



**CAPITAL AREA**  
WORKFORCE DEVELOPMENT

# Operations Report

**September 2020**

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## Strategic Initiatives

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### Youth Advisory Councils

Youth Advisory Committees in Wake and Johnston Counties represent a wide range of youth related organizations including Public Schools, Foster Care, NCWorks NextGen, Community Colleges, and Community-Based Organizations. Board Members Ross Yeager (Wake) and Deborah Bolin (Johnston) are serving as chairs to the committees. In June and July, the committees met to reprioritize their strategies for how youth have been impacted by COVID-19. There is more of a focus on distance learning and the digital divide's impact on learning. The committees are continuing to adjust to the changing environment.

### 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. Staff have been able to hold virtual orientations for individuals that have been released. The Correctional Center orientation and visits have been put on hold during the pandemic. Clients are participating in online customer service trainings and the CDL trainings have resumed in person using social distancing. **63 clients** have been enrolled and 17 placed into employment since the beginning of the program. The goal for the two years of program implementation is 188 participants. In July 2020, U.S. Department of Labor conducted a monitoring visit. This monitoring visit was complementary on how we were continuing operations through the pandemic. The program received one finding related to executing MOUs formalizing the relationship between partners and CAWD. The Roads to Reentry service provider, Eckerd Connects, developed Memoranda of Understanding with all the main partners because they maintained the fiscal relationship with educators, training, and support service providers for the clients. CAWD believed that these MOUs fulfilled the obligation of the grant. In response CAWD has reached out and is developing new MOUs with all Roads to Reentry partners. These MOUs are being provided to the Federal Officer as they are received.

#### *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 14 cohorts with over 184 participants. Participants take part in GED courses, Customer Service, ServSafe, Intro to CDL, and soft skills training. Eligible clients are referred to Roads to Reentry. The program was put on hold in early March because of COVID-19. The Wake Detention Center is currently planning how they will restart their educational programs including WCIEEI. Partners are meeting regularly to prepare for a restart in the future.

#### *Wake Local Reentry Council*

On February 19, 2020 CAWD became the Intermediary Agency for the Wake Local Reentry Council, funded by N.C. Department of Public Safety. The Wake LRC is the first stop for returning citizens in Wake County. It provides one-on-one support and connects citizens to other partners that provides services to create successful transitions to the community. This includes housing, healthcare, mental health, transportation and other necessary services. NC DPS will

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provide CAWD \$150,000 a year for up to three years to provide leadership and staff support to the Wake LRC. The Local Reentry Council Coordinator started in March and the Reentry Case Manager came on board in May. The Wake LRC is located at the NCWorks Career Center at Tillery. 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 **67 clients** since February 19<sup>th</sup>, 2020.

### *House Wake!*

House Wake was a funding opportunity through Wake County using CARES Act Funds. Wake County Housing Affordability and Community Revitalization Department issued a request for proposals to provide emergency housing and support services for those whose housing has been impacted by COVID-19. CAWD submitted a request to provide emergency and transitional housing as well as emergency support and counseling to returning citizens through the Wake LRC. Almost all Wake LRC clients have been impacted by COVID-19 including early release from prisons, quarantine requirements, lack of housing, and fewer employment opportunities. CAWD received \$100,089 to provide this support through the end of 2020. This funding allowed for the addition of a temporary case manager with a focus on housing. The House Wake Case Manager began on July 7, 2020 and is located at NCWorks Career Center at Tillery Place. The Wake LRC, through House Wake funding, have assisted **28 clients** with housing related services.

### **Wake Partners**

In July, Wake County Management approached CAWD about managing a CARES Act funded grant program to area non-profits that serve individuals impacted by COVID-19. CAWD quickly ramped up and issued an RFP open to all Wake County non-profits. We received 45 requests totaling over \$6,000,000. The requests were reviewed based on several factors including relevance to workforce development and reentry, ability to complete the work by the end of 2020, and financial stewardship. While there were many strong proposals, some could not be funded because of CARES Act requirements and others were not a fit for this program. Fourteen were funded at a total of over \$800,000. Funding will be used to meet the needs of many clients impacted by the pandemic. This includes 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

## Business Engagement

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### ReOpen Wake Grant Launches July 2020

- CAWD launched “ReOpen Wake” to support the reopening efforts of minority and women-owned businesses and businesses located in Wake County’s vulnerable communities. Eligible businesses will be able to provide employees with health and safety training to minimize the spread of COVID-19 as employees return to work and operations resume. This interactive online training addresses topics such as how to protect staff from workplace outbreaks, facilities setup and best practices for safely bringing employees back to work. Employees will also learn best practices for personal health and safety.
- Funds for Reopen Wake were provided by Wake County Government. More information including eligibility requirements and the application is available [here](#). **Since the start of the program, CAWD has awarded (7) business grants totaling \$6,439 and providing support to 196 staff.**

### Virtual Career Fair Platform Goes Live

- Through funding provided by Wake County, CAWD was able to invest in virtual career fair technology that provides us flexibility and ease of use in shifting our in-person events to an online format. Despite the challenges brought on by COVID, the Business Services team is regularly connecting with employers who have immediate workforce needs and job opportunities available.
- Having this technology enables Capital Area NCWorks to offer our business customers a high end interactive experience to meet job seekers through information sessions, small hiring events and/or larger career expos.
- This service is free to all businesses and our team provides hands on support to ensure a successful virtual experience.
- **CAWD in collaboration with Durham Workforce Board, KerrTar Workforce Board and other partner agencies will be hosting a regional career expo on Thursday, October 8<sup>th</sup> from 8-5.** This is a free event open to all businesses throughout the Triangle. We will be placing special emphasis on employers with opportunities in our highest growth fields (IT, manufacturing, construction/skilled trades, healthcare).

### Rapid Response

In response to the COVID pandemic, CAWD has received the following WARN activity:

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- From July – September 2020, CAWD has received (5) notices including extensions of furloughs and permanent layoffs impacting 952 local workers. These notices have come from retail, entertainment and restaurant sectors.
- Since March 2020, CAWD has received a total of (32) WARN notices impacting 3,336 workers as a result of COVID.

## **Regional Skills Analysis Data Presentations for Capital Area**

CAWD facilitated (2) virtual meetings in September to provide the business community, workforce board leaders and partner agencies with opportunities to view and hear the unveiling of the Regional Skills Analysis findings. One session was specific to Johnston County that secured the needed responses to receive a specific data set for the county.

## **Letters of Support**

CAWD has provided (5) letters of support from June-September 2020 projecting 1,799 new jobs. These organizations span multiple sectors including Life Sciences, Financial Services, Manufacturing and Logistics.

## **Additional Outreach and Awareness Efforts**

- Capital Area’s Business Services team joined with the local ApprenticeshipNC team in August for a joint working session. This interactive call provided a refresher on the services and support available for each agency, ways to leverage workforce funding and services to grow apprenticeships and next steps on our plan to increase referrals and lead sharing.
- CAWD is participating in a pilot program for Salesforce. This initiative led by the Division of Workforce Solutions is focused exclusively on capturing and increasing data related to employer engagement activities.

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

Data: April 1, 2020 – June 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.)  
Narrative: June 2020 to current

### **YouthBuild**

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

The YouthBuild Program has met its enrollment goal and will not enroll any more participants. The primary focus for participants has been working towards attaining their high school equivalency in the form of the GED diploma, career development, and employment. However, COVID-19 has presented challenges for both, GED and placements. To address the challenges during the pandemic, active students in the program received Kindle tablets and supporting internet service to be able to continue with studies and to participate with case management via Zoom. High School Equivalency testing was delayed during the spring and the first months of

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summer. However, Wake Tech Community College has recently reopened and participants resumed GED testing. **One participant completed their High School Equivalency this summer, despite the obstacles presented by the pandemic...a demonstration of determination!**

The program is in its final phase of the grant. The original YouthBuild grant period was September 2017-December 2020. A nine-month no cost extension was submitted to the Department of Labor (DOL) and is awaiting approval. If DOL approves the no cost extension, the Capital Area YouthBuild Program Manager will provide the participant services for the remaining timeframe of the grant. Participants in the program have a maximum of two years to receive core services and then one year of follow up. All participants receiving core services will be exited on September 30, 2020. The remaining time will be used to provide follow up services that will consist of supportive services, career development, and GED testing support.

### NCWorks NextGen

- The NextGen Career Center in Smithfield has moved. The new location is open and creates a wonderful atmosphere for youth and young adults in Johnston County to learn and plan their futures.



- NextGen hosted a Virtual Guide to Professionalism workshop for participants. Staff discussed job preparation methods in the COVID-19 pandemic in addition to how to stand out in a competitive workforce.
- NextGen assisted the United Way and other community agencies in their efforts to distribute food and supplies to participants impacted by COVID-19. Educational items were also provided for parenting participants to supplement remote learning activities.
- NextGen Wake facilitated and participated in a Regional Virtual Youth Summit along with other local areas on June 15-18, 2020. The event included four days of professional development including motivational speakers, career exploration sessions, and college information sessions.

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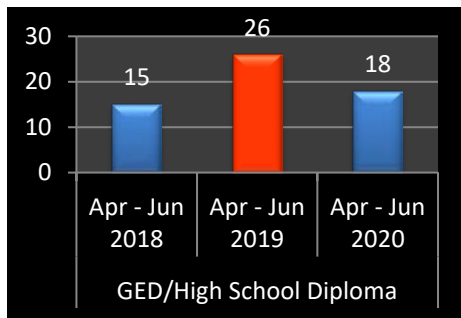
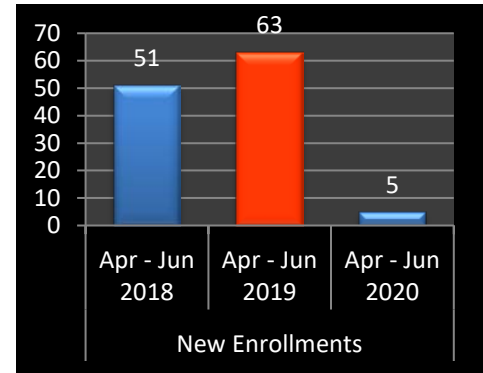
- NextGen Johnston celebrated youth (via social distancing) who earned their GEDs and other achievements in an End-of-the-Year celebration. Drive-by photo shoots for youth with their accomplishment were a huge hit.

## WIOA Youth Program Data Summary: April – June 2020

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

### **Total New Enrollments: 5**

New enrollments in the NextGen program decreased significantly this quarter due to the COVID-19 pandemic which ultimately decreased data in other sections overall. Due to this, NextGen Staff plan to ramp up outreach efforts to increase enrollment for the next quarter.



### **Obtained GED/High School Diploma: 18**

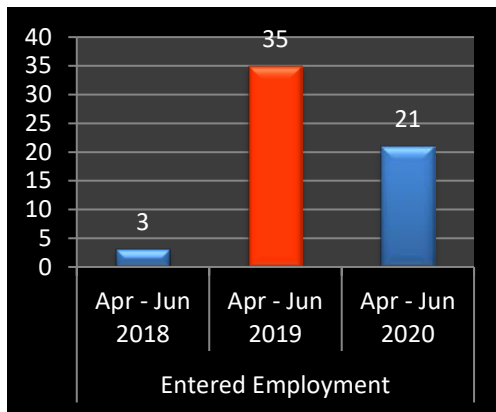
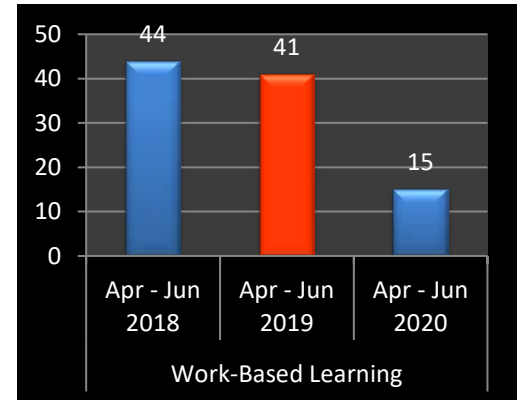
This number only reflects High School Diplomas for this quarter, which are typically obtained in the Spring. Due to COVID-19, GED testing was halted due to the closure of the Testing Centers.



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**Work-based Learning Opportunities: 15**

Work-based learning opportunities were also impacted due to the COVID-19 pandemic. Most OJT and WEX opportunities were not available as businesses were adapting to a new way of doing business and were either closed or moved to a work from home environment. It is very difficult to provide OJT and work experiences to youth as a work from home position. It does not provide the oversight needed for this population and as required by Capital Area policies.



**Entered Employment: 21**

Employment opportunities can be either part-time or full-time. Several youths were able to find employment with a few of the employers hiring during the crisis.

## NCWorks Career Centers

Data: April 1, 2020 – June 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. The Tillery and Clayton locations opened to the public on July 27<sup>th</sup> in a limited capacity in order to follow standard social distancing requirements.)

Narrative: June 2020 to current

- On July 3, 2020, Capital Area hosted its annual NCWorks Career Center (NCWCC) system wide Kick-off. The purpose of this event is to ensure that Center staff are equipped with the necessary training, tools and strategies to ensure they have a successful

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year. This year the Kick-Off was a virtual event due to the pandemic. The focus this year was Case Notes, Virtual Enrollments, Policy and Procedures, Performance, and etc.

- The Business Services team assisted Wake County Government with pre-screening over 500 candidates for eleven unique COVID-19 related positions during the month of July. Identified roles included Public Health Contract Tracers, Epidemiologists, and Public Health Case Investigators with wages ranging from \$15.76 to \$34.49 an hour. The team was able to successfully work through each of the assigned requisitions and provide final candidate selections for each role within a week. To date there have been 45 hires as direct result of the Business Services Team’s screening efforts, with additional hires pending.
- On July 13, 2020, Capital Area NCWCC adjusted its COVID-19 Temporary Operational Plan to transition to Phase I. Phase I encompassed Center staff safely transitioning back to the Tillery and Clayton offices for two weeks before opening to the public. Safety precautions and social distancing guidelines were put in place. Contractor staff are onsite and ready to provide services. Division of Workforce Solutions staff will continue to work off site due to Capital Area’s requirement to wear masks even while not interfacing with customers at their cubicles.
- On July 27, 2020, Capital Area NCWCC modified its COVID-19 Temporary Operational Plan to shift to Phase II which encompassed safely reopening to the public. The NCWCC hours of operation have been adjusted to Monday – Friday from 8:30 am – 5:00 pm. Customers, Center staff and partners are required to wear masks and follow social distancing guidelines. During Phase II, a limited number of customers are allowed into the facilities. Many of the services are still being offered by phone through the Contact Center. The NCWCC located at Tillery and Clayton have begun offering in-person workshops, as well. Other facilities have not reopened to the public since they are located in Wake County Government facilities which remain closed.

### Access NCWorks

- 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 Career Services and Scholarship related services.
- From June 1, 2020 – August 31, 2020, Access NCWorks agents solved over 2,200 tickets via talk, chat, and web form from customers.
- On July 6, 2020, Capital Area staff met with NCWCC leadership to discuss and implement performance measures for Access NCWorks. Access NCWorks is an omnichannel solution (which means it offers a variety of customer service options to unemployed and underemployed citizens with access barriers, via self-service knowledge base, chat, talk, and web form). When customers use each channel (whether it be talk, chat, or web form), it creates a ticket for advisors to view, answer, and solve in a timely

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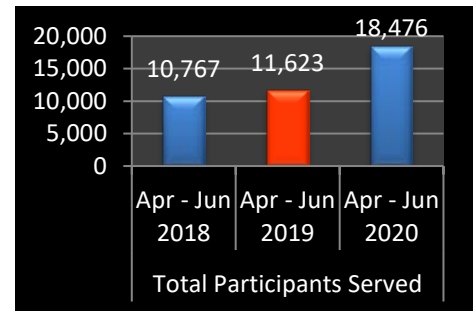
manner. The performance measures for Access NCWorks are as follows: Abandonment Rate, Time in Queue, Call Time, Call Transfer Rate, Knowledge Base Activity, Wagner Peyser, NCWorks and Customer Satisfaction. Performance measures were benchmarked for one year before being put into place for this upcoming year.

## WIOA NCWorks Career Center Program Data Summary: April – June 2020

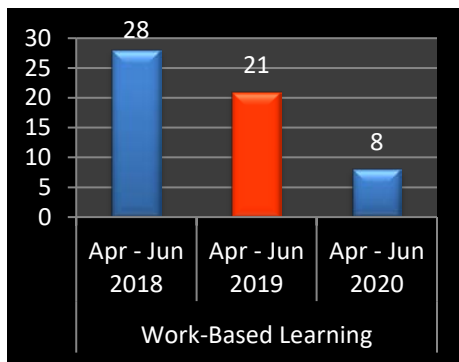
(Data reflects the impact of COVID-19 during this period. Most centers closed to the public mid-to late-March and continued their closure through July)

### **Total Participants Served: 18,476**

Participants served represent traffic across all of the Capital Area NCWorks Career Centers. There was a 59% increase in customer numbers this quarter over the same time period last year representing 6,853 individuals. This is due to the impact COVID-19 had on the economy and the number of individuals that were laid off.



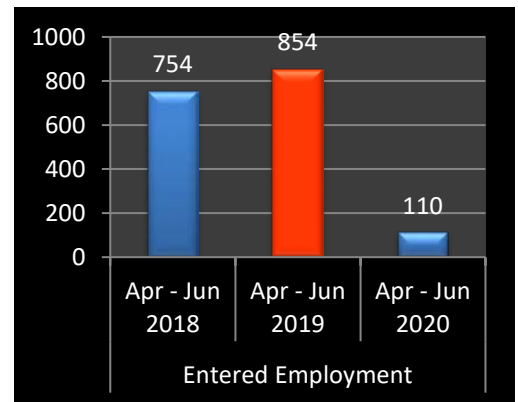
### **Total Work-Based Learning Opportunities: 8**



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 a 61.9% decrease over the same period last year. Most OJT and WEX opportunities were not available as businesses were either closed or moved to a work from home environment. Most businesses were not ready to do an OJT or WEX in a work from home environment. Additionally, the economy was hit hard, and businesses are waiting to see what was going to happen with the economy before they are willing to begin hiring again.

## **Total Employment Results: 110**

Employment results are real-time and are self-reported by customers and employers. Employment numbers were severely impacted by COVID-19 and had a major decrease of 87.1% for this time frame compared to the same time frame in 2019. The unemployment numbers reached a high of 11.5% during the quarter compared to a 3.9% high during the same quarter in 2019.



## **Special Projects**

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### **Finish Line Grant**

- From the start of the Finish Line Grant to date, Capital Area has approved over 207 applicants and paid out approximately \$164,000 dollars to vendors to help students in need. We have provided funds for assistance with vehicle repairs, childcare, eviction notices, utility bills, textbooks, etc.
- We are continuing to utilize our virtual process for providing Finish Line Grant services to students. This enables us to continue to provide services, while keeping students and staff safe.
- The collaboration between Wake Technical Community College (WTCC) and Johnston Community College (JCC) continues to be successful. Smartsheet is a tool that the Community Colleges, CAWD, and the NCWorks Career Centers continue to utilize to stay in communication with each other regarding the tracking of the students. Reports are run by the community college staff to gather a list of all students that are at least 50% complete with their program of study and emails are sent out to these targeted students informing them of the Finish Line grant and the eligibility criteria.

### **Tech Hire**

- Tech Hire, Capital Area's Department of Labor (DOL)-funded partnership with Wake Tech to assist young adults in obtaining training and employment in the information technology sector, ended successfully on June 30, 2020. Capital Area exceeded all performance expectations for this grant. Capital Area is continuing to assist students with continuing their TechHire training under the Wake County Youth Emergency Grant. See COVID-19 Special Projects section for more information.

## Final Outcomes – June 30, 2020:

Outcome	Goal	Actual	Percentage of Goal
Total Participants served	350	519	148.3%
Total Participants enrolled in Education/Training Activities	336	375	111.6%
Total Participants completing Education/Training Activities	269	301	111.9%
Total Participants who complete Education/Training Activities AND receive a credential	148	208	140.5%

## COVID-19 Special Projects

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### 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. NDWGs are time-limited funding assistance in response to major economic dislocations or other events that cause significant impact on local areas that exceed the capacity of existing formula funds and other relevant resources to address. 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)).

### Wake County Youth Emergency Grant

Capital Area also received \$643,840 in Youth Emergency funds from Wake County Government. This funding will be used to support Wake County vulnerable community youth and young adults, impacted by COVID-19, to reskill and upskill, so that they can transition to career opportunities that allow them to obtain self-sufficiency. The following is a breakdown of the different components of this project.

- *Information Technology Apprenticeship Program (ITAP)* – The ITAP program combines classroom training with real-world experience in the Information Technology Industry. Individuals will be trained in Office 365, Dell Boomi and ServiceNow in order to provide IT support to businesses. This program will provide a foundation for entry-level positions or continued IT training. IT Training allows for young adults to stack credentials, increasing their desirability when seeking employment. Funds will be used for recruitment, tuition, student support, stipends and equipment needed for the training (computers and tools), certification tests and materials.

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- *Electrical Pre-Apprenticeship to Apprenticeship Program* - Capital Area will provide funding for individuals to attend the JATC (Joint Apprenticeship Training Committee) Pre-Apprenticeship Program for approximately 12 weeks. They will be trained using the NJATC blended learning curriculum which includes classroom and online components. Students will have hands-on practice of the skills and techniques they learn. When they successfully complete the education portion, they will be placed with an IBEW (International Brotherhood of Electrical Workers) employer to complete 80 hours of work experience. Students who complete the pre-apprenticeship are qualified for the certified apprenticeship program that includes both employment and continued training. Funds will be used for recruitment, tuition, tools, materials, safety certifications and student stipends.
- *TechHire Student Training Continuation* – The TechHire grant ended June 30, 2020 and the Youth Emergency funds will be used to continue to pay the training for students who still have more courses to take. Continuation of training by these students to obtain additional certifications will better prepare them for employment when hiring returns.
- *Incumbent Worker Training* – This funding will help local businesses successfully reopen from COVID-19 shutdowns by providing access to critical resources and funding for training. Eligible businesses may apply for a grant up to \$3,000 to be used for COVID-19 related safety training and/or reskilling of existing workforce necessary to adapt to changing business conditions. Businesses eligible for the funding include Wake County businesses who have 250 employees or less, owned by an individual who is a minority, woman, individual with a disability or an individual who is socially/economically challenged.
- *Virtual Career Fair Platform* – COVID-19 has severely disrupted Capital Area NCWorks Career Center’s ability to provide interactive programs and events that connect our regional employers with the job seeker community. Staff are having to shift their strategy to a virtual service delivery model. With these funds Capital Area will purchase technology that provides a flexible, user friendly and cost-effective platform to provide live virtual events such as regional career expos, employee information sessions and/or sector focused hiring events.

### Communications

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The annual report for PY2019/2020 will be released prior to September 30<sup>th</sup>. It will be in video format but a print version will be made available in October.

CAWD has contracted with Able & Co. to develop a new website. The site will be up by December 15<sup>th</sup>. Capitalareancworks.com will still be the domain.

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## Performance

PY 2019 Quarterly Performance Results- Goal Versus Actual Percentage Achieved <i>FINAL</i>												
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	80.3%	79.1%	\$6,150	60.3%	73.6%	76.9%	\$7,046	60.5%	74.5%	73.5%	54.3%
	Goal	72.0%	71.0%	\$5,000	53.0%	77.0%	74.5%	\$6,500	60.0%	73.0%	72.0%	53.0%
	% of Goal	111.5%	111.4%	123.0%	113.8%	95.6%	103.2%	108.4%	100.9%	102.0%	102.7%	102.5%
34 Capital Area	Actual	84.3%	82.6%	\$6,713	68.4%	74.5%	79.7%	\$7,513	62.1%	75.4%	74.2%	59.0%
	Goal	73.0%	73.0%	\$6,661	63.0%	79.6%	79.0%	\$7,900	62.0%	71.0%	71.0%	62.0%
	% of Goal	115.5%	113.1%	100.8%	108.6%	93.6%	100.9%	95.1%	100.2%	106.2%	104.5%	95.2%
35 Durham	Actual	73.3%	78.8%	\$4,592	62.9%	77.3%	72.2%	\$7,303	50.0%	74.2%	70.0%	52.9%
	Goal	72.0%	74.0%	\$5,650	54.0%	76.5%	74.0%	\$6,300	61.0%	74.0%	71.0%	53.0%
	% of Goal	101.7%	106.5%	81.3%	116.4%	101.1%	97.5%	115.9%	82.0%	100.3%	98.6%	99.9%
37 Charlotte Works	Actual	75.0%	77.5%	\$6,461	40.2%	77.2%	87.8%	\$9,905	54.9%	76.9%	72.3%	67.8%
	Goal	75.0%	76.0%	\$6,200	62.0%	77.5%	75.0%	\$8,000	67.0%	79.0%	77.0%	53.5%
	% of Goal	100.1%	101.9%	104.2%	76.6%	100.1%	117.1%	123.8%	74.6%	97.4%	93.8%	126.7%
42 Greensboro	Actual	81.3%	81.5%	\$6,370	67.2%	77.9%	74.6%	\$7,342	71.7%	78.2%	70.0%	33.3%
	Goal	73.0%	75.0%	\$5,000	62.0%	80.5%	80.0%	\$6,900	61.5%	72.0%	74.0%	61.0%
	% of Goal	111.3%	108.7%	127.4%	108.5%	99.2%	93.2%	106.4%	116.7%	108.7%	94.6%	54.6%

Five of the 23 Boards met or exceeded all their performance indicators for the PY19 data as of 8/11/2020

WDB	Indicator Type	WIOA Title III - Wagner-Peyser		
		Employ Q2	Employ Q4	Median Earnings
Statewide	Actual	72.7%	72.5%	\$5,122
	Goal	72.0%	71.0%	\$5,000
	% of Goal	100.9%	102.1%	102.4%
34 Capital Area	Actual	74.1%	74.6%	\$6,315
	Goal	73.0%	73.0%	\$6,661
	% of Goal	101.5%	102.4%	94.8%
35 Durham	Actual	74.3%	75.5%	\$5,570
	Goal	72.0%	74.0%	\$5,650
	% of Goal	103.6%	102.0%	98.6%
37 Charlotte Works	Actual	74.3%	77.1%	\$6,706
	Goal	75.0%	76.0%	\$6,200
	% of Goal	99.0%	101.5%	108.2%
42 Greensboro	Actual	74.7%	74.6%	\$5,022
	Goal	73.0%	75.0%	\$5,000
	% of Goal	102.3%	99.4%	100.4%

**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 met or exceeded all their Federal Performance Indicators for PY19.

PY20

While we continue to be in a benchmark year for Skill Gains and therefore have no federal goals to achieve. The Division of Workforce Solutions has negotiated goals with each Board. Skill Gains is tracked through FutureWorks and is a goal for all Providers in their Real Time/Pay for Performance outcomes. Training has been conducted and will continue throughout the program year to ensure Capital Area continues to meet/exceed all measures. Focus continues on Credential Attainment and Skill Gains.

# September 2020 Operations Report

## Finance

Below is a financial status summary report for the period July 1, 2019 – June 30, 2020 for CAWD funding. As Program Year 2019 (PY19) has been closed, the WIOA funding streams for Adult (100%) Dislocated Worker (99.74%) and Youth (100%) are fully expended. COVID-19 pandemic has impacted our operations by slightly dropping the overall WIOA activities during the last quarter. This along with the influx of Dislocated Worker Contingency funds helped us avoid cost overruns that were previously projected. Infrastructure Cost grant funding (nearly \$290,000) was fully utilized to pay for occupancy costs and new computers in the Adult centers that were traditionally paid with Adult and Dislocated Worker funding.

The new DOL grant - Roads to Reentry commenced the 4-year term in September 2019 and was 20% expended at the end of this quarter. YouthBuild program has been granted a 9 month no-cost extension which will allow us to expend maximum of the available funds. Tech-Hire grant was closed at the end of this quarter with 71% of funds expended. Other grant activities include NDWG COVID-19 grant \$693,160 awarded by NC Division of Workforce Solutions to supplement the Dislocated Worker services, \$100,090 from Wake County to support housing needs of the Local Reentry Program and \$643,830 of CARES Act funding through Wake County to support emergency workforce services for those affected by COVID-19 part of which will be utilized to help Tech-Hire program participants to continue their training. These additional funds are expected to mitigate the reductions in PY20 WIOA base allocations. Apart from these, additional CARES Act funding of \$841,372 (Wake Partners) will help us expand COVID-19 related workforce services among community-based organizations in Wake County.

CAPITAL AREA CONSORTIUM - FINANCIAL STATUS REPORT - YEAR ENDING JUNE 2020				
ACTIVITY	AVAILABLE	SPENT	BALANCE	% EXPENDED
<b>TITLE I ADULT</b>	\$1,875,411.52	1,875,411.52	0.00	100.00%
<b>TITLE I DISLOCATED WKR</b>	1,524,966.69	1,520,970.18	3,996.51	99.74%
<b>TITLE I YOUTH</b>	1,684,951.19	1,684,951.19	0.00	100.00%
<b>WIOA ADMINISTRATION**</b>	622,075.21	474,432.91	147,642.30	76.27%
Call Center Initiative - ACCESS NCWorks 2018**	101,117.25	101,117.25	0.00	100.00%
Road To Reentry Project Grant USA 2019 (DOL)	1,500,000.00	302,268.60	1,197,731.40	20.15%
YouthBuild USA 2017 (DOL)	1,080,000.00	903,897.96	176,102.04	83.69%
TECH-HIRE (Project Secure) (Wake Tech/DOL)	1,991,261.00	1,417,809.05	573,451.95	71.20%
Second Chance at Success Initiative Pilot (Local)	50,000.00	50,000.00	0.00	100.00%
NextGen Sector Patnership Grant**	92,617.89	55,868.52	36,749.37	60.32%
Business Services Grant 2019	75,000.00	75,000.00	0.00	100.00%
Finish Line Grant	271,860.00	227,103.46	44,756.54	83.54%
State Leadership Training Grant**	154,456.22	67,405.72	87,050.50	43.64%
Infrastructure Cost Grant 2019	284,399.19	284,399.19	0.00	100.00%
Infrastructure Cost Partner Fees	56,444.43	56,444.43	0.00	100.00%
Joint Strategic Planning Grant 2019**	10,000.00	10,000.00	0.00	100.00%
One-Time Telework Grant	4,995.88	4,995.88	0.00	100.00%
DPS Local Reentry Grant**	110,500.00	28,576.75	81,923.25	25.86%
House Wake! Grant from Wake County	100,090.00	0	100,090.00	0.00%
NDWG COVID-19 Grant from NC DWS	693,160.00	0	693,160.00	0.00%
<b>TOTAL</b>	<b>\$12,283,306.47</b>	<b>\$9,140,652.61</b>	<b>3,142,653.86</b>	<b>74.42%</b>
Note: ** Included in WIOA Admin is \$49,360.40 of admin money from other special projects				
NEW FUNDING AFTER JUNE 2020	AVAILABLE	SPENT	BALANCE	% EXPENDED
CARES Act - Youth Employment Grant - Wake County	643,830.00	0	643,830.00	0.00%
CARES Act - Wake Partners Grant - Wake County	841,372.00	0	841,372.00	0.00%