



CAPITAL AREA
WORKFORCE DEVELOPMENT

Operations Report

December 2020

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Strategic Initiatives

Youth Advisory Councils

Youth Advisory Councils in Wake and Johnston Counties continue to adjust to the changing environment. In September and October, the councils met to discuss the goals for the upcoming year and to consider new members. They reviewed the work of similar groups for potential strategies to address the impact of COVID-19 on youth including MyFutureNC. Both councils have recognized the digital divide as a barrier to youth success during the pandemic and are developing strategies to address it. Johnston County is also exploring a mentorship strategy to support opportunity youth.

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. The grant award was \$1,500,000 to provide career counseling, training, and job placement to incarcerated individuals in jails and prisons returning to Wake and Johnston Counties through October 2022. Staff have started meeting clients in person after several months of virtual meetings. The Correctional Center orientation and visits have been put on hold during the pandemic, but a plan is being developed to carry out virtual meetings by the end of the year. **70 clients** have been enrolled and 26 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 County Inmate Education and Employment Initiative (WCIEEI)

The Wake Detention Center has not restarted their educational programs including WCIEEI. Partners are meeting regularly to prepare for a restart in the future.

Wake Local Reentry Council

The Wake LRC is located at the NCWorks Career Center at Tillery and has started taking clients in person. It provides one-on-one support and connects citizens to other partners that provide services to create successful transitions to the community. Clients must wait 14 days after release to have an in-person meeting, but they can receive intake and support by phone prior to the end of the waiting period. Clients are provided gift cards for gas, food, and clothes for emergency needs and referred to Wake LRC partners for housing, healthcare, mental health, and other needs. Clients are referred to NCWorks and/or Roads to Reentry for employment support. The CAWD led Wake LRC has served **109 clients** since February 19th.

The Wake LRC also coordinates the county-wide effort to provide support to returning citizens. Since CAWD started managing the Wake LRC, there have been two county-wide meetings with over 50 individuals in attendance. This includes community organizations, local government partners, NC Department of Public Safety, and faith-based groups. Three subcommittees have been created and have met. They are Housing, Employment, and Support Services. The increase in coordination has already been beneficial to LRC clients. St. Augustine and Campbell School

of Law have started the process of providing social work and legal interns. Legal Aid NC is planning to hold a series of legal clinics for Wake LRC clients.

House Wake!

House Wake was a funding opportunity through Wake County using CARES Act Funds. Wake County Housing Affordability and Community Revitalization Department provided a grant of \$100,089 to CAWD to assist Wake LRC clients that have been impacted by COVID-19. 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 funding have assisted **31 clients** with housing related services.

Wake Partners

CAWD is managing a Wake County, CARES Act funded grant program to area non-profits that serve individuals impacted by COVID-19. We received 45 requests totaling over \$6,000,000. Fourteen were funded at a total of over \$800,000. 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

The contracts started on August 19th. Since the start the grantees have served 410 clients with a total goal of 1,171 clients by December 30, 2020.

Business Engagement

Triangle Virtual Career Expo launched October 8th – Highlights and Feedback

CAWD in partnership with Durham and Kerr-Tar Workforce Development Boards hosted a regional virtual career expo on October 8th that connected 1141 job seekers with 79 organizations throughout the Triangle. Employers across diverse industries including IT, Healthcare,

Manufacturing and Skilled Trades engaged in virtual chats and resume exchange for immediate job openings with opportunities for all skillsets and experience levels.

Our new software platform, Premier Virtual, provides robust reporting allowing us to capture activity and engagement from the event. A few stats of interest:

- 17,315 booth visits by job seekers
- 12,356 chats occurred between job seekers and employers
- 1,681 applications were submitted to employers

The system collected the resumes from every job seeker who registered which provides our career centers a valuable candidate pipeline as new employer hiring needs arise and for future event outreach. The Business Services team is also staying in touch with participating employers and job seekers to measure results and outcome.

A few of the comments from participating employers:

- *“It being our first time doing this, we did not have expectations, but it was nice to see a variety of candidates visiting our booth”.*
- *“Overall, it was a good experience. I think virtual is great!”*
- *“This was such an easy way to advertise and recruit for potential applicants. The help and communication was extra helpful and wonderful. Thank you so much!”*
- *“The Best! One of the best virtual events I have ever been a part of.”*

Many supporting partners from Economic Development, Chambers of Commerce, local government and educational partners helped in promoting this event throughout the region. The regional working group is already making plans for future regional events – both industry specific and large-scale events like this one.

Rapid Response

- (5) new WARN notices received since September 1, 2020
- 440 impacted workers
- Companies include Alamo Drafthouse, Dave & Buster’s, Avis Budget Car Rental, PF Chang’s and Catalent Pharma*

*Catalent Pharma announced a layoff of 84 workers. Due to a recall of their product, they were forced to shut down the production line and begin the process of layoffs.

CAWD has been actively working with leadership on outplacement support. The following has been scheduled:

- Virtual Employee Information Sessions – November 12th and 18th via Zoom
- Virtual Hiring Event on December 2nd bringing in regional employers with similar talent needs to connect with impacted workers.
- Occupations impacted include, but not limited to: *Operations Technicians, Scientists, Quality and Compliance*



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Letters of Support

December 2020 Operations Report

CAWD has provided (5) letters of support from September-mid November 2020 projecting 1,808 new jobs. These organizations represent life sciences, financial services, manufacturing, warehouse and distribution.

Outreach and Awareness Efforts

CAWD was invited to participate in the City of Raleigh's October Economic Development and Innovation Committee meeting that was held virtually on October 27th. The event titled "*Collaboration with County and State to Promote Business Recruitment, Retention & Inclusion*" was a virtual roundtable providing participating agencies an opportunity to briefly introduce the organization and its collaboration with the City and staff of the Office of Economic Development and Innovation. Council members engaged in Q&A with the regional partners and the roundtable provided an opportunity to convey shared goals, partnerships and projects that promote business recruitment, retention and inclusion.

Roundtable speakers included:

- Michael Haley, Wake County Economic Development/Raleigh Chamber
- Chris Chung, EDPNC
- Ryan Combs, Research Triangle Regional Partnership
- Bernita Nichols, Wake Technical Community College
- Denny Edwards, Greater Raleigh Convention and Visitors Bureau
- Kimberly Wheeler, CAWD

Upcoming Regional Event

To support the growing needs of our region's healthcare sector, CAWD in partnership with Durham and Kerr-Tar Workforce Development Boards will be cohosting (2) virtual events in December to educate and connect job seekers with opportunities and support resources available within healthcare.

- **Healthcare Resource Fair, December 9th from 2-4.** Education and Training Providers, Non-profit agencies, NCWorks and others will be available to share their programs and resources to aid job seekers in how to pursue and prepare for occupations in the healthcare sector.
- **Healthcare Career Fair, December 10th from 11-4.** Employers across the healthcare field will be encouraged to participate in this free hiring event to connect with job seekers. Our target audience of employers includes hospitals, private practice, dental, retirement communities, home health agencies and clinical research organizations.

*A healthcare industry roundtable is also being considered for December 9th to provide both job seekers and front-line workforce professionals with updates and insights on the emerging workforce trends and developments, particularly in response to COVID-19.

WIOA Youth & Young Adult Services

Data: July 1, 2020 – September 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: October 2020 to current

YouthBuild

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

The Department of Labor granted the Capital Area YouthBuild Program approval for a nine month no cost extension that will allow participants that are in the follow up phase of the program to continue to receive supportive and career development services. On September 30, the remaining ten active participants were exited to begin their year of follow up. During this time, participants will receive supportive services, career development, and GED testing support. Individuals that are also enrolled in NextGen will receive an extra layer of support provided by their youth advocates.

YouthBuild students are resilient! Although COVID-19 presented challenges for our young adults, some were determined to continue progressing towards their educational goals. In July, Wake Technical Community College reopened its testing and several participants took and passed the GED test. One participant obtained her GED during this time and another obtained his GED in October. With the assistance of virtual meeting platforms, hot spots and Kindles, YouthBuild participants were able to remain engaged during this time.

NCWorks NextGen

NextGen Johnston held their Annual Leadership Week with several activities that took place the week of October 5th. Activities included the following:

- October 5th – Letters of Hope - NextGen participants took part in giving back to their community and spreading a bit of cheer and joy during the pandemic. NextGen participants wrote letters and drew pictures to residents in a nursing facility since they were unable to visit in person because of the pandemic.
- October 6th – Domestic Violence Workshop - NextGen participants attended a workshop with guest speakers from Harbor Inc. for Domestic Violence Awareness Month. Guest speakers discussed ways to maintain a good healthy relationship among family and friends and ways to identify unhealthy relationships.

- October 7th - Triangle Rock Climbing - NextGen participants took part in rock climbing at the Triangle Rock Climbing Club. Participants learned proper rock-climbing techniques and discussed the importance of wellness and how physical activity can contribute to overall health.
- October 8th - Volunteering at Temple Church - NextGen participants and staff volunteered at Temple Church Food Distribution. Participants were able to assist with the distribution of food and goods to members within the community.



- NextGen Johnston Staff held a Making Your Vote Count event. Staff provided NextGen participants with information regarding how to vote and discussed how exercising their right to vote impacts their community and nation.

NextGen Wake engaged in several leadership activities:

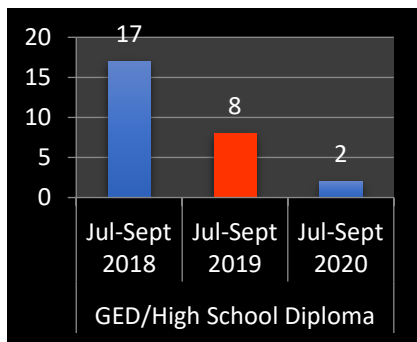
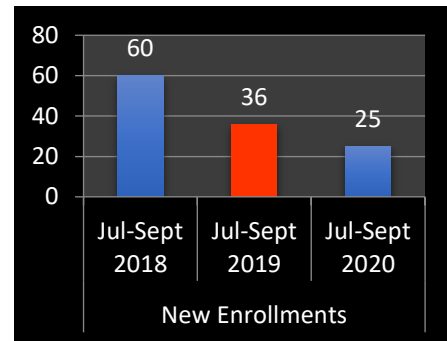
- NextGen Wake hosted a Leadership Development Workshop. The workshop focused on how to be a leader in your community. There was also a discussion about other leadership activities that the NextGen program provides that can assist young adults with connecting to their community.
- NextGen Wake hosted a Welding Q&A session for participants interested in the Welding field. This workshop included a testimonial of a current NextGen participant who shared his interest in Welding and his experience with Welding Training.
- NextGen Wake hosted a career exploration workshop for the Healthcare careers - Medical Assistant and Phlebotomy which included a guest speaker who provided information on their experiences and what “real life” is like working in the Healthcare industry. Participants also learned about the different types of facilities where Medical Assistants and Phlebotomists work.

WIOA Youth Program Data Summary: July – September 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.)

Total New Enrollments: 25

Enrollments for the first quarter of the program year is down 30.6% from last year during the same time period but has increased from last quarter's (April – June 2020) enrollment of 5. This trajectory growth is expected to continue as the NextGen Program staff continue to adjust their outreach efforts for new enrollments amid the COVID environment.

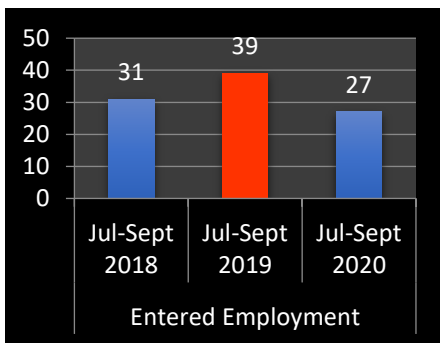
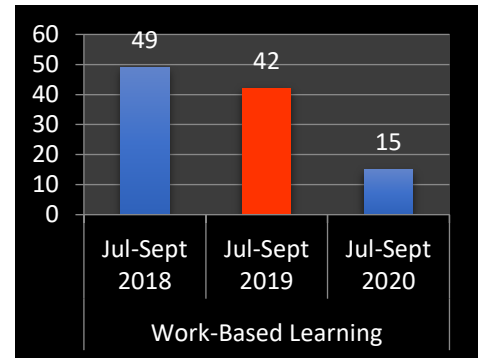


Obtained GED/High School Diploma: 2

The GED/High School Diploma continues to see an impact due to COVID-19. There was a significant decrease of 75% over the same time period from last year. 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: 15

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 64.2% from last year.



Entered Employment: 27

Employment opportunities can be either part-time or full-time. Several youths entered essential worker positions during the 2nd quarter of the pandemic. Even though it was a decrease of 30.8%, employment opportunities were up from 21% last quarter (April – June 2020). Indications are that this trend should continue through the next quarter.

NCWorks Career Centers

Data: July 1, 2020 – September 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 the majority of customers virtually.)

Narrative: October 2020 to current

- Capital Area hosted its virtual quarterly partner's meeting for Wake and Johnston Counties. The Johnston County partner meeting was on September 15th. The Wake County partner meeting was on September 17th. Agenda items included a Vulnerable Communities Discussion, Performance, NCWorks Online updates, partner highlights and networking.
- Governor Cooper proclaimed October as Workforce Development Professional Month. Capital Area celebrated its Workforce Development Professionals virtually through workshops, spirit week and two special events on October 22nd and October 30th.

- On October 28th, Capital Area NCWCC decided to continue operating under its COVID-19 Temporary Operational Plan in Phase II. The NCWCC hours of operation have been adjusted to Monday – Friday, 8:30 am – 5:00 pm. Customers, Center staff and partners are required to wear masks while in the Center and follow social distancing guidelines. During Phase II, a limited number of customers are allowed into the facilities. The NCWCC located at Tillery and Clayton began offering in-person workshops, as well. Contractor staff are onsite and continue to provide services. Division of Workforce Solutions staff continue to work off site due to the mask requirement while not interfacing with customers at their cubicles. The NCWCC facilities located in Zebulon, Fuquay, and Wake Forest are operating by appointment and virtually. The Swinburne location has not reopened to the public; however, customers are provided virtual services.
- Throughout the year, the One-Stop System team conducts Quality Assurance Review visits to the NCWCC. There are three components evaluated for the full Quality Assurance Review noted as follows: programmatic, fiscal and center operations. Partial reviews evaluate Center operations only. Result from this quarter's reviews are as follows:

NCWorks Career Center – Clayton – September 14 – 25, 2020 - Full

Results: Meeting Expectations

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 to know how to successfully navigate a digital economy. CAWD has partnered with IBM to introduce a new upcoming program within the Capital Area by the name of SkillsBuild to help individuals interested in increasing their Information Technology skills and knowledge. Capital Area is one of ten local areas in the nation that was selected for this project.

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 can also receive coaching and participate in IBM projects while they are learning.

Individuals 18 years of age or older are eligible to receive this training through SkillsBuild at no cost to them. They only have to register and create a profile at www.skillsbuild.org. In addition to the learning materials, they can earn badges to put on their resumes or post to their professional social media profiles, such as LinkedIn.

Finish Line Grants

The collaboration between Wake Technical Community College (WTCC) and Johnston Community College (JCC) for the Finish Line Grant continues to be successful. Community Colleges identify students that are at least 50% complete with their program of study and send out emails to these targeted students informing them of the Finish Line Grant and the eligibility criteria.

Since starting Year 3 on September 1st, Capital Area has approved 21 Finish Line Grant applicants and paid out over \$15,000 to vendors to help students with vehicle repairs, rent, utility bills, etc. Services were provided virtually enabling us to continue to provide services, while keeping students and staff safe.

Access NCWorks

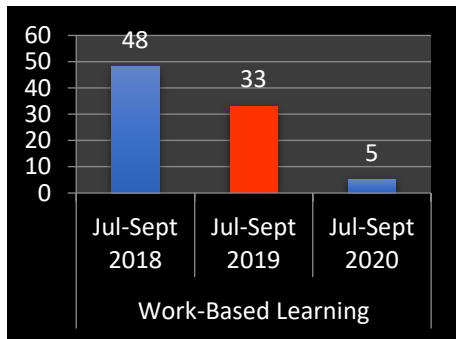
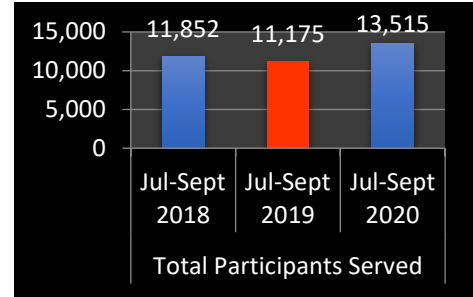
- During the time period of September 1– October 31, Access NCWorks agents have solved over 1,500 tickets via talk, chat, and web form from customers. There have been over 1,700 inbound calls to the Raleigh NCWorks Career Center and of those calls, some customers have reached other departments within the Center outside of the Access NCWorks group.
- 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 there has been a spike in Reemployment Services and Eligibility Assessment (RESEA), Career Services, and Scholarship related services. Our current cloud-based software (Zendesk) has continued to integrate well with the Amazon Connect software used for the statewide NCWorks phone number.

WIOA NCWorks Career Center Program Data Summary: July – September 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 the majority of the customers virtually.)

Total Participants Served: 13,515

Participants served represent traffic across all of the Capital Area NCWorks Career Centers. There was an increase of 20.9% in customer numbers this quarter over the same time period last year representing 2,340 individuals. Our two largest centers reopened at the end of July. 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 through the Access NCWorks Contact Center using phone, chat, and email.



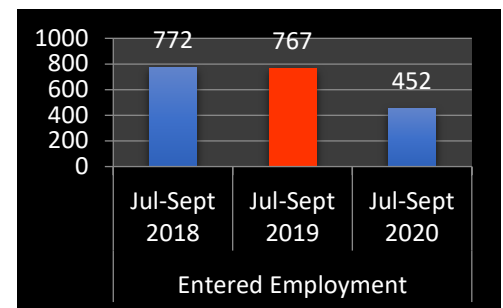
Total Work-Based Learning Opportunities: 5

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 84.9% decrease over the same period last year. Most OJT and WEX opportunities were not available as many businesses continue to be cautious about doing an OJT or WEX at this time. Businesses still seem to be waiting to see what is going to happen with the economy before they begin

hiring again. Some of the corporate offices are still not sure when they will be back in their offices while smaller businesses are uncomfortable hiring new employees virtually. Businesses are also seeing a delay in drug testing results. Most labs are committed to conducting COVID tests.

Total Employment Results: 452

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 41.07% for this time frame compared to the same time frame in 2019. This is however an improvement of 110 employments in the previous quarter (Apr. – June 2020) which is a 310.9% increase. 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 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, rental assistance and work-related work equipment/supplies) and work-based learning (primarily On-the-Job Training (OJT)). The funding is for a two-year period ending June 30, 2022.

Capital Area NDWG COVID -19 YTD: July 1 – Sept. 30, 2020	
Number of Participants in Career and Training Services	106
Number of OJTs	3
Total Number of Participants Served	102
Number of Participants Receiving Supportive Services	6

Wake County Youth Emergency Grant

Capital Area has served a total of 469 individuals through the Wake County Youth Emergency Grant. Employees and young adults will be able 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)* – Ten individuals were enrolled in the ITAP program with ISG Solutions. Courses will start in October with training modules that will 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. The training is scheduled to be completed in December 2020.
- *Electrical Pre-Apprenticeship to Apprenticeship Program* - JATC (Joint Apprenticeship Training Committee) Pre-Apprenticeship Program training began September 28th with 13 students. Housed at the NCWorks Career Center, the training includes classroom instruction with hands-on training activities. Participants will have classroom instruction and complete 120 hours of on-the-job training during the program. Young adults have completed OSHA-10 and will also complete CPR in November. Training will be completed in December 2020 and all successful participants will be invited to complete JATC’s 4-year apprenticeship program.

Future Electricians in Training!



*Students receive
classroom training*



*Students
receive
hands on
electrical
training.*

- *TechHire Student Training Continuation* – Fifty participants from the TechHire program received additional training via the Youth Emergency Grant funds. Six students earned credentials, most of which are high level credentials such as Network+ and higher in the CompTIA pathway. Many students are already seeking and obtaining employment. Cameron J. started employment with LeadsNearby as a Web Developer working full-time with an annual salary of \$38,400. Another student, Olivier B. started full-time employment with Wake County Public School System as an Instructional Support Technician, making a gross income of \$56,000 annually. Kiha K. obtained employment with C3/Everise as a Customer Care Representative making \$35,360 annually. And student Grace M. started employment with ProVantage Corporate Solutions as a Technical Support Specialist working full-time, making \$35,000 annually.

- *Incumbent Worker Training* – **ReOpen Wake** has awarded eight businesses Emergency COVID-19 Incumbent Worker funding for a total of \$6,569. 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 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 the first virtual event using the **Premier Virtual Career Fair platform** on August 27th and secured six local businesses to participate. For this event there were 38 job seekers 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. So far, five jobseeker participants have been offered employment. Another virtual career platform was held on October 8th. There were 79 businesses and 1,140 job seekers at this event.

Communications

- Collecting customer success stories has been a priority. Thanks to enthusiastic staff at the career center, pictures and videos of customer successes are being collected and shared on CAWD and NCWorks social media channels and the customer is being added to the ambassador list. Viewership is very strong on these posts.
- The first digital edition of the annual report also has decent engagement with over 130 views making it the 2nd most popular video we've published.
- “This Could Be You,” the apprenticeship video published 3 years ago has well over 300 views.

December 2020 Operations Report

PY 2019 Quarterly Performance Results- Goal Versus Actual Percentage Achieved

WDB	Indicator Type	WIOA Title I - Adult					WIOA Title I - Dislocated Worker					WIOA Title I -Youth				
		Employ Q2	Employ Q4	Median Earnings	Credential	Skill Gains	Employ Q2	Employ Q4	Median Earnings	Credential	Skill Gains	Employ Q2	Employ Q4	Median Earnings	Credential	Skill Gains
Statewide	Actual	80.1%	77.5%	\$6,204	59.0%	17.3%	72.1%	70.4%	\$6,802	61.5%	18.0%	71.1%	70.7%	2,958.1%	53.6%	9.6%
	Goal	77.0%	74.5%	\$5,300	56.0%	44.5%	74.0%	74.0%	\$6,600	58.4%	49.5%	71.0%	72.0%	2,750.0%	52.3%	44.5%
	% of Goal	104.1%	104.0%	117.1%	105.4%	38.9%	97.5%	95.2%	103.1%	105.3%	36.4%	100.1%	98.2%	107.6%	102.5%	21.5%
34 - Capital Area	Actual	84.8%	75.0%	\$5,885	64.4%	32.7%	71.4%	72.7%	\$6,884	67.4%	29.6%	63.0%	65.5%	\$57.0	52.9%	12.2%
	Goal	77.5%	76.0%	\$6,661	65.0%	70.0%	75.0%	79.0%	\$7,500	63.0%	70.0%	73.0%	73.0%	\$3,750.0	62.0%	44.5%
	% of Goal	109.4%	98.7%	88.4%	99.2%	45.8%	95.2%	92.0%	91.8%	106.9%	42.2%	86.3%	89.8%	81.1%	85.4%	27.4%
35 - Durham	Actual	85.2%	66.7%	\$4,882	25.0%	15.8%	80.0%	92.3%	\$5,759	75.0%	14.3%	76.9%	69.2%	2,937.1%	80.0%	11.8%
	Goal	73.0%	75.0%	\$5,300	60.0%	51.0%	76.5%	74.0%	\$7,000	61.0%	50.0%	74.0%	71.0%	2,800.0%	53.0%	43.0%
	% of Goal	117.0%	88.9%	91.0%	41.7%	31.0%	105.6%	124.7%	82.3%	123.0%	28.6%	104.0%	97.5%	104.9%	150.9%	27.4%
37 - Charlotte Works	Actual	76.2%	77.0%	\$7,331	64.9%	6.4%	85.7%	75.0%	\$12,319	76.9%	9.8%	69.4%	71.4%	2,762.6%	64.3%	5.7%
	Goal	75.0%	75.0%	\$6,250	54.0%	42.0%	77.0%	79.0%	\$8,200	53.0%	50.0%	75.0%	73.0%	2,650.0%	66.5%	44.5%
	% of Goal	101.6%	102.6%	117.3%	120.2%	15.1%	111.3%	94.9%	150.2%	145.1%	19.6%	92.5%	97.9%	104.3%	98.9%	12.8%
42 - Greensboro	Actual	80.2%	75.0%	\$6,128	70.4%	11.8%	75.0%	75.0%	\$7,035	73.7%	20.8%	71.1%	75.0%	2,538.5%	36.4%	15.8%
	Goal	78.0%	78.0%	\$5,800	63.0%	48.0%	80.0%	78.0%	\$7,000	63.0%	56.0%	74.0%	75.0%	3,100.0%	56.0%	45.0%
	% of Goal	102.8%	96.2%	105.7%	111.7%	24.5%	98.2%	96.2%	100.5%	117.0%	37.2%	96.1%	100.0%	81.9%	64.9%	34.2%

None of the 23 Boards are meeting or exceeding all their goals at this time

data as of 10/13/2020



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WDB	Indicator Type	WIOA Title III - Wagner-Peyser		
		Employ Q2	Employ Q4	Median Earnings
Statewide	Actual	71.1%	69.7%	\$4,944
	Goal	71.3%	71.3%	\$4,850
	% of Goal	99.7%	97.7%	101.9%
34 - Capital Area	Actual	72.5%	72.8%	\$6,379
	Goal	73.0%	73.0%	\$6,300
	% of Goal	99.2%	99.7%	101.3%
35 - Durham	Actual	73.4%	74.4%	\$5,152
	Goal	74.0%	74.0%	\$5,650
	% of Goal	99.1%	100.5%	91.2%
37 - Charlotte Works	Actual	73.9%	73.3%	\$6,735
	Goal	73.0%	75.0%	\$6,300
	% of Goal	101.2%	97.7%	106.9%
42 - Greensboro	Actual	74.0%	71.2%	\$4,975
	Goal	74.0%	75.0%	\$5,000
	% of Goal	99.9%	95.0%	99.5%

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

Capital Area, compared to Q1 last year, have lower %'s in Entered Employment Q2 and Q4. The Credential measure compared to Q1 for PY19 is a higher % rate but is still not being met. Skill Gains and Median Earnings Performance Indicators are no longer a benchmark, so we have no comparison. What we do know is that both measures are not being met at this time. CA staff has scheduled technical assistance sessions with both Youth providers to discuss measures and an improvement plan will be developed to ensure all measures are met or exceeded moving forward and definitely by the close of the performance period.

North Carolina now is tracking Skill Gains as a Federal Performance Indicator for all Cohorts and the Youth program has the Median Earnings Indicator as a goal for the first time. Skill Gains has been a focus of CA for 3 years as we knew that it would be official in PY20. Skill gains is a measure that started on 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 the year end.



CAPITAL AREA
WORKFORCE DEVELOPMENT

Finance

December 2020 Operations Report

Below is a financial status summary report for the period July 1, 2020 – September 30, 2020 for CAWD funding. As 25% of the Program Year 2020 (PY20) has been completed, the WIOA funding streams for Adult (34%) and Dislocated Worker (DW) (19%) and Youth (34%) are slightly reflecting potential cost overruns. The NDWG COVID-19 grant along with a planned Contingency fund request of \$200,000 is expected to lower the total Adult and DW spending percentage to the required level during the next quarter. These additional funds and/or contract reductions are options to ease the remaining deficit by program year end. Uncommitted Administration (21%) funding is also a potential source for addressing some of the projected deficits. The expected Infrastructure Cost grant funding (nearly \$300,000) will be 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 (26%) has completed the first year of operation and is right on target. YouthBuild program (89%) has been granted a 9 month no-cost extension with a new end date of September 2021 which will allow us to continue follow up services and attain additional outcomes.

Other grant activities include CARES Act funding of \$643,830 to support emergency workforce services for those affected by COVID-19 part of which is utilized to help Tech-Hire program participants to continue their training and \$841,372 (Wake Partners) to expand COVID-19 related workforce services among community-based organizations in Wake County, \$100,090 House Wake! grant from Wake County and \$130,000 local Re-entry grant from NC Department of Public Safety. As these grants are projected to end by December 2020, CAWD is on a fast track to serve maximum number of customers despite all limitations of the COVID-19 pandemic.

CAPITAL AREA CONSORTIUM - FINANCIAL STATUS REPORT - QUARTER ENDING SEPTEMBER 2020				
				25.0%
ACTIVITY	AVAILABLE	SPENT	BALANCE	% EXPENDED
TITLE I ADULT*	\$1,381,756.00	474,044.45	907,711.55	34.31%
TITLE I DISLOCATED WKR*	1,446,508.00	269,870.32	1,176,637.68	18.66%
TITLE I YOUTH	1,493,661.00	507,732.70	985,928.30	33.99%
WIOA ADMINISTRATION	605,444.84	125,636.14	479,808.70	20.75%
Road To Re-Entry Project Grant USA 2019 (DOL)	1,500,000.00	385,862.56	1,114,137.44	25.72%
YouthBuild USA 2017 (DOL)	1,080,000.00	961,566.66	118,433.34	89.03%
Second Chance at Success Initiative Pilot (Local)	50,000.00	12,507.00	37,493.00	25.01%
NextGen Sector Patnership Grant	50,315.00	12,421.88	37,893.12	24.69%
Finish Line Grant 2020 - FLG CAWDB	95,731.54	24,468.38	71,263.16	25.56%
State Leadership Training Grant	97,912.50	12,227.76	85,684.74	12.49%
Infrastructure Cost Partner Fees Collected	9,039.80	0.00	9,039.80	0.00%
DPS Local Reentry Grant	130,000.00	75,793.15	54,206.85	58.30%
House Wake! Grant from Wake County	100,089.50	48,506.81	51,582.69	48.46%
NDWG COVID-19 Grant from NC DWS	693,160.00	69,519.21	623,640.79	10.03%
CARES Act - Youth Employment Grant - Wake County	643,830.00	83,693.31	560,136.69	13.00%
CARES Act - Wake Partners Grant - Wake County	841,372.00	205,359.03	636,012.97	24.41%
TOTAL	\$10,218,820.18	\$3,269,209.36	6,949,610.82	31.99%



CAPITAL AREA
WORKFORCE DEVELOPMENT

December 2020 Operations Report

ACTIVITY	AVAILABLE	SPENT	BALANCE	% EXPENDED
<i>TITLE I ADULT*</i>	<i>\$1,681,756.00</i>	<i>474,044.45</i>	<i>1,207,711.55</i>	<i>28.19%</i>
<i>TITLE I DISLOCATED WKR CONTINGENCY*</i>	<i>1,646,508.00</i>	<i>269,870.32</i>	<i>1,376,637.68</i>	<i>16.39%</i>

Note: * Expecting Infrastructure Cost Grant \$300,000 and Contingency Grant of \$200,000 to be expended on Adult and Dislocated Worker respectively.