

***Workforce Investment Act Adult/DW Program
Review
Program Year 2013***

Issued to:

Pittsylvania County Community Action

Chatham Satellite Office

July 23, 2014

Prepared by:

Kathy Barton, Regional Program Manager

West Piedmont Workforce Investment Board

OVERVIEW

Pittsylvania County is a large geographic area that is comprised of the towns of Chatham, Gretna, and Hurt in addition to many small communities with limited employment opportunities and very personalized services due to the close knit communities. Many of the residents seek employment and training opportunities outside of a 30 mile radius from their community in order to expand their opportunities for self sustainability and skill enhancements. The community receives workforce development services through the Virginia Workforce Center-Chatham satellite office that is operated by Pittsylvania County Community Action. The Chatham satellite office contain the representatives for the Workforce Investment Act Adult and Dislocated Worker program services, in addition to the Out of School Youth Program and the In-School Youth Program which serves Youth from the ages of 14 to 21. The community also receives personalized Business Services for area employers from representatives within the satellite office from the Workforce Investment Act program. The Virginia Workforce Center-Chatham satellite location averages between 150 and 200 visitors monthly.

Purpose of the Review

On May 19 through May 29, 2014 the Programming Team of the West Piedmont Workforce Investment Board (WPWIB) conducted the required annual compliance review of the Pittsylvania County Adult and Dislocated Worker WIA program operated by Pittsylvania County Community Action for Program Year 2013. The purpose of the review was to determine whether procedures are in place to ensure compliance with the Workforce Investment Act, and to identify areas in which technical assistance is needed to ensure continuous improvement.

As part of the review, the team covered three major areas: eligibility, provided services, and outcomes. Good practices are included to highlight activities the review team commends the local area for providing.

The following pages include detailed information on the findings in the three major areas from the annual compliance review. For each area, the report may include findings, concerns, and considerations. If the review team identified a finding or concern, then a detailed description and required action/recommendation is provided. For the purpose of this report the following describes the difference between findings that require action and concerns with recommendations.

- Finding: Findings indicate that the area is out of compliance with current federal laws/regulations or state and local policies. To ensure compliance, each finding has a required action. Local areas must provide a corrective action plan for all findings.
- Concern: Concerns identify a potential risk to the local area and may result in a future finding if the issue is not addressed. Although this does not indicate that the local area is out of compliance, recommendations are provided to improve services to the local area.
- Consideration: Considerations indicate an area identified that would be a benefit to the local area.

Summary of Review

Adult

General Eligibility	Income Eligibility	Case Management	Assessments	Individual Employment Plan	VaWC	Supportive Services
86.67%	100%	74.61%	100%	72.62%	63.89%	83.33%

Pass Rate by Review Category

Occupational Skills Training	Work Experience Internship OJT	Closure Exit
90.80%	82.61%	100%

Pass Rate by Review Category

Dislocated Worker

General Eligibility	DW Eligibility	Case Management	Assessments	Individual Employment Plan	VaWC	Supportive Services
77%	67%	88%	100%	100%	50%	87%

Pass Rate by Review Category

Occupational Skills Training	Work Experience Internship OJT	Closure Exit
100%	100%	100%

Pass Rate by Review Category

1. Good Practices

- 1.1 WPWIB commends the Pittsylvania County Community Action Pittsylvania County Case Managers for working diligently to present well documented case file management and for serving the citizens of Danville and the surrounding communities.

2. Programmatic

2.1 Explanation of Area of Review

VCCS recommends that local area monitors attempt to review twelve files from each funding stream in order to recognize any patterns and possible issues. Twelve adult participant files and twelve dislocated worker files were reviewed to ensure compliance with provisions of the WIA and other applicable laws and regulations.

Case Managers were given the flexibility to select the participant files that were reviewed for each program.

2.2 Findings

2.2.1 Eligibility

Fifteen participant files reviewed were found with insufficient documentation to verify required income and/or general eligibility items.

- 2 revealed income/family size were incorrectly calculated and documented due to missing or incomplete information from the Dept. of Social Services Verification or missing or incomplete information for earned income.
- 13 files used incorrect verification information to validate citizenship and birth date.

(See Attachment B: Explanation of Findings and Concerns for specifics on these findings.)

WIA and 20 CFR Part 652 establish general and specific eligibility criteria for participants. Local workforce investment areas are required to verify

and document the eligibility of all participants served with WIA funds. In instances where inconsistency in documentation is eligibility related, the local workforce investment area is subject to the increased potential of questioned and/or disallowed costs. It is imperative for case managers to adhere to LWIA policy or guidance on eligibility and adequately document all determinations with LWIA accepted documentation. Acceptable documentation relating to income eligibility can be found on the VCCS Workforce Services website under "Virginia WIA Eligibility Guidelines" (http://www.vccs.edu/Portals/0/ContentAreas/Workforce/VWN/Eligibility_verify%20documentation.pdf).

Required Action:

The PCCA Pitts Co Adult/DW Program must obtain the necessary documentation to support the identified eligibility requirements. Eligibility documentation must be submitted to the WPWIB by Friday **August 22, 2014**.

If the documentation cannot be obtained and the participant is found to be in-eligible, the local area must notify the VCCS and take the necessary steps to reimburse the WIA program for any funds incurred on the participant.

2.2.2 Missing and/or Incomplete Documentation

Examples of missing and/or incomplete documentation noted during the participant file review were:

- EEO Grievance forms missing signatures.
- Self Sufficiency Analysis
- Credentials received from training
- Unlikely to return information for Category 1, Dislocated Worker

(See Attachment B: Explanation of Findings and Concerns for specifics on this finding.)

Required Action:

Ensuring that the participant files contain the necessary documents is essential towards maximum case management and positive performance outcomes. Case managers and management must take care to ensure that all program documentation is completed and signed as required prior to eligibility determination and any dispensation of services.

2.2.3 VaWC Discrepancies

Twenty participant files revealed VaWC discrepancies and failure to appropriately align the VaWC client record with program delivery. Examples of this are as follows:

- Activities extending beyond the limitations noted in VWL 11-02. Service codes need to reflect VWL limitations. If services are still being provided beyond activity time limit, the activity dates may be extended but the extensions to projected end dates need to be documented through VOS case notes.
- Missing service activity codes in VaWC (ex., Supportive Service, Work Experience, Assessments). VOS activities must align with program services provided.
- Placement of participants into VaWC activities that are not supported by documentation in the file.
- System closed activities due to lack of case manager activity in VaWC and timely management of the file.

(See Attachment B: Explanation of Findings and Concerns, for specifics on these findings.)

As stated in **VWL 10-02**, "it is important that service providers are held accountable for aligning program delivery with program results, i.e. common measures. Data entry and tracking in VaWC related to participant's services and reports must be timely, relevant, accurate and consistent. Entering participant data in VaWC is critical to ensure that performance is reported accurately."

Required Action:

PCCA Pitts Co. Adult/DW Program must review the application of VWL #11-02, WIA Service Code Definitions and Limitations with service provider management and case managers to ensure that service codes are appropriately entered into the system and accurately reflect participant activities and services received. PCCA must review these participant cases and make or delegate to WPWIB the appropriate corrections to be updated in VaWC by Friday **August 22, 2014**.

2.2.4 Assessments

Two participant files reviewed demonstrated an inconsistency in the administration of assessments and the supporting documentation in both the file and the VaWC system.

- Information keyed in VOS is inconsistent with dates that assessments were completed by clients.

(See Attachment B: Explanation of Findings and Concerns, for specifics on these findings)

As stated in **VWL 10-02**, "it is important that service providers are held accountable for aligning program delivery with program results, i.e. common measures. Data entry and tracking in VaWC related to participant's services and reports must be timely, relevant, accurate and consistent. Entering participant data in VaWC is critical to ensure that performance is reported accurately."

Required Action:

PCCA Pitts Co. Adult/DW Program must review the application of VWL #11-02, WIA Service Code Definitions and Limitations with service provider management and case managers to ensure that service codes are appropriately entered into the system and accurately reflect participant activities and services received.

PCCA Pitts Co. Adult/DW Program must review these participant cases and make or delegate to WPWIB the appropriate corrections to be updated in VaWC by Friday, **August 22, 2014**.

3.3 Concerns

3.3.1 IEP Goals

Twenty Two participant files reviewed demonstrated Individual Service Strategy goals and objectives that did not always align with the participant's needs or the services they actually received. In some cases, the goal descriptions entered into VaWC ISS read more like an objective assessment of the client's situation and not a description of the client's goals and steps for achieving those goals. *(See Attachment B: Explanation of Findings and Concerns for specifics on these findings.)*

The IEP should serve to document participants' needs and goals, as well as the services provided to help them to attain their goals and allow an individual to be more employable. For those participants who have been identified as basic skills deficient, the Individual Service Strategies should include a goal and outline specific activities to help them improve those skills.

Recommendation:

Case managers should clearly identify goals with objectives and related activities in the IEP/ISS and align them with activities and services to improve outcomes for the individual.

3.3.2 Case Notes

Fifteen of the adult/dw files reviewed were found to have concerns with case notes.

- Participant contact and notes were not always monthly, per local policy.
- Notes did not provide sufficient information to follow participant activities and progress.
- Case notes showed a delay in entry of notes into VaWC with more than 14 days between the Contact date and Create date.

(See Attachment B: Explanation of Findings and Concerns for specifics on these findings.)

Recommendation:

Keeping well documented case notes is an essential part of case management. This demonstrates that participants are receiving adequate contact and assistance in successfully achieving their goals. In addition, it provides a written record of services and work with an individual should the case manager change or if the individual returns to the program at another time.

3. Next Steps

Complete as directed information listed in Findings and Concerns in the previously written documentation.

Attachment A: Sample Corrective Action Plan

The corrective action plan must be submitted within 30 days of receipt of the findings report provided by VCCS. The plan must be signed and dated by the local area Executive Director.

Required Actions	Corrective Action	Expected Completion Date
Programmatic		
2.2.1 Eligibility	Eligibility will be checked closely by Supervisors at the time of enrollment to catch any errors.	Immediately
2.2.2 Missing and/or Incomplete Documentation	Documentation will be checked closely by Supervisors at time of enrollment to catch any errors.	Immediately
2.2.3 VaWC Discrepancies	Supervisors will address quality of work at monthly staff meetings.	August meetings
2.2.4 Assessments	Supervisors will address quality of work at monthly staff meetings.	

Concerns	Corrective Action	Expected Completion Date
Programmatic		
3.3.1 ISS goals	Supervisors will address quality of work at monthly staff meetings.	August meetings
3.3.2 Case Notes	Supervisors will address quality of work at monthly staff meetings.	August meetings

Name of Contracted Provider Representative (print):

Signature of Contracted Provider Representative:

Date:

Everlena Ross
Everlena Ross *sol*

8/19/14

Attachment B:

Pittsylvania County Adult/Dislocated Worker

Pittsylvania Adult

USER NAME	NAME	PERFORMANCE OUTCOME REVIEW	CORRECTED ?
62108	Alice V. Rosado	<p><i>Case notes do not reference the extension of service code 153 job search/placement. Has passed 30 day requirement.</i></p> <p><i>ISS is incomplete. All activities are listed in the objectives with only 1 goal. IEP references assessment but lacks detail such as TABE scores and Careerscope Interest and Aptitudes.</i></p>	<p>Staff has added service code 153 and will monitor file closer to meet 30 day requirement.</p> <p>Revisions have been made. Staff will include details next time.</p>
1736451	Shaquane Lanier	<p><i>Case notes do not reference the extension of service code 153 job search/placement</i></p> <p><i>ISS is incomplete. All activities are listed in objectives with only one goal. IEP references assessments but lacks details such as Careerscope Interest and aptitudes.</i></p> <p><i>Case notes, nor IEP document the need for supportive services provided to the client. Case Notes do not acknowledge or identify other funding sources being available. Purchase Order and Service code has date of 11/27/2013 however receipt shows purchase on 12/2/2013.</i></p> <p><i>IEP does not list the competencies</i></p>	<p>Staff has added service code 153 and will monitor file closer to meet 30 day requirement.</p> <p>Revisions have been made. Updated IEP to include Careerscope Interest and aptitude.</p> <p>Case notes have been modified. We are required by our agency to have pre-approval before any purchases can be made. This accounts for the difference in the dates.</p> <p>Moving forward the IEP will</p>

		<i>or skills that participant will master while in the work experience.</i>	contain this info.
142201	Damita D. Harris	<p><i>Case Notes entered outside the timely data entry rule (14 days) contact date 2/26/2014 and create date 3/14/2014.</i></p> <p><i>Case notes do not reference the extension of service code 153 job search/placement.</i></p> <p><i>Iss is incomplete. All activities are listed in the objective with only 1 goal. IEP references assessment but lacks detail such as TABE scores and Career scope interest and aptitudes.</i></p> <p><i>185 Supportive Service code used for "work attire needed for training" along with back ground check. Dates do not match when services were provided. Attire was purchased 12/6/2013 service code entered 11/12/2013. Background check has no date provided on invoice in file to compare with date of service code which shows 11/12/2013. Correct code for background check should be 131.</i></p>	<p><i>Future notes will be entered in a timely manner.</i></p> <p><i>File has been placed in follow-up. In the future staff will reference extension of service code 153 in case notes.</i></p> <p><i>Staff will include details next time. File has been placed in follow-up at this time.</i></p> <p><i>In the future, staff will put the services in in a timely manner. File is in follow-up.</i></p>
1438477	Amanda Crawford	<p><i>Right to Work Verification Documentation is incomplete. Missing birthday of participant and place of birth.</i></p> <p><i>Case notes entered outside timely data entry rule (14 days) 14 days between contact and create date of case notes.</i></p> <p><i>Iss is incomplete. All activities are listed in the objective with only 1 goal. IEP references assessment but lacks detail such as TABE scores and Careerscope interest and aptitudes.</i></p> <p><i>Activities 153, 202, 205 were</i></p>	<p><i>Staff completed the documentation by adding the birth date.</i></p> <p><i>Staff will monitor file closer to meet 14 day requirement.</i></p> <p><i>Staff will include details next time. File have been placed in follow-up.</i></p> <p><i>File is in follow-up. In the future</i></p>

		<p><i>provided on 8/17/2012 and extensions were made with no Case notes to reference extension.</i></p> <p><i>No Self sufficiency analysis in file. 3 Payment Trackers in the file including One for the 1 for Nurse Aide Training the other for the Medication Training. No Case Note to document why. Documents in file have discrepancy with invoice amount of supportive service for uniform not the same as the PO and Provider Invoice. Example: Nursing Uniform from Invoice Labeled "Something Else" shows cost as \$98.99. PO along with provider invoice shows amount as \$100. BP Cuff from Invoice labeled "Something Else" show cost as \$39.99. PO along with provider invoice show amount of \$40. Tutition lists provision of BP Cuff. No credential in file.</i></p>	<p><i>will make reference in case note.</i></p> <p><i>Ammendments have been made to correct the monetary differences.</i></p>
1690554	Jessica Anderson	<p><i>Incomplete documentation for Right to Work Verification. Missing participant's birthday and place of birth.</i></p> <p><i>Iss is incomplete. All activities are listed in the objective with only 1 goal. IEP references assessment but lacks detail such as TABE scores and Career scope interest and aptitudes.</i></p> <p><i>Supportive Services provided per documentation in file do not match the services provided in VaWC. From dates of documentation Supportive Service for Uniforms does not have a Service in VaWC. 153 Service code is past the 30 day requirement. Case notes do not reference extension.</i></p> <p><i>Supportive Service code used for uniforms has date of 10/9/2013,</i></p>	<p><i>Staff completed the documentation by adding the birth date and place of birth.</i></p> <p><i>Staff updated IEP to include detail of the TABE scores and Career scope interest. In the future, staff will include details.</i></p> <p><i>Staff added the supportive service code for the uniforms. Staff did send a VOS correction to correct the date for the service. 153 service code has been updated and will be one within the 30 day requirement in the future.</i></p> <p><i>Staff must have preapproval to make a purchase and invoices are</i></p>

		<i>invoice shows date of 10/28/2013 with PO invoice as 12/20/2013.</i>	paid at a later date.
1388358	Crystal Gardner	<p><i>Iss is incomplete. All activities are listed in the objective with only 1 goal. IEP references assessment but lacks detail such as TABE scores and Career scope interest and aptitudes. ISS hasn't been updated since enrollment in December 2013</i></p> <p><i>Supportive Services provided but missing service code in VaWC. SS for uniforms with an invoice date of 2/18/2014 and 1/14/2014. SS in VaWC for date 12/17/2013 does not begin date of documentation in file. 153 Service Code extended past required 30 days no case note to reflect extension</i></p> <p><i>VaWC does not list SS codes for services provided. Documentation in file shows invoices for dates of 2/18/2014 and 1/14/2014 purchase of uniforms. Activity for these services were not entered into the VaWC. Supportive Service 185 in VaWC does not match documentation in file.</i></p> <p><i>Case Notes document Nurse Aide portion of Training is complete but credential is not in file to credential obtained.</i></p>	<p>File is in follow-up. Staff will include details next time.</p> <p>File is in follow-up. In future staff will reflect in case note the extension of 153 service code.</p> <p>File is in follow-up. Staff must have preapproval to make a purchase and invoices are paid at a later date.</p> <p>Credential has been placed in file; was received from school on June 9, 2014.</p>

Pittsylvania County DLW

USER NAME	NAME	PERFORMANCE OUTCOME REVIEW	CORRECTED ?
305859	Carlita Britten	<p><i>Birth Certificate verification is not valid due to not listing the birth date.</i></p> <p><i>Case Note: Create date and contact date are more than 14 days apart.</i></p>	<p>Staff has added the birthdate.</p> <p>In future staff will enter in</p>

		<p><i>Case notes are not used when extended services Case note titled "Left Message" has a contact date of 11/15/2013 and a creation date of 12/2/2013; more than 14 days. Activity code #153 Job Search/Placement is extended past 30 days with no case notes.</i></p> <p><i>Date on Careerscope does not match what is entered into VOS.</i></p> <p><i>IEP does not list participants goals, reference the assessments administered to participant, services provided to participant does not concur with the IEP, IEP has not been periodically updated to reflect progress. IEP should have training and CRC listed as a goal with objectives in the plan. IEP has not been updated every 90 days according to WIB policy.</i></p> <p><i>Activity code #153 Job Search/Placement is extended past 30 days with no case notes.</i></p>	<p><i>the 14 day timeframe. Staff will reflect in case notes the extension of service code 153 in future. In future will make sure the date matches for the Career scope.</i></p> <p><i>In future will make sure the IEP is referenced correctly. Staff has closed all services for the customer. Services that are open are through DCC on ramp grant.</i></p> <p><i>All services are closed. Open services are through DCC.</i></p>
341127	Matthew Hall	<p><i>Birth Certificate verification is not valid due to not listing the birth date.</i></p> <p><i>Case note contact date and create date are more than 14 days apart. Case note titled "Response to a Request" has a contact date of 08/17/2012 and a creation date of 09/24/2012; more than 14 days.</i></p> <p><i>IEP does not list participants goals, reference the assessments administered to the participant, and</i></p>	<p><i>Staff has added the birthdate. Staff will be more timely in the future completing case notes.</i></p>

		<p><i>services provided does not concur with the IEP/ISS. IEP should have CRC listed as a goal with objectives in the plan.</i></p> <p><i>Supportive Service Determination form does not support that other sources were or were not available or sought out. Dates on Activity Supportive Service do not match funding authorization on file.</i></p> <p><i>LMI Data is missing in file to justify training.</i></p>	<p>Revisions made.</p> <p>In the future staff will make sure dates match.</p> <p>LMI data added for both occupations</p>
1476727	Karen Riddle	<p><i>Missing LMI on separation occupation.</i></p> <p><i>Grievance/EEO form not signed and dated by Case Manager. Case note titled "Mileage Assistance Requested" has a contact date of 04/15/14 and a creation date of 05/05/2014; more than 14 days</i></p> <p><i>IEP does not reference the assessment, services provided does not concur with the IEP/ISS. Client earned a CRC and a NCRC.</i></p> <p><i>Not all services are reflected by a service code. Client earned a CRC and a NCRC. NCRC is not reflected in services.</i></p> <p><i>Supportive Service Determination Documentation does not identify other fund sources available. Client has not started training as of this date.</i></p>	<p>LMI has been added.</p> <p>Staff signed the form. In the future, services and case notes will be added in a more timely manner. Updates have been made. There is no service code for NCRC in VOS. Corrections made. States on form does not meet DSS or Trade requirements.</p>
743460	Virgil Owen	<p><i>Missing LMI on separation occupation. Dislocation date on Layoff Letter is 10/01/2013 and layoff date entered into VOS system is for 09/27/2013.</i></p> <p><i>IEP does not list participants goals. IEP should have CRC listed as a goal with objectives in the plan.</i></p> <p><i>Activity code does not follow time limitation.</i></p>	<p>Corrections made. Added LMI.</p> <p>Revisions have been made. Corrections made. #104 has been</p>

		<i>Activity code #104 Job Search Workshop has been extended for longer than 30 days.</i>	<i>closed and #153 was added.</i>
600513	LaShanda Moon	<p><i>Birth Certificate verification is not valid due to not listing the birth date.</i></p> <p><i>Missing LMI on separation occupation.</i></p> <p><i>IEP does not list participants goals, assessments are not referenced, services provided does not concur with the IEP/ISS. IEP should have training and CRC listed as a goal with objectives in the plan.</i></p> <p><i>LMI Missing</i></p>	<p><i>Staff completed the documentation by adding the birth date. LMI info added.</i></p> <p><i>Revisions made to IEP.</i></p> <p><i>LMI info added.</i></p>
302041	Kimberly Poteat	<p><i>Birth Certificate verification is not valid due to not listing the birth date.</i></p> <p><i>Missing LMI on separation occupation. Document provided did not demonstrate a general announcement, it was a personal letter given to the client.</i></p> <p><i>Contact date and creation date is more than 14 days apart. titled "Left Message" has a contact date of 03/13/2013 and a creation date of 04/26/2013; more than 14 days. Case note titled "Contact" has a contact date of 10//15/2012 and a creation date of 11/01/2012; more than 14 days. Case note titled "Drop of schedule" has a contact date of 09/07/2012 and a creation date of 10/01/2012; more than 14 days. Case note titled "Left message" has a contact date of 06/11/2012 and a creation date of 07/28/2013; more than 14 days.</i></p>	<p><i>Staff completed the documentation by adding the birth date. LMI information added. That was the only separation letter the employer would provide. Case notes will be added in a more timely manner.</i></p>

Case Notes

Print Date: 08/12/2014

Name: ALICE V ROSADO

Username: VAI38233

State ID: 62108

Primary Phone #: (434) 770-9868 ext N/A

Alternate Phone #: N/A

Case Note ID: 4298884

Create Date: 08/12/2014

Case Note Type: Case Note

Contact Date: 8/12/2014

Contact Type: Other

Program: Workforce Investment Act
Program

Application ID: 264551

Subject: File Update

Partner Program: NA

Staff Member: Connie Jordan

Office Location: Pittsylvania County - Virginia
Workforce Center

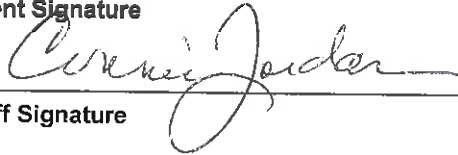
LWIA: West Piedmont

Notes:

Staff has reviewed case file to make sure all services and notes are current per audit instructions. Svc code 153 was updated on 7/22/2014.

Client Signature

Date



8/12/2014

Staff Signature

Date

Pittsylvania Co.
Had Copy
Corrections

Name: ~~Wagner-Peyser~~ Alice Rosado

WIA Case Participation Record

Virginia.gov Online Services |
Commonwealth Sites |
Help |
Governor

State ID 62108

[\[Assist an individual | Staff Services | My Portfolio \]](#)[My Individual Profiles](#) [My Individual Plans](#) [Staff's Profile](#)[Case Summary](#) [Programs](#) [Plan](#) [Assessments](#)[Show Filter Criteria](#)[+ Wagner-Peyser - 7 Applications](#)[+ Trade Adjustment Assistance \(TAA\) Program - 0 Applications](#)[- Workforce Investment Act Program - 1 Application](#)[Create Workforce Investment Act Program](#)

Workforce Investment Act Program #264551, App Date 4/2/2014, Eligibility Date 4/2/2014, Intensive Date 4/2/2014, LWIA 17 (Complete) - Adult
Case Manager: Coleman, Doreen
Temp Assigned: None Assigned

[Create Participation](#)[Edit Participation for WIA #264551 Participation Date 4/2/2014](#)[Create Activity](#)

Status	Activity / Provider	WZ	Funding / Grant	Projected Begin Date	Actual Begin Date	Projected End Date	Actual End Date
	300 - Occupational Skills Training - Approved Provider (ITA) Medical Solutions Academy		Adult	08/04/14	08/04/14	09/24/14	Close
	241 - Career Readiness Certificate - CRC Silver WIA OneStop Provider		Adult	07/29/14	07/29/14	07/29/14	Successful Completion
	153 - Job Search/Placement Assistance, including Career Coaching WIA OneStop Provider		Adult	07/22/14	07/22/14	08/22/14	Close
	204 - Interest And Aptitude Testing WIA OneStop Provider		Adult	04/02/14	04/02/14	04/02/14	04/02/14 Successful Completion
	205 - Develop Service Strategies (IEP/ISS/EDP) WIA OneStop Provider		Adult	04/02/14	04/02/14	04/02/14	04/02/14 Successful Completion
	226 - Reading and/or Math Testing WIA OneStop Provider		Adult	04/02/14	04/02/14	04/02/14	04/02/14 Successful Completion
	101 - Orientation WIA OneStop Provider		Adult	04/02/14	04/02/14	04/02/14	04/02/14 Successful Completion
	102 - Initial Assessment WIA OneStop Provider		Adult	04/02/14	04/02/14	04/02/14	04/02/14 Successful Completion
	153 - Job Search/Placement Assistance, including Career Coaching WIA OneStop Provider		Adult	04/02/14	04/02/14	07/02/14	07/21/14 Successful Completion

[Create Closure](#)[Create Outcome](#)

General Information:

* Plan ID: 21070
 * User ID: VAI38233
 * Name: ROSADO, ALICE
 * Plan was started on: 04/02/2014
 * Plan started in office
 * Location:
 * Plan closed on:

Goals and Objectives Established:

Goal #	Program Affiliation (s)	Type Of Goal	Term Of Goal	Date Established	Estimated Completion Date	Actual Completion Date	Status
1	WIA	Employment	Long Term	4/2/2014	4/2/2015		Open

Goal Description: To obtain stable employment**Objective(s) to Goal #:**

Objective	Date Established	Review Date	Program	Staff	Status
To complete initial assessments	4/2/2014	5/17/2014	WIA	Coleman , Doreen	Closed

Comments:

To complete TABE assessment	4/2/2014	5/17/2014	WIA	Jordan , Connie	Closed
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Comments: form 10-A

Reading scored 12.4

Math scored 09.3 combined

To complete Career Scope	4/2/2014	5/17/2014	WIA	Jordan , Connie	Closed
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Comments: Completed Career Scope

Interest results were selling, humanitarian, and protective. Her aptitude results were all in the average range with the clerical perception being above average and the spatial aptitude being a little below average.

To create/modify resume	4/2/2014	5/17/2014	WIA	Coleman , Doreen	Open
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Comments: Customer will update resume upon completions of her goal and objectives

To pass drug screen/bkgd check	4/2/2014	5/17/2014	WIA	Jordan , Connie	Closed
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Comments: Customer will take drug screen and staff will run background check.

To complete nurse/medication training	4/2/2014	5/17/2014	WIA	Coleman , Doreen	Open
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Comments: Customer would like to take nurse/medication aide training to become more employable

To pass TB shot	4/2/2014	5/17/2014	WIA	Jordan , Connie	Closed
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Comments: Customer will take TB shot required for the training

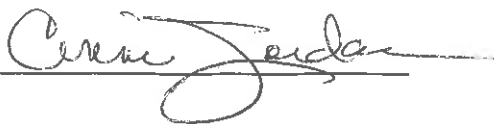
attain a Career Readiness Certificate	7/21/2014	7/29/2014	WIA	Jordan , Connie	Closed
---------------------------------------	-----------	-----------	-----	-----------------	--------

Comments: CRC-Silver-7/29/2014

Name: ~~Wagington, Lisa~~ unavailable to sign

ROSADO,
ALICE, V

Jordan, Connie



(For Minors: Parent/Guardian)

WIA Case Participation Record

Date: _____

Date: 8/11/14

Date: _____

Name: ~~Wahington, Lisa S~~ Shaquane M Lanier

WIA Case Participation Record

Individual Employment Plan

Name: Shaquane Lanier

User ID: SHAQUANE24

Plan ID: 20399

Plan was started on: 10/24/2013

Plan closed on:

Plan started in office location: Pittsylvania County -
Virginia Workforce Center

Goals and Objectives Established

ID	#	Goal	Term	Established	Completion	Program	Staff	Status
358051		To attain stable employment	Long Term	10/24/2013	10/24/2014	WIA	VASWXVII013	Open

Goal Description: To attain stable employment
Objective(s) to Goal #: 1

#	Objective	Established	Review Date	Program	Staff	Status
37588	create / modify a resume	10/24/2013	12/8/2013	WIA	VASNXVII091	Closed

Comments:

37590	complete TABE assessment	10/24/2013	10/24/2013	WIA	VASNXVII091	Closed
-------	--------------------------	------------	------------	-----	-------------	--------

Comments: form 9-A
scored Reading 11.1 and Math 12.9+

37592	complete Career Scope Assessment	10/24/2013	10/24/2013	WIA	VASNXVII091	Closed
-------	----------------------------------	------------	------------	-----	-------------	--------

Comments: Interest results were business detail, scientific, industrial, and leading/influencing. All aptitude results were average.

37593	continue with job searches	10/24/2013	12/8/2013	WIA	VASNXVII091	Open
-------	----------------------------	------------	-----------	-----	-------------	------

Comments:

37594	to gain marketable skills	10/24/2013	12/8/2013	WIA	VASNXVII091	Closed
-------	---------------------------	------------	-----------	-----	-------------	--------

Comments: removed from internship with Bojangles for not following instructions

37595	attain a Career Readiness Certificate	10/24/2013	12/8/2013	WIA	VASNXVII091	Closed
-------	---------------------------------------	------------	-----------	-----	-------------	--------

Comments: CRC-Silver-11/12/2013

Services Provided Against Plan:

☐ Print Services Provided Against Plan

customer unavailable to sign

Shaquane
Lanier

Date: _____

STAFF



Date: 8/12/14

WIA TELEPHONE VERIFICATION/DOCUMENT INSPECTION FORM

IDENTIFYING INFORMATION			
Applicant's Name	<u>Crawford</u>	<u>Amanda</u>	
	Last	First	MI
Social Security Number	<u>230-29-0096</u>	Date:	<u>3-5-12</u>

WIA ELIGIBILITY VERIFICATION BY TELEPHONE

NAME AND/OR NUMBER OF DOCUMENT _____

ELIGIBILITY ITEM(S) TO BE VERIFIED:	_____
INFORMATION VERIFIED:	_____
AGENCY PROVIDING VERIFICATION:	_____
AGENT VERIFYING ELIGIBILITY ITEM:	_____
DATE AND TIME OF VERIFICATION:	_____
TELEPHONE NUMBER OF AGENCY PROVIDING VERIFICATION:	_____

WIA ELIGIBILITY VERIFICATION BY DOCUMENT INSPECTION

NAME AND/OR NUMBER OF DOCUMENT # 145-03-098468
DOB-2/13/80

ELIGIBILITY ITEM TO BE VERIFIED:	<u>citizenship</u>
INFORMATION VERIFIED:	<u>US citizenship</u>
DOCUMENT TO BE INSPECTED:	<u>birth certificate</u>
ORIGINAL SOURCE OF DOCUMENT:	<u>Commonwealth of VA, Health Dept</u>
REASON FOR DOCUMENT INSPECTION:	<input type="checkbox"/> REMOTE SITE ELIGIBILITY, NO COPIER AVAILABLE. <input type="checkbox"/> ON SITE ELIGIBILITY, NO COPIER AVAILABLE. <input checked="" type="checkbox"/> DOCUMENT CANNOT BE COPIED.
Place of Birth-	<u>Danville, VA</u>

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OR

I ATTEST THAT THE DOCUMENT INSPECTION VERIFIED THE PRIMARY/SECONDARY ITEMS REQUIRED TO DETERMINE ELIGIBILITY FOR THE WIA PROGRAM.

Cornie Jordan
ELIGIBILITY SPECIALIST'S SIGNATURE

3-5-12
DATE

WIA TELEPHONE VERIFICATION/DOCUMENT INSPECTION FORM

IDENTIFYING INFORMATION			
Applicant's Name	<u>Anderson</u>	<u>Jessica</u>	<u>D</u>
	Last	First	MI
Social Security Number	<u>229-67-5629</u>		Date: <u>9-5-13</u>

WIA ELIGIBILITY VERIFICATION BY TELEPHONE

NAME AND/OR NUMBER OF DOCUMENT _____

ELIGIBILITY ITEM(S) TO BE VERIFIED:	_____
INFORMATION VERIFIED:	_____
AGENCY PROVIDING VERIFICATION:	_____
AGENT VERIFYING ELIGIBILITY ITEM:	_____
DATE AND TIME OF VERIFICATION:	_____
TELEPHONE NUMBER OF AGENCY PROVIDING VERIFICATION:	_____

WIA ELIGIBILITY VERIFICATION BY DOCUMENT INSPECTION

NAME AND/OR NUMBER OF DOCUMENT 145-93-013285
DOB 2-26-93

ELIGIBILITY ITEM TO BE VERIFIED:	<u>Citizenship</u>
INFORMATION VERIFIED:	<u>U.S. Citizenship</u>
DOCUMENT TO BE INSPECTED:	<u>Birth Certificate</u>
ORIGINAL SOURCE OF DOCUMENT:	<u>Dept of Vital Records Virginia Commonwealth</u>
REASON FOR DOCUMENT INSPECTION:	<input type="checkbox"/> REMOTE SITE ELIGIBILITY, NO COPIER AVAILABLE. <input type="checkbox"/> ON SITE ELIGIBILITY, NO COPIER AVAILABLE. <input type="checkbox"/> DOCUMENT CANNOT BE COPIED.
Place of Birth	<u>Danville, VA</u>

I ATTEST THAT THE INFORMATION RECORDED BY ME ON THIS DOCUMENT WAS OBTAINED THROUGH TELEPHONE CONTACT OR DOCUMENT INSPECTION ON THE ABOVE DATE. AS INDICATED BY THE AGENT, ALL INFORMATION WAS OBTAINED FROM DATA PREVIOUSLY DETERMINED AND RECORDED IN THE APPLICANT'S RECORDS AT THE AGENCY PROVIDING THE ELIGIBILITY VERIFICATION.

OR

I ATTEST THAT THE DOCUMENT INSPECTION VERIFIED THE PRIMARY/SECONDARY ITEMS REQUIRED TO DETERMINE ELIGIBILITY FOR THE WIA PROGRAM.

Donna Cole
 ELIGIBILITY SPECIALIST'S SIGNATURE

9-5-13
 DATE

Individual Employment Plan

Name: Jessica Anderson

User ID: JESSI20

Plan ID: 20198

Plan was started on: 09/05/2013

Plan closed on:

Plan started in office location: Pittsylvania County -
Virginia Workforce Center**Goals and Objectives Established**

<u>ID</u>	<u>#</u>	<u>Goal</u>	<u>Term</u>	<u>Established</u>	<u>Completion</u>	<u>Program</u>	<u>Staff</u>	<u>Status</u>
353081		To gain stable employment	Long Term	9/5/2013	9/5/2014	WIA	VASNXXVII156	Open

Goal Description: To gain stable employment
Objective(s) to Goal #: 1

<u>#</u>	<u>Objective</u>	<u>Established</u>	<u>Review Date</u>	<u>Program</u>	<u>Staff</u>	<u>Status</u>
36942	To complete initial assessments	9/5/2013	10/20/2013	WIA	VASNXXVII156	Closed
Comments:						
36943	To complete TABE assessment	9/5/2013	10/20/2013	WIA	VASNXXVII091	Closed
Comments: form 9-A scored Reading 12.9 and Math 12.9						
36944	To complete CareerScope	9/5/2013	10/20/2013	WIA	VASNXXVII091	Closed
Comments: Interest results are scientific, humanitarian, accommodating, and industrial. All aptitude results were average or above.						
36945	To create/modify resume	9/5/2013	10/20/2013	WIA	VASNXXVII091	Closed
Comments:						
36946	To pass drug screen/background check	9/5/2013	10/20/2013	WIA	VASNXXVII156	Closed
Comments:						
36947	To complete Career Readiness Exam	9/5/2013	10/20/2013	WIA	VASNXXVII156	Closed
Comments: Earned a Silver Certificate						
36948	To complete nurse/medication aide	9/5/2013	10/20/2013	WIA	VASNXXVII156	Closed

Comments: Brittney had transportation issues (transmission went out) and had to drop out of school.

Name: ~~Washington, Elizabeth~~

36949 To pass PPD shot

9/5/2013

10/20/2013

WIA

WIA Case Participation Record

VASNXXVII156 Closed

Comments:

37733 To pass nurse/medication
aide

11/7/2013

12/22/2013

WIA

VASNXXVII091 Closed

Comments: The actual date created was 9/5/13 but staff accidentally closed it trying to close it for another customer that had to drop out.

Completed Nurse Aide Training.

Services Provided Against Plan:

☐ Print Services Provided Against Plan

Customer unavailable to sign

Jessica
Anderson

Date:

Connie
Jordan

Connie Jordan

Date:

8/12/14

Date:

(For Minors: Parent/Guardian)

OId
LMI

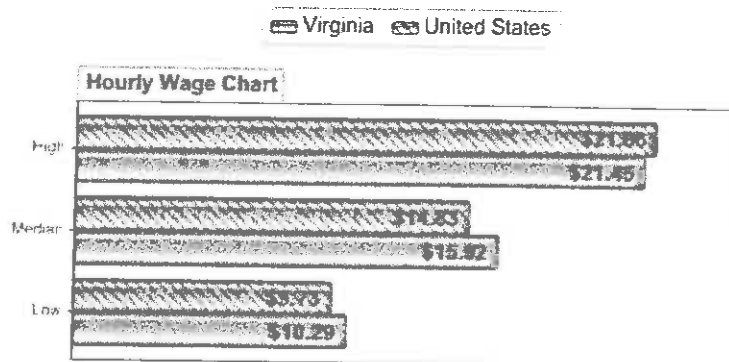
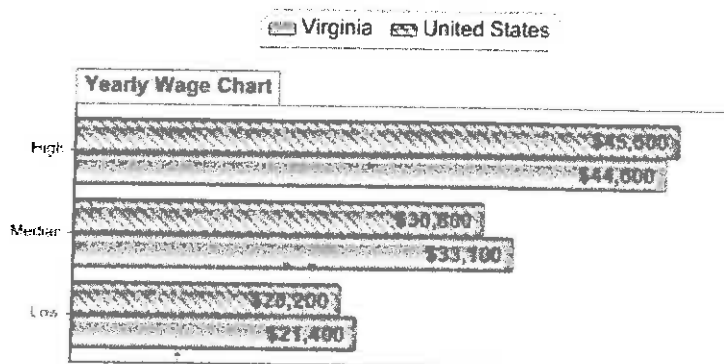
Occupation Profile

COIL WINDERS, TAPERS, AND FINISHERS: VIRGINIA

Occupation Description

Wind wire coils used in electrical components, such as resistors and transformers, and in electrical equipment and instruments, such as field cores, bobbins, armature cores, electrical motors, generators, and control equipment.

State and National Wages



- High is the wage at which 90% of workers earn less and 10% earn more.
- Middle is the wage at which 50% of workers earn less and 50% earn more.
- Low is the wage at which 10% of workers earn less and 90% earn more.

Location	Pay Period	2012				
		10%	25%	Median	75%	90%
United States	Hourly	\$9.73	\$11.70	\$14.83	\$18.12	\$21.86
	Yearly	\$20,200	\$24,300	\$30,800	\$37,700	\$45,500
Virginia	Hourly	\$10.29	\$12.94	\$15.92	\$18.10	\$21.45
	Yearly	\$21,400	\$26,900	\$33,100	\$37,600	\$44,600

[Occupation Wages FAQs](#)

[Median Wage by Occupation Across States](#)
[Compare Wages by Occupation and Local Area](#)
[Compare Wages by Metropolitan Areas](#)

National Data Source: [Bureau of Labor Statistics, Occupational Employment Statistics Survey](#)
 State Data Source: [Virginia Occupational Wages](#)

State and National Trends

United States	Employment		Percent Change	Projected Annual Job Openings ¹
	2012	2022		
Coil Winders, Tapers, and Finishers	14,400	12,900	-11%	170
Virginia	Employment		Percent Change	Projected Annual Job Openings ¹
	2010	2020		
Coil Winders, Tapers, and Finishers	460	390	-15%	10

¹Projected Annual Job Openings refers to the average annual job openings due to growth and net replacement.

Note: The data for the State Employment Trends and the National Employment Trends are not directly comparable. The projections period for state data is 2010-2020, while the projections period for national data is 2012-2022.

[Occupation Trends FAQs](#)

[Employment Trends by Occupation Across States](#)

[Compare Employment Trends by Occupation](#)

[Employment Trends by Industry and Occupation](#)

National Data Source: [Bureau of Labor Statistics, Office of Occupational Statistics and Employment Projections](#)

State Data Source: [Virginia Employment Commission](#)

**VIRGINIA Department of Health Professions****Public Information System**[\(Download licensee information | DHP Home Page\)](#)

Last updated on 03/13/2014

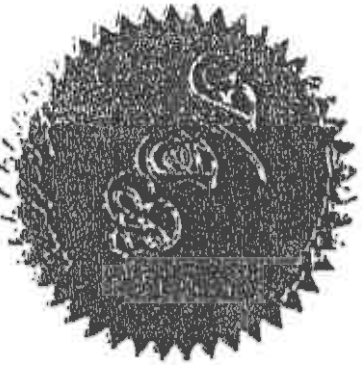
License Information

License Number	1401165455
Occupation	Nurse Aide
Name	CRYSTAL GARDNER
Address of Record	CHATHAM, VA 24531
Initial License	03/11/2014
Expire Date	03/31/2016
License Status	Current Active

Additional Public Information No**This serves as primary source verification of the credential issued by the Commonwealth of Virginia.**

** "Yes" means that there is information the Department must make available to the public pursuant to §54.1-2400.2.G of the Code of Virginia. For additional information click on the "Yes" link above. "No" means no documents are available.*

[Back to License Lookup](#)



Certificate of Completion

Nurse Aide I Training

This is to certify that

CRYSTAL GARDNER

has successfully completed a Virginia Board of Nursing

Nurse Aide I Training Program at

Medical Solutions Academy

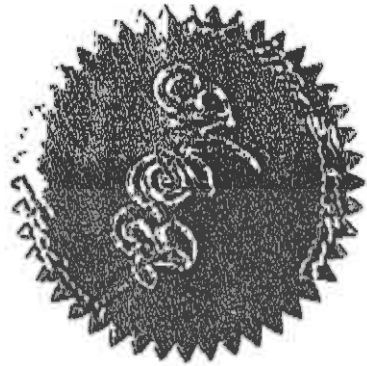
on this 5th day of February, 2014.

Certified by:

Jeffrey R. Long, RN, CNA, QMHC

Primary Instructor

NOTE: This certificate does not guarantee that the above mentioned student will be listed by the Virginia Nurse Aide I Registry (VAINAR). The student must successfully pass both portions of the NNAAP examination to be eligible for placement on the VAINAR.



Certificate of Training

This is to certify that

CRYSTAL GARDNER

*has successfully met the requirements of the
Medication Aide Curriculum
for Registered Medication Aides at
Medical Solutions Academy*

Program Code: 0030000171

approved by the

Virginia Board of Nursing

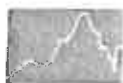
for assisted living facilities licensed by the

Virginia Department of Social Services

Stephena Good, MEd, BSU
Owner/Primary Instructor

May 21, 2014

Date Completed Total hours 68

**VIRGINIA Department of Health Professions****Public Information System**[\(Download licensee information | DHP Home Page\)](#)

Last updated on 07/10/2014

License Information

License Number	0031007858
Occupation	Medication Aide
Name	CRYSTAL GARDNER
Address of Record	Danville, VA 24540
Initial License	07/07/2014
Expire Date	09/30/2015
License Status	Current Active

Additional Public Information* No**This serves as primary source verification of the credential issued by the Commonwealth of Virginia.**

* "Yes" means that there is information the Department must make available to the public pursuant to §54.1-2400.2.G of the Code of Virginia. For additional information click on the "Yes" link above. "No" means no documents are available.

[Back to License Lookup](#)

WIA TELEPHONE VERIFICATION/DOCUMENT INSPECTION FORM

IDENTIFYING INFORMATION		
Applicant's Name	<u>Britten</u>	<u>Carlita</u>
	Last	First
		MI
Social Security Number	<u>228-35-8938</u>	Date: <u>4/30/13</u>

WIA ELIGIBILITY VERIFICATION BY TELEPHONE

NAME AND/OR NUMBER OF DOCUMENT _____

ELIGIBILITY ITEM(S) TO BE VERIFIED:	_____
INFORMATION VERIFIED:	_____
AGENCY PROVIDING VERIFICATION:	_____
AGENT VERIFYING ELIGIBILITY ITEM:	_____
DATE AND TIME OF VERIFICATION:	_____
TELEPHONE NUMBER OF AGENCY PROVIDING VERIFICATION:	_____

WIA ELIGIBILITY VERIFICATION BY DOCUMENT INSPECTION

NAME AND/OR NUMBER OF DOCUMENT 145-85-035702
DOB 6/29/1985

ELIGIBILITY ITEM TO BE VERIFIED:	<u>Citizenship</u>
INFORMATION VERIFIED:	<u>U.S. Citizenship</u>
DOCUMENT TO BE INSPECTED:	<u>Birth Certificate</u>
ORIGINAL SOURCE OF DOCUMENT:	<u>Commonwealth of VA Dept of Vital Records</u>
REASON FOR DOCUMENT INSPECTION:	<input type="checkbox"/> REMOTE SITE ELIGIBILITY, NO COPIER AVAILABLE. <input type="checkbox"/> ON SITE ELIGIBILITY, NO COPIER AVAILABLE. <input checked="" type="checkbox"/> DOCUMENT CANNOT BE COPIED.
Place of Birth	<u>Denville, VA</u>

I ATTEST THAT THE INFORMATION RECORDED BY ME ON THIS DOCUMENT WAS OBTAINED THROUGH TELEPHONE CONTACT OR DOCUMENT INSPECTION ON THE ABOVE DATE. AS INDICATED BY THE AGENT, ALL INFORMATION WAS OBTAINED FROM DATA PREVIOUSLY DETERMINED AND RECORDED IN THE APPLICANT'S RECORDS AT THE AGENCY PROVIDING THE ELIGIBILITY VERIFICATION.	
OR	
I ATTEST THAT THE DOCUMENT INSPECTION VERIFIED THE PRIMARY/SECONDARY ITEMS REQUIRED TO DETERMINE ELIGIBILITY FOR THE WIA PROGRAM.	
<u>Doreen Coble</u> ELIGIBILITY SPECIALIST'S SIGNATURE	<u>4/30/13</u> DATE

WIA TELEPHONE VERIFICATION/DOCUMENT INSPECTION FORM

IDENTIFYING INFORMATION			
Applicant's Name	<u>Hall</u>	<u>Matthew</u>	
	Last	First	MI
Social Security Number	<u>229-29-2584</u>	Date:	<u>3-28-2012</u>

WIA ELIGIBILITY VERIFICATION BY TELEPHONE

NAME AND/OR NUMBER OF DOCUMENT _____

ELIGIBILITY ITEM(S) TO BE VERIFIED:	_____
INFORMATION VERIFIED:	_____
AGENCY PROVIDING VERIFICATION:	_____
AGENT VERIFYING ELIGIBILITY ITEM:	_____
DATE AND TIME OF VERIFICATION:	_____
TELEPHONE NUMBER OF AGENCY PROVIDING VERIFICATION:	_____

WIA ELIGIBILITY VERIFICATION BY DOCUMENT INSPECTION

NAME AND/OR NUMBER OF DOCUMENT #145-74-063206
DOB 12-26-74

ELIGIBILITY ITEM TO BE VERIFIED:	<u>citizenship</u>
INFORMATION VERIFIED:	<u>US citizenship</u>
DOCUMENT TO BE INSPECTED:	<u>birth certificate</u>
ORIGINAL SOURCE OF DOCUMENT:	<u>Commonwealth of VA, Health Dept.</u>
REASON FOR DOCUMENT INSPECTION:	<input type="checkbox"/> REMOTE SITE ELIGIBILITY, NO COPIER AVAILABLE. <input type="checkbox"/> ON SITE ELIGIBILITY, NO COPIER AVAILABLE. <input checked="" type="checkbox"/> DOCUMENT CANNOT BE COPIED.
Place of Birth	<u>Danville, VA</u>

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OR

I ATTEST THAT THE DOCUMENT INSPECTION VERIFIED THE PRIMARY/SECONDARY ITEMS REQUIRED TO DETERMINE ELIGIBILITY FOR THE WIA PROGRAM.

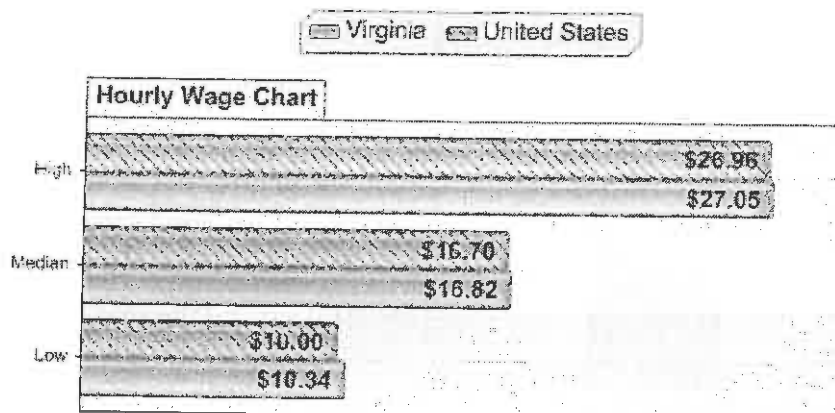
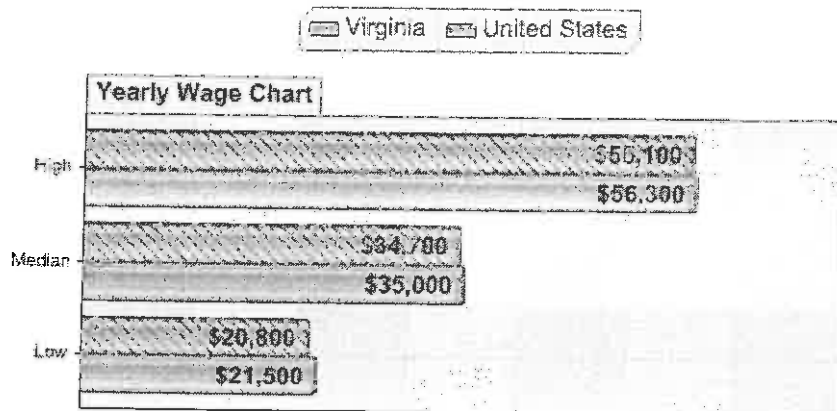
Connie Jordan 3-28-2012
 ELIGIBILITY SPECIALIST'S SIGNATURE DATE

MAINTENANCE AND REPAIR WORKERS, GENERAL: VIRGINIA

Occupation Description

Perform work involving the skills of two or more maintenance or craft occupations to keep machines, mechanical equipment, or the structure of an establishment in repair. Duties may involve pipe fitting; boiler making; insulating; welding; machining; carpentry; repairing electrical or mechanical equipment; installing, aligning, and balancing new equipment; and repairing buildings, floors, or stairs. Excludes "Maintenance Workers, Machinery".

State and National Wages



- High is the wage at which 90% of workers earn less and 10% earn more.
- Middle is the wage at which 50% of workers earn less and 50% earn more.
- Low is the wage at which 10% of workers earn less and 90% earn more.

Location	Pay Period	2010				
		10%	25%	Median	75%	90%
United States	Hourly	\$10.00	\$12.75	\$16.70	\$21.65	\$26.96
	Yearly	\$20,800	\$26,500	\$34,700	\$45,000	\$56,100
Virginia	Hourly	\$10.34	\$13.02	\$16.82	\$21.52	\$27.05
	Yearly	\$21,500	\$27,100	\$35,000	\$44,800	\$56,300

[Occupation Wages FAQs](#)

[Median Wage by Occupation Across States](#)
[Compare Wages by Occupation and Local Area](#)
[Compare Wages by Metropolitan Areas](#)

Matt Hall

State and National Trends

United States	Employment		Percent Change	Job Openings ¹
	2008	2018		
Maintenance and repair workers, general	1,361,300	1,509,200	+11%	35,750
Virginia	Employment		Percent Change	Job Openings ¹
	2008	2018		
Maintenance and repair workers, general	38,260	46,190	+21%	1,380

¹ Job Openings refers to the average annual job openings due to growth and net replacement.

[Occupation Trends FAQs](#)

[Employment Trends by Occupation Across States](#)

[Compare Employment Trends by Occupation](#)

[Employment Trends by Industry and Occupation](#)

National Data Source: [Bureau of Labor Statistics, Office of Occupational Statistics and Employment Projections](#)

State Data Source: [Virginia Employment Commission](#)

MAINTENANCE AND REPAIR WORKERS, GENERAL: VIRGINIA

Occupation Description

Perform work involving the skills of two or more maintenance or craft occupations to keep machines, mechanical equipment, or the structure of an establishment in repair. Duties may involve pipe fitting; boiler making; insulating; welding; machining; carpentry; repairing electrical or mechanical equipment; installing, aligning, and balancing new equipment; and repairing buildings, floors, or stairs. Excludes "Maintenance Workers, Machinery".

Knowledge, Skills, and Abilities

The most important knowledge, skills, and abilities (KSAs) are listed for **Maintenance and Repair Workers, General**.

Knowledge:

- **Mechanical** - Knowledge of machines and tools, including their designs, uses, repair, and maintenance.
- **Customer and Personal Service** - Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **Building and Construction** - Knowledge of materials, methods, and the tools involved in the construction or repair of houses, buildings, or other structures such as highways and roads.
- **Public Safety and Security** - Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
- **English Language** - Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Skills:

- **Repairing** - Repairing machines or systems using the needed tools.
- **Equipment Maintenance** - Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.
- **Troubleshooting** - Determining causes of operating errors and deciding what to do about it.
- **Critical Thinking** - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Complex Problem Solving** - Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- **Equipment Selection** - Determining the kind of tools and equipment needed to do a job.
- **Monitoring** - Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- **Operation Monitoring** - Watching gauges, dials, or other indicators to make sure a machine is working properly.
- **Quality Control Analysis** - Conducting tests and inspections of products, services, or processes to evaluate quality or performance.
- **Reading Comprehension** - Understanding written sentences and paragraphs in work related documents.
- **Time Management** - Managing one's own time and the time of others.

Abilities:

- **Information Ordering** - The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- **Manual Dexterity** - The ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects.
- **Arm-Hand Steadiness** - The ability to keep your hand and arm steady while moving your arm or while holding your arm and hand in one position.
- **Near Vision** - The ability to see details at close range (within a few feet of the observer).
- **Problem Sensitivity** - The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Source: [Occupational Information Network: Maintenance and Repair Workers, General](#).

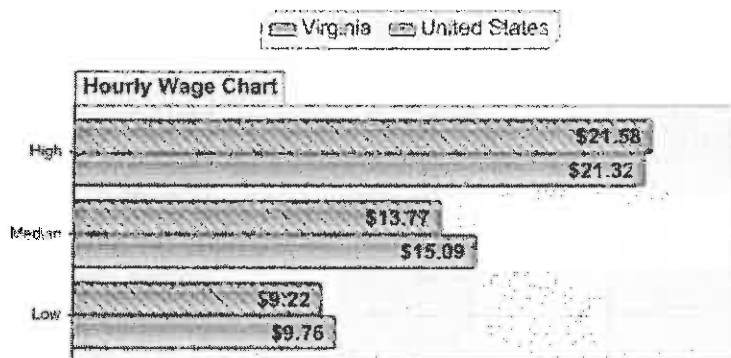
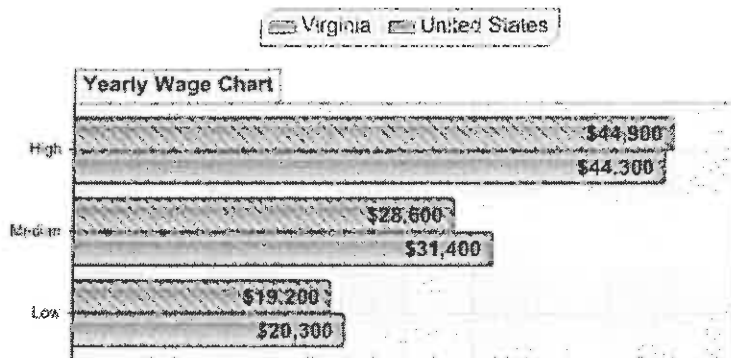
Occupation Profile

MOLDING, COREMAKING, AND CASTING MACHINE SETTERS, OPERATORS, AND TENDERS, METAL AND PLASTIC: VIRGINIA

Occupation Description

Set up, operate, or tend metal or plastic molding, casting, or coremaking machines to mold or cast metal or thermoplastic parts or products.

State and National Wages



- High is the wage at which 90% of workers earn less and 10% earn more.
- Middle is the wage at which 50% of workers earn less and 50% earn more.
- Low is the wage at which 10% of workers earn less and 90% earn more.

Location	Pay Period	2012				
		10%	25%	Median	75%	90%
United States	Hourly	\$9.22	\$10.92	\$13.77	\$17.37	\$21.58
	Yearly	\$19,200	\$22,700	\$28,600	\$36,100	\$44,900
Virginia	Hourly	\$9.76	\$11.36	\$15.09	\$17.87	\$21.32
	Yearly	\$20,300	\$23,600	\$31,400	\$37,200	\$44,300

Occupation Wages FAQs

Median Wage by Occupation Across States
 Compare Wages by Occupation and Local Area
 Compare Wages by Metropolitan Areas

National Data Source: Bureau of Labor Statistics, Occupational Employment Statistics Survey
 State Data Source: Virginia Occupational Wages

State and National Trends

OLD
LMI

United States	Employment		Percent Change	Job Openings ¹
	2010	2020		
Molding, Coremaking, and Casting Machine Setters, Operators, and Tenders, Metal and Plastic	115,200	121,000	+5%	2,510
Virginia	Employment		Percent Change	Job Openings ¹
	2010	2020		
Molding, Coremaking, and Casting Machine Setters, Operators, and Tenders, Metal and Plastic	1,823	1,948	+7%	40

¹Job Openings refers to the average annual job openings due to growth and net replacement.

[Occupation Trends FAQs](#)

[Employment Trends by Occupation Across States](#)

[Compare Employment Trends by Occupation](#)

[Employment Trends by Industry and Occupation](#)

National Data Source: [Bureau of Labor Statistics, Office of Occupational Statistics and Employment Projections](#)

State Data Source: [Virginia Employment Commission](#)

OLD
UNI

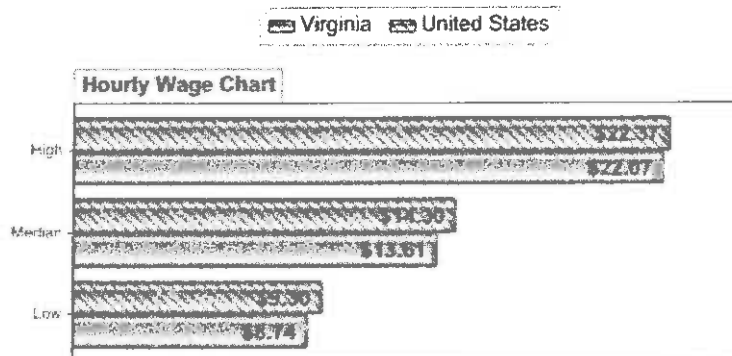
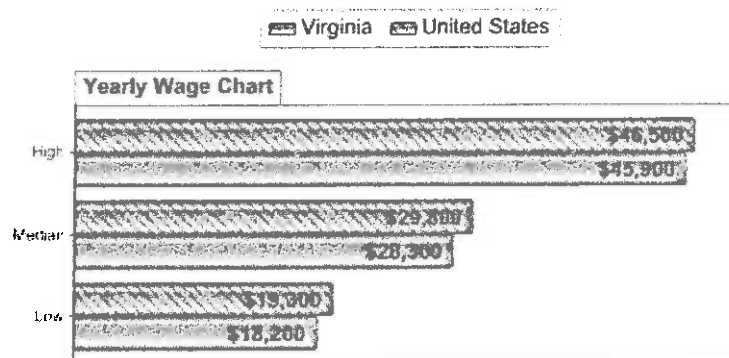
Occupation Profile

PRINT BINDING AND FINISHING WORKERS: VIRGINIA

Occupation Description

Bind books and other publications or finish printed products by hand or machine. May set up binding and finishing machines.

State and National Wages



- High is the wage at which 90% of workers earn less and 10% earn more.
- Middle is the wage at which 50% of workers earn less and 50% earn more.
- Low is the wage at which 10% of workers earn less and 90% earn more.

Location	Pay Period	2012				
		10%	25%	Median	75%	90%
United States	Hourly	\$9.30	\$11.23	\$14.30	\$18.18	\$22.37
	Yearly	\$19,300	\$23,400	\$29,700	\$37,800	\$46,500
Virginia	Hourly	\$8.74	\$10.95	\$13.61	\$17.27	\$22.07
	Yearly	\$18,200	\$22,800	\$28,300	\$35,900	\$45,900

Occupation Wages FAQs

Median Wage by Occupation Across States
 Compare Wages by Occupation and Local Area
 Compare Wages by Metropolitan Areas

National Data Source: Bureau of Labor Statistics, Occupational Employment Statistics Survey
 State Data Source: Virginia Occupational Wages

State and National Trends

United States	Employment		Percent Change	Projected Annual Job Openings ¹
	2012	2022		
Print Binding and Finishing Workers	54,900	52,900	-4%	960
Virginia	Employment		Percent Change	Projected Annual Job Openings ¹
	2010	2020		
Print Binding and Finishing Workers	1,580	1,720	+9%	70

¹Projected Annual Job Openings refers to the average annual job openings due to growth and net replacement.

Note: The data for the State Employment Trends and the National Employment Trends are not directly comparable. The projections period for state data is 2010-2020, while the projections period for national data is 2012-2022.

Occupation Trends FAQs

Employment Trends by Occupation Across States

Compare Employment Trends by Occupation

Employment Trends by Industry and Occupation

National Data Source: Bureau of Labor Statistics, Office of Occupational Statistics and Employment Projections

State Data Source: Virginia Employment Commission

WEST PITTSBURGH
WORKFORCE INVESTMENT BOARD

Workforce Career Center—Pittsylvania County

RECORD OF UNDERSTANDING, GRIEVANCE RESOLUTION, & EQUAL
OPPORTUNITY RIGHTS & NOTIFICATION & CONTRACT AGREEMENT
SIGNATURE PAGE FOR

EO RIGHTS NOTIFICATION, GRIEVANCE RESOLUTION,
RECORD OF UNDERSTANDING, AND PARTICIPANT CONTRACT AGREEMENT

EO RIGHTS NOTIFICATION

I, AS A REPRESENTATIVE OF THE Workforce Career Center
HAVE EXPLAINED THE INFORMATION CONTAINED IN THIS NOTIFICATION TO THE W.P.W.IB.
WORKFORCE INVESTMENT ACT CUSTOMER/PARTICIPANT.

Doreen Coleman
Signature of Representative

2/10/14
Date

I, AS THE APPLICANT/PARTICIPANT, AGREE THAT THIS NOTIFICATION HAS BEEN
EXPLAINED TO ME, I HAVE HAD THE OPPORTUNITY TO ASK QUESTIONS FOR
CLARIFICATION.

Karen R. Riddle
Signature of Applicant/Participant

2-10-14
Date

Signature of Parent/Legal Guardian

Date

GRIEVANCE RESOLUTION & RECORD OF UNDERSTANDING & PARTICIPANT
CONTRACT AGREEMENT

Karen R. Riddle
Applicant

2-10-14
Date

Parent/Legal Guardian

Date

Doreen Coleman

Contractor/Service Provider

2/10/14
Date

List three (3) people who DO NOT LIVE IN YOUR HOUSEHOLD and will always know your whereabouts.

Linette Nuckols
Contact Name

Chatham
City/Town

434-432-3606
Area Code/Phone Number

434-728-0521

Reita Bowles
Contact Name

Danville
City/Town

434-797-5488
Area Code/Phone Number

Kerry Michael
Contact Name

Altavista
City/Town

434-426-5115
Area Code/Phone Number

I voluntarily agree to provide the above information. I understand that the information I provide will be kept strictly confidential.

The Participant Contract Agreement has been explained and a copy given to the participant.

WIA TELEPHONE VERIFICATION/DOCUMENT INSPECTION FORM

IDENTIFYING INFORMATION			
Applicant's Name	<u>Poteat</u>	<u>Kimberly</u>	<u>D.</u>
	Last	First	MI
Social Security Number	<u>228-29-5618</u>		Date: <u>3-8-2012</u>

WIA ELIGIBILITY VERIFICATION BY TELEPHONE

NAME AND/OR NUMBER OF DOCUMENT _____

ELIGIBILITY ITEM(S) TO BE VERIFIED:	_____
INFORMATION VERIFIED:	_____
AGENCY PROVIDING VERIFICATION:	_____
AGENT VERIFYING ELIGIBILITY ITEM:	_____
DATE AND TIME OF VERIFICATION:	_____
TELEPHONE NUMBER OF AGENCY PROVIDING VERIFICATION:	_____

WIA ELIGIBILITY VERIFICATION BY DOCUMENT INSPECTION

NAME AND/OR NUMBER OF DOCUMENT #145-81-063035
DOB 11-2-81

ELIGIBILITY ITEM TO BE VERIFIED:	<u>citizenship</u>
INFORMATION VERIFIED:	<u>US citizenship</u>
DOCUMENT TO BE INSPECTED:	<u>Birth certificate</u>
ORIGINAL SOURCE OF DOCUMENT:	<u>Commonwealth of VA, Health Dept</u>
REASON FOR DOCUMENT INSPECTION:	<input type="checkbox"/> REMOTE SITE ELIGIBILITY, NO COPIER AVAILABLE. <u>Place of Birth</u> <u>Danville, VA</u> <input type="checkbox"/> ON SITE ELIGIBILITY, NO COPIER AVAILABLE. <input checked="" type="checkbox"/> DOCUMENT CANNOT BE COPIED.

<p>I ATTEST THAT THE INFORMATION RECORDED BY ME ON THIS DOCUMENT WAS OBTAINED THROUGH TELEPHONE CONTACT OR DOCUMENT INSPECTION ON THE ABOVE DATE. AS INDICATED BY THE AGENT, ALL INFORMATION WAS OBTAINED FROM DATA PREVIOUSLY DETERMINED AND RECORDED IN THE APPLICANT'S RECORDS AT THE AGENCY PROVIDING THE ELIGIBILITY VERIFICATION.</p> <p>OR</p> <p>I ATTEST THAT THE DOCUMENT INSPECTION VERIFIED THE PRIMARY/SECONDARY ITEMS REQUIRED TO DETERMINE ELIGIBILITY FOR THE WIA PROGRAM.</p>	
<u>Cornie Jordan</u> ELIGIBILITY SPECIALIST'S SIGNATURE	<u>3-8-2012</u> DATE

02D
2m5



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America's Career InfoNet

Occupation Profile

Find Related Content...

Selected Criteria:

Occupation: **Customer Service Representatives**
State: **Virginia**
Profile Content: *(content listed below)*

[Change Occupation](#)
[Change State](#)
[Modify Profile Content](#)

[Wages](#) | [Employment Trends](#)

CUSTOMER SERVICE REPRESENTATIVES: VIRGINIA

Occupation Description

Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints. Excludes individuals whose duties are primarily installation, sales, or repair.

Career Video



View the career video:
[Customer Service Representatives](#)

[Additional videos](#) and more information available on CareerOneStop.

State and National Wages

Wage Table

Hourly Wage Chart

Yearly Wage Chart

Location	Pay Period	2013				
		10%	25%	Median	75%	90%
United States	Hourly	\$9.44	\$11.69	\$14.84	\$18.95	\$24.31
	Yearly	\$19,600	\$24,300	\$30,900	\$39,400	\$50,600
Virginia	Hourly	\$9.30	\$11.59	\$14.98	\$18.77	\$23.33
	Yearly	\$19,300	\$24,100	\$31,200	\$39,000	\$48,500

[Occupation Wages FAQs](#)

[Median Wage by Occupation Across States](#)
[Compare Wages by Occupation and Local Area](#)
[Compare Wages by Metropolitan Areas](#)

National Data Source: [Bureau of Labor Statistics, Occupational Employment Statistics Survey](#)
State Data Source: [Virginia Occupational Wages](#)

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State and National Trends

United States	Employment		Percent Change	Projected Annual Job Openings ¹
	2012	2022		
Customer Service Representatives	2,362,800	2,661,400	+13%	94,160
Virginia	Employment		Percent Change	

United States	Employment		Percent Change	Projected Annual Job Openings ¹
	2012	2022		Projected Annual Job Openings ¹
	2010	2020		Projected Annual Job Openings ¹
Customer Service Representatives	49,320	58,540	+19%	2,320

¹Projected Annual Job Openings refers to the average annual job openings due to growth and net replacement.

Note: The data for the State Employment Trends and the National Employment Trends are not directly comparable. The projections period for state data is 2010-2020, while the projections period for national data is 2012-2022.

[Occupation Trends FAQs](#)

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[Employment Trends by Industry and Occupation](#)

National Data Source: [Bureau of Labor Statistics, Office of Occupational Statistics and Employment Projections](#)

State Data Source: [Virginia Employment Commission](#)

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Modify Occupation Profile Content :

- | | |
|--|--|
| <input checked="" type="checkbox"/> Wage Information | <input type="checkbox"/> Tools & Technology |
| <input checked="" type="checkbox"/> Employment Trends | <input type="checkbox"/> Education & Training |
| <input type="checkbox"/> Knowledge, Skills & Abilities | <input type="checkbox"/> Related Occupation Profiles |
| <input type="checkbox"/> Tasks & Activities | <input type="checkbox"/> Web Resources |

Select or deselect profile options individually or use the **Select All** button below to change the report. To view the new results, select the **Update** button.

Select All

Update

Related Content:

Find Related Content...



New Profile



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WIA TELEPHONE VERIFICATION/DOCUMENT INSPECTION FORM

IDENTIFYING INFORMATION			
Applicant's Name	<u>Moon</u>	<u>La Shanda</u>	<u>D.</u>
	Last	First	MI
Social Security Number	<u>227-45-5065</u>		Date: <u>4-22-2013</u>

WIA ELIGIBILITY VERIFICATION BY TELEPHONE

NAME AND/OR NUMBER OF DOCUMENT _____

ELIGIBILITY ITEM(S) TO BE VERIFIED:	_____
INFORMATION VERIFIED:	_____
AGENCY PROVIDING VERIFICATION:	_____
AGENT VERIFYING ELIGIBILITY ITEM:	_____
DATE AND TIME OF VERIFICATION:	_____
TELEPHONE NUMBER OF AGENCY PROVIDING VERIFICATION:	_____

WIA ELIGIBILITY VERIFICATION BY DOCUMENT INSPECTION

NAME AND/OR NUMBER OF DOCUMENT 145-81-005254
DOB-2-5-81

ELIGIBILITY ITEM TO BE VERIFIED:	<u>citizenship</u>
INFORMATION VERIFIED:	<u>US citizen ship</u>
DOCUMENT TO BE INSPECTED:	<u>birth certificate</u>
ORIGINAL SOURCE OF DOCUMENT:	<u>Commonwealth of VA, Health Dept.</u>
REASON FOR DOCUMENT INSPECTION:	<input type="checkbox"/> REMOTE SITE ELIGIBILITY, NO COPIER AVAILABLE. <input type="checkbox"/> ON SITE ELIGIBILITY, NO COPIER AVAILABLE. <input checked="" type="checkbox"/> DOCUMENT CANNOT BE COPIED.

Place of Birth
Danville, VA

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OR

I ATTEST THAT THE DOCUMENT INSPECTION VERIFIED THE PRIMARY/SECONDARY ITEMS REQUIRED TO DETERMINE ELIGIBILITY FOR THE WIA PROGRAM.

Cerrie Jordan
ELIGIBILITY SPECIALIST'S SIGNATURE

4-22-2013
DATE

Occupation Profile

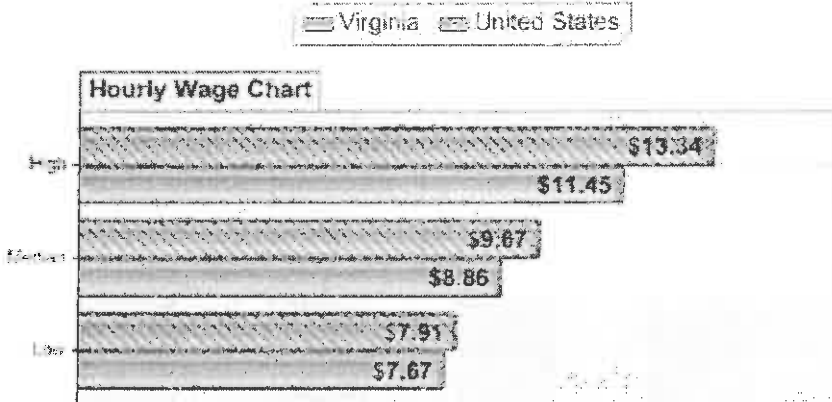
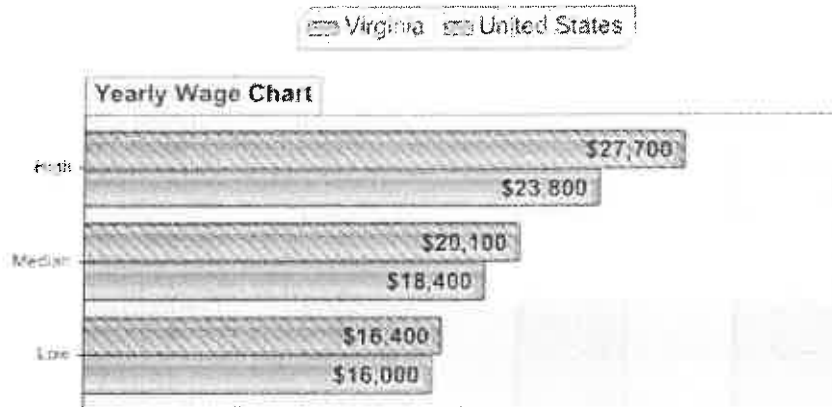
PERSONAL CARE AIDES: VIRGINIA

OLD
CMI

Occupation Description

Assist the elderly, convalescents, or persons with disabilities with daily living activities at the person's home or in a care facility. Duties performed at a place of residence may include keeping house (making beds, doing laundry, washing dishes) and preparing meals. May provide assistance at non-residential care facilities. May advise families, the elderly, convalescents, and persons with disabilities regarding such things as nutrition, cleanliness, and household activities

State and National Wages



- High is the wage at which 90% of workers earn less and 10% earn more.
- Middle is the wage at which 50% of workers earn less and 50% earn more.
- Low is the wage at which 10% of workers earn less and 90% earn more.

Location	Pay Period	2013				
		10%	25%	Median	75%	90%
United States	Hourly	\$7.91	\$8.57	\$9.67	\$11.17	\$13.34
	Yearly	\$16,500	\$17,800	\$20,100	\$23,200	\$27,700
Virginia	Hourly	\$7.67	\$8.12	\$8.86	\$10.01	\$11.45
	Yearly	\$16,000	\$16,900	\$18,400	\$20,800	\$23,800

[Occupation Wages FAQs](#)

[Median Wage by Occupation Across States](#)

[Compare Wages by Occupation and Local Area](#)

[Compare Wages by Metropolitan Areas](#)

Name: ~~Washington, D.C.~~

LaShanda Moon

WIA Case Participation Record

National Data Source: [Bureau of Labor Statistics, Occupational Employment Statistics Survey](#)

State Data Source: [Virginia Occupational Wages](#)

State and National Trends

United States	Employment		Percent Change	Projected Annual Job Openings ¹
	2012	2022		
Personal Care Aides	1,190,600	1,771,400	+49%	66,600
Virginia	Employment		Percent Change	Projected Annual Job Openings ¹
	2010	2020		
Personal Care Aides	23,440	41,720	+78%	2,010

¹Projected Annual Job Openings refers to the average annual job openings due to growth and net replacement.

Note: The data for the State Employment Trends and the National Employment Trends are not directly comparable. The projections period for state data is 2010-2020, while the projections period for national data is 2012-2022.

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State Data Source: [Virginia Employment Commission](#)