

NCWORKS COMMISSION

WORKFORCE SYSTEM PERFORMANCE BRIEF

2018 WORKFORCE DEVELOPMENT SYSTEM PERFORMANCE REPORT

North Carolina's public workforce development system is comprised of a variety of programs that serve a diverse group of people of varying ages. Workforce services range from self-service activities online, to staff-assisted services in a workforce office, to multi-year training programs at a public school or community college. Individuals may participate in a single program or activity or may be eligible to receive services through a variety of programs and service providers.

The 2018 report tracks wage and employment trends for the base year cohort 2009-2010 and the 2010-2011 cohort. Individuals participated in workforce development programs in four state agencies—Departments of Commerce, Health and Human Services, Public Instruction, and the NC Community College System. View the full report [here](#).

ANNUAL PROGRAM REVIEW

2018 ANNUAL PROGRAM REVIEW

According to North Carolina Session Law 2012-131, the NCWorks Commission is responsible for reviewing and evaluating the programs and plans of agencies operating federally- or State-funded workforce development programs for effectiveness, duplication, fiscal accountability, and coordination.

Department of Health and Human Services

- Community Block Grant
- Food & Nutrition Services
- TANF (WorkFirst)
- Vocational Rehabilitation
- Services for the Blind
- Long Term Vocational Support Service
- Senior Community Service Employment

NC Community College System

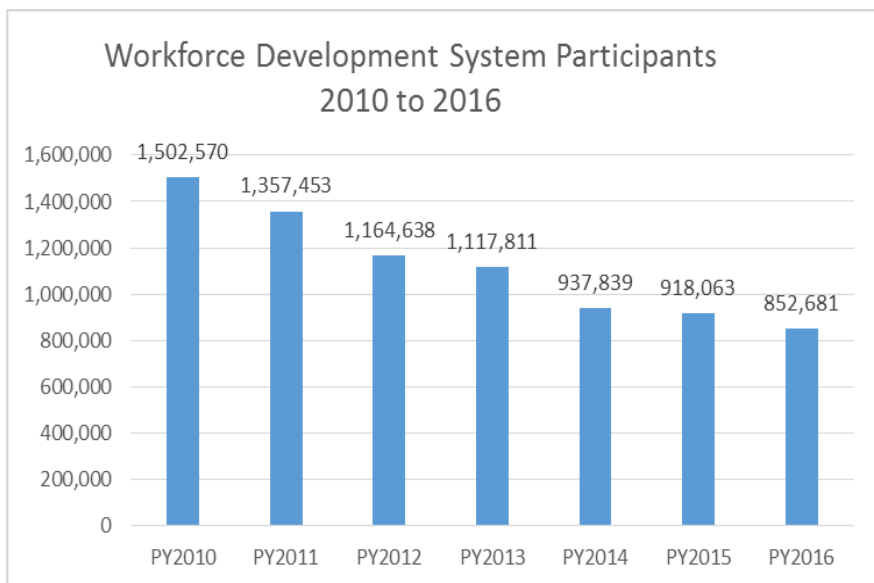
- Apprenticeship
- Customized Training
- Small Business
- Basic Skills
- Occupational Career Education
- Post-secondary Career, Technical & Vocational Education
- Department of Public Instruction
- Career and Technical Education

Department of Administration

- Native American Workforce Development Program

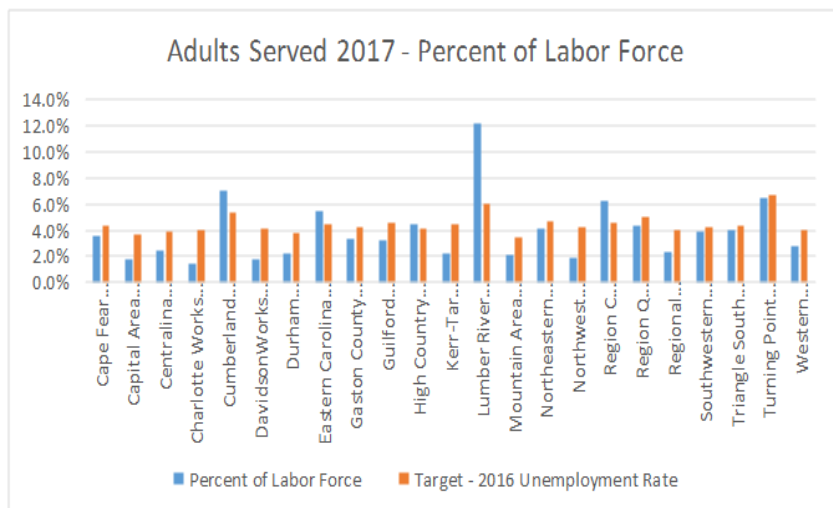
Department of Commerce

- Workforce Innovation & Opportunity Act (WIOA) Title I
- WIOA Title III
- Trade Adjustment Assistance
- Veterans Program



TRACKING LOCAL WORKFORCE DEVELOPMENT BOARD PERFORMANCE

Local Workforce Development Boards (WDBs) and the NC Works Commission are working together to collect performance data in three main areas, that include *Outreach & Engagement*, *Skills Gap*, and *Process* measures. See below for performance of boards on providing staff-assisted services to a percentage of the labor force that is equal to or larger than the annual unemployment rate for the WDB area:



2018 Annual Program Review Highlights

- ◆ **Top 5 Services to individuals provided across programs**
 - ◇ Education and training
 - ◇ Assessments
 - ◇ Skill development
 - ◇ Job search assistance
 - ◇ Career counseling
- ◆ **Highlights of Work-based learning opportunities**
 - ◇ 21% provide pre-apprenticeships
 - ◇ 16% provide apprenticeships
 - ◇ 16% provide paid internships
 - ◇ 11% provide career competitions
- ◆ **Over half of the programs provide various employability and soft skills training—focusing on critical skills like communication, time management, and work adjustment training.**