



VIRGINIA CAREER WORKS

**WORKFORCE INNOVATION AND OPPORTUNITY ACT PROGRAM YEAR 19
ANNUAL REPORT**

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I. ACKNOWLEDGEMENTS

This year's WIOA Annual Report is dedicated to the workforce development professionals who strive every day to design and cultivate a service delivery system driven by the needs of both jobseekers and businesses. Virginia Career Works, which is representative of Virginia's entire workforce system, would like to acknowledge the extraordinary efforts of all workforce partners in providing services in response to the COVID-19 pandemic.

INTRODUCTION NARRATIVE

As a workforce system partner and the Commonwealth of Virginia's State Administrative Entity for the federal Workforce Innovation and Opportunity Act (WIOA) Title I funds, the Virginia Community College System (VCCS) is pleased to submit the WIOA Title I Program Year 2019 Annual Report.

For much of Program Year 2019 (PY19), Virginia's Title I program continued to focus on implementation of the WIOA Combined State Plan, strengthening workforce partnerships, collaboration with a more specific focus on cross-agency systems integration, and achieving meaningful outcomes for our customers. WIOA Title I programs effectively served over 6,245 Virginians through Adult, Dislocated Worker and Youth programs. Virginia's Rapid Response team provided services to a total of 261 WARN notices and impacted over 21,064 workers. In addition, over 3,702 businesses were served by WIOA Title I programs and 9,983 businesses were served by all four WIOA programs.

Virginia's economy held strong through the end of 2019 and into early 2020. January's unemployment rate remained at 2.7 percent. On March 13, 2020, the President of the United States declared the COVID-19 outbreak a national emergency. COVID-19's impact was felt immediately across Virginia. For the unemployment filing week ending April 4, the figure for seasonally unadjusted initial claims in Virginia was 147,369. That brought the sum of March 21, March 28, and April 4 weekly initial claims filings to 306,143, which is equivalent to all of the previous weeks' claims from 2018, 2019, and 2020 combined.

While accommodation and food service sectors were the most affected initially, impacts broadened to include jobs in other sectors like manufacturing, transportation, and even certain types of healthcare. After weeks of unprecedented initial claims, the number of persons continuing to claim unemployment benefits climbed rapidly. The numbers of initial claims filed during the week ending April 4, 2020 was 67.4 times higher than the comparable 2019 week—an increase of 145,182 claims. Today, Virginia's workforce continues to feel the effects of COVID-19 with no specific end in sight.

Virginia's workforce system quickly pivoted and adapted to a new COVID-19 environment. There was an immediate need for workforce programs to quickly and easily connect clients with critical unemployment and other state workforce development services. State and local orders forcing workforce program closures increased the need for virtual client tools.

Local workforce boards converted paper forms to electronic accessibility and connected with clients via Zoom. Workshops and classes once held in the physical location moved online. For example, WIOA youth programs now offer virtual training workshops, virtual job shadowing, provide coaching via ZOOM text and phone and are holding virtual job fairs. Activities through virtual applications have allowed staff to assign work readiness activities for youth to continue with classroom based work experience skills training.

WORKFORCE PORTAL

The Virginia Career Works Referral Portal, which launched statewide on May 11, 2020, is a valuable tool for responding to the increased demand for services during the COVID-19 recovery process. The portal is a centralized place to capture client information and share relevant information with agency-specific systems. This reduces duplicative paperwork required by the various state agencies and dramatically increases service efficiency by sharing information with professionals who are serving the same clients. In addition, one unified system increases transparency and generates data for ongoing program improvements. Workforce professionals can access client information through Virginia Career Works Dashboards.

SUMMARY OF UNCONVENTIONAL UNEMPLOYMENT INSURANCE PROGRAMS

Due to the COVID-19 pandemic, and as a result of the Coronavirus Aid, Relief, and Economic Security (CARES) Act, the Virginia Employment Commission (VEC) saw many newly established and unprecedented programs that it was required to administer—many of which were federally funded. The VEC stood up a special online application and administrative tool (called GOV2GO) to handle the administration of the non-traditional programs not covered under regular unemployment insurance (UI).

The Pandemic Unemployment Assistance (PUA) Program was federally funded, allowing unemployment insurance benefits to those who did NOT qualify for traditional UI benefits, such as self-employed and GIG workers.

The Federal Pandemic Unemployment Compensation (FPUC) program allowed for eligible claimants to receive \$600 per week in addition to the regular weekly benefit amount they received.

Pandemic Emergency Unemployment Compensation (PEUC) allowed for up to 13 weeks for traditional UI benefits for those who had exhausted regular UI benefit eligibility.

Extended Benefits (EB) allowed for those who exhausted all rights to regular UI and PEUC to receive additional UI benefits.

Lost Wages Assistance (LWA) Program allowed for up to an additional \$400 per week to certain unemployed workers receiving benefits—both regular and non-traditional (GIG) claimants. This program was funded by the US Department of Homeland Security's Federal Emergency management Agency (FEMA).

COVID-RELATED STATE EMERGENCY PROGRAMS

Governor Northam's administration provided many emergency programs as a result of the COVID-19 pandemic for the benefit of Virginians, including but not limited to:

- A Governor's COVID-19 Lay-off Aversion Business Support Rapid Response Initiative
- A Grant Program for Local Governments to Support Agriculture and Forestry Industries
- Executive Order Sixty that reinforced certain existing statutory liability protections for Virginia healthcare workers.
- Established a COVID Business Task Force that addressed and provided advice and guidance to the Cabinet on a safe, responsible strategy for easing restrictions on businesses and individuals
- Launched a Rent and Mortgage Relief Program

In addition, \$246 million was provided for long-term care facilities.

Overall, Virginia's WIOA Title I Program has had a successful PY19 in terms of meeting WIOA Title I performance measures and implementing WIOA Title I programs.

II. APPROVED WAIVERS

Identify each waiver that the state has had in place for at least one program year and provide information regarding the state's progress toward achieving the goals and performance outcomes in ET A's letter of approval for the waiver (sec 189(i)(3)(C)(ii)) and outlined in the state's waiver request (when applicable). Discuss how activities carried out under each approved waiver have directly or indirectly affected state and local area performance outcomes. To the extent possible, provide quantitative information.

In accordance with the Secretary of the U.S. Department of Labor and the guidance from [TEGL-5-18](#), the Commonwealth of Virginia received two waivers for Program Year 2019.

On June 24, 2019, The Commonwealth of Virginia requested and was approved for the waiver of the obligation of eligible training providers (ETPs) to collect and report on the performance data on all students in a training program at WIOA Sections 116(d)(4)(A) and (B), and 122(d)(2)(A), and 20 CFR 677.230(a)(4) and (5), and 20 CFR 680.430(b)(5). The United States Department of Labor (USDOL) under the Secretary of Labor's waiver authority approved the waiver request through Program Year (PY) 2019 (July 1, 2019, to June 30, 2020).

In accordance with achieving the goals and outcomes in ETA's letter of approval for the ETP Performance for Non-WIOA Students waiver (sec 189(i)(3)(C)(ii)) and as outlined in the state's waiver request, the Commonwealth has established a team to work toward developing a means to consider the outcomes of all students in an ETP program of study, with respect to their employment and earnings, as required for the demonstration of continued eligibility in 20 CFR 680.460(f)(1)(iii) and WIOA Section 122. The team has been reviewing the challenges and opportunities associated with collecting data for non-WIOA participants, and it has been making initial inquiries regarding overcoming PII restrictions, customer choice concerns, the burden on the training providers and LWDBs, and developing data-sharing agreements and protections. Additionally, in accordance with achieving the goals and outcomes in ETA's letter of

approval for the ETP Performance for Non-WIOA Students waiver (sec 189(i)(3)(C)(ii)) and as outlined in the state's waiver request, the Commonwealth continued to collect and report data for all WIOA-funded participants during PY2019 in accordance with all statutory and regulatory requirements, including WIOA Sections 11 6 and 122, and as specified at 20 CFR 677.230 and 680.460.

Activities carried out under the ETP Performance for Non-WIOA Students waiver have affected state and local area performance outcomes by allowing the capacity of the ETP list to remain at a consistent level. Reducing ETPs' reporting requirements to include only WIOA-funded participants saved considerable time and expense by allowing ETPs to focus more time and resources on successful education and training outcomes for all students while still providing the required data on WIOA-funded participants. In addition, removal of reporting requirements for individuals who are not WIOA participants has reduced ETPs' liability for potential breach of those individuals' PII and consumer choice was protected by maintaining the capacity of ETP program options for participants. All of these advantages have allowed businesses to have a larger number of WIOA-funded training providers to skill-up their talent pipeline, driving successful outcomes for both the participant and the businesses than would have occurred without the waiver.

WIOA TITLE I YOUTH 75 PERCENT EXPENDITURE – WAIVER

On June 24, 2019, The Commonwealth of Virginia requested and was approved for the waiver associated with the requirement in WIOA Section 129(a)(4)(A) and 20 CFR 681.410 that states expend 75 percent of the Governor's reserve and all local formula youth funds on out-of-school youth (OSY). The United States Department of Labor (USDOL) under the Secretary of Labor's waiver authority fully approved the waiver request through Program Year (PY) 2019 (July 1, 2019, to June 30, 2020). In conjunction with the regulatory requirement of the waiver request, Virginia implemented a policy providing instructional guidance through a Virginia Workforce Letter (VWL) - [VWL 19-02 WIOA Title I Waiver for the Out of School Youth 75% Expenditure Requirement Signed](#). The guidance required the Local Workforce Development Boards (WDB) choosing to implement the WIOA Title I Youth 75 Percent expenditure requirement waiver to submit a written request in detail to the WIOA Title I Administrator. As of the expiration of the waiver, the Commonwealth of Virginia WIOA Title I Administrator did not receive any waiver requests from the Local workforce regions and Virginia met its 75% expenditure requirement for PY 2019.

III. EFFECTIVENESS IN SERVING EMPLOYERS

Identify the two approaches the state has chosen for the Effectiveness in Serving Employers performance indicator pilot. If the state is piloting a state-established measure of Effectiveness in Serving Employers, or has any other metrics to assess employer engagement, describe the measure or metric as well.

The Commonwealth of Virginia selected the Effectiveness in Serving Employers pilot measures of Retention with the Same Employer and Employer Penetration Rate. The total result of the joint efforts of the WIOA funded programs yielded the following results:

- Retention with the Same Employer: 61.9%
- Employer Penetration Rate: 3.8%

The Commonwealth of Virginia noticed a significant drop in Penetration Rate during PY 2019. The main factor causing this decrease was likely due to the COVID-19 Pandemic. The primary source attributed to declines in the “Employer Information and Support Services” and “Workforce Recruitment Assistance” service categories. The Virginia Employment Commission plays a major role in delivering both of these services. When the COVID-19 pandemic began in Virginia and employment sites had to shut down during the response, a vast majority of the VEC’s staff had to pivot to support the provision of Unemployment Insurance to individuals displaced as a result of the pandemic. This impacted their ability to reach out and document the provision the “Employer Information and Support Services” immensely. Additionally, the overall increase in unemployment impacted the ability to assist with “Workforce Recruitment Assistance” services during the pivotal late spring/early summer hiring period that many businesses go through because many of those businesses that would hire in those sector (ex. hospitality) were those most greatly impacted by the closure of segments of the economy.

The data collection on employer services, which included activities supported by WIOA funded programs and other non-WIOA funded workforce programs, provided the following results:

- 14,410 unduplicated businesses were served;
 - This number represents approximately 5.4% of the total employers in the Commonwealth.
- Workforce Recruitment Services were the most common type of service delivered;
- The top three types of businesses served by North American Industry Classification Systems (NAICS) were:
 - 31-33: Manufacturing
 - 62: Healthcare and Social Assistance
 - 44-45: Retail Trade
- 74% of the businesses served employed less than 250 individuals by establishment.

VIRGINIA BUSINESS SOLUTIONS TEAM (VBST) UPDATE

The VBST had a productive year, making progress on several fronts. Meetings between with the Sector Strategies Team and the Virginia Department of Transportation were established. The focus of these meetings are to understand what the recruitment needs of the agency and their contractors are and how the workforce system may plug in to their currently operating apprenticeship program. The VBST started piloting a statewide business services survey, with one round of testing completed. This survey is meant to replace all other general business satisfaction surveys administered by the system.

IV. STATE EVALUATION ACTIVITIES AND RESEARCH PROJECTS

Include brief descriptions of: (a) current or planned evaluation and related research projects, including methodologies used; (b) efforts to coordinate the development of such projects with WIOA core programs, other state agencies and local boards; (c) a list of completed evaluation and related reports and links to where they were

made accessible to the public electronically; (d) State efforts to provide data, survey responses, and timely site visits for Federal evaluations; and (e) any continuous improvement strategies utilizing results from studies and evidence-based practices evaluated.

Virginia's current or planned evaluation and related research projects.

During PY 2019, the Virginia Community College System hired a Performance and Evaluation Coordinator whose responsibilities include statistical analysis of WIOA Title I data for accountability purposes, as well as the development of a local statistical adjustment model. The local model was finalized during the summer of 2020, and it includes many of the same predictor variables used in DOL's statewide model. Local labor market data was used to account for regional differences among Virginia's 15 LWDA's. As required by WIOA, the newly developed local model was used to inform the PY 2020-2021 performance negotiations. Furthermore, summary reports were developed to provide comparisons between actual performance, adjusted performance, and negotiated goals for each performance indicator, by LWDA. These tools will be helpful for evaluation of Title I performance at both the state and local level.

Also in support of Title I performance evaluation, detailed reports have been developed to inform local staff about the specific participants who are included in each performance measure. These are distributed to local staff on a quarterly basis, in addition to the local reports generated through WIPS. Using these reports, local performance can be analyzed by various demographic categories and participant characteristics. Virginia plans to continue exploring additional data-driven initiatives that allow for a deeper analysis of WIOA performance in order to highlight program successes and uncover opportunities for improvement.

G3

Despite the many hurdles and obstacles created by the COVID-19 pandemic, Virginia continues to promote its recent initiative, established by Governor Northam, called **G3 – Get Skilled - Get a Job - Give Back!** Its innovative design aims to realign workforce credentialing and degree attainment focusing on in-demand jobs and thus far, this new approach is altering the way Virginia community colleges serve students, businesses, and their communities.

Virginia's community college leadership teams have developed G3 curricula with articulated strategies and pathways identifying regional employment opportunities, while standardizing activities that lead to industry credentialing. Other key deliverables include:

- Documenting best practices to generate employer endorsements and commitments that support G3 pathways and opportunities for work-based learning.
- Developing formal agreements with workforce agencies, K-12 public school systems, community service partners, and local workforce investment boards that facilitate dual enrollment options and G3 student onboarding and employment.

FASTFORWARD

Virginia continues to strengthen its workforce development role through its FastForward initiative which makes it easier for individuals to access careers by offering a low-cost training option. This short-term workforce credential program is designed to train Virginians to fill in-demand jobs across the Commonwealth. Most

programs take between six and twelve weeks and structured so students can get their education while they work. Moreover, these program offerings are quite attractive to individuals wishing to earn industry-recognized certifications and licenses for 40 different occupations.

VIRGINIA BOARD OF WORKFORCE DEVELOPMENT

The Virginia Board of Workforce Development (VBWD) dedicated time this program year engaging in policy research focusing on Improving Economic Equity across the Commonwealth. Members of the VBWD spent time analyzing data, examining assumptions, and discussing information so they could provide leadership and recommend a goal to be achieved in relation to improving economic equity in the Commonwealth over the next four years.

Their research-based work addressed the following questions:

- How to measure progress in improving economic equity?
- What metrics/data would be required?
- What are possible proxies for equity?
- How do we know we are being effective?
- What constitute the best definitions of equity?

Their work plan included the examination of several Virginia-based metrics including:

- Numerous population metrics
- Household income trend data
- WIOA Title I Adult Participants Served – Wage Comparison by Race and Gender
- Participant barrier trends (e.g., disabilities, school level, English proficiency, low income, ExOffender status, and so forth)
- Statewide expenditures on training and related supportive services
- Labor force participation rate changes over time

VBWD members have additional research to perform on this issue, and they remain committed to recommending an achievable goal to help improve economic equity in the Commonwealth. In the coming months the VBWD will continue to engage in this type of policy research to improve their decision making and sharpen their agenda as they focus on methods and policies to increase the effectiveness and utilization workforce development funding.

40 PERCENT TRAINING REQUIREMENT

Other research conducted this past year included a project that examined a variety of elements related to The Code of Virginia, Chapter 4.2, Section 2.2-2472.2 that establishes the following requirements:

In order to focus investment on training under Title 1, the Commonwealth of Virginia adopted the following legislation.

“A. Each local workforce development board shall allocate a minimum of 40 percent of WIOA Adult and Dislocated Worker funds to training services as defined under § 134(c)(3)(D) of the WIOA that lead to recognize postsecondary education and workforce credentials aligned with in-demand industry sectors or occupations in the local area or region.”

This minimum expenditure training requirement is reinforced via procedures outlined in [VIRGINIA WORKFORCE LETTER \(VWL\) # 14-17](#).

The evaluation project was conducted to determine the effectiveness of the legislative requirement.

VCCS was able to use the official system of record for both participant and fiscal information for comparability.

Various data elements were examined from PY13 to PY17 including:

- Statewide expenditures on Personnel, Operations, Training, and Supportive Services
- Statewide WIOA Title I Enrollment
- WIOA Title I Adult & DW Local Formula Funding Availability

The result of the evaluation revealed there was no correlation between the higher training requirement and the actual cost of operations and services provided in the periods analyzed. The outcome of the research strengthened the rationale supporting both the law and procedure currently in place in Virginia relative to minimum expenditure training requirements.

VIRGINIA DEPARTMENT OF EDUCATION

Virginia’s Department of Education (VDOE) participated in the National Study of the Implementation of Adult Education under the Workforce Innovation and Opportunity Act, commissioned by the U.S. Department of Education. Its focus involved studying how states and local adult education programs provide The Adult Education and Family Literacy Act (AEFLA) services under WIOA. The study includes an analysis of state-level administrative data on adult education, a survey of State directors of adult education, and a survey of the approximately 2,200 federally-funded adult education local programs. Providers in Virginia responded to the survey in the fall of 2019.

Competition as part of the CSP

The VDOE conducted a competition to award Title II providers multi-year grants for the 2020-2023 program years. The competition, which opened in January 2020, focused on aligning adult education services to the priorities stated in the Combined State Plan. Specifically, applicants were asked to address the following priorities: implementing career pathway programming, offering correctional instruction and integrated education and training programming in every region, serving adults with low literacy, and implementing standards-based instruction and workforce preparation activities in every classroom. Each application was reviewed by representatives of the local workforce development board for alignment to the local workforce development plans.

V. VIRGINIA'S APPROACH TO CUSTOMER SATISFACTION

Describe the state's approach to customer satisfaction, which may include such information used for One-Stop center certification, in accordance with 20 CFR 678.800. This description should include: 1) the state's methodologies; 2) the number of individuals/employers who were provided customer satisfaction outreach, the response rate, and efforts made to improve the response rate; 3) the results and whether the results are generalizable to the entire population of customers; and 4) a description of any continuous improvement processes for incorporating the customer satisfaction feedback.

VIRGINIA'S CUSTOMER SATISFACTION APPROACH FOR PY19

Virginia's Customer Satisfaction Approach for PY19 was primarily based upon a multi-pronged method to surveying the job-seeker and business customers. As verified through the One-Stop Certification Process every three years, and through the statewide WIOA Title I monitoring team's annual review activities, the LWDAs work with their Virginia Career Works Center partners to implement a customer survey process for each Virginia Career Works Center. The One-Stop Certification Process and the monitoring process are used to assure that each center has been determined to meet uniform certification standards. Additionally, several of Virginia's agencies providing workforce services conduct agency specific customer surveys to validate the quality and appropriateness of their specialized workforce services. The Virginia Employment Commission (VEC), the Department for Aging and Rehabilitative Services (DARS), and the Department for the Blind and Vision Impaired (DBVI) each provide the opportunity for agency specific customer feedback during their service provision processes. These agency specific customer surveys allow for an in depth analysis of the specialized services provided.

1. Virginia's primary approach to evaluating customer satisfaction for the network of Virginia Career Works centers relies on the Local Workforce Development Boards to develop and implement customer satisfaction surveys. The fifteen individual local workforce development boards each have a customer satisfaction survey for their job seeker customers and for their business customers. In each of the areas, a customer satisfaction survey is made available to the job seeking customers through various means, such as available in the resource room in paper and electronic versions, offered to customer at the end of workshops/meetings/events in either an electronic or printed format, and some are made available on the Local Workforce Development Area website as well. The business customers are also offered an opportunity to provide customer service feedback after each event/provision of service.
2. Virginia's secondary approach to evaluating customer satisfaction relies on the agencies providing specialized workforce services to develop and implement agency specific customer satisfaction surveys. For Title III services, provided by the Virginia Employment Commission (VEC), customer

satisfaction is a critical component of the services Virginia provides to Wagner-Peyser, RESEA, Trade Act, WOTC, and JVSG customers. The Virginia Workforce Connection, an electronic service provision and tracking tool and the state system of record for Title I and Title III, offers customers the opportunity to complete a satisfaction survey once they have received WIOA Title III services. Both employers and job seekers can respond to the survey. The Title IV general vocational rehabilitation (VR) agency, the Department for Aging and Rehabilitative Services (DARS), works in partnership with the State Rehabilitation Council (SRC) to assess the perspectives of Title IV VR consumers who have not yet entered employment. Federal Fiscal Year (FFY) 2019 was the sixth year of assessing DARS satisfaction for consumers in service delivery (post Individualized Plan for Employment but prior to Employment). This innovative approach permits real-time assessment of services, allowing issues to be addressed prior to consumers exiting the program. Each month, a stratified sample based on office proportion is used to ensure that the sample matches as closely as possible the population proportions for DARS' offices as of survey selection.

3. Due to the combined nature of the approach to evaluating customer service, tracking the customer service feedback process and outcomes for the Virginia Career Works centers is done at the local level; while agency specific customer feedback for the specialized services provided by the VEC, DARS, and the DBVI is done through the state agencies. Each workforce customer is offered avenues for providing feedback that reflect their unique experience within the workforce system. Evidence from the One-Stop Certification Process and statewide monitoring indicates that all job seeker and business customers are provided an opportunity to participate in a Virginia Career Works center customer service feedback survey. PY2019 response rates are 65.7% for job seekers and 80% for businesses. Several of the local areas have updated customer satisfaction surveys and are providing more accessible electronic versions to improve response rates. Many LWDAs have adapted to a more technology based service delivery system during the latter part of the program year due to COVID-19, which has resulted in new and creative ways to receive customer feedback. For the VEC, in PY2019, a total of 19,774 surveys were submitted via the Virginia Workforce Connection. In the VR area, a total of 2,792 consumers were selected to participate in the FFY 2019 DARS survey. Per recommendation of the Virginia State Rehabilitation Council, VR consumers participating in the survey are offered the opportunity to waive their rights to confidentiality so that their responses can be shared with DARS' Staff. Thus, survey responses and comments for clients who desire to share their responses are provided in a summary document throughout the survey period. For the DBVI, in FFY19 254 individuals were provided the opportunity to participate in the DBVI VR online survey, the response rate hovers around 10%. Because of the small number of responses it is not possible to generalize the results to the overall population of individuals being served by DBVI. The overall satisfaction rate remains high, with 60% of participants responding as very satisfied or satisfied with VR services received from DBVI. DBVI plans to dedicate additional resources for follow up and outreach activities in FFY21.
4. Currently the Virginia Career Works center customer service feedback results are only generalizable to the individual populations for each of the individual Local Workforce Development Areas, while the VEC, DARS, and DBVI customer feedback was specific to the customers receiving their unique program services respectively. For the most part, VEC specific customers who reported poor experiences cited system problems with Unemployment Insurance transactions, while the DARS and DBVI specific responses cannot be overly generalized due to the unique nature of the combination of services provided to each customer.
5. Each Local Workforce Development Board has a process for collecting, analyzing and incorporating the customer satisfaction survey results into their daily operations. The survey results are collected and analyzed by program managers or One-Stop operators. The results are shared with the partner team members, and any resulting actions needed to improve operations are implemented through the appropriate partnership of Virginia Career Works center staff.

For the Title III specific surveys, the VEC Unemployment Insurance transaction difficulties were exacerbated during PY2019 by the onset of COVID-19, which in turn, created numerous UI programs that the VEC had to administer; during this time, the VEC also cross-trained Title I partners on Title III (Wagner Peysner) duties during COVID to temporarily assist with job matching for both job seeker and employer. For the Title IV agencies, DARS survey responses and comments for DARS clients who desire to share their responses are provided in a summary document throughout the survey period. The summary documents are then shared with the DARS' Division of Rehabilitative Services' (DRS) Director and District Directors to allow for continuous improvement for incorporating the consumers' satisfaction feedback.

Virginia also has a state agency workforce development team (Titles I-IV, the Virginia Department of Social Services and the Virginia Department of Labor) that meets to look across the system for the implementation of the Virginia Combined State Plan (VCSP). The customer service survey information informed the teams' cross-agency work to develop the VCSP. This team is planning to work with the LWDAs to develop a statewide customer survey for job seekers, especially in light of the transition to a more technology focused customer service model for the Virginia Workforce Centers that has been adopted as a result of COVID-19.

These combined mechanisms ensure that continuous improvement is an integral part of the customer satisfaction feedback processes for both the Virginia Career Works centers job-seeker and business customers, and for the specialized agency specific workforce services being provided by the VEC, DARS, and DBVI as a part of the workforce system in Virginia.

VI. DATA VALIDATION

Virginia has established processes for data validation that meet all federal guidelines issued by USDOL, which help to ensure the accuracy of the annual statewide performance reports, safeguard data integrity, and promote the timely resolution of data anomalies and inaccuracies as required by 2 CFR 200.328.

Quarterly performance reviews are completed to monitor for data errors, missing data, out-of-range values, and anomalies. These reviews assure compliance with applicable Federal requirements, and programmatic performance expectations are achieved. Annual data element validations are conducted to ensure the completeness of data and to identify and correct specific issues within the reporting process. The effectiveness of the data validation process will be assessed annually, and revisions will be made as needed. Staff will be trained regularly on data validation processes.

QUARTERLY

The Participant Record Individual Layout (PIRL) report is run every quarter for local areas (WIOA Title I programs) and American Job Centers (WIOA Title III programs). The information from the extracted file is checked against our state system to ensure the information contained in all federal extract files are accurate. Data is reviewed for errors, inconsistencies, missing data out of range values and any anomalies. Virginia Career Works Centers (VCWC) are contacted to make corrections. The reviews are done prior to their submission in the federal reporting system WIPS. Then a sample of participant records is reviewed by staff against source documentation to assure requirements are met. This proactive approach is conducted on a quarterly basis to ensure the local areas are aware of any issues and can receive technical assistance all year round. Local areas and VCWCs are required to address all findings or concerns that are identified in a timely matter.

ANNUAL

The annual report is run at the end of the program year, and the sample for data element validation is generated. For WIOA Title I programs, the sample is roughly 15% of the total program exiters (or a minimum of 650 participants) for the program year identified for review. For each sample file, the relevant required data elements listed in TEGl 7-18 are assessed. Each data element that is required to be validated and that is supported by acceptable documentation will be scored as “pass”. Conversely, each data element that is not supported by acceptable documentation, is scored as a “fail”. Validators use a combination of self-attestation (client statement with certification), cross-matching (i.e. wage data and employer documentation), detailed case and program notes (statements by VCW staff entered into the Virginia Workforce Connection (VWC) that identify the specific data element, the status of the element, the date information was obtained, staff name, and other relevant information), and electronic records (participant records stored in numeric and text formats) to validate the elements. The results of the element validation are shared with the local areas/VCWCs and kept on file according to records retention requirements. The DV process was recently updated to include the additional required data elements listed in TEGl 23-19.

TRAINING

Annual data validation training is provided to appropriate program staff. Training includes information on the importance of validating the data, what needs to be validated, and how data validation works.

RECOMMENDED ACTIVITIES

VII. SECTOR STRATEGIES AND CAREER PATHWAYS IMPLEMENTATION

Progress made in implementing sector strategies and career pathways. The discussion may include: business engagement strategies, work-based learning (including apprenticeship), work experiences for youth and adults, transitional jobs, and incumbent worker training strategies and policies in the state.

Virginia is making progress with sector strategies and career pathways via implementation of the Sector Strategies and Career Pathways Academy (SSCPA). The SSCPA is a statewide initiative to provide professional development for Virginia’s workforce professionals to further operationalize career pathways and sector strategies in the Commonwealth. The Academy had its first cohort of participants in May 2019. Since its implementation, Virginia has had over 350 workforce professionals participate in the Academy and three peer regional workgroups to plan and implement sector strategies and/or career pathways projects. For additional information see our SSCPA website at <https://www.sscpa-va.com/>

Additionally, Virginia is engaging businesses and implementing WBL strategies such as on-the-job-training and incumbent worker training through local board outreach.

Virginia’s PY19 Sectors Strategies and Career Pathways Academy and Curriculum also continues to flourish. The Academy has three key purposes: (1) provide a focused, sustainable, and professional learning environment in which workforce professionals at all levels can understand how to integrate industry sector strategies and career pathways effectively into their service delivery models; and (2) create effective workforce “pipelines” through the training of large numbers of professionals and local leaders from business and industry, economic and workforce development, education, and human and community services; and (3) provide specialized training to help close skills gaps affecting various industry sectors and business fields, which is a vital element for increasing regional economic development.

VIII. VIRGINIA’S PERFORMANCE ACCOUNTABILITY SYSTEM

The following is an update on Virginia’s Performance Accountability System:

- Any specific state performance measures or goals and progress towards meeting them.

The Virginia Acts of Assembly 2015 session amended the Code of Virginia to require that Local Workforce Development Boards allocate a minimum of 40 percent of the WIOA Adult and Dislocated Workers funds to training services as defined under Section 135 (c)(3)(D) of the WIOA. These training services

must lead to recognized postsecondary education and workforce credentials aligned with in-demand industry sectors or occupations in the local area or region. Local compliance with this requirement is reviewed on an annual basis.

- Any performance deficiencies on the primary indicators of performance, which may include a description of any factors impacting performance.

During PY 2019, Virginia’s Adult Employment during the Fourth Quarter after Exit performance rate was 95% of the negotiated target. This performance was consistent with previous years and shows a slight improvement. For the Adult Median Earnings measure, Virginia performed at 96% of the negotiated target, which again slightly missed the target but showed a positive trend compared to previous years. Also, Virginia’s Dislocated Worker Employment during the Fourth Quarter after Exit performance measured at 97% of the negotiated goal. The negotiated goal for this indicator was aggressive and one of the highest in Region 2. In an effort to increase future performance for these indicators, Virginia will conduct training for the LWDAs in an effort to improve their ability to provide participants with follow-up services. Technical assistance will also be offered to specific LWDAs that did not meet their performance goals.

- The state’s common exit policy, including which ETA-funded partner programs are included in the state’s common exit policy.

The following ETA-funded programs are included under the common exit requirement:

- TITLE I – ADULT, DISLOCATED WORKERS AND YOUTH
- TITLE III – WAGNER-PEYSER
- TRADE ACT
- NATIONAL DISLOCATED WORKER GRANTS

Virginia uses the Geographic Solutions Virtual One-Stop application and established the common exit policy within the application.

- Negotiated performance levels for local areas for Titles I and III core programs and for program years 2020-2021. See Appendix for WIOA Title I Performance Levels for program years 2020-2021.

For PY 2019 annual WIOA performance reporting, the Virginia Community College System and the Virginia Department of Education developed an agreement to allow the exchange of administrative data to support Title II reporting. This collaborative effort supported more comprehensive reporting of outcomes on postsecondary enrollments and postsecondary credentials earned by Title II participants. Credentials reported included academic awards, as well as third-party industry certifications and professional licenses earned as the result of community college training.

IX. ACTIVITIES FUNDED BY THE STATE'S WIOA TITLE I SET ASIDE FUNDS

Activities provided with the funds reserved by the governor, which can be up to 15% of the state's allotment. In this section of the narrative, states may describe activities undertaken in whole or in part with their Governor's Reserve and how those activities have directly or indirectly impacted performance.

During the performance year, the following initiatives and services were supported with Title I state set-aside funds:

- Virginia Career Works Referral Portal: This Workforce System Integration Referral Portal Project will provide an integrated Virginia Career Works System referral process among the four WIOA Titles: Adult, Dislocated Worker, Youth (VCCS); Adult Education and Literacy (VDOE), Employment (VEC), Vocational Rehabilitation (DARS/DBVI); and TANF and SNAPET (DSS) Services. Job seekers will benefit from a single workforce system registration and request for services. Expended \$541,443
- Portal Project Management. Expended \$26,400
- Virginia Career Works Website maintenance and landing page refresh. Expended \$10,120
- Summer Youth Initiative: Statewide funds were used to support a summer youth initiative in the Crater Area Region. Hopewell City collaborated with the Crater Regional Workforce Development Board, WIOA Title I Youth Service Provider and other community youth organizations to recruit and place eligible participants into the youth initiative. High school students were taught the technical and soft skills needed to be successful in today's workplace and were placed in local government positions in Hopewell. Expended \$16,506
- Support of the FastForward Career Coach program in Virginia's Community Colleges which assists college and adult education students with career and educational planning services, credential attainment, job placement and retention. Coaches focus on serving individuals who are interested in pursuing non-credit credentials through the Workforce Credential Grant Program. Expended \$482,615
- Contract for the development and deployment of a Career Sectors Strategies Academy to establish an online Community of Practice (CoP) that will provide a vehicle for allowing system stakeholders (both public and private) to share practical experiences, tools, and emerging best practices to address recurring issues. The site will build community engagement providing a powerful engine for sharing knowledge and a link to learning assets. Expended \$428,307
- G3 Grant – (Get Skilled - Get a Job - Give Back!) Its core design aims to realign workforce credentialing and degree attainment focusing on in-demand jobs. Grants funds have been provided to our community colleges and their leadership teams to develop G3 curricula with articulated strategies and pathways identifying regional employment opportunities, while standardizing activities that lead to industry credentialing. Other deliverables include (1) documenting best practices to generate employer endorsements and commitments that support G3 pathways and opportunities for work-based learning; and (2) developing formal agreements with workforce agencies, K-12 public school systems, community service partners, and local workforce investment boards that facilitate dual enrollment options and G3 student onboarding and employment. Expended: \$3,622,608

- The Young Adult Initiative (YAI) – is designed to attract young adults to high-demand jobs navigating through FastForward training programs at four identified community colleges and partnering adult education programs. Providing successful training, career coaching and job placement services the project aims to address the needs of youth in these areas. The YAI initiative capitalizes on the foundation of the FastForward workforce training program and will provide 18- to 24- year-old Virginians with contextualized integrated education and training, career exploration, soft skills training, coaching and job placement assistance. Expended: \$416,656
- WIOA Combined State Plan Expended: Contracted with Virginia Commonwealth University Center for Public Policy Performance Management Group to facilitate the development of the state’s four year strategic workforce development plan. Expended \$144,653
- Lee County Area 1 Blackjewel: Provided transportation assistance to former Blackjewel LLC employees that are out of work due to the coal employer filing for bankruptcy. Transportation assistance was provided for former employees to attend resource sessions, job fairs, and other employment seeking activities. Expended \$19,760
- Workforce Services Expansion to Increase Economic Equity Initiative: These funds will support outreach and integrated adult education and training service delivery approaches for workforce training and job placement support programs of out of work subpopulations. Programs will focus on employment, credentials, and wage performance outcomes consistent with WIOA Title I. Activities under this grant must emphasize services to be provided to participants enrolled in social benefits programs. With low unemployment rates, businesses are struggling to find talent to fill jobs. The workforce system needs to build a bridge between the out-of-work population and business needs. This work will also lay the foundation and establish service delivery practices for implementing the legislated Medicaid work requirement. Expended \$193,644

X. RAPID RESPONSE AND LAYOFF AVERSION ACTIVITIES

RAPID RESPONSE

In accordance with Worker Adjustment and Retraining Notification (WARN) Act requirements, Rapid Response staff contacted company officials within 48 hours of receipt of a WARN, held employer briefings with management, and planned employee briefings as desired by the employer. Most briefings were held before the workers left their respective companies. A team of local workforce development partners who offered direct services to impacted workers provided employee briefings, led by one of five Regional Rapid Response Coordinators. The Rapid Response Coordinators were instrumental in planning and resourcing job fairs, on-site employer resource centers, customized transition workshops and registration for WIOA and partner services.

WARN NOTICES FILED BY EMPLOYERS AND NON-WARN INFORMATION OBTAINED BY RAPID RESPONSE COORDINATORS:

	PY 2018	PY 2019 (Non-COVID 19)	PY 2019 (COVID Related)	PY2019 Total
WARN Notices	56	30	231	261
Number of Impacted Workers	6,080	4,811	16,253	21,064
Non-WARN	66	43	22	65
Number of Impacted Workers	2,640	5,649	8,594	14,243

SUMMARY OF RAPID RESPONSE DISLOCATED WORKER UNIT (DWU) INITIATIVES FOR PY19

- Two Rapid Response sub-grants were deployed to assist local areas with multiple layoffs that exceeded the capacity of the local area’s allocation.
- One local area received a Rapid Response grant to assist with incumbent worker training at a factory where workers needed upskilling to keep the factory from shutting down due to repeated maintenance involved training needs.
- Each local workforce area received statewide funding to assist with layoff aversion efforts as a result of the COVID-19 pandemic. This included but is not limited to allowable expenses for childcare services, PPE, additional cleaning expenses, and other office needs to avoid layoffs.
- TAA-WIOA mandatory co-enrollment made significant strides, coming close to the states goal of 50% at 49.91%.

DATA ON NUMBER OF COMPANIES SERVED AND NUMBER OF INDIVIDUALS SERVED.

In 2019 Virginia was on track to have a year of Rapid Response activity comparable to PY 2018, prior to the outbreak of COVID-19 and subsequent mandatory business shutdowns and stay at home orders. Due to the nature of COVID-19 pandemic, Rapid Response in Virginia had to quickly pivot in order to provide services to the impacted workers. The COVID-19 pandemic and its resulting furloughs and layoffs did not materialize in Virginia until the end of the March 2019. The next three months, through the end of PY 2019 saw a surge in businesses filing WARN’s and Non-WARN notices with state, particularly in the April until mid-May time period. 155 of the businesses that filed notices with Rapid Response fell under NAICS code 72-Accommodations and Food Service, which matches with the restrictions on travel and group gatherings that were put in place to deter the spread of COVID-19. Prior to the pandemic starting, the most heavily impacted industry had been NAICS Code 44-45-Retail Trade, which continued to be heavily impacted by the stay at home order was put into effect in March 2019.

STRATEGIES FOR LINKING RAPID RESPONSE RECIPIENTS TO AMERICAN JOB CENTERS AND PROCESSES FOR INTAKE OR CO-ENROLLMENT IN THE TRADE ADJUSTMENT ASSISTANCE AND THE DISLOCATED WORKER PROGRAMS.

The five Rapid Response Coordinators in Virginia each cover multiple local workforce development areas (LWDA) and each LWDA has a “go to” group of professionals in the American Job Centers who assist in providing services to impacted employees and companies. Rapid Response participants are provided the informational services required by the regulations and an additional survey on service needs and workshop interests is provided to the impacted employees to complete. Based on this information, additional services are provided on-site if allowed by the company. Whenever feasible, a targeted hiring event will be carried out for these employees. In addition to these services, the Virginia Employment Commission’s (VEC) Economic Information and Analytics (EIA) division creates a workbook on open employment opportunities in the area based on the skills of the impacted workforce and this information is provided to the employees. Dislocated Worker program enrollment opportunities are offered to impacted workers, including opportunities to start the enrollment onsite if possible. To document services provided to workers on-site, Rapid Response Coordinators add services to a generic program module in the Virginia Workforce Connection to track the services provided to individuals.

The Rapid Response teams throughout the state needed to pivot starting in mid-March when the Governor’s shutdown orders went into effect. The widespread furloughs and layoffs that occurred were incredibly sudden and prevented in-person meetings from taking place. Coordinators connected with businesses the best that they could to attempt to provide services digitally utilizing teleconferencing software and equipment, with some mixed results. To provide an alternative course of action the State Rapid Response Coordinator and Rapid Reemployment Coordinator at VEC worked together to create a narrated PowerPoint presentation that we over the core information that is normally delivered during Rapid Response meetings impacted workers could access via the Virginia Career Works website of VEC website.

THE STATE WITH RESPECT TO LAYOFF AVERSION, SUCH AS RETURN ON INVESTMENT OR MEASURES SHOWING THE ECONOMIC BENEFITS OF RAPID RESPONSE AND LAYOFF AVERSION.

Virginia’s layoff aversion strategy is focused on connecting workers to new employment opportunities prior to layoff and connecting workers to training opportunities such as on-the-job training (OJT), individual training accounts, TAA, and state funded training programs. To track the return on investment in Rapid Response services, the Virginia Board of Workforce Development created metrics for the WIOA Title I Administrator and VEC to track, including information on training program enrollment, average duration of unemployment insurance benefits collected, return to work wages, and the estimated economic impact on state tax revenue of dislocated workers returning to employment. To date, the VEC and the VCCS have only been able to sample a small portion of the impacted workers and not much conclusive data is currently available.

During PY 2019, WIOA Title I provided two Rapid Response sub-grants to help LWDA 1 (Southwest) and LWDA 2 (Mt. Rogers/New River) respond to layoffs in their regions that exceeded their local WIOA Title I allocations capacity to serve. This included significant opportunities to co-enroll impacted individuals into TAA services, particularly for LWDA 2. However, COVID-19’s impacted caused significant challenges to recruitment and to participants completing their training as many of the VCW centers and training providers has closed to prevent the spread of COVID-19. As providers began to reopen in the summer as the program year was ending, the WIOA Title I Administrator provided extensions of their funding to, initially scheduled to expire of August 31st, 2020 to December 31st, 2020.

HOW RAPID RESPONSE AND LAYOFF AVERSION ACTIVITIES ARE ALIGNED WITH BUSINESS ENGAGEMENT, SECTOR STRATEGY, AND CAREER PATHWAY EFFORTS, WHICH MAY INCLUDE A DISCUSSION OF ANY SYSTEMS, TOOLS, NETWORKS OR APPROACHES DESIGNED TO IDENTIFY COMPANIES IN DISTRESS AND STRATEGIES TO DELIVER NECESSARY SOLUTIONS AS EARLY AS POSSIBLE, AS WELL AS OUTCOMES OF THE USE OF SUCH SYSTEMS OR TOOLS.

Business services teams in the field know to identify companies that may be in distress and refer those companies to the WIOA Title I Administrator, LWDB, and Economic Development. Once such a company is identified, team members will suggest potential strategies to assist the company in avoiding layoffs and provide those services as appropriate.

The WIOA Title I Administrator provided Rapid Response funds for Layoff Aversion Incumbent Worker Training in LWDA 13 (Bay Consortium). This request from the business and the local area was due to a company experiencing major downtime as a result of a training issue involving maintenance off the company's machines. The downtime was significant enough that there were concerns that the company (which produced cardboard) could be on the short list of sites to be closed when demand dropped. The IWT was successful and to date the company has had significantly less downtime, leading to better profitability and a lower likelihood of being mothballed.

SPECIFIC TYPES OF SERVICES OR WORKSHOPS PROVIDED TO BOTH COMPANIES AND AFFECTED WORKERS.

Services provided to companies include the basic host of informational services to employees, workshops such as resume writing, job search strategies and interviewing, targeted hiring events, and program enrollment opportunities for WIOA Title I and Affordable Care Act Coverage. If an impacted company is assessed as being potentially TAA impacted, TAA Navigators consult with the company and assist in preparing TAA Petitions. If petitions are certified prior to the layoff occurring, TAA Information sessions are held at the employment site for the impacted employees. Companies identified as being in distress are referred to state economic development and local workforce development boards to determine what efforts and funding may help the company retain jobs.

XI. SUCCESS STORY

VIRGINIA CAREER WORKS CENTERS ADAPT TO COVID-19 ENVIRONMENT

As unemployment rates surged amid the COVID-19 pandemic, the Hampton Roads Workforce Council remained committed to connecting job seekers to employment opportunities in the region. In partnership with Virginia Beach City Public Schools and Fairlead Boatworks, a premier east coast marine vessel repair facility, the Hampton Roads Workforce Council (Virginia Career Works) initiated a new program focused on assisting the emerging workforce—ages 18-24. This new program offers valuable workplace experience and teaches skills, such as time management, communication, and productivity.

Cory Black, a program participant, completed the 90-day experience and secured employment immediately following—despite the pandemic. He began his full-time job at the Fairlead shipyard in Newport News on June 29, and plans to pursue additional training in welding.



In addition, the Hampton Roads Workforce Council launched a series of virtual workshops to provide services to job seekers amid the COVID-19 pandemic. The workshops focus on a range of topics including resume building, job search strategies, career coaching, tutoring, interview techniques and more. Each workshop allows participants to engage with staff members and offers best practices to assist job seekers with finding meaningful employment opportunities. The Hampton Roads Workforce Council also partnered with various businesses in the region to assist with new hiring needs and address specific talent shortages. Through virtual hiring events and trainings, the Workforce Council continues to connect qualified job seekers with the businesses that are hiring for in-demand jobs in the region.

“As the regional convener of workforce development, we recognize the increased need and urgency for employment services and the integral role we play, in terms of providing job seekers and employers with resources during this time of uncertainty”, said Shawn Avery, President and CEO, Hampton Roads Workforce Council. “Since the onset of the COVID-19 pandemic, we seamlessly transitioned to a virtual service delivery model, and we are committed — more than ever — to delivering innovative solutions that will connect job seekers to in-demand, meaningful employment opportunities and bolster regional economic recovery efforts.”

A similar situation occurred at Virginia Career Works – Northern. Roksolana was working in the hospitality industry at Fiola Mare with limited opportunities for career and salary growth. When the COVID-19 pandemic hit, the restaurant closed and she lost her job. She had a previous background in the IT industry, but required skills upgrading to become a competitive candidate in the IT industry.



She received virtual services through the Northern Virginia WIOA Dislocated Worker Program and obtained Software Testing training virtually through Learnix Tree Center. With the help of her WIOA Case Manager and the ease of on-demand, virtual service delivery, Roksolana was able to get right into training and earn her Software Testing credential that helped her obtain a full time position as a Quality Engineer earning \$68,000 per year.

Additional success stories may be found in the Appendix.

XII. ACTIVITIES PROVIDED UNDER THE WAGNER-PEYSER ACT EMPLOYMENT SERVICE SECTION 7(B)

Ten percent of the Wagner-Peyer Act funds allotted to the Commonwealth of Virginia are reserved for use by the Governor. These funds are identified and reported to DOL quarterly. The affiliated activities are tracked by job service staff time allocated to each identified group, grant, or program. These activities are found below.

EMPLOYMENT SERVICES PROVIDED TO UNEMPLOYMENT INSURANCE CLAIMANTS

Time spent by Employment Services (or Workforce Services) staff providing services to Unemployment Insurance claimants.

AMAZON CAREER CHOICE PROGRAM

Time spent by staff, generally in South Central and Crater Regions, in support of Amazon's Career Choice Program.

DEPARTMENT FOR AGING AND REHABILITATIVE SERVICES/USDOL DISABILITY EMPLOYMENT INITIATIVE GRANT

Time spent in support of the Virginia Department for Aging and Rehabilitative Services Disability Employment Initiative Grants and the programs supported by the grants.

HAMPTON ROADS VETERANS EMPLOYMENT CENTER

Staff activity taking place at the Hampton Roads Veterans Employment Center located at 861 Glenrock Road in Norfolk, Virginia.

PETERSBURG WORKS

Time spent in the provision of services in support of the “Petersburg Works” program administered by the City of Petersburg Office of Community Affairs.

PRIORITY INDUSTRY SECTORS

While every industry sector in the Commonwealth plays an important part in the vibrancy of Virginia’s economy, “Priority Industry Sectors” are those industry sectors identified by the Governor as critical to the growth and vitality of commerce in the state. Virginia’s ten Priority Industry Sectors are delineated below:

1. **Advanced Manufacturing**

Time spent creating job orders or providing services to employers with employment opportunities in the advanced manufacturing industry sector. Advanced manufacturing is manufacturing using new technology that improves products or processes.

2. **Aerospace**

Time spent creating job orders or providing services to employers with employment opportunities in the aerospace industry sector.

3. **Agriculture & Forestry**

Time spent creating job orders or providing services to employers with employment opportunities in the agriculture and forestry industry sector.

4. **Cyber Security, Big Data & Information Technology**

Time spent creating job orders or providing services to employers with employment opportunities in the cyber security, Big Data, and information technology industry sectors. “Big Data” is the industry generally concerned with capturing data, data storage, data analysis, search, sharing, transfer, visualization, querying, updating, and information privacy.

5. **Energy**

Time spent creating job orders or providing services to employers with employment opportunities in the energy industry sector, including “green” energy.

6. **Healthcare and Life Sciences**

Time spent creating job orders or providing services to employers with employment opportunities in the healthcare and life sciences industry sectors.

7. **Logistics**

Time spent creating job orders or providing services to employers with employment opportunities in the logistics and commercial transportation industry sectors.

8. **Modeling and Simulation**

Time spent creating job orders or providing services to employers with employment opportunities in the modeling and simulation industry sector.

9. **Professional and Business Services**

Time spent creating job orders or providing services to employers with employment opportunities in the professional and business services industry sector.

10. **Tourism**

Time spent creating job orders or providing services to employers with employment opportunities in the tourism industry sector.

SERVICES TO MEDICAID RECIPIENTS

Time spent providing Employment Services to any verified recipient of Medicaid health benefits.

SERVICES TO TRANSITIONING SERVICE MEMBERS

Time spent providing employment services to any verified transitioning service member or to the spouse of a verified transitioning service member. For Employment Services purposes, a transitioning service member (TSM) is a service member in active duty status (including separation leave) who participates in employment services and is within 24 months of retirement or 12 months of separation from military or naval service.

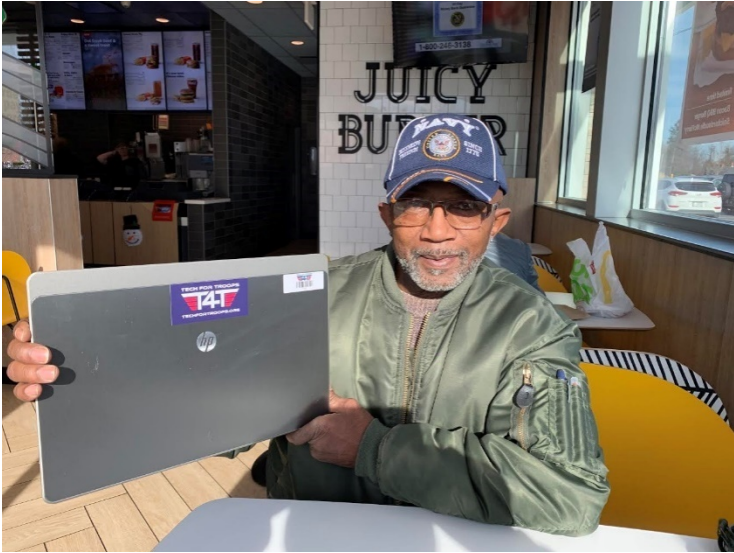
SERVICES TO THE LONG-TERM UNEMPLOYED (NON RESEA)

Time spent providing Employment Services to unemployed persons who have been unemployed in excess of 20 weeks and are not eligible for unemployment insurance, who have exhausted unemployment benefits, or who completed RESEA programming without securing employment.

DEMAND OCCUPATIONS LIST

The Demand Occupations List was created by the Virginia Board of Workforce Development. The list uses 3 primary criteria select occupations: 1) the occupational groups' relevance to the commonwealth's economic development strategy, 2) the degree to which advanced skills are required for entry into an occupation, and 3) the projected statewide demand for an occupation.

1. **Computer and Mathematical Occupations 15-0000**
Time spent matching job seekers with any of the listed occupations under this family of standard Occupation Codes (SOC).
2. **Architecture and Engineering Occupations 17-0000**
Time spent matching job seekers with any of the listed occupations under this family of Standard Occupation Codes (SOC).
3. **Life, Physical and Social Science Occupations 19-0000**
Time spent matching job seekers with any of the listed occupations under this family of Standard Occupation Codes (SOC).
4. **Education, Training, and Library Occupations 25-0000**
Time spent matching job seekers with any of the listed occupations under this family of Standard Occupation Codes (SOC).
5. **Healthcare Practitioners and Technical Occupations 29-0000**
Time spent matching job seekers with any of the listed occupations under this family of Standard Occupation Codes (SOC).
6. **Healthcare Support Occupations 31-00000**
Time spent matching job seekers with any of the listed occupations under this family of Standard Occupation Codes (SOC).
7. **Office and Administrative Support Occupations 43-0000**
Time spent matching job seekers with any of the listed occupations under this family of Standard Occupation Codes (SOC).
8. **Construction and Extraction Occupations 47-0000**
Time spent matching job seekers with any of the listed occupations under this family of Standard Occupation Codes (SOC).
9. **Installation, Maintenance, and Repair Occupations 49-0000**
Time spent matching job seekers with any of the listed occupations under this family of Standard Occupation Codes (SOC).
10. **Production Occupations 51-0000**
Time spent matching job seekers with any of the listed occupations under this family of Standard Occupation Codes (SOC).
11. **Transportation and Material Moving Occupations 53-0000**
Time spent matching job seekers with any of the listed occupations under this family of Standard Occupation Codes (SOC).



Mr. Shaajhante came to the Virginia Employment Commission (VEC) seeking assistance with his job search. This 14 year Navy Veteran was looking for administrative type work, but wanted to brush up his computer and Microsoft office skills first. The VEC suggested local adult education classes and he applied himself diligently, completing the classes with high marks. He then had a bit of bad luck and lost his driver's license due to driving without insurance to an interview. He had to change his employment goals and decided to apply to a nearby printing company. He was hired, and started early this month, working as a Forklift Operator, making \$14.50/hr.

Mr. Shaajhante reports he should have enough saved to re-apply for his license in a few months. The VEC assisted Mr. Shaajhante with updating his resume then requesting, and receiving, a computer through Tech for Troops. With the computer he was able to continue his Microsoft office education and apply for positions. He reports that he is enjoying his work at the printing company, and will stay as long as he can. Mr. Shaajhante is a happily employed Veteran.

Another veteran, Mr. Cassidy, came to the VEC offices recently requesting job search assistance. He is married to a Veteran with four children and has been in law enforcement for most of his career. He just retired from the Smithsonian Police Force. Mr. Cassidy requested help with resume review and job search assistance. He completed an update of his resume, trimming it down for the private sector. Mr. Cassidy took an active role in his job search, accepting and working at several security positions, but was not challenged by the work. He continued to work towards his goals and applied to more positions before finally joining Excalibur Associate Inc. as an Emergency Operation Specialist at the Mount Weather FEMA facility making \$60,000/yr.