



preparing  
**north carolina's workforce**  
for today *and* tomorrow



# Agenda

NCWorks Commission Duties and Responsibilities

Workforce Development System Overview

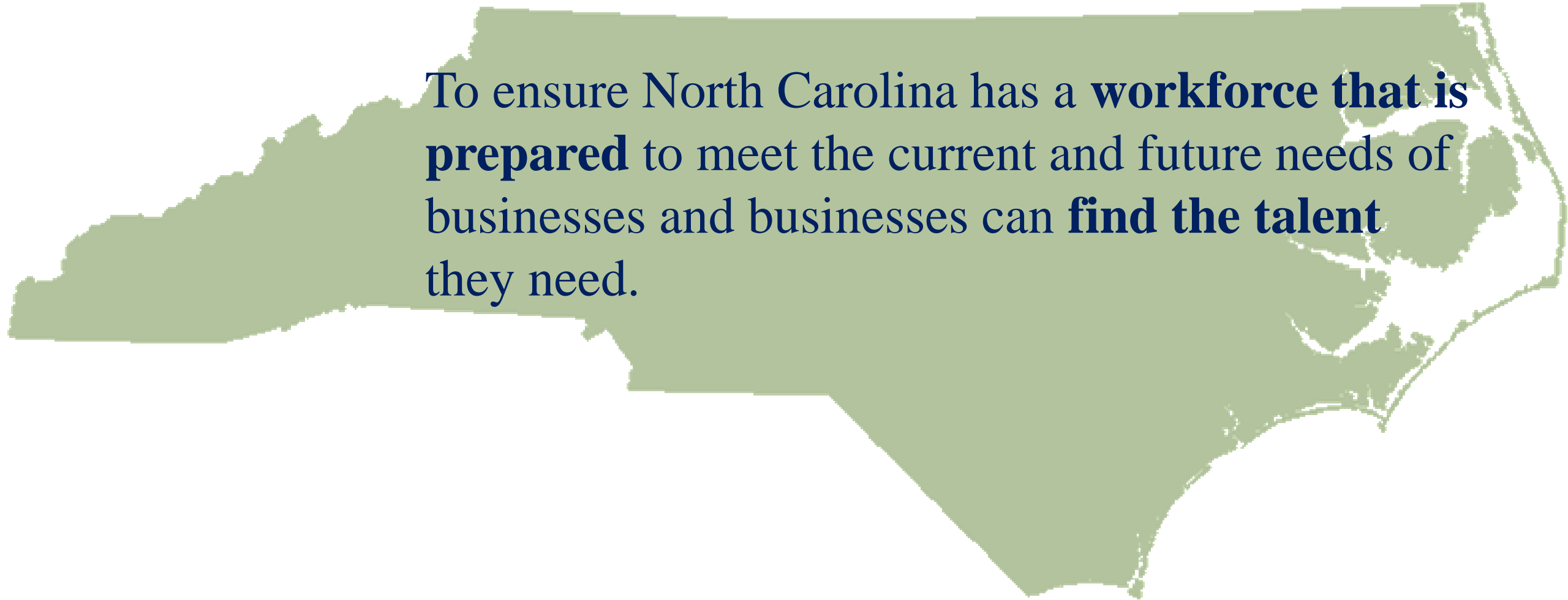
Break

Strategic Plan

Workforce Innovation and Opportunity Act



## *Why a Commission?*



To ensure North Carolina has a **workforce that is prepared** to meet the current and future needs of businesses and businesses can **find the talent** they need.

# *Governor McCrory's Goal*

## **Goal:**

North Carolina to have **67 percent** of working adults with education and training beyond high school by 2025





## **What is a workforce development system?**

- The programs, systems, and networks primarily designed:
  - To enable individuals to succeed in the workplace by providing skills development, training, or employment services
  - To help businesses obtain a skilled workforce by providing employment services, training programs, or subsidized employment



## **Examples of services to individuals**

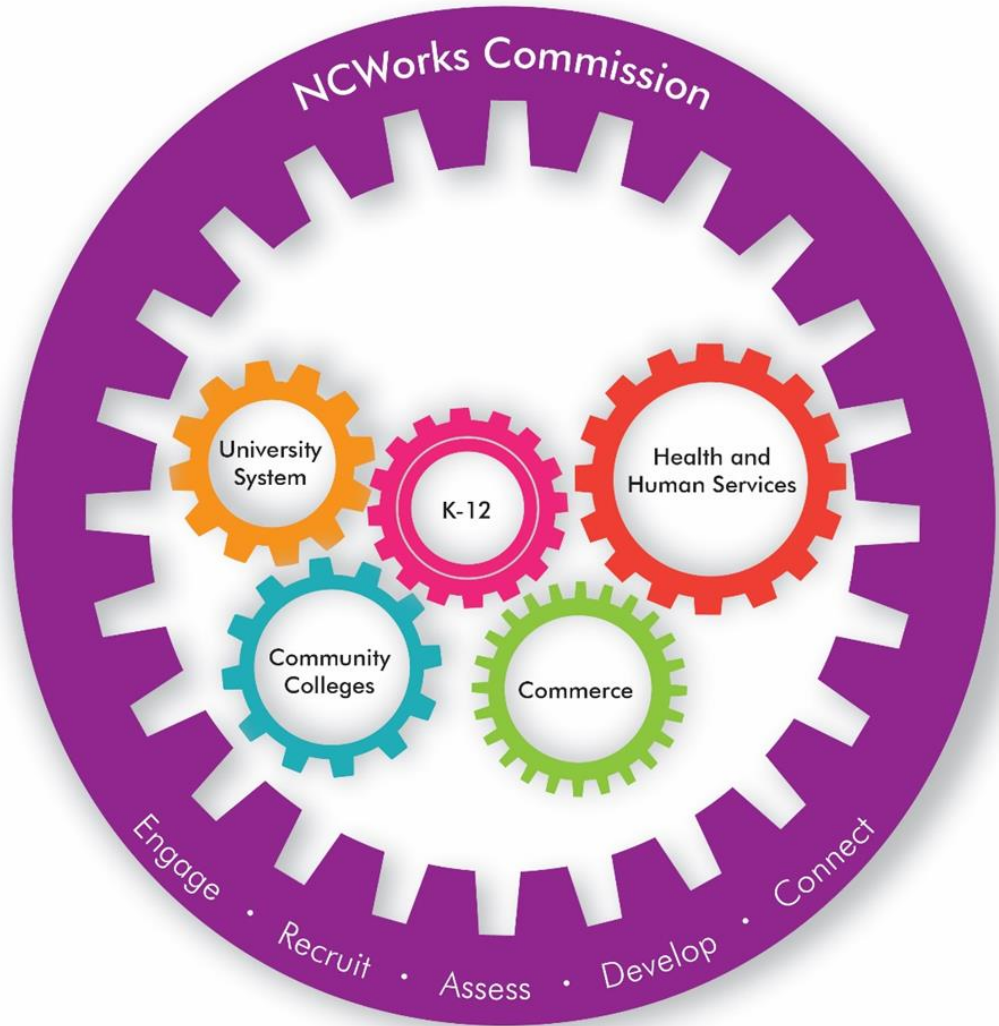
- Job coaching
- Job search assistance
- Resume and interview preparation
- Assessments such as skill, interest, etc.
- Skill development
- Education and training
- Work-based learning
- Assistive technology
- Supportive services such as assistance with childcare, transportation, food, clothing, etc.



## **Examples of services to businesses**

- Recruiting, assessing, screening, and referring candidates
- Work-based learning
- Customized training
- Assistive technology and other support for companies that hire people with disabilities
- Labor market information

# *The NCWorks Commission*



- Oversees North Carolina's workforce development system and advises leadership on how to strengthen the state's workforce
- Develops policy to align workforce programs that support a comprehensive and streamlined workforce development system
- Assess the effectiveness of core programs
- Oversees the NCWorks Career Centers



# *NCWorks Commission Membership*

## Government Representatives

Governor

Commerce

DHHS

Administration

Public Instruction

Community College  
System

UNC System

Locally elected

## Business Representatives

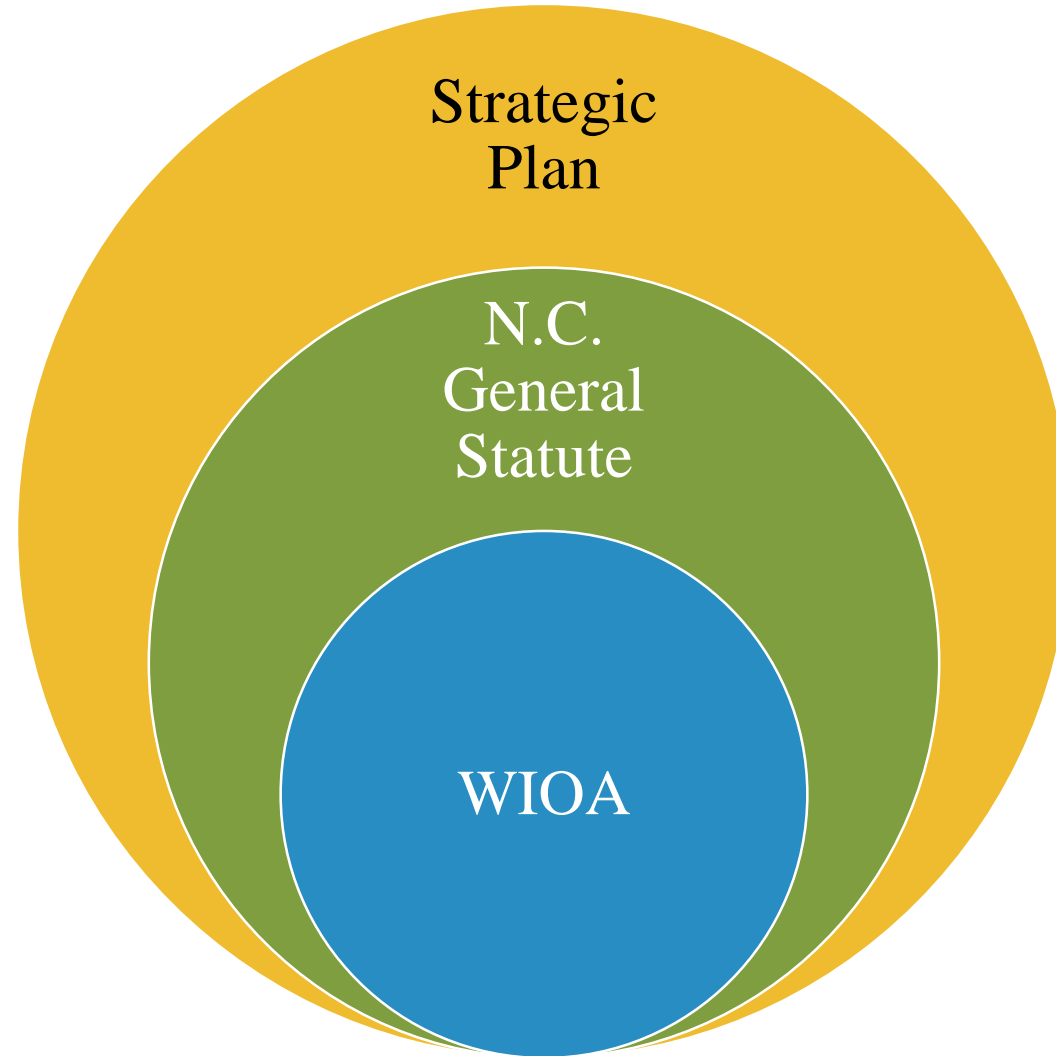
17 members from  
the private sector  
including the Chair

Majority of the  
members

## Workforce Representatives

7 members  
representing labor,  
training, and  
community based  
organizations

# *NCWorks Commission Duties*



## **Ensure North Carolina has a coordinated and aligned workforce development system**

- Review state workforce policies and programs
- Recommend actions to align programs
- Coordinate and develop strategies for cooperation between academic, governmental, and business sectors
- Develop plans
  - Comprehensive workforce development plan
  - State Unified Plan

## **Improve the state's workforce development programs to produce a skilled, competitive workforce that meets the needs of the changing economy**

- Identify and disseminate information on best practices
- Develop strategies for technology improvements to facilitate access to and improve the quality of services and activities
- Develop strategies for aligning technology and data systems to improve service delivery
- Develop policies to provide statewide objectives and enhance the performance of the workforce development system
- Advise leaders on policies and programs to enhance the state's workforce
- Provide ongoing oversight of the NCWorks Career Center System



## **Measure the effectiveness of workforce development system and programs**

- Develop and update comprehensive state performance accountability measure to assess the effectiveness of programs
- Develop performance accountability measures, fiscal controls, and fund accounting procedures for local workforce development boards
- Review and evaluate plans and programs of agencies, boards, and organizations operating programs
- Provide annual reports on performance, costs, and outcomes
- Develop strategies for aligning technology and data systems to improve efficiencies in reporting on performance accountability measures
- Collaborate with the Department of Commerce on the Common Follow-Up System



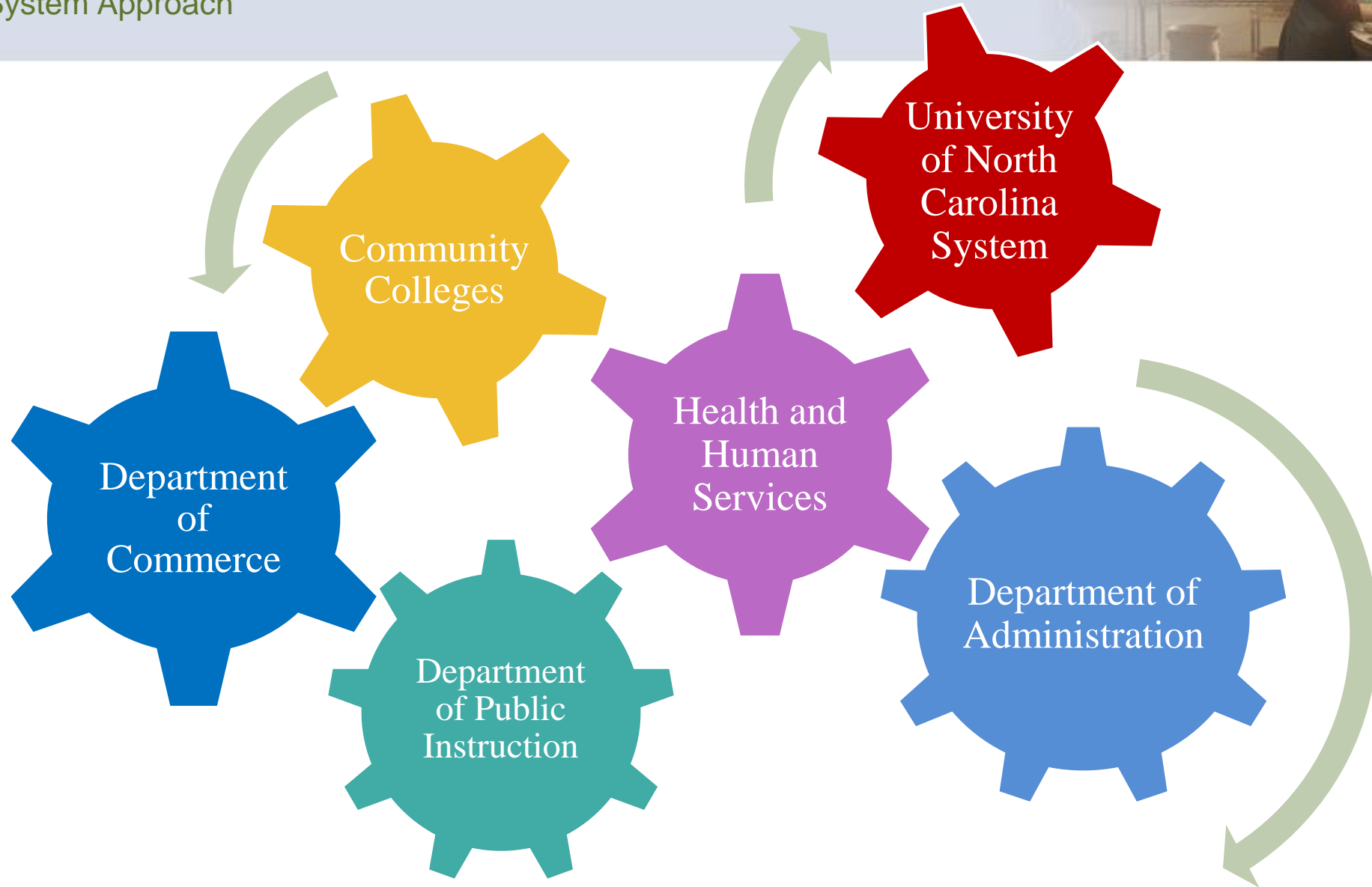
# *NCWorks Commission - Your Value Add*

- Share your business expertise and strategic thinking skills to support a quality workforce development system in North Carolina
- Attend quarterly meetings and come prepared to be engaged
- Actively participate on a subcommittee and/or working group
- Represent the commission
- Be a local voice in your community



# North Carolina Workforce Development

A System Approach



# *North Carolina's Workforce Development System*



- Helps individuals plan a career, gain skills needed to be successful, and find employment
- Helps businesses find qualified workers and develop talent pipelines
- Provides labor market information
- Helps establish work-based learning programs through the NCWorks Apprenticeship program
- Services are provided at
  - 78 certified NCWorks Career Centers (N.C.'s one-stop system)
  - NCWorks Online (N.C.'s job-matching portal)



# *North Carolina's Workforce Development System*



- Provides education, training, and retraining for the workforce including basic skills and literacy education, occupational, and pre-baccalaureate programs
- Provides support for economic development through services to an in partnership with business and industry and in collaboration with the University of North Carolina System and private colleges and universities
- Provides services to community and individuals which improve the quality of life
- Services are provided at 58 community colleges, serving all 100 counties of the state.

# *North Carolina's Workforce Development System*



- Career and Technical Education (CTE) program provides middle and high school students the opportunity to take courses that are aligned with the 16 National Career Clusters and 79 related career pathways
- Programs prepare students for further education and advanced training to be successful in 21<sup>st</sup> century careers
- In addition to classroom and lab instruction, students participate in work-based learning experiences and in student organization activities
- Services provided in 115 school districts

# *North Carolina's Workforce Development System*



- Provides an array of services designed to help individuals with disabilities prepare for, and engage in, gainful employment consistent with their strengths, interests and abilities
- Services include skill assessments, counseling, training, education, transportation, job placement, assistive technology and other support services for people with physical, psychiatric, or intellectual disabilities
- Services are provided in all 100 counties

# *North Carolina's Workforce Development System*



- The American Indian Workforce Development program provides comprehensive employment and training activities for Indian, Alaska Native and Native Hawaiian individuals in order to develop academic, occupational and literacy skills to achieve self-sufficiency
- Services may include classroom training, work experiences, job search and placement assistance, and support services
- Services provided in 59 counties

# *North Carolina's Workforce Development System*



The University of North Carolina System is a public, multi-campus university encompassing 17 diverse constituent institutions and other educational, research, and public service organizations. Each shares in the overall mission of the University: to discover, create, transmit, and apply knowledge to address the needs of individuals and society. Teaching and learning constitute the primary service that the University renders to society.



# *Discussion*

Q

What has been your experience interacting with North Carolina's workforce development system?

What are some of your greatest workforce concerns?

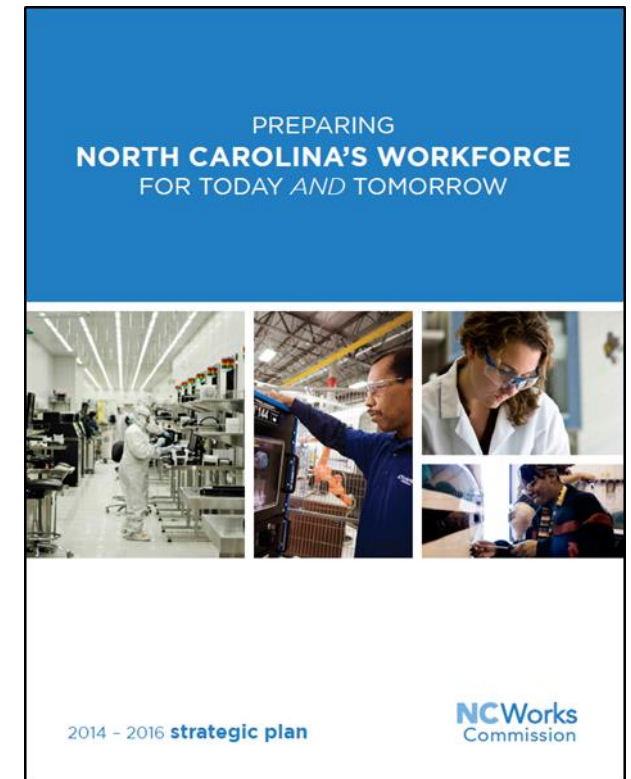


# NCWorks Commission Strategic Plan

Preparing North Carolina's Workforce for Today and Tomorrow

**Vision** Growing the North Carolina economy by strengthening the state's workforce and connecting employers to high quality employees.

**Mission** To ensure North Carolina has an innovative, relevant, effective, and efficient workforce development system that develops adaptable, work-ready, skilled talent to meet the current and future needs of workers and businesses to achieve and sustain economic prosperity.



# *NCWorks Commission Strategic Plan*

## **Guiding Principles**

- Strategies will be developed locally, regionally, and statewide to address the unique needs of different areas of the state.
- Best practices will be identified and replicated across North Carolina.
- The workforce system will be flexible and adaptable to the changing needs of the economy and the state.
- Strategies will focus on the needs of today's economy and developing talent for tomorrow.
- The workforce system will focus on target industries and career clusters.





# *NCWorks Commission Strategic Plan*

## **Goals**

- Create an integrated, customer-centered, and seamless workforce system.
- Create a workforce system that is responsive to the changing needs of the economy.
- Prepare workers to succeed in the North Carolina economy and continuously improve their skills.
- Use data to drive strategies and ensure accountability.



# *NCWorks Commission Strategic Plan*

Action steps organized into four areas



# *NCWorks Commission Strategic Plan*



## System Alignment and Transformation

The System Alignment and Transformation section supports strategies that foster a more aligned and responsive system that is easy to access and customer-oriented. This new workforce system is dependent on agency collaboration, policy alignment, innovation, and systemic communication.

# *NCWorks Commission Strategic Plan*



## System Alignment and Transformation

- Establish a committee of state-level agency representatives to coordinate and align policy.
- Create councils in each of the Prosperity Zones that include education, workforce, economic development, and industry leaders.
- Launch the NCWorks brand that all workforce development system programs will use to help customers recognize the value of the system.
- Create the NCWorks Promise that establishes value and trust with customers interacting with the system.
- Develop and implement a system-wide and consistent outreach strategy.
- Review and evaluate other agency workforce development plans.
- Review WIOA Unified State Plan.



# *NCWorks Commission Strategic Plan*



## Strengthen Customer Services

The Strengthen Customer Services section includes strategies to increase awareness of, and accessibility to, workforce services to ensure that all customers have access to relevant workforce development activities in a timely and effective manner.

# NCWorks Commission Strategic Plan



## Strengthen Customer Services

- Develop a consistent menu of services and activities highlighting business and industry engagement opportunities.
- Identify and launch a customer relationship management tool
- Investigate how work-based learning activities could be incorporated into agreements with companies receiving state economic development incentives.
- Expand the number of NCWorks Certified Work-Ready Communities.
- Create a framework for ensuring cross-trained, qualified staff
- Initiate the process of interfacing NCWorks Online with North Carolina's array of workforce development case management systems.
- Provide ongoing oversight of NCWorks Career Centers, including center certification and continuous improvement of the system.



# *NCWorks Commission Strategic Plan*



## Career Pathways

The Career Pathways section includes action steps leading to a consistent, system-wide implementation strategy that supports a customer's transition from education to employment along high-growth career pathways.

# NCWorks Commission Strategic Plan



## Career Pathways

- Develop accessible and consistent NCWorks Career Pathways for critical industry clusters with multiple entry/exit points.
- Require workforce development partners use the career pathways to target resources towards helping individuals gain the skills and experience needed for in-demand occupations.
- Establish a memorandum of understanding with all statewide education and workforce development entities to get all workforce system participants enrolled in NCWorks Online.
- Develop a single portal for career information.
- Connect Small Business Centers to workforce delivery access points to increase entrepreneurship locally.
- Develop and implement strategies around the No Adult Left Behind legislation.





# *NCWorks Commission Strategic Plan*



## Accountability

The Accountability Committee section includes action steps focusing on using data to drive strategies, measure performance, increase transparency, and improve accountability of the workforce development system.

# *NCWorks Commission Strategic Plan*



## Accountability

- Develop an annual workforce development system report card with universal success metrics.
- Create metrics based on consistently collected feedback from customers to strengthen the workforce development system.
- Modify North Carolina's wage records to require the collection of employee occupation codes to better assess the outcomes of those individuals who participate in the workforce development system.
- Pilot consumer reporting that provides industry-recognized credentials to assess the outcomes of those who participate in the workforce.
- Develop performance accountability measures for local workforce development boards.
- Develop a method for tracking the 20 action steps of the 2014-2016 Strategic Plan.



# *Questions?*



# *What is WIOA?*

## *Workforce Innovation and Opportunity Act*

- Federal law passed by Congress and signed by President Obama in July 2014
- Replaces the Workforce Investment Act (WIA) passed in August 1998 for sunset in August 2003



# *WIOA Overview – Core Programs*

## **WIOA brings together federal investments in skill development**

### Employment and training services

- Title 1            Adult, Dislocated Worker, Youth (Commerce)
- Title 3            Wagner-Peyser (Commerce)

### Adult education and literacy programs

- Title 2            Adult Education and Literacy (Community Colleges)

### Programs that assist persons with disabilities obtain employment

- Title 4            Vocational Rehabilitation (Health & Human Services)



# *Purpose*

- Increase access to education, employment, training & support
- Improve the structure and delivery of services to jobseekers and employers
- **Align** workforce, education, and economic development
- Focus on **quality** improvements
- Increase the **prosperity** of workers and employers in the U.S.
- Provide activities that increase the **economic self-sufficiency** of our citizens



# *WIOA Highlights*

- Requires strategic alignment of workforce development programs
- Promotes accountability and transparency
- Fosters regional collaboration
- Emphasizes services to employers and promotes work-based training
- Reinforces connections with registered apprenticeship



# *WIOA State Unified Plan – Commission Role*

- NCWorks Commission oversees the development, implementation, and modification of the plan
- Two components – strategic and operational
- States are required to submit one plan to address **all** core programs
- Plan will include a comprehensive state strategy to align workforce activities with labor market demands and economic development goals
- Governor submits the plan to the Department of Labor





# *WIOA State Unified Plan – Timeline*

- NCWorks Commission reviews the plan December 2, 2015
- NCWorks Commission submits approved plan to the Governor for review and approval by February 17, 2016
- Governor submits the plan to U.S. DOL by March 3, 2016
- Full implementation of WIOA begins July 1, 2016
- Plan covers July 2016 – June 2020 with federal review after year 2



# *Questions?*

