



CAPITAL AREA
WORKFORCE DEVELOPMENT

Operations Report

March 2022

Table of Contents

Strategic Initiatives	2
Business Engagement	4
WIOA Youth & Young Adult Services	5
NCWorks Career Centers	8
Special Projects	10
Communications	13
Performance	14
Finance	16

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. Johnston County is developing a mentoring program for youth at risk of dropping out. They are partnering with Junior Achievement and local mentors to provide a pilot series at Smithfield Selma High School. They are also seeking funding from local government and civic groups to take the program to scale. Wake Advisory Council is developing a new strategy to reach young people who don't have a career plan after high school. This strategy will engage youth, help them explore career options, and develop a plan for their next steps.

Reentry Programs

Reentry Employment Opportunities Grant, Department of Labor

Roads to Reentry, a U.S. Department of Labor grant, has moved into the last few months of enrollment. The program will enroll clients through March 30, 2022, and then the clients will be in follow-up until March 30, 2023. **184 clients** have been enrolled and **109** placed into employment since the beginning of the program. The goal for the program is 188 participants enrolled and 132 placed into employment. The program is on track to meet these goals.

Roads to Reentry Success Story: Mr. G enrolled in Roads to Reentry after serving 13 months for habitual DUI offenses. He had extensive restaurant experience and was a regional manager for a national restaurant chain prior to his arrest. He realized the restaurant industry presented too many triggers for him to remain sober and was unsure of what career to pursue. He enrolled in the Peer Support Specialist training. Upon his completion of his PSS certification, Mr. G was able to view the world from a new perspective and felt confidence in beginning to look for new employment opportunities. Mr. G was hired by the Wake County Clerk of Courts in January of 2022. While not directly related to his Peer Support Specialist training, Mr. G believes that this opportunity would not have been possible without the change in perspective provided from the training and support he received as a Roads to Reentry participant.

Wake Local Reentry Council

The Wake Local Reentry Council, funded by N.C. Department of Public Safety, is the first stop for returning citizens in Wake County from jail or prison. The CAWD led Wake LRC is currently serving **55 active clients**.

Beyond serving individual clients, the Wake LRC also coordinates the county-wide effort to provide support to returning citizens. The Wake LRC has formed an Executive Committee and recently elected their leadership team. They are:

- Chair- Marionna Poke-Stewart, NC Office of Economic Opportunity
- Vice-Chair- Alesha Jones-Garrett, NCIA Herbert J. Hoelter, Vocational Training Center
- Secretary- Sommer Whitaker, NC Department of Public Safety
- Housing Sub-committee Liaison- Theo Walker, Pardoned by Christ
- Supportive Services Sub-committee Liaison- Michael Ballen

Wake LRC Client Success Story: Mr. B came through the doors of Wake LRC in Fall 2021. He had been out of prison for a couple of weeks when our organization first met him. He was referred to us by one of our men's transitional housing partners. When Mr. B sat down at our office, he was very inquisitive about what services and resources we could offer to support him effectively along his

reentry journey. He made it clear that he was done with his old life and wanted a fresh start. Wake LRC was able to provide Mr. B with work clothes and boots, a Straight Talk service card, food, housing assistance, and other basic living necessities to relieve some of the stress one feels after incarceration.

Since Mr. B initial appointment, he has made great strides to overcome the barriers and stigmas of someone who is formerly justice involved. He is employed full-time at a local food service establishment and recently interviewed for another position with a transportation company. He pays his rent independently at the transitional home and is working to obtain his driver's license. Mr. B is feeling optimistic about his future.

Wake LRC Partnership Success Story: Through a partnership with Wake County Social and Economic Vitality Program, the Wake LRC was able to distribute 30 boxes (5250 individual bottles) of hand sanitizers to housing partners, faith-based organizations, and other community organizations. This was especially important for housing partners with individuals living in close quarters.

Reentry Expansion

Through Wake County ARPA funding, the Reentry program has been ramping up to provide more support and services to returning citizens. Two case manager positions were posted in January- a Behavior Health focused case manager and a Community/Detention Center focused case manager. The Behavior Health Case Manager will start on March 8, 2022. The Community/Detention Center Case Manager will be selected by mid-March. The other critical new position is a Community Resources Specialist. This individual will help build the community network of providers, with a special emphasis on housing and help clients navigate these community resources. This position should also be selected by mid-March.

The first round of Wake Partners Reentry Program Grants was announced in January 2022. The grants are for small projects that serve returning citizens in Wake County. The total amount available in 2022 is \$100,000 and the maximum award amount is \$25,000. We received 14 applications requesting over \$250,000 in funding. Five organizations' proposals were funded:

- Interfaith Prison Ministry for Women - \$25,000
- Family Resource Center of South Atlantic - \$23,825
- Passage Homes - \$21,450
- JT Locke Resource Center - \$18,500
- Fathers Forever - \$17,380

Strategic Opportunities

CAWD was a core partner in a U.S. EDA (Economic Development Administration) Good Jobs proposal. Triangle J Council of Government (COG) led a regional proposal including Durham, Johnston, and Wake Counties. Core partners include workforce and economic development organizations, community colleges, and Triangle J COG. The proposal is to develop a workforce development system for IT and Construction/Skilled Trades. The key components are creating employer-led workforce system teams; creation of employer-informed, comprehensive career pathways; and targeted outreach and support to untapped populations including returning citizens, opportunity youth, neurodivergent, low-income individuals, and communities of color. The total request was over \$10 million with almost \$2 million to CAWD. EDA received over 500 applications and should make awards in Summer 2022.

Business Engagement

Economic Development Letters of Support

CAWD has provided 6 letters of support from mid November 2021 through February 2022 projecting 1,781 new jobs with an estimated average compensation of \$83,286 per position. These organizations represent Life Science, Biopharmaceuticals, Manufacturing, Information Technology and Transportation. Additionally, CAWD participated in a workforce discussion focused on recruitment support for Marrone Bio Innovations who is transitioning their headquarters from California to the Triangle.

ARPA Update

Entrepreneurship Initiative

A new position, Small Business Manager, was added to support CAWD's Entrepreneurship Initiative. The focus of the Small Business Manager is to develop and implement an end-to-end entrepreneurship model and build out resource components inclusive of a website, outreach materials, and partners.

Small Business Workforce Development

This project funds support for small businesses owned by minorities, women, individuals with disabilities and veterans through training and development of their workforce. In the first quarter of this grant, six businesses were served through On-the-Job Training experiences.

Incumbent Worker Grant: Catalyst 20/20

The Catalyst 20/20 grant drives growth in industry through the learning and development of an organization's existing workforce. Three Incumbent Worker Training grants were closed out this quarter: Silver Linings For Seniors, Consolidated Asset Recovery Systems, Inc., and Maverick Solutions. Excerpts from their Final Reports are detailed below.

- *Consolidated Asset Recovery Systems Inc.*

The organization's current challenge was managing in a remote work environment due to COVID and having to navigate high turnover in a dynamic talent market. They were able to leverage this grant to bring needed leadership and communication skills to front-line, emerging leaders.

"CAWD has been a pleasure to work with. The employees of Consolidated have benefited greatly by the leadership development provided with our training grant funding."

"Additional cross functional collaboration and communication within the organization. This course has also helped with communication during the pandemic since we are 100% virtual."

- *Silver Linings For Seniors*

Silver Linings for Seniors, Inc. provides mental health counseling services to seniors. By achieving profitability over the next year, Silver Linings will be able to maintain its operations and team.

"The training program exceeded our expectations. During an increasingly tenuous time throughout the pandemic, which impacted our client base (the elderly) directly and significantly reduced our profits, I had trouble maintaining team morale. However, over



the course of the training program, my employees were able to feel valued and improve their skills. This improved our overall work environment. Additionally, the new skills helped us improve and streamline our processes – from marketing to billing – and improved our overall health as a company.”

- *Maverick Solutions*
“Processes have been produced in the Project Management Office now. There are checks and balances in place to support the Project Management (PM) practice. Our clients are now responding better to our teams now that we understand the PM principals.”

WARN Notices

CAWD received three WARN (Worker Adjustment and Retraining Notification) notices:

ABM Aviation

CAWD received a WARN Notice in December for ABM Aviation, a provider of janitorial services at the Raleigh-Durham International Airport effective February 1, 2022. 119 employees were impacted with jobs including: cleaners, porters, agents, technicians, supervisors, administrative assistants, and an account manager. CAWD provided support through virtual services and sharing information. The new vendor offered employment to many of the displaced workers and ABM transferred some to other worksites in the Triangle.

Strategic Behavioral Health

CAWD received a WARN Notice in December for Strategic Behavioral Health due to the permanent closure of its facility in Garner effective December 31, 2021. 150 employees were impacted. Due to the short notice, CAWD provided a digital resource that the employer distributed to impacted employees.

Eisai Inc.

CAWD received a WARN Notice in February for Eisai Inc due to the elimination of its national, field-based Wake Sales Team. Eight employees located in NC are impacted with an effective date of April 18, 2022. One of the eight impacted employees is in Wake County.

Holly Springs Chamber of Commerce Government Relations Committee

The Holly Springs Chamber of Commerce invited CAWD to speak to the Government Relations committee. Presentation highlights include information about CAWD, labor market trends, and Small Business Workforce Development. The committee meeting date was February 8, 2022, from 3:30pm to 4:30pm.

WIOA Youth & Young Adult Services

Data: October 1, 2021 – December 30, 2021

Narrative: November 2021 to current

NCWorks NextGen

In November, NextGen Johnston held a Thanksgiving drive-thru event on November 23rd where participants were invited to drive-thru and pick up a boxed lunch. This event took place to show appreciation to the NextGen participants.

In November - January, NextGen Wake hosted several industry information sessions. This allowed NextGen participants to learn about different industries from our approved training providers:

- *Electrical* - On November 4th and 30th, NextGen Wake partnered with the Raleigh-Durham Joint Apprenticeship Training Committee (JATC) to conduct an information session about the upcoming electrical apprenticeship program. Youth were also provided a visual demonstration of conduit and the importance of accuracy in bending pipe to fit the building specifications.
- *Phlebotomy* – Wake Tech conducted an information session on their Phlebotomy Program. NextGen participants were provided career pathway information as well as the steps involved to enroll in the program.
- *Certified Nursing Assistant (CNA)* – Makeisha Bradley, owner of Shades of Purple, conducted an information session on their CNA Program on December 9th. Youth were given information concerning medical career pathways, training required, enrollment information, and financial aid.
- *Truck Driving* – Charlie Grey, owner of Carolina Trucking, hosted an information session about career pathways in the trucking industry. This session included information on the obtainment of the CDL certification as well as Heavy Equipment Operator. Youth have had success this program year in obtaining these certifications and landing good-paying jobs upon completion.



Pictured: Rebecca Axford, Director of Raleigh-Durham JATC, conducting Electrical Information Session

Partner Spotlights:

Passage Homes: On December 7th, the NextGen program partnered with Passage Homes to share the resources and services provided by each program. The goal of the event was to share the employment opportunities provided by the NextGen program with housing assistance resources provide by Passage Homes leading to dual enrollment in both programs.



Pictured: Monique Tirado, Employment Specialist of Passage Homes, conducting Information Session



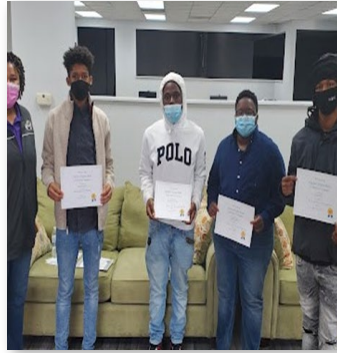
Pictured: Kayla Buffaloe, Wake Tech's Recruitment Coordinator, conducting Information Session.

Wake Technical Community College's Recruitment Coordinator, Kayla Buffaloe, was at the NextGen Center to facilitate an information session about the variety of programs offered at Wake Tech. Youth walked away from this event with an understanding of the enrollment process, stackable credentials, financial aid, and contact information to take the next step in their post-secondary journey.

NextGen Wake hosted a Youth Career Summit on December 15th and 16th. Workshops were facilitated by NextGen's Program Director, Patrick Buford, and Work-Based Learning Coordinator, CC Chambers. Lessons taught during the Summit included the importance of the growth mindset, finding your passion, and digital literacy.



Pictured: Patrick Buford, Program Director of NextGen Program, facilitating the Career Summit.



Pictured: Youth Career Summit attendees holding their Certificates of Completion.



Pictured: CC Chambers, Work-Based Learning Coordinator, facilitating the Career Summit.

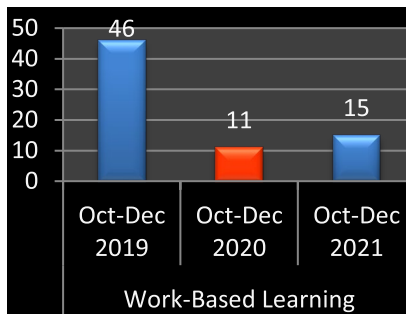
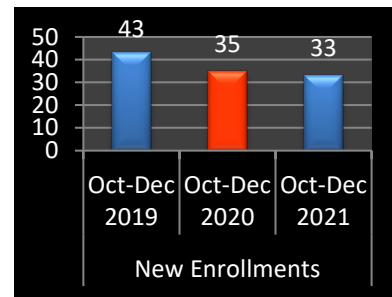
NextGen Johnston Success Story:

T. Gomez completed an On-the-Job Training (OJT) with the Gibson Law office. She gained experience in maintaining a multi-line phone system, greeting clients, and maintaining communication between multiple firms and government agencies. She was also able to utilize her degree in Spanish Interpreting by providing Spanish translation services for clients inside the courtroom. Thanks to her successful OJT, she has since continued her employment at Gibson Law full-time. Her supervisor reports that she has been an outstanding asset to the team and looks forward to her continued growth at the Gibson Law office.

WIOA Youth Program Data Summary: October - December 2021

Total New Enrollments: 33

Enrollments for the second quarter of the program year are staying steady; last quarter there were 32 enrollments. While centers have not reached pre-COVID levels so far this program year, they are working hard to try and reengage youth now that the pandemic infection rates have decreased.

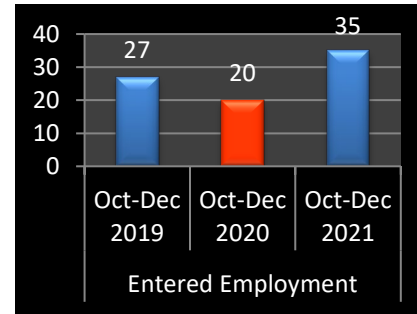


Work-based Learning Opportunities: 15

Work-based learning opportunities include on-the-job training, work experience, and occupational skills training. The opportunities continue to grow. There was a slight increase from the same period in the previous year. Most youth seem to be leaning more to actual employment opportunities vs. short-term work-based learning.

Entered Employment: 35

Employment opportunities can be either part-time or full-time. The numbers for this year increased by 75% compared to last year which was significantly impacted by COVID-19. With all of the employment opportunities available in the area, youth have been taking advantage of the active labor market.



NCWorks Career Centers (NCWCC)

Data: October 1, 2021 – December 30, 2021

Narrative: December 2021 to current

Capital Area hosted its virtual quarterly NCWCC systemwide Managers meeting on December 9, 2021. The agenda consisted of Updates and Temporary Operational Changes (COVID related), Outreach and Communication Strategy, Performance, Strategic Planning, and Challenges.

Capital Area hosted its virtual quarterly partner's meeting for Wake and Johnston County. The Johnston County partner meeting was on December 14, 2021. The Wake County partner meeting was on December 16, 2021. Both agendas consisted of discussion topics including the Vulnerable Communities, The Great Resignation, Performance, Referral Progress, Partner highlights, and Networking.

Each year Capital Area has a Contract Continuation Meeting for service providers to determine whether or not to recommend continuing their contract for the new program year. The Adult and Dislocated Worker service provider Contract Continuation Meeting was held on February 8, 2022. Key Capital Area staff along with the Executive Director strategically analyzed ten principal factors which are essential to the determination. The principal factors are noted as follows: Local Area Monitoring, State Monitoring, Performance, Contract Deliverables (Statement of Work deliverables and Contract numbers), Customer Satisfaction Results/Customer Complaints, Responsiveness, Suspensions/Letters/Probation, Expenditures, “Paybacks”, and other. After analyzing the principal factors then a recommendation to the Capital Area Workforce Development Board is drafted to be presented at the March meeting.

Capital Area is working diligently to ensure that the acquisition of Lee and Chatham counties is a seamless transition for staff, customers, partners, and all others involved. Capital Area has developed a transition team which consists of the One-Stop System Director, Adult and Youth Workforce Development Specialists, a Workforce Development Program Consultant (started with Capital Area on March 7th) to lead the transition, and leadership from the youth and adult service provider staff. Capital Area staff has created and implemented a project plan, hold biweekly meetings, and completed a site visit to the NCWorks Career Center in Chatham County on February 9, 2022. Additionally, Capital Area has collected and analyzed customer data, performance outcomes, local, state monitoring results, contracts, policy and procedures, statements of work, fiscal documentation, etc. Capital Area staff has also developed a checklist to review transitioning files.

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:

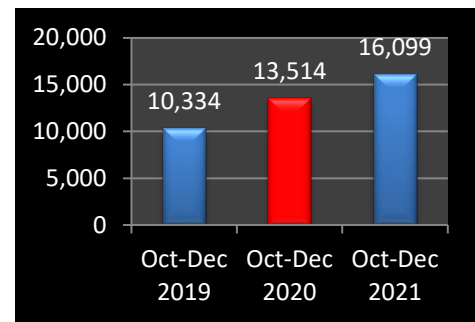
programmatic, fiscal, and center operations. Partial reviews evaluate Center operations only. Results from this quarter’s reviews are as follows:

NCWorks Career Center – Raleigh (Tillery Location) – October 14, 2021- Full Review
Results: Meeting Expectations

WIOA NCWorks Career Center Program Data Summary: October – December 2021
(Data reflects the impact of COVID-19 during this period.)

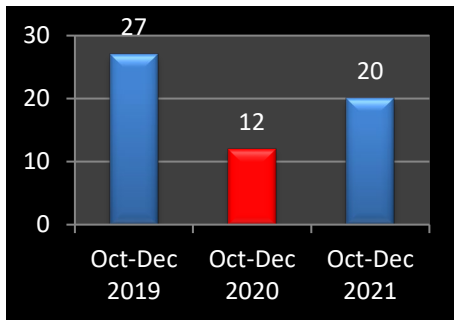
Total Participants Served: 16,099

Participants served represent traffic across all of the Capital Area NCWorks Career Centers. There was an increase of 19.1% in customer numbers this quarter over the same time period last year representing 2,585 individuals. Individuals seeking services continue to increase. 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.



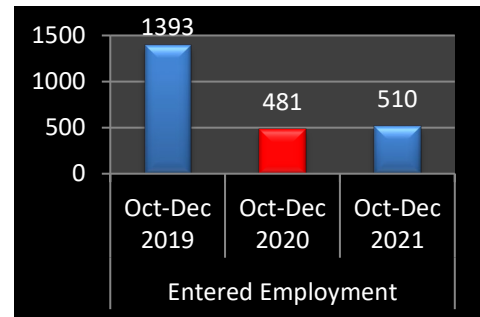
Total Work-Based Learning Opportunities: 20

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. Numbers are gradually increasing to pre-pandemic levels. There was a 66.7% increase over the same period last year (which was significantly impacted by COVID-19). Work-based learning activities are continuing to increase as more businesses are starting to resume normal operations.

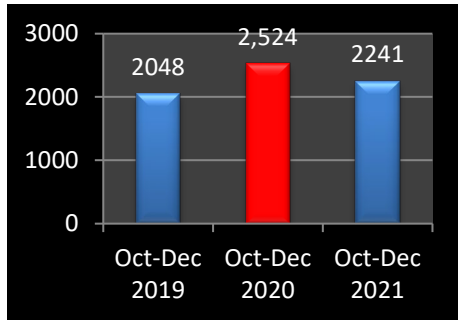


Total Employment Results: 510

Employment results are real-time and are self-reported by customers and employers. There was a 6% increase in employment numbers over the same timeframe last year. These numbers remained steady from last quarter (July – September 2021) to this quarter. It is anticipated that this number will continue to rise as more people return to the workforce.



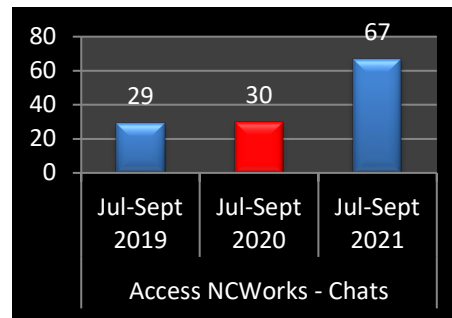
Access NCWorks Contact Center - Calls: 2,241



Access NCWorks contact center continues to be a valuable resource for customers during the COVID-19 pandemic. There was a decrease of 11.2% in calls over the same timeframe from last year. Since the center has returned to normal operations, more people are coming into the center vs. calling on the phone. Most of the calls continue to be for the Reemployment Services and Eligibility Assessment (RESEA) program, Career Services, and Scholarship related services.

Access NCWorks Contact Center - Chats: 67

As a part of the NCWorks contact center, chats are received by staff. There was an increase of 123% over the same timeframe from last year, but a 47.7% drop from last quarter. Staff can quickly answer questions and direct customers to online resources through chat. It is a real time resource that is convenient for the customers.



Special Projects

COVID-19 National Dislocated Worker Grant 2022.

Capital Area received \$693,160 in National Dislocated Worker Grant funding beginning in July 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 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 two-years ending March 31, 2022.

Capital Area NDWG COVID -19 July 1, 2020 – December 31, 2021	
Number of Participants in Career and Training Services	323
Number of Participants who Received Training	109
Number of OJTs	27
Number of Participants Receiving Supportive Services	40
Number Employed in Unsubsidized Employment at Exit	125



As of March 2021, we have exceeded our enrollment goal and expended all of the funding received. We will continue to work with the participants through the end of the grant to continue to help them obtain employment.

CAREER Grant

CAWD was awarded approximately \$2 million dollars from the US Department of Labor under a CAREER (Comprehensive and Accessible Reemployment through Equitable Employment Recovery) National Dislocated Worker Grant (NDWG), to assist individuals from historically-marginalized communities or groups and individuals who have been unemployed for an extended period of time or who have exhausted UI or other Pandemic Unemployment Insurance programs. The goal is to serve 250 dislocated workers over a two-year period (August 20, 2021 – August 19, 2023).

This new program will serve Wake and Johnston Counties in North Carolina. Both counties have experienced high unemployment due to COVID and this program can benefit the entire region.

At the height of the recession, the region lost over 200,000 jobs. While the program is open to dislocated workers in Wake and Johnston Counties, CAWD will provide additional outreach and continue to expand community partnerships to historically marginalized communities.

This grant will allow for an expansion of virtual tools such as Access NCWorks, virtual reality career exploration, and improved technology to offer virtual workshops. The proposal also addresses the mental health challenges faced by long-term unemployed. The NCWorks Career Center will hire a Clinical Social Worker to meet with job seekers and assist them with mental health challenges related to seeking and securing employment. Finally, the grant funds will provide for additional staff to focus on serving dislocated workers virtually through extended hours with the Access NCWorks contact center.

CAREER Grant Customers Served

	10/1/21 – 12/31/21*	Year to Date Totals
Enrollments	24	24
Short-Term Training	2	2
On-the-Job Training	3	3

**August – September was the startup period, and no customers were served during that time.*

Back to Work 50+

Capital Area has implemented BACK TO WORK 50+ in the NCWorks Career Centers to provide the training, coaching and job seeking tools needed for older workers to compete with confidence for today’s in-demand jobs. CAWD is partnering with AARP on this project. Registration is held online for the Information Sessions. The participants are encouraged to sign up for coaching sessions and individualized job search assistance afterwards. The cohort ends with an employer panel who discusses the hiring process at their companies and what they are looking for in new employees. Participants have also exchanged contact information with each other so they can continue to stay in touch. The next cohort will start on April 27, 2022.

Back to Work 50+ Customers Served

	1/1/21 – 12/31/21	Year to Date Totals
Information Sessions	7	16
Coaching/Individual Assistance	6	13

SkillsBuild

Since going live in March 2021, 1,294 customers have been registered for IBM SkillsBuild; 2,739 learning hours have been completed; 3,331 learning activities have been completed; and 142 learning badges have been obtained by customers. IBM SkillsBuild continues 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://capitalareanetworks.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.

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 continue to identify eligible students. The community colleges run reports 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.

Since the start of Year 4 of the Finish Line Grant through December 31, 2021, Capital Area approved 54 grants and paid out over \$31,000 to vendors to help students in need. We have provided funds for assistance with vehicle repairs, rent, utility bills, etc.

COVID-19 ARPA Youth Career Exploration Project

This project will provide youth in Wake County with the tools and resources to explore various careers.

Components of the project include:

- *Creation of a Registered Apprenticeship Program (IT Focused)*
- CAWD released a Pre-Apprenticeship Training Provider Request for Proposals (RFP) in February for training providers that can deliver Information Technology (IT) pre-apprenticeship training as well as connect qualified participants to Registered Apprenticeships. Several proposals were reviewed in late February, and two providers have been selected - Wake Technical Community College and RTriad Enterprises, LLC. We will continue to work with these vendors on the next steps.

- *NextGen Center Setup*

Capital Area staff has been working with a furniture vendor to select furniture to upfit the Wake County NextGen Center location with furniture and equipment to better serve the youth including areas for career exploration and specialized training, i.e., pre-apprenticeship, etc.

Youth Initiative Grant

Capital Area was awarded \$100,000 from the Division of Workforce Solutions to incorporate apprenticeship into their youth program. It is a two-year grant which will expire April 30, 2023. Youth apprenticeships offer an effective solution with long-term benefits—not only for the apprentices themselves, but also for the employers and communities whose future prosperity will rely on them. The Apprenticeship Prep Program (APP) prepares young people with education, career readiness skills, and a pre-apprenticeship opportunity.

Capital Area will use this funding to start with an apprenticeship prep in the electrical industry. Plans are to recruit youth for the program to start in March. Youth in the APP will feature industries that are in demand in the Wake and Johnston County areas. It will also combine basic skills preparation, occupational skills training, and other activities including support to help participants continue into a full apprenticeship program. At the end of the program, youth are prepared for an apprenticeship, employment, or continued education.

Communications

CAWD’s “Capital Ideas” podcast launched in February. We know that people and businesses flock to places that offer OPPORTUNITY—good jobs, higher education, skilled workers, and resources to facilitate success. The podcast discusses ideas that are creating these opportunities.

Episode 1 was released on February 21st and CAWD’s reentry team shared how they are improving service delivery to men and women leaving incarceration and transitioning back into the workplace and the importance of providing resources and support. This episode has garnered 120 views so far. You can see it here - <https://youtu.be/2zEaJJwuVQ>

Episode 2 will be released later this month. Our own Glenda Underwood will share why and how Lowe’s Home Improvement added recruitment of mature workers to their hiring strategy.

All three CAWD committees are contributing topic ideas and lining up guests, and the podcast is sure to evolve as we move forward.

March 2022 Operations Report

Performance

Below is a snapshot of the current Performance Indicator outcomes as of 2/12/2022. We compare Capital Area outcomes to the State (all 23 Boards) and Local Boards that are comparable to Capital Area in size and WIOA funding allocations (Durham, Charlotte, and Greensboro).

Entered Employment both in the 2nd and 4th quarter after exit are still showing signs of COVID’s impact on employment. All providers have an internal follow-up goal. Providers reach out quarterly to exited customers to provide services if needed to maintain employment or if new employment is needed. We can see data monthly which provides us with a real time view of where we stand and what areas to focus on. Four measures have gone from failing last quarter, to meeting and exceeding.

Capital Area is meeting monthly with the Youth and Adult providers. The Accountability Specialist reviews the current outcome and discusses strategies to improve outcomes and any challenges or assistance that is needed.

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	76.6%	74.9%	\$6,839	63.4%	44.7%	69.7%	68.3%	\$7,638	64.1%	54.9%
	Goal	78.0%	75.0%	\$5,600	56.0%	47.0%	75.0%	73.0%	\$6,800	59.0%	51.0%
	% of Goal	98.2%	99.9%	122.1%	113.1%	95.1%	92.9%	93.6%	112.3%	108.6%	107.7%
34 - Capital Area	Actual	76.0%	78.2%	\$6,998	67.3%	73.6%	62.7%	70.9%	\$8,044	64.9%	83.8%
	Goal	78.5%	76.5%	\$6,961	65.0%	72.5%	76.0%	78.0%	\$7,700	63.6%	71.5%
	% of Goal	96.8%	102.2%	100.5%	103.5%	101.5%	82.5%	90.9%	104.5%	102.1%	117.2%
35 - Durham	Actual	73.3%	70.3%	\$5,284	30.0%	19.2%	73.3%	84.6%	\$6,779	40.0%	44.4%
	Goal	74.0%	75.5%	\$5,600	60.0%	53.5%	77.5%	73.0%	\$7,200	61.0%	51.5%
	% of Goal	99.1%	93.1%	94.4%	50.0%	35.9%	94.6%	115.9%	94.2%	65.6%	86.2%

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.

March 2022 Operations Report

37 - Charlotte Works	Actual	72.3%	72.3%	72.3%	72.3%	72.3%	72.3%	72.3%	72.3%	72.3%	72.3%
	Goal	76.0%	75.5%	\$6,550	54.0%	44.5%	78.0%	78.0%	\$8,400	53.6%	51.5%
	% of Goal	95.1%	88.1%	109.8%	86.9%	27.2%	100.8%	87.1%	126.9%	60.4%	80.4%
42 - Greensboro	Actual	71.7%	69.1%	\$6,676	60.7%	35.3%	69.2%	59.3%	\$6,959	69.0%	33.3%
	Goal	79.0%	78.5%	\$6,100	63.0%	50.5%	81.0%	77.0%	\$7,200	63.6%	57.5%
	% of Goal	90.8%	88.0%	109.4%	96.3%	69.9%	85.4%	77.0%	96.7%	108.4%	57.9%

Data as of 2/11/2022 None of the 23 Boards are meeting or exceeding all their goals in Q2

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	56.9	64.6%	\$6,219	73.8%	70.8%	\$3,534	50.8%	32.6%
	Goal	72.0 %	72.0%	\$4,900	71.5%	73.0%	\$2,900	53.0%	47.0%
	% of Goal	82.2%	89.8%	126.9%	103.2 %	97.0%	121.87%	95.8%	69.4%
34 - Capital Area	Actual	59.4%	66.0%	\$7,285	67.9%	65.8%	\$2,955	56.7%	26.0%
	Goal	73.7%	73.7%	\$6,350	73.5%	74.0%	\$3,900	62.7%	47.0%
	% of Goal	80.6%	89.6%	114.7%	92.4	88.9%	75.8%	90.4%	55.3%
35 - Durham	Actual	59.0%	65.1%	\$6,403	74.1	57.9%	\$3,591	57.1%	47.1%
	Goal	74.7%	74.7%	\$5,700	74.5%	72.0%	\$2,950	53.7%	43.5%
	% of Goal	79.0%	87.1%	112.3%	99.5%	80.4%	121.7%	106.4%	103.5%
37 - Charlotte Works	Actual	57.5%	63.1%	\$7,434	72.6%	69.3%	\$3,126	40.2%	20.0%
	Goal	73.7%	75.7%	\$6,350	75.5%	74.0%	\$2,800	65.7%	47.0%



March 2022 Operations Report

	% of Goal	78.0%	83.4%	117.1%	96.2%	93.6%	111.6%	61.2	42.6%
42 - Greensboro	Actual	62.0%	64.6%	\$5,997	72.3%	75.8%	\$3,170	55.6%	32.8%
	Goal	74.0%	75.0%	\$5,000	74.5%	76.0%	\$3,250	56.7%	47.5%
	% of Goal	83.8%	86.1%	118.8%	97.0%	99.7%	97.5%	98.0%	69.1%

Finance

CAWD funding. As 50% of Program Year 2021 (PY21) has been completed, the WIOA funding streams for Adult (45%) Dislocated Worker (53%) and Youth (50%) are on target. As the COVID-19 pandemic is slowly winding down, our operations are getting back to normal levels. The NDWG COVID-19 grant (86%), and CARES Act funding (closed in March 2021) have helped us wade through this tough period of challenges and hitches. Other grant activities include Statewide Youth Initiatives grant (\$100,000) to supplement our regular WIOA Youth program, Training & Technical Assistance grant (12%), DPS Local Reentry grant Year-3 (6%), Finish Line grant (60%) and WIOA Infrastructure Cost grant (10%). Roads to Reentry grant (67%) is on its second year of operations and is right on track. YouthBuild program (97%) has completed all operations and the final closeout report submitted on December 29, 2021.

New grant activities include CAREER-Dislocated Worker grant (2%), from USDOL to provide targeted services to individuals from historically marginalized communities who are dislocated by the continued impact of COVID-19 pandemic. Capital Area has also been awarded \$3,760,000 of ARPA grants through Wake County to facilitate four different operations such as: expansion of Reentry Program, NextGen Youth Career Exploration, Micro Business Entrepreneurship and Small Business Workforce programs.



March 2022 Operations Report

CAPITAL AREA CONSORTIUM - FINANCIAL STATUS REPORT - QUARTER ENDING DECEMBER 31, 2021				
				50.0%
ACTIVITY	AVAILABLE	SPENT	BALANCE	% EXPENDED
TITLE I ADULT	\$1,577,376.54	706,379.75	870,996.79	45%
TITLE I DISLOCATED WKR	1,589,870.67	838,024.15	751,846.52	53%
TITLE I YOUTH	1,652,317.71	821,266.24	831,051.47	50%
WIOA ADMINISTRATION	608,554.70	235,078.46	373,476.24	39%
YouthBuild USA 2017 (DOL)	1,080,000.00	1,045,690.63	34,309.37	97%
Roads To Re-Entry Project Grant USA 2019 (DOL)	1,500,000.00	1,008,680.72	491,319.28	67%
Second Chance at Success Initiative Pilot (Local)	50,000.00	26,734.72	23,265.28	53%
Finish Line Grant - FLG CAWDB	151,100.00	89,958.60	61,141.40	60%
State Leadership Training Grant	82,067.65	41,534.38	40,533.27	51%
Business/Employment Services Grant	50,000.00	16,758.65	33,241.35	34%
DPS Local Re-Entry Grant 2021 - Yr. 2	149,179.58	149,179.58	-	100%
DPS Local Re-Entry Grant 2022 - Yr. 3	150,000.00	9,174.18	140,825.82	6%
NDWG COVID-19 Grant from NC DWS	693,160.00	599,496.47	93,663.53	86%
Training & Technical Assistance Grant - DWS	377,740.00	46,849.07	330,890.93	12%
NC Biotechnology Center Grant-Additional	4,600.00	-	4,600.00	0%
Statewide Youth Initiative Grant - DWS	100,000.00	-	100,000.00	0.00%
Infrastructure Cost Grant 2021	351,488.41	33,679.08	317,809.33	9.58%
CAREER-Dislocated Worker Grant - USDOL	1,927,284.00	45,395.25	1,881,888.75	2.36%
ARPA Grant Through Wake County	3,760,000.00	28,414.29	3,731,585.71	0.76%
TOTAL	\$15,854,739.26	\$5,742,294.22	\$10,112,445.04	36%

ARPA Grant Summary	AVAILABLE	SPENT	BALANCE	% EXPENDED
ARPA - Small Business Workforce	347,046.00	-	347,046.00	0.00%
ARPA - Micro Business Entrepreneurship	395,890.00	3,597.19	392,292.81	0.91%
ARPA - Reentry Expansion	2,759,175.00	-	2,759,175.00	0.00%
ARPA - NextGen Youth Career Exploration	257,889.00	24,817.10	257,889.00	9.62%
TOTAL	3,760,000.00	28,414.29	3,756,402.81	0.76%