



2023 North Carolina Local Workforce Development Board Service Delivery Report

Background

This report is a summary of North Carolina’s 20 Local Workforce Development Boards’ (WDB) Service Delivery from Program Years 2016 - 2022 and the current total for Program Year 2023. This report is used to assess the effectiveness of workforce services under the direction of N.C. General Statute (GS), 143B-438.10. The NCWorks Commission tracks the Basic, Career, and Education and Training Services performance to learn more about NCWorks services and to share best practices. This report includes an aggregate chart for the entire state of North Carolina, a chart for each Local Area Workforce Development Board, and a combined chart which reflects the total number of Counts of Individuals served by the 20 WDBs from Program Years 2016 - 2022 and the current total for Program Year 2023 (*Data for Program Year 2023 will not be fulfilled until the end of the program year, which is June 30, 2024*).

Information provided in the report charts is derived from the North Carolina Association of Workforce Development Boards - NC Workforce Service Delivery Outcome Dashboard (see <https://www.ncawdb.org/resources-page/>) and from data supplied by the Division of Workforce Solutions to the North Carolina Common Follow-up System (CFS). The CFS is a longitudinal data system that contains information on individuals participating in North Carolina’s publicly supported education, employment, and training programs, as well as employment, unemployment, and wage related information from the North Carolina Department of Commerce’s Division of Employment Security (DES). The CFS provides a technology infrastructure that supports data analysis across an extensive set of workforce programs, services, and participants.

NCWorks Career Center Services

North Carolina’s NCWorks Career Centers provide a variety of workforce services to customers throughout the state; these services range from registration and career assessment and guidance to customized training. Services may be divided into three broad categories: Basic Services, Career Services, and Education/Training Services.

Basic Services include a set of fundamental workforce services provided to individuals ranging from orientation to provision of labor market information, to job search assistance and referrals, to other workforce or supportive services. Basic Services are categorized into the following sub-categories:

- Initial Contact and Evaluation

- Job Search Assistance
- Information sharing
- Referral

Career Services contain a set of more intensive services to assist participants in their search for employment and/or upskilling. These services include comprehensive skill assessments, development of individual employment plans, career counseling, case management, workshops, mentoring and various supportive services. Career Services are categorized into the following sub-categories:

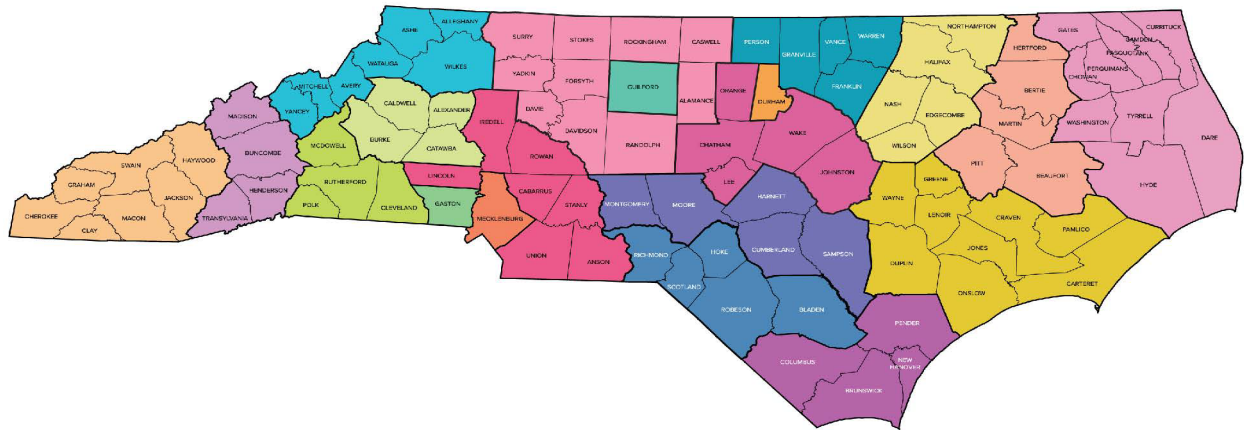
- Career Planning and Counseling
- Supportive Services
- Testing and/or Assessments

Education and Training Services comprise a set of services designed to assist participants with enhancement of their knowledge and skills through education and/or training. These services can include classroom and on-the-job training, apprenticeship programs, secondary and post-secondary education, prerequisite education, or coursework including GED preparation, literacy, or language training, etc. Education and Training Services are categorized into the following sub-categories:

- Adult Basic Education
- Occupational Skills
- Post-Secondary
- Pre-Vocational Skills
- Secondary

NORTH CAROLINA WORKFORCE DEVELOPMENT BOARDS

Local Areas



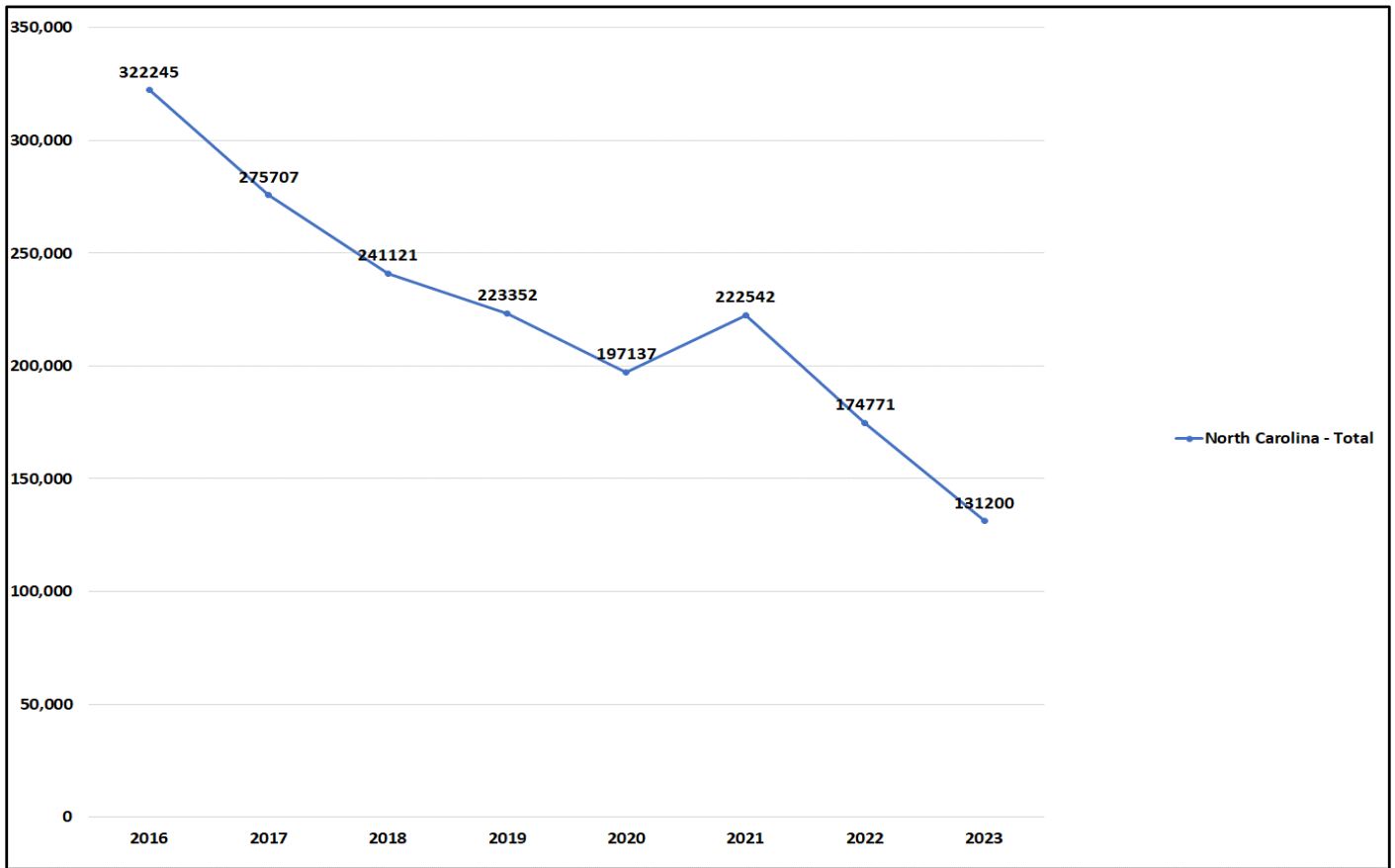
- | | | | | |
|-----------------|------------------|---------------|-------------------------|------------------|
| Cape Fear | Durham | GuilfordWorks | Mid-Carolina | Rivers East |
| Capital Area | Eastern Carolina | High Country | Mountain Area | Southwestern |
| Centralina | Foothills | Kerr-Tar | Northeastern | Turning Point |
| Charlotte Works | Gaston County | Lumber River | Piedmont Triad Regional | Western Piedmont |

Effective: July 1, 2023



The charts that follow reflect the total number of Counts of Individuals served from Program Years 2016 - 2022 and the current total for Program Year 2023, under all Basic, Career and Education and Training services for the entire state of North Carolina. There are also charts for each individual Local Workforce Board area.

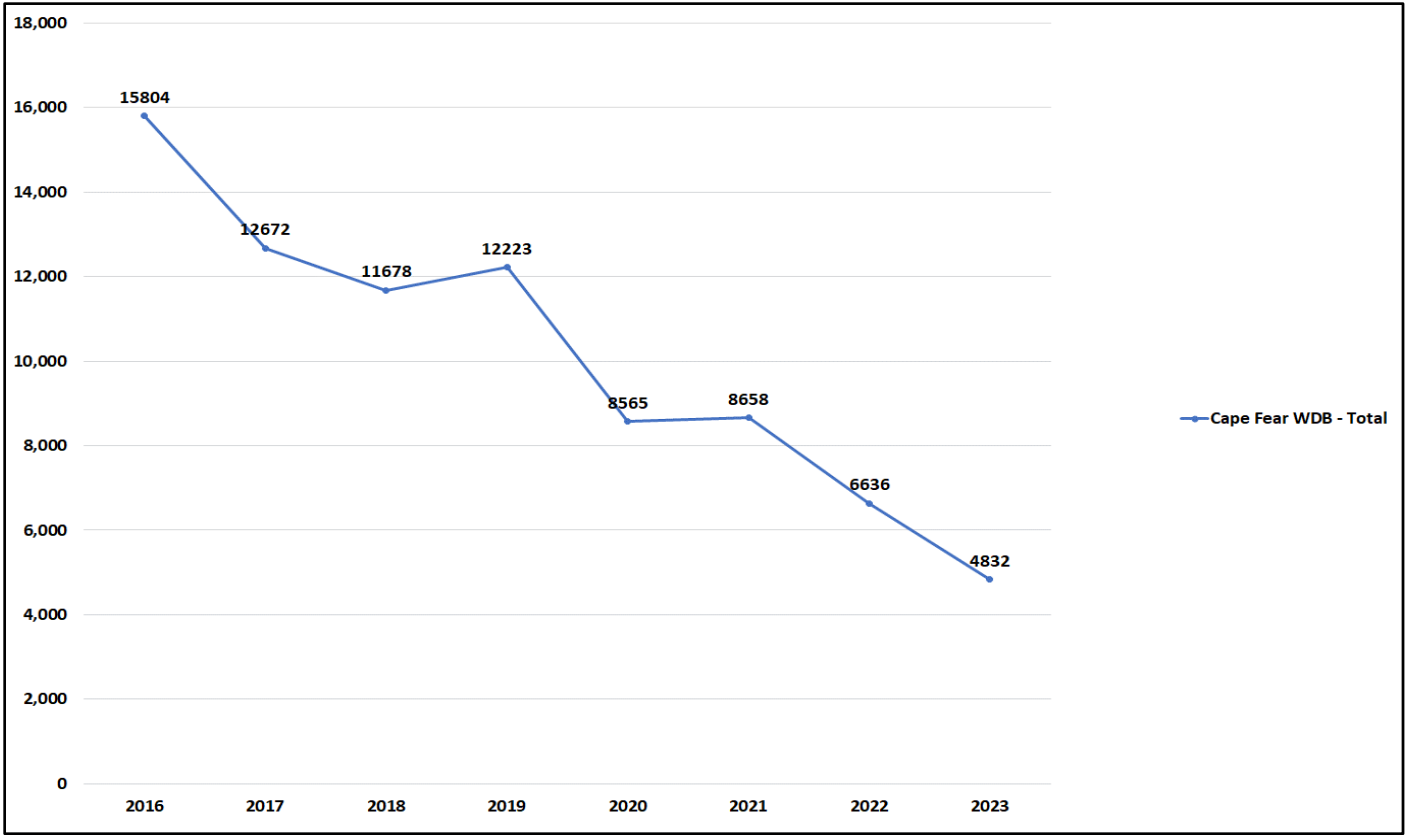
NC LOCAL WORKFORCE DEVELOPMENT BOARDS – AGGREGATE STATEWIDE



The chart above reflects the total Counts of Individuals served from Program Year 2016 - 2022 and the current total for 2023, for all of North Carolina’s Local Workforce Development Boards combined under the following categories:

- **Basic Services** - Initial contact and evaluation; job search assistance; provision of information; and referrals.
- **Career Services** - Career planning and counseling; supportive services; and testing/assessments.
- **Education and Training Services** - Adult basic education; occupational skills; post-secondary; pre-vocational skills; and secondary education.

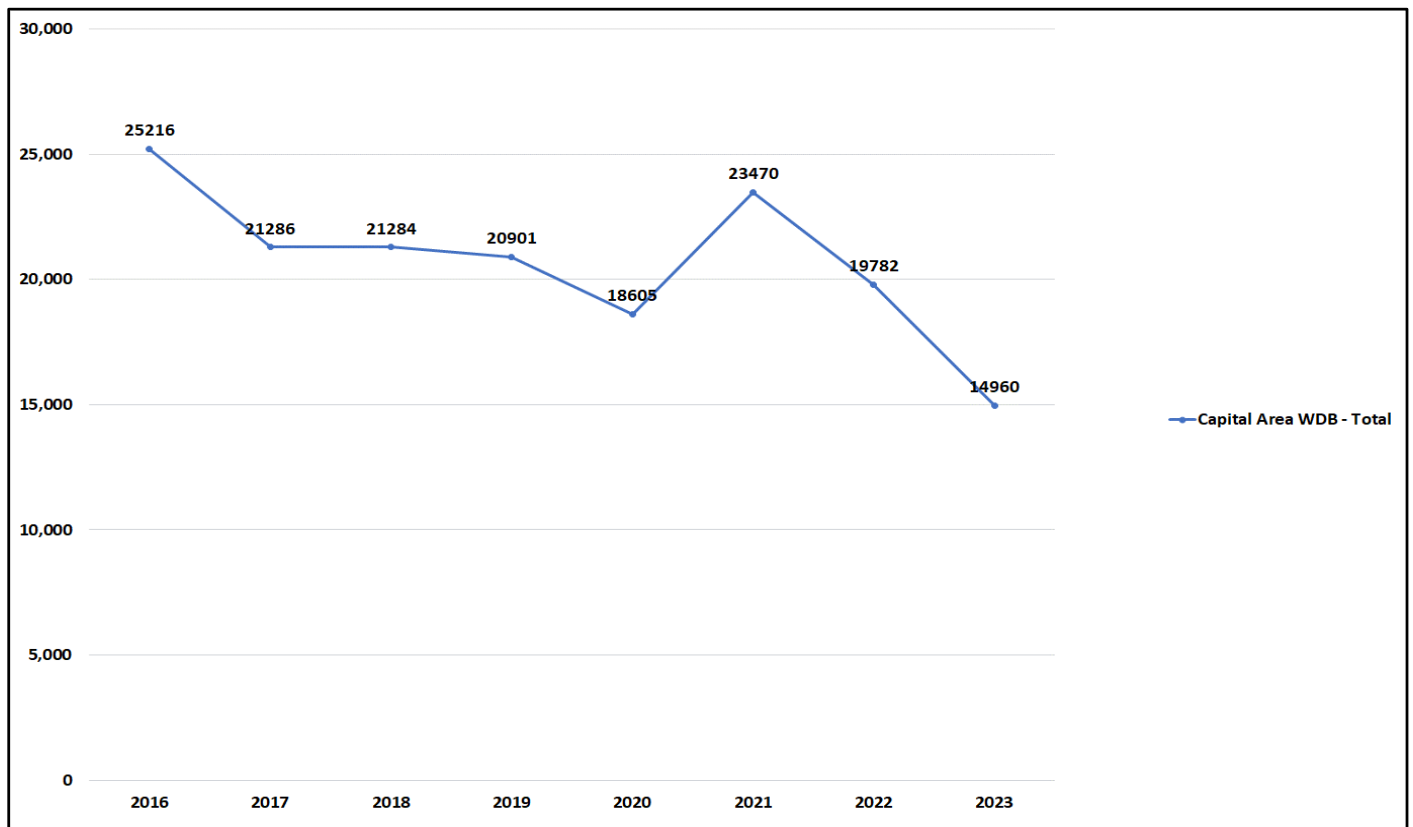
CAPE FEAR WORKFORCE DEVELOPMENT BOARD



The chart above reflects the total Counts of Individuals served from Program Years 2016 - 2022 and the current total for Program Year 2023, for an individual Local Workforce Development Board under the following categories:

- **Basic Services** - Initial contact and evaluation; job search assistance; provision of information; and referrals.
- **Career Services** - Career planning and counseling; supportive services; and testing/assessments.
- **Education and Training Services** - Adult basic education; occupational skills; post-secondary; pre-vocational skills; and secondary education.

CAPITAL AREA WORKFORCE DEVELOPMENT BOARD

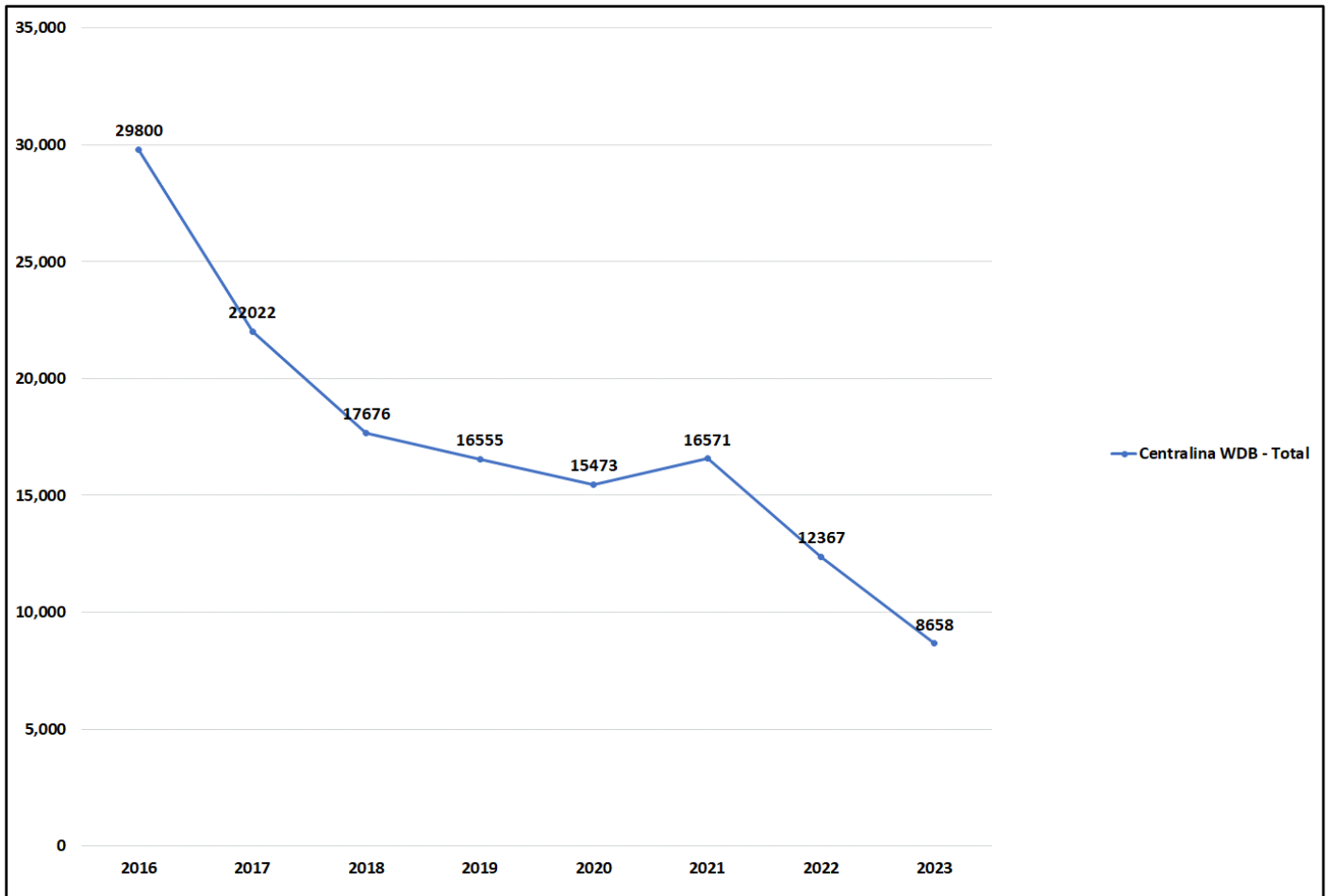


**As part of the Workforce Development Board realignment process that began in 2022, Lee and Chatham Counties formerly with Triangle South, and Orange County formerly with Regional Partnership Workforce Development Board, were realigned with Capital Area between 2022 and 2023.*

The chart above reflects the total Counts of Individuals served from Program Years 2016 - 2022 and the current total for Program Year 2023, for an individual Local Workforce Development Board under the following categories:

- **Basic Services** - Initial contact and evaluation; job search assistance; provision of information; and referrals.
- **Career Services** - Career planning and counseling; supportive services; and testing/assessments.
- **Education and Training Services** - Adult basic education; occupational skills; post-secondary; pre-vocational skills; and secondary education.

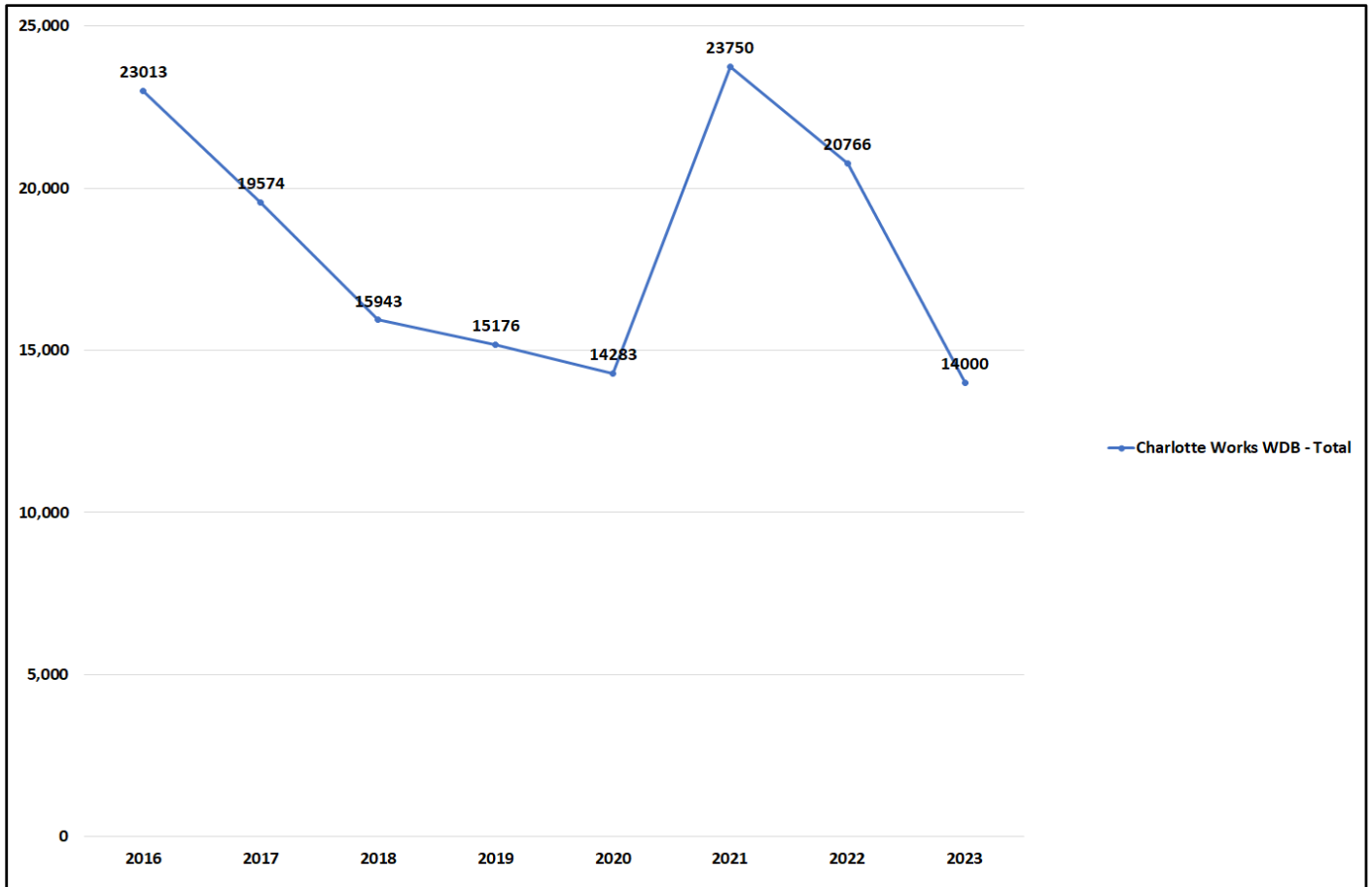
CENTRALINA WORKFORCE DEVELOPMENT BOARD



The chart above reflects the total Counts of Individuals served from Program Years 2016 - 2022 and the current total for Program Year 2023, for an individual Local Workforce Development Board under the following categories:

- **Basic Services** - Initial contact and evaluation; job search assistance; provision of information; and referrals.
- **Career Services** - Career planning and counseling; supportive services; and testing/assessments.
- **Education and Training Services** - Adult basic education; occupational skills; post-secondary; pre-vocational skills; and secondary education.

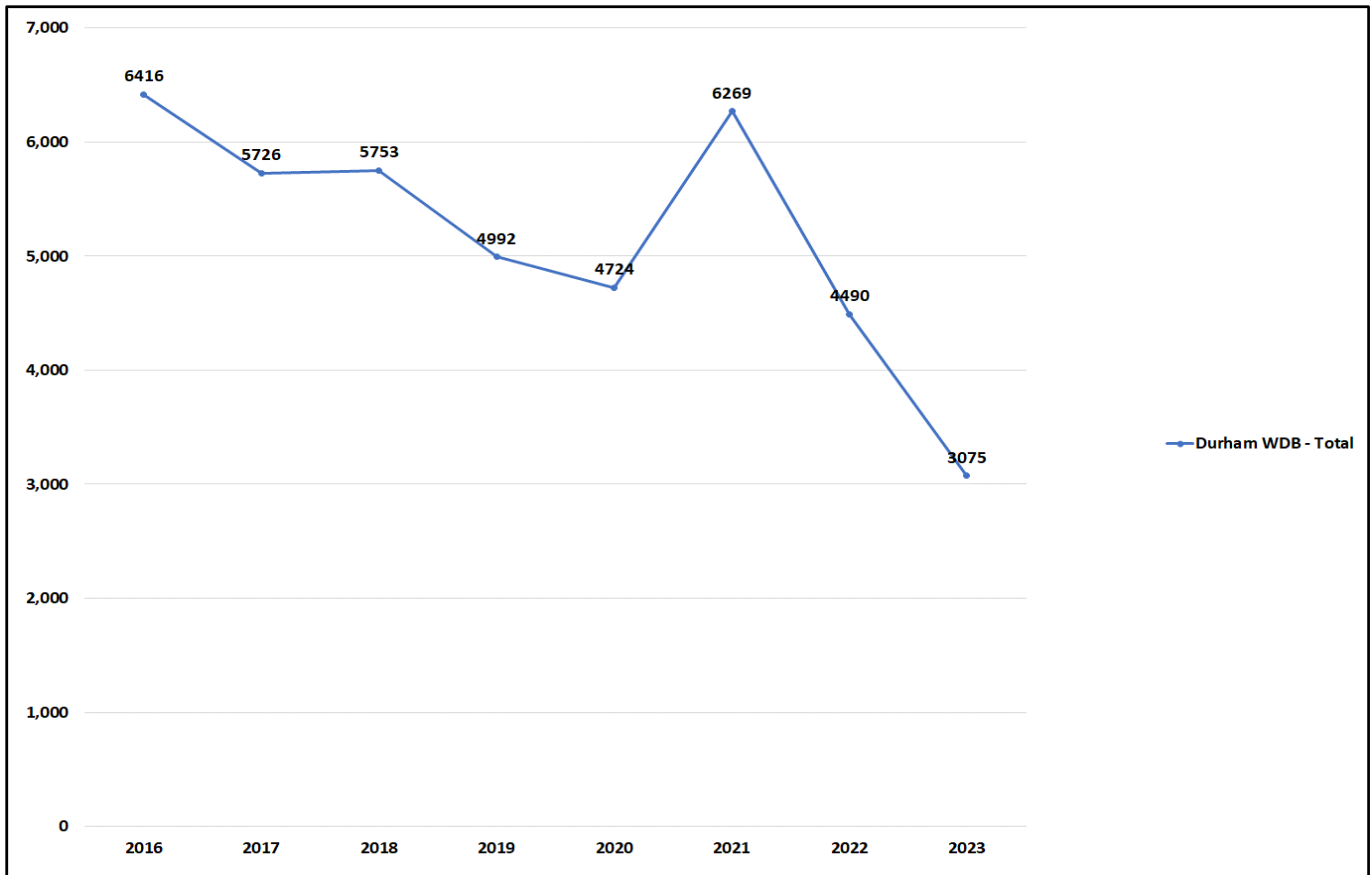
CHARLOTTE WORKS



The chart above reflects the total Counts of Individuals served from Program Years 2016 - 2022 and the current total for Program Year 2023, for an individual Local Workforce Development Board under the following categories:

- **Basic Services** - Initial contact and evaluation; job search assistance; provision of information; and referrals.
- **Career Services** - Career planning and counseling; supportive services; and testing/assessments.
- **Education and Training Services** - Adult basic education; occupational skills; post-secondary; pre-vocational skills; and secondary education.

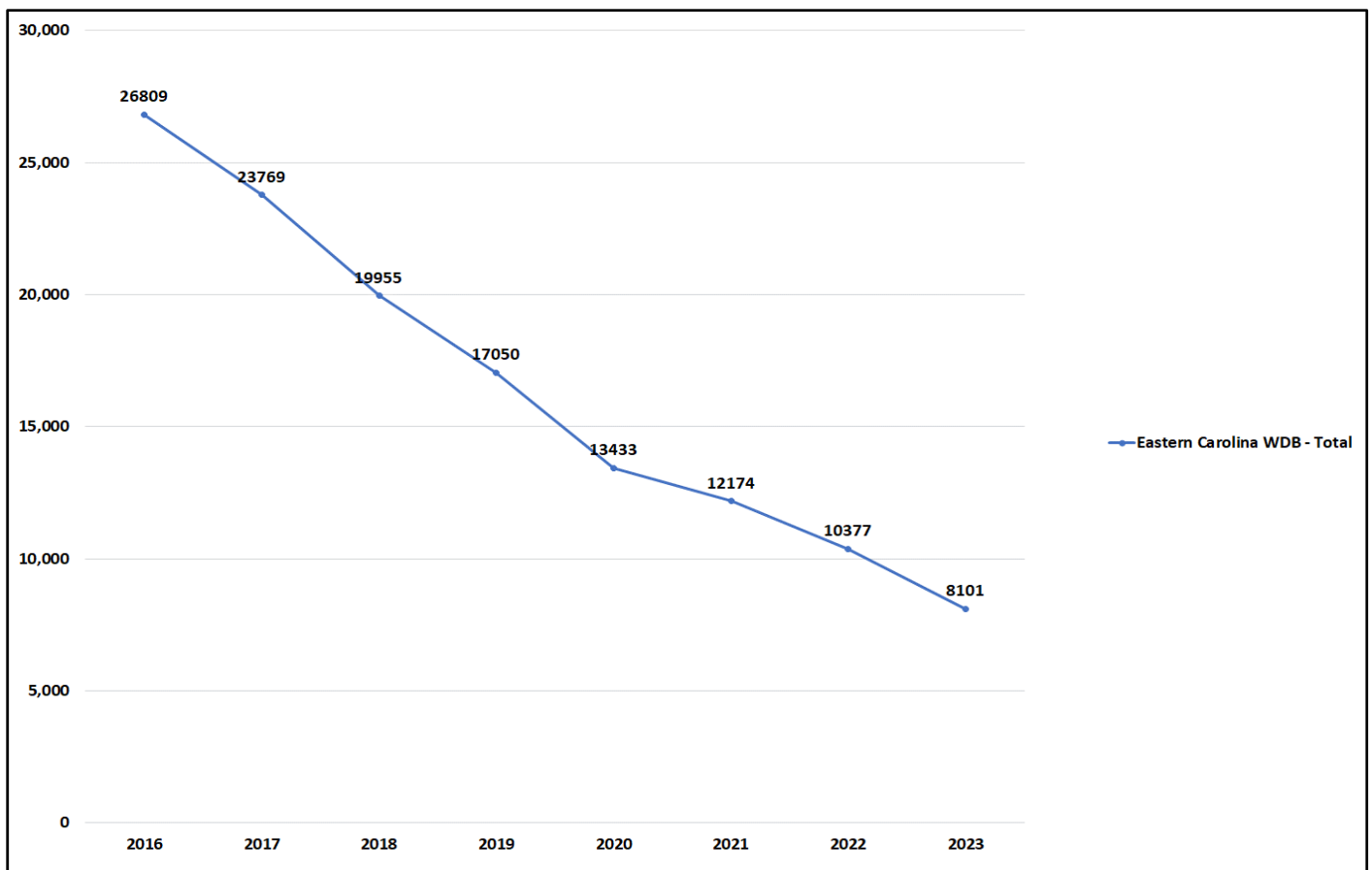
DURHAM WORKFORCE DEVELOPMENT BOARD



The chart above reflects the total Counts of Individuals served from Program Years 2016 - 2022 and the current total for Program Year 2023, for an individual Local Workforce Development Board under the following categories:

- **Basic Services** - Initial contact and evaluation; job search assistance; provision of information; and referrals.
- **Career Services** - Career planning and counseling; supportive services; and testing/assessments.
- **Education and Training Services** - Adult basic education; occupational skills; post-secondary; pre-vocational skills; and secondary education.

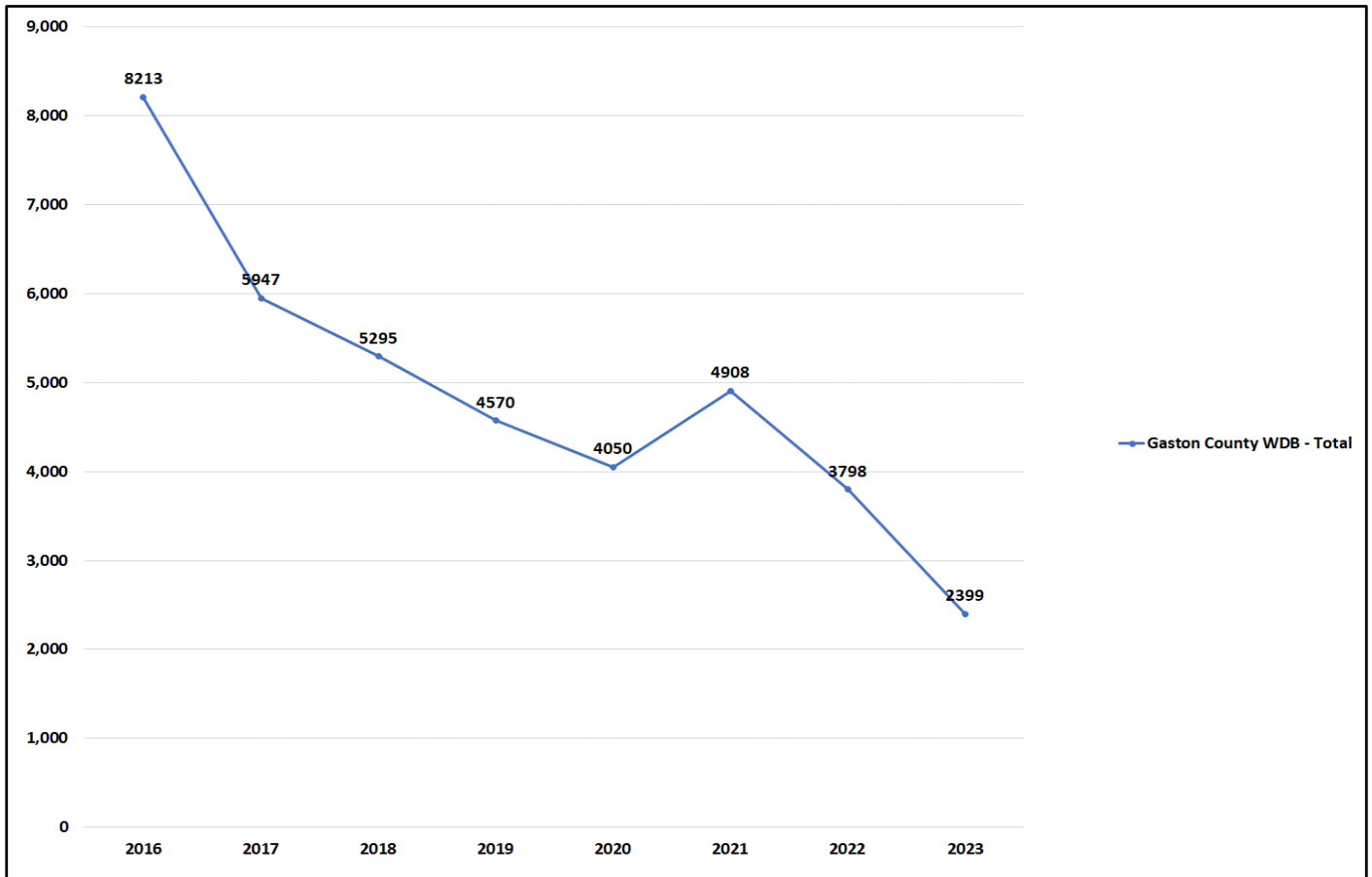
EASTERN CAROLINA WORKFORCE DEVELOPMENT BOARD



The chart above reflects the total Counts of Individuals served from Program Years 2016 - 2022 and the current total for Program Year 2023, for an individual Local Workforce Development Board under the following categories:

- **Basic Services** - Initial contact and evaluation; job search assistance; provision of information; and referrals.
- **Career Services** - Career planning and counseling; supportive services; and testing/assessments.
- **Education and Training Services** - Adult basic education; occupational skills; post-secondary; pre-vocational skills; and secondary education.

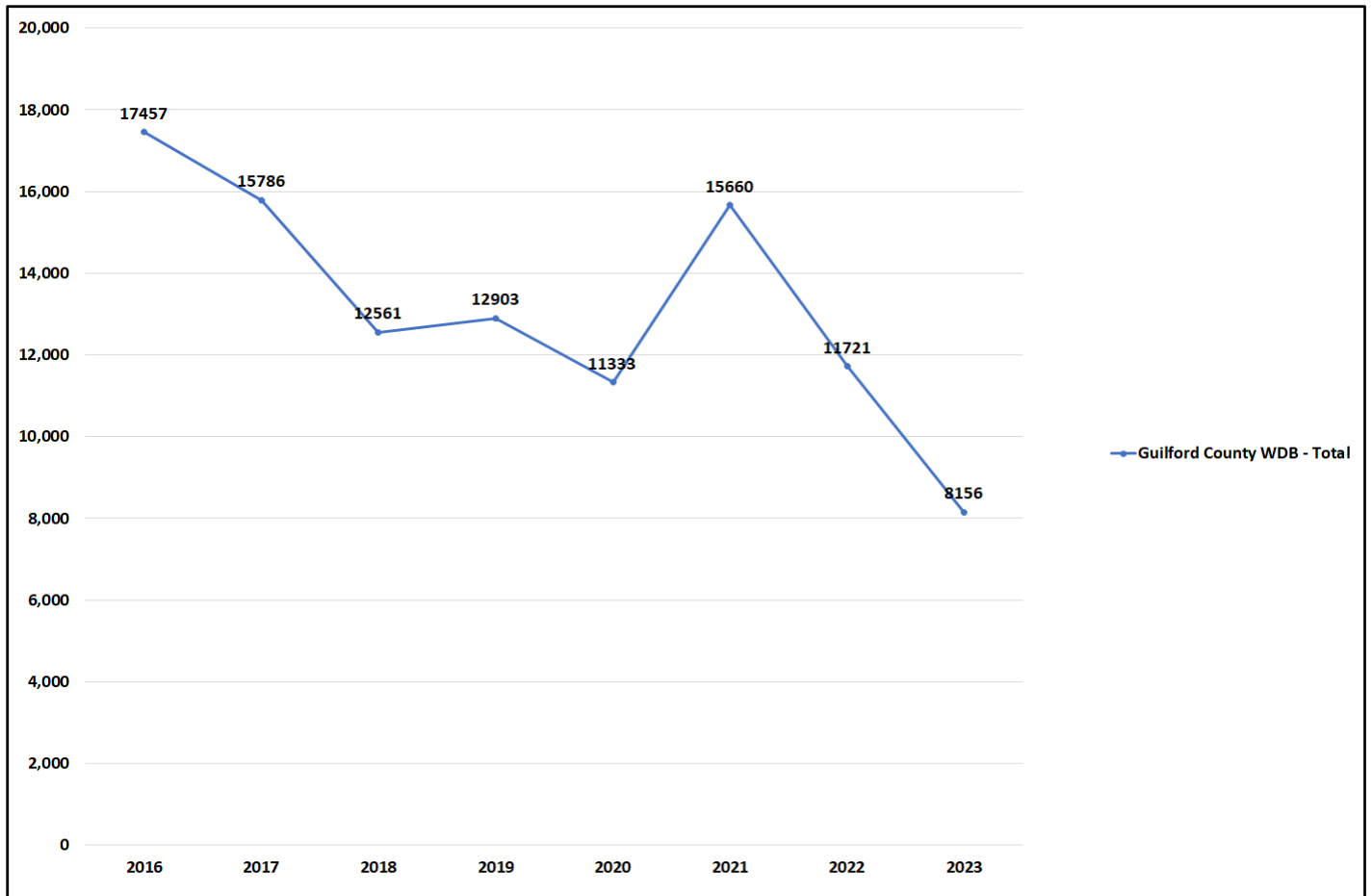
GASTON WORKFORCE DEVELOPMENT BOARD



The chart above reflects the total Counts of Individuals served from Program Years 2016 - 2022 and the current total for Program Year 2023, for an individual Local Workforce Development Board under the following categories:

- **Basic Services** - Initial contact and evaluation; job search assistance; provision of information; and referrals.
- **Career Services** - Career planning and counseling; supportive services; and testing/assessments.
- **Education and Training Services** - Adult basic education; occupational skills; post-secondary; pre-vocational skills; and secondary education.

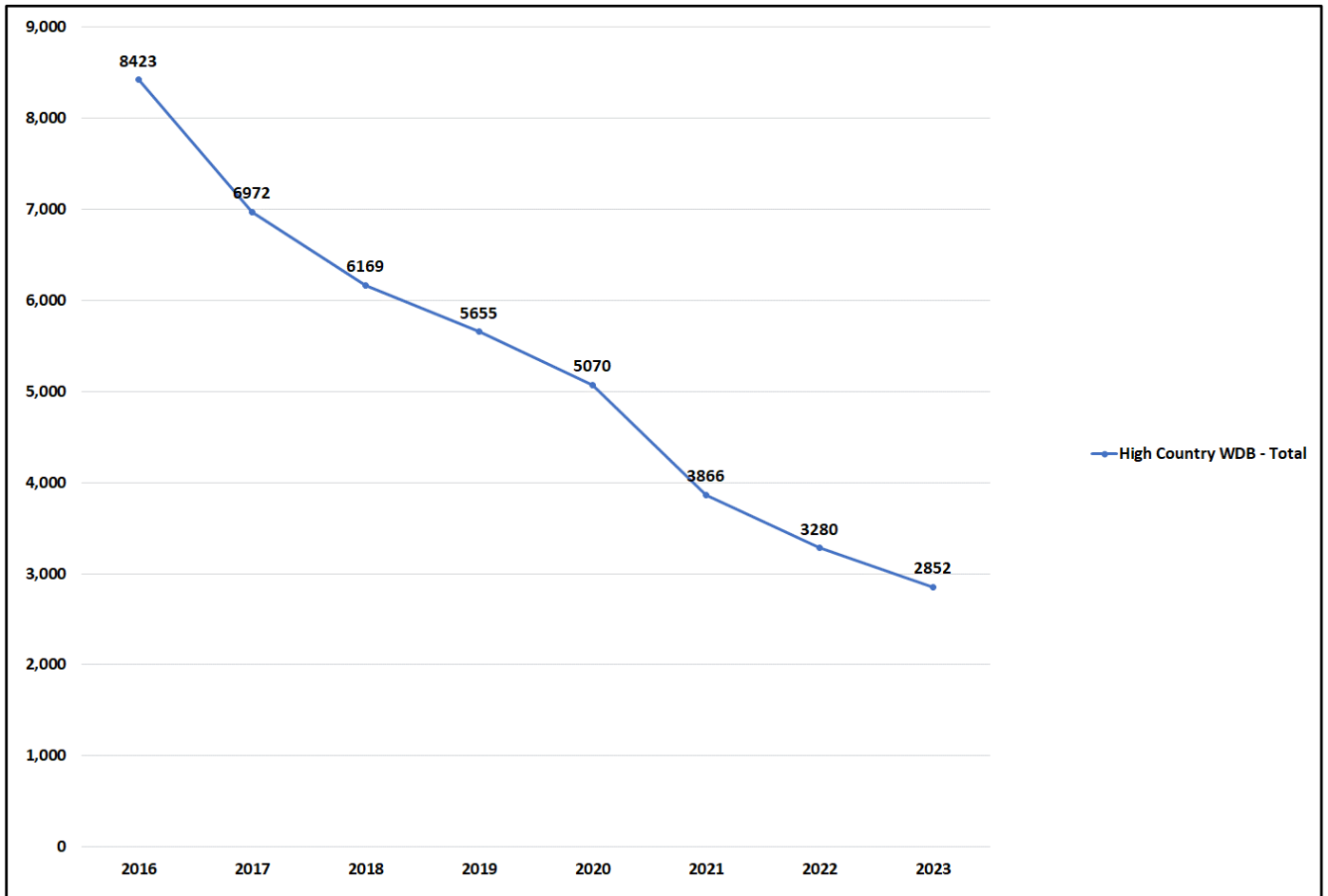
GUILFORD WORKFORCE DEVELOPMENT BOARD



The chart above reflects the total Counts of Individuals served from Program Years 2016 - 2022 and the current total for Program Year 2023, for an individual Local Workforce Development Board under the following categories:

- **Basic Services** - Initial contact and evaluation; job search assistance; provision of information; and referrals.
- **Career Services** - Career planning and counseling; supportive services; and testing/assessments.
- **Education and Training Services** - Adult basic education; occupational skills; post-secondary; pre-vocational skills; and secondary education.
- .

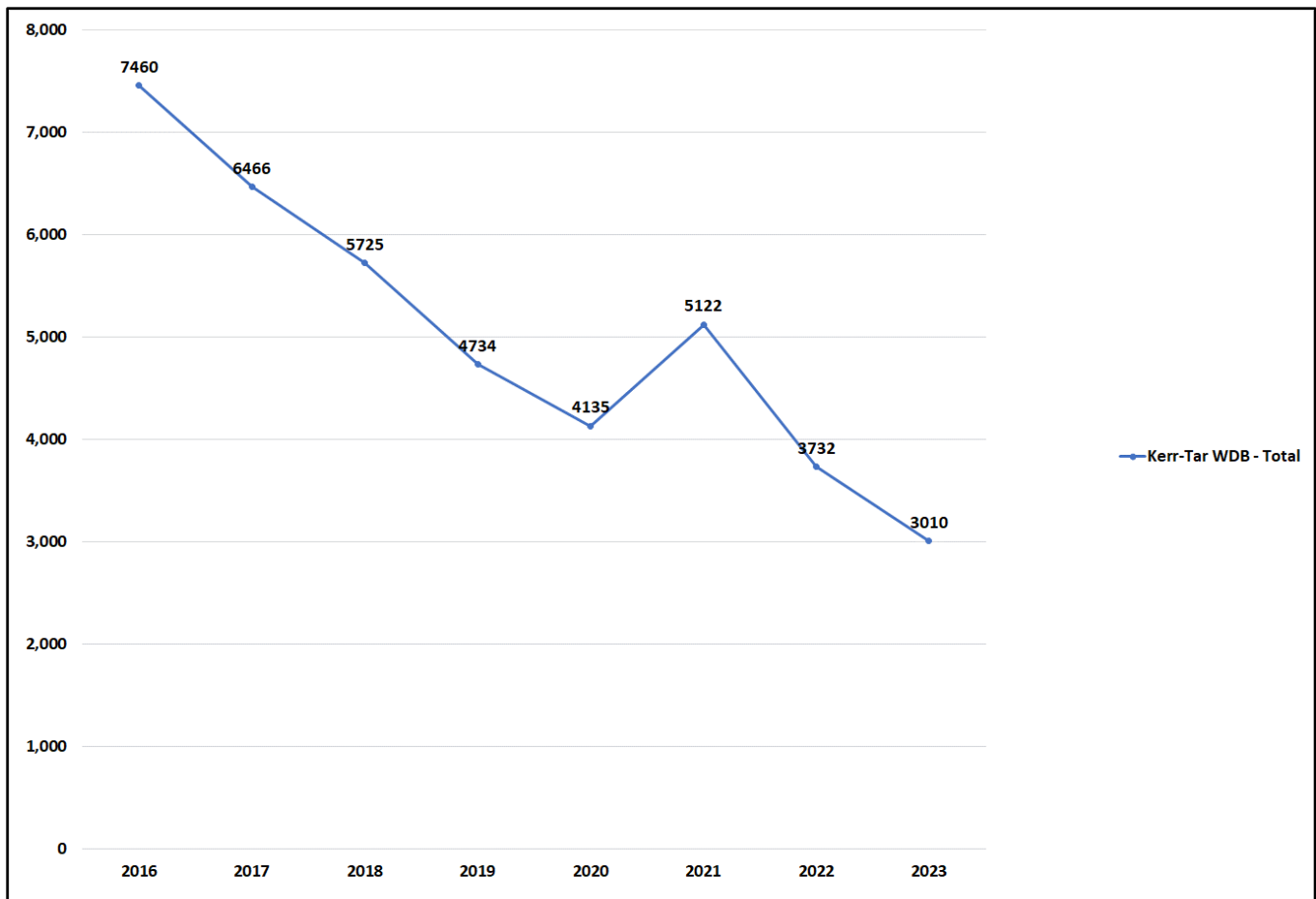
HIGH COUNTRY WORKFORCE DEVELOPMENT BOARD



The chart above reflects the total Counts of Individuals served from Program Years 2016 - 2022 and the current total for Program Year 2023, for an individual Local Workforce Development Board under the following categories:

- **Basic Services** - Initial contact and evaluation; job search assistance; provision of information; and referrals.
- **Career Services** - Career planning and counseling; supportive services; and testing/assessments.
- **Education and Training Services** - Adult basic education; occupational skills; post-secondary; pre-vocational skills; and secondary education.

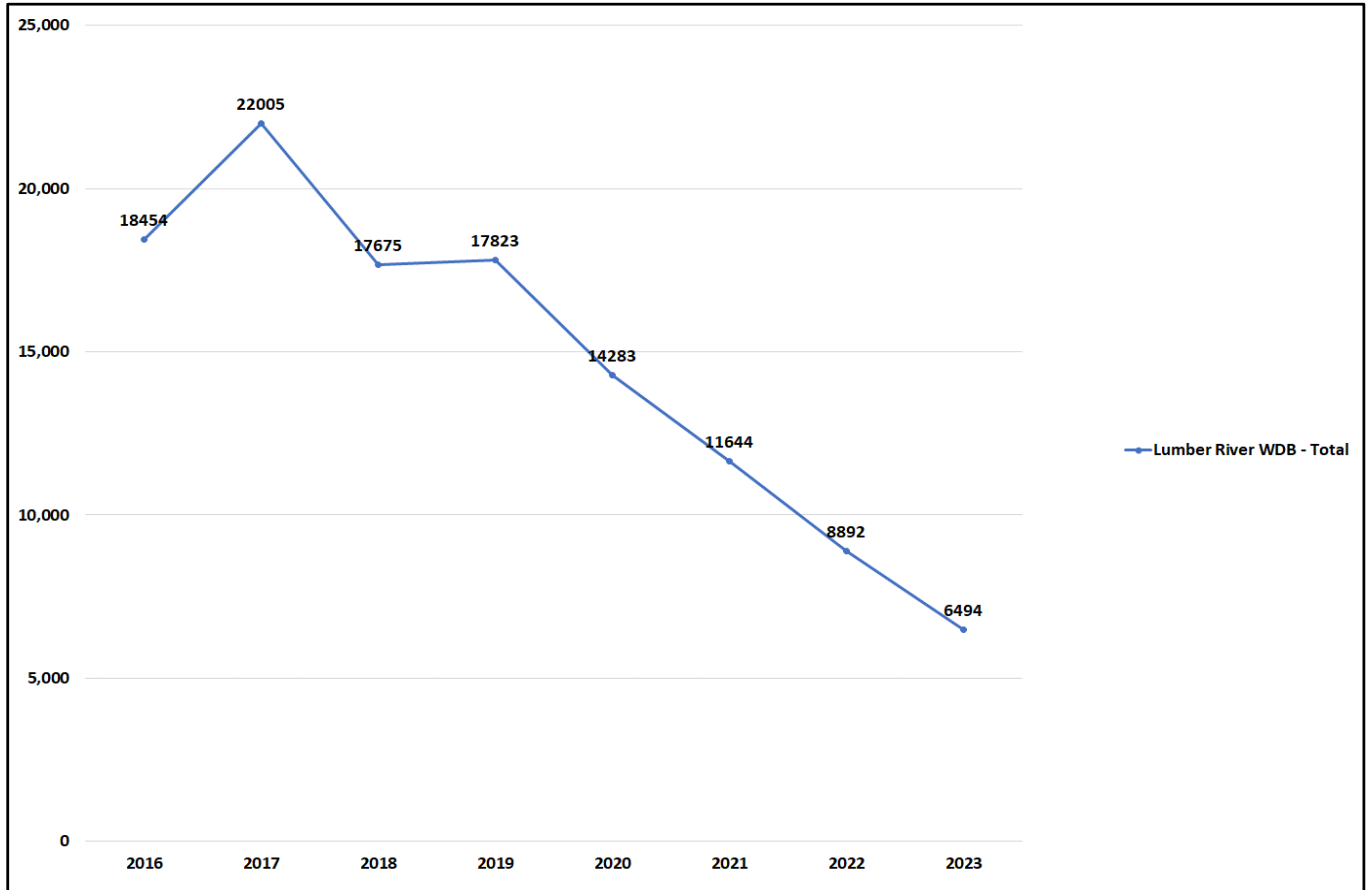
KERR-TAR WORKFORCE DEVELOPMENT BOARD



The chart above reflects the total Counts of Individuals served from Program Years 2016 - 2022 and the current total for Program Year 2023, for an individual Local Workforce Development Board under the following categories:

- **Basic Services** - Initial contact and evaluation; job search assistance; provision of information; and referrals.
- **Career Services** - Career planning and counseling; supportive services; and testing/assessments.
- **Education and Training Services** - Adult basic education; occupational skills; post-secondary; pre-vocational skills; and secondary education.

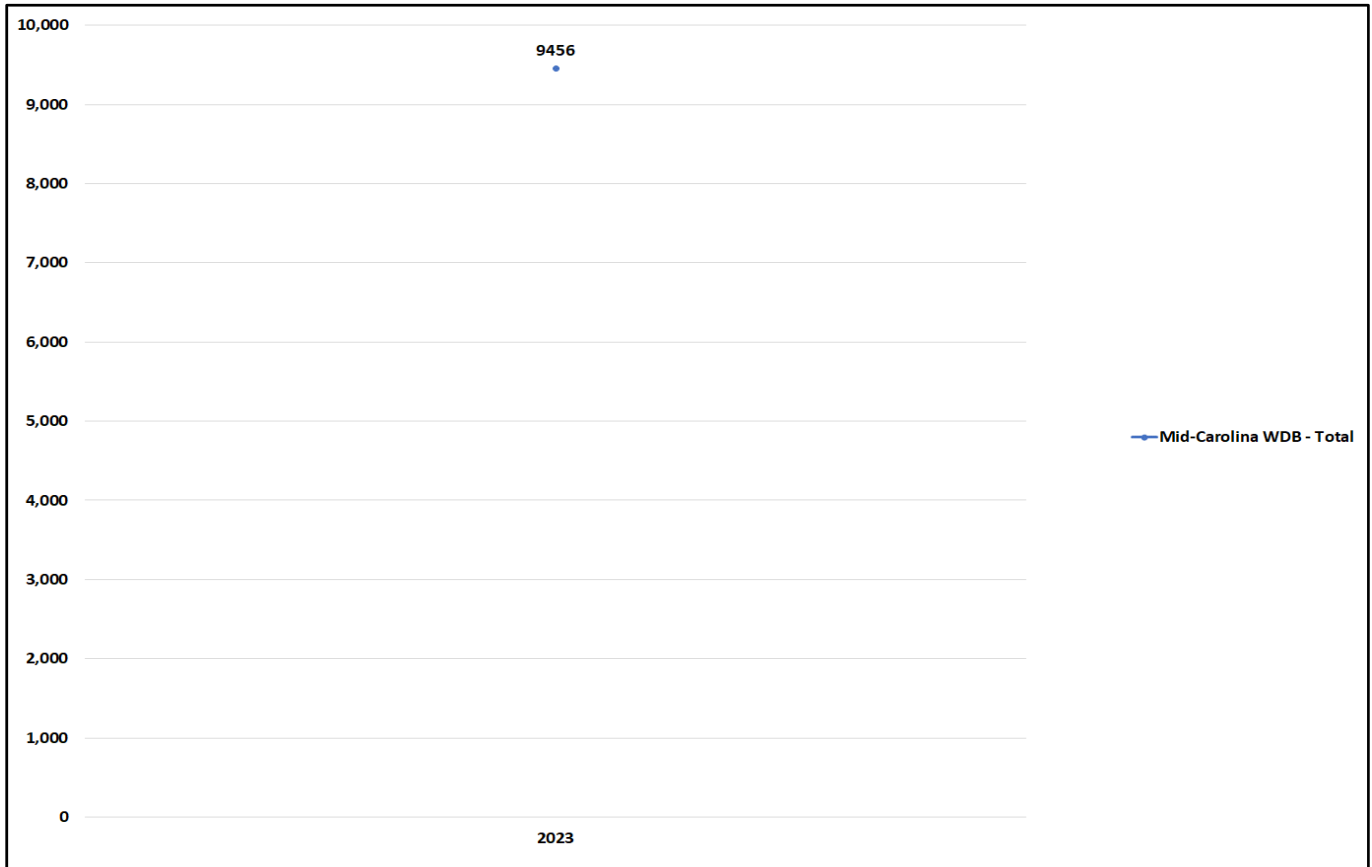
LUMBER RIVER WORKFORCE DEVELOPMENT BOARD



The chart above reflects the total Counts of Individuals served from Program Years 2016 - 2022 and the current total for Program Year 2023, for an individual Local Workforce Development Board under the following categories:

- **Basic Services** - Initial contact and evaluation; job search assistance; provision of information; and referrals.
- **Career Services** - Career planning and counseling; supportive services; and testing/assessments.
- **Education and Training Services** - Adult basic education; occupational skills; post-secondary; pre-vocational skills; and secondary education.

MID-CAROLINA WORKFORCE DEVELOPMENT BOARD

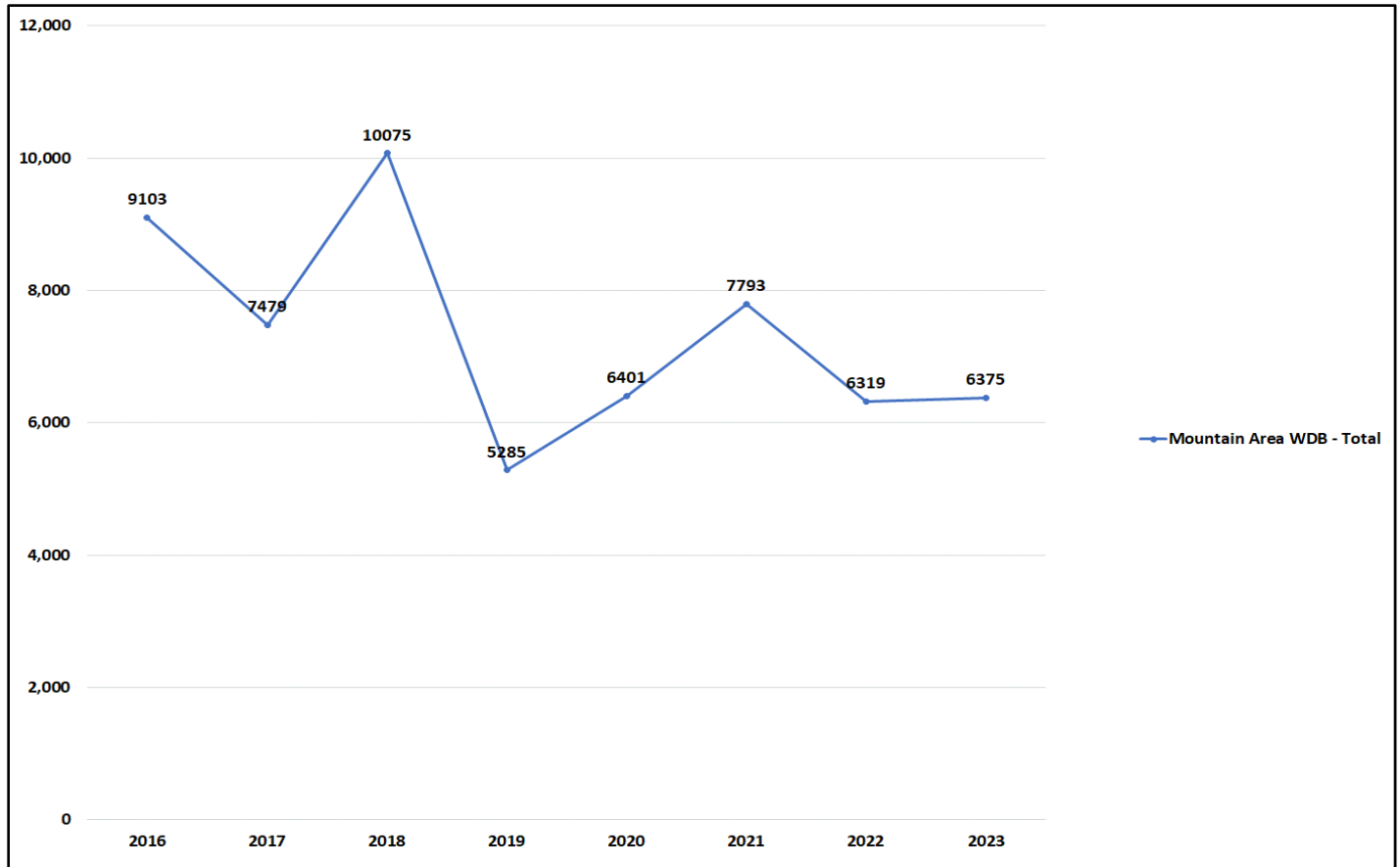


**Mid-Carolina became a newly established workforce board in 2022 and was part of the 2022 workforce development board realignment (Cumberland, Harnett, Montgomery, Moore, Sampson Counties) and in this current report is only reflecting current data for 2023.*

The chart above reflects the total Counts of Individuals served from Program Years 2016 - 2022 and the current total for Program Year 2023, for an individual Local Workforce Development Board under the following categories:

- **Basic Services** - Initial contact and evaluation; job search assistance; provision of information; and referrals.
- **Career Services** - Career planning and counseling; supportive services; and testing/assessments.
- **Education and Training Services** - Adult basic education; occupational skills; post-secondary; pre-vocational skills; and secondary education.

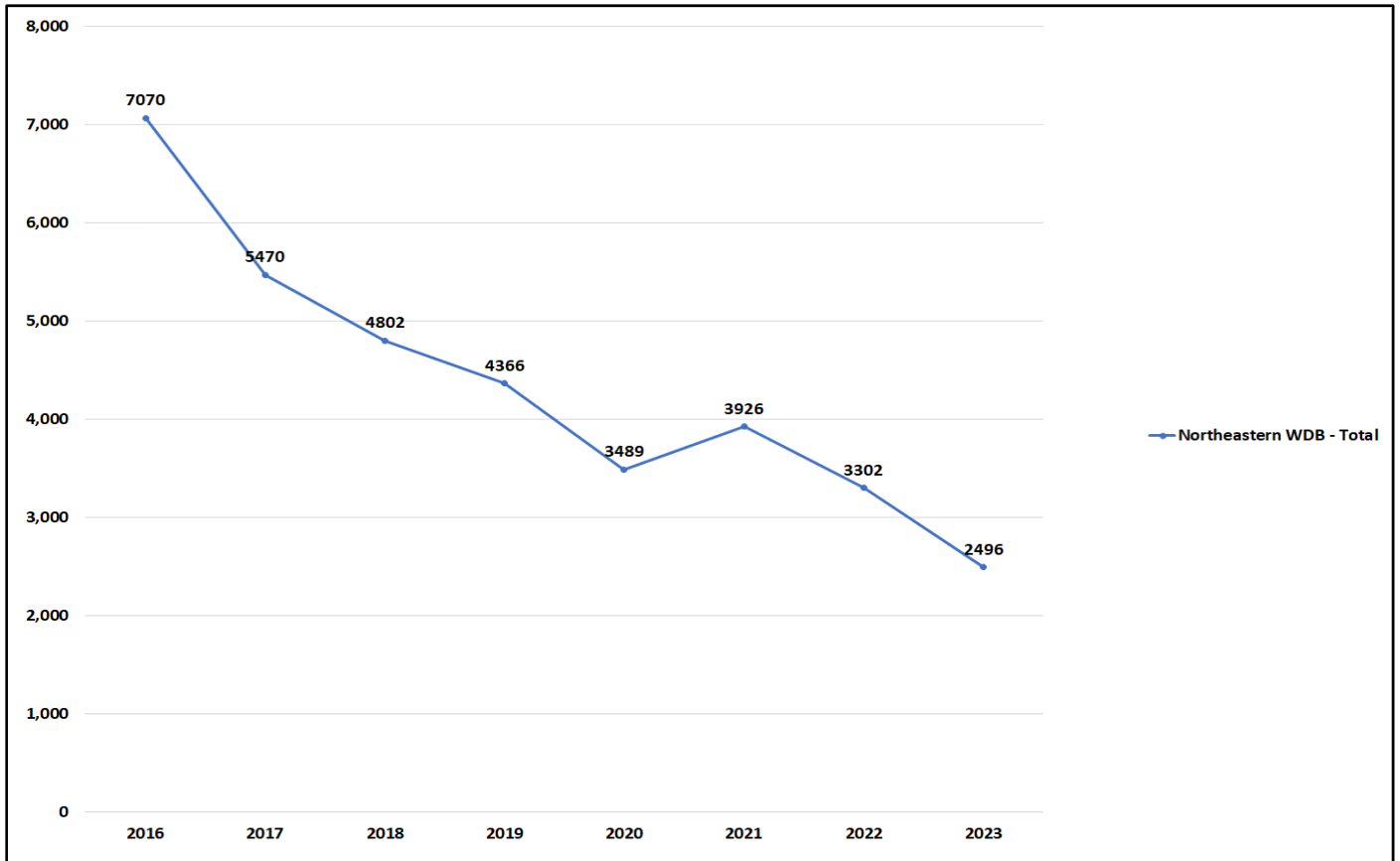
MOUNTAIN AREA WORKFORCE DEVELOPMENT BOARD



The chart above reflects the total Counts of Individuals served from Program Years 2016 - 2022 and the current total for Program Year 2023, for an individual Local Workforce Development Board under the following categories:

- **Basic Services** - Initial contact and evaluation; job search assistance; provision of information; and referrals.
- **Career Services** - Career planning and counseling; supportive services; and testing/assessments.
- **Education and Training Services** - Adult basic education; occupational skills; post-secondary; pre-vocational skills; and secondary education.

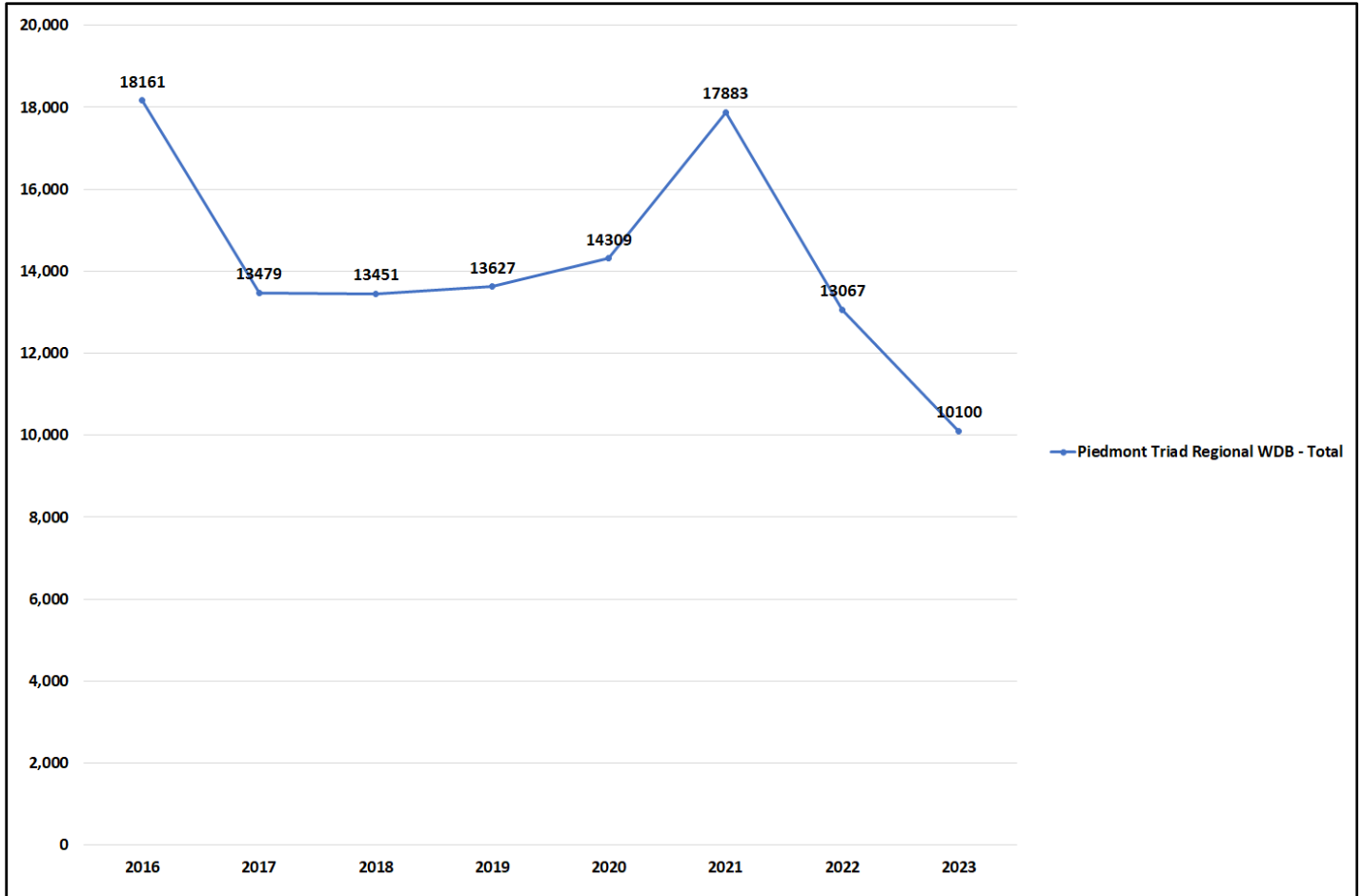
NORTHEASTERN WORKFORCE DEVELOPMENT BOARD



The chart above reflects the total Counts of Individuals served from Program Years 2016 - 2022 and the current total for Program Year 2023, for an individual Local Workforce Development Board under the following categories:

- **Basic Services** - Initial contact and evaluation; job search assistance; provision of information; and referrals.
- **Career Services** - Career planning and counseling; supportive services; and testing/assessments.
- **Education and Training Services** - Adult basic education; occupational skills; post-secondary; pre-vocational skills; and secondary education.

PIEDMONT TRIAD WORKFORCE DEVELOPMENT BOARD

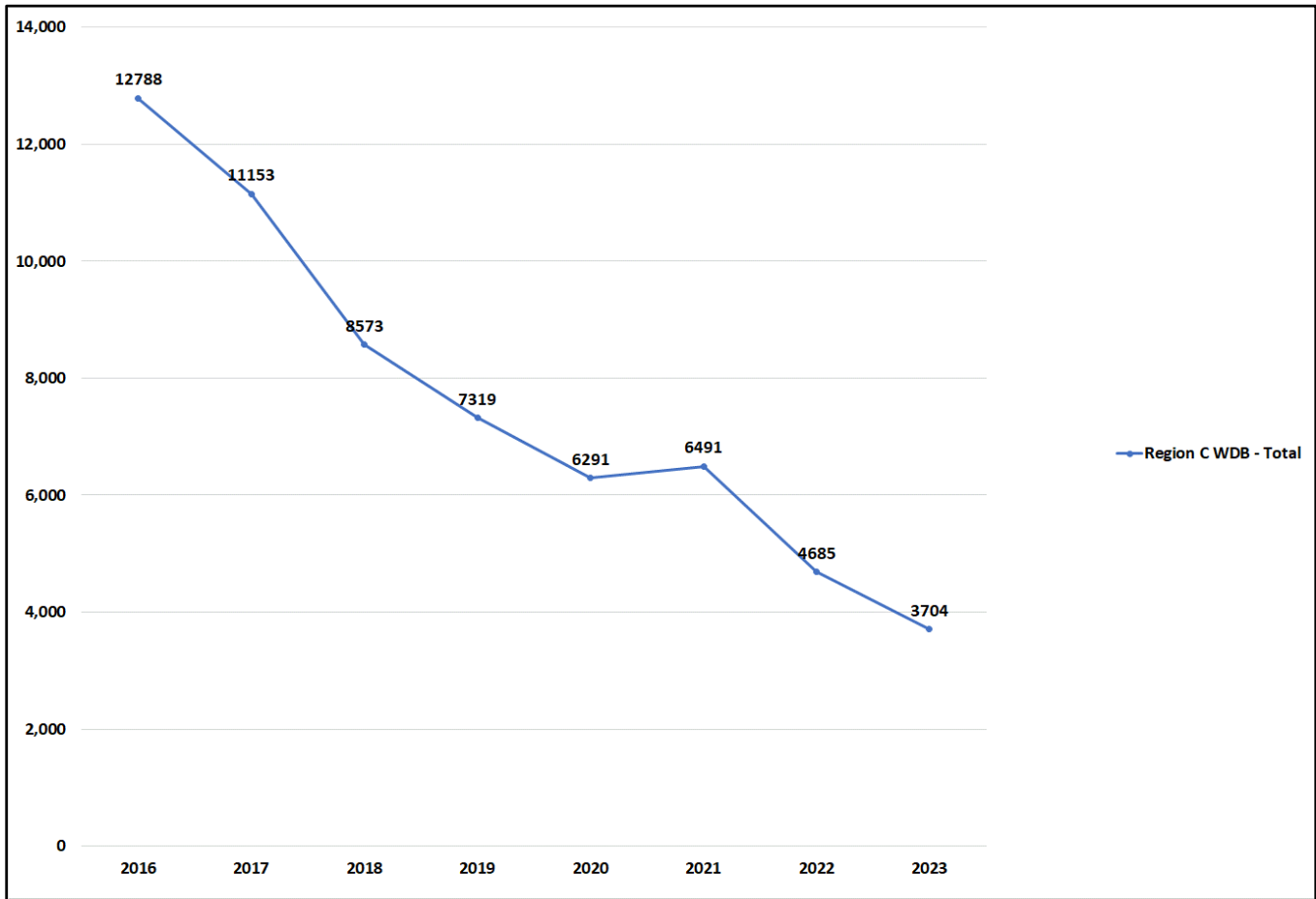


** As part of the Workforce Development Board realignment process that began in 2022, Alamance and Randolph Counties formerly with Regional Partnership WORKFORCE DEVELOPMENT BOARD, and Davidson County, formerly with Davidson Works were realigned with Piedmont Triad WDB between 2022 and 2023.*

The chart above reflects the total Counts of Individuals served from Program Years 2016 - 2022 and the current total for Program Year 2023, for an individual Local Workforce Development Board under the following categories:

- **Basic Services** - Initial contact and evaluation; job search assistance; provision of information; and referrals.
- **Career Services** - Career planning and counseling; supportive services; and testing/assessments.
- **Education and Training Services** - Adult basic education; occupational skills; post-secondary; pre-vocational skills; and secondary education.

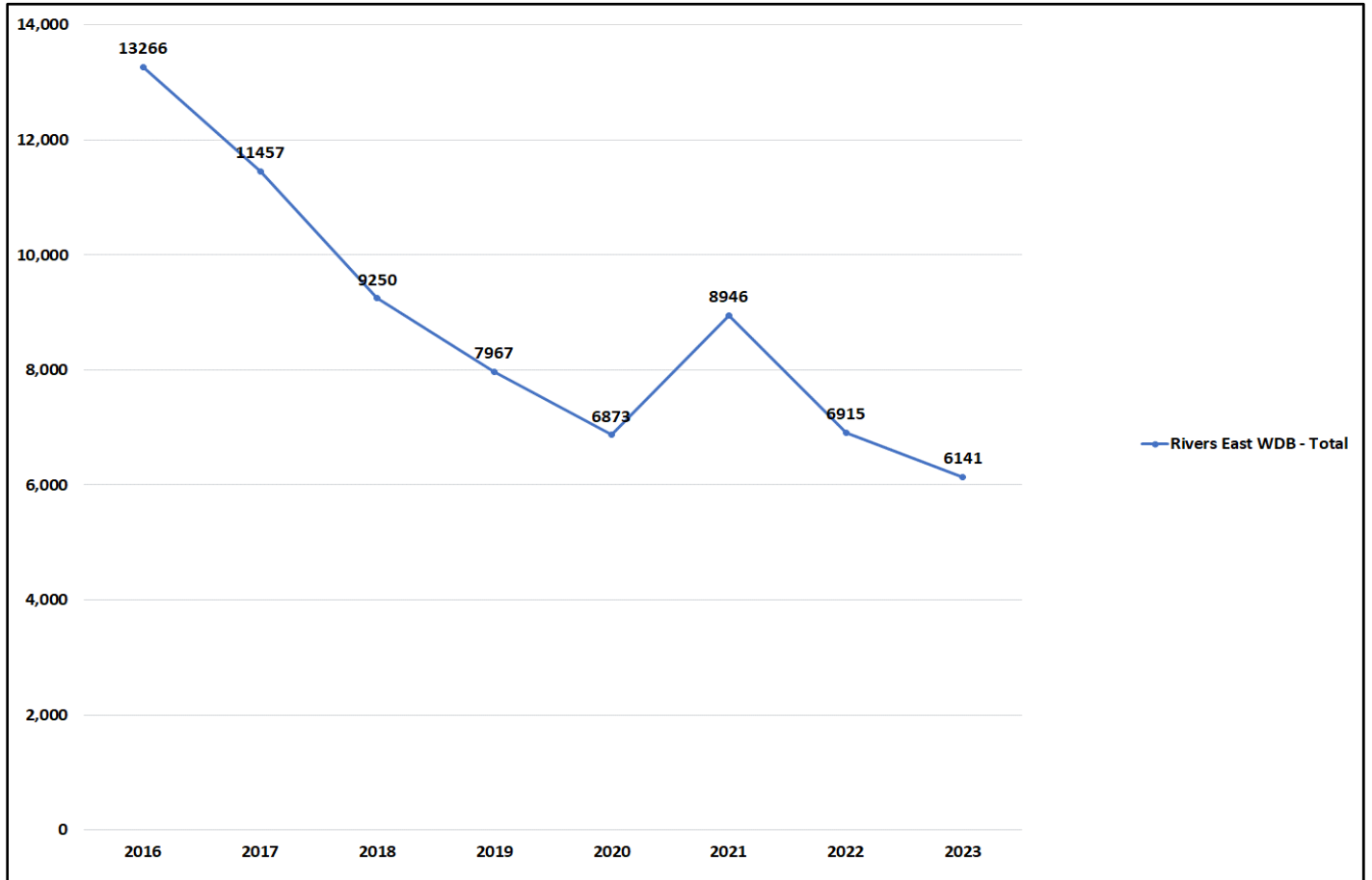
FOOTHILLS WORKFORCE DEVELOPMENT BOARD (Formerly Region C)



The chart above reflects the total Counts of Individuals served from Program Years 2016 - 2022 and the current total for Program Year 2023, for an individual Local Workforce Development Board under the following categories:

- **Basic Services** - Initial contact and evaluation; job search assistance; provision of information; and referrals.
- **Career Services** - Career planning and counseling; supportive services; and testing/assessments.
- **Education and Training Services** - Adult basic education; occupational skills; post-secondary; pre-vocational skills; and secondary education.

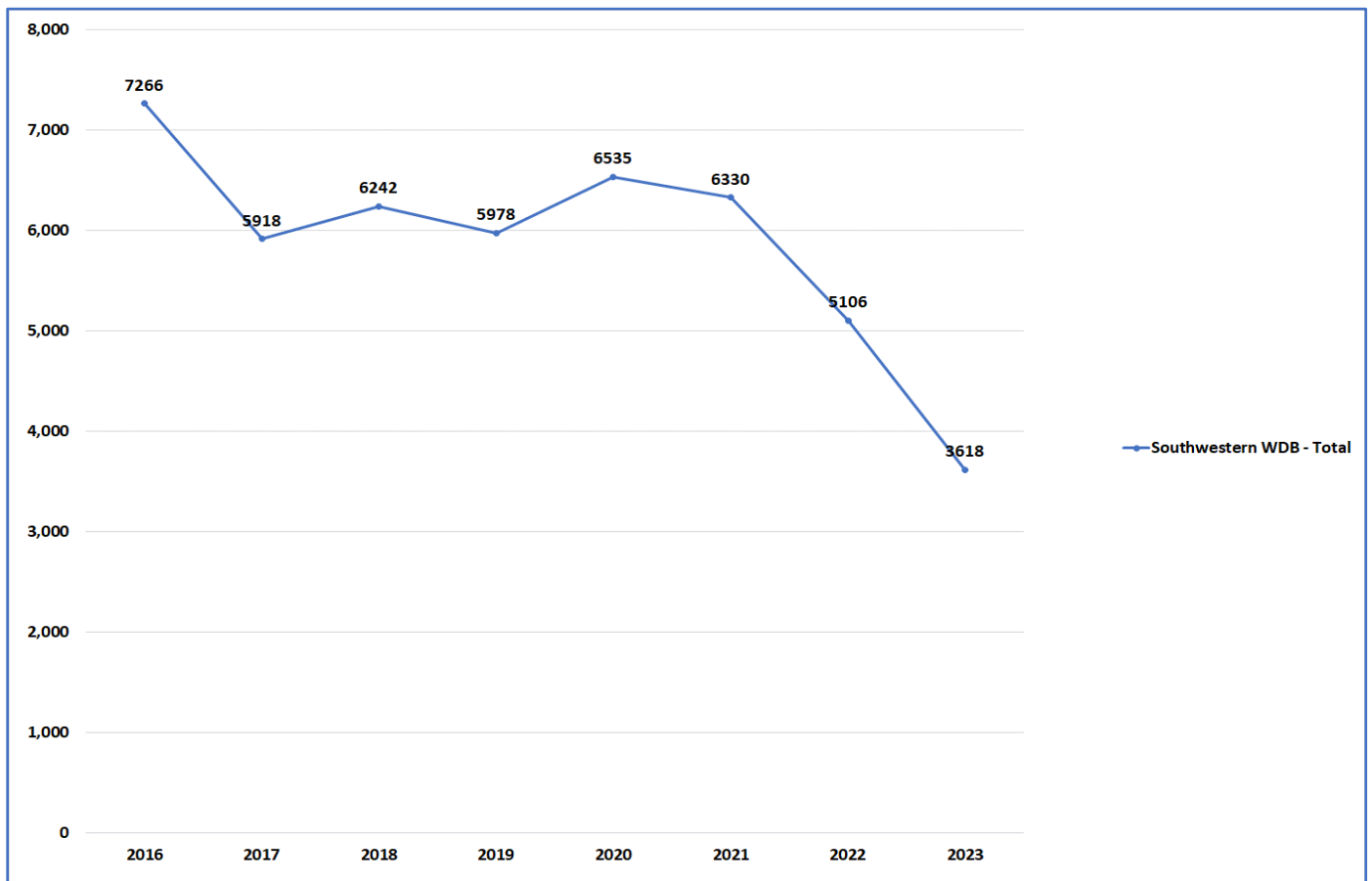
RIVERS EAST WORKFORCE DEVELOPMENT BOARD



The chart above reflects the total Counts of Individuals served from Program Years 2016 - 2022 and the current total for Program Year 2023, for an individual Local Workforce Development Board under the following categories:

- **Basic Services** - Initial contact and evaluation; job search assistance; provision of information; and referrals.
- **Career Services** - Career planning and counseling; supportive services; and testing/assessments.
- **Education and Training Services** - Adult basic education; occupational skills; post-secondary; pre-vocational skills; and secondary education.

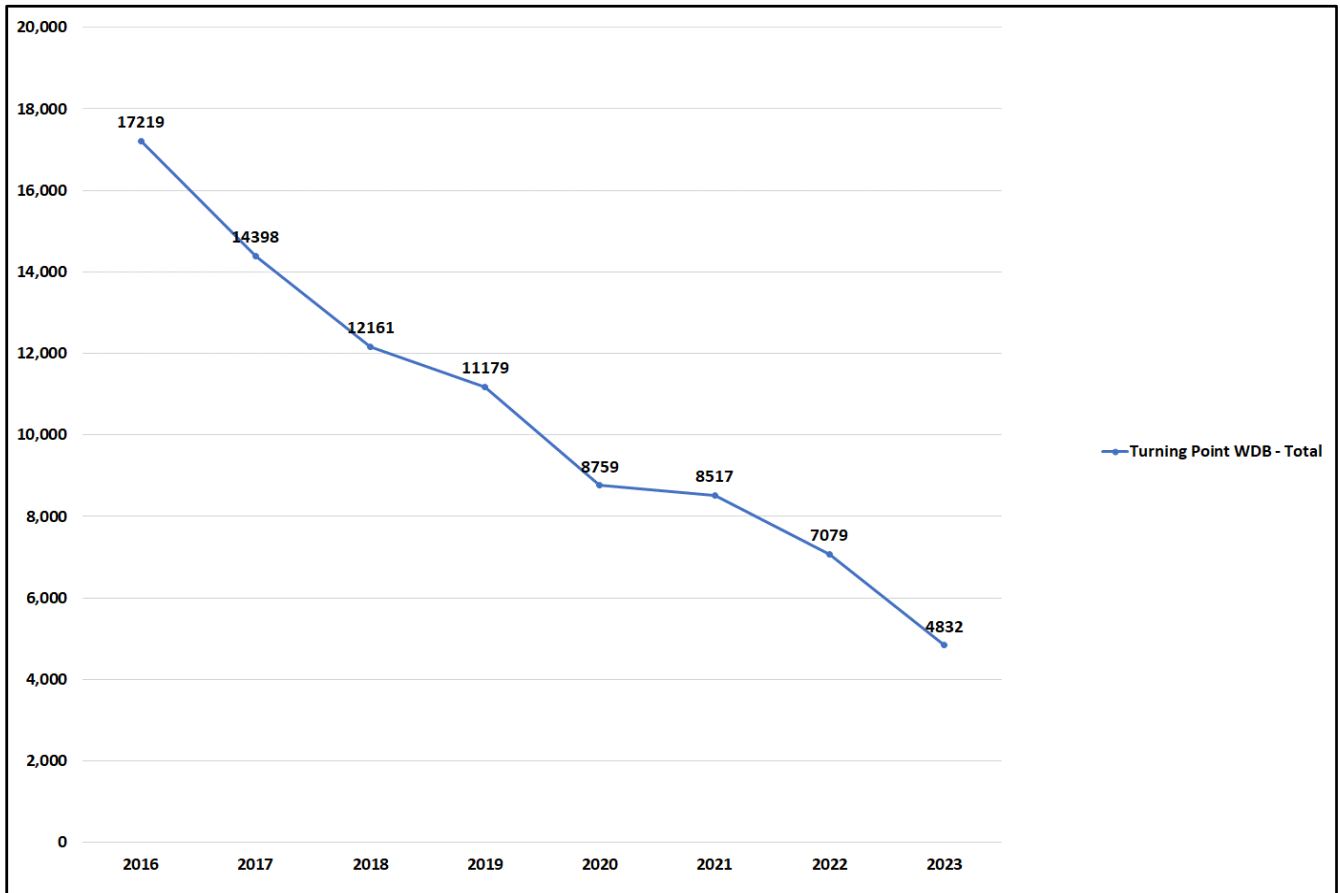
SOUTHWESTERN WORKFORCE DEVELOPMENT BOARD



The chart above reflects the total Counts of Individuals served from Program Years 2016 - 2022 and the current total for Program Year 2023, for an individual Local Workforce Development Board under the following categories:

- **Basic Services** - Initial contact and evaluation; job search assistance; provision of information; and referrals.
- **Career Services** - Career planning and counseling; supportive services; and testing/assessments.
- **Education and Training Services** - Adult basic education; occupational skills; post-secondary; pre-vocational skills; and secondary education.

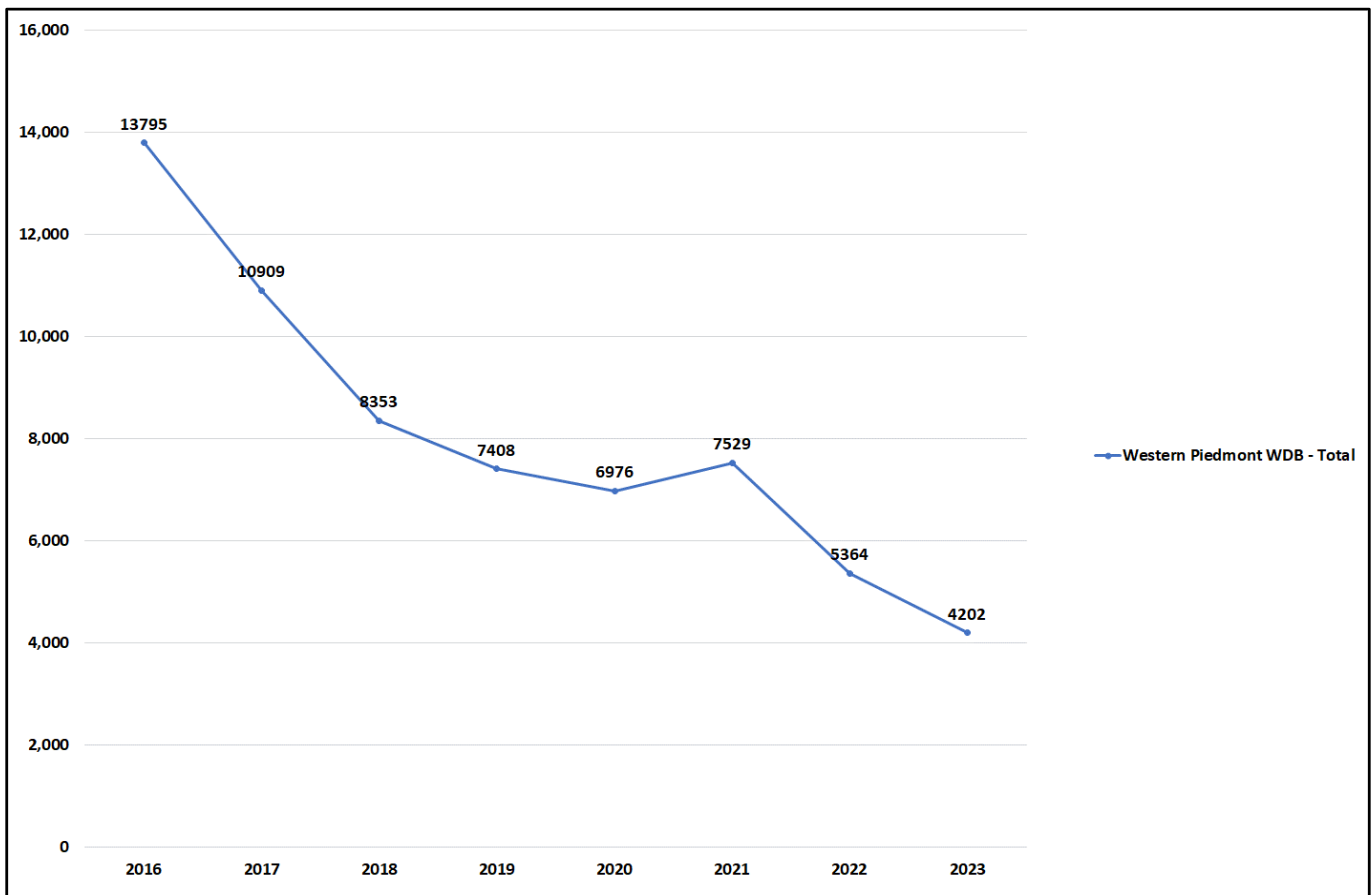
TURNING POINT WORKFORCE DEVELOPMENT BOARD



The chart above reflects the total Counts of Individuals served from Program Years 2016 - 2022 and the current total for Program Year 2023, for an individual Local Workforce Development Board under the following categories:

- **Basic Services** - Initial contact and evaluation; job search assistance; provision of information; and referrals.
- **Career Services** - Career planning and counseling; supportive services; and testing/assessments.
- **Education and Training Services** - Adult basic education; occupational skills; post-secondary; pre-vocational skills; and secondary education.

WESTERN PIEDMONT WORKFORCE DEVELOPMENT BOARD



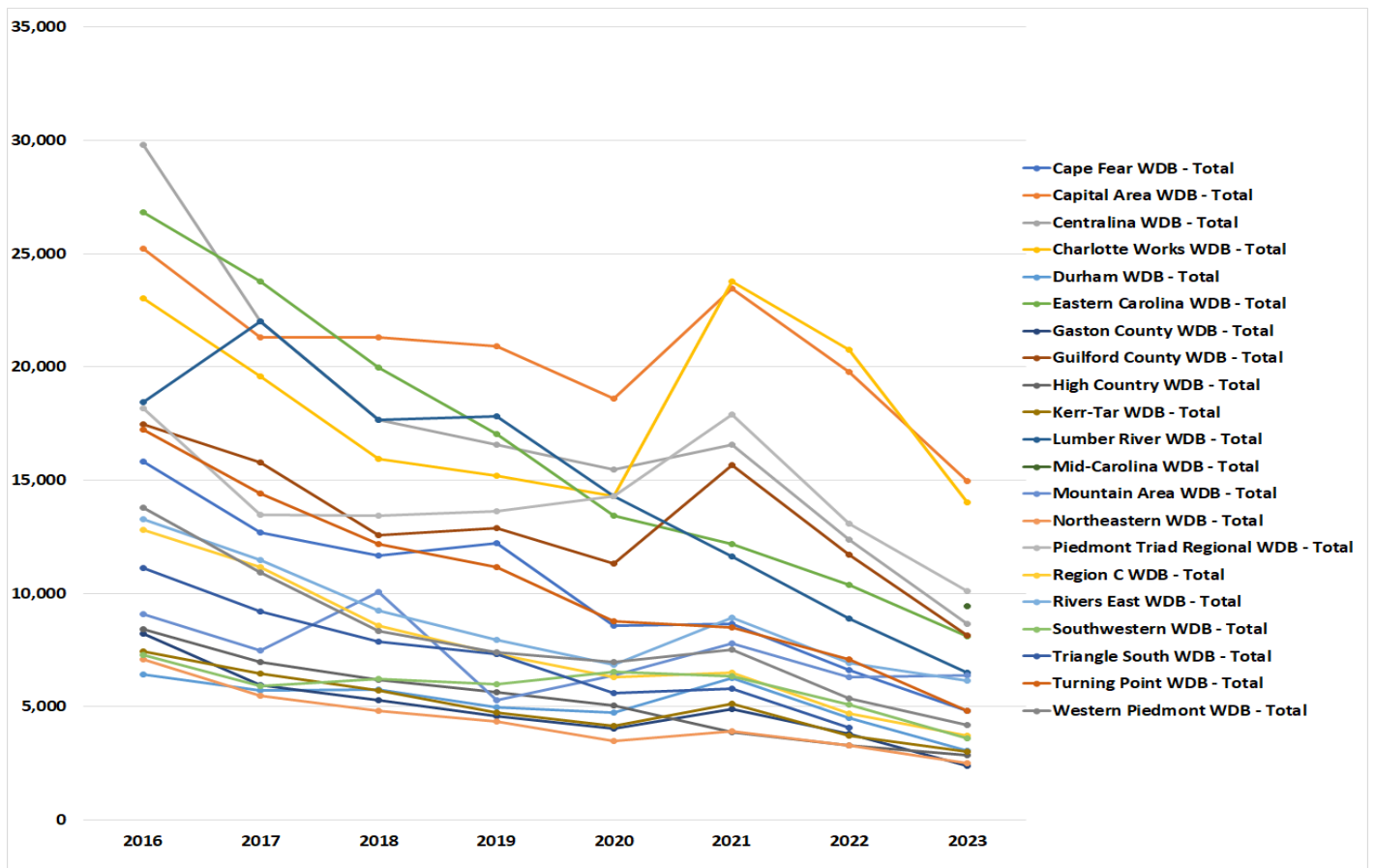
The chart above reflects the total Counts of Individuals served from Program Years 2016 - 2022 and the current total for Program Year 2023, for an individual Local Workforce Development Board under the following categories:

- **Basic Services** - Initial contact and evaluation; job search assistance; provision of information; and referrals.
- **Career Services** - Career planning and counseling; supportive services; and testing/assessments.
- **Education and Training Services** - Adult basic education; occupational skills; post-secondary; pre-vocational skills; and secondary education.

COMBINED CHART

Below is a combined chart of all 20 Local Workforce Development Boards that reflects the total number of Counts of Individuals served from Program Years 2016 - 2022 and the current total for Program Year 2023 under all Basic, Career and Education and Training services for North Carolina.

(Data for Program Year 2023 will not be fulfilled until the end of the program year, which is June 30, 2024).



Under the direction of N.C. General Statute (GS) 143B-438.10, the NCWorks Commission is tracking the Service Delivery of Basic, Career, and Education and Training Services in an effort to increase insight into NCWorks services and to share best practices.