



CAPITAL AREA
WORKFORCE DEVELOPMENT

Operations Report

September 2019

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Strategic Initiatives

Youth Advisory Councils Planning

The Capital Area Youth Action Committee (CAYAC) made a series of recommendations based on the Partners for Impact evaluation from fall 2018. These recommendations have been included in the work of the Customer Success Committee. The primary recommendation was the creation of Youth Advisory Councils in Wake and Johnston Counties. These committees will be different from the WIA mandated Youth Councils. Instead of focusing narrowly on the work of the Youth career centers they will develop county-wide strategies to improve employment outcomes for all young adults.

Staff, with input from CAYAC members and NCWorks NextGen staff, have compiled a list of members for the proposed council. The council will have eight required members from K-12, juvenile justice, community college, human services, law enforcement, CAWD board member, community-based organization with youth focus, and NextGen Center. There will be eight other spaces for at-large members that can include anyone from private or public sector that has an interest in youth workforce development.

Applications for members will be solicited in September and will be approved by the Customer Success Committee. The first meeting is planned for late October.

Reentry Programs

Reentry Employment Opportunities Grant, Department of Labor

CAWD received a U.S. Department of Labor grant to continue and expand our reentry programs in Wake and Johnston Counties. The grant name is Roads to Reentry. 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. The start date was July 1, 2019 and will begin serving clients in October. The goal is to serve 188 clients by October 2021. Eckerd Connects will be the service provider and will be based out of the NCWorks Career Center at Tillery Place and will have office hours at the NCWorks Career Center in Clayton.

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 completed 9 cohorts and is currently on the 10th, with over 150 of incarcerated individuals. Sixty individuals have been released and 24 have attended post-release career counseling. Of those 24, 18 have found employment. The partners meet regularly to discuss individual clients' progress and to strategize how to improve results. These meetings have led to better post-release results, but the team is still working to increase the number of participants that continue with the program post-release. In July, CAWD and Eckerd Connects presented the progress of the program to the Wake

County Public Safety Committee. The presentation was well received with thoughtful questions. The new Roads to Reentry DOL funded program will provide additional resources to WCIEEI participants post-release. With this additional support, we expect to continue to improve the employment outcomes of participants.

NCWorks Certified Career Pathways

The Triangle Regional Career Pathway Collaborative (TRCP) has four certified career pathways: IT, Advanced Manufacturing, Health/Life Sciences, and Construction Skilled Trades. During the past quarter, staff and consultants have completed a regional website and developed tools and training for career advisors. For 2019-20 the TRCP Collaborative is focusing on strengthening pathways and sharing career pathway lessons and tools throughout the region.

This includes:

- Completing and promoting a Regional Career Pathways website that helps career advisors and job seekers understand the career pathways and the individual careers within them.
- Refining and delivering career pathway trainings developed in the previous year for NCWorks Career Center staff.
- Ongoing regional events that include all career pathway partners and provide up-to-date labor market and employer information.

Business Engagement

Economic Development

CAWD has provided 8 letters of support from June-August 2019 projecting 4,820 new jobs. These organizations are in the fields of *biotech, advanced manufacturing, R&D, IT and distribution.*

Recent project announcements that are wins for our region:

- **Xerox (Project Wildflower)** was a great addition for Cary. CAWD provided a support letter in March 2019 and will be working with Wake County Economic Development (WCED) to engage with the company to initiate a workforce plan. Xerox is projected to create 600 jobs with an average salary of \$112k.
- **Schmalz (Project Vacuum)** – CAWD provided a support letter for this existing employer planning an expansion in Wake County - estimated to create 62 new jobs with an average salary of \$69k. City of Raleigh, Economic Development Partnership of North Carolina (EDPNC), Wake County Economic Development and CAWD were involved in

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a joint partner meeting and site tour to learn more about their operations and future growth. Follow-up discussions will take place to create a customized workforce plan.

CAWD supports Wake County's Board of Commissioners (BOC) Economic Development Goals. These goals are as follows:

1. Develop and implement strategies to support businesses owned by minorities, women, individuals with disabilities, and socially and economically challenged individuals.
2. Develop and implement strategies to support small business creation and successful entrepreneurship.
3. Explore a multi-criteria policy for economic development incentives to include work with vulnerable communities.

In support of these goals, CAWD has initiated the following actions:

- Customized business engagement outreach campaign to target Minority and Women-Owned Business Enterprises (MWBE). These efforts have led to over 50 new business accounts established in NCWorks and services delivered.
- Expansion of our CATALYST 20/20 Training Grant to provide priority points for MWBE.
- Increased collaboration with partner agencies to drive awareness of available resources, support and funding for small businesses and entrepreneurs – resulting in workshops, speaking engagements, resource fairs, etc.
- Expansion of current workforce development on the job training incentives to employers in target growth areas and vulnerable communities.

Workforce Funding

CATALYST 20/20 Incumbent Worker Training Grant:

Since June, two new grants have been awarded:

- Mako Medical - \$20,000; Customer Service training for Client Services and Patient Financial Services teams.
- Rocus Networks – Cybersecurity firm, \$9,198; Certification training (CISSP)

CAWD has made several key modifications to CATALYST program:

- Businesses located in designated vulnerable communities will be given priority scoring.
- Businesses that are owned by minorities, women, individuals with disabilities and/or socially, economically challenged individuals will also be given priority scoring.
- Applicants may now apply for up to \$10,000 for training of their existing employees (previous amount \$20,000)

Industry Engagement

- **CAWD is a contributing partner to [JOCOWorks](#)** – an industry led collaborative supported by education, business, civic and government partners created to meet the Johnston County workforce needs of the future. This career expo scheduled on November 14-15th at JCC’s main campus is specifically targeted to 8th grade JoCo students providing real world simulations of available career options in high growth industries. In addition, a portion of the event will be open to the public to allow those currently in the job market to take part in this hands-on experience and networking opportunity. CAWD in partnership with Accentuate Staffing, Express Personnel and Vocational Rehabilitation will be leading the “Workforce World” helping prepare students and the community with practical tips and knowledge to be prepared for the workforce.
- **CAWD engaged in NCBioImpact Workforce Committee** bringing together education partners, workforce and industry associations to discuss the key challenges and workforce needs of this growing sector. This is providing an opportunity to drive awareness of workforce boards and NCWorks as well as provide us critical insight into the industry challenges and talent needs for this sector.
- **Next Generation Sector Partnership** is being created in our region to support the biopharma manufacturing sector. Initiated by Central Carolina Community College and part of a grant process led by the North Carolina State Sector Strategy Council (*partnership of state leaders from the Governor’s office, NCCCS office, NCDOC, EDPNC, NCWorks Commission and local workforce development boards*). This region was one of 3 that were chosen as grant recipients. Our region will be comprised of industries and partners from Lee, Johnston, Chatham, Wake and Harnett counties. The goal is to work together to support collaborative business engagement through regional industry-led sector partnerships using the [Next Generation Sector Partnership model](#). The partnerships bring together business leaders from a targeted industry sector to champion an agenda for strengthening that sector. They are supported by a regional team including workforce development, community college, and economic development leaders. These partners work together to develop integrated solutions to industry needs.
- **CAWD supporting partner in the IBM apprenticeship initiative** being led by IBM leaders and Wake Tech. Anticipating the shortage of workers with expertise in mainframe, cybersecurity, software development and software engineering, IBM is leading the way to equip organizations with these workforce needs to utilize apprenticeships as a proven strategy. Companies in the banking and insurance sector have been engaged in the conversations and are interested in pursuing apprenticeships.
- CAWD (Kimberly Wheeler) and Mountain Area WDB (Nathan Ramsay) jointly presented at the NC BCE Work Based Learning Summit sharing insights from the

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regional workforce studies conducted in the Triangle and Western NC regions. They shared the key findings from these reports and highlighted the partnership among Economic Development, Workforce, Chambers and RTI to conduct the research.

WIOA Youth and Young Adult Services

Data: April 1, 2019 – June 30, 2019

Narrative: June 2019 to current

YouthBuild

Capital Area YouthBuild (CAYB) Cohort 5 has been working with Habitat for Humanity during the summer and are doing well. YouthBuild joined forces with Summer of Service interns and AmeriCorps for a wall build at Habitat for Humanity on August 5, 2019. After they successfully completed the walls, which will be used in new homes for low income families, they were treated to grilled burgers and hot dogs! Cohort 5 is also doing well with its GED progress.



Photos from Habitat for Humanity Wall Build (left to right): *Habitat YouthBuild Coordinator assist participants as they put final touches on wall section; Sabrina (Cohort 1 participant and now with AmeriCorps) overlooks her work for accuracy; Billy Rodriguez (Cohort 3 participant also with AmeriCorps) takes a break and smiles for the camera!*

GED attainment and career placements has been a priority for YouthBuild. As we enter the 3rd year of programming, we are seeing an uptick in returning participants who want to complete their GED. There are many students that have successfully passed at least two state GED section tests. Our academic instructor is planning to offer virtual instruction options for participants who work and are not able to physically attend classes during the week. Those participants will be able to receive GED instruction via Skype, Zoom, or other virtual media outlets outside of normal classroom hours.

NC Home Builders Association set aside a few seats of its fall construction training class for YouthBuild participants. This is the last enrollment of participants for the 2017 YouthBuild grant. Classes began on September 3rd. Although this is the last planned enrollment, all participants with open cases will continue to have case management, career development and supportive services available to them.

NCWorks NextGen

- NextGen participants attended a workshop called ‘University, For Free?’. In this workshop, participants learned how to fund their college education through grants, scholarships and paid internship opportunities. Participants were also provided with resources on how to find specific grants and scholarships to fit their needs
- NextGen youth participated in a civic engagement activity with a Note in The Pocket. Note in The Pocket is a local non-profit that provides free clothing in good repair to impoverished and homeless children in Wake County. This volunteer day consisted of learning more about the organization and assisting with quality control, sorting, sizing, organizing, and packaging clothing for clothing requests.
- NextGen participants practiced their interviewing skills via Virtual Reality. Participants utilized virtual reality to engage in a mock interview. They learned how to prepare for an interview as well as practice responses during the interview. Participants were also provided feedback on how they did as well as areas of improvement.
- Alliance of AIDS Services hosted a health education workshop for NextGen participants. The workshop focused on the importance of awareness, prevention and testing services offered for sexually transmitted diseases. Participants gained knowledge on the importance of making healthy decisions.



Youth participants attend a health education workshop at NextGen hosted by Alliance of Aids Services.

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- NextGen youth participated in the “Plant a Row for the Hungry” program at the Arboretum at Johnston Community College in Smithfield. With this program, NextGen participants learned gardening techniques while planting and harvesting vegetables for the hungry.



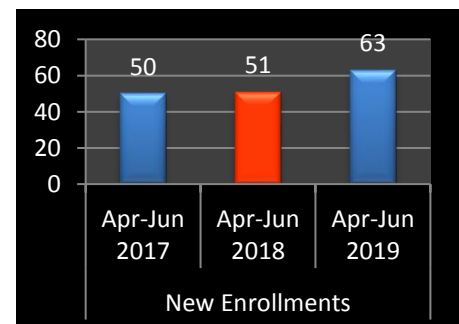
Plant a Row for the Hungry project at JCC Arboretum in Smithfield



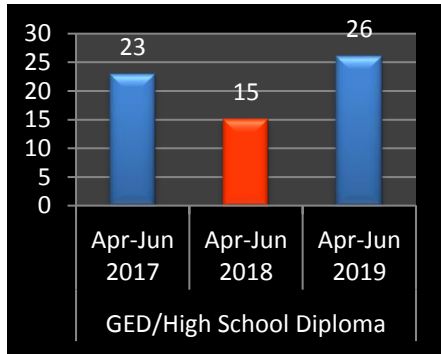
WIOA Youth Program Data Summary: April – June 2019

Total New Enrollments: 63

New enrollments in the NextGen program increased by 24% from the same time period in the previous year. The increase in enrollments is due to our special grants, TechHire and YouthBuild.



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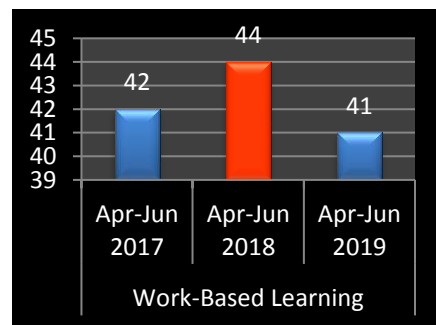


Obtained GED/High School Diploma: 26

Young adults obtaining their GED/High School Diploma increased by 73% from the same time period in the previous year. The increase is contributed to the high school graduations of our in-school youth population. Graduations from public school system takes place in mid-June.

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 decreased by 3% in relation to last year. Staff are having to address more barriers before the youth are able to go to work or training. Capital Area is required to spend 20% of youth funds on work-based learning opportunities.



Entered Employment: 35

Employment opportunities can be either part-time or full-time. The numbers for this year increased by 12.9% in relation to last year. This represents an additional four employment opportunities.

NCWorks Career Centers

Data: April 1, 2019 – June 30, 2019

Narrative: June 2019 to current

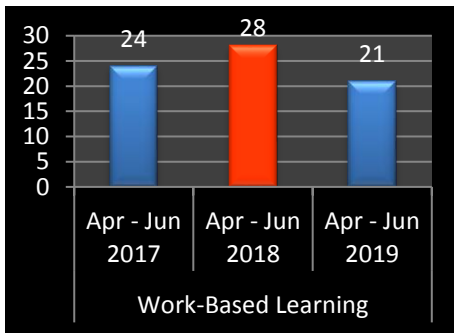
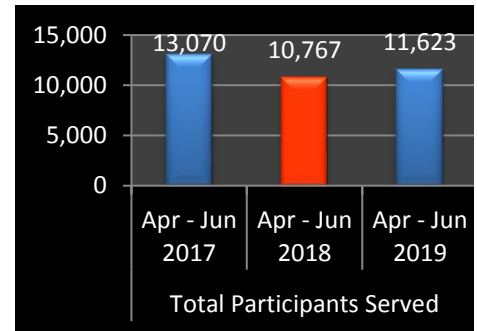
- Access NCWorks is Capital Area’s contact center that allows customers to call or chat with a team member who can help them with their job search activities to assist them in finding employment. Customers can visit the website (<https://www.accessncworks.com>) to chat or call the NCWorks Career Center at (919) 715-0111 to speak to a career advisor. Capital Area’s One-Stop team is continuously working with the NCWorks Career Center leadership to meet the goals and outcomes of the pilot project. An Access NCWorks site visit was conducted by the State on June 6, 2019. The purpose of the quality assurance visit was to ensure compliance with the expectations of the grant. The funding is provided to Capital Area through a NC Commerce – Division of Workforce Solutions Innovation grant. The number of customers served through the contact center without duplication this quarter was 1,528. The cumulative number served to date is 8,577.
- Capital Area hosted its quarterly partners’ meetings for Wake and Johnston County. The Johnston County partner meeting was on June 10, 2019 at the NCWorks Career Center in Clayton. The Wake County partner meeting was on June 13, 2019 at the NCWorks Career Center in Raleigh. Agendas consisted of discussion topics including the Cost Sharing Agreement, Referral Process, Performance, NCWorks Online updates, and partner highlights. The meetings also provided an opportunity for networking.
- Capital Area hosted its first Center Managers retreat on July 2, 2019 for the Tier I leadership team. The purpose of the Retreat was to set expectations, discuss issues and opportunities. The agenda included a session on Communication and Leadership, Improving the Customer Experience and Straight Talk.
- Capital Area hosted its annual adult and youth Kick-off on July 19, 2019. The purpose of the Kick-off is to provide extensive training and information to the center staff that positively impacts service integration and delivery. The day long training included breakout sessions which focused on program specific challenges, integrated model and policy and procedures. Also, included were two feature sessions: “To the Bat Cave: NCWorks Online Updates” and “Days of Future Past: Data Validation & Performance.”
- Capital Area partnered with WRAL to host its annual Career Expo on August 1, 2019 at the McKimmon Center. The Fred Smith Company was the presenting sponsor. Approximately 1433 jobseekers, 80 employers and 5 resources attended the event.

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WIOA NCWorks Career Center Program Data Summary: April – June 2019

Total Participants Served: 11,623

Participants served represent traffic across all of the Capital Area NCWorks Career Centers. There was another jump in customer numbers this quarter over last year showing a 7.95% increase which is a consistent increase to last quarter. Staff are spending more time with the customers that are coming into the center because they have more barriers to address in this thriving economy.

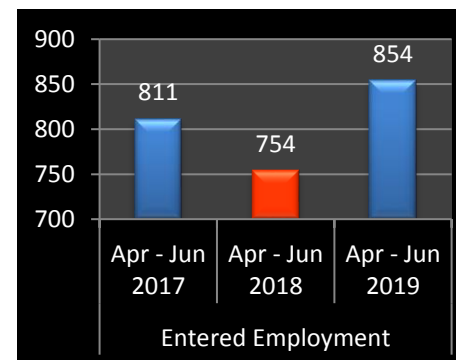


Total Work-Based Learning Opportunities: 21

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. There were eighteen (18) on-the-job training and three (3) work experience opportunities for a total of twenty-one (21) for this period.

Total Employment Results: 854

Employment results are real-time and are self-reported by customers and employers. Employment numbers increased by 13.26% for this time frame compared to the same timeframe in 2018. This represents 100 individuals. *Customers visiting the NCWorks Career Centers continue to present more employment related barriers. The barriers are prohibiting customers from gaining employment at a livable wage. The NCWorks Career Center staff are working more intensively and longer with customers and providing more individualized and preemployment services to assist them with overcoming their barriers and gaining sustainable employment.*



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Finish Line Grant

As of September 3, 2019, Capital Area has approved 59 applicants for the Finish Line grant and has disbursed about \$43k dollars to help students in need. We have provided funds for assistance with vehicle repairs, childcare, and eviction notices, utility bills, textbooks, etc.

So far, the collaboration between Wake Technical Community College (WTCC) and Johnston Community College (JCC) has been excellent. Smartsheet is a tool that the community colleges, Capital Area, and the NCWorks Career Centers continue to utilize to stay in communication with each other regarding the tracking of the students. JCC is still in the process of posting the application on their website but WTCC and Capital Area Workforce Development currently have the application available to complete by students online. Reports are being run by the community colleges to gather a list of all students that are at least 50% complete with their program of study and emails have been sent out to these targeted students informing them of the Finish Line grant and the eligibility criteria. We are continuing to think of different ways to market and promote the Finish Line grant.

Communications

- The career expo remains our flagship branded event. It reflects the essence of CAWD and positively shapes how job seekers, partners, and sponsors see us. The August event showed us that
 - Businesses are willing to pay for the Presenting Sponsor slot a year in advance
 - Cost increases, including sponsors fees, have not deterred business attendance
 - 1,091 job seekers pre-registered, a 100% increase over the previous year
 - Broadcast and social media can have immediate impacts on job seeker and business registrations
 - ✓ At least 150 job seekers signed up after Kimberly's live on-air interview
 - ✓ Sharing the interview on Facebook alone resulted in organic (not paid) reach of 2,000 people with 1,900 clicking through to the event site, reviewing 3.3 page
- "Capital Connections" is a new, printed community newsletter. Currently, it is sent to 55 faith-based organizations located in underserved areas. It contains articles about career center services, services and programs for youth, special events, workshops, and occupation/industry overviews. It is designed to be used as an information bulletin for congregants.

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Performance

PY 2018 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	Employ Q2	Employ Q4	Median Earnings	Credential	Employ Q2	Employ Q4	Credential
Statewide	Actual	79.65%	75.78%	\$5,641	56.32%	76.15%	75.67%	\$7,070	59.25%	70.85%	73.15%	53.43%
	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	113.78%	108.25%	117.52%	110.42%	100.87%	103.66%	114.03%	102.15%	118.08%	106.02%	104.77%
34 Capital Area	Actual	81.86%	77.22%	\$5,888	52.80%	78.64%	77.66%	\$7,973	45.96%	67.79%	70.49%	57.04%
	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	113.65%	107.25%	91.29%	86.56%	100.50%	100.21%	104.90%	76.60%	98.25%	102.16%	95.07%
35 Durham	Actual	79.51%	70.90%	\$5,333	62.50%	75.26%	77.39%	\$6,616	56.76%	69.64%	75.44%	55.00%
	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	111.98%	97.12%	96.08%	117.92%	99.68%	106.02%	106.72%	94.59%	95.40%	107.77%	105.77%
37 Charlotte Works	Actual	79.94%	77.53%	\$7,423	54.59%	82.19%	80.67%	\$9,825	45.95%	78.29%	79.91%	70.00%
	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	109.51%	103.37%	123.71%	90.99%	107.44%	109.02%	125.96%	70.69%	100.37%	105.15%	135.92%
42 Greensboro	Actual	81.91%	76.24%	\$6,661	74.19%	79.19%	75.41%	\$5,483	95.24%	68.85%	74.26%	65.57%
	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	113.77%	103.03%	138.78%	123.66%	99.62%	95.46%	80.63%	157.42%	98.35%	103.14%	109.29%

Seven Boards met or exceeded all their goals

WDB	Indicator Type	WIOA Title III - Wagner-Peyser		
		Employ Q2	Employ Q4	Median Earnings
Statewide	Actual	72.53%	72.33%	\$4,942
	Goal	70.00%	69.00%	\$4,800
	% of Goal	103.62%	104.82%	102.96%
34 Capital Area	Actual	74.02%	75.07%	\$6,294
	Goal	72.00%	72.00%	\$6,461
	% of Goal	102.80%	104.27%	97.41%
35 Durham	Actual	73.99%	73.00%	\$5,521
	Goal	71.00%	73.00%	\$5,550
	% of Goal	104.21%	100.23%	99.47%
37 Charlotte Works	Actual	75.84%	77.89%	\$6,873
	Goal	73.00%	75.00%	\$6,000
	% of Goal	103.89%	103.85%	114.55%
42 Greensboro	Actual	74.46%	75.49%	\$4,981
	Goal	72.00%	74.00%	\$4,800
	% of Goal	103.42%	102.01%	103.76%

In order to ensure performance is met for PY19, Capital Area staff will review documentation that affects performance on a monthly basis. The Accountability Specialist will work closely with Johnston Community College (JCC) to determine a solution to NCWorks Career Center staff obtaining credential documents for their WIOA customers who attend class at JCC. Performance Indicators are reviewed on a quarterly basis to identify potential issues. A database is currently under development as a quick reference for NCWorks Career Center staff in order to identify credentials that count toward performance and those that don't, so there is no misunderstanding about allowable and unallowed credentials. The database will also identify the documentation that is needed on record in NCWorks online for all credentials.

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Finance

Below is a financial status summary report for the year July 1, 2018 – June 30, 2019 for the WIOA formula funds and two Special Grants (YouthBuild and TechHire). As reflected, with Program Year 2018 (PY18) 100% completed, the WIOA funding streams for Adult (98%) and Dislocated Workers (94%) very little carryover funding for the current year. Administration (82%) hit the 80% target. The Youth program expended all of its' available funding. Both Special Grants had carryover to be expended along with the current program year's installment.

CAPITAL AREA CONSORTIUM - FINANCIAL STATUS REPORT - YEAR ENDING JUNE 2019				
ACTIVITY	AVAILABLE	SPENT	BALANCE	% EXPENDED
TITLE I ADULT	\$1,914,162.91	\$1,873,752.56	40,410.35	98%
TITLE I DISLOCATED WKR	1,656,279.06	1,561,946.34	94,332.72	94%
TITLE I YOUTH	1,595,997.97	1,595,997.97	0.00	100%
WIOA ADMINISTRATION	680,066.73	555,466.32	124,600.41	82%
YouthBuild USA 2017 (DOL) ¹	869,380.00	597,303.59	272,076.41	69%
TECH-HIRE (PROJECT SECURE) (Wake Tech/DOL) ²	1,435,125.00	862,397.89	572,727.11	60%
¹ Year 2 of 4-year grant of \$1,080,000				
² Year 2 of 4-year grant of \$1,991,261				

NEW FUNDING DURING THE QUARTER

Business Services Grant – July 2019: \$75,000

Finish Line Grant – August 2019: \$26,500

DOL Roads to Reentry Grant – August 2019: \$1,500,000

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Board Training 101

A series of training courses have been designed to provide more detail on the programs and services that Capital Area Workforce Development offers. The training will help all members better understand the programs and services delivered through our career center system.

- Each training session will be delivered via Zoom. In most cases, you will have 15-20 minutes of instruction and 15 minutes to ask questions and get clarifications.
- Below are the Zoom links for the Board Training Sessions. There are 6 sessions remaining.
- After registering, you will receive a confirmation email containing information about joining the meeting.
- The Board Training schedule is below.

Adult Services 101	Business Services 101	Youth Services 101	Finance 101	Performance 101	Special Projects 101
Tuesday, October 1 12 – 1 pm	Thursday, October 10 12 – 1 pm	Wednesday, October 16 12 – 1 pm	Wednesday, November 6 12 – 1 pm	Tuesday, November 12 12 – 1 pm	Tuesday, September 24 12 – 1 pm Thursday, November 21 12 – 1 pm

Trainings as of September 18, 2019

Training	Board Member attendees
Adult Services 101	8
Business Services 101	3
Youth Services 101	4
Finance 101	1
Performance 101	1

Registration links:

Adult Services 101: <https://zoom.us/meeting/register/05ced23470c5e29c7510d14dfea9e911>

Business Services 101: <https://zoom.us/meeting/register/1f5a2a49edf73c5d66858a512be5123a>

Youth 101: <https://zoom.us/j/524821024>

Finance 101: <https://zoom.us/j/681248102>

Performance 101: <https://zoom.us/meeting/register/af06ec63b50d92ca7c24e00bf0acd2b8>

Special Projects 101: <https://zoom.us/j/207033571>