

## **NCWorks Commission**

### **Business Session**

**Jane S. McKimmon Center**

**February 8, 2017**

**1:30 pm**

### **Minutes**

#### **Present:**

Chair Jerri Tryon, Josh Arant, JoAnne Honeycutt (for Mark Johnson), Claudia Horn (for Secretary Mandy Cohen), Shawn Brown, Sherry Carpenter, Mel Chernoff, Korey Coon, Lewis Dishmon, Osceola Elliss, Eric Hall, Susan Jackson, Joe Magno, Marti Matthews, BJ Murphy, Olalah Njenga, Mike Okun, Walter Siegenthaler, Kevin Sills, Will Collins (for Secretary Tony Copeland), Kevin Howell (for President Margaret Spellings), Kim Toler, Chris Watters, Hope Williams, and Maureen Little (for President Jimmie Williamson)

**Absent:** Ray Mayo, Joe Rogers, and Secretary Machel Sanders

#### **WELCOME AND ANNOUNCEMENTS**

Chair Jerri Tryon called the meeting to order welcoming new member Stephen Rosenburgh. Mr. Rosenburgh provided a brief introduction and expressed his enthusiasm about joining the NCWorks Commission. Chair Tryon also noted the addition of several new agency leaders and member Ray Mayo, none of whom were able to attend.

#### **OPENING BUSINESS**

Chair Jerri Tryon asked for a motion regarding the minutes of November 9, 2016. Motion was made by Lewis Dishmon to approve the minutes as written and seconded by Olalah Njenga. Motion carried.

#### **WORKFORCE UPDATE**

Catherine Moga Bryant recognized new commission staff member, Annie Izod. She then recognized Hope Williams of the North Carolina Independent Colleges and Universities (NCICU) who spoke about the NCICU system and distributed a map of the college locations. Ms. Moga Bryant then reported on the following:

- A formal printed copy of the Employer Needs Survey was included in the packets. This report was commissioned by the NCWorks Commission and produced through a collaboration with LEAD.
- The Division of Workforce Solutions (DWS) received a \$5 million grant from the United States Department of Labor (USDOL) to assist individuals who lost jobs as a result of Hurricane Matthew. These funds are providing much needed assistance for the unemployed as well as helping those who are assisting with post hurricane activities.
- DWS received a grant from the USDOL to expand and strengthen the Apprenticeship Program over a two year period through collaborative efforts among the Departments of Commerce and Public Instruction, along with community colleges, universities, and businesses. Updates will be provided to the commission on the use of these funds.

#### **COMMITTEE REPORTS**

Chair Tryon thanked Ms. Njenga, chair of the Strategic Planning Committee, for her leadership in the development of the strategic plan and members for their work.

## Strategic Planning Committee

Ms. Njenga recognized members of the committee and expressed her thanks for their commitment and work. She also recognized staff for pulling resources together and streamlining the plan. Ms. Njenga reviewed the highlights of the plan. The 2017-2019 NCWorks Commission Strategic Plan provides a framework for the commission to use in creating an aligned and coordinated workforce system that strengthens services to individuals and businesses to drive better outcomes. The plan is anchored by three critical goals: 1) engaging the business community, 2) advancing education and training, and 3) aligning the workforce system. The four essential functional responsibilities of the Commission are the foundation of the goals and objectives that comprise the plan. The commission's essential functional responsibilities are the following:

- Conduct research (data and accountability initiatives)
- Convene (strategy development and coordination of efforts)
- Advocate (governance and oversight)
- Promote (communication and awareness actions)

Upon conclusion of her presentation, Chair Tryon asked for a motion regarding the plan. Motion was made to approve the plan by BJ Murphy and seconded by Lewis Dishmon. Motion carried.

Chair Jerri Tryon recognized the Strategic Planning Committee's work on the 2017-2019 Strategic Plan and discussed new potential NCWorks Commission committees and our plan moving forward. She noted that traditionally the committees are structured to align their work with the goals of the strategic plan. Chair Tryon stated that staff will send out a survey to get commission member feedback on meeting arrangements and on committee preferences.

## Business Engagement Committee

Marti Matthews, chair of the Business Engagement Committee, provided an update on committee activities. Ms. Matthews reported that the committee reconvened the state agency team to determine how the NCWorks Menu of Business Services will connect employers to the services listed. The team proposed using a map of North Carolina's prosperity zones to accompany the menu, and the use of a triage team in each zone serving as the first contact for businesses.

Ms. Matthews also discussed the importance of cross-training staff within the workforce system to increase awareness of the many workforce services available to businesses. The committee will work with the NCWorks Training Center on a cross-training framework.

Walter Siegenthaler reported that the committee is developing a study to examine the soft skill needs of employers in the state. Mr. Siegenthaler noted that a description of the study is included in the packets. Next steps include issuing a request for proposal and selecting a qualified firm to conduct the study.

## Performance & Accountability Committee

Chair Joe Magno, of the Performance and Accountability Committee, provided an update on the activities of the committee. He noted that the committee has made strides in collecting data on the local workforce development boards for the commission measures and will continue to outreach to the local boards to keep the conversation going. Next steps include creating a dashboard for the local boards to understand where they are with their measures.

Annie Izod, staff to the committee, provided an overview of the 4th annual report on the performance of the workforce development system. State law requires the NCWorks Commission to develop, continuously improve, and report on the system-wide performance measures to assess the effectiveness of the workforce development system. The commission initially began this work a few years ago by convening a task force of members, along

with an advisory group representing each of the state workforce development agencies, to develop and agree on consistent success measures.

The Accountability and Performance Committee has been working on the charge to the NCWorks Commission to produce an annual performance report. The report assesses 16 different workforce programs from the Departments of Commerce, Health and Human Services, Public Instruction, and the NC Community College System. The programs include:

- Department of Commerce – Wagner-Peyser, Workforce Innovation and Opportunity Act (WIOA) Adults, Dislocated Workers, Youth, Apprenticeship, and Veteran’s Employment
- Department of Health and Human Services – Services for the Blind – Employment and Training, Work First - Employment and Training, and Vocational Rehabilitation.
- Department of Public Instruction – Career and Technical Education
- North Carolina Community College System – Basic Skills, Customized Training, Human Resources Development,, Small Business Center Network, Workforce Continuing Education, Post-Secondary Career, Technical and Vocational Education

The system wide measures include the percent of former program participants who are employed, wages, whether participants are enrolled in the University of North Carolina and/or Community College Systems and/or whether they enrolled in another workforce program. The report includes tables that track participants from the first two cohorts from fiscal year 2009-2010 and 2010-2011. For 2017, the report includes the five-year wage and employment trends for the base year cohort one (2009-2010). While each program does not specifically focus on wage increase as a goal, several programs have a significant impact on the participants’ overall wage over time. Those participants that were tracked as part of the 2009-2010 cohort increased their wages by 30% overall by 2013-2014. Each year, cohort one (2009-2010) gained at least a 4% wage increase over time.

### 67% Committee

Mr. Eric Hall, chair of the committee reported that the committee is currently involved in a few project areas (see below), and moving forward will take a closer look at the newly approved Strategic Plan to determine additional action items.

- Updating the criteria for NCWorks Career Center certification. The committee will be gathering feedback from stakeholders over the next couple months and will bring the criteria to a vote at the May commission meeting.
- Coordinating a meeting with stakeholders (workforce board reps, workforce board directors, community college leaders, high school CTE educators/leaders, elected officials, etc.) with a focus on examining gaps in our systems and developing strategies for the commission to consider as key efforts in advancing the education and training of our citizenry. This could lead to coordinated efforts in expanding career advising in middle and high school; and a more coordinated effort in working with our university and community college systems on articulation agreements that recognize the competencies and skills of our military personnel, and the transference of these skills into other industries.
- A technical skills study to collect information on which education and training programs are currently offered in key growing industries, and the number of individuals registered and successfully completing these programs. The study would then compare the number of students being trained in different programs to the skills needed by growing industries.

## Career Pathways

Catherine Moga Bryant provided an overview of certified career pathways. Certified career pathways are integrated, seamless systems of education and workforce development programs developed by engaged employers, workforce development boards, high schools and colleges. Pathways are a key strategy to support the state's goal of advancing education and training among the workforce. Mr. Eric Hall then recognized five local teams that were recommended for certification:

1. Southwest Prosperity Zone including CharlotteWorks, GastonWorks, and the Centralina Workforce Areas for their career pathway in Advanced Manufacturing and Mechatronics. Counties include: Mecklenburg, Gaston, Anson, Cabarrus, Iredell, Lincoln, Rowan, Stanly, and Union.
2. Eastern Carolina for a Health Sciences Pathway. Counties include: Carteret, Craven, Duplin, Greene, Jones, Lenoir, Onslow, Pamlico, and Wayne.
3. Southwestern Workforce Area in the Western Prosperity Zone for their pathway in the Advanced Manufacturing sector. Counties include: Haywood, Jackson, Swain, Macon, Graham, Clay, and Cherokee.
4. Mountain Area also in the Western Prosperity Zone, for their pathway in the Hospitality and Tourism industry. Counties include: Madison, Buncombe, Henderson, and Transylvania.
5. A collaborative of Cumberland County, Lumber River and Regional Partnership areas in the South Central (or Sandhills) Prosperity Zone for their pathway in the Nursing and Allied Health sector. Counties include: Cumberland, Hoke, Moore, Bladen, Richmond, Robeson, Scotland, Alamance, Montgomery, Moore, Orange, and Randolph.

## GUEST SPEAKER

Claudia Horn, Senior Director for Employment Services at the NC Department of Health and Human Services (DHHS) and the designee for Secretary Cohen, briefly spoke about the Project Search Initiative, which the commission observed during its experiential tour that morning. She then introduced Tara Myers, Director of Vocational Rehabilitation (VR) at DHHS, who provided a comprehensive review of vocational rehabilitation programs and services. The members then watched a short video that further highlighted DHHS VR services.

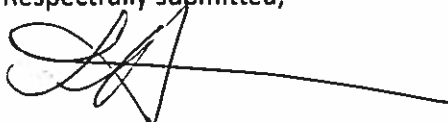
## WORKFORCE WRAP UP AND NEXT STEPS

Ms. Moga Bryant wrapped up the meeting by informing the members of how vocational rehabilitation fits into the greater workforce system. She thanked Ms. Horn and Ms. Myers for their presentations.

She mentioned two separate surveys to be distributed within the next few weeks. One would be sent to commission members asking about their committee and meeting preferences. The second survey, required annually by statute, would be sent to agency partners requesting information about their workforce programs.

In the absence of Chair Tryon, Ms. Moga Bryant turned the meeting over to Vice Chair Olalah Njenga who asked for any new business. There being none, Ms. Njenga adjourned the meeting at 3:10 pm.

Respectfully submitted,



Lynn Hayes

Approved on May 17, 2017