



CAPITAL AREA
WORKFORCE DEVELOPMENT

Operations Report

March 2021

Table of Contents

Strategic Initiatives	2
Business Engagement	5
WIOA Youth & Young Adult Services	6
NCWorks Career Centers	9
COVID-19 Special Projects	14
Communications	15
Performance	16
Finance	18

Strategic Initiatives

Youth Advisory Councils

Youth Advisory Committees in Wake and Johnston Counties are currently developing strategies to implement in 2021. The Councils have been looking closely at how COVID has impacted education and attainment for youth in their counties in the development of their strategies. The Johnston Council conducted a survey to better understand the barriers youth face and how to reach them. The two themes that have emerged are lack of equity in access to resources—such as programs, technology, internships, etc., and lack of contact with youth during COVID. Partners have shared dramatic drop off in participation of youth in education and community programs. The Councils are developing strategies to address these barriers to education and employment for youth. Johnston County is focusing on increasing access to support for youth in less resourced communities. Wake County is focusing on improving communication and engagement with youth throughout the county.

Reentry Programs

Reentry Employment Opportunities Grant, Department of Labor

Roads to Reentry, a U.S. Department of Labor grant, has continued to grow and serve clients. Correctional centers have not allowed staff to visit or work with clients since March 2020, which has impacted enrollment. Roads to Reentry staff have developed a plan to provide materials and a video about the program within the correctional centers. Staff are planning to train case managers in the correctional centers on how to assess and refer clients. This should increase enrollment and improve reentry for Roads to Reentry clients. **105 clients** have been enrolled and 31 placed into employment since the beginning of the program. The goal for the two years of program implementation is 188 participants enrolled and 132 placed into employment.

Wake Local Reentry Council

CAWD just celebrated its first year as serving as the Intermediary Agency for the Wake Local Reentry Council, funded by N.C. Department of Public Safety. The Wake LRC is the first stop for returning citizens in Wake County from jail or prison. The Wake LRC is located at the NCWorks Career Center at Tillery. Clients are referred to NCWorks and/or Roads to Reentry for employment support or one of 35 community partners for housing, mental health and substance use disorder, healthcare, and other support services. The CAWD led Wake LRC has served **151 clients** since February 19th, 2020 and received over 300 referrals through the WakeLRC.org website.

The Wake LRC also coordinates the county-wide effort to provide support to returning citizens. This includes engaging community partners for collective action and individual services. There are three sub-committees as part of the LRC. They are Housing, Employment, and Support Services. They each have determined committee goals and are working to reach them. Legal Aid NC is currently holding a series of legal clinics for Wake LRC clients at the NCWorks Career Center at Tillery. These workshops allow clients to receive free legal advice on criminal record expungement and other Legal Aid of NC services that address legal barriers to successful

reentry. Campbell Law is holding Reentry Circles for a small group of LRC clients to provide a safe space for them to share their challenges and successes in reentering the community.

House Wake! and Wake Cares

House Wake was a funding opportunity through Wake County using CARES Act Funds to provide housing support to Wake LRC clients impacted by COVID-19. This funding ended on December 31, 2020. Capital Area then provided additional CARES Act Funds to continue the work through March 31, 2021. This funding allowed for the addition of a temporary case manager with a focus on housing as well as funds for emergency and transitional housing for recently released clients. The Wake LRC, through House Wake and Wake Cares funding have assisted **47 clients** with housing related services since July 2020.

Wake Partners

CAWD is managing a Wake County CARES Act funded grant program to area non-profits that serve individuals impacted by COVID-19. Fourteen were funded at a total of over \$800,000 through December 2020. In December 2020, partners were provided an opportunity to request additional funds and a 3-month extension. An additional \$445,000 were awarded to the Wake Partners organizations. The funding is being used for workforce training, instructional support tools for online learning, and support services. The following organizations were funded:

- Centre for Homeownership (CHOEDC)
- Community of Hope Ministries
- Community Success Initiative, Inc.
- Dorcas Ministries
- Dress for Success Triangle NC
- Haven House
- Jobs for Life
- Justice Served NC
- Fathers Forever
- Triangle Literacy Council
- Interfaith Prison Ministry for Women
- Passage Home
- Urban Ministries of Wake County
- Wake Forest Area Chamber Foundation

Since the start the grantees have served **1,367** clients with a total goal of 1,492 clients by March 31, 2021.

Emerging Opportunities

Civic Tower

City of Raleigh approved a \$190 million downtown Civic Tower to consolidate downtown city staff. Demolition and construction will start in 2022. Raleigh has selected Brasfield and Gorrie to manage the project. There is an emphasis on hiring MWBE (Minority and Women-Owned Business Enterprises) as subcontractors and to encourage subcontractors to hire Raleigh residents. Capital Area met with Brasfield and Gorrie to discuss the timeline and ways to support the project. Collaborations include connecting customers to training in the needed trades for the construction, providing information sessions to potential subcontractors, and working with subcontractors to meet their talent needs.

Pre-Apprenticeships

The NCWorks NextGen program is developing a new model for delivering services that focuses on pre-apprenticeships. Strategic Initiatives is working closely with this effort to reach out to employers and other partners that can support this model. There have been several meetings with Healthcare and IT employers and partners to discuss serving as education providers and employer sponsors. The healthcare providers are particularly interested in developing opportunities in central sterile processing and medical assistance.

Vulnerable Communities Update

The Wake and Johnston Partners Meetings include members from across each county including public schools, community colleges, vocational rehabilitation, and other community organizations. They meet quarterly to share programs, performance, and challenges. Since the pandemic, partners have shared similar challenges in reaching and serving some of our most vulnerable populations and expressed a desire to collaborate on this issue. To better understand how we are currently serving vulnerable communities, Capital Area staff reached out to Wake County and Johnston County planning to develop maps that overlay vulnerable communities. Two towns identified with high vulnerability and low NCWorks service were Selma and Wake Forest. As a result of these discussions and the data the group was able to pull together, the Town of Selma has given permission to include information about NCWorks programs in their utility bills. The Town will also allow partners to post announcements on their website. The Selma Public Library will allow NCWorks, Wake Tech, and other partners to offer appointments and career workshops at the Library once it reopens to the public. The Wake Forest subcommittee is currently learning about what resources are available and recruiting partners that serve Wake Forest. They have attended the Northern Regional Community Action Committee to introduce the committee and recruit participation. They plan to survey partners in Wake Forest on their greatest needs and the best way to deliver services.

Business Engagement

Triangle Virtual Information Technology Career Expo

CAWD, in partnership with Durham and Kerr-Tar Workforce Development Boards, cohosted the Triangle Virtual Information Technology Career Expo on February 25th from 10:00 am – 2:00 pm. This event was aimed at educating and connecting job seekers with opportunities and support resources available within the IT industry from across the Triangle region. Highlights include:

- 478 job seekers
- 19 employers
- 10 training resources
- 3,094 booth visits by job seekers
- 670 chats
- 437 resume submissions

Triangle Virtual Career Expo “Gen Z Edition”

CAWD will be partnering with Durham and Kerr-Tar Workforce Development Boards to cohost the Triangle Virtual Career Expo “Gen Z Edition.” The event will take place on May 5th from 2:00 pm to 4:00 pm. It will be a collaborative effort between the Adult and Youth service providers in each respective region. We will focus our efforts on connecting High School Seniors looking to enter the workforce upon graduation with immediate employment opportunities. Participants currently utilizing services with our NexGen Centers will also be allowed to attend. All industries are welcome to participate and 15 county regions will be included.

Amazon Information Sessions

CAWD is partnering with Amazon to begin hosting monthly information sessions to allow jobseekers to learn about available warehouse opportunities. The first two sessions have been scheduled for March 30th and April 1st, respectively. Each event will offer time slots for 30-40 job seekers to register for a session at 10:00 am, 12:00 pm, or 3:00 pm.

GlaxoSmithKline (GSK) Apprenticeship program

CAWD is partnering with GlaxoSmithKline (GSK) to serve as a recruiting partner for its Apprenticeship program. GSK is actively recruiting Apprentices for Laboratory Analyst openings at their Zebulon, NC site. GSK’s Apprentice Program is a 2-4 year long program that provides students with the opportunity to jumpstart their careers while pursuing a college education. During the program, apprentices will receive a combination of paid on-the-job training while studying towards their associate degree, fully funded, at GSK’s partnering college.

Letters of Support

CAWD has provided (4) letters of support from December 2020 - mid March 2021 projecting 800 new jobs. These organizations represent life sciences, distribution, and manufacturing.

WIOA Youth & Young Adult Services

Data: October 1, 2020 – December 30, 2020

(Data reflects the impact of COVID-19 during this period. Most centers closed to the public mid-to late-March and continued their closure through July. Since reopening, numbers continue to rise but are still low. Centers continue to serve youth virtually.)

Narrative: January 2021 to current

YouthBuild

Who Build? We Build! Who (are) We? YouthBuild!

As of January 1, 2021, Capital Area Workforce Development has been providing the last nine months of follow up services for Capital Area YouthBuild (CAYB) participants. Follow up services includes case management, career development and supportive services. Examples of support services available are GED testing costs, transportation assistance, and connections with resources that address day care, food, and housing insecurities. There are currently 12 participants that are in follow up. During this time, participants are encouraged to continue to increase their academic skills to obtain their GED. Participants are also informed of and encouraged to attend virtual career fairs and workshops. Understanding that the COVID-19 pandemic has increased challenges for the young adults, additional strategies have been created to help improve outcomes. Overall, the goal is to increase GED attainment and career placement during the remaining time in the program. CAYB is working with NCWorks NextGen to help reach participants and increase outcomes.

YouthBuild Success Story Update

Kevonte participated in the Capital Area YouthBuild program and completed training and three out of his four official GED exams. Kevonte entered the program with multiple barriers to employment; he was a high school dropout, justice involved and basic skills deficient. With current charges pending, Kevonte was uncertain of his future. He enrolled in NextGen in 2020. Within two weeks of enrolling into the program for the 2nd time, Kevonte completed his final GED official exam and obtained his GED in October 2020. His big day occurred in December 2020, when he participated in a graduation ceremony at NextGen! Kevonte has recently gotten custody of his daughter and



worked full time while earning his GED. Because he completed his GED, he is now off probation!

NCWorks NextGen

- NextGen Wake hosts a female mentoring group called Fearless and Free. This group meets virtually on a regular basis. One activity that has been successful with this group has been creating vision boards. Vision boards are a great way to help our youth set goals and visualize reaching them.
- NextGen Wake hosted an Entrepreneurship workshop. The workshop featured a local Entrepreneur and former staff member who discussed how to start and maintain your own small business including details of their own journey.
- NextGen Johnston hosted their annual holiday celebration by way of drive-thru in December 2020. Participants drove through to receive acknowledgements for achievements, a boxed lunch, Toys for Tots presents and information about resources in Johnston County.
- In recognition of National Job Shadowing Day, NextGen Johnston hosted multiple job shadow opportunities during the month of February. NextGen Staff prepared participants for online observations, interviews, and discussions with local business professionals. Participants were encouraged to dress appropriately, demonstrate professionalism, and ask discovery questions regarding pathways and occupations within the industry.
- NextGen Johnston hosted an interactive workshop about African American History in honor of Black History Month during February. Staff provided facts involving the Civil Rights Movement, Famous Athletes, Politicians, Actors and Entertainers.

New Pre-apprenticeship Program Model for NextGen

CAWD's NextGen Program will be piloting a new pre-apprenticeship program model starting in July 2021. This program is a youth-focused pre-apprenticeship initiative that prepares youth and young adults who can benefit from additional support before heading into the workforce. It will combine basic skills preparation, GED attainment support, occupational skills training, work-based learning, and other activities to help participants obtain the skills needed to be placed into an apprenticeship program or full-time employment.



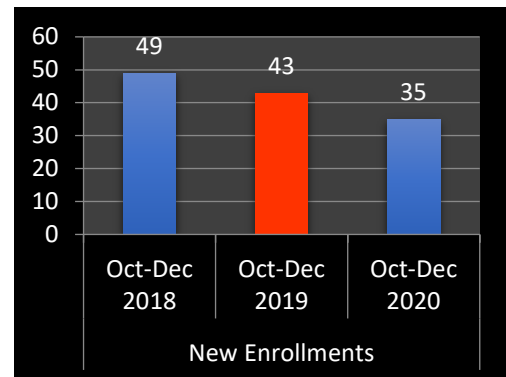
The pilot will start in Wake County beginning July 1, 2021 as a transition year, with plans to move to full implementation in both Wake and Johnston counties beginning in July 2022. Areas of concentration under consideration for the pilot are Electrical, Healthcare and/or Information Technology. Plans are to run two cohorts for two industries for the first year with 15 students in each cohort for a total of four cohorts with 60 youth for the first year.

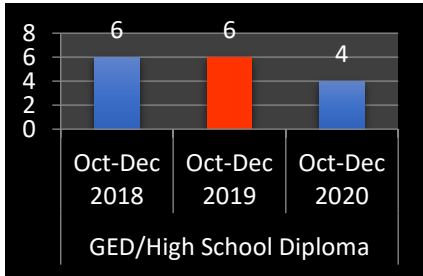
WIOA Youth Program Data Summary: October – December 2020

(Data reflects the impact of COVID-19 during this period. Most centers closed to the public mid-to late-March 2020 and continued their closure through July. Since reopening, numbers continue to rise but are still low. Centers continue to serve youth virtually.)

Total New Enrollments: 35

Enrollments for the second quarter of the program year are down 19% from last year during the same time period. However, enrollments are up from last quarter’s (July – September 2020) 25 to 35 this quarter. Enrollments are expected to continue to increase as the NextGen Program staff continue to adjust their outreach efforts for new enrollments amid the COVID environment.



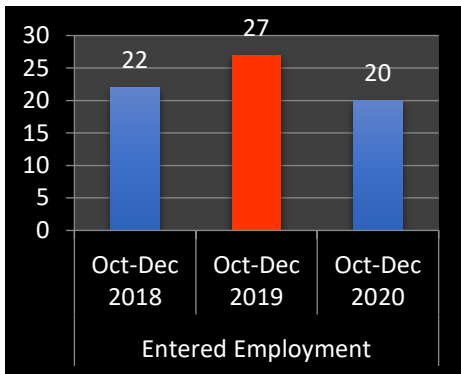
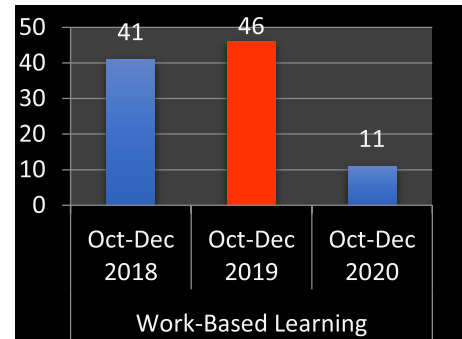


Obtained GED/High School Diploma: 4

The GED/High School Diploma continues to see an impact due to COVID-19. There was a significant decrease of 33% over the same time period from last year. However, it is an increase over 2 in the last quarter (July – September 2020). Testing centers are limiting space for testing in order to practice social distancing. It has become harder to get youth in for the limited seats. Service providers continue to work with the testing centers to ensure seats are available when needed.

Work-based Learning Opportunities: 11

Work-based learning opportunities include on-the-job training, work experience, and occupational skills training. We continue to see an impact to all services due to the COVID-19 pandemic as OJT and WEX opportunities are limited. There was a decrease of 78% from last year. With social distancing practices in place, many employers are hesitant to bring on new staff during this environment.



Entered Employment: 20

Employment opportunities can be either part-time or full-time. There was a decrease of 26% from last year this time. Most of the youth continue to find employment in essential worker positions.

NCWorks Career Centers

- Our NCWorks career centers saw an increase in the amount of traffic in the last three months. This is a good sign as we still have many businesses hiring, so to see the traffic

increase in the centers is a positive sign that more people are comfortable going back to work:

Wake	Johnston
July-Sep: 14-20 customers per week	July-Sep: 10-15 customers per week
Jan-Mar: 150-165 customers per week	Jan-Mar: 30-35 customers per week

- On December 11, 2020 Capital Area was monitored by the Division of Workforce Solutions to complete its annual Equal Opportunity review. The Equal Opportunity review covered statistical and customer data including race/ethnicity, sex, age, and disability. They investigated any significant differences found in participation in programs, activities, and employment as a result of the data. In addition, the reviewer reviewed policies, job training plans, contracts, assurances, and similar agreements to ensure they are nondiscriminatory and contain the required language. No recommendations or findings were reported as a result of the monitoring.
- Capital Area hosted its virtual quarterly partner's meeting for Wake and Johnston Counties. The Johnston County partner meeting was on December 15, 2020. The Wake county partner meeting was on December 17, 2020. Both agendas consisted of the following topics: vulnerable communities discussion, performance, partner highlights and information sharing.
- On February 16, 2021, designated Capital Area staff met to complete the annual adult and youth contract review process for continuation. The staff reviewed the service providers performance in key areas as noted: local area monitoring, state monitoring, performance, contract deliverables (statement of work deliverables and contract numbers), customer satisfaction results/customer complaints, responsiveness, suspensions/letters/probations, and financial expectations. A recommendation will be submitted to the full Board.
- Capital Area hosted its virtual quarterly NCWCC systemwide Managers' meeting on February 4, 2021. The agenda consisted of Updates and Temporary Operational Changes, Quality Assurance and Monitoring Tips, Safety Protocols, and Current Challenges.
- The Capital Area NCWCC system is continuing to operate in Phase II of its Temporary Operational Plan to ensure the safety of partners, staff, and customers. The Temporary Operational Plan encompasses strategies including, but not limited to, the following:
 - Enhanced virtual services offered through the contact center and added additional staff.
 - Enhanced and implemented technology (Google Duo, Docusign, etc.) and processes to provide additional virtual services and complete WIOA enrollments.
 - Modified NCWCCs hours of operation to Monday – Friday, 8:30 am – 5:00 pm. The NCWCCs located in Zebulon, Fuquay, and Wake Forest are operating by appointment and virtually only. The Swinburne location has not reopened to the public; however, customers services are provided virtually.

- Enacted Mask Mandate: Customers, Center staff and partners are required to wear masks while at the Center. Modifications are available for individuals who cannot wear a mask due to religious, health, etc. concerns.
- Continue to follow the 3 Ws, and CDC recommended social distancing protocols and guidelines.
- Enacted screening processes/protocols for staff and partners.
- Implemented customer limits: there is a limit on the number of customers that can be in the Center and in the computer Resource areas at one time.

SkillsBuild

In our ever-changing world of business, job seekers and other learners need fresh skills to take on technical careers. Business owners and managers need the know-how to successfully navigate a digital economy. CAWD has partnered with IBM to introduce an additional training program within the Capital Area by the name of SkillsBuild to help individuals increase their skills and knowledge.

Individuals can explore their interests, learn and grow their skills, and participate in different learning plans and channels. There are over 11,000 learning materials in an array of different technology topics, such as Cybersecurity, Blockchain, Project Management, Data Analytics, and much more! Users will also have the ability to receive coaching and participate in IBM projects.

Individuals 18 years of age or older, can submit a SkillsBuild Access Request form on the Capital Area Workforce Development (CAWD) website at <https://capitalareancworks.com/skillsbuild/>. The SkillsBuild main platform has close to 100 badges in which an individual can earn, claim through the Acclaim open badge software, and post to their professional social media profiles, such as LinkedIn. SkillsBuild is a free learning resource for users to access and an excellent way to build knowledge and upskill.

A soft launch of the SkillsBuild platform was performed on February 10, 2021. 50 customers completed the SkillsBuild Access Request form on the CAWD website within 12 days. SkillsBuild is going live in March 2021 and a press release will be distributed through news outlets and online to the public, targeting job seekers and small business owners.

Access NCWorks

- From November 1, 2020 to February 28, 2021, Access NCWorks agents have solved over 3,400 tickets via talk, chat, and web form from customers.
- Access NCWorks continues to be a valuable resource for customers during the COVID-19 pandemic. Most of the calls from customers during the start of the pandemic were

related to Unemployment Benefit questions but these calls have diminished now that customers know the correct place to call for those services. There continues to be a spike in requests for Reemployment Services and Eligibility Assessment (RESEA) Services, Career Services, and Scholarship/Training related services.

Finish Line Grant

Since starting Year 3 (September 1, 2020 – February 28, 2021) Finish Line Grant, Capital Area has approved 59 applicants and paid out over \$50K to vendors to help students in need. We have provided funds for assistance with vehicle repairs, rent, utility bills, etc.

Because of COVID-19, we continue to utilize our virtual processes for providing Finish Line Grant services to students. This enables us to continue to provide services while keeping students and staff safe.

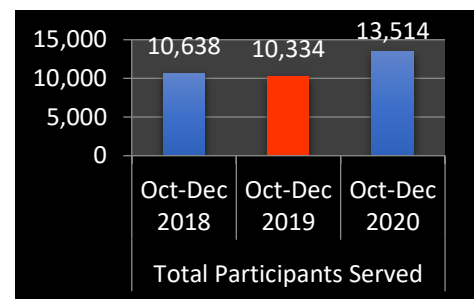
The collaboration between Capital Area Workforce Development, Wake Technical Community College (WTCC), and Johnston Community College (JCC) continues to be successful. The community colleges run reports to look for students that are at least 50% complete with their program of study and emails are sent out to inform them of the Finish Line Grant and the eligibility criteria. It is a great method for recruiting students that may not know about the program.

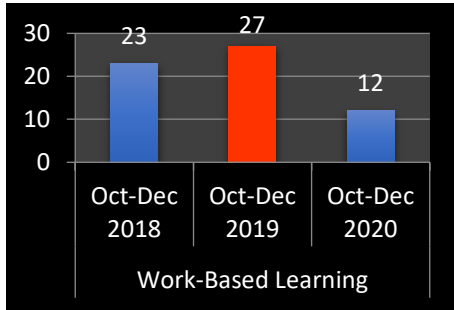
WIOA NCWorks Career Center Program Data Summary: October – December 2020

(Data reflects the impact of COVID-19 during this period. Most centers closed to the public mid-to late-March and continued their closure through July.

Total Participants Served: 13,514

Participants served represent traffic across all of the Capital Area NCWorks Career Centers. There was an increase of 30.8% in customer numbers this quarter over the same time period last year representing 3,180 individuals. Although we reopened the Centers under strict social distancing protocols, many people are still reluctant to come to the Centers in person. We continue to serve customers virtually through the Access NCWorks Contact Center using phone, chat, and email. This method of engagement has been more convenient for many of our customers.





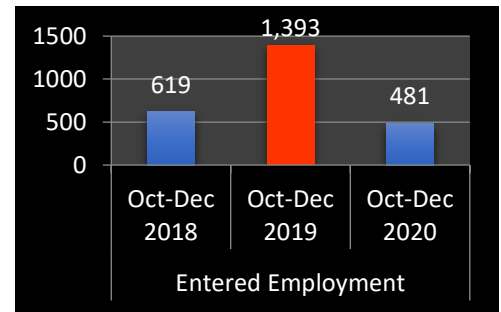
Total Work-Based Learning Opportunities: 12

These work-based learning opportunities include on-the-job training, internships, and work experience. Work-based learning is a more effective way to get job seekers back to work quickly. It is an 81.5% decrease over the same period last year. However, it did increase from 5 in the last quarter (June – September 2020) to 12 for this reporting period. Most OJT and WEX opportunities were not available as many businesses continue to be cautious about doing an OJT or WEX at this time. With the

vaccine starting to roll out more quickly, these numbers should continue to increase throughout 2021.

Total Employment Results: 481

Employment results are real-time and are self-reported by customers and employers. Employment numbers continue to be impacted by COVID-19. There was a decrease of 65.5% for this time frame compared to the same timeframe last year. However, these numbers did increase from 452 last quarter (July – September 2020) to 481 this reporting period. It is anticipated that this number will continue to rise.



COVID-19 Special Projects

National Dislocated Worker Grant (NDWG)

Capital Area received \$693,160 in National Dislocated Worker Grant funding in late-June 2020 to assist with serving individuals impacted by COVID-19. This funding provides flexibility in responding to and recovering from unexpected events that cause large-scale job loss that exceed the capacity of the local area to address with formula resources. Capital Area is using the funds to serve an additional 288 dislocated workers by providing them with occupational skills training, supportive services (transportation, work-related work equipment/supplies), and work-based learning (primarily On-the-Job Training (OJT)). The funding is for a two-years ending June 30, 2022.

Capital Area NDWG COVID -19 YTD: July 1 – December 30, 2020	
Number of Participants in Career and Training Services	113
Number of OJTs	6
Number of Participants Receiving Supportive Services	10

Wake County Youth Emergency Grant

Capital Area has served a total of 469 individuals through the Wake County Youth Emergency Grant through December 31, 2020. Employees and young adults continue to receive various training that will assist in obtaining or maintaining employment after being impacted by COVID-19. Programs are listed below:

- *Information Technology Apprenticeship Program (ITAP)* – Students continue their work with the ITAP program with ISG Solutions. Courses started in October with training modules that include two tracks; track one includes A+, Network+, and Cloud+ certifications, and track two includes Linux+, Security+, and Cloud+ certifications. Participants will attend this training online and will learn at their own pace. Two students passed certifications in A+ Part 1 in December and have moved on to A+ Part 2. The IT training was extended through March 2021 to give students more time to complete their courses and certifications.
- *Electrical Pre-Apprenticeship to Apprenticeship Program* - JATC (Joint Apprenticeship Training Committee) The Pre-Apprenticeship Program training finished in December 2020 and 11 students (out of 13) moved into JATC’s 4-year apprenticeship program. The remaining students plan to begin it at a later date. They both tested positive for COVID-19 and will start the Apprenticeship program after they recover or are no longer contagious.
- *TechHire Student Training Continuation* – The TechHire portion of this project finished in December 2020. There was a total of 22 students that received additional training as a

result of this funding. Tech Hire participants followed one of three career pathways—CompTIA, CISCO, or Cybersecurity. Each of these pathways included stackable credentials. Participants selected the next credential in their current pathway or took courses in the other pathways to increase their range of skills. Seventeen students received some type of credential after they completed their training.

- *Incumbent Worker Training – ReOpen Wake* has awarded eight businesses Emergency COVID-19 Incumbent Worker funding for a total of \$8,039. Businesses awarded so far are: El Centro Hispano, Benefit Therapy Services, A Peace of My Passion Christian Bookstore, Engineered Designs, Sigma Health Services, MEALS ON WHEELS, Streetplus - Downtown Raleigh Alliance, and Solid Rock AME Zion Church. Five of these businesses are in a vulnerable community, addressing the needs of the disadvantaged. This funding will help local businesses successfully reopen from COVID-19 shutdowns by providing access to critical resources and funding for training.
- *Virtual Career Fair Platform* – CAWD hosted an additional virtual career fair using the **Premier Virtual Career Fair platform** on December 10, 2020. For this event, there were 100 job seekers and 26 employers in attendance. As part of the event registration process, these job seekers were also connected to NCWorks to get further assistance in their job search process. More virtual career fairs are planned for February 25th and May 5th.

Communications

CAWD's new website went live in late February and has several new features. Contact forms are available on multiple pages allowing businesses, job seekers and other users to request information. We're already experiencing a steady volume of requests. Labor market data can now be found on business and jobseeker pages. This includes the monthly regional snapshot in addition to Star Jobs, top hiring companies from NCWorks.gov, and the most requested skills from employer job posts. The "Meet the Board" page has board member photos and bios as on the old site but has been updated to include links to each member's LinkedIn page. There are still a few glitches and tweaks being worked through but feel free to view the site at

March 2021 Operations Report

Performance

PY 2020 Quarterly Performance Results- Goal Versus Actual Percentage Achieved

WDB	Indicator Type	WIOA Title I - Adult					WIOA Title I - Dislocated Worker				
		Employ Q2	Employ Q4	Median Earnings	Credential	Skill Gains	Employ Q2	Employ Q4	Median Earnings	Credential	Skill Gains
Statewide	Actual	77.6%	77.2%	\$6,122	65.1%	36.8%	70.8%	70.5%	\$6,933	65.4%	47.3%
	Goal	77.0%	74.5%	\$5,300	56.0%	44.5%	74.0%	74.0%	\$6,600	58.4%	49.5%
	% of Goal	100.8%	103.6%	115.5%	116.2%	82.7%	95.7%	95.2%	105.0%	112.0%	95.6%
34 - Capital Area	Actual	81.3%	75.6%	\$6,660	66.4%	32.7%	71.1%	74.1%	\$7,548	71.4%	63.9%
	Goal	77.5%	76.0%	\$6,661	65.0%	70.0%	75.0%	79.0%	\$7,500	63.0%	70.0%
	% of Goal	104.9%	99.5%	100.0%	102.1%	95.6%	94.8%	93.7%	100.6%	113.4%	91.3%
35 - Durham	Actual	75.0%	62.8%	\$4,822	46.7%	36.8%	72.7%	84.0%	\$6,748	83.3%	66.7%
	Goal	73.0%	75.0%	\$5,300	60.0%	51.0%	76.5%	74.0%	\$7,000	61.0%	50.0%
	% of Goal	102.7%	83.7%	91.0%	77.8%	72.2%	95.1%	113.5%	96.4%	136.6%	133.3%
37 - Charlotte Works	Actual	69.3%	70.5%	\$7,276	58.6%	13.6%	74.5%	72.6%	\$10,378	66.7%	38.9%
	Goal	75.0%	75.0%	\$6,250	54.0%	42.0%	77.0%	79.0%	\$8,200	53.0%	50.0%
	% of Goal	92.4%	93.9%	116.4%	108.5%	34.4%	96.7%	91.8%	126.6%	125.8%	77.9%
42 - Greensboro	Actual	76.4%	74.2%	\$6,160	76.5%	26.8%	75.3%	69.5%	\$6,898	75.7%	38.2%
	Goal	78.0%	78.0%	\$5,800	63.0%	48.0%	80.0%	78.0%	\$7,000	63.0%	56.0%
	% of Goal	98.0%	95.2%	106.2%	121.5%	55.9%	94.2%	89.1%	98.6%	120.1%	68.3%

GREEN

Exceeds - % of goal exceeds 100% of the negotiated level of performance

YELLOW

Meets- % of goal is between 90 to 100% of the negotiated level of performance

RED

Fails - % of goal is less than 90% of the negotiated level of performance

March 2021 Operations Report

WDB	Indicator Type	WIOA Title III - Wagner-Peyser			WIOA Title I - Youth				
		Employ Q2	Employ Q4	Median Earnings	Employ Q2	Employ Q4	Median Earnings	Credential	Skill Gains
Statewide	Actual	67.9%	67.7%	\$4,895	70.2%	69.3%	\$3,086.8	55.3%	23.8%
	Goal	71.3%	71.3%	\$4,850	71.0%	72.0%	2,750.0%	52.3%	44.5%
	% of Goal	95.3%	95.0%	100.9%	98.9%	96.2%	112.3%	105.8%	53.6%
34 - Capital Area	Actual	69.3%	70.8%	\$6,635	65.0%	68.3%	\$2,949.4	48.4%	24.1%
	Goal	73.0%	73.0%	\$6,300	73.0%	73.0%	\$3,750.0	62.0%	44.5%
	% of Goal	94.9%	96.9%	105.3%	89.1%	93.6%	78.7%	78.0%	54.1%
35 - Durham	Actual	69.5%	69.5%	\$5,241	76.1%	50.0%	\$2,339.1	57.1%	47.8%
	Goal	74.0%	74.0%	\$5,650	74.0%	71.0%	\$2,800.0	53.0%	43.0%
	% of Goal	94.0%	93.9%	92.8%	102.8%	70.4%	83.5%	107.8%	111.2%
37 - Charlotte Works	Actual	70.1%	71.9%	\$6,779	66.8%	66.1%	\$3,056.1	64.1%	18.6%
	Goal	73.0%	75.0%	\$6,300	75.0%	73.0%	\$2,650.0	65.0%	44.5%
	% of Goal	96.1%	95.9%	107.6%	89.1%	90.6%	115.3%	98.6%	41.9%
42 - Greensboro	Actual	69.5%	70.0%	\$4,667	70.8%	70.3%	\$2,376.9	34.8%	48.8%
	Goal	74.0%	75.0%	\$5,000	74.0%	75.0%	\$3,100.0	56.0%	45.0%
	% of Goal	93.9%	93.4%	93.3%	95.7%	93.8%	76.7%	62.1%	108.4%

North Carolina now is tracking Skill Gains as a Federal Performance Indicator for all Cohorts and Youth has the Median Earnings Indicator as a goal for the first time. Skill Gains has been a focus for CA for 3 years as we knew that it would be official in PY20. Skill gains is a measure that starts off July 1, 2020, with the whole pool defined and builds over the program year as skills are obtained and documented. We continue to track closely to ensure the goal is met or exceeded by year- end.

Skill Gains is a struggle across North Carolina including Capital Area. Capital Area has an action improvement plan in place for the Youth contractors. The action plan focuses on all youth measures with strategies to improve outcomes. Capital Area staff is meeting monthly to address performance improvement. Covid-19 is just starting to affect all outcomes and will be even more as new data becomes available. Capital Area is running reports to analyze and see trends due to Covid-19 to better understand how to serve our customers as the pandemic continues.

Finance

Below is a financial status summary report for the period July 1, 2020 – December 31, 2020 for CAWD funding. As 50% of the Program Year 2020 (PY20) has been completed, the WIOA funding streams for Adult (53%) and Youth (58%) are slightly reflecting potential cost overruns. Additional Youth allocation of \$100,000 along with a planned Contingency fund request of \$200,000 is expected to lower the total spending percentage to the required level. In addition to these, utilizing uncommitted Administration (38%) funding and/or contract reductions are options to ease any remaining deficit by program year-end. Dislocated Worker (DW) (45%) is supplemented by National Dislocated Worker Grant (NDWG) COVID-19 grant (14%) which serves as a cushion for additional dislocated worker needs. The Infrastructure Cost grant of \$302,595 (47%) is utilized to pay for occupancy costs and any new equipment in the Adult centers that are traditionally paid with Adult and Dislocated Worker funding. Roads to Reentry grant (32%) is in the second year of operation and is right on target. YouthBuild program (91%) has a new end date of September 2021 and is on track with follow-up services and additional outcomes.

CARES Act funding expenditures include the Youth Employment grant (63%) and the Wake Partners grant (74%). Newly approved additional CARES Act funding of \$1,072,000 will allow us to expand COVID-19 related workforce services and Reentry support services in Wake county, before it expires in March 2021. Other grant activities include a \$150,000 local Reentry grant (2021) from NC DPS, an additional \$150,000 Finish Line grant from the Department of Workforce Solutions (DWS) and \$53,700 from NC Biotechnology Center which was utilized to conduct a biotechnology career exploration program for NC workers who lost their job due to the COVID-19 Pandemic.



March 2021 Operations Report

CAPITAL AREA CONSORTIUM - FINANCIAL STATUS REPORT - QUARTER ENDING DECEMBER 31, 2020				
				50.0%
ACTIVITY	AVAILABLE	SPENT	BALANCE	% EXPENDED
TITLE I ADULT	\$1,381,756.00	737,102.83	644,653.17	53%
TITLE I DISLOCATED WKR	1,450,504.51	657,538.54	792,965.97	45%
TITLE I YOUTH	1,493,661.00	864,257.21	629,403.79	58%
WIOA ADMINISTRATION	605,444.84	231,781.29	373,663.55	38%
YouthBuild USA 2017 (DOL)	1,080,000.00	980,409.40	99,590.60	91%
Roads To Re-Entry Project Grant USA 2019 (DOL)	1,500,000.00	480,057.07	1,019,942.93	32%
Second Chance at Success Initiative Pilot (Local)	50,000.00	26,759.08	23,240.92	54%
NextGen Sector Patnership Grant	50,315.00	28,215.03	22,099.97	56%
Finish Line Grant - FLG CAWDB	245,731.54	56,724.00	189,007.54	23%
State Leadership Training Grant	97,912.50	26,928.95	70,983.55	28%
Business/Employment Services Grant	50,000.00	-	50,000.00	0%
Infrastructure Cost Grant 2020	302,594.65	142,418.38	160,176.27	47%
DPS Local Re-Entry Grant 2020	130,000.00	125,795.36	4,204.64	97%
DPS Local Re-Entry Grant 2021	150,000.00	8,322.23	141,677.77	6%
House Wake COVID-19 Grant	100,090.00	87,419.00	12,671.00	87%
NDWG COVID-19 Grant from NC DWS	693,160.00	95,245.73	597,914.27	14%
CARES Act - Youth Employment grant-Wake County	643,830.00	407,009.37	236,820.63	63%
CARES Act - Wake Partners grant-Wake County	841,372.00	624,513.02	216,858.98	74%
NC Biotechnology Center grant 2020	53,700.00	53,700.00	-	100%
TOTAL	\$10,920,072.04	5,634,196.49	5,285,875.55	52%

ACTIVITY	AVAILABLE	SPENT	BALANCE	% EXPENDED
<i>TITLE I ADULT With Contingency*</i>	<i>\$1,481,756.00</i>	<i>737,102.83</i>	<i>744,653.17</i>	<i>50%</i>
<i>TITLE I DISLOCATED WKR With Contingency*</i>	<i>\$1,550,504.51</i>	<i>657,538.54</i>	<i>892,965.97</i>	<i>42%</i>
<i>TITLE I YOUTH*</i>	<i>\$1,593,661.00</i>	<i>864,257.21</i>	<i>729,403.79</i>	<i>54%</i>

Note: * With Contingency grant of \$200,000 to be expended on Adult & Dislocated Worker and additional \$100,000 on Youth program.

NEW FUNDING AFTER DECEMBER 2020	AVAILABLE	SPENT	BALANCE	% EXPENDED
Training & Technical Assistance Grant - DWS	377,740.00	0	377,740.00	0.00%