

NPWDB, Inc.

2017-2018 Annual Report

Northern Panhandle Workforce Development Board, Inc.

1245 Warwood Avenue

Wheeling, WV 26003



INTRODUCTION:

The Northern Panhandle Workforce Development Board, Inc. (NPWDB, Inc.), funded by the Workforce Innovation and Opportunity Act of 2014 (WIOA), oversees and coordinates local employment and training activities in the Northern Panhandle Region, or Region 5, in the State of West Virginia which includes the counties of Hancock, Brooke, Ohio, Marshall, Wetzel, and Tyler and the cities of Weirton and Wheeling.

The NPWDB, Inc. has three (3) American Job Centers located in the region. The “American Job Center System” is a partnership of local and State agencies that are dedicated to supporting Northern Panhandle residents search for employment and training. American Job Centers are designed to unify numerous training, education and employment programs into a single, customer friendly system. Our partners collaborate to provide seamless core services to job seekers and employers to ensure that our region’s employment needs are met. Job seekers and employers can visit any American Job Center in the region and access our free services. American Job Centers play an instrumental role in: employee recruitment; coordinating regional job development; providing support for economic development and retention; and, promoting lifelong learning. American Job Centers hours of operation and programs provided are listed below:

LOCATIONS:

- **State Office Building**, 100 Municipal Plaza, Suite 350, Weirton, WV 26062; Phone (304) 723-5337
Hours of Operation: Monday - Friday 8:30 AM – 5:00 PM
- **Warwood Shopping Plaza**, 1275 Warwood Avenue, Wheeling, WV 26003, Phone (304) 232-6280
Hours of Operation: Monday - Friday 8:30 AM – 5:00 PM
- **New Martinsville Shopping Plaza**, 257 Route 2 North, New Martinsville, WV 26155, Phone (304) 455-6184
Hours of Operation: Monday - Friday 8:30 AM – 5:00 PM

The NPWDB, Inc. funds and manages a number of programs/services out of its American Job Center Programs/Services funded and managed for this program year (2017-2018) is as follows:

- Individual Training Accounts (ITA) Program
- Youth Programs and Services
- Rapid Response Program
- National Emergency Grants
- Participant Case Management Services
- Participant Assessment/Eligibility Services
- Employer Services

Our **VISION** for American Job Centers:

- ~ To create a well-trained, workforce-ready labor force by aligning training with skills and matching employers with qualified workers.
- ~ To make training programs and services available in “high demand” occupations and industries that will help prepare adults and youth, including those with barriers to employment, for self-sustaining employment.

Our **MISSION** for American Job Centers:

- ~ To develop and maintain a regional workforce system that is responsive to changing economic conditions and needs at any given time.
- ~ To increase the delivery of training programs and services to individuals with barriers to employment.
- ~ To increase the prosperity of workers and employers.

Our **GOALS** for American Job Centers:

- ~ To sustain a “seamless” one stop delivery system.
- ~ To maintain a one stop delivery system that is “customer-driven” and responds quickly to the changing economy.
- ~ To be the “main contact” for employers’ and job seekers’ training and employment needs.
- ~ To increase opportunities for area youth.



Wheeling American Job Center



Weirton American Job Center



New Martinsville American Job Center

**LOCAL ELECTED
OFFICIALS (LEO'S)**

Joe Barnabei

***Hancock County Commissioner
Chief LEO***

Stacy Wise

Brooke County Commissioner

Orphy Klempa

Ohio County Commissioner

John Gruzinkas

Marshall County Commissioner

Lisa Heasley

Wetzel County Commissioner

David Kelly

Tyler County Commissioner

Harold Miller

Mayor of Weirton

Glenn Elliott

Mayor of Wheeling

**2017-2018
NPWDB, INC.
BOARD MEMBERS**

HANCOCK COUNTY

John Sorrenti

Bill Tice

Walter Ruszkowski

CITY OF WEIRTON

Edmund DiBacco

Jason Kazmirski

Gordon Anderson

BROOKE COUNTY

Jim Boniey

Alan McLaughlin

Mike Vitello

OHIO COUNTY

Michelle Olejasz

Joe Miller

Darcy Clark

CITY OF WHEELING

John Looney

Rodd Haller

John Tarr IV

MARSHALL COUNTY

Joe Donahue

Robert Kinnick

Josh Jefferson

WETZEL COUNTY

Sarah Boley

Larry Tackett

Matt Herrick

TYLER COUNTY

Eric Peters

Patrick Walsh

Susan Moran

OFFICERS

**John Sorrenti
Chairman**

**Pat Walsh
Vice Chairman**

**John Looney
Secretary**

**Rodd Haller
Treasurer**

ABOUT US

The Northern Panhandle Workforce Development Board, Inc. (NPWDB, Inc.) is one (1) of seven (7) Workforce Development Boards in the State of West Virginia. The NPWDB, Inc. brings together representatives from the Private Business Sector; Labor Sector; Community-Based Organization Serving Youth Sector; Higher Education Sector; Joint Labor-Management Apprenticeship Sector; Adult Basic Education/Literacy Sector; Wagner-Peyster/Unemployment Insurance Sector; Vocational Rehabilitation Sector; Economic Development Sector; and Community Based Organization Serving Individuals with Barriers Sector.

When Congress passed the bi-partisan Workforce Innovation and Opportunity Act (WIOA) in 2014, it transformed the local workforce system as well as our Board membership. We went from a 48 member Board of Directors to a 24 member Board of Directors. The Board of Directors actively participates and collaborates closely with the required partners of the workforce development system, including private and public organizations. This collaboration is important in the Board of Directors role to help integrate and align a more effective job-driven workforce system that invests in the connection between education and career preparation.

Every Board Member and Local Elected Official (LEO) plays a critical role in ensuring the success of workforce development in our region. Board members are carefully selected on their willingness to commit time and energy to the Board. They along with dedicated staff, partners and employers, have been doing some outstanding work to benefit our region. This Annual Report does an excellent job of validating this observation, as it outlines some of our achievements in service delivery, outreach and employer partnerships during Program Year 2017-2018. As always, we will continue to design training programs and experiences that meet the needs of the ever changing population we serve. This will mean increasing our outreach, providing more in depth counseling and increasing local partnerships with agencies that can provide our clients with additional supportive services needed to successfully gain employment. The NPWDB, Inc. LEO's, Board Members and staff are fully committed to meeting the needs of our jobseekers, employers and partners.

To find out more information on the NPWDB, Inc., please visit our website at: www.npworkforcewv.org. You can also follow us on Facebook at: *American Job Centers Northern Panhandle West Virginia*.

2017-2018
NPWDB, INC. STAFF

Rosemary Guida
Executive Director

Erinn Kittle
Assistant Director

Caren Knoyer
Fiscal Officer

Gena Saffell
*MACC Coordinator/
Property Officer*

Christine Smith
Administrative Coordinator

Pam Hedrick
Rapid Response Coordinator

NPWDB, INC. ONE
STOP OPERATOR
STAFF

Rebecca Rasperry
*One Stop Operator
Coordinator*

Michelle Miller
Customer Service Facilitator

Darlana French
*Customer Service
Representative*

Christina Johnson
*Customer Service
Representative*

Jerry Craig
Bookkeeper

NPWDB, INC.
ASSESSMENT STAFF

Lisa Bowling
*Lead Case Manager/Data
Control Coordinator*

Valerie Susani
*Case Manager/Data Control
Coordinator*

Mina Paul
*Case Manager/Data Control
Coordinator*

Tammy Long
*Case Manager/Data Control
Coordinator*

RAPID RESPONSE PROGRAM

The primary purpose of Rapid Response is to enable affected workers to return to work as quickly as possible following a layoff or company closure. Layoffs and company closures can be devastating, but they don't have to be. The Rapid Response Program is designed to help employers make layoffs less traumatic for their employees and less costly to their businesses. To address the specific needs of both the employers and employees, our Rapid Response Coordinator, Pam Hedrick, handles each situation in a confidential and professional manner.

Benefits to Employers include the following:

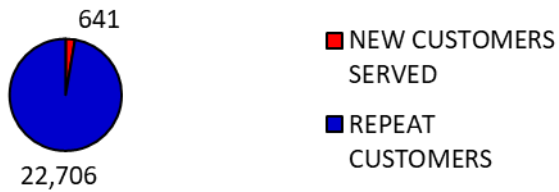
- ~Connection to information, local resources and incentives that support and aid in retaining and strengthening your business.
- ~Access to the "Shared Work Program" that allows employers to reduce the hours employees work instead of laying them off. Employees enrolled in this program collect partial Unemployment Insurance (UI) benefits to offset the loss in income. This helps you, the employer, retain a skilled workforce and ramp up faster once the economy rebounds.
- ~Guidance, options and solutions before layoffs occur while simultaneously maintaining employee morale and productivity.

Benefits to Employees include the following:

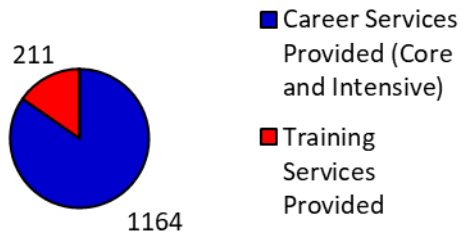
- ~Worksite informational sessions covering Unemployment Insurance, Community Resources, Small Business/Entrepreneurship, Reemployment, Career Options and Training Opportunities.
- ~Assessment of Job Readiness.
- ~Job Search, Job Placement and Resume Assistance.
- ~ Access to Labor Market Information.
- ~Preparing for Interviews.
- ~Access to Networking Groups.
- ~Referrals to Area Employers that are Hiring.
- ~Information on Regional Job Fairs.

<u>PY 2017-18 Activity</u>	<u>Total YTD Served</u>
Career Center Enrollments	8
Clients in or Scheduled for Training	1
# WARN Notices	0
# SUB WARN Notices	2
Total Customers Served through Informational Meetings	68

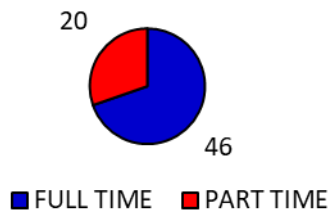
Clients Accessing Services at the Career Centers PY 17/18



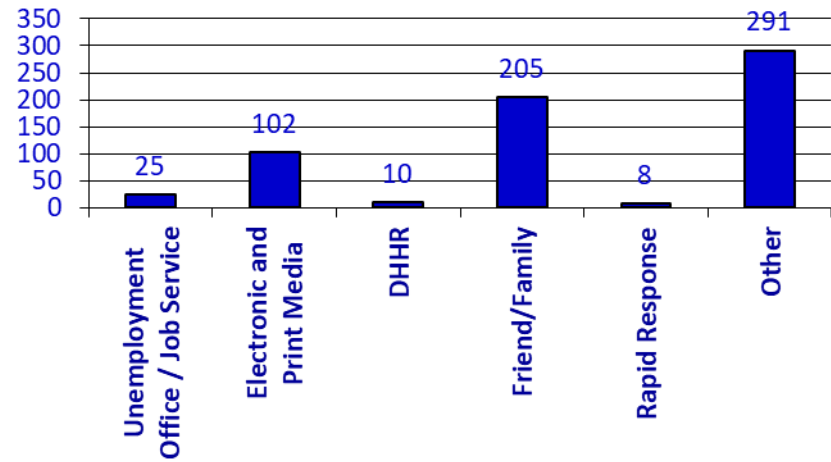
Services Provided PY 17/18



Total Job Placement for PY 17/18



Recruitment of Customers Into Career Centers



Overall Customer Satisfaction Rating

Job Seeker = 4.9 out of a possible 5

Employer = 10 out of a possible 10

**WIOA FORMULA BUDGETS &
EXPENDITURES**

July 1, 2017 – June 30, 2018

ITA BUDGETS & EXPENDITURES

July 1, 2017 – June 30, 2018

	BUDGET	EXPENDITURES		BUDGET	EXPENDITURES
ADMINISTRATION	\$217,884	\$217,884	ADULT	\$409,525	\$409,525
ADULT	\$824,448	\$824,448	DISLOCATED WORKER	\$510,070	\$510,070
DISLOCATED WORKER	\$390,038	\$390,038	SECTOR PARTNERSHIP NATIONAL DISLOCATED WORKER GRANT	\$200,000	\$110,613
YOUTH	\$746,474	\$746,474	YOUTH INDIVIDUAL TRAINING ACCOUNT	\$47,500	\$47,500
TOTALS	\$2,178,844	\$2,178,844	STATE-SET ASIDE	\$294,500	\$294,500

SUCCESS STORY



Ernest Parker made the decision to drop out of High School in his junior year. Mr. Parker's decision to drop out was based on the fact that he could make more money selling drugs on the streets rather than graduating High School. One year later, he decided to enroll in classes to help him earn his TASC.

His life of selling drugs finally caught up with him. Mr. Parker was arrested and eventually spent 2 1/2 years in prison. Upon his release from prison, he wanted to help others like him from going down the same path. Mr. Parker started a non-profit organization, in July 2015, called "Beyond Tomorrow." The goal of "Beyond Tomorrow" is to educate people, spread awareness, and offer support when it deals with drugs and drug abuse.

Mr. Parker, a young single father of three, spent years working part-time jobs. These jobs were mostly through temp agencies that were low paying, and offered no stability or benefits for his family. On

October 18, 2016, Mr. Parker walked into the Weirton American Job Center looking for help. He was unemployed, receiving assistance, and wanted to better himself by obtaining his CDL, knowing we could help him through our Individual Training Account (ITA) Program.

After meeting with his Case Manager, Mina Paul, on December 8, 2016, Mr. Parker was determined eligible to receive funding through the Workforce Innovation and Opportunity Act (WIOA) of 2014. On December 27, 2016, he received approval to attend Pittsburgh Institute of Aeronautics (PIA) at their Weirton location. Mr. Parker successfully completed the four (4) weeks of training and passed his exams, earning his CDL in February, 2017. He was quickly offered several positions as a Truck Driver. In April, 2017, he accepted a position as a Truck Driver with Lone Star (Industrial Oil Field Services) in Paris, PA. A few months later, all of his hard work and dedication was rewarded. Mr. Parker was offered a position as a Supervisor with the same company. Today, he now oversees the entire Water Bottle Division for Lone Star, which includes 10 Trucks, and 27 Drivers. Mr. Parker also oversees all of the company's Recruitment and Training.

Mr. Parker is proud to say that he is now financially independent and able to comfortably support his family. "I am very happy with my job and thankful for all you have done for me. You have changed my life." Congratulations on your hard work, initiative and success!

NPWDB, INC. PROGRAM PERFORMANCE

The NPWDB, Inc. met and/or exceeded all determined performance measures for Performance Year 2017-2018. Meeting and/or exceeding performance measures is a challenging job and requires a lot of teamwork. We credit our good performance, year after year, to NPWDB, Inc. Subcontractors, Staff, Partners, Training Providers, etc. who are responsible for providing extensive follow-up services for our program participants. Thank you for all of your hard work and dedication throughout the entire year!



Performance Measures 2017 - 2018

Adult Measures:

Actual Levels

Entered Unsubsidized Employment	83%
Employment Retention Rate	53%
Credential Attainment	80%
Earnings Gain	* \$ N/A

Dislocated Worker Measures:

Entered Unsubsidized Employment	81%
Employment Retention Rate	86%
Credential Attainment	82%
Earnings Gain	* \$ N/A

Youth Measures (ages 14-21):

Entered Unsubsidized Employment	52%
Employment Retention Rate	52%
Credential Attainment	88%
Employer Satisfaction	100%
Job Seeker Satisfaction	99.7%

*This figure is based on 4th quarter earnings, after participant exits, under the new WIOA regulations. Therefore there is no comparison data.

YOUTH PROGRAMS

The NPWDB, Inc. believes that in order to develop and sustain a healthy workforce, it must increase availability of education and early work experience for area youth. The NPWDB, Inc. provides in-school and out-of-school youth, ages 14-24, residing within our six (6) counties an opportunity to participate in the WIOA Youth Program and Services. Youth gain valuable work experience, have access to career exploration opportunities, and gain resources for further academic development such as obtaining their TASC (Test Assessing Secondary Completion), advanced training and enrollment into the Older Youth ITA Program. The WIOA Youth Program places an emphasis on reaching and serving disconnected youth, who face significant barriers to being successful in the labor market. The NPWDB, Inc. is committed to providing high-quality programs and services for all eligible youth, such as Pre-Apprenticeships or Registered Apprenticeships, Career Pathways and Enrollment in Post-Secondary Educational Training. Erinn Kittle, Assistant Director, and Christine Smith, Assistant Youth Coordinator, are responsible for overseeing and coordinating all youth programs and services in the region.

Program/Services Available to Youth

Participants Are:

- ~Tutoring and similar Services, Including Dropout Prevention Strategies;
- ~Alternative Secondary School Services;
- ~Paid and Unpaid Work Experiences that have as a Component Academic and Occupational Education Cluster;
- ~Occupational Skills Training;
- ~Education Offered Concurrently with an in the Context as Workforce Preparation Activities and Training for a Specific Occupation or Occupational Cluster;
- ~Follow-Up Services for not less than twelve (12) Months after the completion of participation;
- ~Financial Literacy Education Cluster;
- ~Entrepreneurial Skills Training;

- ~Services that Provide Labor Market and Employment Information about In-Demand Industry Sectors or Occupations Available in the Local Area;
- ~Activities that Help Youth Prepare for an Transition To Postsecondary Education Training ;
- ~Supportive Services;
- ~Adult Mentoring;
- ~Leadership Development Opportunities; and,
- ~Comprehensive Guidance and Counseling.

Job Readiness Skills Training:

- ~Expectations on the Job Site;
- ~Employability Skills;
- ~Work Ethics;
- ~Overall Attitude;
- ~Life Skills Training;
- ~Money Management;
- ~Interviewing Skills; and,
- ~Attendance at Work.

YOUTH SUCCESS STORIES



Josh Carney, who is now 24 years old, enrolled in the Year Round Youth Program and Services with Youth Services System, Inc. (YSS, Inc.) in December 2013. Josh was approved for participation in the Individual Training Account (ITA) Program, which was paid through the Workforce Innovation and Opportunity Act (WIOA) of 2014, and was able to earn his Class A CDL in 2015. Following his CDL Training, he also took a one (1) day Gas and Oil Training, which helped him enter into the Gas and Oil workforce. He is currently employed with Sting Ray and enjoys his job, is making excellent money for his family, and has bought his first home.

Craig (CJ) Vega, who is 22 years old, enrolled in the Year Round Youth Program and Services with YSS, Inc. in May 2014. He is currently attending West Liberty University for Criminal Justice and

has straight A's. Craig is also employed by the Federal Building in Moundsville, WV and plans on taking a position with the Marshall County Probation Office working on Drug Court and Probation once he graduates in December 2018. He feels compelled to work in Law Enforcement because his father was shot by someone when he was younger, and as a result, is paralyzed and requires full time care. On top of going to school and working full-time, Craig also takes an active role in the care of his father.

Congratulations to Josh and Craig on all of their hard work and dedication. We wish you the best of luck for your future! Be confident enough to take any challenge and be bold enough to meet your desired goal. It is true, the path of success is never easy, but only you can make it smoother with your dedication.

For the Year Ended June 30, 2017

	<u>Total</u>	<u>One Stop Center Costs</u>	<u>WIOA Adult Program</u>	<u>WIOA Youth Program</u>	<u>Sector Partnership National Emergency</u>	<u>Dislocated Workers</u>	<u>WIOA Rapid Response</u>	<u>Job Driven National Emergency</u>	<u>Bridging the Gap</u>	<u>General and Misc</u>
Total Funding Expenditures	\$2,603,982	\$380,600	\$569,559	\$700,103	\$142,476	\$688,676	\$5,912	\$114,625	\$1,200	\$831
Payments to Service Providers/ITA's	\$1,498,091	0	\$375,546	\$467,050	\$114,505	\$480,605	\$5,912	\$54,473	0	0
Salaries	534,621	218,442	72,362	98,384	24,785	74,591	0	45,508	549	0
Payroll Taxes	46,496	17,602	7,046	9,579	1,818	7,263	0	3,142	46	0
Fringe Benefits	48,520	0	14,121	19,199	0	14,556	0	644	0	0
Rent	168,703	90,020	22,022	29,942	720	22,701	0	2,693	605	0
Equipment and Maintenance	4,426	4,426	0	0	0	0	0	0	0	0
Telephone and Utilities	28,889	20,350	2,485	3,379	0	2,562	113	0	0	0
Professional Fees	41,707	518	10,344	14,064	0	10,662	0	6,119	0	0
Insurance	6,902	540	1,852	2,517	0	1,909	0	84	0	0
Computer and MACC Utilization	46,651	0	13,577	18,460	0	13,995	0	619	0	0
Office Expenses	35,332	16,155	5,581	7,581	0	5,753	0	254	0	0
Supplies	8,037	6,145	307	417	159	316	0	693	0	0
Travel	15,324	6,196	2,488	3,383	489	2,564	0	204	0	0
Freight and Postage	2,147	547	466	633	0	480	0	21	0	0
Assessment, Management and One Stop	113,321	0	40,103	23,796	0	49,422	0	0	0	0
Advertisements, Dues and Subscriptions	1,635	0	476	647	0	490	0	22	0	0
Meetings	2,690	0	783	1,064	0	807	0	36	0	0
	\$2,603,492	\$380,941	\$569,559	\$700,103	\$142,476	\$688,676	\$5,912	\$114,625	\$1,200	\$0