thank anyone who helped me directly or indirectly to undertake this training.” – Mpaka, Participant

## Maryland Success Story



A benefactor of the Apprenticeship Innovation Fund, New American, Mercy, was placed as an apprentice with an Independent Electrical Contractors' company. However, she faced a transportation barrier of not owning her own vehicle. Along came the EARN Maryland strategic industry partnership Automotive Technicians for Change, whose lead applicant is Vehicles for Change (VFC). VFC, which provides training to returning citizens in automotive repair, is made possible through a collaboration between Division of Workforce Development and Adult Learning (DWDAL)/Department of Labor, Licensing and Regulation (DLLR) and Public Safety and Correctional Services. Through job readiness and targeted skills training, VFC participants make public car donations “road ready” then award them at affordable prices to eligible families in Maryland and the DC area (and now even Michigan!). Mercy was the proud recipient of a car and can now move forward in her apprenticeship adventure and her career. As Mercy says, “...this door of opportunity... is a huge step. I will forever be grateful.”

## Michigan Success Story

Keith was working a part-time marine patrol job, as well as other part-time jobs to make ends meet. He wanted to enroll in the Police Academy but was not sure how he would be able to afford tuition and pay his bills if he was in the academy full-time. Keith stated: “It was a very stressful time for me figuring out if it would all work out for me the way I needed it to.”

After speaking with Michigan Works! Keith was able to qualify for tuition assistance for the academy, so he did not have to take out student loans on top of his already large list of bills. Michigan Works! was also able to help Keith pay for gas to and from the Kirtland Police Academy in Roscommon, as well as new tires for his truck, and help with purchasing the required uniforms and boots (at 6'9" of height, Keith needed sizes that had to be special ordered).

While in the academy, Keith learned all aspects of the criminal justice field and what the career would entail from hands-on motor vehicle code to first-aid and firearms. He is currently employed as a full-time Deputy with the Otsego County Sherriff's Department.

“Personally, I enjoyed the hands-on learning aspects and excelled in defensive tactics, firearms, and emergency vehicle operations,” states Keith. He received the award for Top Defensive Tactics Recruit, a leadership award, and received the MCOLES (Michigan Commission on Law Enforcement Standards) award for the top recruit in the Kirtland Police Academy.

Keith continues, “Without the help I received from Michigan Works! I could not have been able to go to this academy. I would have probably waited until next year, and it would have cost me a lot more money and stress trying to figure it all out. My Michigan Works! advisor was there, readily available for any questions I had, and helped me tremendously throughout the entire academy.”

### Mississippi Success Story



Mr. P, a disabled veteran, was unemployed and living at a local recovery center in September of 2017. He had multiple barriers to employment. He was low income, homeless, and was an ex-offender. He was looking to upgrade his work skills in order to get back into the job market so he visited the Hattiesburg WIN Job Center. Mr. P met with a staff member and discussed the various training classes offered. He expressed interest in taking computer classes. Due to his interest in upgrading his computer skills, he was given a WIOA Smart Start referral to Pearl River Community College (PRCC) to take free computer classes offered at the WIN Job Center. Mr. P began the computer classes in September of 2017. While in computer classes, the WIN Job Center staff talked to Mr. P about taking Forklift classes offered at Pearl River Community College that are funded through a pathway offered in PRCC Adult Education. He was very excited about taking the class and received his certificate for Forklift training in October of 2017. While at the WIN Job Center he attended an employer job fair and was interviewed and subsequently hired by Carlisle Enterprises in October of 2017. He also completed his computer training in October of 2017. Mr. P felt the confidence he gained through the pre-employment process and the training he received from the Hattiesburg WIN Job Center and PRCC helped him return to the job market and find stable employment with opportunities to grow. He recently had his one-year work anniversary at Carlisle Enterprises.

### Montana Success Story

After working for her employer for almost 10 years, Deann was laid off from her dental assistant position in December 2017. Job Service Montana staff collaborated with Deann on a plan to realize her dream of becoming a hairdresser. WIOA Dislocated Worker funds paid Deann’s tuition for beauty school in Miles City. Deann is on track to graduate and will take her state boards shortly. In January 2019, she will start her new career at a local salon.

### Nebraska Success Story



When Tim decided he wanted to go to college after his second deployment as a member of the Army National Guard, he learned that his military education benefits had decreased by 30 percent since his enlistment due to funding cuts. During his first quarter at a local community college, he applied for multiple grants and scholarships but was denied. During his second quarter, he learned about WIOA Title I programs. He contacted his local AJC and was enrolled in the adult program. Through the adult program, Tim was able to continue and complete his occupational skills training program at the community college. Tim is now a Generation Technician Assistant at Lincoln Electric System, providing heating, cooling, and backup power to local entities such as the Lancaster County Adult Detention Facility, the County/City Building in Lincoln, and buildings in the Nebraska State Capitol Complex. About his experience as an adult program participant, Tim said, “I am very grateful for what the WIOA program has done for me. If it were not for [WIOA], my wife and I would not be where we are today.”

## New Hampshire Success Story



Chad is a 45-year-old single male who learned about the WIOA program while exploring Commercial Driver's License (CDL) training at the Commercial Driving School in Concord, New Hampshire. Chad was released from prison in July of 2017 where he spent three years incarcerated, charged with a felony.

He was released in October of 2017 from the Hampshire House (Reentry Center) where he has resided since July of 2017. Prior to incarceration, Chad was an Electrician for 14 years. His license has since expired.

Chad was made eligible for WIOA in November of 2017. Chad was unemployed and seeking fulltime employment. He was looking for assistance with training costs, job search and resume development. He received some career counseling at Hampshire House where he identified truck driving as a good career choice given the felony on his record. He recently applied for Food Stamps and is pending a determination. He was surviving with help from family and friends while he worked to get back on his feet financially. Through conducting labor market research with local truck driving companies, career counseling, and assessments it was determined that becoming a CDL-A Truck driver was a great career choice for Chad. He applied to the Commercial Driving School and got accepted into the CDL-A class. With no income, Chad had no way of paying for this course, but WIOA was able to assist.

Chad consistently received positive remarks on his timesheet and maintained regular communication with WIOA. He completed the CDL-A training course in December of 2017 and hit the ground running. He had been networking with employers that visited his class, aggressively job searching, and started getting multiple interviews. WIOA assisted Chad with targeting felon friendly employers.

Chad was able to secure employment as a CDL-A Doubles Driver with Performance Food Group, where he started working fulltime and making \$27.00 per hour with full benefits.

Chad was very pleased with the outcome, assistance and support he received through WIOA and the ability to start his new career at a livable wage. During Chad's first quarterly follow up in April 2018 he was doing very well and had just received a three percent raise.

## North Carolina Success Story

Allen overcame physical disabilities resulting from a massive stroke to complete a degree in exercise science at the University of North Carolina at Charlotte in 2017, with assistance from the N.C. Division of Vocational Rehabilitation (VR) Services. VR staff helped Allen with specialized transportation, assistive technology and living supports. The staff also arranged an On-the-Job Training opportunity for him at the Keith Family YMCA as a personal trainer. Allen has persevered through numerous obstacles, earning several career-related certifications along with the respect of peers, professors, clients and coworkers.

## North Dakota Success Stories

Narumi\* was referred to the adult WIOA program for the Pre-Certified Nursing Assistant (CNA) class at North Dakota State College of Science (NDSCS). Narumi had been working as a nail technician and wasn't making enough money to support herself and her ailing parents. She had limited English skills and wanted to become a CNA. She excelled in Pre-CNA class and finished in February 2018.

During the Pre-CNA class she received assistance with resumes as well as career guidance. She was so excited to be able to move forward in an occupation where she could help her family. Narumi was

hired by an assisted living care facility making \$16 an hour. Her new employer provided CNA training classes, paid her while she attended the classes with a promise of full time employment when she finished. Narumi is a CNA now and happily provides for her family while proudly taking care of individuals in need.

Additionally, the Grand Forks Job Service Office staff worked with a local window manufacturing and installation company in Grafton, North Dakota to assist the business in getting a formal apprenticeship set up for Mechatronics Technicians. Once the apprenticeship was formalized, the window company moved two incumbent workers into this position. Both individuals qualified for the WIOA Adult program.

The two individuals are currently enrolled in the Registered Apprenticeship program. WIOA is assisting with a six-month OJT for each of these individuals and support services were provided to help with required tools. The related technical instruction was the Manufacturing course at Northland Community and Technical College. WIOA funds were used to reimburse the employer for tuition, books and fees for the first two semesters.

Both individuals had been underemployed. Participating in this apprenticeship will help them work toward self-sufficiency as Journey level workers as Mechatronics Technicians. This will allow them to increase their wages at a much faster rate and will allow them to gain marketable skills that will keep them employed long term.

## Ohio Success Story

“Like the ground dropped out from underneath you.” That’s what it felt like for John, one of 200 employees at The Plastics Group, which announced in early January 2018 that the Fremont plant was closing its doors. As a process technician, John provided job set-ups, troubleshooting, parts sampling and other duties to make plastics and molds for gas cans, hospital beds, kayaks and other products. He began working at The Plastics Group about three years after graduating from high school and had worked there for 30 years.



Wendy also had worked at The Plastics Group for 30 years, but as a quality inspector. She recalls being in a state of shock after hearing the news about the plant’s closing. “Devastation,” Wendy said. “I’d been at this for 30 years.”

John and Wendy were open to changing careers but needed help building resumes, meeting with employers, taking tests and filling out applications—all things neither had done in a long time. “Seeking a new career, finding something different, there are a lot of new things you have to learn,” John said. “The terminology is different. Everything is completely different.” Wendy added, “I’d never written a resume in my life.”

After meeting with staff from OhioMeansJobs Sandusky County at a local job fair, they got the help they needed. Staff helped them with workshops, resume writing and job searches. “OhioMeansJobs is especially helpful for job seekers like John and Wendy who have not had to look for employment in a long while,” said Bonnie, coordinator of OhioMeansJobs Sandusky County. “Employers also rely on OhioMeansJobs to connect with job seekers whose skills suit their workplace needs.”

Now, both John and Wendy are new employees at Glatfelter in Fremont, a global supplier of specialty papers and engineered products. Both are happy working at the plant and thankful for OhioMeansJobs Sandusky County for helping them find new careers.

### Puerto Rico Success Story



Ms. G, owner of Juanes Restaurant in Gurabo, presented a Work Experience proposal in which four adult participants were enrolled. Adults participated with a 500-hour contract and had the opportunity to exercise the employment experience acquiring skills in the kitchen area (food preparation and presentation), customer service, and sales. Ms. G appreciated the opportunity and indicated that the experience with *Alianza Municipal de Servicios Integrados* (AMSI) was very positive for both the participants and the Employer. The owner of Juanes Restaurant was very satisfied with the selection of candidates for the employment experience and hopes in the future to continue counting on them to recruit staff for a new restaurant.



### South Carolina Success Story



Mr. W was a 20-year-old Navy veteran. Having successfully served as a Navy intelligence officer, understanding how to transfer those skills was challenging. His intake form with the work center revealed several barriers to employment, including a disadvantaged background, low income, age, lack of education and no resume. Mr. W' Disabled Veteran Outreach Program (DVOP) representative enrolled him in a resume workshop class which gave him the knowledge to craft a resume that could successfully translate his skill-sets for the civilian workforce. In addition to helping him disseminate his resume to several companies, his DVOP also forwarded his resume to the Local Veteran Employment representative who identified him as an ideal candidate for Vocational Rehabilitation for educational assistance, the WIOA program for training services. He was also referred to the Veterans Affairs Office to receive assistance with his service-connected claim. Mr. W got an interview and job offer from Kraft as a General Laborer. After 90 days of employment, he was offered an opportunity for a supervisory position.

### South Dakota Success Story

51-year-old adult participant, Marla, worked in hospitality and struggled to find a good paying job. At her initial Re-employment Services (RES) appointment, she said her husband is a truck driver and she would be interested in getting her Class A Commercial Driver's License (CDL). She attended a Job Search Assistance Program class to prepare her for future interviews, filling out applications and putting together a resume. Upon completion of her assessments and interest survey, DLR determined truck driving would be a good fit. Marla completed all the requirements to enroll at a technical school to begin working on her Class A CDL. Marla also attended a financial literacy class to ensure she would have the financial means to take care of her finances while training. Marla completed her CDL in May of 2018. She was immediately hired by a trucking company in June and started fulltime in July. She really enjoys her new job and is very pleased with the opportunities DLR provided for her.

### Utah Success Story

Laverne is a single mom who had struggled with domestic violence, alcohol abuse and inconsistent employment. Laverne had been receiving financial assistance, medical benefits, child care assistance

and food stamps for some time before joining the Invest in You Too program. Although it was challenging to overcome the struggles of her past, she still showed up every day and showed courage, resilience and an eagerness to learn and improve. During the program, Laverne not only received her Medical Device Manufacturing certificate, she overcame her fear of public speaking and spoke at graduation in front of a room full of strangers and peers. Laverne is now a full-time employee at Biofire Diagnostics with full benefits and plenty of room to grow within the company.

### Virginia Success Story



Milan was underemployed when he enrolled in the WIOA Title I program for adults in the summer of 2017. At the time, he was working as a part-time fast food crewmember at \$7.25 per hour and usually worked less than 30 hours per week. He is also a United States Marine Corps Reservist, working one weekend each month plus two weeks active duty per year as an Aviation Technician. He lives with his mother and two brothers, but is self-supporting. He graduated high school with honors and earned a certificate in carpentry in 2016, but had not been able to find local employment in carpentry or in the aviation field. He applied to The Apprentice School at the Huntington Ingalls Industries/Newport News Shipbuilding Apprenticeship School and requested job development and OJT training services to facilitate his acceptance. Milan was accepted for a Registered Apprentice slot on the Sheet Metal Worker career track. He began Registered Apprenticeship training in October of 2017, earning \$17.34 per hour. Peninsula Worklink purchased the required steel-toed safety boots for him using Supportive Service funds and all was well until several weeks after he began training, when his car broke down and he was unable to get to work. He called Peninsula Worklink immediately and requested assistance. The program was able to provide bus tickets for the next three months and he successfully completed the 576 hours of On-the-Job Training in February of 2018. He continues to follow-up with Peninsula Worklink regularly and, in early March, excitedly reported that he had purchased a car. The photo shows Milan (3rd from left) in the lobby of The Apprentice School with six of his fellow apprentices, who also participated in Peninsula Worklink's OJT Program. All are on their way to self-sufficient lifestyles via earning journeyman credentials in a variety of maritime careers.



### Washington Success Story

Austin came in to the WIOA Adult orientation at the South Kitsap WorkSource Affiliate in January of 2018 and said that he wanted to go to truck driver training. He had gone down the wrong path as a teenager and was getting his life on track, and was working a low-wage seasonal job. He had already saved \$3,000 toward the cost of the training (which is now over \$5,000). However, he didn't have his high school diploma, so his case manager asked him to do some research to see if trucking employers would be willing to hire him without a diploma or GED. He followed through and found that about a third of these employers would be willing to hire him, and provided all the documentation the program requested. He was enrolled in WIOA Adult at the beginning of February and began training the following week. He received the most glowing weekly progress reports from the trainer that we have ever seen, and graduated at the top of his class, only missing one point on his exam. At the age of 24, he is now gainfully employed as a truck driver with Kitsap Septic and expects this will be his lifelong career. He also tells everyone he knows about our program, and plans to go back to school to complete

his GED with his newfound sense of accomplishment. He loves his new job and his employer is very happy to have him.

### West Virginia Success Story



The DVOPS met this veteran during weekly outreach activities conducted at the Huntington VA Medical Center (VAMC) at a basic computer class sponsored in coordination with the Compensated Work Therapy (CWT) program and Veterans Upward Bound. At that time, he was already registered with WorkForce West Virginia (WFWV) but information about the Jobs for Veterans State Grants (JVSG) program and individualized career services was provided. Shortly thereafter he was assessed by Wagner-Peyser and referred to the DVOPS. The veteran was low-income since being dislocated in December 2015 from a long-time millwright electrician position with AK Steel. His sole financial resource was compensation from his participation in CWT which is \$8.75 per hour. A major obstacle that he faced was an outdated, physical copy of his resume which was completely overhauled into an electronic version with guidance and input provided by the DVOPS. He also received weekly assistance with the online employment application process since he only possessed limited computer skills. He had multiple interviews with KoneCrane including telephone and in-person and was offered a full-time Field Operative I position earning \$24 per hour. Included in his offer of employment was use of a company truck and an all-expenses paid trip to Phoenix for training and orientation. It is because of a collaborative approach alongside community partners that he has been able to secure meaningful employment.

### Wisconsin Success Story



When employees need training, businesses experience skills gaps, and a company's ability to retain workers, grow and prosper can be compromised. Recently, Kettle Moraine Appliance and Sleep Center, a local family-owned appliance and bedding store established in 1986, was having a difficult time finding a qualified Service Technician. Steve, the store manager, contacted the Workforce Development Board (WDB)'s Business Solutions Representative to express his concern and seek recruitment assistance. The Business Solutions Representative suggested the Incumbent Worker Training (IWT) program as a potential solution. Understanding that the labor shortage is here to stay and the difficulty of onboarding a new employee who does not have the knowledge of the company's standards, products and expectations, Steve shared that their current delivery driver, Cameron, had shown a desire to learn about repairing appliances. Within days of their initial conversation, the Business Solutions Representative received an IWT application for a 3-week appliance repair training for Cameron. Upon completion of the training, Cameron received a certification and was promoted to Service Technician with a \$2.00 per hour wage increase. Cameron's promotion allowed Steve to hire a new delivery driver, which was much easier. The funding from the IWT program has helped to increase the number of Service Technicians for Kettle Moraine Appliance and Sleep Center. Steve is currently looking at his workforce to identify another person with the interest and aptitude to be trained as a service technician.

### Wyoming Success Story



Drew graduated from high school and was raised in a single parent family household. As a young adult, Drew found himself facing the reality of being a felon and a single parent. He lacked a skill set that could provide him with self-sufficient employment opportunities to support his two young children.

## Program Year 2017 WIOA Success Stories

Drew enrolled at a local Community College and completed his first year of college where he took basic education courses. At the beginning of Drew's second year of college, he was accepted into a Diesel Mechanic Program at the College. This was a two-year commitment and even though Drew was excited about the program, he had to face the reality of how he could complete school, meet childcare obligations and take care of his children.

After completing the first semester of the Diesel Mechanic Program, Drew could not afford the tools that were required for the training. He faced having to quit the program as he could not afford more student loans and his Pell Grant was not enough to cover the cost of the program, let alone any additional items.

Drew was working as many hours as he could to pay his monthly bills. He was feeling hopeless when he heard about the WIOA program. Drew met with a workforce specialist at the local workforce center in January 2016. Drew was eligible for the WIOA program and began to work with the assigned workforce specialist on creating a plan to achieve his goal of becoming a diesel mechanic. Drew continued to work part-time to meet his family obligations. The WIOA program assisted Drew with tuition assistance, as he did not receive enough Pell Grant monies to cover 100 percent of tuition or fees and book costs. Drew also received assistance with the purchase of the required tools for the Diesel Mechanic Program.

Drew graduated in May 2017 with an associate of applied science diesel technology degree. Once graduated, Drew worked with his Workforce Specialist to obtain employment in his career field. Drew was hired within a month of graduating at a local automotive dealership and is working as a full-time diesel mechanic. From this point on, Drew has been self-sufficient, and has been able to obtain a place of his own, meet his child support obligations, and raise his children in a strong and secure environment.

## Workforce Innovation and Opportunity Act Dislocated Worker Stories

### Alabama Success Story

Alvin, a dislocated worker who had been employed with Winn-Dixie the last 26 years, learned of the WIOA program from a former participant. Alvin, who had been shifted from one store location to another due to company downsizing and store closures, opted out of relocating this last time and decided he wanted a career change. Alvin completed the necessary paperwork and requirements to be certified eligible for WIOA/ITA funding. He attended the Tractor Trailer Truck Driving Training Program through Trenholm State Community College – Montgomery and earned his Class A, Commercial Driver's License. Alvin has been offered employment with companies in Tuscaloosa and with Werner Enterprises, a logistics and transportation company.

### Alaska Success Story

Garth came to the Peninsula Job Center in March 2017 looking for employment assistance due to a layoff from an oil industry related drilling company. He had exhausted his unemployment benefits, his savings, and had begun accumulating credit card debt. Garth was referred to Career Support and Training Services (CSTS) in for support to gain additional skills to reenter the workforce. He had a lead on a job with Kuukpik Drilling. To boost his resume and potential employment with Kuukpik, he needed to complete Well Driller training and Well Supervisory training provided by the Mining and Petroleum Training Program (MAPTS). Garth gained interim employment with Kuukpik and after completing training, he advanced to a full-time permanent two weeks on/off rotation schedule earning \$31 per hour. Garth is happy and thankful to be working in this self-sustaining industry once again.

### Arkansas Success Story

After nearly six years of employment with Tenaris in Hickman, Arkansas; Marty was laid off. Marty was worried about the job market and didn't know what to do. He attended a meeting held by the Governor's Dislocated Worker Taskforce where he learned of the Trade Adjustment Assistance (TAA) and WIOA services available to him. After an interview and evaluation, Marty was determined eligible for both programs and co-enrolled. Both programs coordinated services to ensure Marty had the resources to train in Air Conditioning and Refrigeration at Arkansas Northeastern College. Marty maintained outstanding grades throughout his studies and completed his training in December 2017. He obtained a full-time job making \$25 per hour which was higher than his wage at Tenaris.

### California Success Story

For PY 2017 the WIOA Title IB Dislocated Worker program served a total of 26,833 participants. A total of 15,521 participants received career services and 11,312 participants received training services. A total of 18,537 participants exited the program and 73.5 percent (13,963) were employed in the second quarter following exit exceeding the negotiated goal of 71.0 percent. Of the exited participants, 74.1 percent (5,857) were employed in the fourth quarter exceeding the negotiated goal of 74.1 percent. Median earnings for the program were \$7,800 which exceeded the negotiated goal of \$7,523. Of those participants who exited and are in a postsecondary or training program, or in a secondary education program without a diploma or equivalent, 2,112 received a credential, with a rate of 78 percent exceeding the negotiated goal of 63 percent. The Measurable Skill Gains is considered a baseline indicator, but preliminary results show a rate of 29.8 percent of participants (3,470) who, during a program year, are in education or training programs that lead to a recognized postsecondary credential or employment and who are achieving measurable skill gains, defined as documented academic, technical, occupational, or other forms of progress, towards such a credential or employment.

## Colorado Success Story

In December 2018, Terry was co-enrolled into the Dislocated Worker and National Dislocated Worker Grant (NDWG) programs to support an On-the-Job (OJT) with Huerfano County for Chief Building Inspector. Terry had attended college for Civil Engineering but did not have a degree. He had worked extensively in the construction industry and was laid off from the V.C. Summer Nuclear Station in South Carolina, which closed in 2017 due to cost overages. Terry initially expressed an interest in the condensed Electric Lineman program at Trinidad State Jr. College, but then this building inspector position opened. An OJT introduction letter was attached to his application and he landed the job. Huerfano County was reimbursed \$5,000 for Terry's training. He was off and running. His evaluations were glowing, and he concluded his plan successfully in March 2018. He stops in to see his case manager a few times a month to update her on his employment, and he is very grateful for our assistance. In his position, he has been instrumental in the Spring Fire Recovery process.

## Hawaii Success Story

When Kmart closed its doors in Maui in June 2017, 50-year-old Gina – a Department Manager – was out of a job. That same month, through a connection initiated during a Rapid Response session, she was dually enrolled in the WIOA Dislocated Worker Program and Act 71, a State-funded program.

Among Gina's concerns regarding employment was her ability to be competitive with younger job-seekers, especially due to her limited skills working with computers, stating "everything is now computerized." Following assessments and reviewing her employment goals, Gina was assisted in enrolling into UH Maui College – EdVentures computer classes. Starting at the beginner level, Gina persevered and successfully completed eight computer classes, eventually moving up to the intermediate level class. In December of 2017, Gina announced that her job search had borne fruit in the form of a job offer as an Assistant Manager at a local food establishment. She began work in January of 2018 and continued to work there through her most recent follow-up call in June.

## Iowa Success Story



GS was a dislocated worker who came to the Center after being laid off from a Trade impacted employer. He was assisted by several members of the Skills Team in working toward re-employment goals. He was initially assisted with information about all the Trade Adjustment Assistance (TAA) benefits that would be available to him. In the process of filing for Unemployment Insurance (UI) benefits and beginning his job search, he also was provided information about Registered Apprenticeship. He was interested in pursuing this avenue and began the steps of becoming ready to work toward this pathway.

He was registered to attend the Registered Apprenticeship (RA) Workshop as well as setting a time to come in to work through assessments to determine interests. He completed a resume on his own which he had critiqued in the office by staff members. Through the Registered Apprenticeship Workshop, he worked through the Skills Assessments in determining transferable skills. He was also scheduled to attend the National Career Readiness Certificate (NCRC) testing within the Center. In addition, he checked into the Apprenticeship programs on his own to get more information and talked with an RA Employer about an electrical position. As he was checking out his options, he talked with the college about apprenticeship opportunities. He also attended the Interviewing workshop as well as completed a practice Interview through InterviewStream to get his Elevator Pitch perfected. Through his research into RA positions, he decided that at his age it would be best for him not to pursue a four-year program but focus on seeking employment.

He began working with the Business Marketing Specialist within the office to apply with an employer of interest in the area. They met with the employer for an interview and to review his resume, NCRC scores and all of the assessment materials completed at the IowaWORKS office. He was offered a position at the company and did accept the offer which required some online paperwork. He was assisted by IowaWORKS staff to complete this pre-employment data entry. He will also be eligible for RTAA benefits through the Trade program and the process was explained to him. He will come back to get assistance with the paperwork as soon as he has all the required paperwork gathered.

### **Kentucky Success Story**

Laid off from his job without possessing a secondary credential, Ed sought assistance through the Kentucky Career Center (KCC) in Owensboro. Ed worked with a WIOA Career Coach who referred him to Skills U, Kentucky's Adult Education program, to begin work on earning his GED. After working diligently, he earned his GED and went on to earn his National Career Readiness Certificate. Ed received training through an On-the-Job Training contract and remains employed in Advanced Manufacturing.

### **Maryland Success Story**

Adele engaged with the Hunt Valley American Job Centers (AJC) after applying for Unemployment Insurance Benefits and attending a Reemployment Services and Eligibility Assessment workshop at the Eastpoint AJC. After nine years as a financial planner and client services director, she was laid off.

Adele attended the Résumé & Cover Letter Strategies Workshop and learned more about WIOA programs from the facilitator. She used Basic Career Services and worked with staff to update her résumé. Labor Market Information and career planning strategies were used to assess Adele's interest in a career change to human resources (HR). Adele had experienced a number of HR responsibilities in her last job and had really enjoyed them. She and her career consultant explored training options and employment opportunities in the field as part of the career planning process. Their exploration confirmed their suspicions that without experience in the field, a career change to HR would be challenging. Adele had several interviews for financial positions and had two offers.

Adele accepted a position as an Associate Director at a local finance company. She was able to exceed the salary she was earning at her most recent position and was entitled to excellent benefits, such as a supportive company culture. Lastly, the hours and commute worked perfectly for her. She was happy to be returning to work in a comparable position, but she was also pleased that this new position offers her some strong networking contacts with the formal Human Resources Department in her company.

### **Michigan Success Story**

Melissa worked at Schawk Industries as a customer services representative for 18 years, but in 2017 she was permanently laid-off without notice. While Melissa has a strong background in graphic design and customer service, she was very concerned about her barriers of age, being employed in a weak industry, and the availability of opportunities.

"I was put in touch with Michigan Works! through the advice of another coworker who had also been downsized. I finally felt someone was there to help me and that I had possible opportunities to look at from training, resume assistance, and was able to contact my case manager within my industry. I had not had a resume in the last 30 years, so this was my next assignment; and with suggestions from my case manager, I completed my resume. Michigan Works! helped with distributing my resume and

calling potential employers that might have a potential opening. I applied to Coveris, and Michigan Works! also contacted a Human Resources contact at Coveris.

I started the interview process with Coveris in November 2017, and after five interviews, I started my new position on January 23, 2018. The employment package I was offered at Coveris was far better than what I had been dismissed from and a far better company to work for. I am enjoying my new career with Coveris and am grateful for the guidance Michigan Works! provided.”

During November 2017, Michigan Works! helped Melissa with job search support, resume review and revamping, coaching, connection to partner resources, mock interviews, On-the-Job Training, and assistance with receiving certification for Trade Adjustment Assistance (TAA) benefits.

In her own words, Melissa tells her story, “I began working with Michigan Works! after being downsized from a position on October 17, 2017. I had worked for my employer at the time for 18 years and was released from my duties along with 17 other employees. Never being unemployed, it was very upsetting, and I wasn’t sure how to take the next step. I attempted to file for Unemployment the next day and found out that my identity had been compromised previously the year before and benefits had been paid out. So not only did I have my being unemployed to deal with now, I had to fix the identity theft. I wasn’t sure if I wanted to stay in my field or maybe consider something different, I felt pretty lost-despair is the only word that comes to mind.”

Melissa is now employed full-time as a customer support representative, making \$60,000 per year with benefits. She is also registered for benefits under TAA if she so chooses to use them in the future.

### Mississippi Success Story

Sylvester was a few months short of twenty full years of employment with Batesville Casket Company in Batesville, Mississippi when the company closed the Batesville facility and moved the operations to Mexico. Even though the news of the closure did not come as a complete surprise, Sylvester was hoping to remain in his position as a forklift driver for as long as possible. The Trade Petition was certified in January of 2017, and his last day of employment was at the end of August. Not wanting to rely on compensation from unemployment insurance, Sylvester quickly accepted a position as a temporary factory worker through EMI Staffing in Grenada, Mississippi.

He was placed at Luvata/Modine, a local air-conditioning manufacturing plant. Sylvester was grateful for the work, but the salary and benefits were far less than he needed. At about the same time, the company was establishing an agreement with the Grenada WIN Job Center to receive funds for On-the-Job Training through the WIOA program. The company had a need for skilled workers in several departments but had not found qualified candidates. Employment Interviewer Kimberly is the contract writer for the Grenada WIN Job Center and had worked on OJT contracts with Luvata in past years and remained in contact with the company about any current needs. The supervisor at Luvata/Modine immediately recognized potential in several temps who were former Batesville Casket employees. These workers had proven track records with good work ethics and dedication but very little skill in air conditioning manufacturing processes.

Sylvester was in that group of temporary employees. Ms. Bell met with Sylvester and certified and enrolled him in the WIOA OJT program. He began his position in October as a shipping and receiving clerk and was cross-trained for other manufacturing duties. Sylvester completed his program in January of 2018. Now, in November of 2018, he continues to work for Modine and develop further skills that make him a productive and valuable employee. His salary and benefits have increased, and he hopes to grow with the company in years to come.

### Montana Success Story

After her lay-off from Foothills Community Christian School as a technology teacher, Jessica enrolled in the WIOA Dislocated Worker program; seeking assistance with the costs to complete her bachelor's degree in elementary education and gain stable employment. She completed her B.A. in May of 2018, obtaining employment in August as a fourth-grade teacher for Great Falls Public Schools.

### Nebraska Success Story

MR enrolled in the Connecting SNAP Clients to Better Job Opportunities program while working part-time at an area grocery store as a checker. She wanted to find employment in bookkeeping or tax work. Prior to her employment as a checker, MR had managed 11 tax offices for 23 years. When the owner passed away, the offices were sold, and MR became a dislocated worker. MR struggled with finding employment that was a good fit. She really wanted to find a job that would acknowledge her experience and appreciate work skills. She applied for an office manager position at a local business, was very excited about the opportunity, and felt that she would be a good fit. Unfortunately, another candidate was selected, so MR continued searching for other employment. Through word of mouth, MR discovered that the previous hire did not work out. MR's career planner encouraged her to reapply. She successfully landed the job following reapplication and is making \$20 an hour and working full-time. MR is very happy in her new position and feels at home with her new employer.

### Ohio Success Story

Rhonda was a secretary at an attorney's office in 2015 when she was told her services were no longer needed. She attempted to find work on her own but was unsuccessful. As a result, she turned to others for help, including a workforce specialist at OhioMeansJobs Sandusky County and a representative from Opportunities for Ohioans with Disabilities.

Those helping her reminded Rhonda of the positives: She had a certificate in office administration, and an associate degree in applied business. She mentioned a desire to obtain a bachelor's degree in business administration. As a result, they helped her research, plan and complete all the requirements for an Individual Training Account. Rhonda enrolled in Tiffin University with a target completion date of May 2017. She studied hard, took care of a family and graduated in April 2017!

Within a month, Rhonda landed a job as an Aspire program instructor at Vanguard-Sentinel Career and Technology Center in Fremont, Ohio. Not long afterward, she also was named the school's Marketing Coordinator for Project Read, which provides free literacy instruction to adults. Rhonda now speaks to groups throughout the area promoting education and training services. She also helps customers at OhioMeansJobs Sandusky County with resumes and career planning. When teaching, she earns \$20 an hour; for other duties, she is paid \$11 an hour.

Rhonda loves her job and enjoys watching students excel. She plans to pursue her master's degree and someday work at Terra State Community College or Tiffin University as an advisor. She is proof positive that at 45, you can still fulfill your dreams!

### Oregon Success Story

In November of 2017, 199 workers for Hermiston Foods were laid off as the town's ninth largest employer permanently closed its doors. The Dislocated Worker Unit, the local workforce development board (Eastern Oregon Workforce Board), and Community Action Agency East Central Oregon (CAPECO) came together to provide rapid response services and an Additional Assistance Project

grant to assist and support the former workers in their efforts to become re-trained/re-employed as quickly as possible.

After meeting with the Career Specialist and completing the initial assessment, an employment plan was developed that addressed barriers, including lack of education and/or training, lack of transferrable skills, lack of computer skills, lack of job search skills, etc. The plan included activities to address these barriers with the goal of returning the worker to the workforce at a wage comparable to the wage they were making at Hermiston Foods.

Of the 140 individuals that responded to the survey, 50 of them stated their level of education was eighth grade or less, while 59 had only a high school diploma or GED. Additional Assistance Project funds were used to assist paying for school applications, tuition, books, and On the Job Training. Due to the demographics of this workforce, ESL and Basic Skills classes were offered. Support services were necessary for the workers to attend training. Those services included transportation, rent, uniforms, tools, and relocation.

For the workers that identified re-employment as their primary goal, staff worked to ensure they were connected to the local labor market and available job openings. For workers who needed to relocate for employment, and had a verified job outside the county, relocation assistance was provided.

Other services included career guidance, staff assisted job search and assessment, employment plan development, career counseling, short-term training, adult basic education and English as a Second Language (ESL). National Career Readiness Certificate (NCRC) testing and basic computer literacy/training activities were made available to interested individuals.

The service provider, CAPECO was on site two days per week providing rapid response services prior to the closure. A job fair was held on November 1<sup>st</sup> and was attended by 22 local employers and five agencies.

Total enrollment for the Additional Assistance Project reached 72. Coordination with Trade Act resulted in 10 ITA's (Office Admin, Medical Transcription, Data Tech, Nursing, Criminal Justice, and CDL), 11 in Job Search Activities, 14 re-employed and 37 enrolled in ESL classes.

### South Dakota Success Story

Dislocated Worker Todd owned his own business for many years and was forced to close. Department of Labor and Regulation (DLR) got to know Todd better by helping provide information at a Rapid Response. Once the business was auctioned off, he came to DLR for help. Todd's goal was to find employment where he could either find a job using his mechanic degree or his CDL. The biggest challenge was finding employment flexible with Todd's daycare provider. Todd's daughter was a huge reason on why he wanted to stay in the same location, plus Todd had family support nearby. Todd applied for the TANF program. He was required to work 20 hours per week at a community service site and complete one hour of Job Search. The Employment Specialist assisted Todd with job referrals, resume preparation and enrollment in WIOA. On average, Todd would apply at three jobs per week. Todd posted his resume on SDWORKS. An employer who didn't have a job posted publicly in SDWORKS found Todd's resume and requested an interview. Todd got the job three weeks after applying for Temporary Assistance for Needy Families (TANF). DLR also helped Todd through support services, such as getting work attire and appropriate shoes for his new job.

## Texas Success Story

In May 2017, one individual was laid off from a local radio station, and he had a difficult time finding employment after his layoff. Then, in August 2017, Hurricane Harvey hit, and businesses closed for repairs as opposed to hiring. He and his family lost their home in the storm, and they were living in a hotel for several months. He was enrolled in the Golden Crescent Board's DWG program and placed in subsidized employment as a case manager helping other hurricane victims. As a victim of the storm himself, he related to his clients' stories. After working for several months as a subsidized-employment humanitarian case worker, he became a permanent employee of the county's Long-Term Recovery Group. Now, the entire family is in a new home after receiving employment, child care, and transportation assistance to ensure he was positioned for success.

## Virginia Success Story

Elizabeth applied to receive WIOA assistance in December 2016 after she was laid off from her job as an IT Project Manager. She had over 10 years of IT experience and was frustrated that she had not obtained new employment after many interviews. Elizabeth had noticed that her lack of credentials and degree were inhibiting her from furthering her career. She knew she needed to upgrade her skills to be a competitive candidate and continue working in the IT industry, so she applied for WIOA assistance as a Dislocated Worker and met with her case manager to discuss her career and training goals. Elizabeth explained that she noticed most positions she was interviewing for preferred a Project Management Professional (PMP) credential that she did not have and felt that her skills had grown obsolete. With the help and guidance of her WIOA Case Manager in Northern Virginia, Elizabeth was able to enroll in a Project Management training course to upgrade her skills and knowledge and help her prepare for the PMP credential exam. After completing training, Elizabeth took and passed the PMP exam in March 2018, earning a widely respected credential in the IT/Management industry, and obtained employment as an IT Project Manager earning \$57.00 per hour, or \$118,560 annually.

## West Virginia Success Story



A 23-year-old West Virginia resident was laid off and sought services at the AJC in Wheeling. He decided to join the Ironworkers Local 549 as a new Apprentice under WIOA funding. With hard work and dedication, he completed the Apprenticeship Training Program. Dylan graduated to Journeyman and is now working full-time for the Ironworkers. His annual income has increased by 33 percent and he loves going to work every day.

## Workforce Innovation and Opportunity Act Youth Program Stories

### Alabama Success Story

Jino was a bright student, positive, and wanted success out of life. Unfortunately, he began to hang out with the wrong crowd. He exhibited a disrespectful attitude towards his teachers and elders. His actions eventually led to incarceration after being accused of a home invasion. Following his release on bond, Jino decided to take this opportunity to make a change in his life. He decided to get his GED. He enrolled in a local program and quickly realized he needed additional help to prepare himself to test for the GED. He was referred to the Pathway to Employment Program. The small class sizes and enthusiastic attitude exhibited by the staff made him feel welcome. Their support, motivated Jino to achieve success in the classroom and on the job. “I will never forget the excitement I felt when I received passing scores on the GED Ready test. I knew I was ready to take and pass the GED test.” Furthermore, Jino encourages others to achieve in the classroom and in life. “Get your education because there is nothing you can do without it. You have to have some motivation whether it’s family, independence, or wanting to be a better you,” he said. Jino has his GED and now works for a local construction company as a roofer. He is also learning plumbing and other trades. “I am most thankful to be productive and provide financial support to my mom and grand mom,” said Jino. His future plans include enlisting in the Navy and becoming a real estate investor.

### Alaska Success Story



Megan had a substance use disorder, was a high school dropout and had low-income barriers coming into the WIOA Youth Program. As a result of the career awareness services, Megan returned to high school and had identified specific work experiences to take her down her chosen career pathway. Megan took advanced placement courses during her final year of high school. With an interest in nursing, Megan completed work experience at a family medical center and received high praise for her work ethic and attitude from her supervisor. She also completed work experience at an assisted living facility, where she was enthusiastic about learning the roles and responsibilities of caregivers. In a letter of appeal wherein she cited her participation in the WIOA Youth Program and industry training experiences, she was granted admission into the nursing program at Seattle Pacific University. Very few students receive admission into this competitive program directly from high school—a testament to Megan’s tenacity and determination to succeed and the impact of timely delivery of program services. “I gained an education and I gained my spirit back a little bit, because I knew that I had support, not just emotional support, but I had financial support and career support.”

### American Samoa Success Stories

A total of 1,200 additional slots were funded and approved by Honorable Governor Lolo M. Moliga for the local Summer Youth Employment Program (SYEP). This is in addition to the WIOA Youth formula funding for 120 slots for the SYEP.



Close to 400 private sector employers provided quality worksites for the SYEP in PY 2017. This is a huge increase from 145 employers who participated in PY 2016.

### Arkansas Success Story

Sierra was an 18-year-old youth with multiple barriers: low income, unemployed, homeless, and on public assistance. Sierra was referred by the Mission Outreach of Northeast Arkansas, Inc. to the Paragould Workforce Center for assistance in finding employment. Sierra was determined eligible for WIOA Youth services. Sierra expressed an interest in a career in child care and was interested in work

experience at Butterfly Babies Daycare. During the work experience, the participant started out with below average attendance and punctuality. With continuous guidance and encouragement from the WIOA staff and the worksite, Sierra improved her attendance, punctuality, and job skills. With this improvement, Butterfly Babies Daycare offered Sierra a full-time job which allowed her to earn a steady income. The new income stream allowed Sierra to move from a homeless shelter to an apartment with her boyfriend. Sierra appreciates the opportunity to work with children and become part of the workforce.

### California Success Story

For PY 2017 the WIOA Title I-B Youth program served a total of 17,156 participants. A total of 12,515 participants received career services and 4,641 participants received training services. A total of 11,833 participants exited the program and 72.4 percent (8,386) were employed or entered education in the second quarter following exit exceeding the negotiated goal of 65.4 percent. Of the exited participants, 73.7 percent (2,904) were employed or entered education in the fourth quarter exceeding the negotiated goal of 67.2 percent. In addition, median earnings for the Youth program is considered a baseline indicator because data for this indicator is still being collected and assessed. Median earnings for the program were \$3,250. Of those participants who exited and are in a postsecondary or training program, or in a secondary education program without a diploma or equivalent, 1,298 received a credential, with a rate of 71.2 percent exceeding the negotiated goal of 57.7 percent. The Measurable Skill Gains is considered a baseline indicator, but preliminary results show a rate of 56.4 percent of participants (5,861) who, during a program year, are in education or training programs that lead to a recognized postsecondary credential or employment and who are achieving measurable skill gains, defined as documented academic, technical, occupational, or other forms of progress, towards such a credential or employment.

### Hawaii Success Story

Juston came to the Youth Services program in October of 2017. He had dropped out of Roosevelt High School because of attendance issues which led to a lack of credits to be able to graduate. He admitted that he skipped school often to go down-hill skateboarding and spent too much time hanging out with friends. He had the self-awareness to recognize that his friends were a bad influence on him and that he had a generally bad attitude. He had a Probation Officer for some minor offenses he committed and was trying to get his life back on track. He tried a stint at Youth Challenge but it did not work out for him. When applying for the program he said that he thought he had matured going through his challenges. He had heard about the program through his cousins and looked up YouthBuild in an online search and contacted us. He had an interest in carpentry and dry walling, and an interest in perhaps being an electrician.

When Juston started his competency-based (C-BASE) classes he started out great passing his first book with a score of 82. But some of his old habits were hard to shake. He had missed a few classes due to personal issues and failed the second book. With some coaching and counseling Juston seemed to regroup and refocus himself. And even though it was a daily commute from Waianae, he began to improve his attendance substantially and was able to finish and pass his mastery test.

Juston's interest in carpentry led him to enroll in the Building Industry Association Occupational Training this past October. During the six-week course, Juston had the best attendance out of all 10 participants missing only one class. His enthusiasm and eagerness showed in the commitment to show up for class and the hard work he put in. He demonstrated his skillfulness in the hands-on training where they were tasked to frame and drywall a small room. The attention and questions he asked

during an outing to the Construction Career Day further demonstrated his commitment. Juston has also demonstrated his thoughtfulness in giving back to the community by committing his time on Fridays to the Self Help project, assisting families build homes, in what can be seen as the ultimate act in giving back and coming full circle, encouraging two other cousins to enroll in YouthBuild.

### Iowa Success Story

An individual was referred to our Title I Young Adult program from a local alternative school. He expressed an interest in culinary, but had not had any exposure to it. The team worked with Diamond Jo Casino in Northwood to develop an opportunity for a Work Experience in the environment. He presented as very introverted and shy and rarely spoke to others at the beginning of the experience. Throughout the Work Experience, his teacher, co-workers and staff began to notice that he was engaging in more conversations and asking questions. Soon, he was talking to everyone and imitating conversation with people to tell them about his job! Upon completion of his Work Experience, he was hired part-time with the employer.

### Kansas Success Story

Maya came to the WIOA In-School Youth (ISY) Program with many challenges before her. Maya had a mental health diagnosis which impacted her major life activities, including the ability to attain and maintain employment. Maya also needed support to maintain her academic progress in high school, so she could graduate on time with her class. At time of enrollment Maya was basic skills deficient in math, falling below the 8.9 grade level. Through participation in the WIOA youth program, Maya worked closely with Van Go to develop a plan for her educational and employment goals. Maya received leadership mentoring, social work services and employment training through Van Go. In addition, Van Go monitored her school activities to ensure she stayed on track to graduate. Maya was part of the leadership team for much of her time at Van Go, receiving weekly team leader meetings and real experience each day she worked with her team. Throughout the entirety of her time at Van Go, Maya learned both soft and hard employment skills, from interviewing, to showing up on time, to practicing the 10 attributes which make a good employee (strong work ethic, positive attitude, good communication, time management, problem solving, team player, ethical and honest, accepts feedback, flexibility and adaptability, dependability). Finally, Maya received social work services, including assistance with emotional regulation, community partnership/networking, future planning, and both learning and helping to present important life skills, etc.

Maya graduated from Lawrence High School in May 2018. She is currently working and attending college, while living independently. Perhaps the greatest example of Maya's success is her own account of how the Van Go program changed her life: "I walked through the doors in 2014 as a self-hating, self-blaming, pushover and broken person. I blamed myself for not only everything that had happened to me, but for my own sadness, as well. The amount of love and that I received has changed me forever. I sought out a reason for living and a reason to wake up every morning and I couldn't be happier that I found it. My experiences all taught me valuable lessons that I don't regret. I am now a self-loving, smiling, strong, and shining star that is too bright to be dimmed. I owe it to hard work and determination, but also to, my home for the last five years. Making art to express myself has proven to be the best therapy for me. Van Go, you have made me the best person I ever could be."

### Kentucky Success Story

Two young adults with disabilities, Sam and Fred, were referred to the WIOA Youth program by the Office of Vocational Rehabilitation. Prior to engagement with a career coach, these gentlemen did not

believe it was possible for them to earn a degree in a high-demand sector. After completing assessments and individual plans, Sam enrolled in classes aligned with the Advanced Manufacturing sector and Fred enrolled in classes aligned with the Business and IT sector. Both students are earning excellent grades in all classes and are excited about their future careers.

### **Maryland Success Story**

Imani entered the Southern Maryland Youth Program as a single mother looking for assistance to start her career pathway. After completing a career assessment, she wasn't sure whether she wanted to be in a business or medical office setting. So, Imani enrolled in a ten-week work-based learning program and successfully completed her paid internship, allowing her to gain the skills and training needed to enter the workforce. After completing the internship, Imani decided to pursue a career in the medical field. Her case manager did some research on trainings and found an opportunity for Imani to take a five-week Certified Nursing Assistant and Geriatric Nursing Assistant Program. Imani received the no-cost training through Fort Washington Health and Rehabilitation Center. With certification in hand, Imani was successfully hired in November of 2017, by Forestville Health and Rehabilitation Center at \$14.00 per hour.

### **Mississippi Success Story**

Alexis was a 10th grader at Pontotoc High School when she entered the Gateway program. She completed the Essential Job Skills training and earned a Career Readiness Certificate. Alexis started her work experience at Save-a-Lot as a cashier in May 2018. Once her paid work experience was completed, Save-a-Lot hired her. The Gateway Program exposed her to different careers in the target sectors of The Mississippi Partnership and after graduation Alexis plans to pursue a career in the Healthcare Field. The Gateway Program helped develop a career pathway for Alexis and will continue to guide her down that path. Alexis is now a junior at Pontotoc High School and is still working at Save-a-Lot. Every time she sees the Gateway Counselor she tells her how much she loves working at Save-a-Lot and appreciates the opportunities the Gateway Program provided her. The management at Save-a-Lot speaks highly of Alexis and her work ethic. Because of Alexis, they have asked to continue as a worksite for the Gateway Program. This has been a good experience for both employee and employer.

### **New Mexico Success Story**

Elena was just days away from being homeless when a Youth Development Practitioner in Valencia County reached out to her and connected her to another young adult who had been homeless and had overcome his status by successfully completing a WIOA job training program. Jonathan was employed full time with the Midwest NM Community Action Program (CAP) and after meeting with Elena he set out to help her by enlisting assistance through the Midwest CAP office to get her rent and utilities paid. Elena, inspired by Jonathan's own accomplishments, set a goal for herself to become self-sufficient.

She was placed as an office clerk with the City Manager's office for the City of Belen for her WIOA work experience. Elena excelled at her job and also studied and completed her High School Equivalency diploma. After completing her work experience, she was hired by the City of Belen in the Recreation Department. "The program changed my life for the better, she said, "I am on track for a great career."

Elena is currently enrolled in a dental assistant program at the New Mexico Institute of Dental Assisting and plans on working at her position with the City of Belen and attending the dental program at night. The WIOA program continues to assist her with tuition and provide mileage reimbursement. Follow-up contact shows she is on track with her goals and thriving. Youth Services Eastern Area, The Eastern Area has focused on increasing the outreach and recruitment of eligible youth. The outcome is a

doubling of the enrollment numbers from the previous year—going from 50 to 103 total youth. Emphasis has been on the implementation of grouped services; which included meetings with youth on a variety of topics. The youth program also fully met and exceeded expenditure requirements for the program year.

The youth service provider for the Eastern board completed the year with a ninety-five percent (95.7%) out-of-school expenditure rate with thirty three percent (33%) expended on work activities. The program nearly doubled the participant numbers from PY 2016 to PY 2017 and another doubling of enrollment is projected for PY 2018. Programmatic changes implemented to reach these goals included collaboration with post-secondary institutions, participation in local community events and organizations such as Job Corps Advisory Council. There has also been increased communication and coordination with local school districts to implement referral processes for youth dropping out of school and linking them immediately with WIOA Youth Services.

### North Carolina Success Story

A student at Vance High School in Charlotte, Khamiah has excelled in an internship opportunity with Carolinas Healthcare System through MeckEd's Career Pathways program. Through this program, she has received invaluable knowledge and experience as she prepares for a future medical career. Teachers and fellow students alike are inspired by her grit, dedication to academic excellence, and involvement in her school and community. Khamiah was later appointed to serve as the student member of the board of directors of MeckEd, a local education fund.

### North Dakota Success Story

Carlos was an out-of-school youth enrolled by the Fargo Job Service Office that went through the WIOA program starting January 2018 and finishing in June 2018. He had a troubled past and was eligible due to having a criminal record. He decided to pursue the 16-week course at Lynnes Welding. Carlos received funding through the WIOA program as well as support services for tools needed for training.

Carlos truly wanted to improve his life but did not know where to start. He started the welding program at Lynnes Welding in April 2018 and excelled in the program. He was described as always on time and an excellent student. Carlos graduated and passed, earning five certifications in welding.

Carlos became a union member. His mother was so happy, believing this will help save her son's life, keeping him on a path away from law enforcement and drugs. Being introduced and enrolled in the WIOA program gave him purpose and showed him that with a little guidance and determination he could not only be successful but make his family and community proud.

### Ohio Success Story

Monica was an 18-year-old single mother with a two-month-old child when she walked into OhioMeansJobs Trumbull County in March 2017. She wanted to attend dental assistant school at Ross Medical Education Center in Niles, OH, to make a better life for herself and her daughter, but she struggled to find the time or money. In addition to taking care of her daughter, she was working a part-time minimum-wage job at a local daycare center and relying on public assistance.

Applying for Ohio Works First cash assistance made Monica eligible for Comprehensive Case Management and Employment Program (CCMEP). With support from her CCMEP case manager, she was able to attend the Ross Medical program after all. She earned her Dental Assistant Radiographer

certificate in November of 2017, and her Dental Assistant diploma a week later. In January of 2018, she got a job making \$11.50 an hour with Professional Dental Alliance. Four months later, she got a full-time job making \$16 an hour with Solon Dental Excellence. Now 20, she owns her own home and is no longer on public assistance. She plans to continue her education in the dental field and looks forward to a bright future.

## Pennsylvania Success Story

The following success story is one of many examples that highlight Office of Vocational Rehabilitation (OVR)'s focus on serving individuals with disabilities, including connecting students with disabilities and employers. In 2016, OVR's Pittsburgh office launched the MY Work (Municipalities + Youth) program that provides high school students with disabilities the opportunity to gain real life, work-based learning experiences in their community during the summer. In its first year, OVR partnered with nine municipalities and 12 high schools to connect 50 students to summer employment. In 2017, the program shattered 2016 stats: more than 150 students, from 36 school districts, went to work at 34 municipalities. Students participating in the MY Work initiative work directly with municipality leaders and staff to improve their own communities and, at the same time, enhance their soft skills, gain valuable professional work experience, enhance their communication skills, earn a paycheck, and build their resumes. Student roles included landscaping, administrative duties, community beautification projects, and summer playground program monitoring OVR paid student wages, meaning the program is free to participating municipalities.

OVR also partnered with the Pennsylvania Office of Administration (OA)/HR to develop a paid summer internship for college students. OVR recruited and sponsored 18 college students for the 12-week paid summer internship. With assistance from OA, the students were placed into agencies and positions that closely aligned with their college major and career interest. Each intern earned \$13.25 per hour, or approximately \$6,000 over the summer. In addition to working on various assignments and projects, the students participated in weekly group meetings that included guest speakers, informative sessions, and other activities designed to improve students' employability.

Lastly, OVR's excited to work with Syncreon to diversify their workforce with individuals with disabilities at their new distribution center in Carlisle, Pennsylvania. OVR collaborated with PA CareerLink® and other workforce partners to open the Syncreon opportunity to TANF, dislocated workers, veterans, youth, and returning homemakers. The approach is two-tiered, through direct hire and the development of the Syncreon Talent Academy. The Talent Academy is a six-week paid work experience program for participants who identify employment in the product testing and logistics industry as a primary goal and require additional skills training that leads to successful competitive, integrated employment upon completion. As part of their training, individuals received certificates in Community First Aid and OSHA 10, considered "stackable credentials" that can benefit them in any employment setting.

## Puerto Rico Success Story

A 21-year-old resident of Cataño with a disability was withdrawn, not sociable, and never employed before. Prior to his home being struck down by Hurricane Maria, he had no activities outside of his family's environment. After the passage of the Hurricane, he began attending the One Stop Center located in the facilities of the Bacardi Company in search of food, water and distractions. He received guidance from the AJC's services. He was referred to the affiliate office in Cataño, to search for job openings. Through WIOA funds, he started a work experience of 300 hours, working in the Municipality of Cataño. From that moment on, his life changed, he began to develop relationships with his

colleagues, he learned to be communicative and the importance of being responsible in his area of work.

Upon finishing his work experience, he was hired for his great performance at the Municipality of Cataño, as a regular employee and working as a general assistant in Los Primeritos, Children's Help Center. Not only did he get a permanent job, but he got his driver's license and the Act 300 Certification, as well. Today he is an independent person, hardworking and with great desire to succeed.

### Utah Success Story

Summer always struggled in school. She neither liked to go nor felt like she got along with teachers or students. At age 16, she dropped out and spent the next two years dealing with health issues, family moves and some renewed attempts at high school or earning a GED. When she was 20 years old, Summer found herself in Utah and ready to give school another try. "The reason I chose to attend Provo Adult Education was pretty simple," she said. "I liked the idea of having teachers and staff giving adults a second chance to get their diploma." Although the average student completes three credits per term, Summer was motivated and focused and completed her remaining 10.5 credits in just two terms. "It is an accomplishment that feels great," she said. Summer is now deciding what she wants to study in college and is interested in culinary arts and interior design.

### Wisconsin Success Story

Joshua is a young adult who is open about being on the Autism Spectrum. He was connected to workforce development professionals at the Marathon County Job Center and enrolled in WIOA. He attended several workshops offered at the job center, including résumé building, interviewing, financial education, shopping and nutrition, dressing for success and public speaking. Joshua earned a National Career Readiness Certificate. Joshua completed a work experience at the Marathon County Public Library, where he was able to practice his social skills. WIOA assisted Joshua in obtaining his driver's license, moving him one step closer to independence. During this journey, Joshua experienced the tragic loss of his grandfather, the man who raised him and whom he called Dad. Despite this loss, Joshua persevered. His career planners assisted Joshua in enrolling in the Division of Vocational Rehabilitation (DVR) for additional services. He then started post-secondary school and pursued a degree in video production. He applied his newly learned social skills by becoming a speaker on student panels for events such as Transition to Adulthood, Community Conversation and Autism Conferences. Joshua graduated with his associate degree in video production in May 2018 with a GPA of 3.1. One of Joshua's career planners assisted him in securing a paid internship with WSAW, the local broadcasting station. He has been working there since September 11th editing the evening news.

## Other Workforce Program Successes

### Alaska Success Story



After years of research, planning, engaging stakeholders and gathering input, the Alaska Liquefied Natural Gas (LNG) Project Workforce Development Plan was finalized in April 2018. The proposed LNG project will commercialize natural gas resources on the North Slope by building an 807-mile LNG pipeline, gas treatment plant and LNG liquefaction plant, designed to move more than 20 million tons of natural gas per year. This project will create thousands of direct jobs and thousands more indirect jobs. The plan identifies the size and occupational makeup of the workforce needed to build and operate a project of this magnitude and provides a framework to maximize Alaska Hire, align our statewide training network and make investments into training for in demand occupations critical to the success of this project.

### Arizona Success Story



Through the 100 percent federally-funded grant of \$3,960,838 from USDOL/VETS, the Jobs for Veterans Service Grant administered through DES employs 36 Disabled Veteran Outreach Program (DVOP) representatives and 16 Local Veteran Employment Representatives (LVERs) statewide. The DVOP staff facilitate Individualized Career Services to veterans with significant barriers to employment. In PY 2017, Arizona served 3,105 veterans under the Job State Veterans Grant (JSVG), with an employment rate in the second quarter after exit of 60.5 percent and an employment rate of 52.2 percent in the fourth quarter after exit.

### Florida Success Story



In the Fall of 2016, CareerSource Florida integrated Registered Apprenticeships into its statewide Sector Strategy initiative by leveraging its selection as a US-DOL ApprenticeshipUSA expansion grantee. While focusing on building the state's talent pipeline, LWDBs are empowered to move from training programs to establishing career pathways that offer apprenticeships as a viable talent development solution for employers seeking skilled talent. The strategic alignment has seven forged new partnerships with employers and closer collaboration between the Department of Economic Opportunity (DEO), the Florida Department of Education's Office of Apprenticeship and CareerSource Florida. As a unified partnership, the team identifies challenges and opportunities for building a modern talent delivery system that meets the needs of employers in high-demand industries like advanced manufacturing, information technology, healthcare and construction. Using Sector Strategies as the primary approach of Florida's workforce system for meeting employer needs, CareerSource Florida continues to drive the strategic integration of apprenticeships as a time-tested career pathway for both employees and job seekers.

### Georgia Success Stories



WorkSource Georgia Mountains (WSGM) partnered with North Georgia Technical College (NGTC), Lee Arrendale State Prison (LASP) and Carlton Colwell Detention Center (CCDC) to create a program that provides inmates with skills necessary to enter the labor market upon release. Through the utilization of Adult Education programs that are currently available in LASP, CCDC, and NGTC, a 12-week culinary program was created. Upon completion of the program, students take the nationally recognized ServSafe certification exam. Once they have been released, each inmate at CCDC is given the opportunity to participate in a two-week work-based internship.

The Georgia Workforce Team partnered with Dale of TrustDale.com to promote the opportunities available through WorkSource Georgia to potentially WIOA-eligible individuals. Great Georgia Jobs was a four-episode television docu-series that showcased Georgians from diverse backgrounds and told the unique stories of how they were able to connect with Georgia's workforce system through statewide programs and training models. The program aired within every Georgia media market and was supported by a social media campaign that attracted more than one million views and impressions. Subject-matter experts conducted on-camera interviews to provide background and information on Georgia's most demand-driven industries. This has been WorkSource Georgia's most successful outreach project to date.

### Illinois Success Story

In FY 18, the Illinois Center for Specialized Professional Support (ICSPS) hosted a Career Pathway Symposium, showcased effective practices across the community college system in Illinois and unveiled the 2018 Promising Practices in Illinois Career Pathways Compendium. The Promising Practices in Illinois Career Pathways Compendium highlighted promising practices and innovative programs related to career pathways at a number of colleges across Illinois that represented different regions, populations, and economies. To identify promising practices ICSPS conducted a survey and interviewed persons responsible for programs that demonstrated exceptional characteristics related to several of the career pathway principles including strong partnerships, curriculum alignment, pathway progression, industry recognized credentials, continuous improvement, data gathering and sharing, industry recognized credentials and sustainability and scalability. Importantly, the compendium is a living document, and will be expanded.

### Montana Success Story



The Montana Registered Apprenticeship Program (MRAP) and WIOA partners continue efforts to identify opportunities to place WIOA-eligible job seekers into registered apprenticeships. Recently, MRAP staff developed a screening tool for both apprenticeship staff and Job Service Montana staff to review a potential apprentice's eligibility for WIOA services prior to their registration in the apprenticeship program. For example, after dislocation from his previous employment, a new apprentice was identified by MRAP staff as possibly WIOA-eligible. A referral to Job Service Montana determined he was eligible for financial assistance to pay for instruction relevant to an electrician's apprenticeship. Currently, the apprentice is actively progressing in his apprenticeship program. MRAP staff also assist employers with OJT contracts.