

# Putting North Carolina Back to Work

2015 WIOA Annual Report



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# Governor's Letter

October 1, 2016

North Carolina was recently ranked No. 1 in the nation in workforce development. Our 2015 Workforce Innovation and Opportunity Act Annual Report highlights why North Carolina has earned top workforce honors.

We formed NCWorks in 2014 to build a collaborative system in which education and workforce partnered to connect talented job seekers to employers. We wanted to be responsive to the needs of businesses and provide individuals who wanted to work with access to the training they would need to secure employment. We have successfully turned unemployment centers into Career Centers and unemployment rates have now returned to pre-recession levels in North Carolina.

We are proud of the strides we have made toward putting people back to work and providing employers with a talented pool of workers. More businesses than ever are using their local NCWorks Career Centers to train and grow their workforces. Our workforce and education partners will continue to find new ways to serve.

You can learn more about our programs and read the stories of people and businesses who have benefitted from NCWorks in this report. If you are a citizen who needs a job or a business manager who needs to hire, I hope you will visit [NCWorks.gov](http://NCWorks.gov), find your nearest career center, and start your path to success today.



Pat McCrory  
North Carolina Governor



*Pat McCrory, Governor of North Carolina*

# Secretary's Letter

October 1, 2016

When businesses consider North Carolina, they typically ask about the skills and readiness of our workforce.

North Carolina's economic prosperity depends on our ability to have well trained workers. We have continued to focus on closing the skills gap in order to help employers find the best talent.

Our team built relationships between education and workforce to ensure the training people receive is right for the job. Businesses are also helping in this development so we not only provide good customer service, but also respond to economic needs.

Our NCWorks Career Centers are connecting job seekers to employers. We are improving the skills of our workforce and responding to the needs of our businesses through our training programs, workshops and job fairs. You can read about our services and the clients who have successfully used them in this report.

North Carolina workers are ready to get the job done. We encourage you to learn more about NCWorks and why nothing compares to the people of our great state.



John E. Skavarla, III  
North Carolina Secretary of Commerce



*John E. Skavarla, III, North Carolina Secretary of Commerce*

# NCWorks Initiative



The NCWorks initiative has one goal: to connect talented job seekers to employers.

Launched in April 2014 by Governor Pat McCrory, NCWorks is improving the coordination of workforce services across the state among agencies, helping to better serve the employers and people of North Carolina. Its partners include the NC Division of Workforce Solutions, the NC Community College System, the Department of Health and Human Services, and the Department of Public Instruction.

Under this initiative, workforce and education agencies are strengthening their partnerships and improving their customer service. Unemployment offices have become NCWorks Career Centers. The community colleges have strengthened their Customized Training programs, the Department of Public Instruction has helped more North Carolinians prepare for employment through Career and Technical Education, and Health and Human Services is helping people overcome physical barriers to employment through Vocational Rehabilitation.

## NCWorks Certified Career Pathways


Career pathways are purposeful plans for education and training that lead to knowledge and skill acquisition and successful careers. Pathways are one of the key activities to engaging industry and ensuring the education and training pipeline is aligned with the needs of businesses. The NCWorks Commission established eight criteria for NCWorks Certified Career Pathways that are necessary to ensure pathways are comprehensive and support all job seekers and students.



*Gerri Tryon, chair of the NCWorks Commission, congratulates representatives of Cumberland County on the certification of their Collision Repair and Refinishing Technology Pathway.*

The certification process begins with a local team comprised of K-12 and community college education professionals, local workforce development professionals, engaged employers, and other local champions with a passion for training North Carolina's workforce. Engaged employers lead pathway development by identifying skills, credentials, and experiences needed to be successful in these occupations. Education and workforce partners use this information to craft programs of study across all levels of education and provide workforce services that offer individuals the opportunity to gain the targeted skills, credentials, and experiences. Once the team's pathway application meets all of the eight criteria, the pathway is recommended to the NCWorks Commission for final review and certification.

Currently, two career pathways have been certified in North Carolina - in the Northeast region and Cumberland County, including Fort Bragg, respectively. Five additional pathways are in review and are expected to be approved in fall 2016. Once these pathways are approved, five of the State's eight prosperity zones will have at least one comprehensive, NCWorks Certified Career Pathway. Two of the eight zones will have multiple certified pathways.



Regions interested in certifying a pathway or learning more about the pathway criteria can visit the NCWorks Certified Career Pathways website. They can also contact the NCWorks Certified Career Pathways team at [ncworkscpp@nccommerce.com](mailto:ncworkscpp@nccommerce.com).

## **WIOA State Unified Plan**

In PY 2015, these partners worked together to develop the WIOA State Unified Plan. This comprehensive plan determines the four-year implementation of the Act, and it was developed by NCWorks partners. The final version of the plan was submitted by the Governor to the U.S. Department of Labor in March 2016.

# NCWorks PY2015 By The Numbers



**6,250** people learned new skills through an apprenticeship!



More than **1,500** workers got training through an NCWorks grant awarded to their business.



NCWorks Career Centers served **130,622** job seekers last year, providing them with access to training and ways to strengthen their skills.

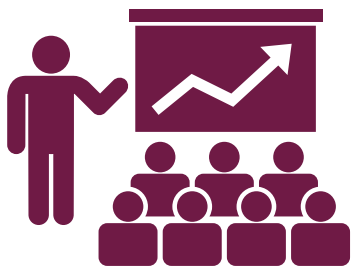


**\$321,675,200** in tax credits were received by businesses that hired veterans, former offenders, and other populations.

**578 EMPLOYERS** used apprenticeships to train workers.

**15,965 BUSINESSES** were served by an NCWorks Career Center.

**762 PEOPLE** learned new skills through On-the-Job Training.



**61** businesses received more than **\$453,000** through NCWorks grants to pay for the cost of training their employees.



When **83** companies faced closure, Rapid Response helped them transition and helped their employees find new jobs.



# NCWorks Commission

The NCWorks Commission oversees the State's workforce development system, develops policy, and advises the Governor, NC General Assembly, State and local agencies, and businesses about how to further strengthen the State's workforce.

The commission is designated as the State's Workforce Development Board under the Workforce Innovation and Opportunity Act (WIOA), or the Opportunity Act. Led by businesses, the commission includes representatives from the business community, heads of State workforce agencies, educators, community leaders, and representatives from organized labor. All members are appointed by the Governor.

In PY 2015, the NCWorks Commission realigned its membership to fit new requirements in WIOA; approved statewide criteria for NCWorks Certified Career Pathways and started the process to certify these pathways; approved the resolution supporting the state's goal that 67% of working-aged North Carolinians will have education and training beyond high school by 2025; and oversaw the development of the four-year WIOA State Unified Plan, which was submitted to the Department of Labor on behalf of the Governor.

## Vision

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



*The NCWorks Commission, with workforce representatives, tour the aviation campus of Guilford Technical Community College.*



## Mission

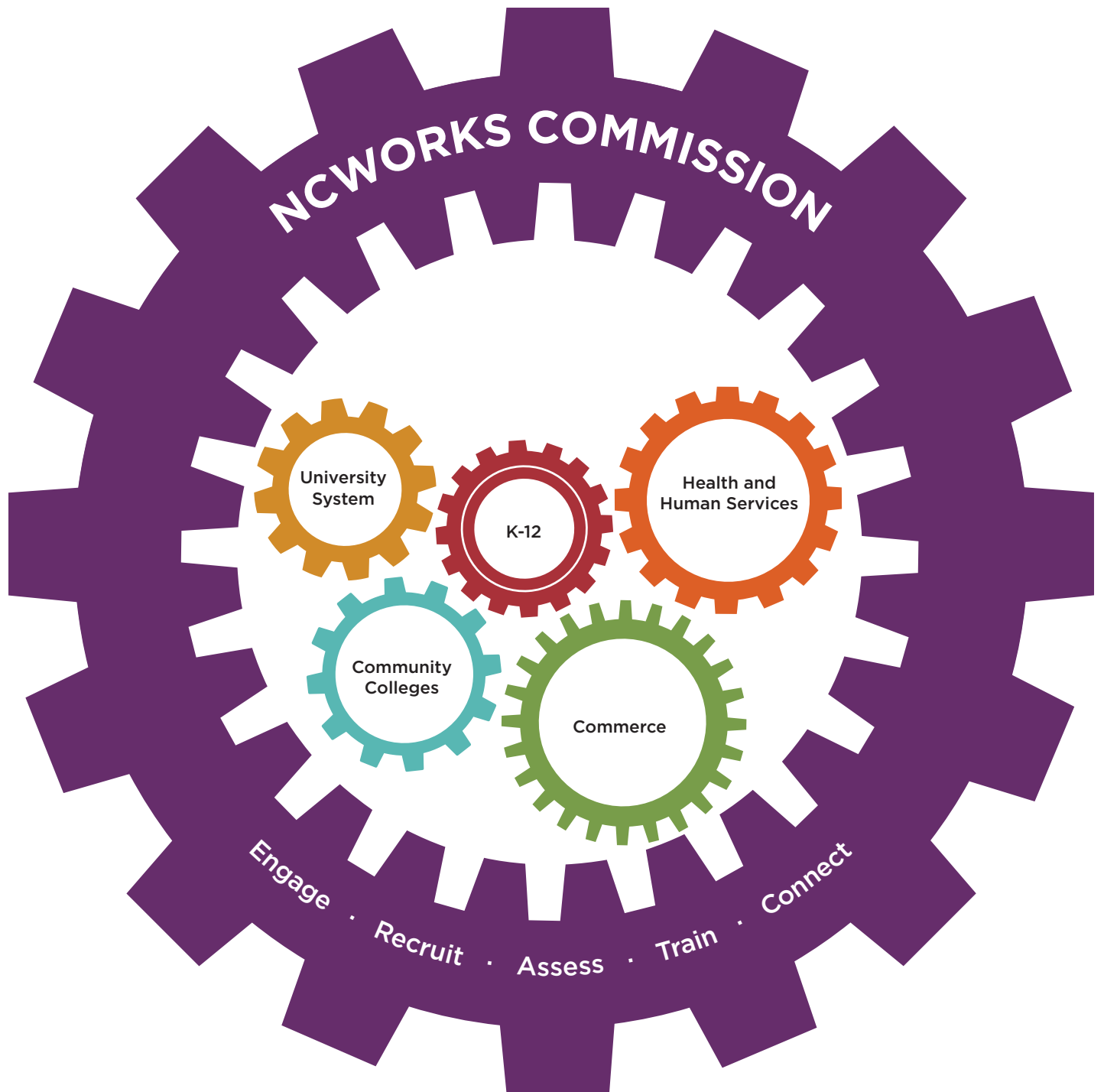
To ensure North Carolina has an innovative, relevant, effective, and efficient workforce development system that fosters adaptable, work-ready, skilled talent to meet the current and future needs of workers and businesses to achieve and sustain economic prosperity.

## Charge

The NCWorks Commission incorporates policies and strategies that enable the State's workforce to compete in the current and future global economy. The commission leads, builds partnerships, forms alliances, and is accountable for strengthening North Carolina's innovative, relevant, effective, and efficient workforce development system.

## 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 talents for tomorrow's economy.
- The workforce system will focus on target industries and career clusters.



The NCWorks Commission oversees the workforce programs and services available through community colleges, public schools, and state agencies.

# NCWorks Career Centers



NCWorks  
CAREER CENTER

Serving communities from Murphy to Manteo, NCWorks Career Centers are connecting talented job seekers to employers. Across the state, 80 career centers are providing people and employers with the tools they need to succeed.

## Job Seeker Services

Career centers work closely with individuals, assessing their skills and determining the best course of action for that person to find a job. Career centers provide the following services to individuals, free of charge:

- Career assessment and guidance
- Access to training and education programs
- Information about job fairs and workshops
- Information on the job market
- Assistance with searching for jobs
- Resume and cover letter preparation
- Practice interviewing for jobs
- Free computer and Internet access
- Help registering with and using NCWorks Online

In addition to the website, job seekers also have access to the NCWorks mobile app. Clients can use the app to find jobs in their geographic location.

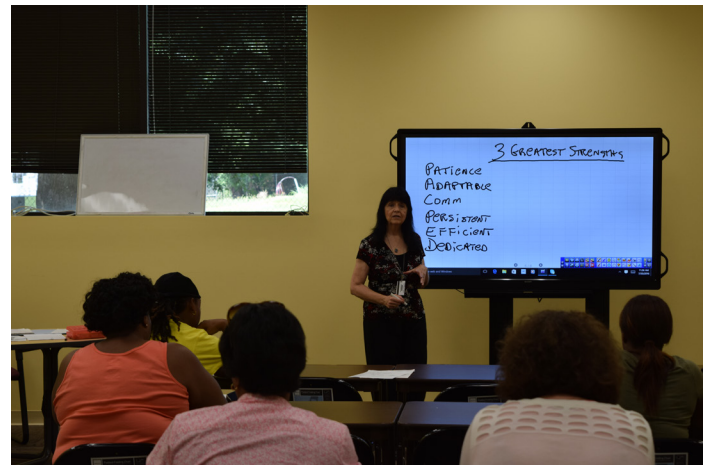
In PY 2015, **130,622** individuals were served by their local career centers, and **465,613** job seekers registered for NCWorks Online.

## Dislocated Workers

Dislocated workers are individuals who, through no fault of their own, lost their jobs, have received notice of a pending layoff, or who are no longer employed

because of natural disasters or economic conditions. These individuals can receive help through their career centers to get back to work.

In PY 2015, the State served **5,493** dislocated workers through its career centers.



*A career advisor provides job-search advice to individuals at the NCWorks Career Center in Raleigh.*

## Young Adults

Traditional employment and youth development programs teach participants how to maintain positive relationships with responsible adults and peers, explore opportunities for community service, and develop leadership skills. As part of the program, each young person will assess their skills and participate in a program that's designed to address their individual needs.

In PY 2015, **5,072** young adults were served through NCWorks, where they received these local services:

- Tutoring and study skills training
- Alternative secondary school
- Summer employment opportunities
- Paid and unpaid work experiences, including internships and job shadowing
- Occupational skill training

- Leadership development
- Supportive services
- Adult mentoring
- Follow-up services
- Comprehensive guidance and counseling
- Financial literacy education
- Entrepreneurial skills training
- Labor market and employment information
- Activities to help prepare for training and education

Participants must be between 14-24 and can be either in-school or out-of-school. In-school youth must be attending school, be between 14-21 years old, low-income and have one or more of the following characteristics:

- Basic skills deficient
- An English-language learner
- Homeless/runaway/out-of-home placement/foster care/aged out of foster care
- Subject to the juvenile or adult justice system
- Pregnant or parenting
- An individual with a disability
- Require additional assistance to complete an educational program or to secure or hold employment.

WIOA focuses 75% of funds on out-of-school youth, who must not be attending any school, be between 16-24 years old and have one or more of the following characteristics:

- A school dropout
- Within age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter
- Recipient of a secondary school diploma or equivalent who is low-income and basic skills deficient or an English language learner
- Subject to the juvenile or adult justice system
- Homeless/runaway/foster care/aged out of foster care/out-of-home placement
- Pregnant or parenting
- An individual with a disability
- A low-income individual who requires additional assistance to complete an educational program or to secure or hold employment



*Veterans received resume and interview help during a job fair at Fort Bragg.*

The State's workforce development boards work with schools, businesses, community organizations, and other local partners to provide support and funding for local youth programs.

## Veterans

Veterans are a crucial part of North Carolina's workforce. These men and women learn skills during their service that make them invaluable to employers, and North Carolina wants to keep them in the state. To do that, NCWorks is connecting these individuals with jobs. In PY 2015, NCWorks Career Centers served more than **35,000** veterans and helped more than **10,000** former service members find jobs.

Veterans have access to all the services available to job seekers. Some vets may face additional barriers to employment, so career advisors work with those individuals to help them create a re-employment plan and provide them access to group and personal coaching sessions. Veterans receive these specialized services if they face one of the following barriers:

- Disabilities
- Homelessness
- Unemployed for at least 27 weeks
- Criminal background (released within the last 12 months)
- No high school diploma or GED
- Low income
- Between 18-24 years old

## Business Services

Career centers also work closely with local businesses to assess the needs of their workforce and provide them with the tools they need to find and hire qualified workers. The following services are available to employers, free of charge:

- Job applicant screening and qualified candidate referrals
- Valuable and up-to-date labor market facts and projections, such as wages
- Information on tax credits for hiring particular groups of workers
- Space to conduct job interviews
- Help arranging job fairs
- Workshops on employer-related subjects
- Employee training resources
- Layoff/closure prevention services for employers
- Information about Federal Bonding (insurance for hiring at-risk workers)

## Training Programs

Career centers also connect employers with opportunities to apply for training grants, helping to offset the costs of hiring and equipping workers.

The on-the-job training (OJT) grant allows participating employers to be reimbursed for a portion of the hired worker's salary. As part of the program, the individual is trained for the job for which they are hired, and the employer has the option of retaining that worker after the OJT program is complete. In 2015, **762** people were trained through the OJT program.

NCWorks Incumbent Worker Training Grants are awarded to approved employers to reimburse them for the cost of training their employees. Businesses apply for the grant through their local workforce development board. In PY 2015, the State awarded grants to **61** businesses to train **1,503** employees. The grants totaled **\$453,000**.

# Division of Workforce Solutions



Workforce Solutions  
COMMERCE

A part of NC Commerce, the Division of Workforce Solutions is a proud member of the NCWorks initiative. The division serves job seekers and employers through 80 NCWorks Career Centers. Working closely with local workforce development boards, the division ensures that career centers offer quality customer service to job seekers and businesses, helping to reduce the skills gap that prevents job retention and economic growth. The division also offers services that help people find work and assist employers with finding talented workers, including tax credits to support hiring, help setting up apprenticeships to train workers, and grants to cover the cost of improving worker skills.

## Workforce Development Boards

North Carolina has 23 workforce development boards (WDBs), serving all 100 counties in the State. WDBs are charged with planning, overseeing, and coordinating local workforce initiatives. The boards also oversee the NCWorks Career Centers in their areas.

Each board ensures that the local workforce development system is market-driven and responsive in meeting the needs of employers and job seekers. Private sector participation and leadership are important elements in the success of the WDBs. Appointed by local elected officials, WDBs are comprised of individuals representing business and industry, economic development agencies, community-based organizations, educational agencies, vocational rehabilitation agencies, organized labor, public assistance agencies, and the public employment service. A majority of the members and the chair represent local area businesses.

## Agricultural Services

The Agricultural Services unit provides comprehensive employment and training services to the farmworkers and growers, ensuring that migrant and seasonal farmworkers receive services comparable to the general population. The unit also helps employers meet their labor needs.

The unit registers farm labor contractors, relays agricultural rules and regulations to employers, conducts migrant housing consultations, and offers a complaint system to clients. It conducts outreach to farmworkers and provides technical assistance to NCWorks Career Centers. It also processes temporary agricultural (H2A) and non-agricultural (H2B) certification requests, including testing the labor market to determine the availability of domestic workers. In PY 2015, it processed **278** H2A job orders and **138** H2B job orders.

## NCWorks Apprenticeship

NCWorks Apprenticeship helps employers develop comprehensive training programs that enable them to teach the skills of their business to participating individuals. Apprenticeships combine on-the-job learning with classroom instruction. Apprentices are hired by the employer as part of the program



Commerce Secretary John Skvarla (left) and Will Collins (speaking), assistant secretary of workforce, help open the NCWorks Career Center in Clayton.

and earn wages while they learn. In PY 2015, **578** businesses used apprenticeship programs to train workers. More than **6,200** individuals registered for apprenticeships during that same year. Several industries in the State use apprenticeships to train workers, including the advanced manufacturing, bio technician, and law enforcement industries. Companies such as Duke Energy, Siemens, and Time Warner Cable have their own programs. Fort Bragg is one of the few military bases in the United States that uses apprenticeships to prepare outgoing soldiers to leave the U.S. Army. The base currently offers apprenticeships in more than 70 occupations.

## NCWorks Training Center

The NCWorks Training Center provides high quality, easily accessible, and up-to-date staff development options for the State's workforce system, serving **8,294** staff with **133** trainings in PY 2015. The Training Center's primary training products include traditional classroom training, recorded and live webinars, interactive guided webinars, special events throughout the year, and an annual conference. Through comprehensive assessment of staff skill levels and training needs, the Training Center is implementing a plan to continually build



*The North Carolina Triangle Apprenticeship Program welcomes the newest students to join its apprenticeship consortium.*

staff skills, with an early emphasis on staff at the career centers and partner agencies. These training programs are essential for career centers that need to excel in customer service, understand labor market information, and carry the official NCWorks brand. The Training Center is also focused on developing career advising skills that will further enhance the quality of services to the public, resulting in a more positive customer experience for

job seekers and the development of stronger talent pipelines for employers in the state. The Career Development Facilitator curriculum is the foundation for this training, with **261** graduates in **8** classes during this year. The Training Center is planning to expand this valuable program and offer **14** classes to accommodate **490** workforce staff members.

## Rapid Response

Rapid Response serves employers and workers facing layoffs, closures, and other business actions. This service is activated when an employer files a Worker Adjustment Retraining Notification notice with the state.

During PY 2015, Rapid Response responded to a total of **71** Worker Adjustment Retraining Notifications (WARN) from across the state that covered **10,684** workers. The unit also supported **12** company layoffs/closures that did not meet the WARN threshold but affected an additional **2,474** workers, for a combined total of **83** companies and **13,158** workers. More than half of the worker dislocations during the year were attributed to permanent facility/company closures.

The following industries experienced significant layoffs: truck and heavy equipment manufacturing, food and beverage processing and production, distribution and logistics, health care, retail, software systems, data management, business services and consulting firms, electronics, lighting, metal production, packing, and mortgage lending. Apparel, textiles, and furniture manufacturing experienced smaller job losses than in previous years. Government defense and non-government contracted areas, such as food service, janitorial, maintenance and transportation, experienced layoffs as the result of contract losses and terminations. These workers were rehired by newly contracted firms.

The Northwestern Piedmont Workforce Development Board received Rapid Response contingency funds from the State to help **467** dislocated workers affected by the closing of a large North Carolina brewery in predominately rural Rockingham County. The board used these funds to hire a full-time career counselor who worked at the facility to serve these transitioning workers, with the help of local career center and partner agency staff.

The unit also produces quarterly webinars for staff and partners to better serve dislocated workers, distributes an e-bulletin highlighting best practices, and provides technical assistance to workforce development boards during employee orientation sessions.

## NCWorks Mobile Unit

The NCWorks Mobile Unit was deployed **36** times throughout the state to help with local rapid response efforts, community hiring events, resource fairs, poverty and homelessness initiatives, ex-offender, and veteran's outreach programs. The mobile unit is widely used in helping job seekers, particularly dislocated workers, register with NCWorks Online.



*The NCWorks Mobile Unit is deployed across North Carolina to bring job-seeker services to people who need them, as well as to meet the needs of the Rapid Response unit.*

## Trade Adjustment Assistance

Trade Adjustment Assistance helps U.S. workers obtain the skills and credentials they need to return to work after having lost their jobs—or who are preparing to lose them—as a result of foreign trade. These benefits can include income support, training, a health coverage tax credit, travel reimbursement for job interviews, and relocation assistance. Affected workers can access their benefits after the approval of their petition, which can be initiated by the employer, a worker or group of workers, or a labor union official representing those workers. During PY 2015, the Division of Workforce Solutions notified **3,727** workers covered under **30** approved petitions of their eligibility for services and administered TAA program services to **593** of these trade-affected workers.

## Work Opportunity Tax Credit

The federal Work Opportunity Tax Credit encourages employers to hire individuals who are qualified for open positions but face barriers to employment. Businesses can receive a one-time tax credit of \$2,400-\$9,600 for hiring a qualified job applicant; the amount varies, depending on the hire.

In PY 2015, the state processed **123,803** certifications that amounted to a tax savings for **\$321,675,200** for North Carolina's employers. A national, North Carolina-based home improvement center, international retailer, and staffing firm were among the top three hiring companies, with the highest participation of employers located in Mecklenburg, Cumberland, and Wilkes counties. The top three occupations by numbers hired during the program year were sales and related jobs, production jobs, and office and administrative positions, with an average salary of \$9.61 per hour.

To be eligible for the tax credit, employers must hire an individual from one of the following groups:

- Veterans unemployed at least four weeks
- Veterans with a service-connected disability
- Recipients of Temporary Aid to Needy Families (TANF) or the Supplemental Nutrition Assistance Program (SNAP)
- Former offenders
- Vocational rehabilitation recipient
- Recipients of long-term family assistance



# Job Seeker Success Stories

Every day, NCWorks Career Centers provide access to jobs and training to North Carolinians who need assistance gaining employment.

Some people needed help with writing their resume, updating their cover letter. Others need to know how to dress properly for a job interview, how to develop an “elevator pitch” for networking events, and how to get training to enter the career of their choice. They all have one thing in common: their career center gave them the tools they need to succeed.

# CeJae Briscoe

Capital Area Workforce Development Board

## JOB SEEKER SUCCESS STORIES



CeJae Briscoe with the Raleigh NCWorks Career Center advisors who helped her find a job.

When CeJae Briscoe helps a homeless veteran find a place to live, she's doing more than her job—she's helping others the way that many people cared for her.

Briscoe joined the U.S. Navy as an intelligence officer in 1998. Four years later, she transferred into transportation logistics with the U.S. Air Force. A mother of one at the time, Briscoe left the service when she realized her current job didn't provide suitable daycare hours for her children.

Initially, she stayed with her children's father but left him after the relationship turned abusive. For the first time in her life, Briscoe and her children stayed in a homeless shelter. Prior to that experience, she didn't know such shelters existed.

"I had never heard of that before, because growing up, I didn't have to worry about it," she said.

After more than two months at the shelter, Briscoe enrolled in the University of Phoenix through the GI Bill, and there, she earned her bachelor's in business administration and her master's in criminal justice and administration. She took classes in real estate and helped to run a daycare program at an apartment complex. Still, she struggled to find a full-time job, and after she asked around at various support services, she learned about NCWorks.

Briscoe set up a meeting with one of her NCWorks Career Center's veteran specialists, who are trained to assist vets with barriers to employment (such as

homelessness). They helped her craft a resume that would grab the attention of employers, and Briscoe was surprised at what she learned during the process.

"They really did everything to help me with that," she said. "It's amazing, the things they came up with, because I would never have thought to do it that way."

In addition to helping with her resume, the specialists regularly followed up with Briscoe to make sure her job search was going well and to see how else they could help her find employment.

"My specialist was always asking, 'Hey, anything else I can do to help?'" she said. "He was very supportive. Often times, all people need is that support group."

The support and advice paid off. Briscoe was hired by Passage Home, a non-profit organization devoted to helping people find homes. Tavenia Williams is the company's veterans program director, and she and Briscoe have worked together to help homeless veterans find places to live. Williams describes Briscoe as a kindhearted person who will do what she can to help people in need.

"As far as the support she's given to all programs, including the vets program to help us house our homeless veterans, she's doing an excellent job," Williams said.

Briscoe has already helped one veteran and one family find places to live. And she's prepared to do the same for whomever walks through the door.

"I can pay forward the blessings people have given me and my children," she said. "It always feels good to do that."

***"My specialist was very supportive. Often times, all people need is that support."***

# Shan Chapman

Eastern Carolina Workforce Development Board

## JOB SEEKER SUCCESS STORIES



*Shan Chapman at her place of work.*

Shan Chapman made a good impression on her career advisor when they first met in November 2015, and for good reason: she was determined to not let her past struggles get in the way of her present success. She was enthusiastic, communicated well, and was incredibly mature for a young adult. She has also suffered abuse as a child, but she didn't want that experience to define her.

By the end of her first month, the youth program at Eastern Carolina Workforce Development Board helped place her in her first work experience with Tryon Palace. As the Jonkonnu program assistant, Chapman managed the inventory and maintenance of the periodic costumes and clothing, assisted the Jonkonnu director with scheduling and organizing dress rehearsals, engaged audiences in the history of Jonkonnu in North Carolina, and much more.

Chapman hit the ground running. She continued to max out her hours each week and constantly went above and beyond her duties at her job. In April 2016, she received an award from Tryon Palace for all of her hard work as a student employee—helping to fuel the energy that Chapman had first brought to the youth program. She continued to work hard until she graduated from high school in June.

Following graduation, Chapman was hired by Tryon Palace as a historic interpreter. In this position she is responsible for interacting with, engaging, and educating visitors throughout Tryon Palace. These functions include leading guided tours for tour groups and the general public; facilitating self-paced tour experiences; conducting historic craft demonstrations; and at times, portraying historical figures from the past. Working as an historic interpreter is a huge honor, as she now represents Tryon Palace on a daily basis.

"I think WIOA is a helpful program," she said. "I wanted to work with the community but didn't know where to start and WIOA helped me reach that goal. I love it here and would love to tell others who want to work to join the WIOA program."

Chapman plans to continue working at Tryon Palace through the fall and plans to enroll at Craven Community College in the spring.

***"I wanted to work with the community, but I didn't know where to start. WIOA helped me reach that goal."***

# Deborah Elks

## JOB SEEKER SUCCESS STORIES



*Deborah Elks at her place of business*

Deborah Elks has come a long way with the help of her NCWorks Career Center. Growing up with deafness in both ears, Elks was unable to do all things in the same way as other people, bullied by her peers, and hindered from performing well in school. When she was unable to finish high school, Elks earned her GED and completed a phlebotomy program.

Difficulty finding work as a phlebotomist eventually led Elks into researching other education options, and she was eventually referred to the NCWorks Career Center of Pamlico County. After eight years of working in phlebotomy, she quit her job because she couldn't afford daycare for her three children. While she was searching for new jobs, Elks found that medical offices were hiring medical assistants instead of phlebotomists. After speaking with the director of the medical assisting program at Pamlico Community College, she knew that the program was for her but that she would require assistance with training.

That's when she turned to the career center for help. Elks had worked with them before on developing a resume. This time, she would enroll in the Adult program to receive help with paying for tuition and books. She faced another obstacle when she was unable to use the standard stethoscope due to her hearing aids. Through the career center's assistance, she bought an adaptive stethoscope—something that she would not have been able to finish her program without.

Despite being fearful of failure at the beginning of her training, Elks earned a diploma in medical assisting in May 2016 with a GPA of 3.75. Furthermore, she was inducted into the Phi Theta Kappa Honor Society. After receiving her diploma, Elks gained full-time employment as a medical assistant/front office clerk with NOVA Urgent Care in Bayboro, NC on June 10, 2016! She loves her job and couldn't be happier with her work.

"I am setting a good example for my kids," she said. "They have enjoyed watching me succeed."

***"Despite being fearful of failure, Elks earned a diploma in medical assisting in May 2016."***

# Stanley Kingsberry

Southwestern Workforce Development Board

## JOB SEEKER SUCCESS STORIES



Stanley Kingsberry poses with his patented magnetic wrenches.

Stanley Kingsberry was working a normal shift when a life-changing idea hit him in the head—literally.

A mechanic for a small automotive shop in Fayetteville, Kingsberry was removing a fastener from a Volvo engine, and the piece fell and hit him hard enough to draw blood. That's when Kingsberry came up with a simple idea: a magnetic wrench that would hold those loose parts in place. That way, mechanics could do their jobs safely and cut down on having to replace missing parts.

"Someone came up with a magnetic screwdriver, but how come no one thought about a magnetic wrench?" said Kingsberry, who currently lives in Sylva.

Kingsberry had personal support for his idea early on. His wife, a veteran of the U.S. Army, saw the potential for military applications. Fellow mechanics thought the wrench was a great idea. However, Kingsberry planned to finish school before he devoted more time to developing the wrench. He had moved to western North Carolina and started the Automotive Systems Technology program at Southwestern Community College. His secret got out, though, after he wrote about the wrench in an English paper and his professor told the school's administration about his idea.

The president of Kingsberry's community college invited him to speak to the Board of Trustees and connected him with Western Carolina University and Haywood Community College. Kingsberry received assistance for his educational training through his NCWorks Career Center. His school contacts also put him in touch with local economic developers and leaders in workforce development, including Southwestern Workforce Development Board, a partner in the NCWorks initiative. Susan Waldorf, a case manager for the workforce board, introduced Kingsberry to his current business partner: Bob Vitale, who had the equipment necessary to mass-produce the wrench. (Vitale also has used the On-the-Job Training program, available through NCWorks.)

Kingsberry is currently being assisted by the NCWorks Career Center in Jackson County, and he greatly appreciates all the help that Waldorf provided him.

"If I didn't call her, she would call me and say, 'What's wrong?' I told her I didn't want to bug her. She said to call her every day," he said. "Now, where can you go to find someone like that who wants you to be successful?"

The U.S. military is also interested in Kingsberry's success, and U.S. senators Richard Burr and Thom Tillis have both met with Kingsberry regarding his patent. By holding bolts in place, the wrench could prevent mechanics from losing pieces in the ocean or the desert sand.

That help has paid off. Kingsberry is in the process of completing his automotive systems program, and both he and Vitale are setting up their business. They've gained a lot of attention in their community, and they're expanding their national reach, as well. Type the phrase "magnetic wrench" into Google, and their business is the first search result.

"My wrench can do all the same things their wrenches can do, but their wrenches can't do what mine does: hold a fastener in place," Kingsberry said. "It's like having another set of hands."

# Destiny Mader

Region C Workforce Development Board

## JOB SEEKER SUCCESS STORIES



Destiny Mader (right).

When Destiny Mader sought help of her NCWorks Career Center, she didn't originally think she would ever need it for herself.

She had been trying to help her boyfriend, who was unemployed at the time and didn't have any marketable experience or skills. But as she listened to the center staff explain the services that were available to him through the Youth program, Mader realized that they could help her, too. A homeless high school dropout, Mader had been so focused on helping someone else that she hadn't thought about helping herself.

She enrolled in the advanced manufacturing certification class offered at the career center and was curious about what the 165-hour program would entail. The manufacturing certification focuses on the soft skills identified by area employers, including motivation, initiative, positive attitude, and teamwork. Mader did more than excel in the program. In addition to earning certifications in OSHA 10 Hour Safety, Microsoft Digital Literacy, Gold CRC, Workplace Computer Literacy and First Aid/CPR/AED, she also received the first 5+ end of course rating that goes to employers. Previously, the highest recommendation possible was a 5.

Since completing the manufacturing certification class, Mader quickly completed her high school equivalency

and enrolled at McDowell Technical Community College in the business administration program.

Mader also been enrolled in the Youth program. With the financial and counseling support, she has been placed in a work experience program at the career center. There, she has cross trained in several positions—welcome, data entry, teaching, customer assistance, job search, etc. She has also worked with the community college, helping with the McDowell Fire Rescue College, processing American Heart Association certifications, and fulfilling other duties.

A weakness that Mader possesses and that the NCWorks Center is trying to correct is that she can't be in five places at once. The Chamber of Commerce's executive director has pleaded for the friendly and patient young adult to help at his office, and Mader admits that she wants to pursue more opportunities than time allows her to chase.

"Coming to the NCWorks Career Center has given me 'shiny object syndrome'—there are so many opportunities out there and I just want to experience them all," she said.

Mader's boyfriend is enrolled in Welding at the community college and involved in a youth work experience with the U.S. Forest Service. Mader is continuing to pursue her business degree.

***"Coming to the NCWorks Career Center has given me 'shiny object syndrome'—there are so many opportunities out there and I just want to experience them all."***

# Glenn Teleky

Northeastern Workforce Development Board

## JOB SEEKER SUCCESS STORIES



Glenn Teleky (right).

After working in the HVAC field for 20 years, Glenn Teleky was unable to find work. He had been injured on the job with a company in Virginia and was let go after a period of extended recovery. His wife was unemployed, and his family was receiving public assistance. So when he sought the help of his NCWorks Career Center, he wanted to know one thing: could they help him find a job?

At the career center, Teleky worked with a career advisor to assess his skills and determined that he needed additional training and financial assistance to help him accomplish his goals. He decided to pursue a career in the trucking industry and was enrolled and approved for training at Carolina Trucking in Raleigh. Teleky successfully completed the training program and received his Class A CDL in October 2015.

After completing training, Teleky once again returned to the NCWorks Career Center in Chowan County to search for employment. Center staff assisted him with updating his resume and provided referrals to open positions. In October 2015, his career advisor found a full-time truck driver position at the Food Bank of the Albemarle. Teleky interviewed for the position, but he did not have all of the skills the company required. Working with the Northeastern Workforce Development Board, the Food Bank hired Teleky as part of the On-the-Job Training program, in which he

worked as a driver and warehouse worker and earned \$11.50/hour, not including benefits, health insurance, paid vacation, and sick leave.

Teleky successfully completed his OJT training in June 2016. His career center conducted a final evaluation of his skills and asked him for final comments. Teleky stated that he was pleased with his position, enjoyed the work and wanted to remain with the company. He once again expressed his appreciation for the assistance he received from the NCWorks Career Center.

"I appreciate and am pleasantly surprised that I was given the assistance that I needed to pursue a new career," he said. "I would never have been able to complete my goals without WIOA assistance".

*"I appreciate that I was given the assistance that I needed to pursue a new career, I would never have been able to complete my goals without WIOA assistance."*

# Business Success Stories

North Carolina's employers can't succeed without access to a talented pool of workers—and NCWorks Career Centers are helping them overcome the skills gap and putting them on a path to success.

Career centers help employers find the right people for the jobs they need done through hiring events and pre-screening services. They set up On-the-Job Training programs, so businesses can teach new staff members how to do the job they way they want it done. And businesses also receive financial help through NCWorks Incumbent Worker Training Grants and the Work Opportunity Tax Credit.

Whatever the need, NCWorks Career Centers are helping businesses find the workers they need to thrive.



# Carolina Beach Apparel

Cape Fear Workforce Development Board

## BUSINESS SUCCESS STORIES



Carolina Beach Apparel used the on-the-job training (OJT) program to hire two veterans.

When Carolina Beach Apparel wanted to take a risk and grow its business, NCWorks Career Centers were able to give them the boost they needed.

Based in Wilmington, the company produces apparel for wholesale and retailers that includes t-shirts, polo shirts, coffee mugs, and more. Carolina Beach is owned by Mark Sblendorio and operated with the help of his sons. So while he knew how to satisfy his customers, he didn't know of some of the resources that were available to him that could enable him to grow his business. That changed one day when an NCWorks business consultant visited his business park and scheduled a meeting with him.

During the meeting, the business consultant discussed the On-the-Job Training program, in which an employer hires an individual and teaches them how to perform the responsibilities of that position. The employer is reimbursed for a portion of that person's salary while they are enrolled in the program to help offset the cost of training. It's a good deal for both the individual and the business—so much so that Sblendorio couldn't believe it existed.

"I literally took a double-take, like I couldn't imagine that this could be something that we could do," he said. "She started to describe it in appropriate,

thoughtful ways. I kind of interrupted her and said, 'You're going to reimburse me for hiring people if I hire them for this program, and for how long?' I remember sitting there, incredulous."

He wasn't incredulous for long. His company and the career center started pre-screening applicants who could be hired through the OJT program, and soon they found a veteran named Sharese Robertson, who now runs the pre-press production shop. They also took on another veteran to be a graphic designer. Sblendorio believes that the qualities the veterans learned in the military prepared them well for the private-sector jobs in which they now thrive.

"They fit our requirements pretty well," he said. "They tend to be more physically up for the job, and there are a lot of physical aspects to the job. A lot of them come up with what I consider very good general trade skills. They're typically good with working with their hands and following instruction and seeking clarity. They seemed to shine through the process for us."

The business is shining, too. By taking on new people, Carolina Beach has increased its top-level growth and can take on more orders. Its marketing and sales efforts have grown the business significantly, and the company is trying to keep pace with growth on a production side. Carolina Beach was also recognized as part of the Small Business Tour launched by NC Commerce this summer. The tour is expected to showcase how small businesses used NCWorks and other government services to grow.

Sblendorio wouldn't have taken on those risks without the help and reimbursement he received from the OJT program and his NCWorks business consultant.

"What the additions to the team have done in the program and out of the program is, we keep getting ourselves ready to scale to more," Sblendorio said. "That's been part of our formula for success here—taking the risk and jumping ahead on the investment on production, whether it be salary, equipment, space, what have you—and believing that we are going to scale sales to it."

# Catawba Valley Furniture Academy

Western Piedmont Workforce Development Board

## BUSINESS SUCCESS STORIES



*Members of the Catawba Valley Furniture Academy accept the Governor's Award of Distinction for an Outstanding Innovative Partnership during the 2015 NCWorks Partnership Conference.*

The skills of a furniture maker have to be as strong as a customer's imagination.

Century Furniture has been one of Hickory's furniture producers for years, specializing in customized orders on everything from sofas to bedroom sets to bookshelves. When its customers place an order, they might like the pre-existing pattern of a product but need it to be longer, or taller, or with a different frame. That means Century needs workers who can do both basic tasks and fulfill custom orders. The company, however, was struggling to find people who were qualified to do that work.

"We were obviously having a difficult time in trying to hire skilled workers in our upholstery factors," said Nina Greene, the human resources director for Century Furniture. "Those individuals just were not out there."

Century wasn't alone. Lee Industries, Lexington Home Brands, Sherrill Furniture, and Vanguard Furniture also struggled to find people to join an industry that many people—wrongly—believe to be dead. And when the furniture industry is as big as it is in North Carolina—the state has 3,000 such businesses and a concentration of manufacturers that's triple the national average—it's crucial that its members find the talented workers they need to do business.

That's where the local NCWorks Career Center came in. With more than 80 locations across North Carolina, NCWorks Career Centers connect job seekers to employers by providing access to training for individuals and delivering pre-screening and recruiting services for businesses. All services are free of charge, including the conversation the career center helped facilitate between the five furniture companies to figure out how to help them find qualified workers.

Through those discussions, the companies found their answer in the Catawba Valley Furniture Academy. With the help of Catawba Valley Community College, the partners launched the program in January 2014 to train students in basic skills, such as furniture fundamentals, pattern making, manual cutting, automated cutting, sewing, introduction to upholstery, spring up, and inside and outside upholstery. The community college agreed to provide a 6,000-square-foot training space for the program. Applicants would learn basic but valuable skills and have a guaranteed job waiting for them with one of the companies when they finished the program. Since that time, the academy has had 106 enrollments and 67 graduates.

"We see it as a good opportunity for someone in the furniture business to learn some rudimentary skills," said Thad Monroe, chief operating officer for Sherrill Furniture.

The academy also helps these partners train the students without cutting into their current production schedules, something that many of them were already working overtime to meet because they didn't have enough people to do the jobs. That's why Lee Furniture didn't opt to establish its own academy without the help of its current partners.

"We do some in-house training ... but you'd have to take someone off their job to train someone else and you [already] have limited capacity," said Angi Houston, the human resources manager at Lee Furniture. "Logistically, it was just smart to partner with other companies."



Employees at the Catawba Valley Furniture Academy

The academy's founding partners aren't the only businesses benefiting from having turned to NCWorks for help. In West Jefferson, GE Aviation recently partnered with NCWorks to find workers to support its planned expansion. NCWorks partners used a multi-step application screening process. High Country Workforce Development Board implemented a multi-faceted marketing strategy: a direct mailing to workers dislocated from other area manufacturers, newspaper and web advertising, local television and radio spots, and social media outreach. NCWorks Career Centers in the area provided personal outreach to job seekers, one-on-one assistance with applications and resumes, and hosted online skill assessments. The Human Resource Development program at Wilkes Community College held preparation workshops for candidates with tips on interviewing and insight into today's manufacturing careers. And the NCWorks Customized Training program developed comprehensive pre- and post-hire training series and by leveraging funding from Golden Leaf a training center was set up providing the right environment to prepare new employees.

Within a few months after the initial meeting of GE Aviation and the NCWorks partners, the college hosted a successful hiring event, where almost 300 candidates were able to complete applications, speak with GE employees, and learn more about NCWorks.

"NCWorks has done a lot of great things for us," said Kory Wilcox, human resource lead for GE Aviation. "They sat in strategy meetings at our site, and helped us decide how to most effectively find the right workforce to meet our needs."

Other companies have teamed up to train candidates together, using different models. In 2015,

Guilford and Alamance counties both celebrated the launch of apprenticeship consortiums, in which companies pooled their resources and shared the costs of training individuals. Those consortiums were developed with the help of NCWorks Apprenticeship.

"It's an opportunity to grow your own talent, because even if you hire someone off the street, you still have to spend time training them," said Barbara Gorman, learning and development specialist for GKN Driveline, a member of the Career Accelerator Program, an apprenticeship consortium that launched in 2015. "But when you do the apprenticeship program, you can grow them from the ground up so they have not only the industry knowledge, but also the book knowledge, to be successful in your organization."

The Furniture Academy concept is gaining steam in other industries and parts of the state. In Catawba County, manufacturing companies are exploring using that model to find and train workers. Furniture manufacturers in Alamance County are interested in building an academy similar to the one in Catawba County. Not only does that show that the training model works, but it sends a powerful message: the furniture industry is alive and is a great place for a person to start their career.

"It's been amazing," McBrayer said. "When we first started talking about it, nobody in their wildest dreams ever thought this academy would take off in the positive manner that it has taken."

Employers of all industries are encouraged to schedule a meeting with their NCWorks Career Center to learn more about no-cost recruiting services that can help them find the workers they need to succeed. Visit [NCWorks.gov](http://NCWorks.gov) to connect with a career center.

***"Nobody in their wildest dreams ever thought the academy would take off in this positive manner."***

# Perigon, Inc.

Charlotte Works Workforce Development Board

## BUSINESS SUCCESS STORIES



*Chris Averette, a piping designer at Perigon, demonstrates the 3-D modeling software he and his colleagues learned, thanks to a grant through NCWorks.*

If you're a client of Perigon International Inc., then you're benefiting from the training the company recently implemented, thanks to a grant available through NCWorks.

The 33-year-old engineering and design firm builds virtual simulations of what various buildings and manufacturing plants can look like, so clients can see their source of operations before construction begins. That's a huge way to save money for companies that want to ensure the building was designed properly and that its various features—pipes, for instance—doesn't interfere with daily operations or hurt someone on the job.

To ensure it continues to serve its clients, the company recently applied for and received an NCWorks Incumbent Worker Training Grant (IWTG) in December 2015. The grant program provides up to \$10,000 for employers to address skills gaps among existing workers and positively impact the company's stability. The funding helped the company train its employees in 3-D modeling software, improving the skills of its workforce and expanding the services it can offer to clients.

"It allows us to keep our working staff sharp and ahead of the curve on the tools we need to compete and do it in a cost-effective and judicious manner," said Dean Norwood, president and chief operating officer of Perigon.

Working with Charlotte Works—a member of the NCWorks initiative—Perigon has applied for and received three grants of nearly \$29,000 over five years. Perigon has trained 17 employees in the use of various 3-D modeling software programs for plant piping, equipment, and steel models. The company also trained an employee in electrical power systems software and another earned a human resources certificate.

Harvey Mason, founder and chief executive officer of Perigon, said the training provided through the ITWG program boosts his company's competitiveness. "We sell this to our customers. It's important for them to see the value we bring to them because the quality of our time spent and our work is increased." He noted that the models his engineers produce are used for processes such as determining clearances, precision fitting, and reducing material waste. He also appreciates the benefits the training offers to Perigon's employees.

The grant also helped Perigon improve its retention rate. Roger Carithers, a design group leader who's a 29-year veteran of Perigon and participated in all the training, compared the effect of the training on his job to trying to build a backyard shed.

Carithers also thinks the training has made him and his team more efficient and effective in their work, and can see long-lasting results.

"We've seen positive results from the training and want to go through more of it," he said. "Our goal is to be the ones sharing technology with our clients, not the clients sharing it with us. We've become more valuable to the company and it's given us the confidence to go out and be leaders in this industry."

***"Perigon team members  
have become more  
valuable to the company."***

# Thompson Industrial

Region Q Workforce Development Board

## BUSINESS SUCCESS STORIES

Thompson Industrial Services recently needed to hire several new staff members under a tight deadline.

Based out of Sumter, South Carolina, Thompson Industrial Services has provided hydro-blasting, vacuuming, chemical-cleaning and other specialty services for industrial facilities for over 20 years. Based on the nature of its business, the company's clients have a shut-down/outage minimum of one time per year for maintenance and cleaning, the latter of which is handled by Thompson. During those periods, Thompson's staff increases from 700 to 1,000, and it's imperative that the people who join the team are able to do the job well.

It's also crucial for Thompson to fill those positions quickly, because the company won't be able to meet its goals during those shut-down periods if it can't find qualified people. The office, based out of Cofield, NC needed to hire at least 12 people within a two-month timeframe.

"We were looking for a quick and efficient method to increase our staffing to meet our hiring goal," said Darick Bryant, the general manager of Thompson Industrial Services Division Office. "We have to get them through screening and training process before they are eligible to work in the field."

Bryant turned to his local NCWorks Career Center for help. The career center set up a hiring event and marketed the occasion weeks in advance, helping to provide a large pool of applicants for the day. The career center staff pre-screened applicants for the jobs available at Thompson and made recommendations to Bryant on whom he should interview, based on the criteria the company required of its employees. Bryant then used the space at the career center to talk with those applicants. He spoke to 32 people during the event.

"For the most part," he said, "they all met the criteria." Bryant also stated, "The core values of Thompson Industrial Services are safety, quality and integrity. Therefore it is vital to select quality candidates for potential hiring that can adopt

these core values enhance the safety culture that Thompson possesses."

Screening applicants is one of the services career centers provide to businesses at no charge. Career centers can also provide referrals to companies if they come across an individual whose skills meet their requirements, arrange job fairs, and offer help with NCWorks Online—the state's official jobs portal. Employers can also use the website to find a career center in their area.

Of the people he interviewed, Bryant hired 17 of them, and he's gotten great reviews from clients on their work ethic and performance. Typically, the company will lose some of its staff when the shut-down periods stop and the work load decreases. All of the new hires have stayed with the company when that happened, though, and Bryant intends to use his career center again to find applicants in the future.

"We've actually discussed utilizing the NCWorks Career Center in the future to assist us with meeting our hiring needs," Bryant said.

***"Thompson Industrial intends to use their Career Center to find future applicants."***

# WIOA Programs

## YOUTH NARRATIVE

North Carolina served 5,072 in-school and out-of-school young adults during PY 2015.

At a minimum, 75 percent of youth funds received by a local workforce area must be spent on out-of-school youth. In addition to receiving valuable exposure to mentoring, leadership development, tutoring, and other comprehensive services, youth often have the opportunity to participate in paid and nonpaid work experiences to include occupational skills training and other employment services. A young person's work experiences are directly linked to his or her academic and occupational interests.

Cost Per Participant (Youth)			
Program	Total Participants	Total Cost	Cost Per Participant
Youth	5,072	\$24,339,100	\$4,799

# WIA Programs

## ADULT NARRATIVE

In PY 2015, a total of 122,354 adults were served in the Adult program in North Carolina.

Eligible adults included individuals who were at least 18 years old, registered with the Selective Service, and needed training, help finding employment — or both. The program presents an opportunity for North Carolina workers and job seekers who want to increase their skills by earning industry-recognized credentials and/or completing education beyond high school. A special emphasis in North Carolina with its high military presence is to connect military occupations to existing skill demands, using work-based learning opportunities, and developing an integrated seamless system of services through a one-stop approach where service partners join together in the State's career centers.

Adult Performance			
Program Year	Entered Employment Rate	Employment Retention Rate	Average Earnings in 6 Months
PY 2007	76.6%	85.8%	\$11,634
PY 2008	76.7%	86.7%	\$12,450
PY 2009	65.3%	84.7%	\$11,715
PY 2010	62.8%	83.7%	\$10,774
PY 2011	67.1%	84.1%	\$11,014
PY 2012	70.9%	85.8%	\$11,731
PY 2013	67.9%	86.2%	\$11,726
PY 2014	61.4%	84.2%	\$12,077
Performance Goals for PY 2015	72.0%	87.5%	\$11,750
PY 2015	65.0%	84.9%	\$12,423

Cost Per Participant (Adult)			
Program	Total Participants	Total Cost	Cost Per Participant
Adult	122,354	\$30,738,667	\$251

# WIA Programs

## DISLOCATED WORKER NARRATIVE

In PY 2015, North Carolina served 5,493 dislocated workers in the Dislocated Worker program.

Using federal WIO Title I funds and other leveraged resources, the local workforce development areas support programs and activities that upgrade workers' skills and reconnect dislocated workers to the workforce. Job seekers learned how to transition to another career by studying the skills required in that industry. The goal of these activities is to ensure communities have and maintain the technical expertise of workers to meet the job demands of new and existing businesses, thereby increasing employment, providing higher earnings, improving educational and occupational skills, and promoting a more competitive business market.

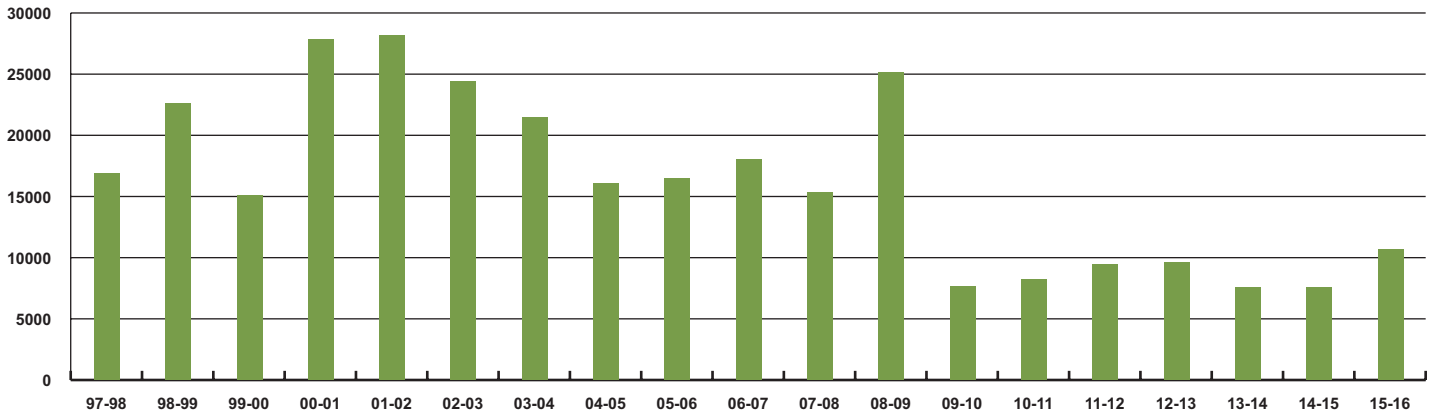
Dislocated Worker Performance			
Program Year	Entered Employment Rate	Employment Retention Rate	Average Earnings in 6 Months
PY 2007	83.8%	92.9%	\$13,683
PY 2008	83.2%	91.3%	\$12,450
PY 2009	74.4%	87.8%	\$13,559
PY 2010	73.2%	89.4%	\$14,093
PY 2011	77.2%	90.5%	\$15,212
PY 2012	79.6%	90.8%	\$14,992
PY 2013	80.3%	90.1%	\$15,137
PY 2014	70.8%	90.7%	\$14,716
Performance Goals for PY 2015	80.7%	91%	\$15,500
PY 2015	68.4%	87.8	\$15,273

Cost Per Participant (Dislocated Worker)			
Program	Total Participants	Total Cost	Cost Per Participant
Dislocated Worker	5,493	\$21,148,530	\$3,850



# WIA Programs

## WARN TABLES



**WARN Notice Summary  
1997 - 2016**

Time Period	# of WARN Notices	# of Employees Affected
97-98	110	16,905
98-99	140	22,610
99-00	108	15,110
00-01	163	27,806
01-02	203	28,172
02-03	184	24,378
03-04	129	21,479
04-05	121	16,059
05-06	117	16,465
06-07	119	18,028

**WARN Notice Summary  
1997 - 2016**

Time Period	# of WARN Notices	# of Employees Affected
07-08	117	15,366
08-09	175	25,126
09-10	80	7,683
10-11	76	8,186
11-12	142	9,437
12-13	83	9,619
13-14	64	7,597
14-15	67	7,561
15-16	71	10,684
<b>TOTAL TO DATE</b>	<b>2,269</b>	<b>308,271</b>

# Customer Satisfaction Measures

The Division polls registrants of NCWorks Online on a monthly basis, via e-mail, to learn about their experiences with the state's workforce system. By gathering this feedback from clients, the Division hopes to better respond to its customers' needs and continuously improve the services it offers, both in career centers and online. With the enactment of the WIO, the State will review the survey results and explore the development of measures related to customer satisfaction.

From January through December 2015, the division polled 322,043 registrants. The survey results revealed that people are largely satisfied with the services they're receiving through NCWorks Career Centers and NCWorks Online. Of the people surveyed, 83 percent used NCWorks Online to search for jobs, 73 percent said they found what they were looking for on the website, and 61 percent were either very satisfied or satisfied with the system. Of the people who called an NCWorks Career Center, 64 percent spoke with a staff member who was courteous and friendly; only 9 percent found the staff member whom they spoke with to be unhelpful. Of the people who visited a career center, 82 percent of customers received the services they wanted, and 69 percent of them were either satisfied or very satisfied with their experience with the center. When asked if they would refer someone they knew to a career center, 85 percent said they would.

# Performance Measure Outcome Tables

**Table B: Adult Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	72.0%	65.0%	56,559
			86,995
Employment Retention Rate	87.5%	84.9%	53,730
			63,323
Average Earnings	\$11,750		\$667,062,488
		\$12,423	53,696

**Table C: Outcomes for Adult Special Populations**

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	66.6%	3,676	61.0%	4,147	42.6%	700	55.4%	8,997
		5,517		6,804		1,644		16,242
Employment Retention Rate	83.3%	3,404	83.8%	3,472	73.5%	564	84.6%	7,834
		4,086		4,145		767		9,262
6 Months Average Earnings Rate	\$9,932.8	\$33,672,327	\$15,082	\$52,304,161	\$10,345	\$5,834,467	\$13,310	\$104,229,820
		3,390		3,468		564		7,831

**Table D: Other Outcome Information for the Adult Program**

Reported Information	Individuals Who Only Received Core Services		Individuals Who Received Only Core and Intensive Services		Individuals Who Received Training Services	
Entered Employment Rate	63.5%	20,972	65.5%	33,727	75.2%	1,860
		33,017		51,506		2,472
Employment Retention Rate	82.9%	24,293	86.4%	27,064	88.9%	2,373
		29,314		31,340		2,669
6 Months Average Earnings Rate	\$10,827	\$263,012,617	\$13,767	\$372,552,421	\$13,443	\$31,497,450
		24,292		27,061		2,343

**Table E: Dislocated Worker Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	80.7%	68.4%	8,409
			12,292
Employment Retention Rate	91.0%	87.8%	6,561
			7,477
Average Earnings	\$15,500	\$15,273	\$100,005,394
			6,548

**Table F: Outcomes for Dislocated Worker Special Populations**

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	66.1%	539	49.1%	78	57.9%	1,436	63.2%	36
		815		159		2,479		57
Employment Retention Rate	86.3%	409	88.7%	55	83.4%	1,041	82.1%	23
		474		62		1,249		28
6 Months Average Earnings Rate	\$19,166	\$7,819,757	\$13,752	\$756,333	\$15,381	\$15,995,750	\$13,245	\$304,625
		408		55		1,040		23

**Table G: Other Outcome Information for the Dislocated Worker Program**

Reported Information	Individuals Who Received Only Core Services		Individuals Who Received Only Core and Intensive Services		Individuals Who Received Training Services	
Entered Employment Rate	72.2%	1,033	65.7%	6,050	80.1%	1,326
		1,430		9,206		1,656
Employment Retention Rate	87.1%	889	86.9%	4,359	91.1%	1,313
		1,021		5,015		1,441
6 Months Average Earnings Rate	\$13,036	\$11,575,999	\$15,437	\$67,258,939	\$16,247	\$21,170,455
		888		4,357		1,303

**Table H.1: Youth (14 - 21) Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	64.1%	61.6%	1,404
			2,279
Attainment of Degree or Certificate	65.0%	50.9%	1,031
			2,024
Literacy and Numeracy Gains	46.0%		552
			1,310

**Table L: Other Reported Information**

Reported Information	12-Month Employment Retention Rate		12 Months Earnings Change (Adults & Older Youth) or 12 Months Earnings Replacement (Dislocated Workers)		Placements in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment (Unsubsidized)		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	85.1%	45,742	\$411	\$22,103,346	0.1%	43	\$5,117	\$289,277,680	17.6%	327
		53,774		53,733		56,559		56,536		1,860
Dislocated Workers	89.4%	4,784	\$99	\$73,124,911	0.3%	21	\$6,171	\$51,820,414	17.4%	231
		5,350		73,635,658		8,409		8,398		1,326
Older Youth	81.7%	566	\$4,213	\$2,801,909	2.8%	17	\$2,876	\$1,696,576		
		693		665		604		590		

**Table M: Participation Levels**

	Total Participants Served	Total Exiters
Total Adult Customers	125,550	116,191
Total Adults (self-service only)	3	3
WIA Adults	122,351	110,321
WIA Dislocated Workers	5,493	7,069
Total Youth (14 - 21)	5,072	2,381
Younger Youth (14-18)	2,826	1,387
Older Youth (19-21)	2,246	994
Out-of-School Youth	3,448	1,501
In-School Youth	1,624	880

**Table N: Cost of Program Activities**

Program Activity	Total Federal Spending
Local Adults	\$30,738,667
Local Dislocated Workers	\$21,148,530
Local Youth	\$24,339,100
Rapid Response (up to 25%) Sec.134 (a)(2)(A)	\$9,291,410
Statewide Required Activities (up to 15%) Sec.134(a)(2)(B)	\$1,464,622
	Program Activity Description
Statewide Allowable Activities Sec.134(a)(3)	Capacity Building and Technical Assistance
	Incumbent Worker
	Pilot/Demonstration
	Option Initiatives
	Other
<b>Total of All Federal Spending Listed Above</b>	<b>\$86,982,329</b>

**Table P: Veteran Priority of Service**

	Total	Percent Served
Covered Entrants Who Reached the End of the Entry Period	8,095	
Covered Entrants Who Received a Service During the Entry Period	8,091	100.0%
Covered Entrants Who Received a Staff-Assisted Service During the Entry Period	8,091	100%

**Table Q: Veterans' Outcomes by Special Populations**

Reported Information	Post 9/11/2001 Era Veterans		Post 9/11/2001 Era Veterans who Received at least Intensive Service		TAP Workshop Veterans	
Entered Employment Rate	60.1%	1,762	58.5%	1,241	53.7%	559
		2,930		2,123		1,041
Employment Retention Rate	82.4%	1,420	83.0%	862	79.6%	445
		1,724		1,039		559
6 Months Average Earnings Rate	\$14,529	\$20,601,760	\$15,997	\$13,757,649	\$14,812	\$6,576,604
		1,418		860		444

# Performance Measure Outcome Tables

LOCAL WORKFORCE DEVELOPMENT BOARDS

## Cape Fear Workforce Development Board

Margie Parker, Director

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Wilmington, NC 28401

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**Table O: Local Performance, Cape Fear Workforce Development Board**

*Pender, New Hanover, Columbus, and Brunswick Counties*

Local Area Name: Cape Fear Workforce Development Board (33)	Total Participants Served	Adults	6,125	
		Dislocated Workers	280	
		Youth	324	
ETA Assigned # 37120	Total Exiters	Adults	5,250	
		Dislocated Workers	326	
		Youth	108	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	72.0%	63.0%	
	Dislocated Workers	82.8%	64.0%	
Retention Rates	Adults	87.5%	84.0%	
	Dislocated Workers	91.2%	86.0%	
Average Earnings	Adults	\$11,750	\$13,272	
	Dislocated Workers	\$13,500	\$16,724	
Placement in Employment or Education	Youth (14 - 21)	64.1%	49.0%	
Attainment of Degree or Certificate	Youth (14 - 21)	60.1%	15.0%	
Literacy or Numeracy Gains	Youth (14 - 21)	36.0%	0.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

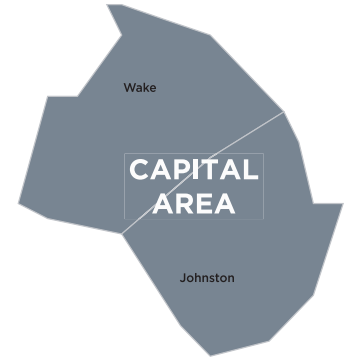


# Capital Area Workforce Development Board

**Pat Sturdivant, Director**

2321 Crabtree Blvd., Suite 200  
Raleigh, NC 27604

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**Table O: Local Performance, Capital Area Workforce Development Board**  
*Wake and Johnston Counties*

Local Area Name: Capital Area Workforce Development Board (34)	Total Participants Served	Adults	9,379	
		Dislocated Workers	1,295	
		Youth	574	
ETA Assigned# 37215	Total Exiters	Adults	6,951	
		Dislocated Workers	1,892	
		Youth	182	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	79.0%	65.0%	
	Dislocated Workers	88.3%	67.0%	
Retention Rates	Adults	87.5%	87.0%	
	Dislocated Workers	91.0%	87.0%	
Average Earnings	Adults	\$13,338	\$17,257	
	Dislocated Workers	\$20,243	\$18,829	
Placement in Employment or Education	Youth (14 - 21)	70.0%	65.0%	
Attainment of Degree or Certificate	Youth (14 - 21)	65.8%	47.0%	
Literacy or Numeracy Gains	Youth (14 - 21)	50.0%	40.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

# Centralina Workforce Development Board

David Hollars, Director

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Charlotte, NC 28202

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**Table O: Local Performance, Centralina Workforce Development Board**  
*Union, Stanly, Lincoln, Iredell, Cabarrus, Anson, and Rowan Counties*

Local Area Name: Centralina Workforce Development Board (36)	Total Participants Served	Adults	12,216	
		Dislocated Workers	447	
		Youth	188	
ETA Assigned# 37225	Total Exiters	Adults	11,162	
		Dislocated Workers	453	
		Youth	96	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	67.4%	66.0%	
	Dislocated Workers	80.7%	73.0%	
Retention Rates	Adults	82.5%	85.0%	
	Dislocated Workers	91.0%	91.0%	
Average Earnings	Adults	\$11,750	\$13,374	
	Dislocated Workers	\$15,500	\$17,762	
Placement in Employment or Education	Youth (14 - 21)	61.6%	77.0%	
Attainment of Degree or Certificate	Youth (14 - 21)	60.0%	48.0%	
Literacy or Numeracy Gains	Youth (14 - 21)	61.0%	49.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

# Charlotte Works Workforce Development Board

**Danielle Frazier, Director**

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**Table O: Local Performance, Charlotte Works Workforce Development Board**  
*Mecklenburg County*

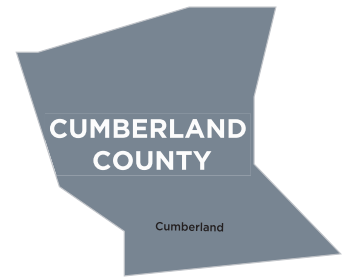
Local Area Name: Charlotte Works Workforce Development Board (37)	Total Participants Served	Adults	9,479	
		Dislocated Workers	464	
		Youth	464	
ETA Assigned# 37045	Total Exiters	Adults	9,191	
		Dislocated Workers	344	
		Youth	270	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	74.0%	69.0%	
	Dislocated Workers	80.7%	80.0%	
Retention Rates	Adults	90.0%	88.0%	
	Dislocated Workers	91.0%	92.0%	
Average Earnings	Adults	\$14,500	\$16,473	
	Dislocated Workers	\$19,962	\$18,572	
Placement in Employment or Education	Youth (14 - 21)	60.0%	68.0%	
Attainment of Degree or Certificate	Youth (14 - 21)	65.0%	57.0%	
Literacy or Numeracy Gains	Youth (14 - 21)	72.0%	61.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

# Cumberland County Workforce Development Board

James Lott, Director

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Fayetteville, NC 28302

lottj@faytechcc.edu



**Table O: Local Performance, Cumberland County Workforce Development Board**  
*Cumberland County*

Local Area Name: Cumberland County Workforce Development Board (62)	Total Participants Served	Adults	7,006	
		Dislocated Workers	253	
		Youth	232	
ETA Assigned# 37015	Total Exiters	Adults	6,773	
		Dislocated Workers	141	
		Youth	122	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	60.0%	59.0%	
	Dislocated Workers	77.4%	77.0%	
Retention Rates	Adults	87.5%	81.0%	
	Dislocated Workers	91.0%	87.0%	
Average Earnings	Adults	\$11,750	\$11,380	
	Dislocated Workers	\$13,406	\$14,127	
Placement in Employment or Education	Youth (14 - 21)	56.6%	46.0%	
Attainment of Degree or Certificate	Youth (14 - 21)	58.0%	45.0%	
Literacy or Numeracy Gains	Youth (14 - 21)	43.0%	30.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

# DavidsonWorks Workforce Development Board

**Pam Walton, Director**

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555 West Center Street Extension  
Lexington, NC 27293-1067

Pam.Walton@davidsoncountync.gov | davidsonworks.org



**Table O: Local Performance, DavidsonWorks Workforce Development Board**  
*Davidson County*

Reported Information		Negotiated Performance Level	Actual Performance Level	
Local Area Name: DavidsonWorks Workforce Development Board (39)	Total Participants Served	Adults	2,196	
		Dislocated Workers	52	
		Youth	110	
ETA Assigned# 37020	Total Exiters	Adults	2,181	
		Dislocated Workers	51	
		Youth	49	
Entered Employment Rates	Adults	80.3%	60.0%	
	Dislocated Workers	90.4%	75.0%	
Retention Rates	Adults	90.0%	84.0%	
	Dislocated Workers	93.0%	89.0%	
Average Earnings	Adults	\$13,140	\$11,361	
	Dislocated Workers	\$15,500	\$16,889	
Placement in Employment or Education	Youth (14 - 21)	56.0%	63.0%	
Attainment of Degree or Certificate	Youth (14 - 21)	58.0%	42.0%	
Literacy or Numeracy Gains	Youth (14 - 21)	63.0%	70.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

# Durham Workforce Development Board

Esther Coleman, Director

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Durham, NC 27701

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**Table O: Local Performance, Durham Workforce Development Board**  
*Durham County*

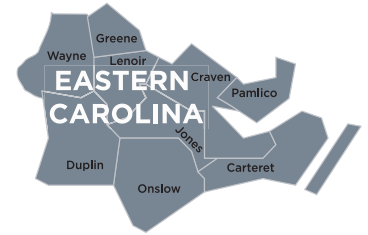
Local Area Name: Durham Workforce Development Board (35)	Total Participants Served	Adults	2,422	
		Dislocated Workers	307	
		Youth	111	
ETA Assigned# 37140	Total Exiters	Adults	2,931	
		Dislocated Workers	188	
		Youth	33	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	78.0%	69.0%	
	Dislocated Workers	82.1%	83.0%	
Retention Rates	Adults	87.5%	89.0%	
	Dislocated Workers	91.0%	91.0%	
Average Earnings	Adults	\$13,600	\$15,663	
	Dislocated Workers	\$16,500	\$16,548	
Placement in Employment or Education	Youth (14 - 21)	70.0%	63.0%	
Attainment of Degree or Certificate	Youth (14 - 21)	65.0%	54.0%	
Literacy or Numeracy Gains	Youth (14 - 21)	50.0%	41.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

# Eastern Carolina Workforce Development Board

**Tammy Childers, Director**

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New Bern, NC 28562

childers@ecwdb.org | ecwdb.org



**Table O: Local Performance, Eastern Carolina Workforce Development Board**  
*Pamlico, Lenoir, Jones, Greene, Duplin, Craven, Carteret, Onslow, and Wayne Counties*

Local Area Name: Eastern Carolina Workforce Development Board (40)	Total Participants Served	Adults	7,076	
		Dislocated Workers	263	
		Youth	299	
ETA Assigned# 37125	Total Exiters	Adults	5,932	
		Dislocated Workers	239	
		Youth	194	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	72.0%	62.0%	
	Dislocated Workers	78.8%	69.0%	
Retention Rates	Adults	91.1%	82.0%	
	Dislocated Workers	93.1%	89.0%	
Average Earnings	Adults	\$11,750	\$11,195	
	Dislocated Workers	\$13,905	\$13,114	
Placement in Employment or Education	Youth (14 - 21)	64.1%	49.0%	
Attainment of Degree or Certificate	Youth (14 - 21)	70.7%	47.0%	
Literacy or Numeracy Gains	Youth (14 - 21)	46.0%	44.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

# Gaston County Workforce Development Board

Angela Karchmer, Director

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Gastonia, NC 28052a

angela.karchmer@co.gaston.nc.us | gastonworks.com



**Table O: Local Performance, Gaston County Workforce Development Board**  
*Gaston County*

Reported Information		Negotiated Performance Level	Actual Performance Level	
Local Area Name: Gaston County Workforce Development Board (41)	Total Participants Served	Adults	3,965	
		Dislocated Workers	95	
		Youth	99	
ETA Assigned# 37035	Total Exiters	Adults	3,049	
		Dislocated Workers	221	
		Youth	23	
Entered Employment Rates	Adults	80.0%	68.0%	
	Dislocated Workers	80.7%	66.0%	
Retention Rates	Adults	90.7%	88.0%	
	Dislocated Workers	95.4%	86.0%	
Average Earnings	Adults	\$11,750	\$13,498	
	Dislocated Workers	\$17,500	\$13,916	
Placement in Employment or Education	Youth (14 - 21)	57.0%	50.0%	
Attainment of Degree or Certificate	Youth (14 - 21)	62.4%	48.0%	
Literacy or Numeracy Gains	Youth (14 - 21)	36.9%	27.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

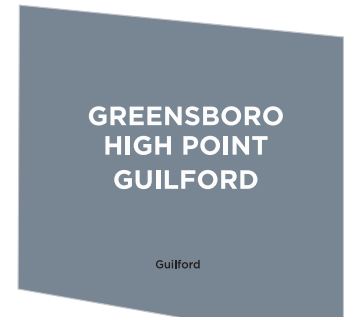


# Guilford County Workforce Development Board

Lillian Plummer, Director

342 North Elm Street  
Greensboro, NC 27401

lillian.plummer@greensboro-nc.gov | guilfordjoblink.com



**Table O: Local Performance, Guilford County Workforce Development Board**  
*Guilford County*

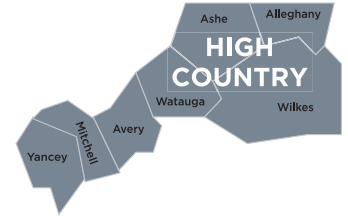
Local Area Name: Guilford County Workforce Development Board (42)	Total Participants Served	Adults	9,116	
		Dislocated Workers	485	
		Youth	380	
ETA Assigned# 37040	Total Exiters	Adults	7,361	
		Dislocated Workers	1,629	
		Youth	157	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	75.0%	66.0%	
	Dislocated Workers	83.0%	65.0%	
Retention Rates	Adults	87.5%	87.0%	
	Dislocated Workers	92.0%	88.0%	
Average Earnings	Adults	\$13,445	\$11,187	
	Dislocated Workers	\$16,900	\$13,471	
Placement in Employment or Education	Youth (14 - 21)	71.7%	62.0%	
Attainment of Degree or Certificate	Youth (14 - 21)	72.0%	50.0%	
Literacy or Numeracy Gains	Youth (14 - 21)	40.0%	26.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

# High Country Workforce Development Board

Keith Deveraux, Director

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Boone, NC 28607

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**Table O: Local Performance, High Country Workforce Development Board**  
*Yancey, Mitchel, Avery, Ashe, Alleghany, Watauga, and Wilkes Counties*

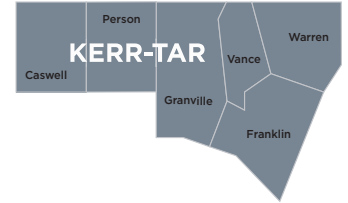
Local Area Name: High Country Workforce Development Board (49)	Total Participants Served	Adults	2,255	
		Dislocated Workers	94	
		Youth	143	
ETA Assigned# 37080	Total Exiters	Adults	2,242	
		Dislocated Workers	65	
		Youth	50	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	72.0%	64.0%	
	Dislocated Workers	82.0%	82.0%	
Retention Rates	Adults	90.0%	86.0%	
	Dislocated Workers	94.3%	94.0%	
Average Earnings	Adults	\$13,000	\$11,461	
	Dislocated Workers	\$14,000	\$14,604	
Placement in Employment or Education	Youth (14 - 21)	72.0%	47.0%	
Attainment of Degree or Certificate	Youth (14 - 21)	65.0%	66.0%	
Literacy or Numeracy Gains	Youth (14 - 21)	67.0%	44.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

# Kerr-Tar Workforce Development Board

Vincent Gilreath, Director

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1724 Graham Avenue  
Henderson, NC 27536

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**Table O: Local Performance, Kerr-Tar Workforce Development Board**  
*Caswell, Vance, Warren, Person, Granville, and Franklin Counties*

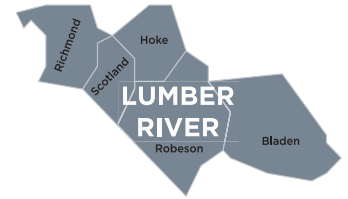
Local Area Name: Kerr-Tar Workforce Development Board (43)	Total Participants Served	Adults	1,410	
		Dislocated Workers	220	
		Youth	126	
ETA Assigned# 37195	Total Exiters	Adults	1,341	
		Dislocated Workers	231	
		Youth	53	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	77.0%	64.0%	
	Dislocated Workers	85.0%	67.0%	
Retention Rates	Adults	87.5%	84.0%	
	Dislocated Workers	91.0%	84.0%	
Average Earnings	Adults	\$12,201	\$12,219	
	Dislocated Workers	\$14,808	\$13,941	
Placement in Employment or Education	Youth (14 - 21)	70.0%	76.0%	
Attainment of Degree or Certificate	Youth (14 - 21)	60.0%	53.0%	
Literacy or Numeracy Gains	Youth (14 - 21)	62.0%	55.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

# Lumber River Workforce Development Board

**Blondell McIntyre, Director**

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Pembroke, NC 28372

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**Table O: Local Performance, Lumber River Workforce Development Board**  
*Scotland, Hoke, Bladen, Robeson, and Richmond Counties*

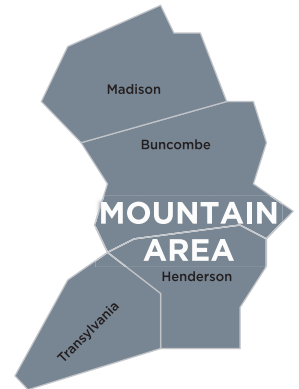
Local Area Name: Lumber River Workforce Development Board (44)	Total Participants Served	Adults	2,457	
		Dislocated Workers	153	
		Youth	225	
ETA Assigned# 37250	Total Exiters	Adults	2,033	
		Dislocated Workers	173	
		Youth	165	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	68.0%	61.0%	
	Dislocated Workers	73.0%	69.0%	
Retention Rates	Adults	87.5%	82.0%	
	Dislocated Workers	91.0%	89.0%	
Average Earnings	Adults	\$12,787	\$10,897	
	Dislocated Workers	\$13,553	\$11,860	
Placement in Employment or Education	Youth (14 - 21)	68.0%	66.0%	
Attainment of Degree or Certificate	Youth (14 - 21)	70.6%	58.0%	
Literacy or Numeracy Gains	Youth (14 - 21)	58.0%	63.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

# Mountain Area Workforce Development Board

**Nathan Ramsey, Director**

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Asheville, NC 28802

nathan@landofsky.org | mountainareaworks.org



**Table O: Local Performance, Mountain Area Workforce Development Board**  
*Transylvania, Madison, Henderson, and Buncome Counties*

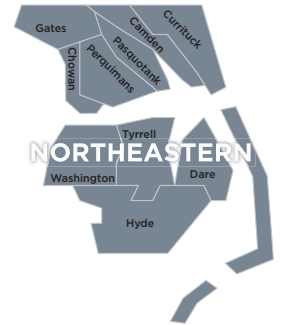
Local Area Name: Mountain Area Workforce Development Board (61)	Total Participants Served	Adults	3,819	
		Dislocated Workers	65	
		Youth	263	
ETA Assigned# 37190	Total Exiters	Adults	3,573	
		Dislocated Workers	37	
		Youth	154	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	85.0%	66.0%	
	Dislocated Workers	87.4%	87.0%	
Retention Rates	Adults	90.5%	83.0%	
	Dislocated Workers	92.2%	89.0%	
Average Earnings	Adults	\$11,000	\$12,694	
	Dislocated Workers	\$14,500	\$14,658	
Placement in Employment or Education	Youth (14 - 21)	72.6%	68.0%	
Attainment of Degree or Certificate	Youth (14 - 21)	75.9%	86.0%	
Literacy or Numeracy Gains	Youth (14 - 21)	39.9%	23.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

# Northeastern Workforce Development Board

David Whitmer, Director

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P.O. Box 646  
Hertford, NC 27944

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**Table O: Local Performance, Northeastern Workforce Development Board**

*Camden, Chowan, Currituck, Dare, Hyde, Gates, Pasquotank, Perquimans, Tyrrell, and Washington Counties*

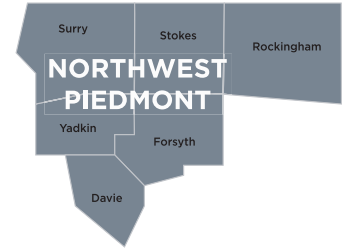
Local Area Name: Northeastern Workforce Development Board (59)	Total Participants Served	Adults	4,185	
		Dislocated Workers	55	
		Youth	90	
ETA Assigned# 37130	Total Exiters	Adults	3,802	
		Dislocated Workers	33	
		Youth	45	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	72.0%	70.0%	
	Dislocated Workers	77.1%	78.0%	
Retention Rates	Adults	87.5%	87.0%	
	Dislocated Workers	88.0%	85.0%	
Average Earnings	Adults	\$11,000	\$12,023	
	Dislocated Workers	\$15,500	\$11,859	
Placement in Employment or Education	Youth (14 - 21)	66.3%	61.0%	
Attainment of Degree or Certificate	Youth (14 - 21)	71.0%	70.0%	
Literacy or Numeracy Gains	Youth (14 - 21)	31.0%	14.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

# Northwest Piedmont Workforce Development Board

**William Pass, Director**

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**Table O: Local Performance, Northwest Piedmont Workforce Development Board**  
*Rockingham, Yadkin, Surry, Stokes, Forsyth, and Davie Counties*

Local Area Name: Northwest Piedmont Workforce Development Board (47)	Total Participants Served	Adults	5,799	
		Dislocated Workers	158	
		Youth	292	
ETA Assigned# 37235	Total Exiters	Adults	5,612	
		Dislocated Workers	231	
		Youth	91	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	72.0%	65.0%	
	Dislocated Workers	80.7%	70.0%	
Retention Rates	Adults	87.5%	87.0%	
	Dislocated Workers	91.0%	87.0%	
Average Earnings	Adults	\$11,750	\$12,778	
	Dislocated Workers	\$15,591	\$12,900	
Placement in Employment or Education	Youth (14 - 21)	73.0%	68.0%	
Attainment of Degree or Certificate	Youth (14 - 21)	65.0%	67.0%	
Literacy or Numeracy Gains	Youth (14 - 21)	40.0%	33.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

# Regional Partnership Workforce Development Board

Kathy Slovak, Director

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**Table O: Local Performance, Regional Partnership Workforce Development Board**  
*Alamance, Montgomery, Moore, Orange, and Randolph Counties*

Local Area Name: Regional Partnership Workforce Development Board (54)	Total Participants Served	Adults	4,599	
		Dislocated Workers	153	
		Youth	168	
ETA Assigned# 37240	Total Exiters	Adults	4,024	
		Dislocated Workers	163	
		Youth	75	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	72.0%	62.0%	
	Dislocated Workers	83.0%	72.0%	
Retention Rates	Adults	87.5%	85.0%	
	Dislocated Workers	91.0%	91.0%	
Average Earnings	Adults	\$11,758	\$11,579	
	Dislocated Workers	\$15,833	\$14,541	
Placement in Employment or Education	Youth (14 - 21)	72.0%	73.0%	
Attainment of Degree or Certificate	Youth (14 - 21)	60.0%	54.0%	
Literacy or Numeracy Gains	Youth (14 - 21)	77.0%	58.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	



# Region C Workforce Development Board

Diane Hodge, Interim Director

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Rutherfordton, NC 28139

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**Table O: Local Performance, Region C Workforce Development Board**

*Rutherford, McDowell, Cleveland, and Polk Counties*

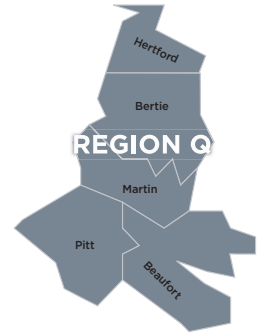
Local Area Name: Region C Workforce Development Board (48)	Total Participants Served	Adults	6,180	
		Dislocated Workers	130	
		Youth	108	
ETA Assigned# 37075	Total Exiters	Adults	5,764	
		Dislocated Workers	183	
		Youth	43	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	74.7%	65.0%	
	Dislocated Workers	80.7%	72.0%	
Retention Rates	Adults	80.2%	85.0%	
	Dislocated Workers	91.0%	84.0%	
Average Earnings	Adults	\$12,500	\$11,407	
	Dislocated Workers	\$14,889	\$13,152	
Placement in Employment or Education	Youth (14 - 21)	80.0%	78.0%	
Attainment of Degree or Certificate	Youth (14 - 21)	73.0%	79.0%	
Literacy or Numeracy Gains	Youth (14 - 21)	32.0%	82.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

# Region Q Workforce Development Board

Jennie Bowen, Director

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**Table O: Local Performance, Region Q Workforce Development Board**  
*Pitt, Martin, Bertie, Beaufort, and Hertford Counties*

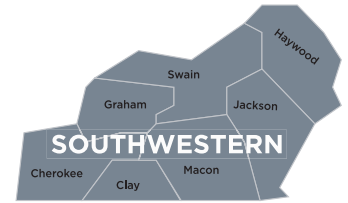
Local Area Name: Region Q Workforce Development Board (49)	Total Participants Served	Adults	4,473	
		Dislocated Workers	88	
		Youth	211	
ETA Assigned# 37160	Total Exiters	Adults	4,025	
		Dislocated Workers	125	
		Youth	89	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	82.5%	64.0%	
	Dislocated Workers	90.0%	70.0%	
Retention Rates	Adults	92.5%	86.0%	
	Dislocated Workers	93.0%	90.0%	
Average Earnings	Adults	\$12,800	\$10,839	
	Dislocated Workers	\$15,500	\$13,779	
Placement in Employment or Education	Youth (14 - 21)	74.2%	85.0%	
Attainment of Degree or Certificate	Youth (14 - 21)	55.0%	56.0%	
Literacy or Numeracy Gains	Youth (14 - 21)	37.0%	46.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

# Southwestern Workforce Development Board

Todd Douglas, Director

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**Table O: Local Performance, Southwestern Workforce Development Board**  
*Swain, Jackson, Clay, Cherokee, Graham, Haywood, and Macon Counties*

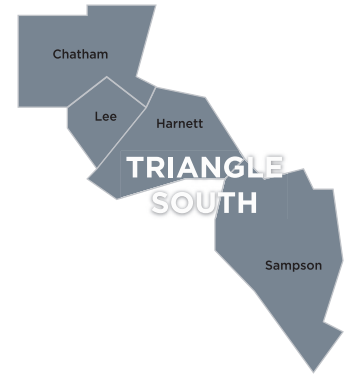
Local Area Name: Southwestern Workforce Development Board (55)	Total Participants Served	Adults	2,112	
		Dislocated Workers	59	
		Youth	92	
ETA Assigned# 37065	Total Exiters	Adults	2,057	
		Dislocated Workers	30	
		Youth	52	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	75.0%	69.0%	
	Dislocated Workers	83.4%	81.0%	
Retention Rates	Adults	84.8%	84.0%	
	Dislocated Workers	92.6%	84.0%	
Average Earnings	Adults	\$11,750	\$12,105	
	Dislocated Workers	\$13,500	\$12,272	
Placement in Employment or Education	Youth (14 - 21)	67.5%	58.0%	
Attainment of Degree or Certificate	Youth (14 - 21)	83.7%	37.0%	
Literacy or Numeracy Gains	Youth (14 - 21)	57.0%	42.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

# Triangle South Workforce Development Board

Rosalind McNeill Cross, Director

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**Table O: Local Performance, Triangle South Workforce Development Board**  
*Sampson, Lee, Chatham, and Harnett Counties*

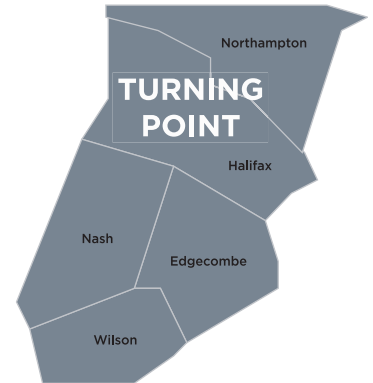
Local Area Name: Triangle South Workforce Development Board (51)	Total Participants Served	Adults	9,114	
		Dislocated Workers	46	
		Youth	288	
ETA Assigned# 37105	Total Exiters	Adults	8,616	
		Dislocated Workers	119	
		Youth	185	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	78.9%	66.0%	
	Dislocated Workers	84.0%	68.0%	
Retention Rates	Adults	82.4%	83.0%	
	Dislocated Workers	93.9%	86.0%	
Average Earnings	Adults	\$10,875	\$10,049	
	Dislocated Workers	\$15,747	\$12,785	
Placement in Employment or Education	Youth (14 - 21)	70.0%	62.0%	
Attainment of Degree or Certificate	Youth (14 - 21)	70.0%	39.0%	
Literacy or Numeracy Gains	Youth (14 - 21)	38.0%	41.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

# Turning Point Workforce Development Board

Michael Williams, Director

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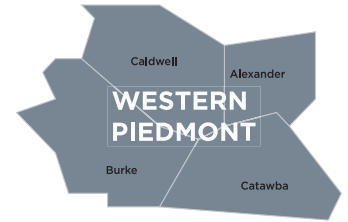
**Table O: Local Performance, Turning Point Workforce Development Board**  
*Edgecombe, Halifax, Nash, Northampton and Wilson Counties*

Local Area Name: Turning Point Workforce Development Board (60)	Total Participants Served	Adults	3,142	
		Dislocated Workers	238	
		Youth	145	
ETA Assigned# 37105	Total Exiters	Adults	2,980	
		Dislocated Workers	109	
		Youth	67	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	67.0%	64.0%	
	Dislocated Workers	76.6%	79.0%	
Retention Rates	Adults	87.5%	84.0%	
	Dislocated Workers	93.0%	94.0%	
Average Earnings	Adults	\$11,750	\$11,340	
	Dislocated Workers	\$14,000	\$13,343	
Placement in Employment or Education	Youth (14 - 21)	61.8%	63.0%	
Attainment of Degree or Certificate	Youth (14 - 21)	58.1%	29.0%	
Literacy or Numeracy Gains	Youth (14 - 21)	75.0%	37.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

# Western Piedmont Workforce Development Board

Wendy Johnson, Director

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**Table O: Local Performance, Western Piedmont Workforce Development Board**  
*Catawba, Burke, Alexander, and Caldwell Counties*

Local Area Name: Western Piedmont Workforce Development Board (56)	Total Participants Served	Adults	3,822	
		Dislocated Workers	39	
		Youth	140	
ETA Assigned# 37210	Total Exiters	Adults	3,468	
		Dislocated Workers	44	
		Youth	78	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	89.0%	66.0%	
	Dislocated Workers	88.2%	79.0%	
Retention Rates	Adults	93.9%	86.0%	
	Dislocated Workers	95.9%	87.0%	
Average Earnings	Adults	\$15,011	\$12,057	
	Dislocated Workers	\$14,282	\$15,363	
Placement in Employment or Education	Youth (14 - 21)	64.1%	47.0%	
Attainment of Degree or Certificate	Youth (14 - 21)	81.9%	57.0%	
Literacy or Numeracy Gains	Youth (14 - 21)	72.0%	30.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

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