



**CAPITAL AREA**  
WORKFORCE DEVELOPMENT

# Operations Report

**March 2019**

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## Strategic Initiatives

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### Strategic Initiative Team – Operations Report, March 2019

#### NCWorks NextGen Career Pathway Center Planning

The Capital Area Youth Action Committee (CAYAC) and staff are working to implement the recommendations from the Partners for Impact evaluation. This evaluation was carried out last fall and included input from focus groups with youth, employers and partners in Wake and Johnston Counties. We are currently seeking funding to carry out some of the key recommendations such as developing paid opportunities for young adults to provide career counseling to youth and providing training for frontline staff in trauma-informed care. We applied for funding from Z. Smith Reynolds and the John Rex Endowment. These were very competitive opportunities and we were not funded. We are now planning to apply to the WIOA Enhancement Grant program.

There are other recommendations that do not require funding to pursue. The CAYAC has reviewed the evaluation recommendations along with research from Lumina Foundation, Emerging Issues, and from successful programs in Detroit MI, Columbus IN, and Philadelphia PA. This review has led to a series of recommendations for current and future work to improve our youth programs. They include:

- Creation of Youth Advisory Committees in Johnston and Wake Counties
- Committee membership should include representation from youth, NextGen staff, economic development, K-12, community colleges, and employers.
- The committee should look at the career and education pipeline for all youth in the respective county.
- The committee should set attainment goals that are attainable but challenging. They should also set sub goals that focus on equity.

We will begin to form these committees and continue to learn about how to make them effective committees for improved youth attainment. The Lumina Foundation has invited 3 staff and board members to attend their annual Convening in Detroit. This Convening will include over 200 programs that are working toward community or regional attainment goals. The knowledge gained at this conference will be shared with the board and committees to inform our work. Thank you to the Capital Area Youth Action Committee for your participation in and leadership of this effort.

#### NCWorks Certified Career Pathways

The Triangle Regional Career Pathway (TRCP) Collaborative has four certified career pathways: IT, Advanced Manufacturing, Health/Life Sciences, and Construction Skilled Trades. For 2018-19, the TRCP Collaborative is focusing on developing tools and strengthening how career pathways are implemented in the NCWorks Career Centers. A team was created to work with the Regional Career Pathway Coordinator to determine how to best incorporate career pathways into the Career Center's service delivery. Research and staff input were used to develop an implementation strategy. Highlights of the strategy include:

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- Develop a framework for ongoing staff development training. This will make sure that staff receive regular, timely training of our career pathways
- Create a Career Pathways Product box for staff. This would be an online depository of the best and most up-to-date materials on each of the career pathways
- Establish a regional standard for documenting career pathway progress. All staff will be trained on this standard and boards will use the data to improve their career pathway implementation.

The TRCP Collaborative held a regional leadership event on January 31<sup>st</sup> at The RTP Conference Center. Nearly 100 people attended from across the region. The next regional event will be a Career Pathways Career Advising training on May 20<sup>th</sup> at the McKimmon Center.

### **Reentry Programs**

#### *Training to Work*

Capital Area is a partner in this federally funded program. The program stopped taking clients on December 31<sup>st</sup> and will end completely on September 30, 2019. So far 107 Wake County residents have been served and 25% have been placed into jobs. CAWD staff is investigating ways to extend this program now that the grant has run out.

#### *Wake County Inmate Education and Employment Initiative (WCIEEI)*

Capital Area is a partner in this project with the Wake Detention Center, Wake Tech, Community Success Initiative, and Eckerd Connects. So far, this program has served 77 incarcerated individuals. Of those, 37 have completed the program and been released. The partners meet regularly to discuss individual clients' progress and to strategize how to improve results. There has been a concerted effort to increase the number of individuals that go to the NCWorks Career Center post-release. This has led to a substantial increase. In the first three cohorts only 11% attended the NCWorks Career Center post-release compared to 71% of the last three cohorts. All the partners have worked together to increase this number.

### **Access NCWorks**

Access NCWorks, the NCWorks Career Center call center developed by CAWD with Innovation Grant funding from the State, went live with the telephone component in August. In late November, webforms and chat were added. In January 2019 the outreach campaign began. The campaign includes direct mailing, social media, and targeted online ads. The outreach targets areas with high unemployment and transportation barriers. There was a spike in phone calls after the direct mailing went out.

Now that staff are proficient with the technology, they are working to expand the services offered through the call center. Career counseling, Wagner-Peyser enrollment, orientation, and answers about WIOA services can all be provided through the call center. Staff and management are developing processes to make customers aware of these virtual services. While customers will still need to visit a center to enroll in WIOA and some intensive services, Access NCWorks can prepare them to make the most of their in-person visit.

## Business Engagement

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### General

- CAWD was a community sponsor and exhibitor for Research Triangle CleanTech Cluster's Job Fair at McKimmon Center. Team connected with over 75 job seekers interested in full time employment and internships. Business Services team engaged in follow-up to enroll in NCWorks and offer 1:1 support.
- CAWD joined HCL for their 10-year anniversary celebration welcomed by The Governor and HCL CEO. Rahul Singh, Head of Global Public Policy, Advocacy & Government Affairs, publicly recognized the impact of their partnership with CAWD and the workforce system to aid in their growth and success. Our team is now working with HCL to plan and produce a video which will showcase this success story.
- CAWD was invited to participate in a NC BioImpact meeting – bringing together key stakeholders from business and education supporting biotech industry. Along with DWS representative, we provided insight into the partnership support available through workforce development and NCWorks career centers. With the growth of this sector in our region and across the state there are significant opportunities for us to help the industry grow and connect with our adult and youth customers.
- An IT Career Fair was held at NCWorks Career Center including 19 employers and 183 job seekers. Companies were from a range of industries, all in need of IT Talent.
- CAWD is a community sponsor and active contributor in the planning efforts for “Advancing Women in Trades” event scheduled in May 2019. This event will spotlight and showcase early stage and experienced women in the trades and their success stories.

### Economic Development and Funding Support

(YTD: January 2019 – present)

CAWD has provided (8) new letters of support since December 2018 board meeting.

- Project Won & Announced: Linamar Forging, Manufacturing (Johnston County), 24 jobs/\$54,378 average salary
- R&D/IT Facility – 800 new jobs, \$151,563 average salary
- (2) Technology firms – 500 new jobs/\$65,380 - \$250,000 average salary
- Biomanufacturing/450 new jobs/\$76,649 average salary
- (2) Advanced Manufacturing firms – 249 new jobs/\$59,722 - \$114,7982 average salary
- R&D – 43 jobs/\$60,628 average salary

### CATALYST 20/20 Incumbent Worker Training Grant

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- New grant received and pending review – Professional Services firm, grant request: \$20,000
- (9) inquiries and prospective applicants YTD representing all our high growth industries
- Since April relaunch, (10) grants have been issued totaling \$137,110

### **Outreach and Awareness**

- CAWD led a workshop at CAI's Training Showcase promoting CATALYST 20/20 Training Grant – attendees gained awareness of resources and support available through CAWD to aid in their hiring/training efforts. This led to several follow-up meetings with Business Services to explore company needs and discuss strategies for support.
- CAWD spoke at NC Apprenticeship Council meeting on December 12, 2018 to share about our November Employer Apprenticeship summit and our board's commitment to advancing apprenticeships. This council is comprised of key apprenticeship stakeholders including employers, education and workforce partners.
- CAWD hosted a joint session with EDPNC and statewide Business Engagement representatives to build awareness of agencies and foster partnership opportunities to more effectively serve business and industry. Over 50 representatives were in attendance and this has resulted in increasing cross promotion and referrals of prospective clients.
- NCWorks Business Services team are planning job fairs and employer information sessions at regional centers throughout 2019. The first event was held at Eastern Regional Center in Zebulon with 6 employers representing diverse industries. The information session helped increase awareness of support available and further strengthening existing client relationships.
- CAWD and NCWorks Business Services Team remain actively involved with local chamber leadership and regional economic development leaders to heighten awareness and strengthen partnerships. In March, we will be leading a Lunch and Learn session for Rolesville Chamber of Commerce and speaking at the Zebulon Chamber Annual Meeting. Leaders in Garner, Zebulon, Apex and Wake Forest have all repeatedly looked to CAWD as key partners to support their local businesses.

### **WIOA Youth and Young Adult Services**

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Data: October 1, 2018 – December 31, 2018

Narrative: December 2018

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## YouthBuild

**Who Build? We Build! Who (are) We? YouthBuild!** YouthBuild is in its second year and participants are continuing to move forward. Cohort 4 began on January 7, 2019. This cohort was postponed from November 2018 to give candidates time to get through the holiday season without having the challenges of the multiple holidays off.



Cohort 3 completed their work experience with Habitat for Humanity on January 18<sup>th</sup>. We partnered with Step Up Ministries, Inc. to provide additional services to assist with gaining employment after the work experience. Participants attended a week-long career training on January 28<sup>th</sup> to help prepare them as they enter the work force. They were able to refresh their interview skills, obtain interview attire, fine tune their resumes, meet with career counselors and interview with employers.

*Left: Participants ready to interview with employers who have partnered with Step Up Ministries, Inc.*

YouthBuild Awards Banquet was held on February 27, 2019 at the City of Raleigh Museum. Those who have not completed all the program components received recognition for participation while others received recognition for completing all the program components. During the banquet, award plaques were given to one participant per cohort that received the most nomination points for the following categories: Leadership, Outstanding Achievement, and Perseverance. One participant, who excelled in all multiple areas and was unanimously nominated, received the MVP YouthBuild trophy.

*Below: Participants receive awards during YouthBuild banquet, February 27th.*



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## NCWorks NextGen

- NextGen hosted its annual holiday celebration on the 18th of December. Participants were recognized for their accomplishments as staff and those in attendance fellowshipped. Toys for Tots were distributed to participating parents for the upcoming holiday.
- NextGen participants volunteered with Johnston County's Animal Shelter. Participants assisted the agency with walking and cleaning the dogs housed at the shelter. Participants gained insight to what services the shelter provides for animals within the county.
- NextGen participants volunteered with the Raleigh Rescue Mission on the 18th of January. Participants assisted the organization with various tasks at the store and donation center. Tasks included organizing donations and hanging up clothing.
- NextGen participants toured the University of North Carolina at Greensboro on January 15th. Participants gained knowledge of the university's admissions process, programs of study, student services and campus life. The campus tour was provided by a current UNCG student as they viewed classroom buildings, student dormitory, library, dining hall and gym.
- NextGen hosted a Tax Workshop on the 22nd of January. Participants were given information about tax preparation and filing taxes as students prepare for the upcoming tax season. The workshop was hosted by a local financial advisor.
- During the month of February, NextGen received Virtual Reality equipment to add to the enhancement of their youth program. The equipment will be used to teach conflict resolution, complete mock interviews and will enhance our role-playing activities. Full implementation of the VR equipment will begin in March.

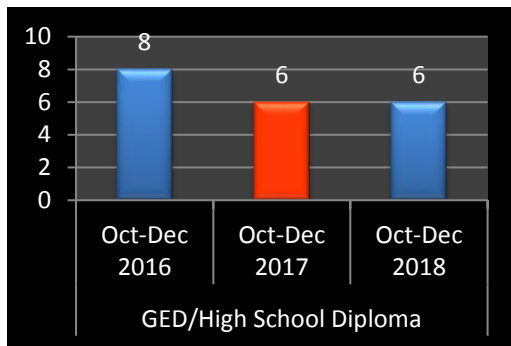
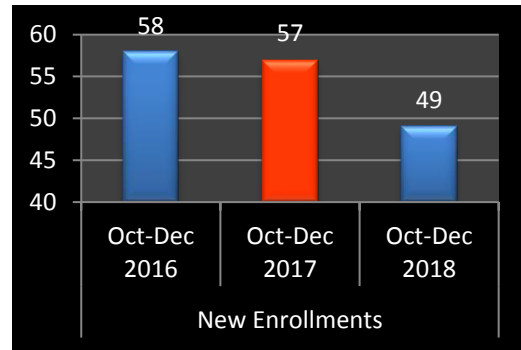
## **WIOA Youth Program Data Summary: October – December 2018**

We have added data from 2016 as part of the historical timeline to better show statistical trends in each area.

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**Total New Enrollments: 49**

New enrollments in the NextGen program decreased by 14% from the same time period in the previous year. This represents only 8 youth. Under WIOA, youth are served for longer periods of time to ensure their success after they leave the program.

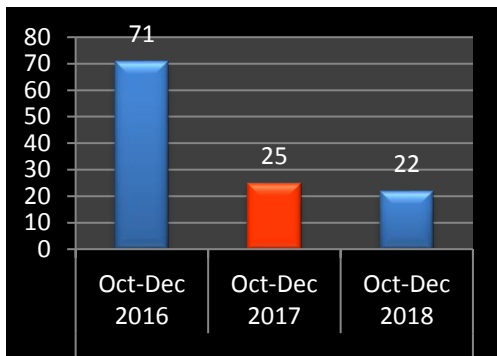
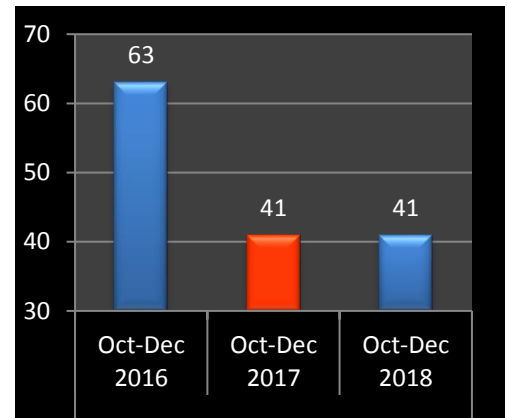


**Obtained GED/High School Diploma: 6**

Young adults obtaining their GED/High School Diplomas remained the same as the previous year.

**Work-based Learning Opportunities: 41**

Work-based learning opportunities include on-the-job training, work experience, and occupational skills training. The numbers for this year remained the same in relation to last year. Capital Area is required to spend 20% of youth funds on work-based learning opportunities.



**Entered Employment: 22**

Employment opportunities can be either part-time or full-time. There was a slight decrease in the numbers this year. In 2016 the numbers inaccurately included youth who were in work experience. We are not reporting work experience as part of this employment number because work experience is only temporary employment and we want the data to show a true picture of youth employment.



## NCWorks Career Centers

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Data: October 1, 2018 – December 31, 2018

Narrative: December 2018 – Current

### Finish Line Grant

As of February 28, 2019, Capital Area has approved 30 applicants for the Finish Line grant. There have been 21 approved applicants for Wake Technical Community College (WTCC), 8 approved applicants for Johnston Community College (JCC), and 1 approved applicant for Guilford Technical Community College (GTCC). Funds provided have been for assistance with rent, vehicle repairs, childcare, and utility bills.

So far, the collaboration between WTCC and JCC has been excellent. Smartsheet is a tool that the community colleges, CAWD, and the NCWorks Career Centers utilize to stay in communication with each other for the whole grant process.

Some challenges that we have encountered along the way have been making sure students are taking full advantage of this grant. We are currently working to have a table set up on campus and potentially have a case manager from the NCWorks Career Center set up on campus 1-2 times per week to assist students with the WIOA enrollment process to make things more convenient for the student.

### NCWorks Activities

- December 3, 2018, Capital Area Workforce Development (CAWD) released an RFP to solicit qualified organizations to provide services through Capital Area's NCWorks workforce system under the Workforce Innovation and Opportunity Act (WIOA). NCWorks helps employers meet their employment needs and individuals build careers in its two-county area. Approximately \$5 million is available to provide services for businesses and citizens for a first-year contract. There are three components to the RFP. (1) Operator of the NCWorks Career Centers/WIOA Adult and Dislocated Worker Service Provider; (2) Business Services (Talent Employment Solutions function) Service Provider; and, (3) WIOA Youth Services Service Provider. Respondents could choose to apply to one, two, or all three components. Proposals were submitted to the Capital Area office by 4 pm on February 4<sup>th</sup>. Review panels were selected, and recommendations will be made to the full Board on Thursday, March 28<sup>th</sup>.
- Capital Area hosted its quarterly partner's meeting for Wake and Johnston Counties. The Johnston County partner meeting was on December 10, 2018 at the NCWorks Career Center in Clayton. The Wake County partner meeting was on December 13, 2018 at the NCWorks Career Center in Raleigh. Agendas consisted of Career Pathway discussions, Economic and NCWorks Online updates, partner highlights and networking.
- Government Performance Lab (GPL) is working closely with leadership of Capital Area Workforce Development and the NCWorks Career Center located at Tillery Place on a pilot project for the long-termed unemployed. The goal of the pilot project is to identify

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some areas that are helpful for us to drive improved outcomes/services for customers who are long-term unemployed (9-months or more for this project).

- The Division of Workforce Solutions conducted its annual oversight and monitoring of CAWD to ensure compliance on January 28 - February 1, 2019. The Governor of the State of North Carolina is required by the United States Department of Labor (USDOL) in Section 188 of the Workforce Innovation and Opportunity Act (WIOA) and 29 CFR Part 38, to develop the State's Methods of Administration (MOA). The Governor must be able to demonstrate, through a monitoring plan or otherwise, that the State is monitoring the compliance of recipients to determine if they are conducting their WIOA Title I financially assisted program in a nondiscriminatory manner.
- On February 6-7, 2019 CAWD was monitored by the Division of Workforce Solutions specifically to complete its annual review of Equal Opportunity. The Equal Opportunity review covered statistical data kept and subrecipients including race/ethnicity, sex, age and disability; investigate any significant differences found in participation in programs, activities, and employment as a result of the data kept. In addition the reviewer reviewed policies to ensure they are nondiscriminatory, job training plans, contracts, assurances and similar agreements to ensure they are nondiscriminatory and contain the required language, procedures for ensuring compliance with Section 504, Rehabilitation Act of 1973, the responsibility of the designated Equal Opportunity Officer; procedures for obtaining prompt corrective action when noncompliance is found, and supporting documentation for each element of the MOA to ensure compliance.
- On February 21, the NCWorks Career Center held an IT job fair. There were 19 employers on site at the event with over 180 job seekers who participated. Employers were impressed with the quality and volume of the candidates who attended the event. Many employers anticipate following up with candidates for in-office interviews.

### *Information Technology Job Fair – Tillery, February 21, 2019*



- 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

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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:

NextGen - Johnston County - December 12, 2018 – Partial  
Results: Exceeding Expectations

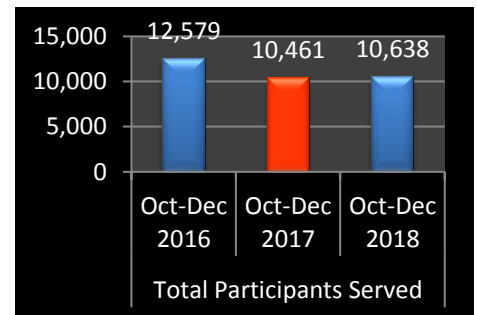
NCWorks Career Center – Zebulon – December 12, 2018 - Partial  
Results: Above Expectations

NCWorks Career Center – Swinburne – January 16, 2018 - Partial  
Results: Above Expectations

## WIOA NCWorks Career Center Program Data Summary: October – December 2018

### **Total Participants Served: 10,638**

Participants served represent traffic across all of the Capital Area NCWorks Career Centers. The economy continues to improve. Customer numbers remained steady with only a 1.69% increase in customers served in the same time period last year representing a difference of only 177 customers.



### **Work Based Learning: 22**

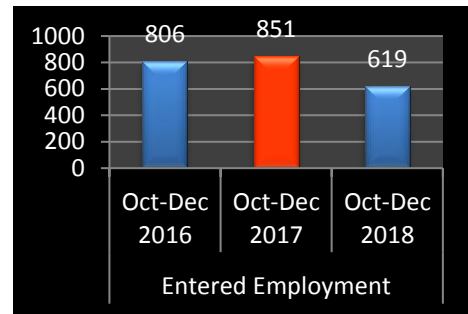
This section includes OJT and Work experience. With On the job training (OJT), employers are reimbursed up to 50% of the wages for an employee during the training period. An assessment is conducted to determine the skills gap for the employee and a training plan is developed based on the skills needed to fill the position. The customer is considered an employee of the company and the company is expected to retain the employee after the

training period ends. All but one of the work-based learning opportunities offered this quarter were on-the-job training. There was a 46.67% increase in the number of OJT opportunities in the same period as last year. We are seeing these numbers increase as the economy improves. Businesses are looking at OJT as a solution for filling their positions that have been difficult to fill.

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## **Total Employment Results: 619**

Employment results dropped for this period. Employment results are real-time and are self-reported by customers and employers. Employment numbers dropped by 27.26% for this time frame in 2018. This can be attributed to the dropping UI rate. Unemployment rates for this time frame of October – December in 2017 and 2018 were 3.8% and 3.0%



## **Communications**

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- We have enhanced use of LinkedIn by board members to increase target audience reach and recognition, especially among business leaders. Leveraging social media to enhance and support PR efforts is essential to any organization that wants to foster brand awareness. Board members who are active on LinkedIn should follow the CAWD page, Kimberly Wheeler, Pat Sturdivant, and Brenda Wilkerson in order to maximize sharing of CAWD activities.
- Since January, we've added 44 followers versus 24 the last quarter of 2018. Among the most engaging were our planning retreat with Mary Ann Lawrence, Melissa Short and Brendan Attoh's appointment to the board, and recertification of our career center system.
- CAWD partnered with the NC Restaurant and Lodging Association for the 2nd annual Wake County Hospitality Job Fair held March 5th. Wake County currently has more than 1,300 restaurants and 145+ accommodations with another five hotels currently under construction and 30 hotel developments in the final planning stages. Finding workers is top-of-mind. The 57 hotels, restaurants and other dining facilities had thousands of openings. About 400 job seekers attended. CAWD staff helped with planning, publicity, and onsite assistance.

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## Performance

**PY 2018 Quarterly Performance Results- Goal Versus Actual Percentage Achieved  
Q1 and Q2: 7/01/2018-12/31/2018**

WDB	Indicator Type	WIOA Title I - Adult				WIOA Title I - Dislocated Worker				WIOA Title I - Youth		
		Employ Q2	Employ Q4	Median Earnings	Credential	Employ Q2	Employ Q4	Median Earnings	Credential	Employ Q2	Employ Q4	Credential
Statewide	Actual	79.50%	74.50%	\$5,371	51.50%	77.70%	75.20%	\$6,786	54.70%	69.50%	72.20%	54.00%
	Goal	70.00%	70.00%	\$4,800	51.00%	75.50%	73.00%	\$6,200	58.00%	70.00%	69.00%	51.00%
	% of Goal	113.60%	106.50%	111.90%	101.00%	102.90%	103.00%	109.50%	94.40%	99.30%	104.70%	105.80%
34 Capital Area	Actual	83.00%	74.60%	\$5,838	58.80%	79.60%	79.30%	\$7,256	58.10%	65.30%	65.80%	55.80%
	Goal	72.00%	72.00%	\$6,461	61.00%	78.60%	77.50%	\$7,600	60.00%	69.00%	69.00%	60.00%
	% of Goal	115.20%	103.70%	90.40%	96.40%	101.30%	102.40%	95.50%	96.80%	94.70%	95.40%	93.10%
35 Durham	Actual	77.50%	67.00%	\$4,929	63.60%	75.80%	79.20%	\$6,616	72.70%	70.50%	61.50%	33.30%
	Goal	71.00%	73.00%	\$5,550	53.00%	75.50%	73.00%	\$6,200	60.00%	73.00%	70.00%	52.00%
	% of Goal	109.20%	91.70%	88.80%	120.10%	100.40%	108.60%	106.70%	121.20%	96.50%	87.90%	64.10%
37 Charlotte Works	Actual	77.60%	76.60%	\$6,688	25.80%	82.50%	80.00%	\$8,772	15.20%	82.60%	79.50%	60.70%
	Goal	73.00%	75.00%	\$6,000	60.00%	76.50%	74.00%	\$7,800	65.00%	78.00%	76.00%	51.50%
	% of Goal	106.30%	102.10%	111.50%	43.00%	107.90%	108.10%	112.50%	23.30%	105.90%	104.70%	117.90%
42 Greensboro	Actual	83.60%	75.20%	\$5,828	69.80%	82.50%	66.70%	\$5,948	90.00%	67.90%	72.50%	74.50%
	Goal	72.00%	74.00%	\$4,800	60.00%	79.50%	79.00%	\$6,800	60.50%	70.00%	72.00%	60.00%
	% of Goal	116.10%	101.70%	121.40%	116.30%	103.80%	84.40%	87.50%	148.80%	97.00%	100.70%	124.20%

*Capital Area is currently meeting or exceeding all Performance Indicators  
Q1 and Q2: 7/01/2018-12/31/2018*

WDB	Indicator Type	WIOA Title III - Wagner-Peyser		
		Employ Q2	Employ Q4	Median Earnings
Statewide	Actual	71.30%	71.60%	\$4,769
	Goal	70.00%	69.00%	\$4,800
	% of Goal	101.90%	103.70%	99.40%
34 Capital Area	Actual	73.30%	74.10%	\$6,314
	Goal	72.00%	72.00%	\$6,461
	% of Goal	101.90%	102.90%	97.70%
35 Durham	Actual	72.40%	70.70%	\$5,385
	Goal	71.00%	73.00%	\$5,550
	% of Goal	102.00%	96.90%	97.00%
37 Charlotte Works	Actual	74.80%	77.80%	\$6,725
	Goal	73.00%	75.00%	\$6,000
	% of Goal	102.40%	103.80%	112.10%
42 Greensboro	Actual	74.70%	74.40%	\$4,898
	Goal	72.00%	74.00%	\$4,800
	% of Goal	103.70%	100.60%	102.00%

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## Finance

Below is a financial status summary report for the quarter July 1, 2018 – December 31, 2018 for the WIOA formula funds. As reflected, with Program Year 2018 (PY18) 50% completed, the WIOA funding streams for Adult (65%) and Dislocated Workers (50%) are currently projected to need additional funding. A transfer of \$400,000 was transferred from Dislocated Worker to Adult. A request from the Dislocated Worker Contingency fund in the amount of \$400,000 will be requested March 2019 to restore the funds that were transferred to Adult to satisfy the projected need. The figure below outlines the results of the aforementioned action.

### Before \$400,000 in Contingency Funding

CAPITAL AREA CONSORTIUM - FINANCIAL STATUS REPORT - MONTH ENDING DECEMBER 2018				
				50.0%
ACTIVITY	AVAILABLE	SPENT	BALANCE	% EXPENDED
TITLE I ADULT	\$2,071,646.91	1,080,048.45	991,598.46	52.13%
TITLE I DISLOCATED WKR	1,504,931.06	956,428.14	548,502.92	63.55%

### After \$400,000 in Contingency Funding

CAPITAL AREA CONSORTIUM - FINANCIAL STATUS REPORT - MONTH ENDING DECEMBER 2018				
				50.0%
ACTIVITY	AVAILABLE	SPENT	BALANCE	% EXPENDED
TITLE I ADULT	\$2,071,646.91	1,080,048.45	991,598.46	52.13%
TITLE I DISLOCATED WKR	1,904,931.06	956,428.14	948,502.92	50.21%

The Youth program (46%) and WIOA Administration (38%) appear to have sufficient funds to complete the program year.

ACTIVITY	AVAILABLE	SPENT	BALANCE	% EXPENDED
TITLE I YOUTH	1,844,093.97	849,684.79	994,409.18	46.08%
WIOA ADMINISTRATION	739,110.73	278,549.09	460,561.64	37.69%

### NEW FUNDING THROUGH FEBRUARY 2019

NONE