



**CAPITAL AREA**  
WORKFORCE DEVELOPMENT

# Operations Report

**June 2021**

---

## Table of Contents

---

<b>Strategic Initiatives</b>	<b>2</b>
<b>Business Engagement</b>	<b>4</b>
<b>WIOA Youth &amp; Young Adult Services</b>	<b>4</b>
<b>NCWorks Career Centers</b>	<b>8</b>
<b>COVID-19 Special Projects</b>	<b>12</b>
<b>Performance</b>	<b>15</b>
<b>Finance</b>	<b>17</b>

## Strategic Initiatives

---

### Youth Advisory Councils

Youth Advisory Committees in Wake and Johnston Counties are continuing to develop strategies to address the barriers that youth face in completing their education and earning relevant degrees and credentials. They are placing particular focus on the challenges created by COVID-19 on youth. Johnston County is building on existing mentoring programs to expand mentoring opportunities to low-income youth at risk of dropping out. They are looking at youth in 11<sup>th</sup> and 12<sup>th</sup> grades at Smithfield Selma High School and working with career development counselors to reach potential students. Wake Advisory Council has selected subcommittee members to develop a strategy to present to the larger group. They are focusing on how to recruit employers to provide work-based learning opportunities in less resourced schools.

### 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, despite many challenges. In partnership with the Wake LRC, Roads to Reentry developed a video to share reentry resources to individuals at Wake and Johnston Correctional Centers. They also provided a laptop for individuals to use to communicate virtually with Roads to Reentry staff. This allows incarcerated individuals to enroll in Roads to Reentry and begin the program prior to release. This should increase enrollment and increase success for Roads to Reentry clients. **120 clients** have been enrolled and 31 placed into employment since the beginning of the program. The goal for the two years of program implementation is 188 participants enrolled and 132 placed into employment. CAWD has requested a 6-month no-cost extension to make up for the time lost due to COVID-19 restrictions and expect to get a response soon.

#### *Wake Local Reentry Council*

The Wake Local Reentry Council, funded by N.C. Department of Public Safety, is the first step for returning citizens in Wake County from jail or prison. The CAWD led Wake LRC has served **168 clients** since February 19, 2020. To make clients more aware of resources, Wake LRC and Roads to Reentry developed an informational video on the reentry resources available. This video is being shared at the Wake Correctional Centers and Wake Detention Center. It is also being shared with partners. The link to the video is at <https://youtu.be/-W9Rm8ezNDk>.

Beyond serving individual clients, the Wake LRC also coordinates the county-wide effort to provide support to returning citizens. This includes engaging community partners to provide trainings, clinics, and additional support for clients. Legal Aid of NC is holding a series of legal clinics for Wake LRC clients at the NCWorks Career Center at Tillery. These workshops allow clients to receive free legal advice on criminal record expungement and other Legal Aid of NC services that address legal barriers to successful reentry. These workshops have seen a large increase in enrollment since they started at the beginning of the year. The May and June clinics are full, and we have expanded to a larger room for future clinics to meet the need. Wake LRC has also partnered with Wake Tech to offer Adult Basic Education to clients and others at

NCWorks Career Center. Wake LRC is providing loaner laptops to enable participation in the program.

### *Emerging Opportunities in Reentry*

CAWD submitted a \$750,000 proposal to U.S. Department of Justice, Second Chance Community grants program. The goal of the grant is to expand support and mentoring to recently released individuals in Wake County.

CAWD was invited to present to the Wake County Public Safety Committee on our current work in reentry and ways to improve reentry in Wake County. This presentation shared how the need is much greater than the current staffing and funding level can meet. It also shared a vision on what a strong reentry system should look like. The presentation was well received, and we have been asked to develop a full proposal to the Committee to be considered for funding. This proposal will include how to provide more services to all individuals recently released in Wake County with a special emphasis on the Wake Detention Center.

### **Wake Partners**

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

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

The goal of program was to serve 1,492 clients by March 31, 2021. The grantees exceeded it by over 1,000 clients by serving **2,499** clients.

## Business Engagement

---

### **Triangle Virtual Career Expo “Gen Z Edition”**

CAWD partnered with Durham and Kerr-Tar Workforce Development Boards to cohost the Triangle Virtual Career Expo “Gen Z Edition.” The event was held on May 5<sup>th</sup> from 2:00 pm to 4:00 pm. This collaborative effort between the Adult and Youth service providers in each respective region focused on connecting high school seniors looking to enter the workforce upon graduation with immediate employment opportunities. Participants currently utilizing services with our NexGen Centers also attended.

- 101 Job Seekers
- 78 Employers

### **Virtual Hospitality Job Fair**

In partnership with the Greater Raleigh Convention and Visitors Bureau (GRCVB), CAWD was scheduled to host the Wake County Hospitality Virtual Job Fair on June 10<sup>th</sup> from 9am to 12pm. GRCVB reached out to CAWD for assistance to hold a job fair event to address the significant staffing shortages the industry is experiencing. Unfortunately, with more than 40 employers registered for this event, it was canceled due to extremely low job seeker interest.

### **Fujifilm Talent Strategy Workshop**

In June, CAWD participated in the Fujifilm Talent Strategy Workshop. This workshop gathered regional academic, training and workforce development stakeholders to discuss Fujifilm’s talent pipeline needs and timeline, existing resources, and opportunities for custom solutions. This talent pipeline will directly support their expansion announcement of 725 new jobs for their future facility in Holly Springs.

### **Economic Development Letters of Support**

CAWD has provided (3) letters of support from April 2021 - mid June 2021 projecting 1,501 new jobs. These organizations represent life sciences and professional services.

## WIOA Youth & Young Adult Services

---

Data: January 1, 2021 – March 31, 2021

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

Narrative: February 2021 to current

## **YouthBuild**

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

All participants are in the follow-up phase of the program. During follow-up, participants are receiving supportive services in the form of case management, career development, and support. Youth have been referred to the local NCWorks NextGen program to provide additional support for their educational and career goals. Participants are being contacted via phone-text messages and calls, email, home visits and through the postal service. The COVID-19 pandemic has had an impact on engagement. The goal for follow-up is to ensure that the youth are either in education or have obtained employment.

An open house event called “YouthBuild Pizza Day” was held at NCWorks NextGen on March 25<sup>th</sup>, to give participants the opportunity to connect or reconnect with the youth program and meet with the Program Manager. This was especially important for the young adults whose follow-up was ending at the end of March. The goal was to offer a soft hand off for the ability to continue receiving career development and GED support. Two participants attended and started the enrollment process for NextGen. Social distancing protocols were implemented and followed to ensure everyone’s safety.

## **NCWorks NextGen**

NextGen Johnston arranged for participants to volunteer with the Interfaith Food Shuttle for Global Youth Service Day on April 28<sup>th</sup> and again on May 13<sup>th</sup>. Participants and staff assisted the organization with sorting food and distributing it to members of the community. The organization expressed gratitude for the helping hands and requested continued support from NextGen.

NCWorks and NextGen Wake and Johnston combined efforts along with Durham and Kerr-Tar NCWorks/NextGen Teams for the Virtual Triangle Career Expo that was held on May 5<sup>th</sup> from 2-4 pm. High school seniors from Wake, Johnston, Durham, and Orange county public schools were invited to attend. This expo was targeted specifically for Generation Z job seekers. There were 85 youth in attendance with 78 employers participating. In preparation for the Career Expo, NextGen Wake and Johnston prepared the participants who would be attending the event by helping with resume revisions and mock interviews.



On May 11, 2021, designated Capital Area staff met to complete a review of the Statements of Work (SOW) submitted by JCI and EDSI Youth WIOA services for Johnston and Wake Counties. The staff thoroughly reviewed the documents and developed additional questions for clarification, recommendations, and comments for the service providers to add to their Statements of Work. Contract negotiations were held on May 24<sup>th</sup> for JCI and May 25<sup>th</sup> for EDSI.

NextGen Wake is moving into a new facility. Located in the same office complex, Tillery Place; the new space is bigger and will allow for expanded on-site activities. The new space is 5,300 square feet, up from the approximately 3,000 square feet they are using now. Renovations are taking place and are expected to be completed by mid-to-late June. A Grand Opening will take place after the staff get settled into the new space.

### **Youth Success Story**

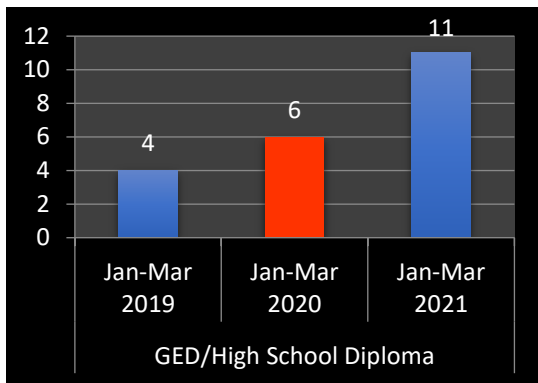
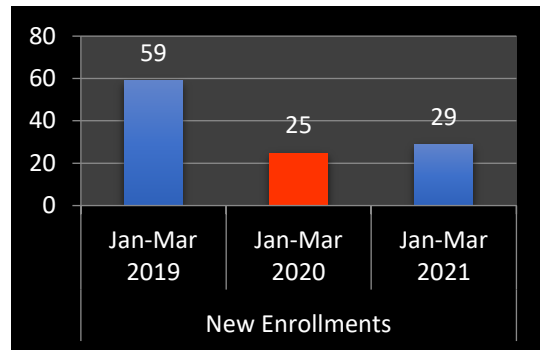
Kyle B. came to the NextGen program in January 2020 seeking his GED. He started the program with several barriers to employment. He struggled with reliable transportation, was justice involved, and had dropped out of school. Initially, he was difficult to engage with regularly, but through persistence and motivational interviewing, he began to come in more regularly to pursue his GED. Kyle successfully finished his GED in 2021 and immediately began post-secondary training. He entered Heavy Equipment Operator and NCDOT Flagger training with Carolina Trucking Academy. He completed training within one (1) month and was offered a full-time position making \$17 an hour. We wish Kyle continued success!

## WIOA Youth Program Data Summary: January – March 2021

(Data reflects the impact of COVID-19 during this period. Since reopening, numbers continue to rise but are still low. Centers continue to serve youth both virtually and in-person with safety precautions.)

### Total New Enrollments: 29

Enrollments for the third quarter of the program year are up 16% from last year during the same time period. Enrollments have continued to increase as the NextGen Program staff continue to adjust their outreach efforts for new enrollments amid the COVID environment.

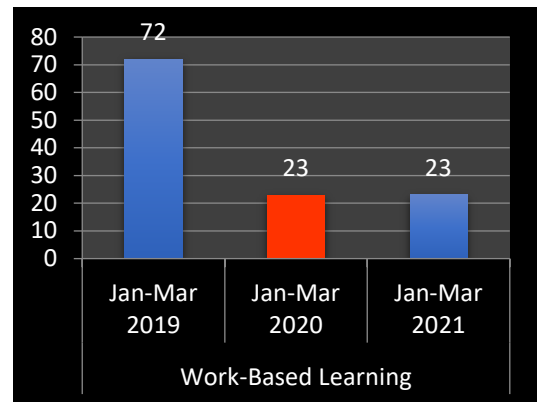


### Obtained GED/High School Diploma: 11

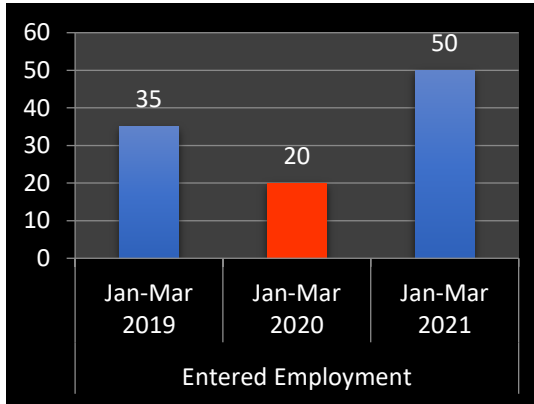
The GED/High School Diploma are starting to see a increase despite impact of COVID-19. There was increase of 83% over the same time period from last year. Testing centers continue to have limited space for testing in order to practice social distancing.

### Work-based Learning Opportunities: 23

Work-based learning opportunities includes on-the-job training, work experience, and occupational skills training. We continue to see an impact to all services due to the COVID-19 pandemic as OJT and WEX opportunities are limited. The numbers from this period to last year this time were the same. As the COVID-19 restrictions ease, we expect this number to significantly increase.







**Entered Employment: 50**

Employment opportunities can be either part-time or full-time. There was a significant increase of 150% from last year this time mainly due to so many employers needing workers so bad. It is providing the youth with various opportunities, so they have options available to them. Most of the jobs obtained are essential worker positions.

## NCWorks Career Centers (NCWCC)

---

Capital Area submitted the Annual WIOA plan to the state on April 29<sup>th</sup>. The plan addresses all aspects of the WIOA activities that take place in our area. Division of Workforce Solutions thoroughly reviews the plan then will ask for additional information or will approve it as written. This plan is for the Program Year 2021 (PY21) and is in effect from July 1, 2021 to June 30, 2022.

On May 10, 2021, designated Capital Area staff met to complete a review of the Statement of Work (SOW) submitted by Equus for Operator of the NCWCC system and Adult and Dislocated services. The staff thoroughly reviewed the SOW and budget and composed additional questions for clarification, recommendations, and comments for the service provider to add to the SOW. Contract negotiations was held on May 25<sup>th</sup>.

Capital Area hosted its virtual quarterly NCWCC systemwide Managers meeting on March 25, 2021. The agenda consisted of Updates and Temporary Operational Changes, Performance, Safety Protocols, and Challenges.

Capital Area recently hosted its virtual quarterly partner's meetings for Wake and Johnston Counties. The Johnston County partner meeting was on March 16, 2021. The Wake County partner meeting was on March 18, 2021. Both agendas consisted of discussion topics including the vulnerable communities, performance, partner highlights, and networking. CAWD took a deeper dive into the region's vulnerable communities. The question was "Are we serving the pockets within these communities with the greatest need?" Once the pockets were identified, the group sought verification and agreement from community partners and other organizations that

operate in those areas. In Johnston County, the partners concluded that Selma as well as the surrounding areas in that part of the county will be their focus. In Wake County, the partners concluded that Wake Forest and the surrounding areas in that part of the county will be their focus. On May 13, 2021, a virtual Wake Forest focus group was held to determine the employment related needs of the community as well as to develop an outreach strategy. The attendees included representatives from community partners, NCWorks Career Center, Wake Technical Community College, Family Resource Center, Step-up Ministry, etc., residents, and stakeholders. On May 6, 2021, representatives from JC Public School System, Johnston Community College (JCC), NextGen, Capital Area, and NCWorks Career Center, met with the Director of the Selma Library to discuss providing onsite partner services. JCC has agreed to donate eight Chromebooks for workshops at that location. Selma Library is currently open to the public and the partners are planning next steps.

The Capital Area NCWCC system is continuing to operate in Phase II of its Temporary Operational Plan to ensure the safety of visitors, partners, staff, and customers. The Temporary Operational Plan encompasses the strategies as follows:

- Following CDC guidelines, mask mandates have been modified: Customers, Center staff, visitors and partners are encouraged to wear masks while at the Center, but it is no longer required. Staff also encourage everyone to continue to follow the 3 W's, and CDC recommended social distancing protocols and guidelines. Division of Workforce Solutions (DWS) partner staff returned to the NCWCCs in May 2021.
- Some of Capital Area's NCWCCs are located in Wake County Buildings which still have mask mandates in place. Capital Area has put provisions in place for DWS partner staff, who are no longer required to wear masks, to be temporarily reassigned to other locations.
- NCWCCs hours of operation are Monday – Friday, 8:30 am – 5:00 pm. The NCWCCs located in Zebulon, Fuquay, and Wake Forest continue to operate virtually and by appointment only. The Swinburne location has not reopened to the public; however, customers are provided virtual services.

Throughout the year, the One-Stop System team conducts Quality Assurance Review visits to the NCWCC. There are three components evaluated for the full Quality Assurance Review noted as follows: programmatic, fiscal and center operations. Partial reviews evaluate Center operations only. Result from this quarter's reviews are as follows:

NCWorks Career Center – Tillery – April 19, 2021 – April 30, 2021 - Full

Results: Meeting Expectations

## SkillsBuild

Since going live in March 2021, 651 customers have registered for SkillsBuild, 1,917 learning hours have been completed, 2,070 learning activities have been completed, and 18 learning badges have been obtained by customers. IBM SkillsBuild proves to be a valuable resource for individuals seeking to upskill, job seekers, and entrepreneurs.

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

## Access NCWorks

During March 1, 2021 to May 31, 2021, there were 8,076 inbound calls to the Tillery NCWorks phone number. 4,252 calls were answered by the Access NCWorks Contact Center staff and the rest of the calls were redirected to Career Center staff for additional services. There were also 172 chats received through the Contact Center.

Access NCWorks continues to be a valuable resource for customers during the COVID-19 pandemic, alongside the NCWorks state phone number and NCWorks live chat. Most of the calls from customers during the start of the pandemic were related to Unemployment Benefit questions, but there continues to be a spike in Reemployment Services and Eligibility Assessment (RESEA) Services, Career Services, and Scholarship related services.

Our current cloud-based software (Zendesk) has continued to integrate well with the Amazon Connect software used for the statewide NCWorks phone number.

## Finish Line Grant

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

Since starting Year 3 of the Finish Line Grant, Capital Area has approved 95 grants and paid out over \$70,000 to vendors to help students in need. We have provided funds for assistance with vehicle repairs, rent, utility bills, etc.

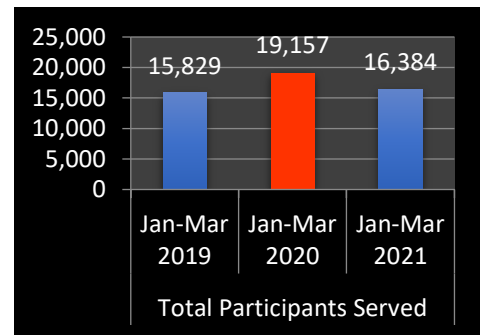
We are continuing to utilize our virtual process for providing Finish Line Grant services to students. This enables us to continue to provide services, while keeping students and staff safe.

## WIOA NCWorks Career Center Program Data Summary: January – March 2021

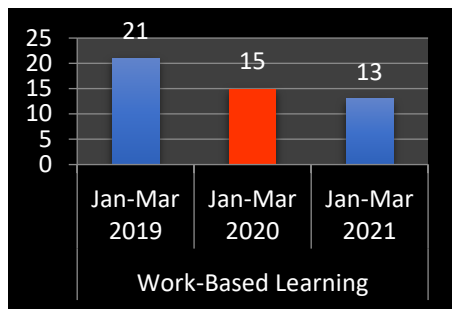
(Data reflects the impact of COVID-19 during this period. Most centers closed to the public mid-to late-March and continued their closure through July.)

### **Total Participants Served: 16,384**

Participants served represent traffic across all of the Capital Area NCWorks Career Centers. There was a decrease of 14.5% in customer numbers this quarter over the same time period last year representing 2,773 individuals. Although we reopened the Centers under strict social distancing protocols, many people are still reluctant to come to the Centers in person. We continue to serve customers virtually through the Access NCWorks Contact Center using phone, chat, and email. This method of engagement has been more convenient for many of our customers.



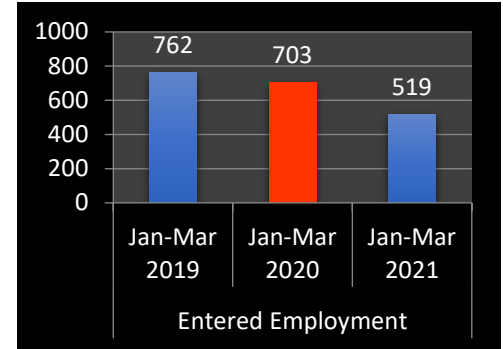
### **Total Work-Based Learning Opportunities: 13**



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 13.3% decrease over the same period last year. However, it did increase from 12 in the last quarter (October – December 2020) to 13 for this reporting period. With the vaccine more widely available, these numbers will continue to rise as more businesses are starting to resume operations back to normal.

## **Total Employment Results: 519**

Employment results are real-time and are self-reported by customers and employers. Employment numbers continue to be impacted by COVID-19. There was a decrease of 26.2% for this time frame compared to the same timeframe last year. However, these numbers did increase from 481 last quarter (October – December 2020) to 519 this reporting period. It is anticipated that this number will continue to rise.



## **COVID-19 Special Projects**

### **National Dislocated Worker Grant (NDWG)**

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

Capital Area NDWG COVID -19 YTD: July 1 – March 31, 2021	
Number of Participants in Career and Training Services	189
Number of Participants who Received Training	70
Number of OJTs	13
Number of Participants Receiving Supportive Services	16

### **Wake County Youth Emergency Grant**

The Wake County Youth Emergency Grant funding ended on March 31, 2021. Employees and young adults received various training that will assist in obtaining or maintaining employment after being impacted by COVID-19. Programs are listed below:

- *Information Technology and Healthcare Bootcamps:* A final project under the WC Youth Emergency Grant was an extensive 6-week program that included live facilitation, project-based learning, independent assignments, external courseware, discussion boards, and skill acquisition quizzes. Interns spent about 20 hours each week participating in and completing all internship work. Each work experience concluded with a capstone project

that highlighted what the intern learned, their goals and pathways of choice, work samples, and their 30-second elevator speech. All eight participants completed the boot camps. Five participants completed the IT boot camp and three completed the Healthcare boot camp and are currently working with NextGen staff to obtain employment.

- Information Technology Apprenticeship Program (ITAP)*: Eleven individuals were enrolled in the ITAP program with ISG Solutions. Training was set up around two tracks; track one included A+, Network+ and CompTIA Cloud+ and track two included Linux+, Security+ and CompTIA Cloud+. Participants attended this training online to learn at their own pace achieving a total of 8 credentials. ISG also provided mentoring and coaching for the students. Participants will continue to work with ISG on pursuing their IT credentials as their training costs are covered until they reach the Cloud+ certification. Six of the eleven participants are currently employed.
- Electrical Pre-Apprenticeship to Apprenticeship Program*: JATC (Joint Apprenticeship Training Committee) The Pre-Apprenticeship Program training finished in December 2020 and 11 students (out of 13) moved into JATC's 4-year apprenticeship program. The remaining students plan to begin it at a later date. They both tested positive for COVID-19 and will start the Apprenticeship program after they recover or are no longer contagious.
- TechHire Student Training Continuation* – The TechHire portion of this project finished in December 2020 and provided individuals the opportunity to continue their training and education for the H-1B Tech Hire grant that ended June 30, 2020 in order for them to obtain IT employment. There was a total of 22 students that received additional training as a result of this funding. Tech Hire participants followed one of three career pathways—CompTIA, CISCO, or Cybersecurity. Each of these pathways included stackable credentials. Participants selected the next credential in their current pathway or took courses in the other pathways to increase their range of skills. Seventeen students received some type of credential after they completed their training, many of which are high level credentials such as Network+ and higher in the CompTIA pathway. At least four students have already obtained employment in the IT field.
- Incumbent Worker Training* – **ReOpen Wake** awarded eight businesses Emergency COVID-19 Incumbent Worker funding for a total of \$8,039. Businesses awarded: El Centro Hispano, Benefit Therapy Services, A Peace of My Passion Christian Bookstore, Engineered Designs, Sigma Health Services, MEALS ON WHEELS, Streetplus - Downtown Raleigh Alliance, and Solid Rock AME Zion Church. Five of these businesses are in a vulnerable community, addressing the needs of the disadvantaged. This funding helped local businesses successfully reopen from COVID-19 shutdowns by providing access to critical resources and funding for training.

- *Virtual Career Fair Platform* – CAWD provided a flexible, user friendly and cost-effective platform for live virtual events such as regional career expos, employee information sessions and/or sector focused hiring events. From August 2020 through May 2021 there were five events held with approximately 206 businesses and 1,749 job seekers in attendance online.

# June 2021 Operations Report

## Performance

PY 2020 Quarterly Performance Results- Goal Versus Actual Percentage Achieved

WDB	Indicator Type	WIOA Title I - Adult					WIOA Title I - Dislocated Worker				
		Employ Q2	Employ Q4	Median Earnings	Credential	Skill Gains	Employ Q2	Employ Q4	Median Earnings	Credential	Skill Gains
Statewide	Actual	75.0%	75.2%	\$6,570	65.9%	43.4%	68.0%	68.7%	\$7,138	64.9%	55.7%
	Goal	77.0%	74.5%	\$5,300	56.0%	44.5%	74.0%	74.0%	\$6,600	58.4%	49.5%
	% of Goal	97.4%	100.9%	124.0%	117.8%	97.2%	91.9%	92.8%	108.2%	111.0%	112.6%
34 - Capital Area	Actual	79.5%	74.0%	\$7,014	67.2%	78.9%	72.2%	74.4%	\$7,441	67.9%	71.8%
	Goal	77.5%	76.0%	\$6,661	65.0%	70.0%	75.0%	79.0%	\$7,500	63.0%	70.0%
	% of Goal	102.5%	97.4%	105.3%	103.4%	112.7%	96.2%	91.7%	99.2%	107.0%	102.6%
35 - Durham	Actual	74.0%	69.5%	\$5,998	50.00%	49.2%	77.1%	69.1%	\$8,129	72.0%	42.9%
	Goal	73.0%	75.0%	\$5,300	60.0%	51.0%	76.5%	74.0%	\$7,000	61.0%	50.0%
	% of Goal	101.2%	92.6%	113.2%	83.3%	96.5%	100.8%	92.0%	116.9%	118.0%	85.7%
37 - Charlotte Works	Actual	67.2%	67.4%	\$7,060	60.8%	18.9%	68.3%	68.3%	\$9,795	57.4%	40.0%
	Goal	75.0%	75.0%	\$6,250	54.0%	42.0%	77.0%	79.0%	\$8,200	53.0%	50.0%
	% of Goal	89.6%	89.8%	113.0%	112.6%	44.9%	88.7%	86.5%	119.5%	108.3%	80.0%
42 - Greensboro	Actual	71.9%	73.8%	\$6,401	75.5%	27.8%	62.9%	69.7%	\$7,380	79.3%	38.6%
	Goal	78.0%	78.0%	\$5,800	63.0%	48.0%	80.0%	78.0%	\$7,000	63.0%	56.0%
	% of Goal	92.2%	94.7%	110.4%	119.8%	57.9%	78.6%	89.3%	105.4%	125.9%	69.0%

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



# June 2021 Operations Report

WDB	Indicator Type	WIOA Title III - Wagner-Peyser			WIOA Title I -Youth				
		Employ Q2	Employ Q4	Median Earnings	Employ Q2	Employ Q4	Median Earnings	Credential	Skill Gains
Statewide	Actual	65.9%	67.7%	\$5,114	70.0%	69.5%	\$3,146	54.1%	34.8%
	Goal	71.3%	71.3%	\$4,850	71.0%	72.0%	2,750	52.3%	44.5%
	% of Goal	92.4%	92.3%	105.5%	98.5%	96.6%	114.4%	103.5%	78.2%
34 - Capital Area	Actual	66.3%	68.4%	\$6,688	65.3%	65.4%	\$3,040	55.8%	46.4%
	Goal	73.0%	73.0%	\$6,300	73.0%	73.0%	\$3,750	62.0%	44.5%
	% of Goal	90.8%	93.7%	106.2%	89.4%	89.6%	81.1%	90.0%	104.3%
35 - Durham	Actual	66.5%	65.5%	\$5,679	75.4%	60.8%	\$2,339	65.7%	53.9%
	Goal	74.0%	74.0%	\$5,650	74.0%	71.0%	\$2,800	53.0%	43.0%
	% of Goal	89.8%	88.5%	100.5%	101.9%	85.6%	83.5%	124.0%	125.2%
37 - Charlotte Works	Actual	65.9%	67.5%	\$6,813	65.5%	68.9%	\$3,414	59.3%	21.4%
	Goal	73.0%	75.0%	\$6,300	75.0%	73.0%	\$2,650	65.0%	44.5%
	% of Goal	90.3%	89.9%	108.2%	87.3%	94.4%	128.9%	91.3%	48.0%
42 - Greensboro	Actual	66.4%	67.5%	\$4,679	73.4%	67.8%	\$2,810	32.0%	41.2%
	Goal	74.0%	75.0%	\$5,000	74.0%	75.0%	\$3,100	56.0%	45.0%
	% of Goal	89.7%	90.0%	93.6%	99.1%	90.4%	90.7%	57.1%	91.6%

The Skill Gains measure is being exceeded in all cohorts (Adult/Dislocated Worker/Youth). The Credential Attainment measure is currently exceeding or being met by all cohorts. These 2 measures have been a focus all year with performance improvement plans to make sure we meet measures and includes ongoing training to ensure the needed documents are captured and are properly recorded in NCWorks Online.

The Youth action plan focuses on all youth measures with strategies to improve outcomes. Capital Area staff continues to meet monthly to address performance improvement. Covid-19 is affecting all outcomes and will continue as new data becomes available. Capital Area is running reports to analyze and see trends due to Covid-19 to better understand how to serve our customers as the pandemic continues. As the program year comes to an end Capital Area expects to see more improvement on the Youth Outcomes.

## Finance

---

Below is a financial status summary report for the period July 1, 2020 – March 31, 2021 for CAWD funding. As 75% of the Program Year 2020 (PY20) has been completed, the WIOA funding streams for Adult (78%) and Youth (76%) are slightly reflecting potential cost overruns. Additional Youth allocation of \$150,000 along with a Contingency fund request of \$100,000 and an internal transfer of \$250,000 from Dislocated Worker to Adult are measures planned to lower the total spending percentage to the required level. In addition to these, utilizing uncommitted Administration (57%) funding and/or contract reductions are options to ease any remaining deficit by program year end. Dislocated Worker (DW) (63%) is supplemented by NDWG COVID-19 grant (26%) which serves as a cushion for additional dislocated worker needs. The Infrastructure Cost grant \$302,595 (86%) is utilized to pay for occupancy costs and any new equipment in the Adult centers that are traditionally paid with Adult and Dislocated Worker funding. Roads to Reentry grant (40%) is in the second year of operation and is right on target. YouthBuild program (93%) has the end date of September 2021 and is on track with follow up services and additional outcomes.

CAWD was allotted a total of \$1,983,868 from the CARES Act funding that expired in March 2021 with overall expenditure rate of 75% within 7 months of operation. CARES Act programs included Youth Employment (60%), Wake Partners (83%) and Wake Cares (68%). Other grant activities include \$377,740 Training & Technical Assistance grant from NC DWS, \$150,000 local Reentry grant (2021) from NC DPS, additional \$150,000 Finish Line grant from DWS, and \$53,700 from NC Biotechnology Center which was utilized to conduct biotechnology career exploration program for NC workers who lost their job due to the COVID-19 Pandemic.



# June 2021 Operations Report

## CAPITAL AREA CONSORTIUM - FINANCIAL STATUS REPORT - QUARTER ENDING MARCH 31, 2021

				<b>75.0%</b>
<b>ACTIVITY</b>	<b>AVAILABLE</b>	<b>SPENT</b>	<b>BALANCE</b>	<b>% EXPENDED</b>
<b>TITLE I ADULT</b>	\$1,381,756.00	1,075,756.01	305,999.99	78%
<b>TITLE I DISLOCATED WKR</b>	1,458,374.51	921,449.30	536,925.21	63%
<b>TITLE I YOUTH</b>	1,593,661.00	1,210,926.42	382,734.58	76%
<b>WIOA ADMINISTRATION</b>	606,318.84	347,126.06	259,192.78	57%
<b>YouthBuild USA 2017 (DOL)</b>	1,080,000.00	1,001,848.97	78,151.03	93%
<b>Roads To Re-Entry Project Grant USA 2019 (DOL)</b>	1,500,000.00	601,699.98	898,300.02	40%
<b>Second Chance at Success Initiative Pilot (Local)</b>	50,000.00	35,172.17	14,827.83	70%
<b>NextGen Sector Patnership Grant</b>	50,315.00	44,249.42	6,065.58	88%
<b>Finish Line Grant - FLG CAWDB</b>	245,731.54	113,682.06	132,049.48	46%
<b>State Leadership Training Grant</b>	97,912.50	65,496.35	32,416.15	67%
<b>Business/Employment Services Grant</b>	50,000.00	3,417.50	46,582.50	7%
<b>Infrastructure Cost Grant 2020</b>	302,594.65	260,038.77	42,555.88	86%
<b>DPS Local Re-Entry Grant 2020</b>	130,000.00	125,795.36	4,204.64	97%
<b>DPS Local Re-Entry Grant 2021</b>	150,000.00	39,884.22	110,115.78	27%
<b>House Wake COVID-19 Grant</b>	100,090.00	87,419.00	12,671.00	87%
<b>NDWG COVID-19 Grant from NC DWS</b>	693,160.00	182,802.87	510,357.13	26%
<b>CARES Act - Youth Employment Grant - Wake County</b>	688,362.54	410,704.99	277,657.55	60%
<b>CARES Act - Wake Partners Grant - Wake County</b>	1,244,484.46	1,038,087.43	206,397.03	83%
<b>CARES Act - Wake Cares Grant - Wake County</b>	51,021.00	34,710.59	16,310.41	68%
<b>NC Biotechnology Center Grant 2020</b>	53,700.00	53,700.00	-	100%
<b>Training &amp; Technical Assistance Grant - DWS</b>	377,740.00	1,374.21	376,365.79	0%
<b>TOTAL</b>	<b>\$11,905,222.04</b>	<b>\$7,655,341.68</b>	<b>\$4,249,880.36</b>	<b>64%</b>

<b>ACTIVITY</b>	<b>AVAILABLE</b>	<b>SPENT</b>	<b>BALANCE</b>	<b>% EXPENDED</b>
<b>TITLE I ADULT*</b>	<i>\$1,631,756.00</i>	<i>1,075,756.01</i>	<i>555,999.99</i>	<i>65.93%</i>
<b>TITLE I DISLOCATED WKR CONTINGENCY*</b>	<i>\$1,308,374.51</i>	<i>921,449.30</i>	<i>386,925.21</i>	<i>70.43%</i>
<b>TITLE I YOUTH*</b>	<i>\$1,743,661.00</i>	<i>1,210,926.42</i>	<i>532,734.58</i>	<i>69.45%</i>

Note: \* With \$250,000 internal transfer from Dislocated Worker to Adult, \$100,000 Dislocated Worker Contingency grant, and additional \$150,000 on Youth program.