



*Building partnerships to create workforce opportunities that cultivate business,
grow jobs, develop people, and build community.*

**Board of Directors and Chief Elected Officials Consortium Meeting
Thursday, April 20, 2023, 10:00 a.m. – 12:00 p.m.
Harrisonburg City Hall, Meeting Room 12, 409 South Main Street, Harrisonburg, VA**

Call to Order

- Roll Call (Board and Consortium)
- Quorum Status (Board and Consortium)

Jeff Stapel
Monica Long

Consent Agenda (Board and Consortium vote required)

- SVWDB Board and Consortium Minutes January 19, 2023
- Summary Budget Comparison Report
- Decision Brief: Transfer of WIOA Program Funds
- Decision Brief: Tax Return (Form 990)
- One Stop Systems Operator Report
- Decision Brief: Youth Work Experience Policy
- Decision Brief: EEO and Nondiscrimination Policy
- Business Services Report

Jeff Stapel

Workforce Initiatives

- Network to Work (N2W) Shenandoah Valley Background
- N2W Re-introduction and Current Status
- Shenandoah Valley N2W Implementation

Jeff Stapel
Sharon Johnson
Ridge Schuyler
Sharon Johnson

Other Business

- Officer Elections (**Board vote required**)
- Committee Structure
- Strategic Meeting Format Discussion

Jeff Stapel
Sharon Johnson
Jeff Stapel

Public Input (Rules and Guidelines attached)

Jeff Stapel

Adjournment

Jeff Stapel

***Next Meeting of the SVWDB Board of Directors and Chief Elected Officials Consortium
Thursday, July 20, 2023, 10:00 a.m. – 12:00 p.m., Location TBD***

Public Input Rules and Guidelines

- 1) Citizens desiring to speak during the public input period must sign in on the Public Input Sign-in sheet to provide information which includes printed name, organization (if applicable) and input topic. This will allow for citizens to be recognized by the Chairman of the Board or Consortium during the Public Input period.
- 2) Individuals should stand when recognized by the Chairman of the Board or Consortium; speak their name, organization (if applicable) and input topic.
- 3) Individuals should direct input to the Chairman of the Board or Consortium.
- 4) Individuals are limited to no more than three (3) minutes. The time limit applies per individual and not per topic. Individual input to address multiple topics is limited to five minutes.
- 5) Individuals representing a group of citizens are limited to five (5) minutes; members comprising the group represented forfeit their individual time to speak.
- 6) When there are multiple individuals requesting time for public input on a single topic and the input is the same, at the Chairman of the Board or Consortium's discretion, the number of speakers may be limited in order to make effective use of Board or Consortium member's time and to allow an opportunity for input on multiple topics to be heard by the Board or Consortium.
- 7) All citizens are strongly encouraged to put their comments in writing to the Board or Consortium prior to the meeting for inclusion in the meeting materials. Such written comments should be submitted to the SVWDB office the Monday prior to the Board or Consortium meeting.

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Auxiliary aids and services are available upon request to individuals with disabilities

TDD: VA Relay Center: 711 or 800.828.1120

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This workforce product was created using 100% of federal U. S. Department of Labor Employment and Training Administration Workforce Innovation and Opportunity Act (WIOA) award made to Page County on behalf of the Shenandoah Valley Workforce Development Area by the pass-through entity, the Virginia Community College System.



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Thursday, January 19, 2023, 10:00 a.m. – 12:00 p.m.
Harrisonburg City Hall, Meeting Room 12, 409 South Main Street, Harrisonburg, VA

Call to Order: Chair Jeff Stapel called the Board of Directors and Chief Elected Officials Consortium Meeting to order at 10:00AM.

Roll Call and Quorum Status: Tristan Walters conducted the roll call for both the Board and Consortium. There was not a quorum present for either.

Staff Present: Sharon Johnson, Tristan Walters, Evan Robertson, Monica Long, Stephanie Branner, Paula Woods, Kaystyle Madden

Guests Present: Kevin Coffman, Lori Strumpf, Christopher Hurley, Jacque Hale

Approval of Minutes: Due to no quorum present, the minutes could not be approved.

Executive Committee Report: The Executive Committee has decided to prolong the transition to a two-board structure and determine if it is necessary to accomplish the goals of the SVWDB. The Committee had to take into consideration that the Board is completely running the programs, as well as implementing other grant initiatives. We are going in the right direction but need to continue to dedicate time to current, committed projects. Moving to a two-board structure was taking valuable time away from other priorities and it is within the Board's control to delay the two-board structure initiative. We are also preparing for a statewide Workforce System Reorganization, which will impact the local workforce development boards in Virginia.

Workforce System Reorganization: The General Assembly and Governor Youngkin passed a bill that will transform and reorganize the structure of Virginia's workforce system. Jeff Stapel presented the reorganization Power Point released by the state to the SVWDB. In that release, Network2Work is prioritized in the Workforce Initiatives listed by the state. Sharon Johnson discussed where the Workforce Development Board and other programs fall within the organization chart, and explained how the SVWDB will work with the new programs and agencies.

Board Member John Downey asked what the changes for VEC and DARS look like. DARS will remain the same, and the VEC in name will cease to exist but the WIOA programs will continue. The expertise of the individuals who administer the programs will move into the next iteration of the organization, except for Unemployment Insurance.

Board Member Randy Doyle asked if the groups affected by the change will come back together to discuss processes. The partners will continue to work through the inevitable challenges that will occur due to major changes in workforce system structure and culture.

Finance Committee: Finance Director Evan Robertson presented the November 2022 Budget Comparison. WIOA spending is going well, and we are continuing to work through solutions to spend Youth funding.

Financial Leadership Series: Workforce Consultant Lori Strumpf with Strumpf Associates presented the next installment of the Financial Leadership Series: Organization Operations and Financing Impacts.

WIOA Operations: Sharon Johnson presented the modifications to the Local Plan. Public Input was collected over the course of two weeks, during which time the plan received one comment. The comment was a naming correction that has been noted.

One Stop Operator Lori Strumpf presented the One Stop Systems Operator Report. Tristan Walters provided an update for the Harrisonburg Center; the center is open to the public and staff are on-site and serving customers although the HVAC system has not been fully repaired. Christopher Hurley provided an update for the Fishersville Center; the center is still closed to the public for repair and renovation from the pipe burst in December. VEC staff are continuing to serve customers virtually and in person at the Fishersville DARS location. Kaystyle Madden presented the Business Services report to the board.

Program Waivers: The Program Waivers for year 2023 – 2024 are due March 31. This is before the next Board and Consortium Meeting, so there will need to be a called meeting to discuss both waivers so they can be submitted by the due date.

Organizational Divisions Chart: Sharon Johnson provided an update regarding recent changes within the organization. She announced that Tristan Walters is the Operations Director and that we have recently hired two Career Coaches in the Fishersville area. She also discussed the open position affiliated with the Apprenticeship Building America (ABA) grant that will focus on work based learning, and the open Network2Work roles. There is also an open position at the Winchester Center that will continue to be posted while we receive applications. Monica Long is now serving as the WIOA Performance Analyst to lead WIOA compliance and regulatory initiatives.

An Employers Perspective: Randy Doyle presented a best practice led by Holtzman Oil in collaboration with Triplett Tech focused on Youth Registered Apprenticeship.

Adjournment: The meeting adjourned at 12:00PM

Respectfully submitted,
Tristan Walters

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Shenandoah Valley Workforce Development Board, Inc.
Summary Budget Comparison
For the 8 Months Ended February 28, 2023

	Budget	Actual	\$ Variance	% Variance
Revenue				
Workforce Innovation and Opportunity Act	1,205,142.56	1,118,299.28	(86,843.28)	-7%
AJC Security Grant	77,249.68	71,470.29	(5,779.39)	-7%
Apprenticeship Building America Grant	44,212.80	804.00	(43,408.80)	-98%
CAREER NDWG Grant	-	1,250.18	1,250.18	0%
Network 2 Work Grant	125,000.00	-	(125,000.00)	-100%
Workforce Innovation Grant	47,000.00	13,361.66	(33,638.34)	-72%
Total Revenues	1,498,605.04	1,205,185.41	(293,419.63)	-20%
Expenses				
Personnel Expenses	769,414.79	639,752.18	129,662.61	17%
Operating Expenses	340,190.25	256,626.98	83,563.27	25%
Direct Client Services	389,000.00	279,102.82	109,897.18	28%
Total Expenses	1,498,605.04	1,175,481.98	323,123.06	22%

Notes:

WIOA Budgeted Revenue - \$1,800,000.

AJC Security Grant Budgeted Revenue - \$77,000.

ABA Grant Budgeted Revenue - \$74,000.

CAREER NDWG Grant Budgeted Revenue - \$0.

N2W Budgeted Revenue - \$292,000.

WIG Grant Budgeted Revenue - \$94,000.

Personnel Budgeted Expenses - \$1,228,000. Budgeted for 12 employees as of Feb. & we have 12 on staff as of 2/28/23.

Operating Budgeted Expenses - \$590,000. Primarily costs to operate 3 Workforce Centers & to support WIOA staff.

Direct Client Service Budgeted Expenses - \$613,000. This includes Tuition, WEX, OJT, & Supportive Services.



Shenandoah Valley Workforce Development Board

BOARD DECISION BRIEF Transfer of WIOA Program Funds

Date: April 20, 2023

Reference: Transfers of WIOA program funds must be approved by the Board.

Background: In the current economic and workforce situation, the SVWDB is unable to enroll many dislocated workers. If a worker is experienced, without a job, and wants a job; that worker can easily find a job without assistance from WIOA programming. This makes it difficult to expend all of the allocated Dislocated Worker (DW) WIOA program funds. To make up for this shortfall in spending and to ensure that program funds are not recaptured by the state, the SVWDB transfers DW funds to the Adult funding stream where it can easily be expended to meet job seeker demand and achieve the organization's goals. With the passage of WIOA in 2014 and with Board approval, it is allowable for 100% of DW funds to be transferred to Adult programming and vice versa. The Finance Director has determined that \$310,000 of Program Year 2022 DW funds should be transferred to the Program Year 2022 Adult funding stream.

Issues: No issues identified

Summary: The Finance Director recommends that the Board approve the \$310,000 transfer of Program Year 2022 DW funds to the Adult funding stream.

Action Needed: A motion to approve the transfer as presented.

Effective Date: April 20, 2023



Shenandoah Valley Workforce Development Board

BOARD DECISION BRIEF Tax Return (Form 990)

Date: April 20, 2023

Reference: Our tax return (Form 990) must be reviewed and approved by the Board annually.

Background: After completing our annual financial statement audit, our auditor (Robinson, Farmer, Cox Associates, PLLC) prepared our annual tax return. The tax return was prepared based on the audited financial information provided to the auditors with input from the Finance Director as needed. A copy of the tax return can be found on the SVWDB's website at <https://vcwvalley.com/>.

Issues: The tax return was filed in December 2022 without proper Board approval. This error has been noted and steps will be taken in the future to avoid making the same mistake again.

Summary: The Finance Director recommends that the Board approves the 2021 tax return for the year ended June 30, 2022.

Action Needed: A motion to approve the tax return as presented.

Effective Date: April 20, 2023

ONE STOP SYSTEM OPERATOR (OSSO) REPORT
To the Shenandoah Valley Workforce Development Board
April 20, 2023

I. SYSTEM PROCESS IMPROVEMENTS

1. Customer Satisfaction Comment Card System¹

- The electric comment card system was launched in October 2022
- Summary of Quarterly reports
 - ***Employer: 2nd Quarter, Period: January 2, 2023, through April 2, 2023***
 - 9 responses compared to 2 responses last quarter.
 - 2 respondents reported being small businesses with 3 reported being large business. Most respondents reported Job Fairs and posting open positions as the services they received. Two (2) agreed that they found the right candidates and 2 disagreed. Five (5) out of the 9 that responded to the question about their overall satisfaction agreed that they were satisfied with the services received.
 - ***Jobseeker: 2nd Quarter, Period: January 1, 2023, through April 2, 2023***
 - 1 response compared to 13 responses last quarter.

2. Launching a Common Referral Process

- Initially chose Unite Us as the platform to use for an electronic referral system and developed SOPS for how to use the system.
- We were getting ready to launch fully in early February. However, the states Portal system became a mandate for use. Thus, the partner team has focused on the development of a plan to implement the Portal and will instead use Unite Us as a secondary resource for case managers to use if resources are not available in the Portal system.
- Over 90% of the partners have signed up on Unite Us due to our efforts. This will continue to be a source of referrals to partners from organizations that may not be connected to the state's portal.

3. Standardizing Data Collection.

- Continuing to work on a method to collect data on virtual service delivery which currently is not counted collectively across the partnership.

II. OPERATIONS

1. Status of Centers

- **Fishersville:** The repairs to the office are reported to be on track. Up to date information on status will be provided at the WDB meeting by Chris Hurley.
- **Harrisonburg:** The HVAC system has not yet been fully repaired as of the writing of this report. However, the center has been fully open for the past month. Up to date information on status will be provided at the meeting by Tristan.

¹ The responses are low due to closures in both Fishersville and Harrisonburg for most of this quarter.

- **Winchester:** We are exploring what it will take in terms of logistics and safety to offer ABE classes at night. WIOA counselors may be stationed at this center in the next few months.
- The Center Management Teams (CMTs) continue to meet monthly.
- Provided weekly support and problem-solving strategies to the Centers Manager, including during the time the centers have been closed.

2. Creating professional development opportunities for all partner staff.

- Training on Effective Case Management was conducted in March. One session was held in Harrisonburg, with 7 participants and repeated in Winchester with 4 participants on site and 2 virtual. The session in Harrisonburg had a combination of partners participate, from VEC, the WDB staff, Division for the Blind. In Winchester, staff from United Way and one of their providers participated as well as an individual from VEC. A request was made during the training and on the evaluations to also provide a training module on writing effective case notes. We are scheduling that training for May 25th.

2. Facilitating monthly meetings of the MOU Partners,

- Developing common procedures and knowledge across all centers:
 - Developing a Procedures Manual that applies to all centers.
- The WDB strategic goals are reviewed at each partner meeting to ensure that the strategies being implemented support the goals.
- Conducted a survey of the partners in February to obtain feedback on the partner meetings and the OSSO. Thirteen (13) of the 15 MOU partners that participate regularly responded. Most of the responses related to how the meetings are organized and the work that is being done during and after the meetings were positive.

4. Data Report²

- Harrisonburg has been closed for all of January and February and began opening again in March. Fishersville was closed for the Quarter.

CENTER	January	February	March	Total for the Qrt	YTD 7.22-3.23
Harrisonburg					
Total Traffic			256	256	2,473
Veterans			9	9	110
Customers seeking unemployment assistance/ID ME			131	131	1,617
Customers seeking DARS assistance			0	0	9
Career exploration and training customers			87	87	899
Customers visiting for computer access			11	11	58
Customers seeking GED, tutoring or citizenship services			27	27	205
RESEA			8	8	24

² This data is self-report based on the self-serve sign in system.

Virtual services delivered					
No Answer/Other:	N/A	N/A	N/A	N/A	2
Winchester	Jan	Feb	March	QRT Total	YTD Total
Total Traffic	359	268	233	860	2,528
Veterans	26	25	14	65	180
Customers seeking unemployment assistance/ID ME	302	207	181	690	1,935
Customers seeking DARS assistance	0	0	15	15	1
Career exploration and training customers	5	3	15	23	192
Customers visiting for computer access	25	26	10	61	89
Customers seeking GED, tutoring or citizenship services	25	31	27	83	693
RESEA	0	0	0	0	25
Virtual services delivered					
No Answer/Other:	N/A	N/A	N/A	N/A	111
Fishersville³					
Total Traffic					645⁴
Veterans					76
Customers seeking unemployment assistance/ID ME					568
Customers seeking DARS/DBVI assistance					54
Career exploration and training customers					60
Customers visiting for computer access					0
Customers seeking GED, tutoring or citizenship services					4
RESEA					0
Tax Related					10
Virtual services delivered					
No Answer/Other:					N/A

OSSO Goals for 2023-2024

New

- Develop joint strategies to conduct outreach to the ALICE population per the WDBs goals.
- Continue Lunch and Learns and have partners focus on presenting specifics on any partnerships that have developed between agencies, including how the partnership developed, what it is designed to do, and the ‘mechanics’ of how it works.
- Collect data from each agency on the resources each organization uses as places they refer customers to when they cannot provide what they need.

³ Services are offered virtually. Currently there is not a process to obtain an accurate count of virtual delivery.

⁴ Fishersville Center did not start collecting this traffic data using the electronic sign-in until October.

Ongoing

- Establish Collaborative Professional Development Opportunities for All Partner Staff
- Improve Communication Among Partners
- Improve Data Collection
- Use Technology to Enhance Operations
- Continue to Expand Services at Each Center.



Shenandoah Valley Workforce Development Board

BOARD DECISION BRIEF Youth Work Experience Policy (OP-18-01)

Date: April 20, 2023

Reference: Revisions to Youth Work Experience Policy for Board approval

Background: Youth Work Experience and work based learning activities are a required part of WIOA Youth Programming. Recent federal guidance prompted state policy updates, which require local policy changes. Recent changes increase flexibility for delivery of services for youth work experiences and allow the use of virtual work experiences and delivery of the work experience education component before, during or after the hands-on Work Experience. The education component can now be delivered by the employer or an Eligible Training Provider. In addition to the federal and state updates, the SVWDB has also streamlined processes that were reflected in the policy. To align our policy with our actual methods of service delivery, program staff have updated procedures in the policy.

Issues: No issues identified

Summary: The Program Manager and Operations Director recommend approving the policy revisions as submitted.

Action Needed: A motion to approve the policy revisions presented.

Effective Date: April 20, 2023

Policy and Procedure

Title:	Youth Work Experience	Number:	OP-18-01
Effective Date:	May 10, 2018	Revisions:	April 12, 2023

Purpose:

The purpose of this policy is to establish the Shenandoah Valley Workforce Development Board's (SVWDB) approach for the use of work experience, internship, job shadowing, and other supported work experiences for youth under the Workforce Innovation and Opportunity Act (WIOA)

References:

1. TEGL 21-16
2. 20 CFR 681.600, 680.840
3. VWL 19-07 Change 1
4. **TEGL 09-22**

Background:

WIOA defines work experience as "a planned, structured learning experience that takes place in a workplace for a limited period of time" and may be paid or unpaid. Work experience may occur in the private for-profit sector, the non-profit sector, the public sector, **and be conducted in person or virtually**. Work experience provides the youth participant with opportunities for career exploration and skill development. Work experience must include academic and occupational education relating to a particular position, occupation, industry, and basic skills and abilities necessary to compete in the local labor market successfully. The educational component may occur **before, during, or after** the work experience inside or outside the worksite. **An employer or training provider** can provide the academic and occupational components, and they may be delivered separately in the classroom or through other means.

Program Standards:

The SVWDB program staff shall ensure that work experiences are appropriate based on the needs identified by the individual's comprehensive assessment. Work experiences should be limited (limitation explained in Program Design) and based on a service strategy identified in the Individual Service Strategy and combined with other services. These services will be of limited duration based on the individual participant's needs.

Because work experiences are pre-vocational services, the relationship between the WIOA participant and the employer that volunteers to provide the site for the activity for the WIOA program does not constitute an employee/employer relationship. WIOA payments to participants in work experiences are referred to as stipends. A stipend is an allowable form of compensation for participation in a WIOA work experience activity. For example, stipend payments to participants for classroom-based training, including work readiness or employability skills training, are allowable if tied to the work experience.

The SVWDB will monitor and evaluate the effectiveness of work experiences related to participants' career interests and meet the WIOA 20% expenditure rate of youth funds.

Program Design:

The SVWDB approves work-based learning activities in the form of work experiences for eligible participants.

Participants will not work more than 40 hours per week and shall be paid not less than the current minimum wage. If funding allows, the worksite's entry-level prevailing hourly rate applicable to the assigned position may be paid. Supporting verification documentation must be collected.

~~As part of the work experience, an incentive of \$25 for meeting goals or \$50 for exceeding goals will be given. To be eligible for the incentive, the participant must work a minimum of 25 hours per two-week pay period. In addition, the employer will complete a progress report for each pay period, and the incentive will be based on meeting or exceeding the following criteria:~~

- ~~a. Attendance~~
- ~~b. Quality of Work~~
- ~~c. Productivity~~
- ~~d. Communications~~

~~The Worksite Supervisor will complete a progress report at the end of the Work Experience. An incentive of \$200 will be given for the successful completion of all work experience hours.~~

~~Participants in a work experience who receive compensation in excess of \$600 will receive an IRS Form 1099-NEC at the end of the year. The form will be issued by the SVWDB, not the Worksite. are not employees of the service provider or the employer. Therefore, no tax withholdings will be taken from the participant's stipend to participate in this service.~~

Process:

The following are tasks to be performed in the provision of the work experience activity:

- ~~The SVWDB will provide~~ Accidental and Liability Insurance.
- Determines participant eligibility for the Youth program. ~~and assesses for reading and math proficiency, career interest, and aptitude.~~
- Determines the need for program and service activities.
- Develops Individual Service Strategy (ISS) with the participant. The Plan should outline the specific duration of the work experience and indicate how this activity is going to help the participant move from the work experience to employment. Whenever possible, participants should be placed in a work experience that complements their field of vocational study and/or career interests and aptitudes.
- Establishes worksite availability. The participant must interview for the service with the business, and the business may accept or reject the participant.
- Completes all paperwork for the participant and business with copies given to all parties, which include a worksite manual, worksite agreement, training plan, and participant manual.

Approved: May 10, 2018

Revised/Approved: April 12, 2023

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This workforce product was created using 100% of federal U. S. Department of Labor Employment and Training Administration Workforce Innovation and Opportunity Act (WIOA) award of \$1,460,148 (#AA-33260-19-55-A-51) made to Page County on behalf of the Shenandoah Valley Workforce Development Area by the pass-through entity, the Virginia Community College System. No costs of this product were financed by nongovernmental sources. The information contained herein does not necessarily reflect the official position of the U.S. Dept. of Labor.



Shenandoah Valley Workforce Development Board

BOARD DECISION BRIEF EEO and Nondiscrimination Policy (OP-12-04)

Date: April 12, 2023

Reference: Revisions to EEO and Nondiscrimination Policy for Board approval

Background: To ensure equitable service provision, the SVWDB provides services to individuals utilizing the EEO and Nondiscrimination Policy. Each local workforce development board must designate an employee to serve as the EO Officer for the organization. The EO Officer is responsible for adopting and publishing complaint procedures and ensuring that they are followed and for addressing EO concerns or complaints. "Equal Opportunity Is the Law" posters are required to be posted in prominent center and service locations. The EO Officer name and contact information is included with all posters. Recently, the role of EO Officer was reassigned from the CEO to the WIOA Performance Analyst. A recent EO Monitoring found that the staffing change was not reflected in the current EEO and Non-Discrimination Policy (OP-12-04).

Issues: No issues identified

Summary: The Operations Director and EO Officer recommend that the Board approve the policy.

Action Needed: A motion to approve the policy revisions presented.

Effective Date: April 20, 2023

Policy and Procedure



Title:	EEO and Non-Discrimination	Number:	OP-12-04
Effective Date:	July 1, 2012	Revisions:	April 12, 2023

Purpose

Programs and activities funded by the United States Department of Labor under the Workforce Innovation and Opportunity Act (WIOA) are subject to federal equal-opportunity laws and regulation. As a recipient of federal funds, the Shenandoah Valley Workforce Development Board (SVWDB) is obligated to comply with the nondiscrimination and equal-opportunity provisions of the Workforce Innovation and Opportunity Act. Section 188 of the WIOA describes the prohibition against discrimination on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or, against any beneficiary of, applicant to, or participant in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act, on the basis of the individual's citizenship status or participation in any WIOA Title I–financially assisted program or activity.

Reference

- P.L. 113-128, Workforce Innovation and Opportunity Act, Section 188, 29 CFR Part 38
- Title VI and Title VII, Civil Rights Act of 1964 and Pregnancy Discrimination Act of 1978
- Civil Rights Act of 1991
- 2 CFR Chapter I, Chapter II, Part 200
- Section 504 of the Rehabilitation Act
- Title I and Title II, Americans with Disabilities Act
- TEGL No. 37-14, May 29, 2015
- VCCS Policy Number 00-10, Revised January 15, 2010
- VCCS Policy Number 01-02, Revised January 15, 2010

Policy

The Shenandoah Valley Workforce Development Board (SVWDB) shall ensure nondiscrimination and equal opportunity in admission or access to, opportunity or treatment in, or employment in, the administration of or in connection with any program or activity funded in whole or in part with WIOA funds, or any other governmental funding sources. Any person who believes he or she has been subjected to discrimination based on race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or, against any beneficiary of, applicant to, or participant in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act, on the basis of the individual's citizenship status or participation in any WIOA Title I–financially assisted program or activity, , has the right to file a complaint within 180 days of the alleged discrimination. The person has the right to file a complaint with the SVWDB Equal Opportunity Officer, P.O. Box 869, Harrisonburg VA 22803, State WIOA EO Officer, VCCS WDS, 300 Arboretum Place, Suite 200, Richmond, VA 23236 or directly with the Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue, N.W., Room N-4123, Washington D.C. 20210. If the complainant elects to file a complaint with the SVWDB, the SVWDB shall have 90 days to process a complaint and issue a decision. If the SVWDB does not provide a written decision within 90 days of the filing of the complaint, the complainant need not wait for a decision to be issued, but may file a complaint with the CRC within 30 days of the expiration of the 90-day period. If a complainant is not satisfied with the SVWDB's resolution, the complainant may file a complaint with

the CRC. Such complaint must be filed within 30 days of the date the complainant received the Notice of Final Action from the SVWDB.

The SVWDB has designated the Chief Executive Officer **or other designated employee will serve as the** Equal Opportunity (EO) Officer, who will be responsible for adopting and publishing complaint procedures, and ensuring that they are followed. To communicate the discrimination complaint policy, "Equal Opportunity Is the Law" posters in English and Spanish shall be placed in prominent locations which are accessible to applicants for employment, applicants for program services and/or funding, participants, employees, terminees and other interested parties. The poster contains a nondiscrimination and equal opportunity statement, as well as information about filing a complaint.

The SVWDB's Workforce Centers, Program Operators and Training Providers shall include in orientations to employees and/or participants a discussion of their rights under the nondiscrimination and equal opportunity provisions of WIOA and their right to file a complaint of discrimination with the Program Operator, SVWDB, State Level EO Officer, or the CRC. Communication of policy shall be documented on a notification instrument for employees and applicants/participants, and retained in individuals' files (SVWDB EO Rights Notification document attached). The SVWDB shall ensure audiotape access to "Equal Opportunity Is the Law" for individuals with visual disabilities, as well as persons who have difficulty reading and/or comprehending written materials. As an alternative, this material may be read to the person by a staff member. Based on individual needs, appropriate auxiliary aids and services will be provided to individuals with disabilities, including beneficiaries, registrants, applicants, eligible applicants/registrants, participants, members of the public, and companions, to provide an equal opportunity to participate in, and enjoy the benefits of, a WIOA Title I-financially assisted service, program, or activity. Where a significant portion of eligible population may need service or information in a language other than English or Spanish, the SVWDB shall, to the extent practical, provide the initial notice and other material in the needed language. The SVWDB shall ensure that annual inspections of all workforce centers are performed, with inspection results kept on file at the SVWDB office at 217 S. Liberty Street, Suite 203, Harrisonburg, VA 22801.

Intimidation and Retaliation Prohibited

Consistent with 29 CFR, 38.19, intimidation and retaliation against individuals for having filed a complaint; opposing a prohibited practice; furnishing information; assisting or participating in any manner in an investigation, review, hearing or any other activity relate to administration of, exercise of authority under, or privilege secured by, the nondiscrimination and equal opportunity provisions, of WIOA is prohibited. In accordance with 29 CFR 38.19, complaints may be filed alleging intimidation and retaliation.

Procedure

Filing a Discrimination Complaint

Examples of who may file a complaint include the following:

1. Applicants and/or registrants for assistance, benefits, services or training,
2. Eligible applicants/registrants,
3. Participants,
4. Employers,
5. Applicants for employment under WIOA,
6. Service providers or
7. Eligible service providers.

A complaint of discrimination may be filed with the SVWDB EO Officer, the State WIOA EO Officer, or directly with the CRC. A complaint must be filed within 180 days of the alleged discrimination. The complaint may be filed by the individual or on behalf of the individual by an authorized representative. A complaint must be filed in writing and signed by the complainant or by his or her authorized representative. It is recommended (but not required) that the complaint be filed on a U.S. Department of Labor (DOL) Complaint Information Form, both English and Spanish forms being found at: <http://www.dol.gov/oasam/programs/crc/external-enforc-complaints.htm> or on the SVWDB EO Complaint Form (which is attached).

The complaint document must contain the following information:

- Complainant's name and address, or other means by which the complainant may be contacted;
- Identification of individual(s) and/or organization(s) responsible for the alleged discrimination;
- A description of the complainant's allegations to in order to determine:
 1. The SVWDB's jurisdiction of the complaint,
 2. The timeliness of the complaint,
 3. The specific prohibited basis of the alleged discrimination (i.e., race, sex, etc.), and
 4. The apparent merit of the complaint.

The SVWDB EO Officer is responsible for ensuring publication of the name, title, address, telephone number, and TDD number of the EO Officers or other individuals responsible for receiving complaints.

Time Frames

The SVWDB EO Officer shall notify complainants, in writing, of the specific time frames for processing a complaint of discrimination, as follows:

- A. If the complainant elects to file with the SVWDB, the SVWDB shall have 90 days to process the complaint and provide a determination. Virginia's discrimination complaint process includes 60 days for the SVWDB to investigate and 30 days for a review at the State level, if warranted.
- B. If the complainant elects to file with both CRC and the SVWDB, the complainant shall be informed that the SVWDB has 90 days to process the complaint and that CRC shall not investigate the complaint until the 90-day period has expired.
- C. If, by the end of 90 days from the date on which the complaint was filed, the SVWDB fails to issue a Notice of Final Action, the complainant may file a complaint with the Director of CRC within 30 days of the expiration of the 90-day period.
- D. Immediately upon determining that it does not have jurisdiction, the SVWDB EO Officer shall notify the complainant in writing that he or she does not have jurisdiction over the complaint, including reasons for the determination and the complainant's right to file with the Director of CRC within 30 days of the notice.
- E. The complainant shall be notified that if the complaint is not filed within 180 days of the alleged discrimination or a complaint has not been filed with CRC within 30 days of the receipt of SVWDB's determination or expiration of the 90-day period, the Director of CRC may extend the time limits for good cause shown.

Processing a Discrimination Complaint

It is the responsibility of the SVWDB EO Officer to determine which Workforce entity has jurisdiction over the complaint. Upon determining that a Workforce partner has jurisdiction, the complaint shall be recorded in the complaint log (see "Record keeping" below) and referred to the appropriate Workforce partner for resolution in accordance with that partner's complaint processing procedures. Where the SVWDB EO Officer has jurisdiction for a complaint, they shall notify the complainants, in writing, of the specific time frames for the processing of a discrimination complaint.

If the complainant elects to file their complaint with the SVWDB, the SVWDB shall have 90 days to process the complaint and provide a determination. During the 90-day period, complainants may elect to participate in mediation. The choice whether to use mediation or the customary investigative process rests with the complainant. Requests for mediation shall be referred to the SVWDB EO Officer.

If the complainant elects mediation and there is no resolution, the complaint will be referred for investigation. If mediation is not elected, the complaint shall be investigated in accordance with the SVWDB's complaint-processing procedures. Such complaint procedures shall include the following elements:

1. An initial written notice to the complainant, including notice that they have the right to be represented in the complaint process and their right to file a complaint directly with the Director, Civil Rights Center;
2. A written statement provided to the complainant that contains a list of the issues raised in the complaint and, for each issue, a statement whether the SVWDB will accept or reject the issue, and the reason(s) for each rejection;

3. A period for fact-finding or investigation of the issues;
4. A period during which the SVWDB will attempt to resolve the complaint through mediation; and
5. A written Notice of Final Action provided to the complainant within 90 days of the date on which the complaint was filed, that contains the SVWDB's determination.

Discrimination Complaint Investigation Procedure

Within 90 days of the date a discrimination complaint is filed, an investigation shall be conducted by the SVWDB EO Officer, or by their designee under their direction, consistent with the Discrimination Complaint investigation procedures (See separate policy labeled Discrimination Complaint Procedures for details). This procedure shall be used for any discrimination complaint for which a written and signed complaint has been received. All activities and records related to an investigation shall ensure the confidentiality of the complaint and any resulting actions. The investigation must be managed in a manner that does not have an adverse effect on the complainant or any other party related to the complaint.

Responding to a Discrimination Complaint

The SVWDB EO Officer shall sign the investigation, including determination and recommendation. The SVWDB shall provide a written determination (Notice of Final Action) of the complaint and offer resolution within 90 days of the date the complaint was filed and, for each issue filed, include:

1. The SVWDB's decision on the issue and an explanation of the reasons underlying the decision,
2. A description of the way the parties resolved the issue; and
3. A notice that the complainant has the right to file a complaint with the Director of CRC within 30 days of the Notice of Final Action if he or she is dissatisfied with the SVWDB's Notice of Final Action on the complaint.

Determinations

The SVWDB EO Officer shall determine at the conclusion of the investigation of a complaint whether there is reasonable cause to believe that a violation occurred. If an investigation results in a "reasonable cause" finding, the SVWDB EO Officer shall submit the signed investigative report including determination and recommendation to the State EO Officer for review within 60 days of the filing date. Based on review of the determination, the State EO Officer will determine if further review by the Attorney General's Office and the VCCS Vice Chancellor of Workforce Development Services, or his designee is warranted. If the VCCS concurs with the determination, the SVWDB EO Officer shall issue a written determination in the form of a Notice of Final Action. This Notice shall notify the complainant of the specific findings, the proposed remedial or corrective action, and the time in which corrective action must be completed.

Where a "no cause" finding is made, the complainant shall be notified in writing. Such a determination represents the final action of the SVWDB EO Officer. The SVWDB EO Officer shall notify the complainant of his or her right to file a complaint (not an appeal) with the CRC if he or she believes the SVWDB's resolution is unsatisfactory. The complainant shall be informed that this right must be exercised within 30 days.

Corrective Action

If discrimination is found through the process of a complaint investigation, the respondent shall be requested to voluntarily comply with corrective action(s) or conciliation agreement to correct the discriminatory actions or conditions. Actions to correct discrimination deficiencies may include any of the following:

- Back pay, or other monetary relief (Federal funds shall not be used to provide monetary relief);
- Hire or reinstatement;
- Promotion;
- Benefits or other services denied; and
- Any other remedial or affirmative relief, such as outreach, recruitment, and training, to ensure equal opportunity.

Record Keeping

The SVWDB shall maintain a log of discrimination complaints to include:

- The name and address of complainant;

- The basis of the complaint (i.e., race, sex, age, etc.),
- A description of the complaint;
- The date the complaint was filed;
- The disposition and date of disposition of the complaint; and
- Other pertinent information.

Records pertaining to discrimination complaints, investigations, or any other such actions shall be retained for a minimum of three (3) years from the date of resolution. Information pertaining to the identity of any persons providing information related to, or assisting in, an investigation or a compliance review shall be maintained in a confidential manner to the extent possible. In the event that it is necessary that a person's identity be disclosed, the person(s) shall be protected from retaliation.

Attachments:

Shenandoah Valley Workforce Development Board Inc. Equal Opportunity (EO) Rights Notification
Discrimination Complaint Information Form
Consent Form

Revisions:

April 12, 2023

Shenandoah Valley Workforce Development Board Equal Opportunity (EO) Rights of Notification

Equal Opportunity Is The Law

It is against the law for this recipient of Federal financial assistance to discriminate on the following bases: against any individual in the United States, on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or, against any beneficiary of, applicant to, or participant in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act, on the basis of the individual's citizenship status or participation in any WIOA Title I—financially assisted program or activity.

If you think that you have been subjected to discrimination under a WIOA-funded program or activity, you may file a complaint within 180 days from the date of the alleged violation with the recipient's Equal Opportunity Officer: **Monica Long**, Shenandoah Valley Workforce Development Board, P.O. Box 869 Harrisonburg, VA 22803, or you may file a complaint directly with the Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue N.W., Room N-4123, Washington D.C. 20210. If you elect to file your complaint with the recipient, you must wait until the recipient issues a decision or until 90 days have passed, whichever is sooner, before filing with (CRC) (see address above). If the recipient has not provided you with a written decision within 90 days of the filing of the complaint, you need not wait for a decision to be issued, but may file a complaint with (CRC) within 30 days of the expiration of the 90 day period. If you are dissatisfied with the recipient's resolution of your complaint, you may file a complaint with the (CRC). Such complaint must be filed within 30 days of the date you received notice of the recipient's proposed resolution.

*Recipient - means any entity to which Federal financial assistance under any title of WIOA is extended, either directly or through the Governor or through another recipient (including any successor, assignee, or transferee of a recipient), but excluding the ultimate beneficiaries of the WIOA-funded program or activity and the Governor. Recipient includes, but is not limited to: Job Corps Centers and One Stop Center/Operators (excluding Federally- operated Job Corps Centers), State Employment Security Agencies, State-level agencies that administer WIOA funds, SDA grant recipients, Substate grant recipients and service providers, as well as National Program recipients.

Grievance and Complaint Procedure

Each grievance or complaint must be filed, in writing, to the Shenandoah Valley WDB, PO Box 869, Harrisonburg, VA 22803, within 30 calendar days of the alleged incident and shall contain the following information:

1. The name, address and phone number of the person filing the grievance or complaint;
2. The date of the alleged situation and the date the grievance or complaint was filed;
3. The identity of the respondent (i.e. the individual or entity against whom the grievance or complaint is alleged);
4. A description of the allegations. This description must include enough detail to allow the reviewer to decide whether the allegations, if true, would violate any of the provisions of WIOA; and
5. The signature of the person filing the grievance or complaint.

I understand that written policies on Grievance Procedures are on file at the contactor's administrative office and that I may have a copy upon request.

I have read my rights under WIOA programs and have been given a copy of the Equal Opportunity Rights Notification.

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

Signature of Applicant _____ Date _____

Signature of Parent/Guardian (if participant under 18) _____ Date _____

I, AS A REPRESENTATIVE OF THE SHENANDOAH VALLEY WORKFORCE DEVELOPMENT BOARD, HAVE EXPLAINED THE INFORMATION CONTAINED IN THIS NOTIFICATION TO THE APPLICANT.

Signature of Representative _____ Date _____

Discrimination Complaint Information Form

1. Complainant Information:

State your name and address:

Home Number: () -

Work Number: ()

Message Number: ()

Your email address:

2. Respondent Information:

Provide name and address of agency involved:

Telephone Number: () -

3. What is the most convenient time and place for us to contact you about this complaint?

4. To your best recollection on what date(s) did the discrimination take place?

Date of first occurrence:

Date of most recent occurrence:

5. Have you ever attempted to resolve this complaint at the local Level? ☐ No or ☐ Yes

a. Have you been provided with a final decision at the local level regarding your complaint?

☐ No ☐ Yes

Date of final decision (if any)

b. Have 90 days elapsed since you filed or attempted to file this complaint at the local level?

☐ No ☐ Yes

Date you filed or attempted to file your complaint at the local level.

6. Explain as briefly and clearly as possible what happened and how you were discriminated against. Indicate who was involved. Be sure to include how other persons were treated differently from you. Also attach any written material pertaining to your case.

7. To the best of your knowledge, which of the following Department of Labor programs were involved? (Check one)

- | | |
|--|---|
| <input type="checkbox"/> Workforce Innovation and Opportunity Act (WIOA) | <input type="checkbox"/> Apprenticeship |
| <input type="checkbox"/> MSHA | <input type="checkbox"/> Older Americans |
| <input type="checkbox"/> Welfare to Work | <input type="checkbox"/> New Directions |
| <input type="checkbox"/> OSHA | <input type="checkbox"/> Displaced Worker |
| <input type="checkbox"/> Job Service | <input type="checkbox"/> Valley OJT |
| <input type="checkbox"/> WIN | <input type="checkbox"/> Other: Specify |
| <input type="checkbox"/> Youth | |
| <input type="checkbox"/> Unemployment Insurance | |
| <input type="checkbox"/> Job Corps | |

8. Basis of Complaint: Which of the following best describes why you believe you were discriminated against: (Check)

- ☐ Race: Specify
- ☐ Color: Specify
- ☐ Religion: Specify
- ☐ National Origin: Specify
- ☐ Sex: Specify [] Male [] Female
- ☐ Age: Specify Date of Birth:
- ☐ Disability: Specify
- ☐ Political Affiliation: Specify
- ☐ Citizenship: Specify
- ☐ Reprisal/Retaliation: Specify
- ☐ Other: Specify

9. Do you think the discrimination against you involved: (Check one)

- ☐ Your job or seeking employment?
or
- ☐ Your using facilities or someone providing/not providing you with services or benefits?

If so, which of the following are involved?

- | | |
|--|--|
| <input type="checkbox"/> Hiring | <input type="checkbox"/> Harassment |
| <input type="checkbox"/> Transition | <input type="checkbox"/> Access/Accommodation |
| <input type="checkbox"/> Wages | <input type="checkbox"/> Union Representation |
| <input type="checkbox"/> Job Classification | <input type="checkbox"/> Union Activity |
| <input type="checkbox"/> Discharge/Termination | <input type="checkbox"/> Application |
| <input type="checkbox"/> Promotion | <input type="checkbox"/> Enrollment |
| <input type="checkbox"/> Training | <input type="checkbox"/> Referral |
| <input type="checkbox"/> Transfer | <input type="checkbox"/> Exclusion |
| <input type="checkbox"/> Qualification/Testing | <input type="checkbox"/> Placement |
| <input type="checkbox"/> Grievance Procedure | <input type="checkbox"/> Benefits |
| <input type="checkbox"/> Layoff/Furlough | <input type="checkbox"/> Performance Appraisal |
| <input type="checkbox"/> Recall (From Layoff-Furlough) | <input type="checkbox"/> Discipline/Reprimand |
| <input type="checkbox"/> Seniority | <input type="checkbox"/> Intimidation/Reprisal |
| <input type="checkbox"/> Other: Specify | |

10. Why do you believe these events occurred?

11. What other Information do you think is relevant to our investigation?

12. If this complaint is resolved to your satisfaction, what remedies do you seek?

13. Please list below any persons (witnesses, fellow employees, supervisors, or others) that we may contact for additional information to support or clarify your complaint:

Name	Address	Telephone Number
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

14. Do you have an attorney?

☐ Yes ☐ No

If yes, please provide name, address and phone:

Attorney Name	Address	Telephone Number
_____	_____	_____

15. Have you filed a case or complaint with any of the following?

- ☐ Civil Rights Division, U S Dept of Justice
- ☐ U S Equal Employment Opportunity Commission
- ☐ Federal or State court
- ☐ Your State or local Human Relations/Rights Commission

16. For each item checked in #15 above, please provide the following Information:

Agency:
Data Filed:
Case or Docket Number
Date of Trial or Hearing:
Location of agency or court
Name of Investigator:
Status of Case:
Comments:

17. Sign (Complaint NOT VALID unless signed)

_____	_____
(Signature)	(Date)

(Printed Name)	

CONSENT FORM

In the course of investigating my complaint, SVWDB may have to reveal my identity to staff of the program named in my complaint in order to obtain facts and evidence regarding my complaint;

I do not have to reveal any personal information to SVWDB, but SVWDB may close my complaint if I refuse to reveal information needed to fully investigate my complaint;

I may request and receive a copy of any personal information SVWDB keeps in my complaint file for investigatory uses; and

Under certain conditions, SVWDB may be required by the Freedom of Information Act to reveal to others personal information I have provided in connection with my complaint.

SECTION A

☐ YES, SVWDB MAY DISCLOSE MY IDENTITY IF NECESSARY TO INVESTIGATE MY COMPLAINT. I have read and understand the notice, and I consent for SVWDB to disclose my identity during investigation of my complaint.

(Signature)

(Date)

(Printed Name)

SECTION B

☐ NO, SVWDB MAY NOT DISCLOSE MY IDENTITY, EVEN IF NECESSARY TO PROCESS MY COMPLAINT. I have read and understand the notice, and I do not consent for SVWDB to disclose my identity during investigation on of my complaint. I request that SVWDB process my complaint, however, I understand that SVWDB may cancel my complaint if it cannot fully investigate without disclosing my identity. I also understand SVWDB may close my complaint if it cannot begin an investigation because I have not consented for SVWDB to reveal my identity.

(Signature)

(Date)

(Printed Name)

Business Services

January - March 2023

- Business Solutions Team Updates
- January Employer Symposium
- Labor Market Information
- Recruitment
- Upcoming Events
 - Employer Expo 5/10/23
 - JobStarter 4/10/23



VIRGINIA
CAREER WORKS

SHENANDOAH VALLEY REGION



Virginia Career Works Business Solutions Team

Northern Region; Central/Southern Region

- Facility Tours (Friendship Industries/Able Solutions, Kennametal, The Plant Company)
- Guest Employer: Bowman Andros
- Upcoming Tours:
 - Montebello Packaging
 - Virginia Rural Water Association
- New subcommittees





VCW & GARCC Employer Resource Symposium

Keynote Speaker: Sheri Bender, Rogue HR
"Building Culture on Purpose"

Other topics included **Recruitment** (Chris Hurley),
Retention (Kaystyle Madden) and a roundtable discussion
on **Quiet Quitting** (John Barlow)
special thanks all participating workforce partners (12)

Received great feedback and plan to do again in 2024
Approximately 50 employers participated



**VIRGINIA
CAREER WORKS**

SHENANDOAH VALLEY REGION



By the Numbers

Top 5 Employers: Valley Health, JMU, Home Instead, Navy Federal Credit Union and BRCC

Top 5 Occupations: RN, Retail Supervisors, Stockers & Fillers, Retail Sales and Heavy Tractor Trailer Drivers

Top 5 In Demand Skills: Microsoft Office/Excel, Lift 25-50lbs, Retail Sales, Manufacturing and Sales

Top 5 Soft Skills: Communication, Cooperative/Team Player, Customer Service, Organization, Self-Motivated/Independent



**VIRGINIA
CAREER WORKS**

SHENANDOAH VALLEY REGION



Virginia Career Works Job Fairs/Hiring Events

Luray Job Fair Workshop
(25 employers + 5 military//87 jobseekers*)
*50 students

Fishburne Academy College & Career Fair
(10 employers/100+ cadets)

Reverse Job Fair Virtual Event
(11 employers/14 jobseekers)

*Spotlight Employers 6 employers ***
Winchester Job Fairs 15 employers



**VIRGINIA
CAREER WORKS**

SHENANDOAH VALLEY REGION



Thank You!

**Kaystyle Madden, Employer Network Director
Central & Southern Regions**

Shenandoah Valley Workforce Development Board, Inc.

www.vcwvalley.com



Equal Opportunity Employer/Program

Auxiliary aids and services are available upon request to individuals with disabilities TDD: VA Relay Center: 711 or 800.828.1120



SHENANDOAH VALLEY REGION

This workforce product was created using 100% of federal U. S. Department of Labor Employment and Training Administration Workforce Innovation and Opportunity Act (WIOA) award of \$1,460,148 (#AA-33260-19-55-A-51) made to Page County on behalf of the Shenandoah Valley Workforce Development Area by the pass-through entity, the Virginia Community College System. No costs of this product were financed by nongovernmental sources. The information contained herein does not necessarily reflect the official position of the U.S. Dept. of Labor