

2018-2019 Local Workforce Development Board Measures

As per the Workforce Innovation and Opportunity Act (WIOA) section 116 and NC General Statute 143B-438.10, the NCWorks Commission is responsible for developing performance accountability measures for local workforce development boards. The NCWorks Commission developed these measures in consultation with the local workforce development board directors and chairs to complement the WIOA federal primary indicators of performance for adult and youth training and employment. Measuring the performance of local workforce development boards will provide all job seekers, workers, and businesses with high quality career, training and supportive services that they need to succeed. Reviewing and managing the performance measures will establish future opportunities for change and continuous improvement.

Outreach & Engagement

1. Provide staff-assisted services to a percentage of the labor force that is equal to or larger than the annual unemployment rate for the local workforce development board (WDB) area.**
2. Provide a staff-assisted service to at least 5% of all private businesses in the counties served by the local WDB.
3. At least 10% of all private businesses receiving staff-assisted services will be new customers.
4. At least 25% of all private businesses receiving staff-assisted services will be small businesses (<100 employees).

Skills Gap

5. Provide training (classroom, on-the-job, and/or standardized training) services to at least 5% of adult participants.**
6. Enroll at least 25% of youth served in the WIOA Youth program in a work-based learning activity.

Process

7. Each WDB will engage in the creation of at least two NCWorks Certified Career Pathways. Evaluations will be tracked.
8. 100% of the local WDB's career centers will be NCWorks Commission certified career centers. Certifications will be tracked.

***Includes Adults, Dislocated Workers, and Title III participants*