



**NEW RIVER/MOUNT ROGERS
WORKFORCE DEVELOPMENT BOARD**

CULTIVATING TALENT FOR THE REGION

Section 6

Informational Attachments

Attachment A

Common Acronyms

WORKFORCE DEVELOPMENT FREQUENTLY USED ACRONYMS

ABE - Adult Basic Education
ABAWD – Able-bodied Adult without Dependents
ADA - Americans with Disabilities Act
AJC – American Job Center
ASE – Adult Secondary Education

BLS - Bureau of Labor Statistics
BST – Business Solution Team

CBO - Community Based Organization
CBT - Computer-Based Training
CWDP – Certified Workforce Development Professional
CLEO – Chief Local Elected Official
CEU - Continuing Education Unit
CFR - Code of Federal Regulations
CIS – Communities in Schools
CPS – Child Protective Services
CRT - Classroom Training
CTE – Career and Technical Education

DARS –Department for Aging and Rehabilitative Services
DBVI – Department for the Blind and Visually Impaired
DWDA – Department for Workforce Development and Advancement
DLW – Dislocated Worker
DOLI - Department Of Labor and Industry
DOLETA – US Department of Labor Employment & Training Administration
DOT - Dictionary of Occupational Titles
DVOP – Disabled Veteran Outreach Program

ED – Executive Director
EEO - Equal Employment Opportunity
EITC - Earned Income Tax Credit
EO – Equal Opportunity ES - Employment Service
ESL - English as a Second Language (Oral Assessment)
ETA - Employment and Training Administration
ETPL – Eligible Training Provider List
ETP – Eligible Training Provider

FA – Fiscal Agent
FBO - Faith-Based Organization
FEMA - Federal Emergency Management Agency
FLSA - Fair Labor Standard Act
FMGA – Financial Manual for Grants and Contracts
FMLA – Family Medical Leave Act
FY - Fiscal Year

GAO - General Accounting Office
GCTC – Giles County Technology Center
GED - General Educational Development

IEP - Individual Employment Plan
IRT – Integrated Resource Team
IT - Information Technology
ITA – Individual Training Account IW – Incumbent Worker
IWTP – Incumbent Worker Training Program

LED – Local Employment Dynamics
LEP - Limited English Proficiency
LLSIL - Lower Living Standard Income Level
LMI - Labor Market Information
LWDA - Local Workforce Development Area
LWDB – Local Workforce Development Board

MOU - Memorandum Of Understanding MRPD – Mount Rogers Planning District
MRPDC – Mount Rogers Planning District Commission
MRRRAEP – Mount Rogers Regional Adult Education Program
MSFW - Migrant and Seasonal Farm Workers

NAICS - National American Industry Classification System
NAWB - National Association of Workforce Boards
NAWDP - National Association of Workforce Development Professionals
NCRC – National Career Readiness Certificate
NGA - National Governors Association
NRCC – New River Community College
NRMRCB – New River/Mount Rogers Workforce Development Area Consortium
Board
NRMRWDB – New River/Mount Rogers Workforce Board
NRMRWDA – New River/Mount Rogers Workforce Development Area
NRVRC – New River Valley Regional Commission

OAG – Office of Attorney General
O*NET - Occupational Information Network
OES - Occupational Employment Statistics
OJT - On-the-Job Training
OSHA - Occupational Safety and Health Administration

PSA – Public Service Announcement
PY - Program Year

QWI – Quarterly Workforce Indicator

RESEA – Reemployment Services and Eligibility Assessment
RFB - Request for Bid
RFP - Request for Proposal

RFQ - Request for Qualifications
RR – Rapid Response
RU – Radford University

SGA - Solicitations for Grant Applications - Federal
SIC - Standard Industrial Classification
SNAP – Supplemental Nutrition Assistance Program
SOC - Standard Occupational Classification
SVAM – Southwest Virginian Alliance Manufacturing
SVAMCOE - Southwest Virginian Alliance Manufacturing Center of Excellence

TA - Technical Assistance
TAA - Trade Adjustment Assistance
TABE - Test of Adult Basic Education
TAG - Technical Assistance Guide
TANF - Temporary Assistance for Needy Families
TEGL - Training and Employment Guidance Letter
TEIN - Training and Employment Information Notice

UI - Unemployment Insurance Compensation
USDOL - United States Department of Labor
UVa – University of Virginia

VA – Veterans Administration
VaWorks – Virginia Works (Virginia Department of Workforce Development and Advancement)
VCW – Virginia Career Works
VEC – Virginia Employment Commission
VCW – Virginia Career Works
VEDP – Virginia Economic Development Partnership
VCCS – Virginian Community College System
VETS - Veterans' Employment and Training Services –
VHCC – Virginia Highlands Community College
VOS – Virtual One Stop
VT – Virginia Tech (Virginia Polytechnic Institute and State University)
VT OED – Virginia Tech’s Office of Economic Development

WARN - Worker Adjustment and Retraining Notification Act
WDB - Workforce Development Board
WCC – Wytheville Community College
WIA - Workforce Investment Act
WIOA – Workforce Innovation Opportunity Act
WOTC - Work Opportunity Tax Credit
WRC – Work Ready Communities

Attachment B

Collaborative Funding Agreement



Collaborative Funding Authorization

NEW RIVER | MOUNT ROGERS REGION

Staff Name: _____

Date: _____

Applicant Name: _____

ID: _____

Status: Unemployed

Underemployed

Incumbent

Occupational Goal: _____

Training Provider: _____

Specific training to develop skills for this occupation: _____

Specific Credentials: _____

Businesses supporting this occupation in the region in which the applicant lives:

Training Timeframe: _____

Completion: _____

Requested Needs & Costs:

Tuition:			Tools:		<i>Specify:</i> _____
Books:			Uniforms:		<i>Specify:</i> _____
Supplies:		<i>Specify:</i> _____	Travel:		<i>Specify:</i> _____
Other:		<i>Specify:</i> _____	Credentials:		<i>Specify:</i> _____
Other:		<i>Specify:</i> _____	Other:		<i>Specify:</i> _____
Other:		<i>Specify:</i> _____	Other:		<i>Specify:</i> _____
Total:	\$0.00		Total:	\$0.00	

TOTAL REQUESTED NEED: \$0.00

Partnering Organization Sharing Costs



Collaborative Funding Authorization

NEW RIVER | MOUNT ROGERS REGION

Staff Name: _____

Date: _____

Applicant Name: _____

ID: _____

Status: Unemployed

Underemployed

Incumbent

Occupational Goal: _____

Training Provider: _____

Specific training to develop skills for this occupation: _____

Specific Credentials: _____

Businesses supporting this occupation in the region in which the applicant lives:

Training Timeframe: _____

Completion: _____

Requested Needs & Costs:

Tuition:	
Books:	
Supplies:	
Other:	
Other:	
Other:	
Total:	\$0.00

Specify: _____
Specify: _____
Specify: _____

Tools:	
Uniforms:	
Travel:	
Credentials:	
Other:	
Other:	
Total:	\$0.00

Specify: _____
Specify: _____
Specify: _____
Specify: _____
Specify: _____

TOTAL REQUESTED NEED: \$0.00

Partnering Organization Sharing Costs

Organization: _____

Contact Person: _____

Contribution for: _____

AMOUNT:

\$0.00

Partnering Organization Sharing Costs

Organization: _____

Contact Person: _____

Contribution for: _____

AMOUNT:

\$0.00

Partnering Organization Sharing Costs

Organization: _____

Contact Person: _____

Contribution for: _____

AMOUNT:

\$0.00

TOTAL CONTRIBUTION:

\$0.00

LEVERAGED FUND BREAKDOWN (Check boxes and enter amount):

- Pell
- SEOG
- Commonwealth Grant
- Student Loans
- Workforce Credentials Grant

- GI Bill
- Other
- Other
- Other
- Other

Specify:

TOTAL LEVERAGED FUNDS:

\$0.00

AFTERCARE PLAN:

Provide details as to how this applicant will be supported during the first year of employment. List all organizations and specifically what they will do.

OTHER COMMENTS:

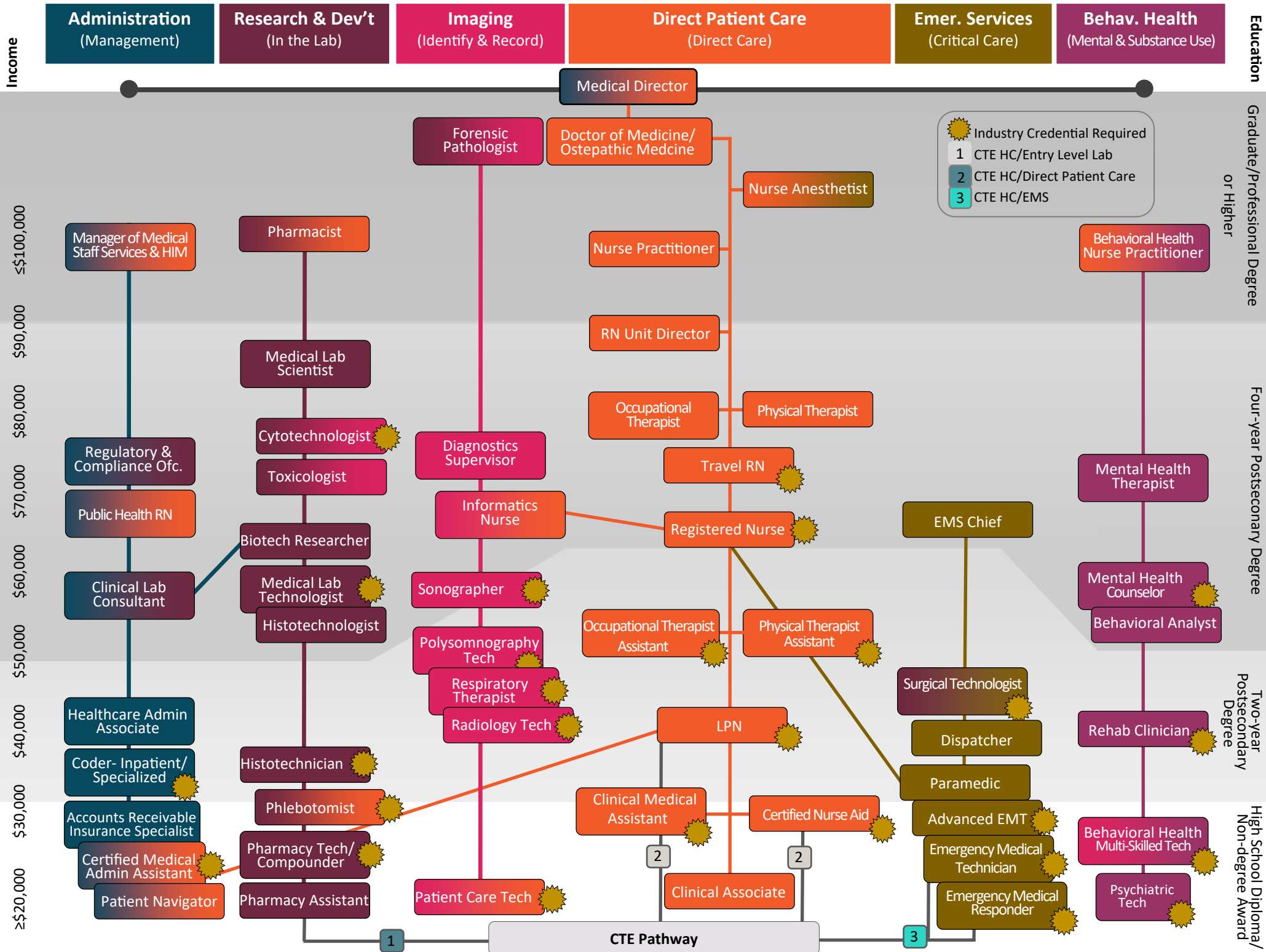
Signature and Date of Approval:

Attachment C

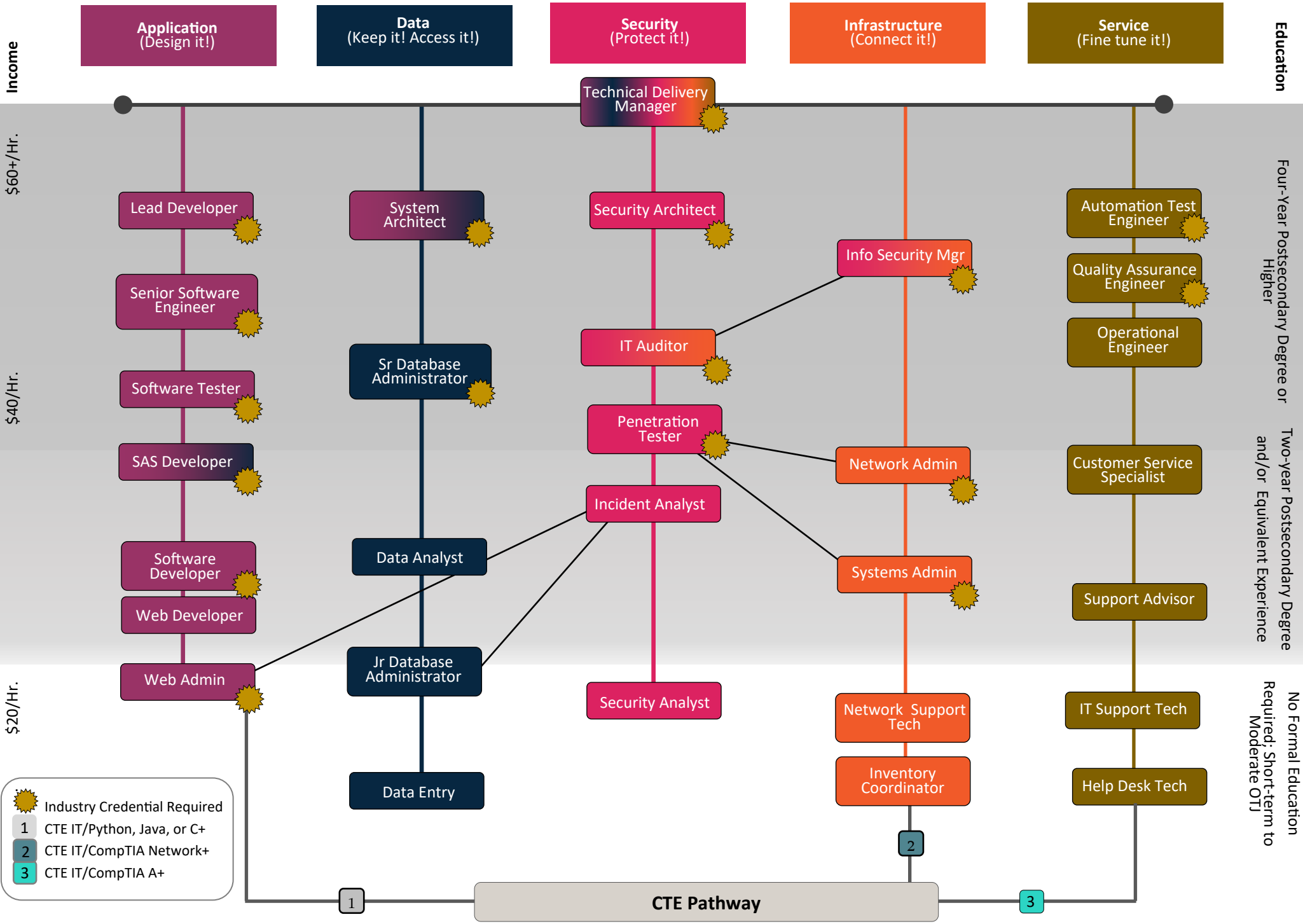
Career Lattices

- Advanced Manufacturing
- Healthcare
- IT
- Skilled Trades

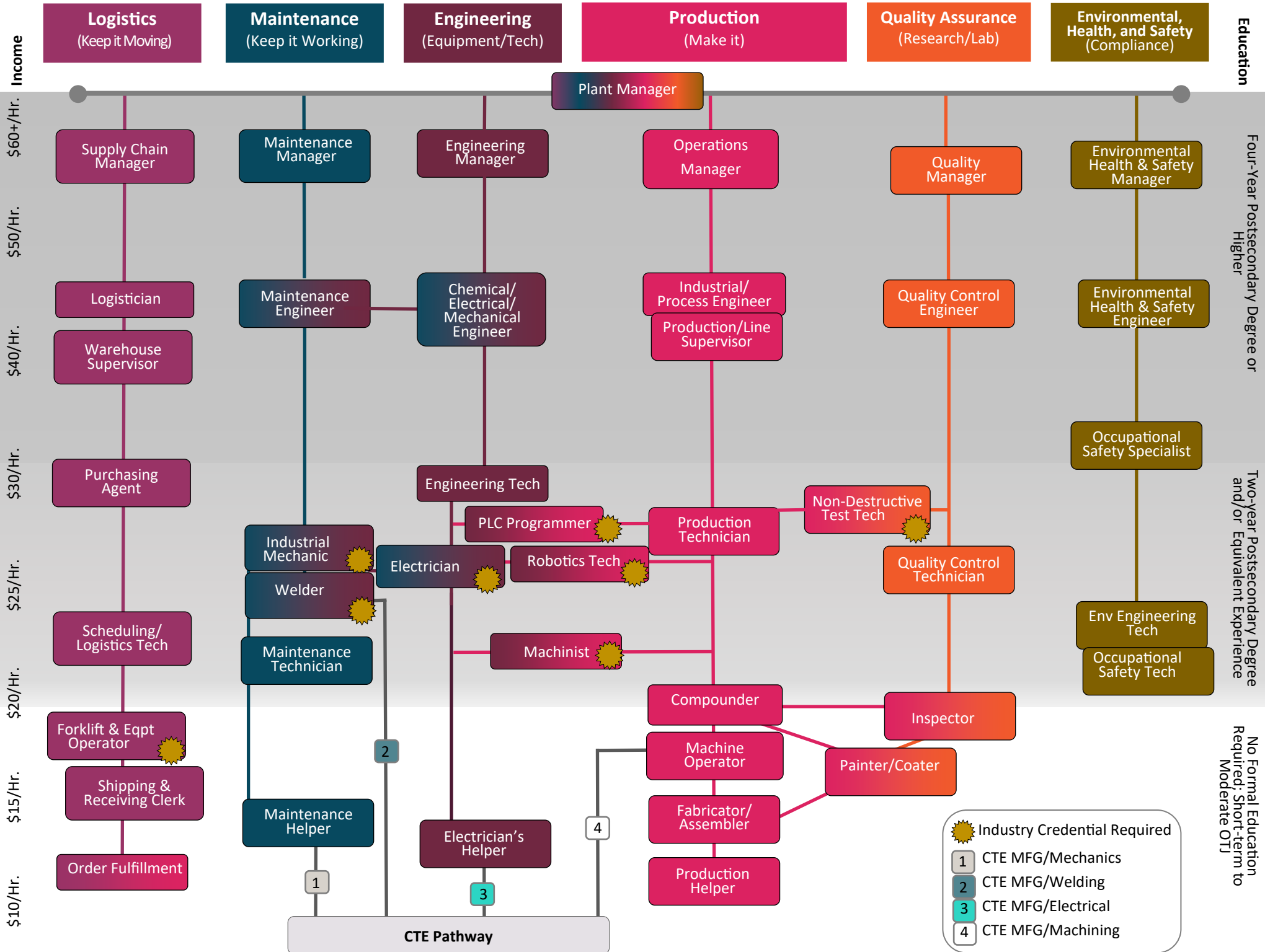
New River | Mount Rogers Regional Healthcare Career Lattice



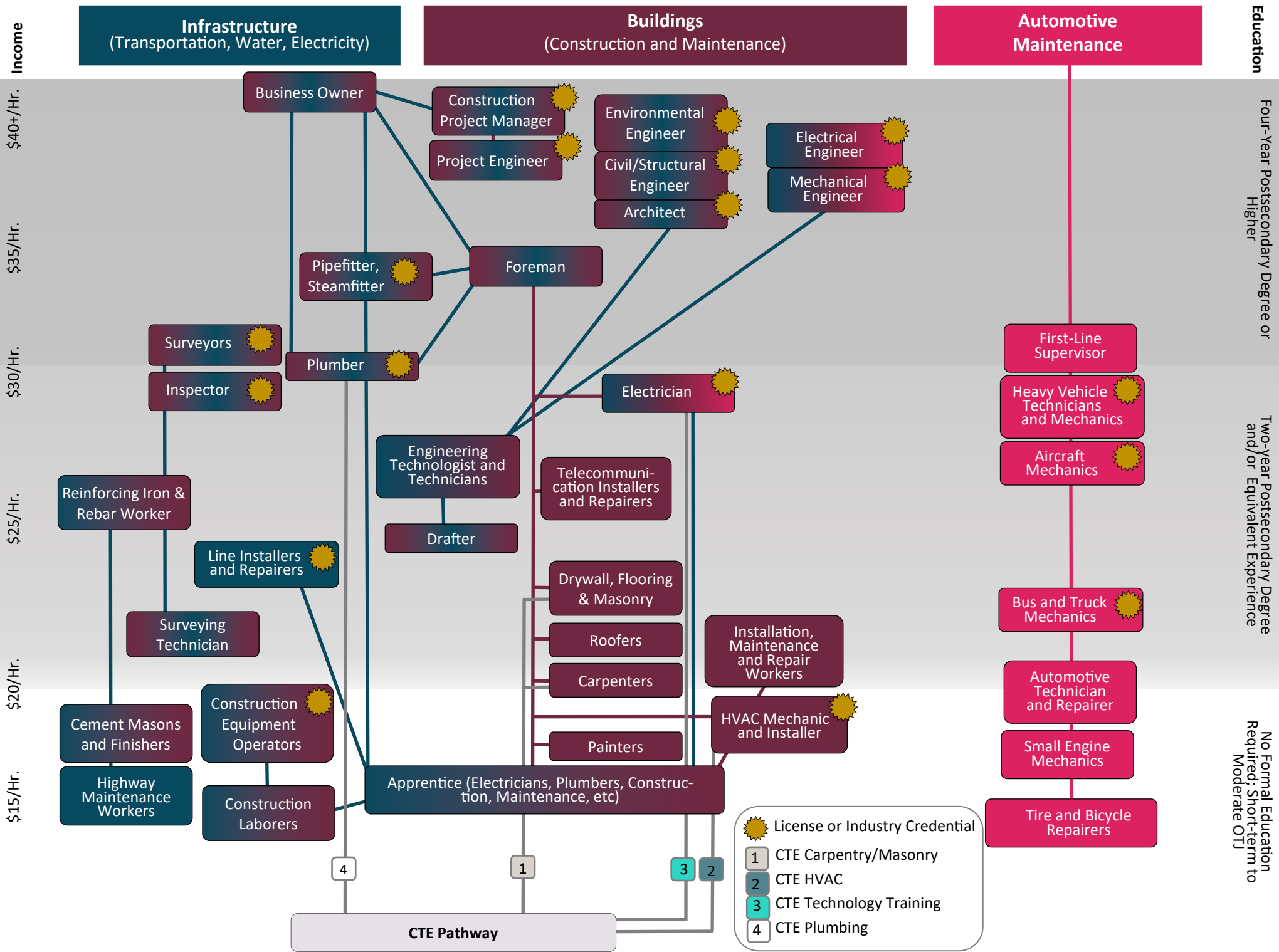
New River | Mount Rogers Region Information Technology Career Lattice



New River | Mount Rogers Advanced Manufacturing Career Lattice



New River | Mount Rogers Construction and Maintenance Skilled Trades Career Lattice



Attachment D

Business Services Plan



NEW RIVER | MOUNT ROGERS REGION

Business Services Plan

Highly coordinated services are essential for all business customers in the region. Given the wide range of services available to businesses, our workforce agencies and partner organizations will continue to build a network of seamlessly coordinated services across the communities we serve.

Business Services Strategy

The New River/Mount Rogers Workforce Development Board and its partners of the 'Business Solution Units' (BSU) believe that services to the region's businesses should serve the widest possible range of businesses, be individualized and efficient with a single point of contact wherever possible (or a "no wrong door" approach). It is also our intent to share information about what services we are currently providing to businesses with partner agencies to avoid unnecessary duplication, including initial assessment and discovery, service plans, service coordination, outcome and follow-up information. In order to mount this collaborative effort, we will be cross training each partner in one another's services so that we are able to provide more seamless referrals for needed services as well as being able to speak to the many services available, regardless of what agency may 'own' these services.

Business Services—the New River/Mount Rogers Workforce Development Board (WDB) will provide regional leadership regarding Business Services including but not limited to identification of priority industry sectors, convening and assembling appropriate business development activities, and aligning of resources to more effectively address sector and business needs.

Business Development is defined as the process of establishing a relationship between NR/MR WDA workforce services and a business and providing assistance in addressing the overall workforce needs of the business. *Business Development* is business-focused -the customer is the business. Increasing business use, particularly centered on the priority industry sectors (and the skills that comprise those sectors) of the NR/MR WDA workforce services increases employment opportunities for the participants.

Job Development is defined as the process of securing a job interview with a public or private business for a specific job seeker. *Job Development* is job seeker-focused -the customer is the job seeker.

The Business Service Plan will refer to all staff making business contacts as "Business Representatives." *The term "Business Representative" does not refer to a job title; instead it is terminology specific to this policy that describes any NR/MR WDA workforce staff involved in contacting businesses for the purposes of learning of the overall business' workforce needs, providing information on available services and/or obtaining information about the business entities.*

Job Development may be a job duty of Business Representatives but the primary focus of Business Representatives is on developing and maintaining business relationships. Priority will be placed on developing and maintaining business relationships in those sectors strategically important to the NR/MR Workforce Development Area as determined and prioritized by the NR/MR WDB.

Qualifications Of Business Representatives:

Businesses' perceptions of the NR/MR WDA workforce system will be strongly influenced by the impression made by Business Representatives. Business Representatives must:

- Thoroughly understand the types of industry, industry sectors in the area and communicate effectively with businesses.
- Be knowledgeable in all facets of the NR/MR WDA business support programs, objectives, tools, methods and techniques.
- Be thoroughly familiar with the local labor market and economic conditions. Most importantly, know how to translate this knowledge in terms of the needs of businesses.

Defining a Business Contacts:

Business contacts are defined as the meaningful exchange of information between a NR/MR WDA Business Representative and a business. These contacts should include information on the services and programs offered by all the NR/MR WDA partners, and to serve as a broker for additional services available within the community and workforce investment area.

The following types of contacts are not considered a meaningful exchange of information:

- Job Order maintenance.
- Brief and informal contacts at meetings, job fairs and community events.
- Dissemination of pertinent industry and labor market information by use of mass e-mail or mailings.

In addition to creating new relationships, Business Representatives are also expected to maintain and grow existing relationships with businesses. For this reason, follow-up contact is considered crucial, provided the definition of business contact is maintained.

While all business interactions are important to the success of the NR/MR WDA, all business contacts will have to meet the same standards:

1. To the extent possible, the contact should be face-to-face, preferably at the business location. However, as long as the definition of business contact is maintained, these contacts can be made via e-mail, phone or in person.

2. The Business Representative will collect business information and share said information with other members of the BSU.

The New River/Mount Rogers Workforce Development Board and its partners of the 'Business Solution Units' believe that services to the region's businesses should serve the widest possible range of businesses, be individualized and efficient with a single point of contact wherever possible (or a "no wrong door" approach). It is also our intent to share information about what services we are currently providing to businesses with partner agencies to avoid unnecessary duplication, including initial assessment and discovery, service plans, service coordination, outcome and follow-up information. In order to mount this collaborative effort, we will be cross training each partner in one another's services so that we are able to provide more seamless referrals for needed services as well as being able to speak to the many services available, regardless of what agency may 'own' these services.

When making a business contact, the Business Services Rep will use a NR/MR WDA Out-reach Folder that will include a complete host of Business Services Partner information, including contacts, programs and scope of services. This marketing tool will be used by all members of the "units" when making any business contacts and will be reviewed and updated by unit members as changes are warranted.

Targeted businesses will be identified by the Business Solution Units as well as next steps and desired outcomes. A *Listen & Deliver Strategy* is required: When a business need, that is offered through a partner agency, is identified (through a marketing call and/or a business reaching out to an agency), it will be required that an immediate referral (and/or "soft" hand-off) be made to the respective agency that offers the needed service(s), so as not to delay timely delivery of service(s) to the business in need. Follow-up is required by the original Business Rep.

- Response to an initial business inquiry: 2-3 days
- Response time for information on a specific request: 4-6 days

Toward this objective, the Business Solution Units stands united on the below best practices:

- Every agency and organization can benefit from collaboration: Collaborative local systems are more effective than those that conduct their work alone, or with a limited range of partners. Further, the region's One-Stop Center(s) is, in most cases, the natural hub for collaborative workforce development activities in any given community.
- Highly coordinated services are essential for all customers: Given the wide range of services available to businesses and career seekers, workforce agencies and partner organizations will build a network of seamlessly coordinated services across the WDA that are accessible at multiple points ("no wrong door").
- Greater alignment between workforce development and economic development will benefit both systems: To provide a full array of effective and coordinated business development services, the Business Solution Units will align themselves with economic development organizations throughout the region.
- In order to best meet the needs of our region's businesses and our partners, the NR/MR WDA has developed four regional Business Solution Units, that are specialized in their sub-region and will have scheduled meeting every other month. (See charts below)

New River/Mount Rogers Workforce Development Area Business Solution Units Representation

There are four sub-regions in the NR/MR WDA (Bristol/Washington/southern Smyth, Carroll/Grayson/Galax, Wytheville/Bland/northern Smyth and the New River Valley), each is represented by a Business Solution Unit consisting of Workforce System partners who work together to provide services to the designated area. The core partners are included in the Business Solutions Units and assisted with the development of this Business Services Plan.

NR/MR WDA Business Solutions Units

BSU	Agency	Team Member	Officers
			<i>(Officers will rotate annually)</i>
Bristol/Washington/southern Smyth	DBVI	Kathy Malone	Chair –Kathy Malone
	District Three Gov. Coop	Chris Stone	Secretary – Open
	DSS Washington County	Lisa Blevins	
	DSS Smyth County	Chris Austin, Lavada Jessee Mark Haga	
	Occupational Enterprises	Heather Austin	
	Dept. of Education	Jan Huffman	
	Smyth Career & Tech	Rick Blevins	
	BVPS Adult Ed	Sharon Hutchinson	
	Job Corps	Jordan Loupe	
	Mt. Rogers Adult Ed	Shannon Mutter	
	NR/MR WDB	Kimber Simmons, Karen Rhodes	
	People Inc	Beth Carrico	
	People Inc (VA Cares)	Rita Perkins Chris Snipes	
	VaWorks Rapid Response	Beckie Cox	
	Somic America	Stephanie Surrent	
	SVAM	Lenny Gail Mitcham	
	GENEDGE	Sam Wolford	
	VaWorks - Bristol	Vinny Ringwold, Karen Sheets, Ashley Vanover	
	City of Bristol	Mack Chapman	
	VHCC	Traci Mitchell, Robert Phillips	
	UVa Wise	Hanna Hietale & Courtney Conner	
	VaWorks – Apprentice Programs	Diana Lyons	

BSU	Agency	Team Member	Officers
	VEDP	Jessi Fritz	
	Smyth Economic Dev.	Kendra Hayden	
	Washington County Economic Dev		
	US Senator Kaine's Office	Laura Blevins	
	Congressman Griffiths Office		
	Smyth Chamber of Commerce	Sarah Gillespie	
	Bristol Chamber of Commerce	Beth Rhinehart	
	Washington Chamber of Commerce	Neta Farmer	
			<i>(Officers will rotate annually)</i>
Carroll/Grayson/Galax	Blue Ridge Economic Development Authority	Open	Chair - Beth Carico
	DARS	Becky Plemmons	Secretary – Blake Hodges
	DSS Carroll County	Wanda Lawson	
	DSS Galax City	Debbie Webb	
	DSS Grayson County	Crystal Cureton	
	Goodwill Industries of the Valleys - SCSEP	NA	
	NR/MR WDB	Kimber Simmons, Karen Rhodes	
	Occupational Enterprises	NA	
	People Inc	Sarina Roberts	
	Rapid Response	Beckie Cox	
	Small Bus. Dev. Center	April Collins	
	VaWorks	Blake Hodges	
	Wytheville Community College	Perry Hughes/Roland Hall	
			<i>(Officers will rotate annually)</i>
Wytheville/Bland/North Smyth	Bland County	Cameron Burton	Chair – John Matthews
	Blue Ridge Job Corp	Jordan Loupe	Secretary
	DARS	Matt Herron, Delena Scott, Mary Smith, Christi Altizer	

BSU	Agency	Team Member	Officers
	DSS – Bland	Cecily Dunford, Christine Monk, Denise Thomas	
	DSS – Smyth	Mark Haga	
	DSS – Wythe	Robin Richardson	
	Dept. of Veteran Services	Daniel Judd	
	Enroll VA	Rhonda Seltz	
	JIDA	John Matthews, David Manley	
	Mount Rogers Regional Partnership	Rebecca Fisher	
	Mount Rogers Adult Ed	Shannon Mutter	
	NR/MR WDB	Kimber Simmons, Karen Rhodes, Angi Chandler	
	People Inc	Beth Carrico, Will Byrd	
	SVAM	Lennie Gail Mitcham	
	Smyth County	Lisa Richardson, Kendra Hayden, Shawn Utt	
	Smyth Cty Career & Tech	Rick Blevins	
	SVAM	Lennie Gail Mitcham	
	VEDP	Jessi Fritz, Mike Downey	
	VaWorks - Wytheville	Christy Lowe Patty Bevil, Linda Batchelor, Christina Braxton, John Cale, Phyllis Conner, Ashley Vanover	
	VaWorks - Apprentice	Diana Lyons & Kara Joyce	
	VaWorks - JVSG	Jessica Jarrells, Laura Venable, Billie Neel	
	Wythe County Tech	Summer Stone	
	WWB Chamber	Allison Pollard	
	Wytheville CC	Vickie Marrs, Lisa Lowe, Ashby Perkins, Carol Sheets, David Dickens	
New River Valley	DARS	Matt Herron	Chair - Kimber Simmons
	DSS Montgomery County	Alaney Bishop, Alyssa Tingler, Sasha McCraw	Secretary –
	DSS Pulaski County	Missy Crowder	

BSU	Agency	Team Member	Officers
	DSS Radford City	Crystal Cote	
	Floyd Co Econ Dev	Lydeana Martin, Tabitha Hodge	
	Giles County	Jeff Dinger	
	Literacy Volunteers NRV	Lisa Quesenberry	
	Montgomery Eco. Dev.	Brenda Rigney	
	New River CC	Ross Matney, Jeanne Symanoskie	
	New River CC - Adult Ed	Diane Gray	
	NR/MR WDB	Kimber Simmons, Karen Rhodes	
	NRV PDC	Leo Priddy	
	Onward NRV	Max Davenport	
	PCPS CTE	Megan Atkinson	
	People Inc	Leta Bradley	
	Pulaski Co – Econ Dev	Michael Solomon	
	Pulaski Co – Small Business	Lydia Crockett	
	Montgomery Co Chamber of Commerce	Steve Buffato	
	Pulaski Chamber of Commerce	Samantha Edwards	
	Radford Chamber of Commerce	Dan McKinney	
	VaWorks Rapid Response	Beckie Cox	
	SBDC	Amanda Forrester	
	Town of Pulaski-Econ Dev	Shannon Ainsley	
	VEDP	Jessi Fritz	
	Virginia Dept of Education	Jan Huffman, Kimberly Radford	
	Virginia Tech	Ashley Carter	
	Virginia Works- Apprenticeship	Diana Lyons	
	Virginia Works – Trade	Ashley Vanover	
	Virginia Works – JVSG	Laura Venable	
	Virginia Works Radford Center	Jennifer Houston	

BSU	Agency	Team Member	Officers
	Virginia Works	Phyllis Conner	

Business Service Integration

Those organizations that are participating on the Business Solutions Units agree to the following:

- Promote the Virginia Workforce Connect as the primary system for businesses to place job orders to maximize the information available on workforce demand. Job Orders are handled through the Virginia Employment Commission (local offices or web site).
- Use B2B Engage as an early warning system and business intel tracking and documentation (not all BSU members have access – info will be entered by those with the ability)
- Work to implement this Business Solutions Plan and the NR/MR WDA Outreach Plan.
- Provide current information on agency services and programs, eligibility and referral processes to allow business customers and Workforce Center/System partner agency staff to identify and provide access to appropriate services to meet business needs.
- Provide cross-training to Workforce Center/System partner agency staff, on business services, eligibility and referral procedures to facilitate the Workforce System functions.
- Allow appropriate staff to participate in training on other agency business services, eligibility and referral procedures.
- Respond to Workforce Center/System referrals in a timely and courteous manner to enhance public perception of the region's Workforce System's business services.
- Share appropriate information on the status of referrals with partner agency staff needing access to that information using agreed upon systems.
- Participate in their local Business Solution Unit to coordinate marketing efforts, establish procedures to assure business contacts are coordinated and not duplicative and maximize business contacts.
- Share appropriate information on the results of business contacts, including job order or other service requests with partner agencies using agreed upon systems.

Business Events

The regional Workforce One-Stop Center/System and the local Business Solutions Units will determine which business events will be held throughout the WDA. Once a listing of business events has been determined, the local Business Solution Units will assist the One-stop Partners in developing and coordinating efforts throughout the Area. Job Fairs and Career Fairs are scheduled regularly within the Area, in addition to:

- Specialized Job Fairs at local Workforce Centers
- Regional Industry specific Career and/or Job Fairs

- Business interest topic workshops (e.g. Employee Engagement, Tax Credits, Cyber Security, etc)
- Sector Partnership meetings, business focus groups, or Business Advisory Committees, etc.
- Assessment Workshops
- Additional seminars customized to respond to business customer need/demand

Planning for Workforce Expansion

Businesses that are planning to expand will be provided access to local Business Solution Units where they can be provided assistance on developing recruitment strategies and potential training programs from partners within the regional One-Stop system. Workforce Center managers will also be involved in recruitment efforts in order to provide qualified applicants for the expansion effort.

Planning for Workforce Downsizing

Businesses planning to downsize will be put in direct contact with the Regional Rapid Response Coordinator. The Rapid Response Coordinator will inform the Business Solution Units of any activities and services. Partners will be informed of the Rapid Response activities and asked to participate based upon the area policy and needs of the affected workforce.

Retention and post-employment services information will be included within the Business Outreach Folder. Business Solution Units members will present this information as part of the business service outreach process. Information will refer businesses to the agencies or promote products that enhance the businesses ability to retain and improve the quality of employees. Information on these services will also be available on the Workforce Resource website.

The Business Solution Units Members will also be provided cross training so they can answer any basic questions businesses pose during meetings. Any in depth inquiries will require the business contact to refer specific service providers to answer questions. Referral will be made to the program supervisor who will assign staff to respond as appropriate.

Workplace and Customized Training

Business Solution Units Members will have the ability to communicate workplace and training opportunities when sharing information found in the business outreach folder. Each business outreach folder will contain current training opportunities being provided through the regional Community College and other special programs (e.g. OJT grants, and other DOL training grants). Points of contact will also be delineated so businesses can contact individuals for specific program development.

Customized training options may also be available for unemployed or employed (incumbent) workers. This type of customized training requires that many prerequisites are met and agreements put in place prior to the provision of training. Business Solution Units Members will make direct contact with the service provider for assistance in developing a customized training program.

Attachment E

Workforce Services Matrix

Attachment F

NRMR Eligibility at a Glance



NEW RIVER | MOUNT ROGERS REGION

Integrated Resource Team Partnership Collaborative

Eligibility At a Glance

January 2025

For corrections or inclusion in this document, please contact Jenny Bolte
Jenny.Bolte@nrmrworks.org
(540) 838-9400

OVERVIEW

New River/Mount Rogers Workforce Development Board

Build Your Career YouthBuild	4
Pathways to New Beginnings WORC	4
Filling the Trades Gap	4
HRSA Careers in Healthcare	5
Ready SWVA	5
Pathway Home	5

People Incorporated

WIOA Adult	6
WIOA Dislocated Worker	7
WIOA Out-of-School and In-School Youth	7-8
Employment Services (TANF)	9

Department for Aging and Rehabilitative Services

Vocational Rehabilitation Services	10
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Adult Education and Literacy

Mount Rogers Adult Education Program	11
NRCC Adult Education Program	12
Literacy New River Valley	13

Virginia Works

Wytheville Office	14
Radford Office	14
Galax Office	15
Bristol Office	15

New River/Mount Rogers Workforce Development Foundation

Training programs for businesses and jobseekers on a variety of topics and in a number of industries.	16-40
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NEW RIVER/MOUNT ROGERS WORKFORCE DEVELOPMENT BOARD

CULTIVATING TALENT FOR THE REGION

Agency Contacts for Programs:

Jenny Bolte
Deputy Director

Jenny.Bolte@vcwnrmr.com
(540) 838-9400

Angi Chandler
Program Coordinator

Angi.Chandler@vcwnrmr.com
(540) 320-1908

Kathy Pickel
Program Coordinator

Kathy.Pickel@vcwnrmr.com
(276) 620-7469

Service Region for all Programs: New River Valley and Mount Rogers Region: Counties of Bland, Carroll, Floyd, Giles, Grayson, Montgomery, Pulaski, Smyth, Washington and Wythe and the cities of Bristol, Galax, and Radford.

Individuals interested in any of the programs operated by the NRMR Board are asked to submit a Prescreening if they're seeking general information or an Application if they are applying for acceptance.

Web Address for Prescreening:

<https://vcwnewrivermtrogers.com/applicant-pre-screening-form>

Web Address for Application:

<https://vcwnewrivermtrogers.com/wdb-application>

BUILD YOUR CAREER - YOUTHBUILD

A program to help young adults gain work readiness and occupational skills training in the healthcare, manufacturing, or construction industry for entry into employment or postsecondary education.

ELIGIBILITY:

- Eligible to Work in the United States
- High School Dropouts or low skilled
- Between the ages of 16 and 24
- Interested in a career in Construction, Healthcare, or Manufacturing
- At least one of the following:
 - Low-income
 - Current Former/Current Foster Care
 - Offender
 - Disability
 - Child of incarcerated parent
 - Migrant Farm worker

PATHWAYS TO NEW BEGINNINGS – WORC

A program to help individuals who are justice involved and/or who have a substance use issue by providing work readiness and occupational skills training in the healthcare, manufacturing, or construction industry for entry into employment.

ELIGIBILITY:

- Eligible to Work in the United States
- Justice Involved and/or Have Substance Use Disorder
- Interested in a career in:
 - **Construction:** HBI PACT and NOCTI General Construction leading to pathways in Masonry, Carpentry, Electrical Wiring, Construction, HVAC, Landscaping, Painting, Plumbing, Solar Installation
 - **Healthcare:** Peer Recovery Specialist, EMT, Community Health Worker, Substance Abuse Counselor
 - **Manufacturing:** 180 Skills curricula leading to certifications in Manufacturing, Machining, Welding, Electrical, Logistics, Power Tools, Robotics, and many more

FILLING THE TRADES GAP

Sector-based programs that include training and work-based learning.

ELIGIBILITY:

- Eligible to Work in the United States
- Disadvantaged populations with barriers to employment
- Interested in a career in:
 - Construction/Skilled Trades
 - Healthcare
 - Manufacturing

HRSA – CAREERS IN HEALTHCARE

(In collaboration with the Virginia Rural Health Association)

A program to help low-income rural individuals get trained, credentialed, and employed in a healthcare occupation.

ELIGIBILITY:

- Eligible to Work in the United States
- Residing or Working in a rural area
- Low Income
- Interested in Healthcare occupations:
 - Nursing Assistant
 - Medical Assistant
 - Licensed Practical Nurse
 - Registered Nurse
 - Emergency Medical Technician
 - Birth Doula
 - Community Health Worker
 - Phlebotomist
 - Billing and Coding
 - Peer Recovery Specialists
 - Dental Assistant

READY SWVA

(In collaboration with EO)

A program to help increase the operational capacity and quality of childcare providers as well as add Early Childhood Teachers to the region.

Contact: Crystal Breeding – (276) 525-4073 or cbreeding@eoco.org

ELIGIBILITY:

- Eligible to Work in the United States
- New entrants to the workforce or incumbent workers interested in working as an Early Childhood Teacher.

PATHWAY HOME

(In collaboration with Total Action for Progress)

A program designed to provide the necessary training and resources to help eligible participants successfully reintegrate back into the community.

ELIGIBILITY:

- Eligible to Work in the United States
- Incarcerated and sentenced in an approved correctional facility (Bland, Marion, New River Regional Jail, Southwest Virginia Regional Jail Authority).
- Between 20-270 days before your release.
- Able to show serious intention of employment after release.
- Returning to the Southwest Virginia region or surrounding area?



Agency Contact:

Beth Carico
Director of Workforce Development Programs
ecarico@peopleinc.net
(276) 235-2436

Program Service Region for WIOA and Employment Services programs: New River Valley and Mount Rogers Region: Cities of Bristol, Galax, and Radford counties of Bland, Carroll, Floyd, Giles, Grayson, Montgomery, Pulaski, Smyth, Washington and Wythe

Submit Requests for Information:

<https://www.peopleinc.net/service/adult-workforce-development>

Complete questions at the bottom of the page and click "Send Message."

Workforce Innovation and Opportunity Act (WIOA)

The Adult and Dislocated Worker Programs, under Title I of the Workforce Innovation and Opportunity Act of 2014, are designed to provide quality employment and training services to assist eligible individuals in finding and qualifying for meaningful employment, and to help businesses find the skilled workers they need to compete and succeed in the marketplace.

WIOA is not an entitlement program. Satisfying eligibility requirements does not in itself entitle the customer to participate in WIOA program activities nor to receive services under the Act.

WIOA ADULT

A program that provides career and training services for employment. Participants will complete career assessments and receive career coaching. Participants may receive financial support for training, supportive services, paid work experiences or internships, on-the-job training, soft-skills training, job readiness, financial literacy, digital skill building, and more. *Services are individualized and needs based.*

ELIGIBILITY:

- Eligible to Work in the United States
- Age 18 or older
- Selective Service Registration for males born after January 1, 1960
- Local Area Priority of Service (in order):
 - Veteran or spouse of a veteran who are receiving public assistance or are classified as low income or are basic skills deficient.
 - Non-veterans who are receiving public assistance or are classified as low income or are basic skills deficient.

- Veteran or spouse of a veteran who are NOT receiving public assistance or are NOT classified as low income or are basic skills deficient.
- Individuals meeting the WDB Self-Sufficiency and Employed Worker
- Policy or individuals who are offenders or individuals who lack a high school diploma or GED or individuals with a disability or individuals with barriers to employment.
- Any eligible adult not meeting any of the previous four priority categories.

WIOA DISLOCATED WORKER

A program that helps workers get back to work as quickly as possible and overcome barriers to employment. Participants will complete career assessments and receive career coaching. Participants may receive financial support for training, supportive services, on-the-job training, soft-skills training, job readiness, financial literacy, digital skill building, and more. Services are individualized and needs based.

ELIGIBILITY:

- Eligible to Work in the United States
- Selective Service Registration for males born after January 1, 1960
- Meets DLW Criteria (Dislocated through no fault of their own)
 - Terminated or laid off or received notice of termination.
 - Employed at a Facility which the employer has made a General Announcement that the facility will close within 180 days.
 - Self-employed (includes Farmer, Rancher, or Fisherman) but unemployed as a result of General Economic conditions.
 - A Displaced Homemaker
 - Dependent spouse of a member of the Armed Forces on active duty

WIOA YOUTH

The Youth Program, under Title 1 of the Workforce Innovation and Opportunity Act of 2014, is a comprehensive youth employment program for serving eligible youth, ages 14-24, who face barriers to education, training, and employment and enabling the youth to begin their journey along a meaningful career path.

Out-of-School Youth Program

A program that assists youth in gaining skills needed to succeed in employment. Services include career exploration, job readiness, leadership development, soft-skills training, paid or unpaid work experience, educational supports, financial supports for training, financial literacy, incentives, supportive services, and more.

ELIGIBILITY:

- Eligible to Work in the United States

- Selective Service Registration for males born after January 1, 1960
- Age 16-24
- Meets Applicable Youth Barrier
 - School Dropout
 - Within the age of compulsory school attendance but has not attended school for at least the most recent complete school year calendar quarter.
 - High School diploma or equivalent who is low-income and is:
 - ✓ Basic skills deficient or a youth who is unable to compute or solve problems, read, write, or speak English at a level necessary to function on the job, in the individual's family, or in society.
 - ✓ An English language learner
 - Individual subject to the juvenile or adult justice system
 - A homeless individual, a homeless child or youth, a runaway, in foster care or has aged out of the foster care system, a child eligible for assistance under section 447 of the Social Security Act, or in an out-of-home placement.
 - An individual who is pregnant or parenting A Youth who is an individual with a disability.

In-School Youth Program

A program that assists in-school youth in gaining skills needed to succeed in employment. Services include career exploration, job readiness, leadership development, soft-skills training, paid or unpaid work experience, educational supports, financial literacy, incentives, supportive services, and more.

ELIGIBILITY:

- Eligible to Work in the United States
- Selective Service Registration for males born after January 1, 1960
- Age 14-21
- Attending school
- Low Income
 - Receives or, in the past 6 months, has received SNAP.
 - Family Size & Income.
 - Homeless.
 - Free or reduced lunch.
 - Foster child on behalf of whom state or local government payments are made.
 - Disability: family size of one.
- Living in high poverty area: census tract or county that has a poverty rate at least 30%
- Meets Applicable Youth Barrier
 - A youth who is Basic Skills Deficient.
 - A youth who is an English language learner.
 - A youth who is an Offender.
 - A homeless individual, a homeless child or youth, a runaway, in foster care or has aged out of the foster care system, a child eligible for

- assistance under section 447 of the Social Security Act, or in an out-of-home placement.
- A Youth who is pregnant or parenting
 - A Youth who is an individual with a disability.

EMPLOYMENT SERVICES (a TANF Employment Grant)

A program that assists adults with minor children in the home with overcoming barriers to employment and gaining skills necessary to obtain and retain employment. Clients will participate in a one-week employment simulation, complete interest and aptitude assessments, and receive soft-skills training. Participants may be assisted with applying for transportation loans, and may be eligible to receive supportive services, training assistance, earn incentives, and participate in staff assisted job search.

Primary Contact:

Based on location. Complete request for information or contact:

Christina Tyler

ctyler@peopleinc.net

ELIGIBILITY:

- Living in Washington, Bland, Bristol, Carroll, Floyd, Galax, Giles, Grayson, Montgomery, Pulaski, Radford, Smyth, and Wythe.
- Selective Service Registration for males born after January 1, 1960.
- Less than 200% poverty income qualification.
- Minor child in the home.



Agency Contacts:

Abingdon Office and Wytheville Offices:

Christi Altizer, Manager
(276) 525-6273

Christi.altizer@dars.virginia.gov

Christiansburg Office

Brennan O'Quinn, Manager
(276) 207-8109

Brennan.oquinn@dars.virginia.gov

Program Service Region: New River Valley and Mount Rogers Region

Vocational Rehabilitation Services

A program that provides individualized services to assist clients in achieving a successful employment outcome. Individualized services include (but are not limited to): Guidance and Counseling, Job Exploration Counseling, Counseling on Postsecondary Enrollment or other Training Opportunities, Work-Based Learning Experiences, Job Readiness Skills, Job Clubs, Vocational Evaluations, Assistance with determining needs to achieve their employment goal, SSI/SSDI Benefits Counseling, Financial Empowerment Training, Job Placement Assistance, Supported employment and job coaching, etc.

ELIGIBILITY:

- Eligible to Work in the United States
- Age 14 and older
- Individuals that have a disability and are interested in seeking employment or training to reach their employment goal. (Eligible individuals can include those who have/had an IEP or 504, physical disabilities, vision impairments, hearing impairments, diagnosis of depression, diagnosis of anxiety, other mental health diagnosis, substance use disorders, etc.)



Agency Contact:

Shannon Mutter
Regional Program Manager
shannonm@wcs.k12.va.us
(276) 619-4343
www.mrraep.com

Service Region: Mount Rogers Region (Bland, Carroll, Grayson, Smyth, Washington, & Wythe and the cities of Bristol & Galax)

ELIGIBILITY:

- Age 18 or older
- Citizen or Eligible Non-citizen

Adult Education Services

A program to help adults complete the GED/High School Equivalency program and to provide work and college readiness courses. All classes and tests are free of charge.

Courses Available

- High School Equivalency and Diploma Programs-GED/NEDP
- Digital Literacy
- National Career Readiness Certification
- English Language Learner Classes
- Improve Reading & Math Skills
- Workforce Readiness Certificates & Soft Skills
- Laptop Loaner Program
- Integrated Education & Training Programs



Adult Education

Agency Contact:

Diane Gray
Director of Transitional Programs
dgray@nr.edu
(540) 674-3645

Service Region: New River Valley (Floyd, Giles, Montgomery, Pulaski, and Radford City)

Programs and Services:

Provides multi-level day and evening classes with individualized learning plans to help students increase their educational skill levels and prepare for the GED tests. NRCC is a certified GED testing site for individuals 18 and older.

Adult Education provides academically-oriented classes for English Language Learners. The skills of reading, writing, speaking, and listening are taught with an emphasis on job placement or career enhancement, and/or entry to a GED class or a post-secondary institution.

For a listing of classes and schedules, visit the website at: nr.edu/transitional



Agency Contact:

Ginny Ayers
Executive Director
gayers@lvnr.org
(540) 382-7262

Service Region: New River Valley

Programs and Services:

Provides instruction to adults who are seeking opportunities to achieve greater independence through literacy.

For a listing of classes and schedules, visit the website at: literacynrv.org



Programs and Services: Virginia Works offers many services that can assist job seekers, employers, veterans, and the unemployed. Staff are available to assist job seekers with looking for and applying for jobs on the Virginia Workforce Connection, exploring the job market, creating a resume and cover letter that can market the job seeker's skills and abilities, and providing information on job fairs, career planning, and training opportunities.

Veterans receive priority of service at Virginia Works. Dedicated veterans' representatives provide outreach and technical assistance to employers seeking to hire veterans. Veterans receive early access to job openings posted on the Virginia Workforce Connection. Veterans with barriers to employment receive intensive services to prepare them for work.

Employers post job openings on the Virginia Workforce Connection online or with assistance from Virginia Works' staff. Employers may search locally, statewide, and nationally for job candidates on our site. Work Opportunity Tax Credit (WOTC) information is also provided.

WYTHEVILLE:

Agency Contact:

Christina Lowe

Workforce Services and Center Manager

Christina.lowe@vec.virginia.gov

Wytheville@vec.virginia.gov

(276) 484-9411

Service Region:

Bland, Smyth, Wythe

RADFORD:

Agency Contact:

Karen Akers

Workforce Services Manager

Karen.Akers@vec.virginia.gov

Radford@vec.virginia.gov

(540) 267-8100

Service Region:

Floyd, Giles, Montgomery, Pulaski, Radford

GALAX:**Agency Contact:**

Rebecca Haynes

Workforce Services Manager

Rebecca.Haynes@vec.virginia.gov

Galax@vec.virginia.gov

(276) 236-5105

Service Region:

Carroll, Galax, Grayson

BRISTOL:**Agency Contact:**

Vincent Ringrose

Workforce Services Manager

Vinny.Ringrose@vec.virginia.gov

Bristol@vec.virginia.gov

(276) 642-7350

Program Service Region:

Bristol and Washington



NEW RIVER/MOUNT ROGERS WORKFORCE DEVELOPMENT FOUNDATION

CHANGING LIVES THROUGH THE POWER OF WORK

The New River/Mount Rogers Workforce Development Foundation supports the work of the New River/Mount Rogers Workforce Development Board and the New River/Mount Rogers Workforce Development Area Consortium Board by helping jobseekers and workers increase their prosperity through occupational skills training and personal development opportunities. While each of these trainings has a tuition cost, we offer financial assistance to those who qualify. Your first step is to complete the Prescreening, We will then be in touch to help you through the enrollment process.

Agency Contacts for Training:

Jenny Bolte

Deputy Director

Jenny.Bolte@vcwnrmr.com

Sherri Hanshew

Client Support Specialist

Sherri.Hanshew@nrmrworks.org

Service Region for all Trainings: New River Valley and Mount Rogers Region: Counties of Bland, Carroll, Floyd, Giles, Grayson, Montgomery, Pulaski, Smyth, Washington and Wythe and the cities of Bristol, Galax, and Radford.

Individuals interested in a training are asked to submit a registration through our website (in development). Currently, contact Sherri Hanshew to register for courses.

WORK READINESS TRAINING

Work Readiness Training is designed to equip individuals with the essential skills, behaviors, and knowledge needed to successfully enter and thrive in the workforce. It focuses on developing both soft and hard skills that employers consider critical for workplace success. This type of training can be beneficial for job seekers, youth entering the workforce, and those transitioning to new careers.

PERSONAL RESPONSIBILITY – ACHIEVING AND CAREER GOALS

Helps participants develop the ability to set clear, attainable personal and career goals and, most importantly, develop the necessary skills to help them successfully achieve those goals. Training Includes: Goal Setting, Self-Efficacy, Values Congruence, Achievement Drive, Supportive Environment, Self-Esteem, Self-Control, Self-Management, Problem Solving, Resiliency, Self-Improvement, and Personal Responsibility.

WORKPLACE READINESS

Helps participants get a leg up in preparing for, seeking, and securing the career of their choice.

Part One: Job Readiness

An eight-part series on workplace readiness, covering critical soft skills employers are looking for when assessing potential job candidates. Training Includes: The Importance of Having a Positive Attitude, Keeping Your Focus, Doing Your Best, Responding to Guidance or Direction, Controlling Your Emotions, Being Flexible, Communication, Planning & Organizing, Critical Thinking, Interpersonal/Social Skills, Teamwork, Professionalism, and Media Rules.

Part Two: Job Seeking Skills

A six-part series to help participants develop key job seeking skills needed to find, apply, interview, and accept a job. Training Includes: Job Search, Resumes, Job Applications, Preparing For An Interview, Interviewing, and After The Interview.

Part Three: Job Keeping Skills

A three-part series on job keeping that includes practical tips on how to effectively relate to customers, supervisors and co-workers. Training Includes: Getting off on the Right Foot, Getting Along in the Workplace, and Performance Reviews.

SUCCESS PROFILER

Helps participants improve their social and emotional intelligence. Emotional Intelligence skills are a learned ability to identify, explain, understand, and express human emotions in healthy and productive ways. They are the primary factors for reducing problematic behaviors and increasing motivation as well as act as a gateway to success in school, work, and life.

Part One: Assessments

Assessment Includes: Change, Customer Service, Emotional Intelligence, Leadership, Learning, Sales, Sensitivity, Teamwork, and Violence Prevention.

Part Two: Self Enhancement Components

Training Includes: Self-Esteem, Interpersonal Assertion, Interpersonal Awareness, Empathy, Drive, Strength/Motivation, Decision Making, Time Management, Sales Orientation/Leadership, Stress Management, Commitment Ethic, and Physical Wellness.

WINNING COLORS – LEADERSHIP AND TEAM BUILDING

Helps participants learn what motivates people to act the way they do. Training Includes: Provides a tool to help identify dominant behaviors of themselves and others, improve communication, and avoid conflict.

ANGER MANAGEMENT

Helps participants learn positive alternatives to dealing with stressful events that trigger

the inability to control an overwhelming sense of anger. Training Includes: Interpersonal Assertion, Empathy, Stress Management.

ANXIETY MANAGEMENT

Helps people learn how to manage anxiety through learning self-control, managing stress, and improving physical wellness. Training Includes: Self-Control, Stress Management, Physical Wellness.

FINANCIAL SUCCESS SYSTEM

Helps participants learn the financial soft and hard skills for successful goal setting with practical application for development of financial hard skills.

Part One: Financial Goal Setting, Self-Efficacy, Values Congruence, Achievement Drive, Supportive Environment, Self-Esteem, Self-Control, Self-Management, Problem Solving, Resiliency, Self-Improvement, and Personal Responsibility.

Part Two: Financial Goals and Plans, Careers, Training and Jobs, Creating a Budget, Staying on Budget, Banking and Finance, Saving and Investing, Credit Cards and Loans, Protecting and Insuring

BULLYING PREVENTION

Helps participants learn how to develop an emotionally competent personality in which personal needs are met outside of the bullying process.

CRITICAL WORK SKILLS

Offers training to certify your essential work skills needed for success in jobs across industries and occupations. Earn a National Career Readiness Certificate. Training Skills Include: *Applied Math, Graphic Literacy, and Workplace Documents.*

JOB READINESS 1

Provides foundational skills for job seekers to effectively navigate the job market. It covers topics such as resume writing, job search strategies, and professional communication. The course also emphasizes developing a positive mindset, time management, and understanding workplace expectations, making it an ideal starting point for individuals entering or re-entering the workforce.

JOB READINESS 2

Focuses on advancing essential employability skills and building on foundational competencies. This course covers topics such as advanced resume writing, networking strategies, and effective communication skills. It also emphasizes developing problem-solving abilities, understanding workplace culture, and preparing for professional interactions, including mock interviews and presentation skills. The course is designed to help job seekers confidently navigate the job market and excel in interviews, making it suitable for those who have completed the introductory level and are looking to deepen their job readiness skills.

JOB READINESS 3

Focuses on building advanced professional skills that are essential for workplace success. This course includes modules on strategic thinking, managing workplace relationships, leadership development, and effective collaboration. It also covers advanced communication techniques, conflict resolution, and managing projects within a team setting. The goal of the course is to equip individuals with higher-level competencies that support career advancement and effective team participation.

JOB READINESS 4

Helps individuals develop essential job search and workplace skills that are crucial for career success. This course covers areas such as effective communication, job search strategies, interview techniques, and professional behavior. It also includes activities to improve digital literacy, financial literacy, and customer service skills.

EMPLOYABILITY SKILLS

Employability skills are a set of essential competencies, attributes, and behaviors that enable individuals to perform effectively in the workplace. These skills are not specific to any job or industry but are applicable across various professions, making individuals more adaptable and capable in different work environments. Key Employability Skills include Communication Skills, Teamwork, Problem-Solving, Time Management, Adaptability, Critical Thinking, and Professionalism. These skills are often referred to as "soft skills" and complement technical or "hard skills" required for specific jobs. They are crucial for career development and long-term success in any profession.

TEAMWORK

Enhances participants' ability to collaborate effectively within diverse teams. The course covers essential topics such as building trust, improving communication, managing conflicts, and fostering a positive team environment. It aims to equip learners with the skills needed to work cohesively with others, understand different team roles, and contribute to the overall success of team projects. This training is beneficial for individuals at any level who want to strengthen their teamwork skills, making it suitable for those in leadership roles or those working in collaborative environments. It focuses on strategies to optimize team performance and achieve common goals.

CRITICAL THINKING

Helps learners develop the skills needed to analyze information, evaluate situations, and make sound decisions. The course covers essential topics such as logical reasoning, problem-solving techniques, and effective decision-making strategies. It aims to improve one's ability to think clearly and rationally, allowing participants to tackle complex problems and challenges in professional settings. This course is ideal for individuals looking to enhance their critical thinking abilities for roles that require analytical skills and effective problem-solving capabilities.

ADAPTABILITY AND FLEXIBILITY

Helps learners enhance their ability to adjust to changing environments and situations in the workplace. This course covers key topics such as handling unexpected changes,

developing a positive mindset, and strategies for staying productive during transitions. It aims to build resilience and provide practical techniques for dealing with uncertainty, making it ideal for individuals seeking to improve their adaptability skills for personal and professional growth.

CUSTOMER SERVICE

Focuses on enhancing individuals' analytical and reasoning skills, enabling them to evaluate situations, make informed decisions, and solve problems more effectively. The course covers strategies for approaching complex issues, analyzing information critically, and applying logical reasoning in both personal and professional settings. It is suitable for individuals looking to improve their ability to think systematically and make better decisions in various scenarios. The course is designed to build foundational skills in customer service, including effective communication, problem-solving, and handling customer complaints. The course emphasizes creating positive customer experiences and fostering strong relationships. It covers key aspects like active listening, managing difficult interactions, and delivering exceptional service that meets customer expectations.

DIGITAL LITERACY TRAINING

Digital literacy refers to the ability to effectively and critically navigate, evaluate, and create information using a range of digital technologies. It goes beyond basic computer skills, as it also includes understanding how to use technology in an ethical, safe, and responsible way. This is essential for participating fully in a digitally connected society, whether for work, education, or personal use. (These courses are taught by Adult Education and Literacy.)

DIGITAL LITERACY 101

Covers essential digital literacy skills needed to confidently navigate the digital world. This course includes topics such as basic computer operations, internet use, working with files, and navigating applications like Microsoft Office (Word, Excel, PowerPoint) and Google Suite (Docs, Sheets, Meet). It also addresses critical areas like online safety, using social media, and recognizing phishing attempts. The goal of the course is to build foundational digital skills that can be applied in various professional and personal settings, making participants more adept at using technology effectively and securely.

DIGITAL LITERACY 102

Focuses on intermediate topics, including working with advanced features in Microsoft Office and Google Suite applications, exploring various virtual meeting tools like Zoom and Microsoft Teams, and enhancing online communication skills. Participants also learn about online safety and privacy, including phishing awareness and protecting personal information online. This course is designed to further develop digital proficiency and confidence in using digital tools effectively.

BASIC COMPUTER SKILLS

Introduces the fundamentals of using a computer, including operating system

navigation, keyboard and mouse use, and basic troubleshooting.

INTERNET BASICS

Teaches how to navigate the internet, use web browsers, and perform basic online searches. Includes internet safety practices like avoiding scams and malware.

USING EMAIL

Covers how to create, send, and manage emails, including attachments, formatting, and using email folders and settings.

WINDOWS AND MAC OPERATING SYSTEMS

Provides an introduction to navigating the Windows and macOS operating systems, including file management and system customization.

GOOGLE SHEETS

Similar to Excel, this course teaches spreadsheet skills using Google Sheets, with a focus on cloud collaboration.

SOCIAL MEDIA

Teaches how to use platforms like Facebook, Twitter, and Instagram. The course emphasizes responsible social media use, privacy settings, and best practices for communication.

INFORMATION LITERACY

Covers how to evaluate the reliability and credibility of information found online, an essential skill in the digital age.

CAREER SEARCH SKILLS

Teaches how to use online job search engines, create resumes using templates, and complete job applications. It also covers email etiquette for job hunting.

YOUR DIGITAL FOOTPRINT

Focuses on managing one's online presence, understanding how personal information can be used by others, and protecting privacy in a professional context.

ACCESSING TELEHEALTH APPOINTMENTS

Helps individuals navigate and use telehealth services effectively.

COMPUTER SOFTWARE SKILLS

INTRODUCTION TO MICROSOFT WORD

Teaches how to create, format, and edit documents in Word. Includes lessons on inserting images, tables, and managing document settings.

INTRODUCTION TO MICROSOFT EXCEL

Covers basic spreadsheet skills like entering data, using formulas and functions, and creating charts and graphs.

INTRODUCTION TO MICROSOFT POWERPOINT

Provides instruction on creating presentations, including slide formatting, transitions, and adding multimedia elements.

INTRODUCTION TO GOOGLE DOCS

Covers how to use Google Docs for creating and editing documents in the cloud, collaborating with others in real-time, and managing document sharing settings.

MICROSOFT 365 WORD 1

Introduces participants to the essential tools and features of Microsoft Word within the Office 365 suite. The course covers topics such as text formatting, document setup, and new features like translation tools and cloud collaboration. It is designed for beginners to intermediate learners and prepares participants for the Microsoft Office Specialist (MOS) Associate Certification Exam, providing a solid foundation in Word skills necessary for professional and academic use

MICROSOFT 365 WORD 2

Introduces advanced features and tools for more complex document editing and formatting. The course covers topics like creating and managing tables, using advanced page layouts, and working with references, including footnotes and endnotes. It also explores collaboration tools, enabling users to work seamlessly in the Microsoft 365 ecosystem. This course is ideal for intermediate users looking to deepen their proficiency in Microsoft Word and prepare for higher-level certifications

MICROSOFT 365 EXCEL 1

introduce participants to the core functionalities of Microsoft Excel, covering basic spreadsheet operations and fundamental data analysis skills. It includes lessons on creating, editing, and formatting spreadsheets, utilizing formulas, and generating simple charts. This course is ideal for beginners looking to build a solid foundation in Excel, and it provides essential skills for managing data and performing basic calculations in both professional and academic settings.

MICROSOFT 365 EXCEL 2

Focuses on advanced functionalities such as complex formulas, data manipulation, and visualization techniques. Participants will learn to create and format charts, work with PivotTables, and utilize Excel's data analysis tools. This course is ideal for users who are familiar with basic Excel operations and want to enhance their proficiency for more advanced data management and analytical tasks

MICROSOFT 365 EXCEL 3

An advanced-level course designed to further develop participants' proficiency in Microsoft Excel. It covers complex data analysis, advanced formula creation, and automation techniques using macros. This course is ideal for users who are comfortable with intermediate Excel skills and want to expand their expertise for more

sophisticated data manipulation and reporting tasks. By the end of the course, participants will be equipped to tackle complex data projects and streamline workflows

MICROSOFT 365 OUTLOOK 1

Introduces participants to the basic features and functionalities of Microsoft Outlook. It covers email management, calendar organization, and contact management, helping users efficiently handle communication and scheduling tasks. The course is ideal for beginners who want to gain proficiency in using Outlook for both personal and professional purposes. This foundational course sets the stage for mastering more advanced features in subsequent levels.

MICROSOFT 365 OUTLOOK 2

Builds upon the basics learned in Outlook 1 and focuses on advanced features such as managing multiple email accounts, automating workflows with rules, and optimizing calendar and task functions for better productivity. This course is ideal for users looking to master advanced email management and organizational strategies in Outlook, enhancing their efficiency in professional communication and scheduling tasks.

MICROSOFT 365 POWERPOINT 1

Introduce participants to the basic functionalities of PowerPoint. This course covers creating and formatting presentations, using various slide layouts, and incorporating text, images, and multimedia elements. It helps users gain foundational skills needed for professional presentations, making it ideal for beginners who want to learn how to create impactful presentations using Microsoft PowerPoint.

MICROSOFT 365 POWERPOINT 2

Focuses on more advanced features for creating impactful presentations. Participants learn how to use animation and transitions, manage multimedia elements, and customize themes and slide layouts. This course is ideal for individuals looking to enhance their presentation skills and create more dynamic, professional presentations for a variety of business and educational settings.

MICROSOFT SHAREPOINT

Helps participants understand the fundamental features of SharePoint, such as document management, team collaboration, and site navigation. Participants learn how to create and manage SharePoint sites, use libraries and lists, and implement document workflows. This course is ideal for individuals and teams looking to improve productivity through effective use of SharePoint's collaborative tools in a professional setting.

HEALTHCARE TRAINING

HEALTHCARE BASICS

Helps participants understand the fundamentals of healthcare, including The Art of Staying Focused, Bridging the Diversity Gap, First Aid: Basic, First Aid: Automated external defibrillator, First Aid: CPR, First Aid: CPR (Compression only), First Aid: Medical

Emergencies, First Aid: Mental Health Awareness, Safety Short: Coronaviruses and COVID-19, Navigating the Post-Pandemic Workplace, HIPAA Privacy Essentials, HIPAA - Security Rule for Business Associates, HIPAA - Security Rule for Covered Entities, and HIPAA - For Non-Medical Employees

BLOODBORNE PATHOGENS

Helps individuals understand the prevention and control of bloodborne pathogen transmission in workplace environments. The course covers essential topics such as identifying risks, implementing safety measures, and understanding OSHA standards related to bloodborne pathogens. It is ideal for healthcare professionals and employees who may come into contact with potentially infectious materials, providing them with the knowledge to maintain a safe and compliant workplace.

PHARMACY TECHNICIAN

Prepares students for a career as a certified pharmacy technician. The curriculum covers essential topics such as pharmacology, pharmacy law, drug classifications, medical terminology, and pharmaceutical math calculations. The program also includes interactive exercises, practical labs, and real-world simulations to build job-readiness skills. Prepares students for the Pharmacy Technician Certification Exam (PTCE) and the Exam for the Certification of Pharmacy Technicians (ExCPT). Students complete a minimum 130-hour externship at a partnered pharmacy, such as CVS, Walgreens, or Kroger, to gain hands-on experience.

MEDICAL TRANSCRIPTIONIST

Prepares students for a career as a medical transcriptionist. The program covers key topics such as medical terminology, body systems, pharmacology, electronic medical records, and transcription software. It includes nine courses, 26 exams, and four graded projects. Helps students prepare for the Registered Healthcare Documentation Specialist (RHDS) exam offered by the Association for Healthcare Documentation Integrity (AHDI), enhancing their employability in a variety of settings like hospitals, clinics, and insurance companies.

PHYSICAL THERAPY AID

Prepares students for entry-level roles in physical therapy settings such as clinics, hospitals, and sports medicine centers. The curriculum covers topics like medical terminology, body systems, common physical disorders, and physical therapy treatments. Students will also learn essential skills in exercise and mobility training, patient care, and customer service.

CERTIFIED NURSING ASSISTANT (BLACKSBURG AND GALAX)

It includes a curriculum that covers core competencies such as patient care, personal care, basic nursing skills, and emergency procedures. Programs must consist of at least 120 hours of training, which includes 40 hours of hands-on clinical experience. Graduates must pass the National Nurse Aide Assessment Program (NNAAP) exam to become certified. The program prepares students to work in various healthcare settings, such as long-term care facilities and hospitals.

SKILLED TRADES TRAINING

HOME BUILDERS INSTITUTE PRE-APPRENTICESHIP CERTIFICATE TRAINING (HBI PACT)

Provides participants with hands-on training and theoretical knowledge in various building trades. The curriculum integrates performance-based learning with vocational and academic skills training, covering areas like carpentry, electrical, plumbing, and more. The program also includes life skills and career development, preparing students for entry-level employment in the construction industry. The certification is recognized by the U.S. Department of Labor and aligns with industry standards. Includes: basic safety, trade math and measurement, an introduction to tools and materials in residential construction, and employability skills.

GREEN BUILDING

Includes basic environmental literacy; environmental impact of construction; building science fundamentals; green building terminology; and material, energy and resource conservation.

CARPENTRY

Carpenters construct, repair, and install building frameworks and structures made from wood and other materials. Training Skills includes: Read blueprints; Frame floors, walls, ceilings, and roofs; Build forms of concrete; Lay roofs with plywood and shingles.

ELECTRICAL

Electricians install, connect, test, maintain, and repair electrical equipment and wiring systems. Training Skills include: Install circuits; Maintain lighting power, climate control and security systems; Repair circuits and electrical equipment; Install electrical conduit and wiring for homes and commercial sites.

PLUMBING

Plumbers install and repair plumbing fixtures and systems. Training Skills include: Cut and join pipe; Install, repair, and maintain plumbing systems; Install and repair waste disposal and drainage systems; Install and repair fixtures like showers, diverters, sinks, faucets, and toilets.

Course Code: STHBIP0005

Delivery: Online and Hands-on

MASONRY

Masonry workers use bricks, concrete, and concrete blocks, as well as natural and manmade stones, to build walkways, walls, and other structures. Training Skills include: Mix mortar and grout; Lay lines and grades; Erect block and brick walls, partitions, and precast masonry panels; Lay brick floors and stairs.

LANDSCAPING

Landscapers ensure that the outside areas of houses, businesses, buildings, and parks are attractive, orderly, and healthy. Training Skills include: Plant, transplant, prune and maintain trees, shrubs, and flowers; Mow, edge, rake, seed, fertilize, and treat lawns; Build retaining walls, patios/terraces, fences, and bed borders; Install and maintain

water features like ponds and fountains.

PAINTING

Painters apply paint, stain, and coatings to walls and ceilings, buildings, large machinery and equipment, bridges, and other structures. Training Skills include: Prepare and finish surfaces like wood and drywall; Work with different types of paints like water- and oil-based paint; Work with stains and coatings like varnish and lacquers; Apply specialty finishes like texturing, wall coverings, or epoxies.

BUILDING CONSTRUCTION TECHNOLOGY

Building Construction Technology (BCT) workers performs basic maintenance and installation to keep machines, mechanical equipment, and the structure of an establishment in good repair. Training Skills include: Replace windows, doors, plumbing, and electrical fixtures; Repair floor, wall, and ceiling surfaces; Install drywall and painting; Maintain buildings, properties, and landscaped areas.

WEATHERIZATION

Weatherization specialists make upgrades and repairs to a home to enhance energy efficiency and lower overall energy consumption. Training Skills include: Repairing or replacing heating and cooling systems; Insulation; Repairing roofs; Mold remediation.

HEATING VENTILATION AND AIR CONDITION (BASIC)

Heating Ventilation and Air Condition technicians install, maintain, and troubleshoot heating, ventilation, air conditioning, and refrigeration systems. Training Skills include: Install system wiring and circuits; Maintain and clean heating and air conditioning systems; Install air filtration systems; Test systems using industry standard methods.

SOLAR INSTALLATION

Solar installers harness the power of sunlight to generate electricity or heat in homes or buildings. Solar installation for electrical applications is called photovoltaic installation or PV. Training Skills include: Repair and seal roofing components; Cut, assemble, and install pipe; Install system wiring and circuits; Mount and maintain solar modules and collectors.

FORKLIFT OPERATOR

Provides individuals with the foundational skills and safety knowledge required to operate a forklift in an industrial or warehouse setting. This course covers essential topics such as equipment inspection, proper loading techniques, safe maneuvering practices, and OSHA safety standards. It prepares learners to operate forklifts safely and effectively, making them suitable candidates for positions in logistics, warehousing, and manufacturing environments.

FLAGGER

Provides individuals with training to become certified flaggers in construction and roadwork settings. The course covers traffic control standards, safety procedures, and communication techniques to ensure the safe and efficient movement of traffic through work zones. It is designed to meet the industry standards and regulations for

flagger certification, preparing participants for roles that involve directing vehicular and pedestrian traffic safely around construction sites.

HVAC

Provides training in heating, ventilation, and air conditioning systems, covering essential topics such as air-handling systems, compressors, control systems, and refrigeration cycles. It includes modules on equipment troubleshooting, safety procedures, and the basics of electrical systems relevant to HVAC operations. The course is suitable for individuals looking to enter or advance in the HVAC field, equipping them with the foundational knowledge and skills needed for industry certifications and practical applications in residential and commercial settings.

CONSTRUCTION BASICS

Provides comprehensive training for individuals seeking to enter or advance in the construction industry. The course covers a variety of topics, including safety practices, basic tool usage, blueprint reading, and construction project management. The training program is designed to equip participants with foundational knowledge and skills, ensuring they are well-prepared to work safely and effectively in various construction settings. This course is suitable for both beginners and those with some experience looking to refine their skills and knowledge.

INTRODUCTION TO CARPENTRY

Provides foundational training in carpentry skills, covering essential topics such as the use of hand tools, reading blueprints, and understanding construction safety protocols. The course prepares participants for entry-level positions in construction, focusing on basic techniques for building, repairing, and maintaining structures. It is ideal for individuals looking to start a career in carpentry or expand their skill set for personal or professional growth.

WELDING PRINCIPLES

Covers fundamental welding concepts and skills required for various welding processes. The course includes topics such as arc welding operations, blueprint reading for welders, and oxyfuel operations like joining, cutting, and surfacing. It is designed to provide foundational knowledge for individuals seeking to begin or advance in a welding career, focusing on safety, techniques, and equipment handling.

ELECTRICAL SAFETY

Focuses on key principles of electrical safety, including protection measures, safe operating practices, and understanding regulations like NFPA 70E®. The course is ideal for individuals working in environments where they may encounter electrical hazards. It covers safety protocols, risk assessment, and equipment handling to prevent accidents and ensure a safe workplace.

MANUFACTURING TRAINING

READING BLUEPRINTS

Designed to provide individuals with a solid understanding of how to interpret and analyze blueprints commonly used in various industries. The course covers foundational skills such as understanding symbols, scaling, and reading schematics and diagrams. It is ideal for those entering fields like construction, manufacturing, or engineering, where blueprint reading is a critical skill for success.

READING SCHEMATICS AND SYMBOLS

Teaches participants how to interpret and understand various schematics and symbols used in engineering, electrical systems, and manufacturing industries. The course covers the fundamentals of reading electrical diagrams, mechanical drawings, and process flowcharts, equipping learners with the skills needed to accurately analyze and troubleshoot complex systems. This training is ideal for individuals pursuing careers in technical fields where understanding schematics and symbols is essential.

MATHEMATICS IN THE PLANT

Teaches essential mathematical concepts that are commonly used in industrial and manufacturing settings. The course covers topics such as measurements, basic math operations, and applied mathematics needed for understanding technical drawings, calculating tolerances, and solving practical problems on the plant floor. It is ideal for individuals working in or pursuing careers in technical or manufacturing roles where math skills are critical.



The following courses are provided by the Center for Manufacturing Excellence in Southwest Virginia. All courses align with the CME's purpose to offer advanced manufacturing skills training which strengthen the manufacturing industry. All programs, courses, and

offerings have been developed to meet the needs of manufacturing companies in the region.

ADVANCED MANUFACTURING PRODUCTION TECHNICIAN

Prepares students for an entry-level position at an advanced manufacturing company. They perform many important tasks such as product assembly, machine operation, and quality assurance. They play a key role in the manufacture of many commercial products.

CNC LATHE PRODUCTION TECHNICIAN

Prepares students for an entry-level position as a CNC machine operator. Computer numerical control (CNC) lathe production technicians transform raw materials into finished products used in commercial, automotive, medical, and aerospace products. They produce parts that range from simple bolts of steel to titanium bone screws for orthopedic implants. They work from blueprints, or computer-aided design (CAD), and computer-aided manufacturing (CAM) files. They set up and operate CNC machine tools, monitor the feed rate and speed of machines, and measure, examine, and test completed products for defects.

CNC MACHINING CENTER PRODUCTION TECHNICIAN

Prepares students for an entry-level position as a CNC machine operator who transforms raw materials into finished products used in commercial, automotive, medical, and aerospace products. They produce parts that range from simple bolts of steel to titanium bone screws for orthopedic implants. They work from blueprints, or computer-aided design (CAD), and computer-aided manufacturing (CAM) files. They set up and operate CNC machine tools, monitor the feed rate and speed of machines, and measure, examine, and test completed products for defects.

MECHATRONICS AND INDUSTRIAL AUTOMATION TECHNICIAN

Prepares students for an entry-level position as an industrial maintenance technician. Mechatronics is the convergence of mechanical, electronic, control, and software engineering. Also known as electro-mechanical maintenance technicians, mechatronics and industrial automation technicians combine knowledge of mechanical technology with knowledge of electrical circuits. They install, troubleshoot, repair, and upgrade electronic and computer-controlled mechanical systems, such as robotic assembly machines. They work closely with electrical and mechanical engineers. They work primarily in manufacturing, engineering services, and research and development.

QUALITY ASSURANCE TECHNICIAN

Prepares students for an entry level position as a quality assurance technician. When products like cell phones, computers or automobiles leave the factory, it's the quality assurance technician who makes sure they work. Also known as inspectors or testers, quality assurance technicians work on a wide range of challenging projects across multiple industries. Critical to the success of any product development team, they make a difference. Quality assurance technicians reduce the cost of production, decrease maintenance expenses, and increase customer safety and satisfaction.

LEAN SIX SIGMA BLACK BELT

Designed to provide Black Belt candidates working in operational environments with the principles, practices, and tools of Lean Six Sigma. The instructor shall assess the proficiency of each Black Belt candidate through concurrent project assignments if available, classroom interaction, and examinations. In addition, a reasonable amount of individual assistance will be provided, as necessary, to help each student in successfully completing the training.

LEAN SIX SIGMA GREEN BELT

The training program offers a balance of lean thinking through topics such as intro to lean, 5s, 7 deadly wastes, root cause analysis, DMAIC, project selection, and kaizen event management. In addition, the student will learn how to measure with advanced six sigma tools. Students will refine problem solving and analytical skills to help their organizations to improve internal processes and the ability to quickly identify root cause of problems and come up with effective solutions. The program consists of coursework, an exam, improvement projects, and hands-on exercises during labs.

ELECTRICAL TRAINING

RESIDENTIAL ELECTRICIAN

Prepares students for entry-level roles in residential and light commercial electrical work. The program covers topics such as electrical fundamentals, reading blueprints and schematics, electrical tools and safety, and working with residential and small commercial electrical systems. It also helps students understand the National Electrical Code® (NEC) standards, which are essential for performing electrical installations and repairs. The course is designed to help graduates start their careers as apprentices in the electrical field or further their knowledge for licensing and certification purposes, depending on state requirements.

BASIC ELECTRICITY AND ELECTRONICS

Provides foundational knowledge of electrical and electronic systems, covering essential topics such as electrical circuits, measuring instruments, and safety procedures. The course is designed for individuals looking to build or enhance their understanding of electrical principles, making it ideal for those entering or advancing in technical and industrial fields. Participants will gain the skills necessary to work with electrical equipment and troubleshoot basic issues in various environments.

BATTERIES AND DC CIRCUITS

Provides foundational training on the principles of direct current (DC) circuits and the role of batteries in electrical systems. It covers topics such as the characteristics of DC circuits, the function and types of batteries, and basic troubleshooting techniques. The course is designed for individuals looking to enhance their understanding of DC circuits and electrical components, making it ideal for those pursuing careers in electronics, electrical maintenance, or other technical fields.

TRANSFORMERS AND AC CIRCUITS

Covers the essential principles of alternating current (AC) circuits and the function and applications of transformers. Participants will learn how transformers are used in electrical systems, the relationship between AC voltage and current, and the various configurations and types of transformers. This course is ideal for individuals looking to expand their knowledge in electrical systems and is designed for those pursuing careers in technical and industrial fields.

ELECTRICAL MEASURING INSTRUMENTS

Teaches participants how to use various instruments to measure electrical quantities, such as voltage, current, and resistance. The course covers the proper use and handling of tools like multimeters and oscilloscopes, along with techniques for interpreting readings to troubleshoot and diagnose electrical systems. It is ideal for individuals in electrical and maintenance fields looking to enhance their technical skills.

ELECTRICAL SAFETY AND PROTECTION

Covers essential safety principles and protective measures when working with

electrical systems. Participants learn about hazard identification, safety protocols, and the use of protective equipment to minimize the risk of electrical shock and injuries. The course is ideal for individuals in technical fields looking to enhance their understanding of electrical safety standards and practices.

DC EQUIPMENT AND CONTROLS

Focuses on the principles and applications of direct current (DC) electrical equipment and control systems. The course covers topics such as the operation and maintenance of DC machinery, understanding DC circuits, and troubleshooting common issues in DC equipment. This training is designed for individuals looking to gain technical knowledge and skills relevant to electrical maintenance and control systems in industrial environments.

AC CONTROL EQUIPMENT

Teaches the principles and applications of alternating current (AC) control systems. It covers topics such as the operation and maintenance of AC control equipment, understanding control circuits, and troubleshooting AC systems. This course is ideal for individuals working in electrical maintenance or looking to advance their technical skills in managing and maintaining AC control systems in various industrial settings.

ELECTRICAL TROUBLESHOOTING

Teaches participants how to identify, analyze, and resolve issues in electrical systems. It covers the fundamentals of troubleshooting, diagnostic techniques, and using various tools to detect and fix faults in circuits, motors, and control systems. This course is ideal for individuals working in maintenance, repair, and technical roles who want to enhance their problem-solving skills in electrical applications.

ELECTRICAL SAFETY IN THE WORKPLACE—UNDERSTANDING NFPA 70E®

Teaches safety practices related to electrical hazards in the workplace, based on the NFPA 70E® standard. It covers essential topics such as hazard identification, safety measures, and the use of personal protective equipment (PPE) to prevent electrical accidents. The course is ideal for individuals working in environments with electrical risks, helping them understand and apply NFPA 70E® standards to ensure a safe working environment.

INFORMATION TECHNOLOGY TRAINING

IT SUPPORT SPECIALIST

Prepares students for entry-level positions such as computer support specialists, IT support specialists, and IT helpdesk technicians. The curriculum covers fundamental topics including computing hardware, networking, mobile devices, operating systems, and computer security. It is aligned with the CompTIA A+ certification exam objectives, helping students build skills necessary to troubleshoot, install, and configure computer systems, as well as understand

network protocols and security concepts.

IT FOUNDATIONS - WINDOWS 11

Provides foundational training in navigating and using the latest Windows operating system. The course covers essential features and functionalities of Windows 11, including system setup, file management, customization options, and basic troubleshooting skills. It is designed for individuals looking to enhance their proficiency with Windows 11, whether for personal use or in a professional IT support role. The course includes hands-on exercises that focus on familiarizing learners with the new interface and tools offered by Windows 11, helping them build the necessary skills to troubleshoot and support users effectively.

COMPTIA IT FUNDAMENTALS+ (ITF+)

Provides an introduction to basic IT knowledge and skills, covering essential topics such as computing, IT infrastructure, software development, and database fundamentals. It is designed for individuals looking to explore a career in IT or for those in non-technical roles who need to develop a foundational understanding of IT concepts. Key areas covered in the course include: IT concepts and terminology, Basic infrastructure setup and configuration, Application and software basics, Security principles and practices, Database fundamentals, Software development concepts. The course is ideal for beginners or those considering a career change into IT. It helps learners build a strong foundation that prepares them for more advanced certifications, such as CompTIA A+, Network+, or Security+.

METRIX A+ - EXAM 1

Prepares learners for the first part of the CompTIA A+ certification (220-1101). This course covers foundational IT concepts, including hardware, networking, mobile devices, virtualization, and cloud computing. It helps learners develop troubleshooting skills and knowledge necessary for managing and supporting a range of IT systems. The course is designed for those seeking entry-level IT roles, providing a comprehensive overview of the essential technical skills needed to pass the A+ Exam 1 and further advance in IT careers.

A+ - EXAM 2

Prepares learners for the second part of the CompTIA A+ certification (Exam 220-1102). This course covers advanced topics such as operating systems, software troubleshooting, security, and operational procedures. It provides the necessary skills to support IT infrastructure and handle software, hardware, and network-related issues. The course is suitable for individuals looking to advance their IT careers by acquiring troubleshooting and problem-solving skills needed for roles such as IT support specialist or helpdesk technician. By completing this course, learners will be better prepared to pass the CompTIA A+ Core 2 exam and obtain the certification.

NETWORK+

Helps learners gain essential networking skills and prepare for the CompTIA Network+ certification. The course covers a variety of topics, including network configuration, management, troubleshooting, and understanding the various aspects of wired and wireless networking. It is ideal for those pursuing careers as network technicians or IT professionals who want to enhance their knowledge of networking concepts.

Through hands-on training and practical exercises, the course ensures that learners are well-prepared for the CompTIA Network+ exam. It provides a strong foundation in networking fundamentals, allowing participants to understand network design, security, and cloud computing concepts necessary for building a successful career in IT.

SECURITY+

Helps learners prepare for the CompTIA Security+ certification, which is a fundamental credential in cybersecurity. The course covers a broad range of security topics, including network security, threat management, cryptography, and identity and access management. It provides the foundational skills necessary to assess and manage risks, implement secure network architectures, and mitigate potential vulnerabilities. The course is ideal for those pursuing entry-level roles in cybersecurity or IT professionals looking to expand their expertise in security practices. Completing this course prepares individuals to pass the CompTIA Security+ exam and advance in cybersecurity careers.

AWS CERTIFIED CLOUD PRACTITIONER

Equips learners with foundational knowledge of AWS cloud concepts, services, and security principles. It covers key topics such as cloud architecture, AWS global infrastructure, and core services like Amazon EC2, S3, and Lambda. The course also includes guidance on implementing security best practices and managing AWS resources efficiently. Learners will gain skills in cloud cost management, compliance, and governance, making it an ideal starting point for those seeking to understand AWS or pursuing roles like cloud practitioner or cloud support associate. The course prepares participants for the AWS Certified Cloud Practitioner exam, validating their understanding of AWS cloud basics, including billing, pricing, and support.

COMPUTER APPLICATIONS TRAINING

INTRODUCTION TO ARTIFICIAL INTELLIGENCE

Introduces participants to fundamental AI concepts, including machine learning, data analysis, and automation techniques. It covers topics such as neural networks, natural language processing, and the ethical considerations of AI use. This course is suitable for individuals interested in understanding the basics of AI and how it is applied across various industries.

ADVANCED ARTIFICIAL INTELLIGENCE

Covers essential AI topics such as basic AI theory, various types of artificial intelligence, and its applications in transforming the workplace.

GOOGLE APPS

Covers essential Google Apps skills such as using Google Docs, Sheets, Slides, and other collaborative tools that are widely used in professional and educational settings. This training helps users become adept at cloud-based document management, creating professional presentations, and collaborating in real-time, making it valuable for anyone looking to enhance their digital literacy and productivity skills.

SALESFORCE

This course covers key aspects such as understanding Salesforce functionalities, managing customer relationships, creating reports and dashboards, and utilizing the platform's automation tools. This course is designed for professionals looking to gain expertise in Salesforce for roles like Salesforce Administrator or Business Analyst. It includes hands-on learning to prepare for industry-recognized certifications.

PHOTOSHOP ELEMENTS 13

Teaches learners the fundamentals of using Adobe Photoshop Elements for photo editing and management. This course covers key areas such as navigating the interface, organizing and importing images, and using basic to advanced editing tools to enhance the look of your photos. It is suitable for beginners and those looking to build a strong foundation in photo editing with Photoshop Elements. The course focuses on practical applications, allowing users to quickly learn how to perform edits and manage their photo collections more effectively.

ADOBE PREMIERE ELEMENTS 13

Teaches the basics of video editing using Adobe Premiere Elements. The course is designed for beginners and covers fundamental topics such as video trimming, editing techniques, and creating professional-quality video projects. It introduces learners to the user interface, video clip manipulation, and adding audio and visual effects to enhance video content. The course is structured to help users create engaging videos for various purposes, such as social media content or personal projects, and is suitable for those new to video editing who want to build a solid foundation in the software.

QUICKBOOKS

Provides learners with foundational and advanced knowledge of Intuit QuickBooks, a leading accounting software for small businesses. The course covers key aspects such as setting up QuickBooks, managing lists and transactions, handling finances, and generating financial reports. This course is structured to help students prepare for the QuickBooks Certified User (QBCU) certification exam. It includes modules like *Mastering QuickBooks Level 1*, which introduces basic concepts over two parts, and specific training for QuickBooks Pro versions. Upon completion of the course, students can validate their skills and technical proficiency through the certification process.

OTHER INDUSTRY TRAINING

VETERINARY ASSISTANT

Covers topics such as animal behavior, handling and restraint, veterinary terminology, nutrition, emergency and wound care, small and large animal nursing, radiology, and surgical preparation. The program also includes a required 100-hour externship, providing hands-on experience in a real veterinary practice or hospital.

AUTOMOTIVE REPAIR TECHNICIAN

Prepares students for entry-level roles as automotive service technicians and mechanics. The curriculum covers key areas such as engine repair, automotive brakes, suspension and steering, heating and air conditioning, electrical and electronic systems, and automotive performance. It also includes preparation for the National Institute for Automotive Service Excellence (ASE) Certification exams.

RETAIL & CUSTOMER SERVICE

Focuses on providing foundational skills and knowledge necessary for effective customer service and retail management. The course covers essential topics like customer advocacy, customer focus, customer service fundamentals, and the essentials of customer service. These skills are applicable across various retail and customer service roles, helping learners enhance their communication abilities and improve their overall service delivery. The course is designed to help participants develop a strong understanding of how to manage customer relationships, handle common service challenges, and ensure customer satisfaction, which are crucial skills for careers in retail and customer service sectors.

FOOD INDUSTRY

Covers a variety of essential topics designed to enhance skills and knowledge relevant to careers in the food industry. This includes training in food safety, sanitation, food service operations, customer service, and certification preparation. The course also includes specialized training in food handling and food allergens to ensure that learners are equipped to work in food service environments that prioritize health and safety standards.

The program is aimed at individuals seeking to enter or advance in food industry roles, such as food service managers, safety inspectors, or food handlers.

Additionally, the course may help participants prepare for certifications required for specific food safety positions.

COMMERCIAL DRIVING SAFETY AND REGULATIONS

Focuses on providing foundational knowledge and skills for individuals pursuing a career in commercial driving. The course covers essential topics such as vehicle safety, road regulations, and driving techniques needed to operate commercial vehicles like trucks and buses. This program also helps prepare learners for

obtaining a Commercial Driver's License (CDL) by covering the key areas tested during CDL certification exams. The course is ideal for individuals looking to enter the transportation industry and meet the safety and compliance standards required for commercial driving roles.

PROFESSIONAL DEVELOPMENT

PROFESSIONAL DEVELOPMENT 1

Offers training in essential skills for career growth and workplace effectiveness. Topics covered in this course include building and maintaining trust, business ethics, effective communication, career management, and problem-solving strategies. It aims to help learners improve their professional skills, adapt to various work environments, and develop competencies that are valuable across multiple career fields. This course is suitable for individuals looking to enhance their professional capabilities, whether they are just starting out in their careers or seeking to advance to higher roles. It helps participants gain insights into workplace behavior, improve interpersonal relationships, and build a solid foundation for ongoing professional development.

PROFESSIONAL DEVELOPMENT 2

Helps individuals further develop their workplace skills and advance in their careers. This course focuses on a range of topics such as advanced communication strategies, problem-solving techniques, leadership skills, and enhancing emotional intelligence. It is ideal for professionals looking to deepen their understanding of these areas and apply them in practical workplace situations. The course also includes training in managing workplace relationships, adapting to organizational changes, and strategies for maintaining productivity and personal effectiveness. It is structured to help participants become more confident and competent in handling complex workplace dynamics.

PROFESSIONAL DEVELOPMENT 3

Helps individuals build on foundational skills gained in previous professional development courses. It focuses on advanced workplace competencies such as leadership, strategic thinking, and effective communication. The course aims to enhance participants' abilities to manage complex work scenarios, improve decision-making, and foster a collaborative work environment. The curriculum includes modules on critical thinking, emotional intelligence, teamwork, and time management. It is ideal for individuals seeking to advance their careers by developing higher-level professional skills that are crucial for leadership roles and effective workplace management.

PROFESSIONAL DEVELOPMENT 4

Covers topics such as strategic leadership, project management, advanced communication techniques, and personal effectiveness. Participants will gain deeper insights into managing complex business environments, handling high-

pressure situations, and making strategic decisions that drive organizational success. It is ideal for individuals aiming to enhance their leadership capabilities and those seeking to take on more strategic roles within their organizations. The course includes training in critical thinking, emotional intelligence, and time management, preparing participants for higher-level responsibilities and fostering a proactive approach to career advancement.

BASIC GRAMMAR AND WRITING

Designed to enhance foundational grammar and writing skills, making it suitable for individuals looking to improve their communication abilities. The course covers key topics such as grammar rules, sentence structure, punctuation, and basic writing principles. It helps learners develop effective writing skills that can be applied in business, academic, and personal settings. The program is ideal for individuals seeking to strengthen their grammar and writing skills to communicate more clearly and professionally. The training includes exercises and assessments to reinforce learning and ensure that learners can apply these skills effectively in real-world situations.

ADMINISTRATIVE SUPPORT

Provides foundational skills necessary for administrative professionals, covering key topics such as office management, business communication, effective business writing, time management, and interpersonal skills. This course is ideal for individuals seeking roles as office assistants, administrative support staff, or office coordinators. It includes training in essential skills like cross-cultural communication, dealing with difficult people, business etiquette, and organizational strategies to improve productivity and support team operations. The course helps learners gain a solid understanding of how to manage administrative tasks efficiently while enhancing their professional skills.

Diversity, Equity, and Inclusion

Provides learners with foundational knowledge and practical strategies to foster inclusive workplaces. The course covers key topics such as understanding and managing unconscious bias, promoting cultural awareness, and implementing diversity initiatives. It is designed to help individuals and organizations create more equitable and inclusive environments by equipping participants with the skills to address diversity challenges, build inclusive teams, and support equitable policies and practices.

The course is ideal for professionals at all levels who want to enhance their understanding of DEI principles and apply them effectively within their organizations.

Workplace HR

Provides an overview of key human resources (HR) functions and practices essential for effective workplace management. This course covers a variety of topics such as recruitment and onboarding, employee relations, risk management, HR legal compliance, and workforce planning. It is designed to help HR

professionals and those aspiring to enter the field develop a deeper understanding of HR principles and best practices. The course also includes training in HR management strategies, addressing challenges related to employee engagement, and fostering a productive workplace culture. Participants will gain the necessary skills to support organizational HR needs and help drive positive business outcomes.

MANAGEMENT & LEADERSHIP TRAINING

MANAGEMENT 1

Provides foundational knowledge in management practices, equipping participants with the skills necessary to handle management-level responsibilities. The course covers topics such as leadership fundamentals, team management, communication strategies, and problem-solving techniques. It is intended for those looking to build or enhance their management capabilities, preparing them for roles such as team leads or entry-level management positions. This course is part of a broader curriculum that includes other management and professional development courses, which progressively cover more advanced topics as learners move through the levels.

MANAGEMENT 2

Covers intermediate-level management concepts, such as advanced communication strategies, conflict resolution, performance management, and strategic decision-making. This course is intended to prepare participants for higher management responsibilities and to effectively lead teams while aligning with organizational goals. It is ideal for individuals looking to expand their leadership abilities and develop a deeper understanding of managerial best practices. The course also emphasizes emotional intelligence, critical thinking, and fostering teamwork, helping participants enhance their management capabilities in complex work environments.

LEADERSHIP 1

Introduces participants to the foundational aspects of leadership. It covers topics such as business acumen, creating a positive atmosphere, and developing a culture of learning within an organization. The course focuses on building essential leadership skills that help individuals effectively lead teams, communicate with influence, and foster a productive work environment. This program is ideal for individuals looking to step into leadership roles or those seeking to enhance their existing leadership capabilities.

LEADERSHIP 2

Covers topics such as advanced communication techniques, strategic decision-making, and team leadership. It helps participants understand how to handle more complex leadership challenges, effectively manage teams, and develop a deeper understanding of organizational behavior. This course is designed for individuals who are looking to expand their leadership skill set and take on more

responsibilities in their professional roles. It emphasizes skills like conflict resolution, performance management, and critical thinking, preparing learners for leadership roles in various organizational settings.

COACHING

Equips learners with effective coaching techniques and strategies that can be applied in various professional settings. The course covers essential skills such as active listening, giving constructive feedback, goal-setting, and supporting the development of team members. It aims to help participants become more effective mentors and leaders by enabling them to foster growth, build trust, and enhance performance within their teams. This course is ideal for individuals seeking to improve their coaching abilities or those aspiring to management and leadership roles where coaching plays a critical role in employee development and organizational success.

ENTREPRENEURSHIP TRAINING

ENTREPRENEURSHIP 1

Introduces participants to the foundational concepts of entrepreneurship. The course covers key topics such as developing a business idea, identifying market opportunities, creating a business plan, and understanding the fundamentals of small business management. It helps aspiring entrepreneurs gain the essential skills needed to start, run, and grow their own businesses. This course is ideal for individuals looking to enter the entrepreneurial field and those wanting to explore the initial stages of launching a business. It provides a solid base for learners to understand the processes involved in turning an idea into a viable business venture

ENTREPRENEURSHIP 2

Delves into more advanced topics, such as financing a business, building an effective management team, scaling a business, and strategic planning. The course aims to prepare participants for the challenges associated with launching and sustaining a business venture by providing them with practical tools and strategies. This course is ideal for individuals who already have a basic understanding of entrepreneurship and are looking to refine their skills further, particularly in areas like financial planning, customer acquisition, and team leadership.

ENTREPRENEURSHIP 3

Focuses on advanced strategies for business growth and sustainability. It covers topics such as strategic decision-making, business expansion, market penetration, and scaling operations. Participants will learn how to navigate challenges associated with business growth and develop the skills needed to build long-term value for their enterprise. This course is ideal for individuals who have already established a business or have completed the previous entrepreneurship courses and are looking to take their business to the next level by implementing strategic planning and operational excellence.

PENN FOSTER HIFG SCHOOL DIPLOMA

Penn Foster's High School Diploma Program is an accredited, flexible, and self-paced online program designed for individuals seeking to earn their high school diploma. The program is suitable for traditional high school students, adult learners, and those seeking an alternative path to graduation. With a curriculum aligned to national standards, Penn Foster offers courses in core subjects such as English, math, science, and social studies, along with various electives.

CAREERSCOPE

Does your client need some career guidance? We can help you with that. CareerScope® matches individuals to careers by discovering what they do best. It is a comprehensive assessment tool designed to help individuals identify career paths that align with their interests and aptitudes. It is widely used by career counselors, workforce development professionals, educational institutions, and rehabilitation agencies to assist in career planning and development.

Attachment G

Public Service Announcement

AFFIDAVIT OF PUBLICATION

State of Florida, County of Broward, ss:

Enrique Diaz, being first duly sworn, deposes and says: That (s)he is a duly authorized signatory of Column Software, PBC, duly authorized agent of Bristol Herald Courier, a newspaper printed and published in the Commonwealth, and that this affidavit is Page 1 of 2 with the full text of the sworn-to notice set forth on the pages that follow, and the hereto attached:

PUBLICATION DATES:

Feb. 8, 2025

NOTICE ID: avhfz2woGv5GZG8HwXVm

PUBLISHER ID: COL-2000620

NOTICE NAME: Public Notice PY25 Strategic Plan

Publication Fee: 242.58

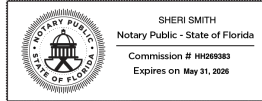
Ad Size: 2 X 16 L

Category: General Legal Notice

Under penalty of perjury, I, the undersigned affiant swear or affirm that the statements above are true and accurate to the best of my knowledge and belief.

Enrique Diaz

(Signed) _____



VERIFICATION

State of Florida
County of Broward

Subscribed in my presence and sworn to before me on this: 02/28/2025

S. Smith

Notary Public

Notarized remotely online using communication technology via Proof.

Public Notice PY25 Strategic Plan

The New River/Mount Rogers Workforce Development Area Consortium Board and the New River/Mount Rogers Workforce Development Board are soliciting public comments on their updated Strategic Plan for Program Years 25-27. The plan update can be found at <https://vcwnewrivermtrogers.com/about-us/strategic-plan/> or by requesting a copy at 540-633-6764. Comments need to be directed to Jenny Bolte at jenny.bolte@nrmrworks.org or by mail to 6580 Valley Center Drive, Suite 119, Radford, VA 24141. All comments must be received by March 10, 2025 in order to be considered.

The Workforce Development Area Consortium Board is an Affirmative Action, Equal Opportunity Employer.

COL-2000620

AFFIDAVIT OF PUBLICATION

State of Florida, County of Orange, ss:

Stefani Beard, being first duly sworn, deposes and says: That (s)he is a duly authorized signatory of Column Software, PBC, duly authorized agent of The Roanoke Times, a newspaper printed and published in the City of Roanoke, County of Roanoke, State of Virginia, and that this affidavit is Page 1 of 2 with the full text of the sworn-to notice set forth on the pages that follow, and the hereto attached:

PUBLICATION DATES:

Feb. 9, 2025

NOTICE ID: IUjGawvfMrL4nVQ0Un4O

PUBLISHER ID: COL-1001134

NOTICE NAME: Public Notice of PY25 Strategic Plan

Publication Fee: 205.32

Ad Size: 2 X 15 L

Category: General Legal Notice

Under penalty of perjury, I, the undersigned affiant swear or affirm that the statements above are true and accurate to the best of my knowledge and belief.

Stefani Beard

(Signed) _____



VERIFICATION

State of Florida
County of Orange

Subscribed in my presence and sworn to before me on this: 02/27/2025

J. Tra

Notary Public

Notarized remotely online using communication technology via Proof.

Public Notice PY25 Strategic Plan

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The Workforce Development Area Consortium Board is an Affirmative Action, Equal Opportunity Employer.
COL-1001134

Draft PY24-26 Operation/Strategic Plan

8 messages

Marty Holliday <marty.holliday@nrmrworks.org>

Fri, Feb 7, 2025 at 4:24 PM

To: Marty Holliday <marty.holliday@nrmrworks.org>

Bcc: "Lowe, Christina (VIRGINIA WORKS)" <christina.lope@virginiaworks.gov>, "Rasnake, Martha" <MarthaRasnake@shearers.com>, Jeff Dunnack <jeff.dunnack@sonicamerica.com>, Jimmy Smith <jssmith2nd@gmail.com>, Vicky Collins <victoria.c.collins@dss.virginia.gov>, Shannon Mutter <shannonm@wcs.k12.va.us>, Jordan Loupe <Loupe.Jordan@jobcorps.org>, Summer B Stone <summer.stone@wythek12.org>, Carla Pauley <carla.pauley@hitachienergy.com>, Mary Anne Holbrook <mholbrook@eoco.org>, Joy Butler <joybutlerva@gmail.com>, Jay Williams <tcumbee@gilescounty.org>, Brad Rodriguez <rodriguez.bradley@gmail.com>, Perry Hughes <phughes@wcc.vccs.edu>, John Overton <john.overton@hcahealthcare.com>, Thaddeus Austin <taustin@albanyfurniture.com>, Michael Miller <mbmiller2@gmail.com>, Bryan Phipps <bhipps@peopleinc.net>, "Chris Pfohl, Rome Mechanical" <cpfohl@verizon.net>, Larry Wyatt <lwyatt@innovativemillwork.com>, Kelly DeBusk <kdebusk@appalachianplastics.com>, "Altizer, Christi" <christi.altizer@dars.virginia.gov>, Katie Boswell <katie@onwardnr.org>, Aaron Vaughan <aaron@annevaughandesigns.com>, "Carter, Jeff" <jcarter@usw.org>, Jason Parris <jparris@smythcounty.org>, Perry Martin <pmartin@gilescounty.org>, Brantley Ivey <bivey@graysoncountyva.gov>, Neal Osborne <neal.osborne@bristolva.org>, Mary Biggs <biggsrw@montgomerycountyva.gov>, Joe Turman <jturman8@gmail.com>, Hunter Bowers <hbowers@galaxva.com>, Linda Millsaps <lmillsaps@floydcova.org>, Rex Hill <rhill@carrollcountyva.org>, Brian Vaught <supvr_blacklick@wytheco.org>, Laura Walters <LWalters@pulaskicounty.org>, David Horton <David.Horton@radfordva.gov>, "mhash@graysoncountyva.gov" <mhash@graysoncountyva.gov>, Cameron Burton <cburton@bland.org>, Charlie Hargis <chargis@washcova.com>, Kevin Byrd <kbyrd@nrvrc.org>, "Fritz, Jessi" <jfritz@vedp.org>, Kimber Simmons <kimber.simmons@nrmrworks.org>, Chris McKlarney <cmcklarney@gilescounty.org>, Chris Wilcox <chris.wilcox@bristolva.org>, John Matthews - JIDA <john.matthews@wytheida.org>, Michael Watson <michael.watson@carrollcountyva.gov>, Aaron Sizemore <asizemore@mrpdc.org>, Brian Hamilton <hamiltonbt@montgomerycountyva.gov>, Kim Repass <Kim.Repass@radfordva.gov>, Lydeana Martin <lmartin@floydcova.org>, Leo Priddy <lpriddy@nrvrc.org>, David Manley <david.manley@wytheida.org>, Charlie Jewell <cjewell@radford.edu>, Michael Solomon <msolomon@pulaskicounty.org>, Kendra Hayden <khayden@smythcounty.org>, Brenda Rigney <rigneybb@montgomerycountyva.gov>, Matthew Settlemeyer <msettlemeyer@galaxva.com>, Dan McKinney <info@radfordchamber.com>, Shannon Ainsley <info@pulaskichamber.info>, Neta Farmer <neta@bvuu.net>, Sara Gillespie <sgillespie@smythchamber.org>, Jennifer Atwell <jennifer@wytheville.org>, Twin County Chamber of Commerce <info@twincountychamber.com>, Sharon Scott <sscott@montgomerycc.org>, John McEnhill <executivedirector@floydchamber.org>, Jessie Parker <director@gilescountychamber.com>, Beth Rhinehart <brhinehart@bristolchamber.org>, Angi Chandler <angi.chandler@nrmrworks.org>, Travis Staton <tstaton@eoco.org>, Joewell Jackson <joewell.jackson@vcwnr.com>, Jerin Tarber <jtarber@nrca.org>, Alicia Nikki Robbins <alicia.adkins@dss.virginia.gov>, Robyn Haga <robin@goodwilltnva.org>, "Austin, Christopher (VDSS)" <Chris.Austin@dss.virginia.gov>, "AYERS, KIMBERLY" <kimberly.ayers@dss.virginia.gov>, E Lewis <emlewis@mountaincap.org>, Kathy Malone <kathy.malone@dbvi.virginia.gov>, Jenny Bolte <jenny.bolte@nrmrworks.org>, "Jarrells, Jessica (VIRGINIA WORKS)" <jessica.jarrells@virginiaworks.gov>, Deone Shaffer <dee.shaffer@nrmrworks.org>, "Rebecca Haynes" <Rebecca.Haynes@virginiaworks.gov>, Pam Allison <pamela.allison@drs.virginia.gov>, Diane Gray <dgray@nr.edu>, Shannon Lowery <slowery@nrca.org>, Tammy Smith <tammy.smith@dss.virginia.gov>, "Ringrose, Vincent" <Vinny.Ringrose@virginiaworks.gov>, "Edmonson, Kelly" <Kelly.Edmonson@dss.virginia.gov>, Erin Starnes <erin@goodwilltnva.org>, Teresa Hodges <teresa.hodges@dss.virginia.gov>, Teresa Isom <teresa.isom@dss.virginia.gov>, Kathy Pickel <kathy.pickel@nrmrworks.org>, John Lowrey <john.lowrey@nrmrworks.org>, Phyllis Conner <Phyllis.Conner@virginiaworks.gov>, New River Community Action <nrca@nrca.org>, Beth Carico <ecarico@peopleinc.net>, Traci Mitchell <tmitchell@vhcc.edu>, Lindsey Holderfield <lholderfield@eoco.org>, Brittany Story <bstory@district-three.org>, Mark Rowh <mrowh@nr.edu>, Beckie Cox <beckie.cox@virginiaworks.gov>, Jeff Justice <jeffrey.justice@dss.virginia.gov>, Rhannon Powers <rpowers@district-three.org>, Cindy Matney <cynthia.matney@dars.virginia.gov>, Sherri Nipper <sherri.nipper@dss.virginia.gov>, Debbie Spencer <dspencer@district-three.org>, "Alls, J. Chad" <chad.alls@dss.virginia.gov>, Terri Gillespie <tgillespie@rtov.org>, "Lilly, Jennifer" <jennifer.lilly@dss.virginia.gov>, Kirstin Shumate <k.shumate@dss.virginia.gov>

Happy Friday everyone!

The draft of our Operation/Strategic Plan has been posted for public comment. Comments and questions will be taken until March 10, 2025. Over the next few weeks, updated versions will probably be posted.

[Strategic Plans - New River/Mount Rogers Workforce Development Board](#)

Also, its important to note that the format is pretty prescriptive. We plan to have a more digestible version once approved by the State (later this summer).

Thank you

Marty

Please note my new email address: marty.holliday@nrmrworks.org

**Marty Holliday,
Executive Director**

New River/Mount Rogers Workforce Development Board

540-357-0651 (cell)

540-633-6764 (office)



**NEW RIVER/MOUNT ROGERS
WORKFORCE DEVELOPMENT BOARD**

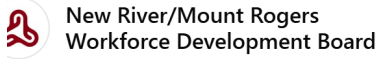
CULTIVATING TALENT FOR THE REGION

Mail Delivery Subsystem <mailer-daemon@googlemail.com>

To: marty.holliday@nrmrworks.org

Fri, Feb 7, 2025 at 4:24 PM

Manage Page



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- Insights
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- Create ads
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- Settings

More tools
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- Leads Center
- Meta Business Suite 28
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New River/Mount Rogers Workforce Development Board

6580 Valley Center Drive, Radford, VA 24141, United States, Virginia

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New River/Mount Rogers Workforce Development Board

Published by Marty Holliday

6m

The New River/Mount Rogers Workforce Development Area Consortium Board and the New River/Mount Rogers Workforce Development Board are soliciting public comments on their updated Strategic Plan for Program Years 25-27. The plan update can be found at <https://vcwnewrivermtrogers.com/about-us/strategic-plan/> or by requesting a copy at 540-633-6764. Comments need to be directed to Jenny Bolte at jenny.bolte@nrmrworks.org or by mail to 6580 Valley Center Drive, Suite 119, Radford, VA 24141. All comments must be received by March 10, 2025 in order to be considered.



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Strategic Plans - New River/Mount Rogers Workforce Development Board

See insights and ads

Boost post

Attachment H

Plan Engagement Documents



NEW RIVER/MOUNT ROGERS WORKFORCE DEVELOPMENT BOARD

CULTIVATING TALENT FOR THE REGION

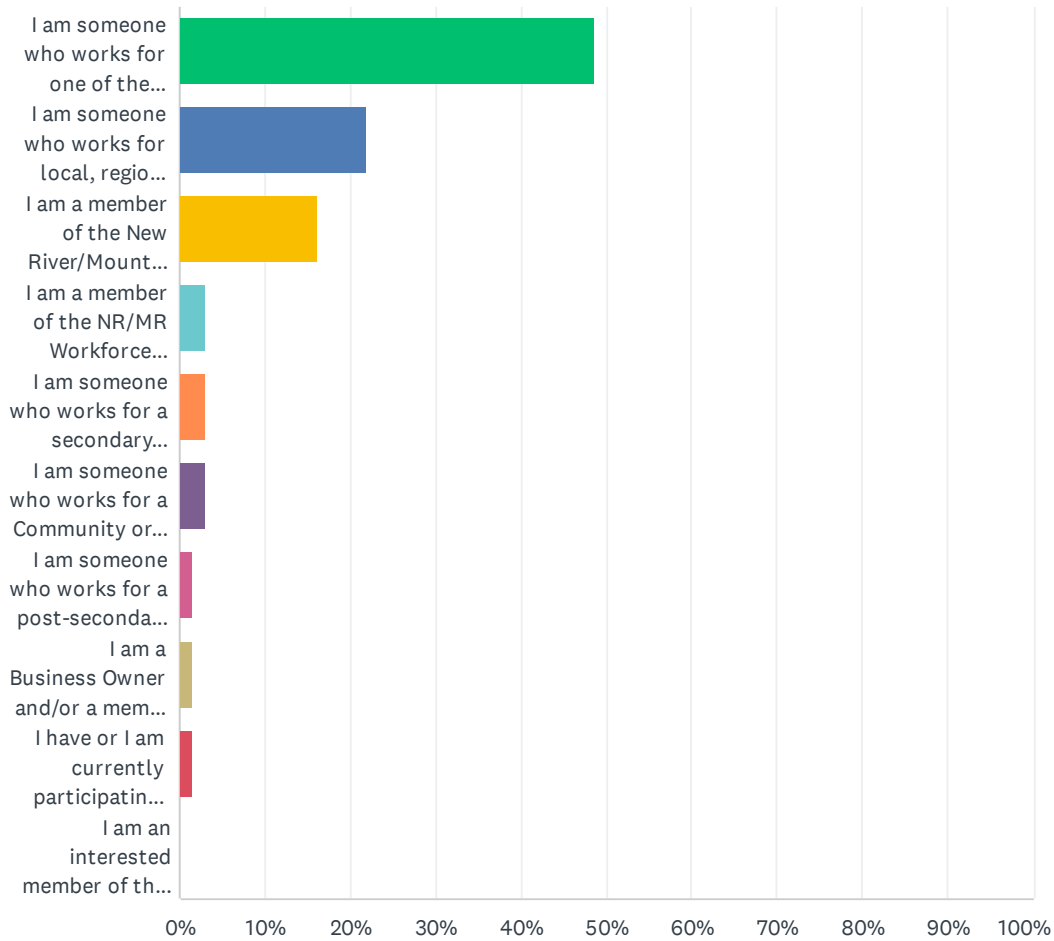
TIMELINE FOR STRATEGIC PLAN

September 6	VWL with (Draft) Local Plan Guidance Packet Released	Status
September 9-October 18	Preparation for Local Plan Development: <ul style="list-style-type: none"> ❖ Local Plan (Appendix D) ❖ Strategic Action Plan (Appendix E) <ul style="list-style-type: none"> • <i>Desired Outcome:</i> Gather data and information to respond to Local Plan questions, review current Mission, Vision, and Core Values, and devise an initial draft of goals, strategies, and tasks for stakeholder input. 	Completed
October 21	<i>Stakeholder Engagement:</i> New River/Mount Rogers Workforce Development Board Staff. Facilitated Discussion. <ul style="list-style-type: none"> • <i>Desired Outcome:</i> Refined goals, strategies, and tasks. 	Completed
October 28	<i>Stakeholder Engagement:</i> People Incorporated (Program Operator) Staff. Facilitated Discussion. <ul style="list-style-type: none"> • <i>Desired Outcome:</i> Refined goals, strategies, and tasks. 	Completed
October 31 and November 7	<i>Presentation to Strategic Planning Committee:</i> Review the process and timeline <ul style="list-style-type: none"> • <i>Desired Outcome:</i> <i>Committee approval and engagement</i> 	Completed
November 19	<i>Stakeholder Engagement:</i> Sector Partnership Meeting. Facilitated Discussion. <ul style="list-style-type: none"> • <i>Desired Outcome:</i> Feedback on workforce needs and services to offer to further refine strategies and tasks for Local Plan and Strategic Action Plan. 	Completed
November 25	<i>Stakeholder Engagement:</i> Surveys sent to and interviews conducted with additional workforce system stakeholders. <ul style="list-style-type: none"> • <i>Desired Outcome:</i> Information received to be incorporated into a draft of the Local Plan and Strategic Action Plan to be sent to boards for review and discussion during Joint Meeting. 	Completed
December 4	<i>Stakeholder Engagement:</i> Joint Meeting with NRMR Workforce Development Board, CLEO Board, and NRMR Workforce Foundation. <ul style="list-style-type: none"> • <i>Desired Outcome:</i> Information received to be incorporated into the Local Plan and Strategic Action Plan. 	Completed
February 4	<i>Strategic Planning Committee:</i> Review the Draft Plan <ul style="list-style-type: none"> • <i>Desired Outcome:</i> Approval to post the draft plan 	Completed
February 10	Draft of Local Plan and Strategic Action Plan to be completed and posted for 30 day public comment period. <ul style="list-style-type: none"> • <i>Desired Outcome:</i> Information received to be incorporated into the Local Plan and Strategic Action Plan. 	Completed
February 26	WDB Board: Present the draft plan	Completed

	<ul style="list-style-type: none"> • <i>Desired Outcome:</i> Approval to post the draft plan 	
March 10	CB Executive Committee: Present the draft plan <ul style="list-style-type: none"> • <i>Desired Outcome:</i> Approval to post the draft plan 	Completed
March 14	Plan submitted.	
April 14	Summary Feedback provided.	
May 13	Response provided.	
May 14-June 9	Second Evaluation Period.	
June 13	Presentation of Local Plan Review Results to VBWD.	
June 30	Final Approval Deadline.	

Q1 What category best describes your perspective on this survey:

Answered: 68 Skipped: 0

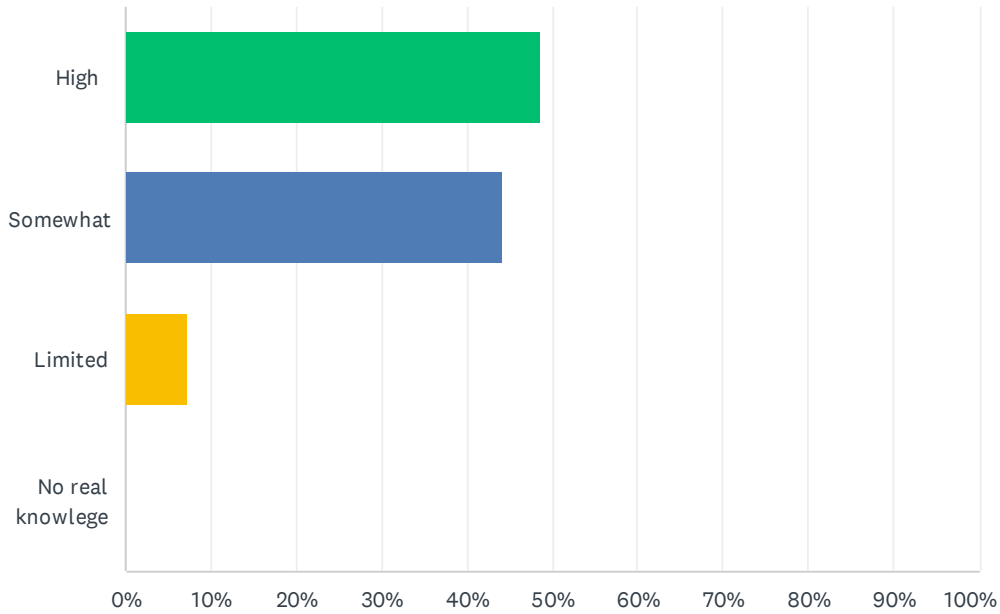


2024 SWOT Survey - What are the Strengths, Weaknesses, Opportunities and Threats of the Region's Workforce System?

ANSWER CHOICES	RESPONSES	
I am someone who works for one of the One-Stop System Partners (Adult Education, VEC, DARS, DBVI, DSS, WIOA Program Operator, Board staff, etc)	48.53%	33
I am someone who works for local, regional or State Government	22.06%	15
I am a member of the New River/Mount Rogers Workforce Development Board	16.18%	11
I am a member of the NR/MR Workforce Development Area Consortium Board (Chief Local Elected Officials)	2.94%	2
I am someone who works for a secondary Education Provider (K12, Adult Ed, etc)	2.94%	2
I am someone who works for a Community or Faithbased Organization	2.94%	2
I am someone who works for a post-secondary Education Provider (community college, university, etc)	1.47%	1
I am a Business Owner and/or a member of a company's management team	1.47%	1
I have or I am currently participating in a workforce program through one of the following agencies: DARS, DBVI, Goodwill Industries, People Inc, VEC, VIEW, Mount Rogers Regional Adult Education, New River Community College Office of Transitional Programs or Pathways to the American Dream	1.47%	1
I am an interested member of the General Public	0.00%	0
TOTAL	68	

Q2 My knowledge of the public workforce system is:

Answered: 68 Skipped: 0

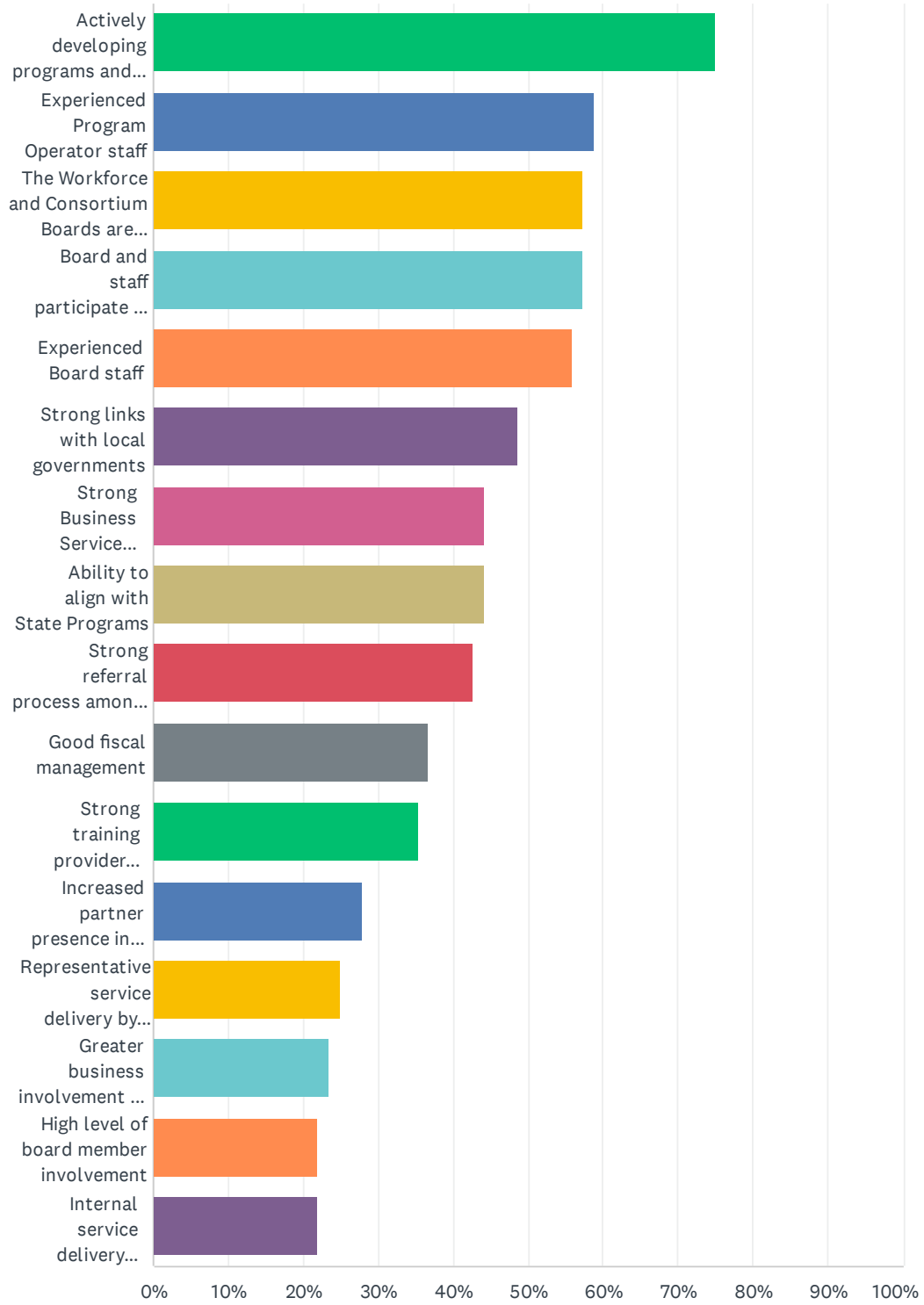


ANSWER CHOICES	RESPONSES	
High	48.53%	33
Somewhat	44.12%	30
Limited	7.35%	5
No real knowlege	0.00%	0
TOTAL		68

Q3 What are the strengths of the region's workforce system? NOTE: Strengths are INTERNAL to the organization/network (the workforce system)....something they can control. The following is from a previously gathered list. Choose any of these that you agree with and/or add your own.

Answered: 68 Skipped: 0

2024 SWOT Survey - What are the Strengths, Weaknesses, Opportunities and Threats of the Region's Workforce System?



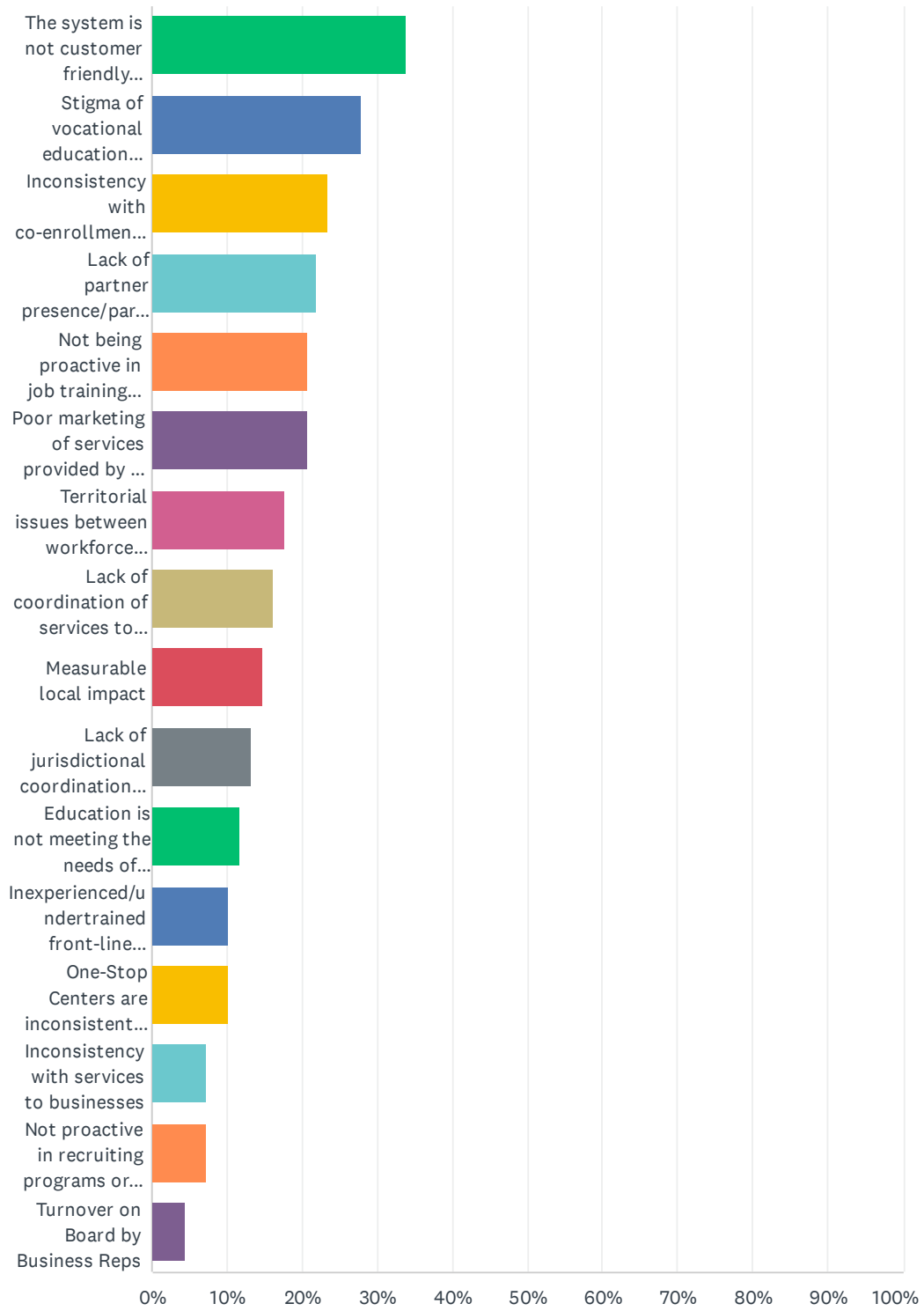
2024 SWOT Survey - What are the Strengths, Weaknesses, Opportunities and Threats of the Region's Workforce System?

ANSWER CHOICES	RESPONSES	
Actively developing programs and seeking funding to support initiatives that meet the region's workforce issues	75.00%	51
Experienced Program Operator staff	58.82%	40
The Workforce and Consortium Boards are driven towards regional impact	57.35%	39
Board and staff participate in many regional special projects of value –job fairs, symposiums, special grant projects, etc.	57.35%	39
Experienced Board staff	55.88%	38
Strong links with local governments	48.53%	33
Strong Business Service Coordination	44.12%	30
Ability to align with State Programs	44.12%	30
Strong referral process among partner agencies within the system	42.65%	29
Good fiscal management	36.76%	25
Strong training provider selection and oversight by WDB	35.29%	24
Increased partner presence in One-stop Centers.	27.94%	19
Representative service delivery by jurisdiction	25.00%	17
Greater business involvement in board activity	23.53%	16
High level of board member involvement	22.06%	15
Internal service delivery procedures are consistent and provide good compliance framework for service providers	22.06%	15
Total Respondents: 68		

Q4 What are the Weaknesses of the region's workforce system. NOTE: Weaknesses are INTERNAL to the organization/network (the workforce system). They are things the system needs to improve on (and what they can control). The following is from a previously gathered list. Choose any of these that you agree with and/or add your own.

Answered: 68 Skipped: 0

2024 SWOT Survey - What are the Strengths, Weaknesses, Opportunities and Threats of the Region's Workforce System?

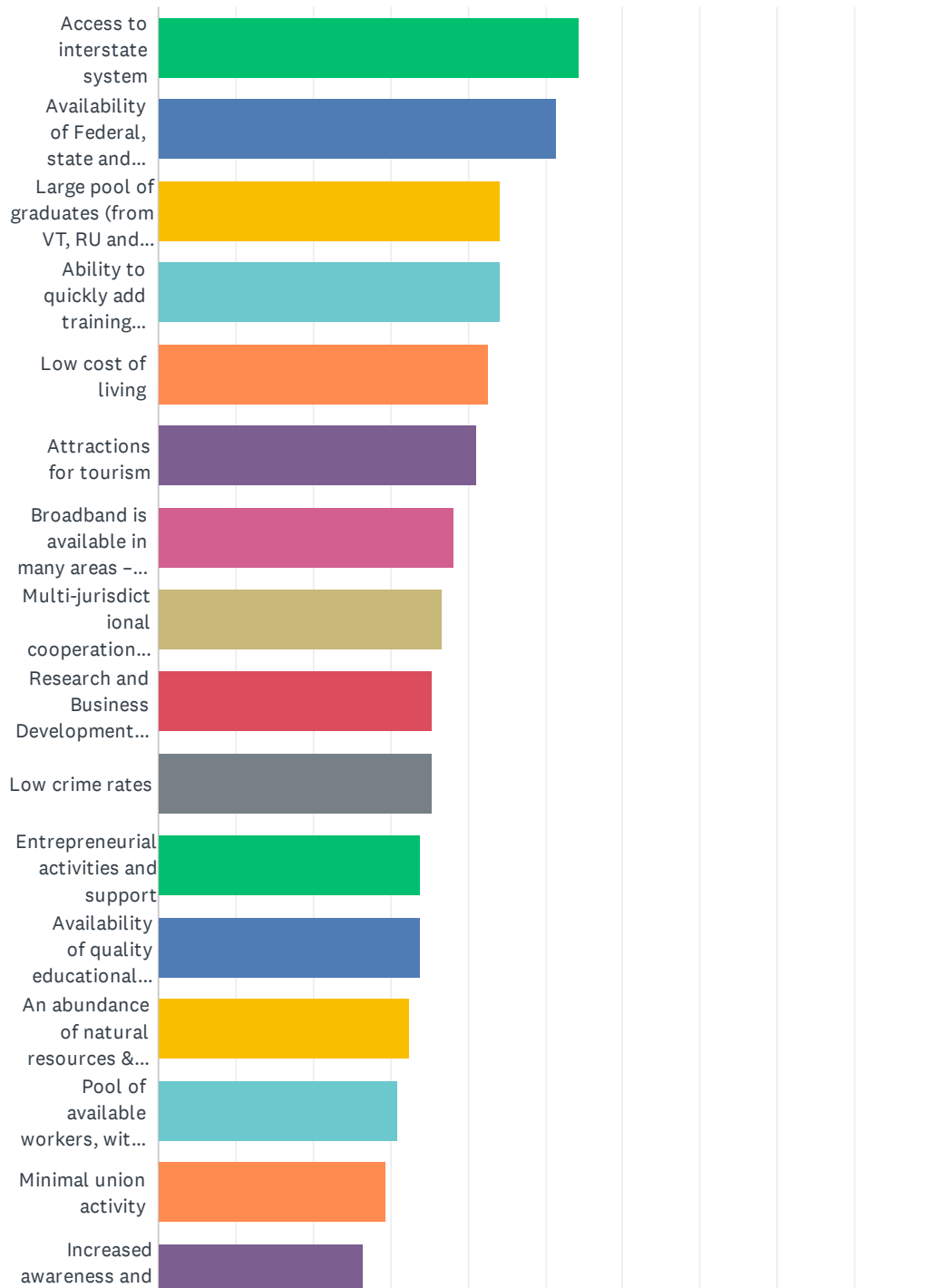


2024 SWOT Survey - What are the Strengths, Weaknesses, Opportunities and Threats of the Region's Workforce System?

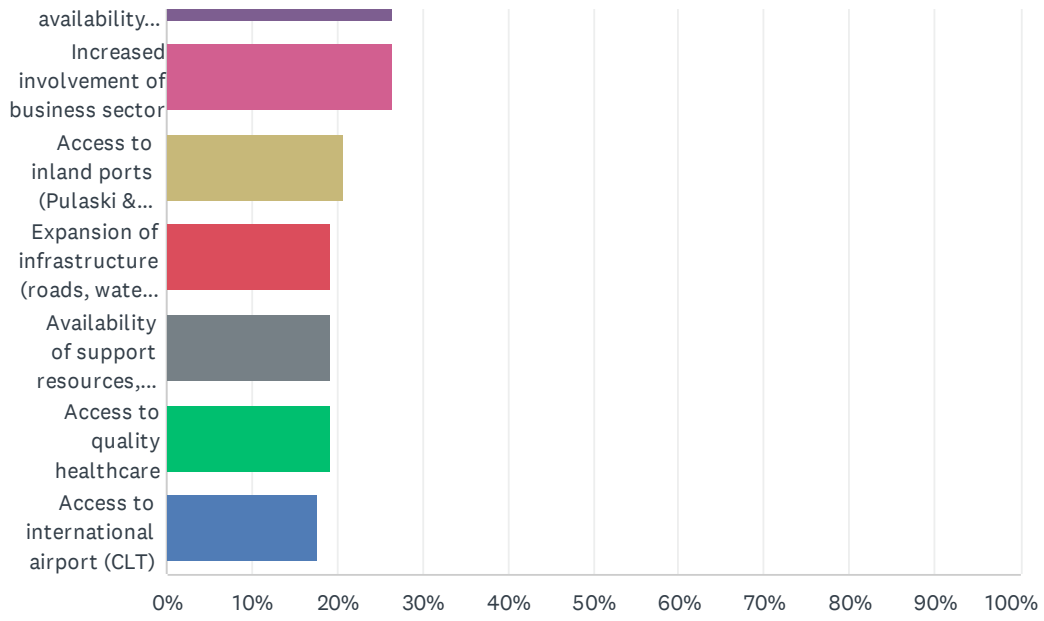
ANSWER CHOICES	RESPONSES	
The system is not customer friendly (difficult to navigate)	33.82%	23
Stigma of vocational education programs is creating a shortage of skilled workers	27.94%	19
Inconsistency with co-enrollments of participants and braiding/leveraging of funds for job seekers	23.53%	16
Lack of partner presence/participation in some of our One-Stop Centers	22.06%	15
Not being proactive in job training for future industries or occupations	20.59%	14
Poor marketing of services provided by the WDB	20.59%	14
Territorial issues between workforce system organizations causes a lack of coordination of services	17.65%	12
Lack of coordination of services to businesses	16.18%	11
Measurable local impact	14.71%	10
Lack of jurisdictional coordination in workforce development/training initiatives - very competitive between PDC's	13.24%	9
Education is not meeting the needs of regional businesses (training and/or credentials offered)	11.76%	8
Inexperienced/undertrained front-line staff	10.29%	7
One-Stop Centers are inconsistent in basic service delivery (varying degrees of customer driven service)	10.29%	7
Inconsistency with services to businesses	7.35%	5
Not proactive in recruiting programs or providers	7.35%	5
Turnover on Board by Business Reps	4.41%	3
Total Respondents: 68		

Q5 What are Opportunities that the region's workforce system may have?
NOTE: Opportunities are EXTERNAL. These are situations/things that may provide a chance for growth and improved services. The organization (the workforce system) cannot control them and they may be time sensitive. The following is from a previously gathered list. Choose any of these that you agree with and/or add your own.

Answered: 68 Skipped: 0



2024 SWOT Survey - What are the Strengths, Weaknesses, Opportunities and Threats of the Region's Workforce System?



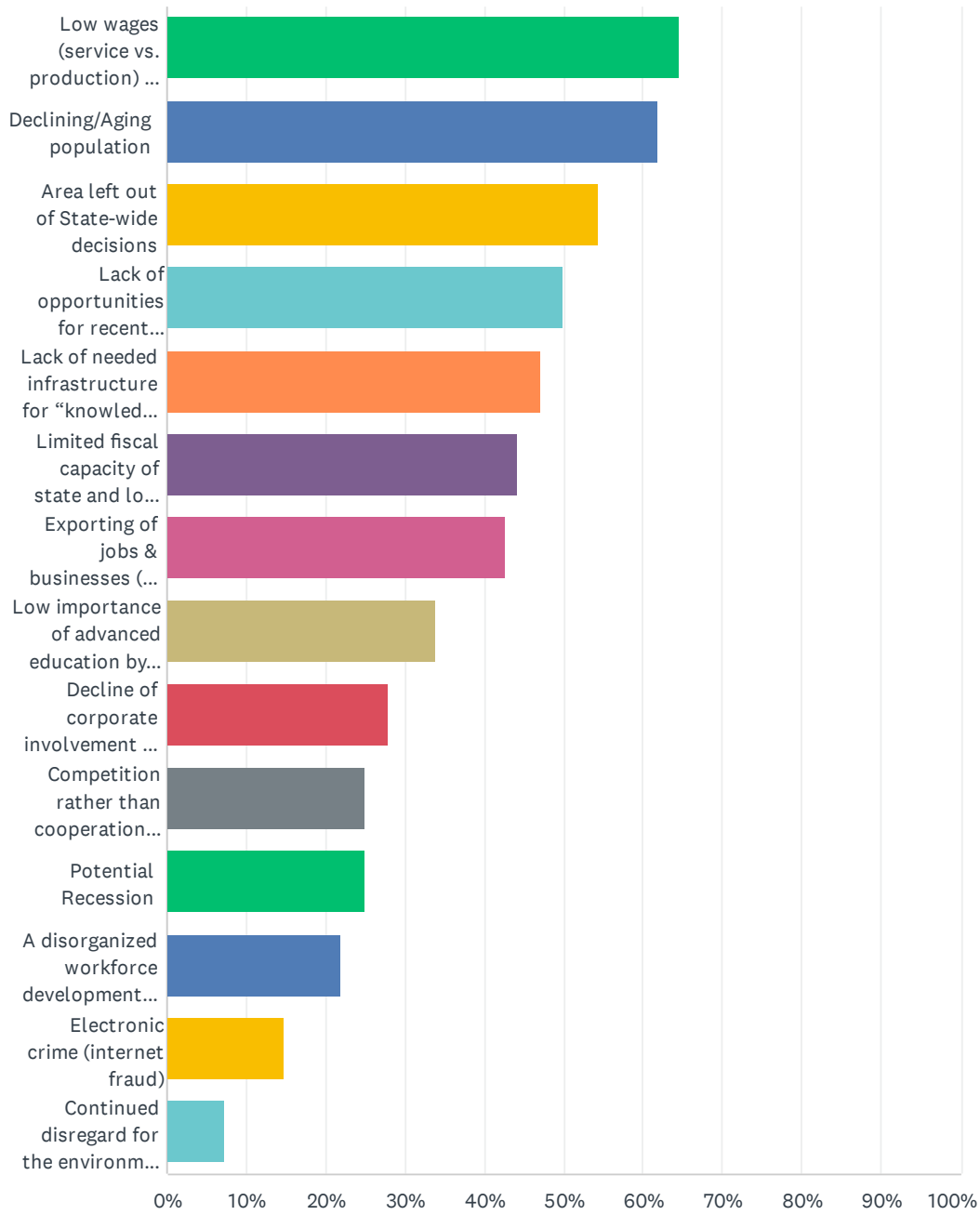
2024 SWOT Survey - What are the Strengths, Weaknesses, Opportunities and Threats of the Region's Workforce System?

ANSWER CHOICES	RESPONSES	
Access to interstate system	54.41%	37
Availability of Federal, state and private grants	51.47%	35
Large pool of graduates (from VT, RU and three community colleges)	44.12%	30
Ability to quickly add training programs at the community colleges to meet employer needs	44.12%	30
Low cost of living	42.65%	29
Attractions for tourism	41.18%	28
Broadband is available in many areas – completion of the “last mile” is possible	38.24%	26
Multi-jurisdictional cooperation (Regionalism)	36.76%	25
Research and Business Development from VT & RU	35.29%	24
Low crime rates	35.29%	24
Entrepreneurial activities and support	33.82%	23
Availability of quality educational (P-20) and training resources	33.82%	23
An abundance of natural resources & good environmental quality	32.35%	22
Pool of available workers, with upgradable skills and a good work ethic	30.88%	21
Minimal union activity	29.41%	20
Increased awareness and availability of “green” initiatives (and funding)	26.47%	18
Increased involvement of business sector	26.47%	18
Access to inland ports (Pulaski & Elliston) and Foreign Trade Zone (NRV Airport)	20.59%	14
Expansion of infrastructure (roads, water, sewer, etc)	19.12%	13
Availability of support resources, capital and business sites for start-up and small businesses	19.12%	13
Access to quality healthcare	19.12%	13
Access to international airport (CLT)	17.65%	12
Total Respondents: 68		

Q6 What are the Threats to the region's workforce system? Remember, Threats are EXTERNAL. These are situations/things that may challenge the existence of the workforce system in the region or diminish the workforce system's ability to have a positive impact in the region. The workforce system cannot control them, though plans can be made to avoid and/or to lessen their impact. The following is from a previously gathered list. Choose any of these that you agree with and/or add your own.

Answered: 68 Skipped: 0

2024 SWOT Survey - What are the Strengths, Weaknesses, Opportunities and Threats of the Region's Workforce System?



2024 SWOT Survey - What are the Strengths, Weaknesses, Opportunities and Threats of the Region's Workforce System?

ANSWER CHOICES	RESPONSES	
Low wages (service vs. production) – minimum wage is not a “living” wage	64.71%	44
Declining/Aging population	61.76%	42
Area left out of State-wide decisions	54.41%	37
Lack of opportunities for recent college graduates	50.00%	34
Lack of needed infrastructure for “knowledge based” workers (i.e.: broadband is not everywhere, lack of social & cultural amenities) creating a void in these high tech/high wage jobs	47.06%	32
Limited fiscal capacity of state and local governments (State government is failing to meet its obligations creating more financial stress on local governments)	44.12%	30
Exporting of jobs & businesses (and projection of more job losses)	42.65%	29
Low importance of advanced education by some citizens	33.82%	23
Decline of corporate involvement in community activities/initiatives	27.94%	19
Competition rather than cooperation between localities for economic development	25.00%	17
Potential Recession	25.00%	17
A disorganized workforce development system (at state-level)	22.06%	15
Electronic crime (internet fraud)	14.71%	10
Continued disregard for the environment and natural resources	7.35%	5
Total Respondents: 68		



NEW RIVER/MOUNT ROGERS WORKFORCE DEVELOPMENT BOARD

CULTIVATING TALENT FOR THE REGION

Sector Partnership Convening

Agenda

November 18, 2024

Arrive and get your lunch

Welcome and Introductions – *Marty Holliday, New River/Mount Rogers Workforce Development Board*

Growing the Impact of Sector Partnerships - *Ashley Posthumus, Virginia Tech's Center for Economic and Community Engagement*

Separate Partnership Discussions – *Construction/Skilled Trades, Healthcare & Human Services and Manufacturing Partnerships*

Closing - *Marty Holliday, New River/Mount Rogers Workforce Development Board*

1. For the Sector Partnership to grow and become impactful, what needs to happen?

2. Who else needs to be a part of this partnership?

3. Is a once a month, virtual one-hour meeting enough time? If not, what needs to change?

Key Findings and Strategic Insights

The New River Mount Rogers Workforce Development Board's sector partnership discussions, held on November 18, 2024, at 11:30 AM, and hosted by Marty Holiday, brought together leaders from the Healthcare & Community Services, Construction & Skilled Trades, and Manufacturing sectors. Facilitated by Ashley Posthumus of the Virginia Tech Center for Economic and Community Engagement, the discussions provided valuable insights into the shared challenges and opportunities across these sectors. By envisioning a successful workforce system in 2030, participants identified key factors for success, the obstacles to overcome, and the long-term impact of their efforts. This analysis highlights strategic priorities to guide workforce development planning and foster a thriving regional economy.

1. Sector-Specific Priorities and Actions for Success (2030 Vision)

Healthcare & Human Services

- **Employer Engagement:** Programs are most successful when businesses actively drive partnerships, ensuring alignment with workforce and employer needs.
- **Work-Life Balance:** Recognizing modern workforce expectations like retention strategies, generational shifts, and flexible environments.
- **Community Awareness:** Promoting programs and fostering community understanding of workforce gaps and solutions.
- **Cross-Sector Collaboration:** Encouraging holistic strategies that integrate healthcare solutions into broader economic and social systems.

Construction & Skilled Trades

- **Clear Pathways and Entry Points:** Defined career pipelines with strong employer partnerships and accessible pathways into the construction field.
- **Apprenticeships & Credentials:** Expanding credentialing opportunities to strengthen workforce skills and make careers more accessible.
- **Employer Awareness:** Increasing outreach to businesses to support hiring from nontraditional labor pools (e.g., justice-involved individuals).

Manufacturing

- **Employer-Driven Programs:** Ensuring employers define skill needs and influence training programs.
- **Technical Training:** More engaging, effective training opportunities to address existing skill gaps.
- **Cross-Sector Collaboration:** Sharing resources and opportunities with other industries to create synergies in workforce development.

2. Obstacles Identified Across Sectors

- **Justice-Involved Workforce:** Both the *Healthcare*, *Construction*, and *Manufacturing* sectors identified the need to increase second-chance hiring and educate employers on its benefits. This represents a significant opportunity to address labor shortages.
- **Employer Capacity:** Employers, especially in manufacturing, are "spread thin" and need to recognize the value of workforce development programs.
- **Generational and Cultural Challenges:**
 - Adverse childhood experiences and generational trauma impact current and future workers in *Healthcare*.
 - Stagnant attitudes in *Manufacturing* can inhibit workforce innovation.
 - Soft-skills gaps (e.g., timeliness, task focus) are prevalent among young hires.
- **Alternative Training Needs:** Employers expressed frustration with traditional training systems (e.g., community colleges) and are interested in bite-sized, flexible formats such as videos and microcredentials.

3. Legacy Outcomes and Long-Term Vision

- **Healthcare & Human Services:** A *thriving workforce* across all career phases, addressing retention and sustainability challenges.
- **Construction:** Well-established *career entry points* to grow a pipeline of skilled workers.
- **Manufacturing:** Demonstrated *progress and growth* in building a talent pipeline, even if not fully meeting workforce goals.

Strategic Recommendations

1. Cross-Sector Collaboration

- Develop a **regional second-chance employment initiative**. Build awareness among employers across healthcare, construction, and manufacturing of the untapped justice-involved talent pool. This could address multiple workforce challenges.
- Create **cross-sector training programs** where foundational skills like soft skills, trauma-informed care, and alternative training methods are integrated and shared across industries.

2. Workforce Development Innovations

- Implement **microcredential programs** that offer "bite-sized" skill development aligned with employer needs, particularly in manufacturing and construction.
- Partner with employers to create **incentivized training models** (e.g., small raises, certificates, or recognition for completion).

3. Addressing Employer Capacity

- Promote the **value of community programs** to employers and highlight successful partnerships where workforce solutions yielded measurable results.
- Leverage sector partnerships to create shared tools and strategies, reducing the burden on individual employers.

4. Retention and Youth Engagement

- Address the **soft-skills gap** in young workers through regional partnerships with schools, community organizations, and workforce boards. Focus on general job coaching programs targeting reliability, timeliness, and work readiness.
- Partner with regional DMV offices to explore solutions for the **driver's license gap** among young workers (e.g., driver training programs, employer-sponsored support).

5. Communication and Awareness

- Launch a public awareness campaign to showcase the benefits of careers in *healthcare*, *construction*, and *manufacturing*. Emphasize career growth opportunities, strong benefits, and the value of skilled trade careers.

Conclusion

The findings reflect a strong need for employer-driven solutions, alternative training formats, and targeted efforts to address systemic challenges (e.g., justice-involved individuals, generational trauma, and youth workforce gaps). By fostering collaboration across sectors and implementing innovative workforce development programs, the NRMR Workforce Development Board can build a sustainable talent pipeline and a resilient regional economy.

NEW RIVER/MOUNT ROGERS WORKFORCE DEVELOPMENT AREA

Facilitating and coordinating workforce initiatives that enable economic growth and increase the standard of living in the region

STRATEGIC PLAN UPDATE & A LOOK TO THE FUTURE



**NEW RIVER/MOUNT ROGERS WORKFORCE
DEVELOPMENT AREA CONSORTIUM BOARD**
CULTIVATING TALENT FOR THE REGION



**NEW RIVER/MOUNT ROGERS
WORKFORCE DEVELOPMENT BOARD**
CULTIVATING TALENT FOR THE REGION

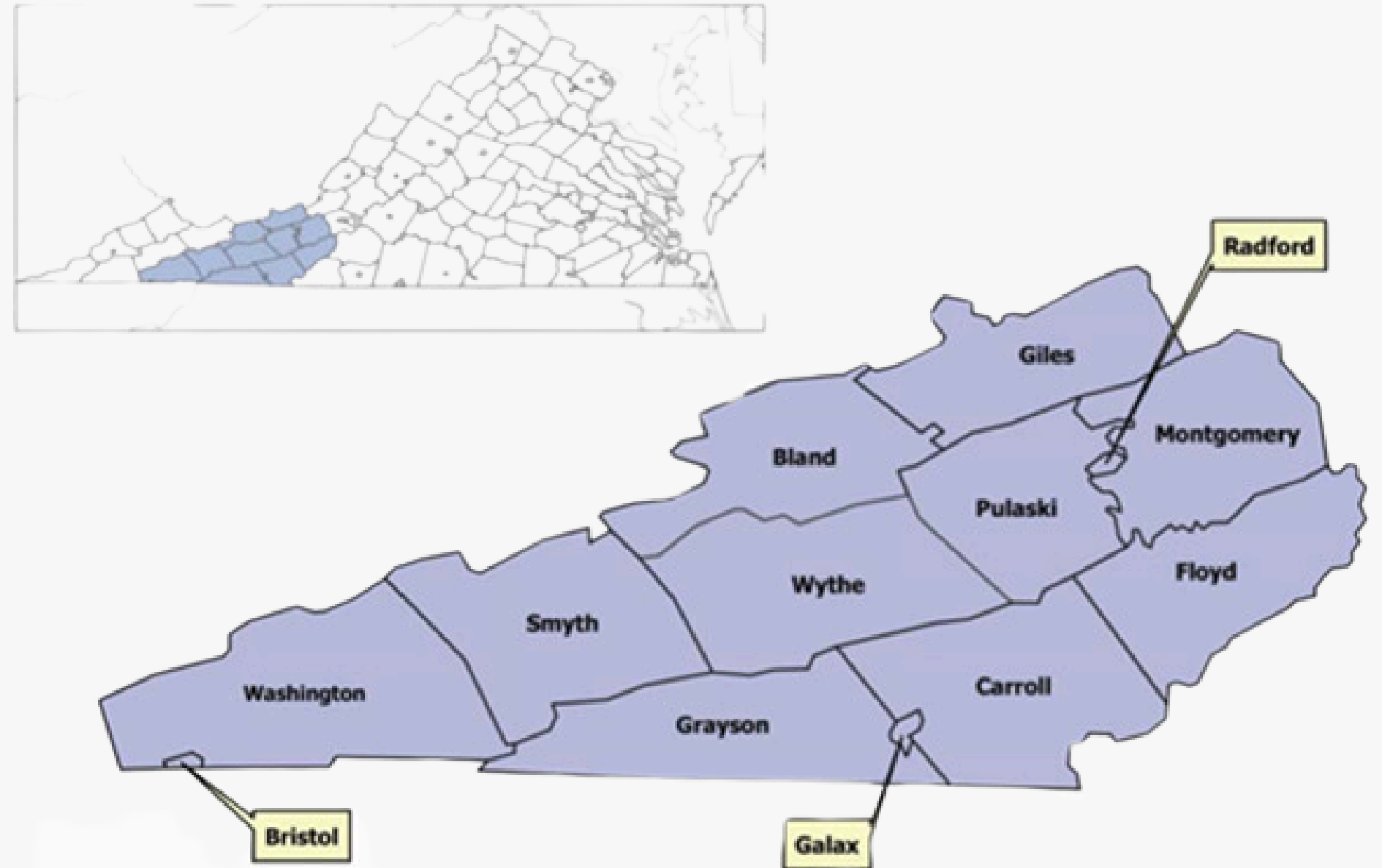


**NEW RIVER/MOUNT ROGERS
WORKFORCE DEVELOPMENT FOUNDATION**
CHANGING LIVES THROUGH THE POWER OF WORK

NEW RIVER/MOUNT ROGERS WORKFORCE DEVELOPMENT AREA

Member Jurisdictions

The counties of Bland, Carroll, Floyd, Giles, Grayson, Montgomery, Smyth, Washington and Wythe and the cities of Bristol, Galax & Radford





NEW RIVER/MOUNT ROGERS WORKFORCE DEVELOPMENT AREA CONSORTIUM BOARD

CULTIVATING TALENT FOR THE REGION

Chair – Mary Biggs, Montgomery County Board of Supervisors

- Consortium Board Agreement – through a Joint Exercise of Power (original October 2009, updated April 1, 2017)
- Consist of the Chief Elected Official, other designated Elected Official or the Chief Administrative Officer from each of the member jurisdictions
 - Provide financial Oversight for WIOA and other discretionary grants
- Appoint members to the New River/Mount Rogers Workforce Development Board
 - Are the employer of record for staff to the boards



NEW RIVER/MOUNT ROGERS WORKFORCE DEVELOPMENT BOARD

CULTIVATING TALENT FOR THE REGION

Chair – Mike Miller, CEO, Avolant LLC

Made up of Representatives From:

- Regional Businesses (51%) – at least one from each jurisdiction
 - Economic Development
 - Education (Secondary CTE, Postsecondary)
 - Labor and Apprenticeship
- Workforce Titles (VEC, Adult Education, DARS)
- Community Organizations (that have a tie to workforce development training and/or supports)

Designated convener for the Region's Workforce System.

The Workforce System includes (but is not limited to):

- K-12 Education systems
- Post-Secondary Education/Training providers
 - Adult Education
- Training/Employment Programs offered for special populations
 - Veterans
 - Unemployed and/or underemployed
 - Older Workers
 - Workers with disabilities
 - Economically disadvantaged
 - Youth (ages 14-24)



NEW RIVER/MOUNT ROGERS WORKFORCE DEVELOPMENT FOUNDATION

CHANGING LIVES THROUGH THE POWER OF WORK

Chair – Mike Miller, CEO, Avolant LLC

A non-profit entity whose purpose is to:

- Implement policies that complement and support those of the New River/Mount Rogers Workforce Development Area Consortium Board (the "Consortium Board")
 - Promote and implement integrated workforce development strategies, systems and activities designed to increase the employment, retention, and earnings of employees in the New River/Mount Rogers Area, and increase the occupational skills and quality of the workforce, and increase self-sufficiency
 - As the primary fundraiser for the Consortium Board, receive, hold, maintain, use, dispose, and administer funding exclusively for charitable, and educational purposes and to apply the whole or any part of the principal and income for the benefit of, to perform the functions of, and to carry out the purposes of the Consortium Board and the Workforce Development Board

Mission



The New River/Mount Rogers Workforce Development Area Boards support the region's economy through a collaborative approach to meeting needs of businesses and job seekers that is flexible and adaptable to the changing economic ecosystem.



The New River/Mount Rogers Workforce Development Area Boards envision a region where every business has access to a qualified, job-ready workforce and every citizen in the region has the skills needed to secure meaningful, sustainable employment, competitive wages, and career advancement through an integrated workforce support infrastructure.

STRATEGIC GOALS 2020-2024

1

Build the region's talent supply to align with current and anticipated business needs and ensure workers earn family sustaining wages.

2

Increase opportunities for the region's businesses to fill jobs in high demand occupations that are strategic to the region's economy.

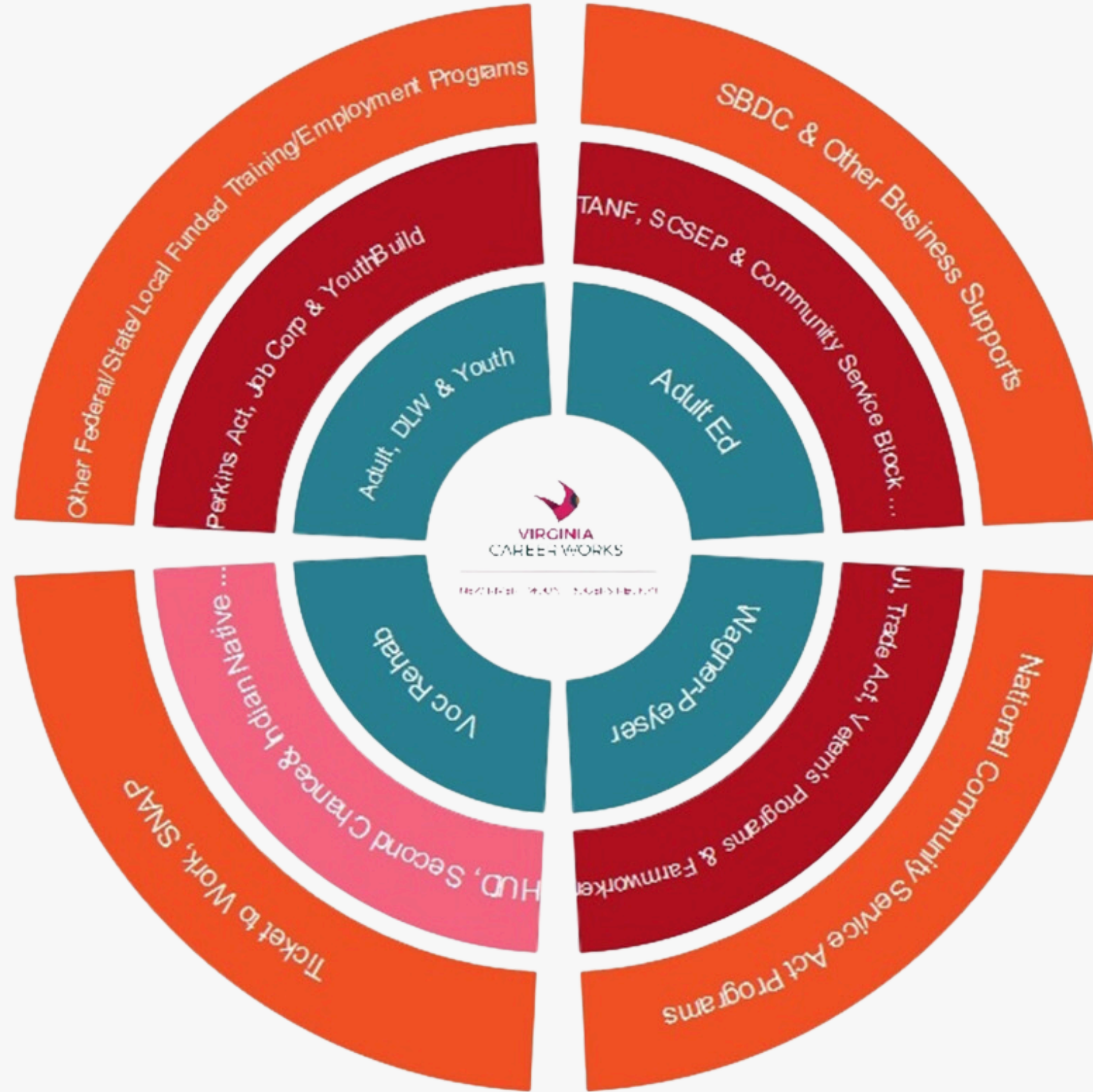
3

Increase outreach and recruitment efforts promote workforce services, stimulate career awareness, and promote Career Pathway opportunities of regional businesses.

4

Reduce workforce system barriers through collaboration and innovative solutions.

REQUIRED PARTNERS



POWER of PARTNERSHIPS

The power of partnerships transforms individual ambitions into collective achievements, making it possible to address needs more effectively and create lasting change.

- P**erformance enhancement
- O**ppportunity for collaboration
- W**rap-around services
- E**mployment-focused outcomes
- R**esource coordination



Business Solutions



4 Regional Business Solutions Teams

Job Fairs/Recruiting Events

Workshops

Annual Business Symposium

Employed Worker Training Projects

Workforce Innovation and Opportunity Act (WIOA)

Title 1: Adult, Dislocated Worker, and Youth

Prioritizes seamless coordination and robust collaboration to establish an efficient, integrated service delivery system that effectively addresses the needs of all job seekers, including individuals with disabilities and those facing barriers to employment, while also meeting the workforce requirements of employers.



Adult & Dislocated Worker

- Unemployed, under-employed (some Incumbent)
- Provides Career Services, Training, and Supportive Services
- Focus on high wage, "in-demand" occupations for the region
- Priority of service to Veterans, veteran spouses and low-income (DLW is not income based)

Youth

- Age 16-24
- Low income, and
- Has at least one barrier to employment (drop out, teen parent or pregnant teen, has a disability, homeless, an offender, in the foster care system)

Workforce Innovation and Opportunity Act (WIOA)

Title 1: Adult, Dislocated Worker, and Youth



People inc.

*Building Futures
Realizing Dreams™*

PY 2023:

- Provided Individualized Career Services to over 400 people
- Average Placement Rate: 85%
- Average Wage Rate: \$21.00

Board Discretionary Grant Achievements

2020-2024

- ✓ **Successfully closed our \$6M DOL America's Promise grant - December 2021**
- ✓ **Continuing to Successfully Operate SSA Ticket to Work Program:** Over \$62,000 in payments for 9 Ticket clients. Currently have 7 Ticket clients and are working with 3 potential clients.

✓ **Successfully Operating 7 Federal Grants**

ARC POWER, US DOL YouthBuild21, US DOL WORC, US DOL Congressional Community Project, HRSA, US DOL YouthBuild24, US DOL Pathway Home

Total Funding: \$8,720,292

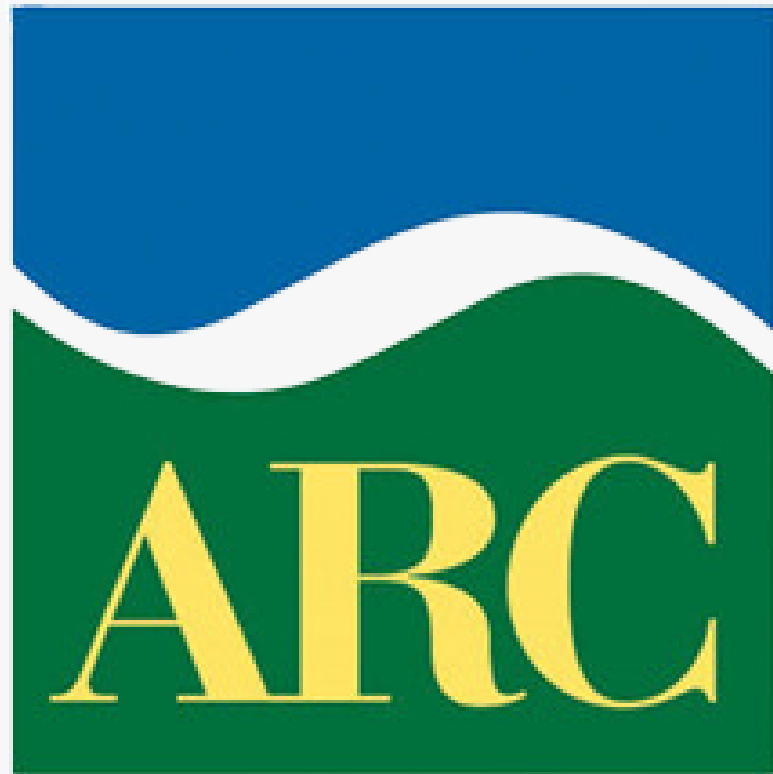
✓ **Successfully Operated 6 State Grants**

TANF-RSVP, WIOA Economic Equity, WIOA Innovations, Ready SWVA, WIOA Soft Skills, WIOA Supplemental, WIOA Technical Skills

Total Funding: \$2,990,316

Partnerships for Opportunity and Workforce and Economic Revitalization (POWER)

Pathways to a Strong and Healthy Region



**APPALACHIAN
REGIONAL
COMMISSION**

- Built capacity to support individuals with Substance Use Disorder.
- Assisted over 500 people struggling with Substance Use Disorder in obtaining quality employment.
- Developed a plan to become a Recovery Ready Region.



YouthBuild

Developed and replicated our Integrated Education & Training Program for at-risk, disadvantaged youth, providing occupational training in manufacturing, skilled trades, and healthcare.



Assisted 93 at-risk youth in gaining skills for employment.



Refunded to continue the program until October 2027. Currently serving 15 participants in Giles, Wytheville, and Bland.



Senior Home Share
In-Home Health Care Services



HEALTHCARE ACADEMY
OF SOUTHWEST VIRGINIA





Workforce Opportunities for Rural Communities (WORC)

Pathways to New Beginnings

Addressing systemic barriers for recovering and justice-involved citizens:

Coordinating innovative training and business services,

Providing access to employment opportunities, and

Aligning workforce and economic development strategies and activities in our region.

Focuses on in-demand occupations in Construction, Manufacturing, and Healthcare resulting in the expressed competencies and credentials needed and valued by businesses.

To Date:

- Served 146 participants with 136 in job training activities.
- Achieved 89% employment rate and 85% job retention rate.

CONGRESSIONAL



L



GRANTS

Filling the Trades Gap



Providing activities and services to address workforce challenges in the region:

Engage in sector strategies to address business needs

Coordinate sector-based training programs

Develop capacity and efficiencies

Further develop the workforce system and its partners.

To Date:

112 received training services toward quality employment in healthcare, manufacturing, and skilled trades

HRSA Health Occupations



Addressing the ongoing critical need in healthcare facilities for trained public health professionals serving rural communities.



To Date:

Assisted over 200 individuals in obtaining credentials and employment in the healthcare industry.



Pathway Home

Pre- and Post-Release Reentry Grant



Partnering with grant recipient Total Action for Progress (TAP) to deliver services across Virginia to support individuals returning to the region from incarceration.



Partnering with Bland and Marion Correctional Facilities, the New River Valley Regional Jail, and the Southwest Virginia Regional Jail Authority (Abingdon and Duffield) to deliver training and reentry services pre-release and post-release.



WIOA Reauthorization

Major Changes are coming.

Funding Regulations.

Local Control.

Redesignation.

Other Changes.

“
**What got us
here won't
get us
there.**
”

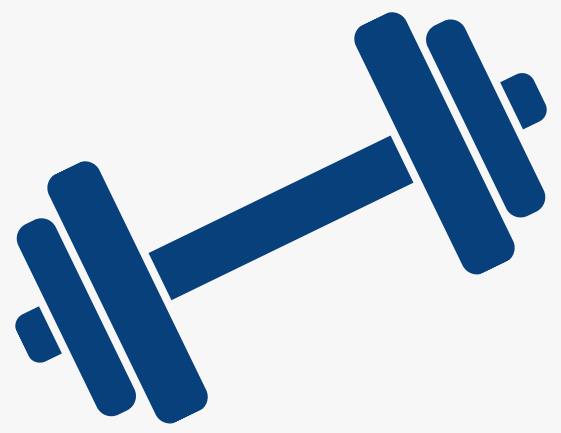
“What got us here won’t get us there.”



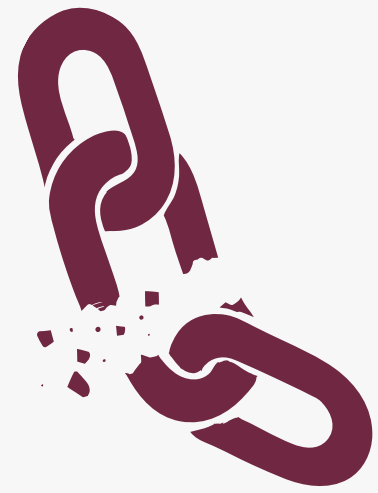
WHERE'S THERE?

Envisioning Our Future





Strengths



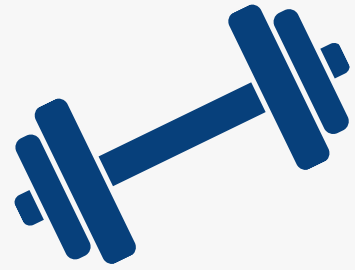
Weaknesses



Opportunities



Threats



Actively developing programs and seeking funding to support initiatives that meet the region's workforce issues

Experienced Program Operator staff

The Workforce and Consortium Boards are driven towards regional impact

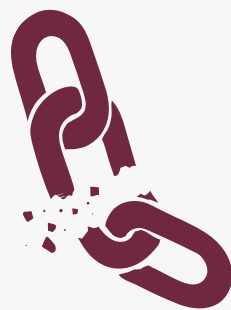
Board and staff participate in many regional special projects of value –job fairs, symposiums, special grant projects, etc.

Experienced Board staff

Strong links with local governments

Strong Business Service Coordination

W



The system is not customer friendly (difficult to navigate

Stigma of vocational education programs is creating a shortage of skilled workers)

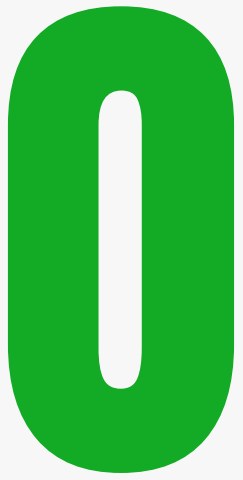
**Inconsistency with co-enrollments of participants and braiding/leveraging of funds for
job seekers**

Lack of partner presence/participation in some of our One-Stop Centers

Poor marketing of services provided by the WDB

Not being proactive in job training for future industries or occupations

**Territorial issues between workforce system organizations causes a lack of coordination
of services**



Access to interstate system

Availability of Federal, state and private grants

Large pool of graduates (from VT, RU and three community colleges)

Ability to quickly add training programs at the community colleges to meet employer needs

Low cost of living

Attractions for tourism

Broadband is available in many areas – completion of the “last mile” is possible

Multi-jurisdictional cooperation (Regionalism)



Low wages (service vs. production) – minimum wage is not a “living” wage

Declining/Aging population

Area left out of State-wide decisions

Lack of opportunities for recent college graduates

Lack of needed infrastructure for “knowledge based” workers (i.e.: broadband is not everywhere, lack of social & cultural amenities) creating a void in these high tech/high wage jobs

Limited fiscal capacity of state and local governments (State government is failing to meet its obligations creating more financial stress on local governments)

Exporting of jobs & businesses (and projection of more job losses)

STRATEGIC GOALS 2024-2027

Virginia's Strategic Goals

Prepare Virginia's workers for current and future career pathways that provide competitive wages.

Deliver workforce services that support business growth in Virginia's leading-edge economy.

Provide outreach and recruitment services that increase awareness and access to Virginia's workforce development ecosystem.

Reduce workforce system barriers through dynamic collaboration, coordination, and communication with Virginia Works as the hub-and-spoke model.

NRMR Draft Goals

1

Equip the workforce for quality jobs in high-demand career pathways.

2

Support business growth and regional economic development.

3

Expand outreach and access to workforce resources.

4

Reduce barriers through collaboration and coordination.

NRMR **Draft** Goals & Strategies



Equip the workforce for quality jobs in high-demand career pathways.

Prepare workers for current and future career opportunities that offer competitive wages and align with regional industry needs.

- Align Training Programs with Regional High-Demand Occupations.
- Promote Career Pathways and Training Opportunities.
- Expand Work-Based Learning Opportunities.
- Facilitate Career Advancement and Lifelong Learning.
- Enhance Access to Workforce Resources.

NRMR Draft Goals & Strategies



Support business growth and regional economic development.

Deliver workforce services that enhance business growth and strengthen the region's economic resilience by meeting the talent needs of key industries within the New River/Mount Rogers Workforce Development Area.

- Strengthen Business Engagement and Partnerships.
- Enhance Talent Pipeline Development and Recruitment.
- Support Business Growth through Customized Workforce Solutions.
- Foster Entrepreneurship and Innovation.
- Address Regional Workforce Challenges and Promote Economic Resilience.
- Promote Workforce Diversity, Equity, and Inclusion.

NRMR Draft Goals & Strategies

3 Expand outreach and access to workforce resources.

Provide targeted outreach, recruitment, and engagement services to increase awareness and access to the New River/Mount Rogers Workforce Development system, ensuring that all residents and businesses are aware of available resources and support.

- Develop and Implement a Comprehensive Marketing and Outreach Plan.
- Expand Community Partnerships and Networks.
- Increase Accessibility to Workforce Services and Resources.
- Enhance Business Engagement and Outreach.
- Leverage Data and Technology to Improve Outreach and Access.
- Communicate the Impact of Workforce Development Efforts.

NRMR Draft Goals & Strategies



Reduce barriers through collaboration and coordination.

Reduce workforce system barriers by fostering dynamic collaboration, coordination, and communication among regional partners, using the New River/Mount Rogers Workforce Development Board as a convener for these efforts.

- Strengthen Regional Partnerships to Address Barriers.
- Address Access Issues.
- Enhance Support Services for Jobseekers and Workers.
- Improve Access to Technology and Digital Resources.
- Foster Effective Communication and Information Sharing.
- Facilitate Data-Driven Decision Making and Continuous Improvement.
- Promote Inclusivity and Equity.



Partnerships are the bridge to the future, where shared vision and collaboration transform challenges into opportunities.