

Testimony
Michael Carty, Chairman, VI Workforce Development Board
Committee on Education and Workforce Development
November 16, 2023

Good day, Honorable Chairwoman, Marise James, Honorable Donna Frett-Gregory, Vice-Chair, members of the Committee on Education and Workforce Development, other members of the 35th Legislature of the Virgin Islands of the United States, and the listening and viewing audience. I am Michael Carty, Chairman of the VI Workforce Development Board. Here with me today is the Executive Director, Sonia Boyce. Thank you for the opportunity to provide information on the VI Workforce Development Board's role in the workforce development system in the Virgin Islands, specifically addressing workforce development programs and the services that are provided to help people find, prepare for, and maintain employment.

The VI Workforce Development Board (VI WDB) is a policy making entity charged with strengthening the workforce development system by collaboratively building strong partnerships with secondary and post-secondary education, economic development, and the public and private sectors to align and improve economic growth in the Virgin Islands.

The VISWDB leads efforts of employer engagement, conducts program oversight of local adult, dislocated worker, and youth workforce activities. In addition, the Board identifies eligible training providers for adult and dislocated workers, negotiates and works to establish local performance accountability measures. We seek to empower our community through education and training, ensuring that every individual can develop skills that lead to meaningful employment.

Our Eligible Training Provider (ETP) program is a critical component of our service delivery system. The Virgin Islands Workforce Development Board's Eligible Training Provider List (ETPL) identifies training providers who qualify to receive Workforce Innovative and Opportunity Act (WIOA) funds to train adults, dislocated workers, and out-of-school youth. The Virgin Islands' ETPL and related eligibility procedures ensure the accountability, quality, and labor-

market relevance of programs of training services that receive funds through WIOA. WIOA outlines the responsibilities of the Governor and state agency in creating and maintaining a list of eligible training providers. We currently have nineteen board approved eligible training providers. **(See Attachment #1)**

The ETP program provides access to training services that are directly linked to occupations in demand within the Virgin Islands. **(See Attachment #2)** It includes a wide array of providers who offer comprehensive programs that meet the needs of our diverse workforce. Earlier this year, the Board approved WIOA Eligible Training Providers List Policy (WIOA 410-23) to establish general guidance on the provision of training services under the Workforce Innovation and Opportunity Act (WIOA). **(See Attachments #3)**

The Board has partnered with Metrix Learning to provide Career Pathways exploration tools, skill assessment, skill gap analysis, and remediation courses free to all Virgin Islanders. Seventeen states and the Virgin Islands are currently using Metrix Learning to help their workforce populations update their skills and improve employment prospects. Job seekers can successfully use Metrix Learning to update their job skills to gain employment. Populations that can be served include the unemployed, youth, those on public assistance, reentry, underemployed, local businesses, etc. **(See attachments #5, #6, #7, #8 and #9)**

The Virgin Islands Workforce Development Board offers a broad spectrum of training programs. They range from healthcare to information technology, from skilled trades to customer service, we have designed these programs to respond directly to the needs of our community and the gaps in our local labor market. Our goal is to achieve a substantial increase in program completion rates over the next few months, with a significant percentage of graduates gaining employment within three months of completion. By aligning training programs with the needs of local businesses, we will address critical employment gaps. This will bolster local businesses by providing them with skilled workers and stimulate our economy by increasing the earning potential of our residents.

The One-Stop Operator plays a critical role in bringing together a multitude of workforce services in a single location, serving both job seekers and employers. It provides a broad range of services, such as job search and placement assistance, skills assessment, and career counseling. Partnerships with our WIOA core partners are aimed at aligning our training programs with postsecondary education opportunities and employer needs. This collaborative effort ensures that our trainees have a clear pathway to high-demand occupations and that our local employers have access to a well-trained and educated workforce.

The programs offered by the Virgin Islands Workforce are more than just training; they are pathways to prosperity for individuals and the community at large. The Board is committed to working collaboratively with the members of the 35th Legislature. We seek your support and assistance to expand these vital programs to not only maintain but accelerate their growth and success. The Virgin Islands Workforce Development Board thank you for the support you give workforce development in our community. I welcome the opportunity to respond to any questions you may have.

Attachments

- Attachment #1: List of Board Approved Eligible Training Providers
- Attachment #2: Demand Sector Occupation List
- Attachment #3: WIOA Eligible Training Providers List Policy (WIOA 410-23)
- Attachment #4: ETPL Summary
- Attachment #5: Metrix Learning Flyer Overall Programs
- Attachment #6: Metrix Learning Flyer Food Service Flyer
- Attachment #7: Metrix Learning Information Technology Flyer
- Attachment #8: Metrix Learning Artificial Intelligence Flyer
- Attachment #9: Metrix Learning Quarterly Activity Report

Attachment #1: List of Board Approved Eligible Training Providers

Service Providers Certification Programs

UVI Cell:

<ul style="list-style-type: none"> • <u>Administrative Assistant</u> • <u>Child Day Care Management Expert Program</u> • <u>Clinical Medical Assistant</u> • Child Care Worker • Mental Health Technician • Renewable Energy Specialist 	<ul style="list-style-type: none"> • Stress Management Coach • Sustainability Professional • Wellness Coaching • Penn Foster Online High School Diploma • Culinary Program- Certified Fundamentals Cook- Beginner
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Raphael O. Wheatley Skills Center:

<ul style="list-style-type: none"> • Carpentry • Certified Nursing Assistant (CNA) • Clinical Medical Assistance (CMA) • Culinary Arts • Phlebotomy 	<ul style="list-style-type: none"> • Licensed Practical Nursing (LPN) • Emergency Medical Technician • Electrical Technician • Auto Body Repair • Automotive Mechanic • Plumbing
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The St. Croix Career and Technical Education Center

<ul style="list-style-type: none"> • NCCER CORE Curriculum • NCCER Electrical 1 • NCCER Electrical 2 • Phlebotomy 	<ul style="list-style-type: none"> • Child Care with CDA • Food Management (Culinary Arts) • Welding • Information Technology
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Community Action Now!

<ul style="list-style-type: none"> • Community Action Now! Inc. • Certified Administrative Professional • Communication Skills for Business 	<ul style="list-style-type: none"> • Life Skills Work Ready Ic3 Certification • Entrepreneurship & Small Business Certification
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MedCerts:

<ul style="list-style-type: none"> • Medical Front Office Asst. & Admin. Specialist • Medical Billing Specialist • Medical Front Office Administration Specialist • Medication Care Coordinator • Electronic Health Records Specialist • Medical Assistant • Phlebotomy Technician • EKG Technician • Dental Assistant 	<ul style="list-style-type: none"> • Fundamentals of IT • IT Support Professional • IT Helpdesk Administrator • IT Security and Network Technician • Microsoft Office Specialist • Project Management Essentials • Physical Therapy Aide and Administration Specialist • Patient Care Technician • Pharmacy Technician Specialist
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<ul style="list-style-type: none"> • Medical Billing and Coding Professional • Allied Healthcare Professional • Clinical Medical Specialist 	<ul style="list-style-type: none"> • Clinical Medical Professional • PC Technician • Sterile Processing Technician
NetWave: Fiber Optics Technician/installer	Align Community, Inc.: RESET (Community Reentry/Alternatives to Incarceration)
Tang How Brothers, Inc. Construction Trades Program and Welding	VI Professional Charter Association. Inc VIPCA Marine Apprenticeship
The Turn Around Place TAP Culinary and Hospitality Education and Training Program TAP Seafarers Education and Training Program	USVI Dept. of Education /St. Croix Adult Educ. St. Croix Adult Education Program
The Leader's Branch, Inc. Workforce Development and Soft Skills Training and SHRM Certification Exam Preparation Course	Caring Health Concierge, Inc./The Mbreo Inst. Certified Nursing Assistant (CNA)
Abdul R. Ali Consulting Services Workforce Development Training	Life Skills Training Center, LLC <ul style="list-style-type: none"> • Home Health Aide • Nursing Assistant • EKG Technician
Peace of St Croix Inc. (Division of Massage Academy) Certified Massage Therapist (CMT)	Plessen Healthcare, LLC <ul style="list-style-type: none"> • Surgical Technical Assistant • Certified Medical Assistant • Life-safety Coordinator • Medical Billing/Coding

M1 Enterprises USVI, LLC

<ul style="list-style-type: none"> • Certified Professional Biller Program • Certified Coding Associate Program (Outpatient Clinic Coding) • Certified Coding Specialist Program (Inpatient Hospital Coding)

VIRGIN ISLANDS DEMAND OCCUPATION LIST

Attachment # 2: Demand Occupation List

Administrative and support services

- Administrative Staff
- Program Managers/Administrators
- Security Guards
- Project Managers
- Grant Writers
- Grant Managers

Allied Health

- Nurses
- Home Health Attendants
- Child Day Care Attendants
- Healthcare Technicians
- Medical Records Technicians
- Healthcare Information Technicians

Architecture and Construction Trades

- Architects
- Electricians
- Construction Project Managers
- Carpenters
- Masons
- Welders
- Plumbers

Information Technology

- Computer Information System Managers
- Program Analysts
- Information Systems Operators
- Fiber Optic Installers/Technicians
- Network/Computer System Administrators
- Cybersecurity Technicians

Leisure and Hospitality

- Office Managers
- Front Desk Clerks
- Food & Beverage Service Workers
- Marine Service Workers

VIRGIN ISLANDS DEMAND OCCUPATION LIST

Retail

- Retail Clerks & Managers

Transportation and Logistics

- Heavy Equipment Operators
- Warehouse Clerks & Logisticians
- Truck Drivers

Engineering and Mathematics

- Engineers
- Electrical Engineers
- Structural Engineers
- Civil Engineers
- Forensic Accountants
- Accountants
- Data Scientists

Agribusiness

- Farmers and Farm Assistants
- Agricultural Engineers
- Agronomists

Health Sciences

- Behavior Analysts
- Mental Health Counselors
- Patient Care Advocates
- Community Health/Public Health Workers

Renewable Energy and Maritime Industry

- Environmental Engineers
- Civil Engineers
- Solar Photovoltaic Installers
- Solar Thermal Installers and Technicians
- Wind Turbine Service Technicians
- Marine Technicians
- Marine Engineers

Attachment # 4: ETPL Summary

Background: The Virgin Islands Workforce Development Board's Eligible Training Provider List (ETPL) identifies training providers who qualify to receive WIOA funds to train adults, dislocated workers and out-of-school youth.

The State's ETPL and related eligibility procedures ensure the accountability, quality, and labor-market relevance of programs of training services that receive funds through WIOA. WIOA outlines the responsibilities of the Governor and state agency in creating and maintaining a list of eligible training providers.

Classroom Learning



Online Learning



ETPL Highlights

<p>ETPL Background</p>	<p>The Virgin Islands Workforce Development Board’s Eligible Training Provider List (ETPL) identifies training providers who qualify to receive WIOA funds to train adults, dislocated workers and out-of-school youth. The State’s ETPL and related eligibility procedures ensure the accountability, quality, and labor-market relevance of programs of training services that receive funds through WIOA. WIOA outlines the responsibilities of the Governor and state agency in creating and maintaining a list of eligible training providers.</p>
<p>ETPL Funding</p>	<p>WIOA provides funding for various types of training. The ETPL is funded through Individual Training Accounts (ITAs). ITAs are one training option available to eligible and appropriate participants when it is determined by a case manager in the American Job Center, known as VI Department of Labor (VIDOL). An ITA is limited in cost and duration, and result in employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment.</p>
<p>Technology-Based Learning</p>	<p>Training providers using technology-based learning, also referred to as distance, online, web based or computer-based learning, must meet the following requirements:</p> <p>Training providers offering distance learning programs must be licensed to provide training in the United States Virgin Islands.</p> <p>Training providers must have a mechanism for student interaction with an instructor or instructors.</p> <p>Training providers must ensure periodic assessment of each student.</p> <p>Training providers’ policy must describe the responsibilities of each party (training provider, participant) to the distance learning experience.</p> <p>Training providers must have a mechanism in place for tracking student’s participation in the ETPL Training program.</p> <p>Training providers must comply with any additional requirements determined by the WDB.</p>
<p>Factors determining quality of a training program</p>	<ul style="list-style-type: none"> Performance Data Partnership(s) with Employer(s) In-Demand Occupation/Industry Credential obtained upon completion Accessibility of Program
<p>Required Performance Information</p>	<p>The State will collect performance data from eligible training providers for all students as well as WIOA participants in ETPL eligible training programs annually and/or upon request. Reportable elements include:</p> <ul style="list-style-type: none"> The percentage of all WIOA program participants who are in unsubsidized employment during the second quarter after exit from the program; The percentage of all WIOA program participants who are in unsubsidized employment during the fourth quarter after exit from the program; The median earnings of all WIOA program participants who are in unsubsidized employment during the second quarter after exit from the program; The percentage of WIOA program participants who obtain a recognized postsecondary credential or a secondary school diploma or its recognized equivalent subject to indicators relating to credential in WIOA



The U.S. Virgin Islands Workforce Development Board has partnered with Metrix Learning to help residents develop skills and prepare them for better employment opportunities.

7000+ courses to choose from at NO COST!

- Open to all residents at NO COST
- Visit <https://vi.metrixlearning.com/>
- Fill out your information for instant access
- Check your email for your assigned username and password (spam folder)
- Take as many courses as you want for 180 days (6 months)
- Convenient - Accessible 24/7 from any location with high-speed internet access
- Flexible - Matches your skill level and learning pace
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- Thursdays at 2:00 pm EST <https://bit.ly/MetrixTipsThursday>



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Attachment # 6: Hospitality Industry Training



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FOOD ALLERGENS - ALCOHOL SERVER

FOOD

or



SAFETY

or



IT

Information Technology Attachment #7

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Attachment # 8: Artificial Intelligence

How (AI) Artificial Intelligence Works

Free courses designed to help you learn.

Artificial Intelligence: Basic AI Theory

Artificial Intelligence: Types of Artificial Intelligence

Introduction to Artificial Intelligence

Transforming the Workplace using Artificial Intelligence

SecOps Tools: The Role of AI in SecOps

ChatGPT & Its Practical Use Cases

Creating Advanced ChatGPT Prompts

Fundamentals of AI & ML: Introduction to Artificial Intelligence

AI: Human-Computer Interaction Methodologies

Artificial Intelligence: Human-computer Interaction Overview



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