



VIRGINIA CAREER WORKS

CAPITAL REGION

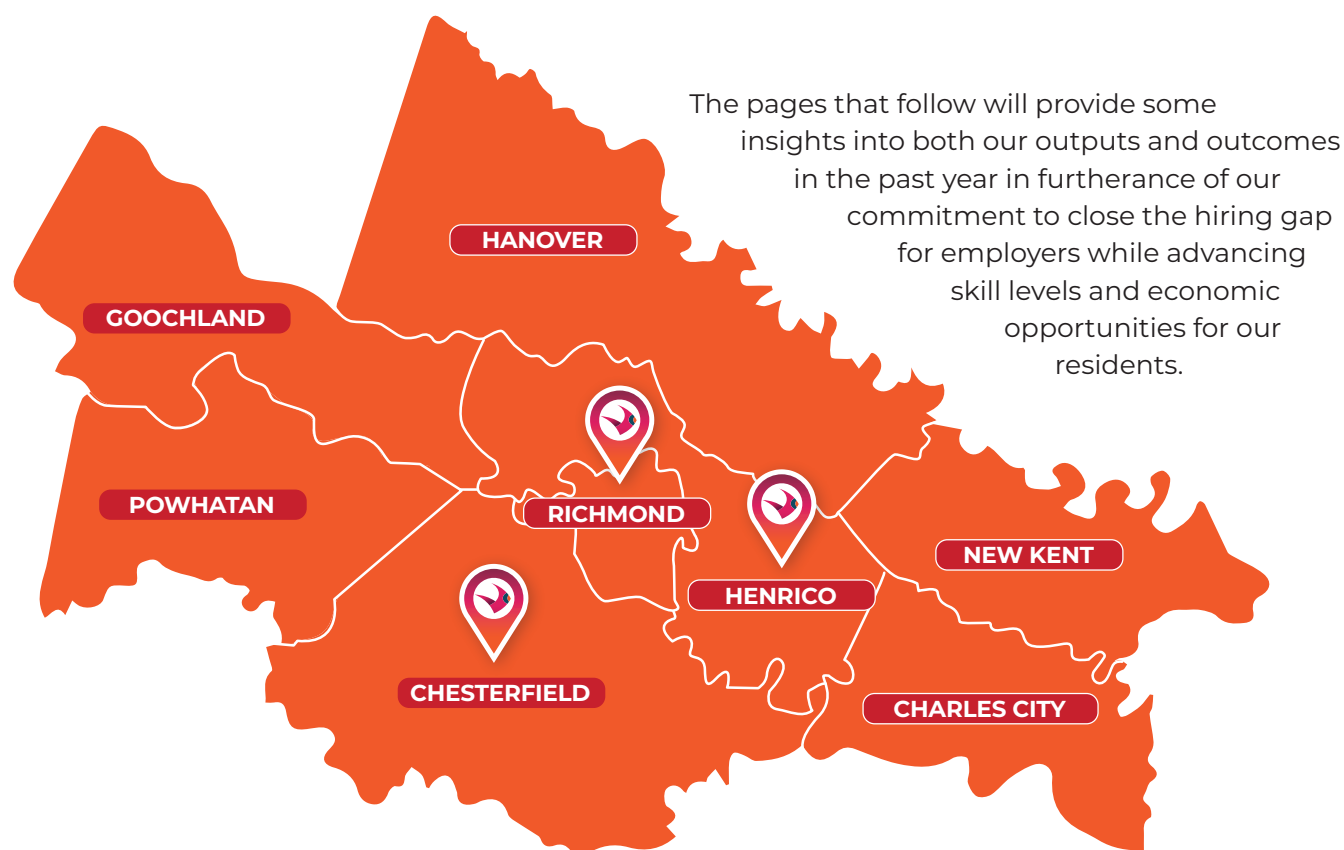
ANNUAL REPORT

FOR THE PROGRAM YEAR
July 1, 2023 – June 30, 2024



INTRODUCTION

The Capital Region Workforce Development Board (CRWDB) partners with the consortium of local elected officials known as the Capital Region Workforce Partnership (CRWP) to jointly oversee a system that supports employment and training needs of job seekers and employers. The service footprint spans the Counties of Charles City, Chesterfield, Goochland, Hanover, Henrico, New Kent, Powhatan, and the City of Richmond. The primary source of funding for our work is the federal Workforce Innovation and Opportunity Act of 2014; and supplemented by resources from our local governments and various grant opportunities. In this past year, the Board started work to establish a non-profit foundation that will enable the resource portfolio to be further expanded to include philanthropic and business funding opportunities.



Virginia Career Works – Chesterfield Center

304 Turner Road
North Chesterfield, VA 23225
Phone: (804) 652-3490
TTY: 711 VA Relay

Virginia Career Works – Henrico Center

121 Cedar Fork Road
Richmond, VA 23223
Phone: (804) 952-6116
TTY: 711 VA Relay

Virginia Career Works – Richmond West Center

4914 Radford Ave
Richmond, VA 23230
Phone: (804) 652-3241
TTY: 711 VA Relay

The CRWDB oversees three Virginia Career Works center locations that locally serve businesses and job seekers and provide them with the resources necessary to succeed. We also have a network for virtual and library based connection points.





OUR MISSION

To advance comprehensive, demand-driven and accessible workforce solutions for jobseekers and businesses in Virginia's Capital Region. We do this by collaborating with partners, leveraging resources, and advocating for a collective impact that benefits our community.

OUR VISION

To serve as a premier gateway for workforce resources connecting people to jobs, and employers to talent in Virginia's Capital Region.



OUR STRATEGIC GOALS

1. Foster Connections Partnerships & Collaborations
2. Identify and Regularly Validate Priority, Critical & Emerging Industry Sectors
3. Ensure Equitable & Comprehensive Access to Workforce Development Services
4. Enhance Community/Business Awareness & Usage, and Demonstrate the Value of VCW System & Partners

FOOT TRAFFIC BY CENTER

We also have a virtual platform where many activities can be conducted online, from enrollment to case management to workshop opportunities.

- **28,572 - total visitor count in workforce centers** (Prior year 25,203)
- **7,413 Chesterfield**
- **11,593 Henrico**
- **9,566 Richmond West**

Universal center traffic -count of visitors for all onsite partners, events and activities.

CUSTOMER SATISFACTION

95% of customers rated their experience at our centers good or great.

93% would recommend our services to their friends and family.

"The Cedar Fork location was very modern, clean and equipped with everything we needed. Outstanding, friendly customer service from the moment I walked thru the door."

— Henrico Center Customer



ECONOMIC LANDSCAPE

The Capital Region is fortunate to have a healthy and diverse economy, with the unemployment rate typically in the 3% range.

- 38,000 employers in the region.

Beyond government, the largest industries in terms of jobs are:

- Healthcare
- Retail
- Hospitality
- Construction
- Logistics
- Administration and Support Professional
- Scientific and Technical.

The number of net in-commuters to the region is 57,000; which is also an indicator of a healthy community.

For the year that this report covers, there were over:

- 222,000 job postings listed by over 24,000 employers in 893 occupation types.

Looking ahead, the occupations expected to have the highest growth are:

- Computer and mathematical
- Healthcare support
- Community and social service
- Transportation/logistics
- Healthcare practitioners

THE SUPPLY SIDE

The region's population is roughly 1.1 million, having grown 10% in the past year. With respect to the workforce, there are 274,633 under the age of 19, or 25% of the total. This suggests some challenges in the pipeline of future workers. Replacement of retiring workers could be a negative result, as in much of the country. Of those over the age of 18, nearly 289,000 have a high school diploma or less, or 34% which is slightly better than the state's rate of 37%. Over 20,000 people are considered to speak English less than well.

The greatest education gaps between regional occupation needs and related degree holders are:

- General and operational managers
- Software developers
- Accountants
- Management analysts
- Business operations

The largest skill gaps include: Microsoft Word and other products, Bilingual abilities, and hospitality.

**Sources for this section: Virginia Department of Workforce Development and Advancement and JobsEQ.*



PROGRAMS FOR ADULT AND DISLOCATED WORKERS



Our adult program provides support for those seeking to advance on their career path, with a priority of service for those who are low income or basic skills deficient. The dislocated worker program assists those who have lost their job through no fault of their own by reconnecting them to the workforce. Dislocated workers have access to relocation services. The same menu of career and training services are available to both populations based on individual need and can include assessments and testing, career counseling, job search and job readiness supports, various workshops, paid and unpaid internships, supportive services and on-the-job or classroom training.

- **371** New program enrollments for the year
- **536** Active caseload of customers for the year
- **134** Customers placed in training activities
- **321** Customer placed in job after exiting services

In terms of efficiency and effectiveness, the service provider spending for the year equated to \$3,352 per active customer.

Scan the code to watch
Success Story Video



PROGRAMS FOR YOUTH

Our Youth Programs offer an engaging environment focused on work readiness to assist the younger population aged 14-24. The youth may be either in or out of school. The population generally has some barriers or challenges that may otherwise delay their success. Opportunities include personal responsibility and communication skills, goal setting, occupational research, resume writing, interview skills, portfolio development, professionalism, problem-solving, and stress management. Participants learn how to develop and maintain positive relationships with responsible adults and peers, explore opportunities for community service, and develop leadership skills.

- **142** New program enrollments for the year
- **317** Active caseload of customers for the year
- **102** Customers placed in Work Experience activities
- **32** Customers placed in training activities

In terms of efficiency and effectiveness, the service provider's spending for the year equated to \$4,414 .



MEETING THE NEEDS OF REGION'S BUSINESSES

Our Business Solutions Team provides a single-entry point that focuses on the development of collaborative solutions to meet the region's business needs. This network of local government and non-profit partners work together to support larger and more complex projects. Jobs fairs and hiring events for employers are held throughout the year in a variety of formats and locations. Consultation services and training resources are also made available.

Through these efforts, Virginia Career Works – Capital Region has supported:

- 756 Businesses Served
- 54 On the Job Training Placements
- 128 Paid Work Experience Internships
- 14 Incumbent Worker Training Projects, upskilling a total of 58 employees

“This was a well-organized event that garnered great foot traffic which means it was promoted to a vast audience in a timely manner to generate potential candidates. All Virginia Career Works staff were well organized and helpful. This was very successful as I was able to connect with potential candidates for consideration. ”

— — Kenmore Envelope comments on Winter Job Fair Event



2023/2024 EMPLOYER CHAMPIONS:



◀ Epic Personnel Partners

Best in Class for Recruitment and Hiring; for partnering with our centers and helping over 100 people find employment at a warehouse in northern Hanover County.

Chesterfield Food Bank ▶

Best in Class Youth Work Experience Sponsor, for providing youth work experience placements in roles such as data entry, truck driver assistants, warehouse assistants, and donation receiving. Three interns were hired into permanent employment.



◀ Atlantic Outreach Group

Best in Class for Work-based Learning, hiring 11 program participants into a year-long apprenticeship program to become certified Recovery Residence Advisors.



Career Advantage Program



Resource and Job Fairs





Performance Outcomes

The impact of our services is paramount to not only our customers, but to us as an organization as we strive to maintain an environment of excellence and continuous improvement. Each year, the CRWDB negotiates with the state on what levels of success will be achieved and benchmarks are reported quarterly to allow service adjustments through the year as may be needed. At the end of each year a “report card” is submitted to the US Department of Labor. The year-end results for the most recent fiscal year are in the chart that follows:

Adult	PY 23 Negotiated Level	Actual Performance
Did they get a job?	80.5%	84%
Did they keep a job?	81.9%	88%
Median Quarterly Wages	\$6,100	\$9,731 (\$38,924)
Earned a certificate or credential	70.0%	69.9%
Measurable Skills Gain	70.7%	93.6%
Dislocated Worker		
Did they get a job?	87.7%	90.7%
Did they keep a job?	87.8%	92.1%
Median Quarterly Wages	\$8,900	\$9,834 (\$39,336)
Earned a certificate or credential	72.5%	68.6%
Measurable Skills Gain	78.9%	96%
Youth		
Did they get a job?	79.4%	80.9%
Did they keep a job?	76.1%	76.7%
Median Quarterly Wages	\$3,500	\$3,844
Earned a certificate or credential	68.5%	70.3%
Measurable Skills Gain	68.2%	77.5%

Ending June 30, 2024 Performance



REGIONAL LEADERSHIP

Chief Local Elected Officials (CLEO) Consortium for PY23

The Honorable Ryan Patterson, Charles City County
The Honorable James Holland, **Chairman**, Chesterfield County
The Honorable Jonathan Christy, Goochland County
The Honorable Sue Dibble, Hanover County
The Honorable Daniel J. Schmitt, Henrico County
The Honorable John P. Moyer, New Kent County
The Honorable Steve McClung, **Vice Chairman**, Powhatan County
The Honorable Ann-Frances Lambert, City of Richmond

Capital Region Workforce Development Board for PY23

Business Members

Chair, Ilene Maurer, Rhudy & Company, Strategic Communications
1st Vice Chair, Drexel Harris, Drexel's Digital Creations
Bill Auchmoody, Partnership Screening
Sarah Bice, Sarah Bice & Associates
Siyani Blount, Altria
Beth Bray, Moslow Wood Products
Robert Dick, SCS Engineers
John Easter, ChamberRVA
Scott Edwards, PARI
Robert Franklin, Church and Dwight
Danielle Gilbert, Manifest In You Consulting, LLC/CBO
Thomas Hayden, CodeBlue Technology
Jesus J. Portillo, Federal Reserve Bank of Richmond
Eric Stamper, Virginia First Financial Services, LLC
Amanda White, Aerotek

Non-business Members

Dale Batten, VA Department for Aging and Rehabilitative Services
Kevin Battle, Boilermakers Local 45
Dr. Beno Rubin, Reynolds Community College
Jeffrey Elmore, Region 15 Adult Education Program Manager
Kelly King Horne, Homeward
Justin Roerink, Hanover County Career and Technical Education
Kiva Rogers, Chesterfield County Social Services
Tina Shreve, Chesterfield County Economic Development
Chance Robinson, Goochland County Economic Development
S. Gregg Spicer, Richmond Electricians' JATC
Amy Strite, Senior Connections
Dennis Woodard, Virginia Employment Commission
Suzanne Grable, New Kent County Social Services
Elizabeth Holt, Charles City County Social Services





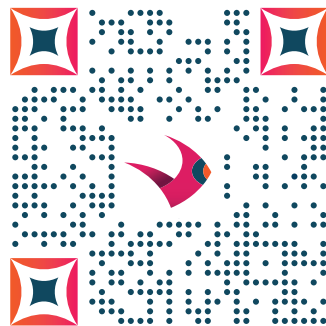
A Special Thank You

We want to extend a Special “Thank You” to our contra Seekers and Businesses. Your efforts make the difference!

- **Equus Workforce Solutions**
Adult, Dislocated Workers, One Stop Operations
- **Ross Innovative Employment Solutions**
Out of School Youth
- **A Peace of Mind Counseling**
In and out of School Youth
- **Charles City County**
In and out of School Youth

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about our services**





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and Our Programs by Visiting
www.vcwcapital.com



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This report was developed using grant funds made available by a \$4.8 million award from the Workforce Innovation and Opportunity Act, US Department of Labor. Virginia Career Works is an equal opportunity program. Auxiliary aids are available on request.