



CAPITAL AREA
WORKFORCE DEVELOPMENT

Operations Report

September 2022

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Strategic Initiatives

Reentry

Wake Local Reentry Council

The mission of Wake Local Reentry Council is to assist justice involved individuals with support and access to a network of community resources that aid in removing barriers for successful reentry. The vision is that individuals transitioning out of incarceration have access to resources and services that foster self-sufficiency and successful integration into the community. As the reentry resource hub, the LRC staff are responsible for supporting participants as they tackle the day-to-day challenges and uncertainties of the reentry journey. The team has served 121 participants this year and currently maintains an active caseload of 85.

Wake LRC Strategic Plan:

The LRC Executive Committee is charged with developing a strategic plan to direct the work of the Wake LRC network. In phase one of the strategic planning process, The Committee revised and adopted the mission and vision statements and developed the following value statements:

Resourceful: We collaborate with community partners to create and organize resources that provide access to opportunities that effectively meet the evolving needs of justice impacted individuals.

Vital: We work to dismantle reentry barriers by providing a hub for relevant, convenient, and efficient access to resources. We support community partners to increase the effectiveness of their services.

Innovative: We are committed to developing creative, openminded solutions that meet the unique needs of justice impacted individuals. We recognize change as a constant and work to continually expand our knowledge and skills. We are intentional about providing practical resources and partnering with those we serve to ensure the work evolves.

Responsive: We serve people with respect and work to meet them where they are. We are focused on providing relevant resources in a timely manner.

Impactful: We are dedicated to the success of individuals and are invested in convening stakeholders to build strong community collaborations that create systemic change. We believe we all move forward when everyone in our communities thrive.

Additionally, they established four Priority Areas: Network/Partner Engagement, Community Awareness, Vital Support, and Stable and Sustainable Infrastructure. A task force has been created for each priority area to develop goals and intended outcomes.

Wake LRC Client Success Story: Ms. P found herself homeless after being released from the Wake County Detention Center (WCDC). While visiting a community partner agency, Alliance Health, she was given information about the resources and support offered through Wake LRC. She expressed interest and her social worker made the referral. During intake, Ms. P explained that she was seeking hope and resources to help reach stability, including housing, employment, medical, food, and clothing. Ms. P was referred to Grace Home, an LRC transitional housing partner, where she now has secured housing and support as well as life skills development. She was also given an LRC journey pack filled with toiletries and gift cards that could be used for food and clothing. A referral to NCFIT (North Carolina Formerly Incarcerated Transition) was provided to help her address chronic medical and behavioral health concerns. Ms. P completed her NCWorks registration to further assist with an employment search and to provide training options. Since her initial appointment, Ms. P has gained employment, and successfully reinstated her FNS (Food & Nutrition Services) benefits. We will continue to help Ms. P with system navigation and her next goal of achieving better employment. She has some obstacles to conquer because the collateral consequence of her criminal charges restricts her

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ability to work as a CNA even though she has a license. She continues to meet with her Wake LRC case manager and remains optimistic about her goal to have better employment.

Wake LRC Partnership Success Story: Wake LRC welcomed a new partner, the Salvation Army to expand access to needed resources. This partner provides clothing, hot meals, and food boxes for individuals facing challenges. So far, two participants have been assisted through this new partnership.

Reentry Expansion: The Wake LRC team now includes a Program Manager, Council Coordinator, Resource Consultant, and three Case Managers, and we will soon add an Employer Engagement Consultant. Now that we have three case managers, each can focus on serving specific groups of individuals. The Department of Public Safety Case Manager supports individuals transitioning out of state and federal correctional facilities, while the Detention Center Case Manager works with people leaving Wake County Detention Centers and community probation referrals. The Behavioral Health Case Manager supports individuals returning from state, federal and county corrections, who also need assistance with mental health and/or behavioral health resources. This structure has not only increased our capacity to serve more people and offer more comprehensive care, but we are also able to focus on building the network of community partners and resources. In particular, the Resource Consultant has partnered with new private landlords and works with the Wake County Housing Affordability and Community Revitalization team to develop a housing program that includes emergency, transitional, and permanent options. Using a housing first approach, we are also planning for a tenant boot camp to help prepare individuals for success and wrap around support services to help with long-term housing success.

Wake Partners Reentry Program Grants

Five community organizations were awarded Reentry Program Grants in March and provided services to individuals who have returned or are returning to their communities from prisons. Some of the services provided are below:

- **Fathers Forever** provided support to returning men in their transition by providing housing support, personal grooming support, and cell phones for work and family communication. In preparation for job interviews, men were treated to haircuts. Participants in the program also received cell phones to bridge the communication gap that often exists when attempting to reconnect with family members and when conducting job searches.
- **Interfaith Prison Ministry for Women (IPMW)** provided women with wrap around services and housing support for those enrolled in their Women's Reentry Project. The woman also received case management services, that includes access to mental health and substance use treatment. IPMW provided rides to medical, substance abuse and mental health treatment appointments, to job interviews, and to other program related transportation needs. In addition, women were provided clothing, food, toiletries, and cell phones.
- **Family Resource Center of South Atlantic (FRSCA)** provided case management to twelve participants in the community and via conference calls facilitated by case managers inside the prisons. An important aspect of successful reentry is positive family involvement. FRSCA has been successful with engaging some of its participants family members in the development of their service plans.
- **Passage Homes** – Passage Homes HVAC maintenance program is currently serving 3 reentry participants. The training combines classroom-style education with simulated on-the-job hands-on learning to prepare for what a career in HVAC servicing a variety of different types of equipment. By the end of the program, the participants will be prepared to sit for the EPA Section 608 Technician certification. Passage Homes will conduct 4-week cohorts through the end of the year.
- **JT Locke Resource Center dba Justice Served** provided various reentry focused events for the community to raise awareness and promote their services. Housing support was also provided to a single mother with children ages 14-19. In June, Justice Served hosted a trip to

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Washington DC for a few families in the program to offer exposure outside of their environments and for exposure to a national celebration of Juneteenth.

Wake Partners Grantee Performance:

Wake Partners Reentry Grants		Total Participants Served by Grantees March-July 2022	
Grantee Name	Goal	Cumulative Totals - YTD	Cumulative Percentage to Goal YTD
Fathers Forever	87	22	25%
Interfaith Prison Ministry for Women	40	19	47.5%
Family Resource Center of South Atlantic	35	15	43%
Passage Homes	10	3	30%
JT Locke Resource Center	20	58	290%
Totals	192	117	Cumulative Percentage: 61%

Wake Partners Reentry Grants Snapshot as of July 31, 2022	
Total served	117
Obtained or maintained employment	97
Completed life skills/self-sufficiency/educational program	43
Obtained permanent housing	4
Re-arrests	3

Reentry Employment Opportunities Grant, Department of Labor

Roads to Reentry (R2R), a U.S. Department of Labor grant, is providing follow up to its participants until March 31, 2023. The program focus has been on leveraging partnerships for ongoing services for those in follow up. Anyone who reaches out to the program inquiring about services are being referred to an appropriate partner agency like the Wake County Local Reentry Council, Community Success Initiative, and the WIOA program.

Final performance measures are as follows:

Roads to Reentry (DOL RP-3)	Performance Goals	October 2019- July 2022	% of Goal
Enrollment	188	190	101%
Placement in Employment	132	135	102%
Occupational Skills Training	113	139	123%
Credential Attainment	113	129	114%
Recidivism Rate in Follow-up	Less than 37 individuals	2	5%

Roads to Reentry Success Story: Mr. W. enrolled in the R2R program in late January 2022. He was extremely interested in obtaining his CDL but did not have a valid license and had already been home from incarceration for close to two years. It was determined that Mr. W. needed to have a hearing with the Department of Motor Vehicles to obtain his license. The R2R staff assisted Mr. W. with scheduling and preparing for his hearing. Mr. W. received his license in May of 2022. His case manager also worked with him to secure a seat for CDL training at Big Prime Hauling prior to receiving his official license. Mr. W. attended CDL school in May and graduated on 7/12/22. Big Prime Hauling was so

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impressed with him, that they hired him as a CDL driving earning \$18 per hour!

Wake County Special Grants

Wake County Government has assigned the monitoring of the Community Success Initiative, Inc., and StepUp Ministry, Inc. grants to Capital Area Workforce Development. The County reorganized the grants to place them in departments that were a close fit to the services provided.

- StepUp Ministry has been awarded \$28,080 from Wake County Government. It is a non-profit organization that annually helps 600 individuals in Wake County transform their lives through employment and life skills training. Through these grant funds, StepUp Ministry will help participants learn the skills they need to get back in the employment pipeline. Participants partner with a case manager and work alongside employers to help find the best match for employment. Additionally, adult participants learn about budgeting and begin working to repair their credit scores. Their Step2/Life Skills program is a community of support, including staff, volunteers, and other participants that inspires lasting change with the goal of long-term stability. Alumni Ambassadors provide continued support to help improve communication skills, increase leadership skills, and develop careers.
- Community Success Initiative (CSI) has been awarded \$50,000 from Wake County Government. CSI's goal is to create a sustainable transition and reentry process that ensures coordinated employment and supportive services for people released from the Wake County Detention Center, as well as other people transitioning from prison leading to improved educational attainment and careers that provide family supporting wages. Utilizing the funds provided by Wake County Government, CSI will recruit and identify Second Chance Employers, place clients into employment training, assist with housing and provide other reentry services to increase chances of self-sufficiency and reduce recidivism.

Hotel Workforce Initiative

The Hotel Workforce Initiative, funded through ARPA by Wake County and the City of Raleigh, started in July. The program is funded at \$1,353,682 from July 1, 2022 through December 31, 2024. Throughout July and August, CAWD developed an implementation plan, reached out to partners, and recruited staff. Key partners include the Wake County Hospitality Alliance, Greater Raleigh Convention and Visitors Bureau, and North Carolina Restaurant & Lodging Association. New staff began September 1st. The team includes a Program Coordinator to provide overall program management and employer outreach and a Marketing Coordinator to focus on marketing to both employers and job seekers. Both positions are part-time. The Program Coordinator is Jacob Dolan and the Marketing Coordinator is Drew Fitzgerald.

Next steps will include hiring of a career advisor at the NCWorks Career Center and holding a series of meetings and focus groups with the hotel industry. The overall objectives of the program include:

- Sector engagement to understand industry needs and develop career pathways
- Identify the most needed training courses and credentials and secure training providers
- Provide support services to lower barriers for potential employees
- Provide incentives or stipends to encourage participation and completion for participants
- Provide incumbent worker training to assist current employees with advancement, increase in income, and to improve retention
- Recruit individuals throughout Wake County by highlighting opportunities and growth in the hospitality industry

The performance outcomes include:

- Creation of employer roundtable/focus groups with at least 15 employers

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- Creation of recruitment campaign that reaches at least 500 individuals either virtually or in person
- 135 Participants earn hospitality credentials
- 54 Participants receive On-the-Job-Training
- 17 Employers participate in Incumbent Worker Training
- 100 Participants secure positions in the hotel industry

Business Engagement

Economic Development Support

CAWD has provided 1 letter of support from mid-June 2022 through September 2022 projecting 75 new jobs with an estimated average compensation of \$42,600 per position. This organization represents the Transportation and Logistics industry.

ARPA Update: Entrepreneurship Initiative

The development of the Entrepreneurship model, 'Pathway to Entrepreneurship', is completed and launched in June. This end-to-end entrepreneurship model supports individuals who are interested in exploring entrepreneurship as a career. CAWD's Small Business Manager is currently supporting 25 entrepreneurs through one-on-one engagement. This model leverages the existing entrepreneurial ecosystem available in the Triangle region.

ARPA Update: Small Business Workforce Development

This project funds support for small businesses owned by minorities, women, individuals with disabilities and veterans through training and developing their workforce. To date, 13 businesses and 29 participants were served through On-the-Job Training, Work Experience, and Incumbent Worker Training.

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. One Incumbent Worker Training grant application was received and approved. The employer represents the Manufacturing industry. 27 participants are scheduled to be trained as a result of this grant.

Two Incumbent Worker Training grants were closed out this quarter: WithersRavenel and KAM Tool and Die. Excerpts from their Final Reports are detailed below.

- WithersRavenel
"This training helped further develop leadership skills and managerial skills for our management team. This is critical to our efforts to attract and retain people in our organization."
- KAM Tool and Die
"We are extremely grateful for the opportunity to better equip our employees with skills they did not previously have. This is an improvement for our company and an investment in their future. We have noticed that our 6 Wire EDM machines are running at a higher capacity. Often all machines are running simultaneously. This has increased our production during the first full month after training, if this continues, we estimate an increase in revenue from the EDM Department by approximately 20% annually."

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WARN Notice

CAWD received a WARN Notice in August for Aramark (Johnston County) due to the non-renewal of their contract. 154 employees will be impacted effective November 30, 2022. It is expected that 150 employees will be transitioned to the new contractor at that time.

Clayton Chamber of Commerce Workforce Development Committee

The Clayton Chamber of Commerce held a State of the Chamber event focusing on Workforce Development on June 29, 2022. The topic for this quarterly event was: “Emerging from the Tunnel...Vision.” CAWD presented opening remarks on labor market trends, Employer best practices for talent retention, and shared observations of NCWorks’ employer and jobseeker engagement through the Career Centers.

WIOA Youth & Young Adult Services

Data: April 1, 2022 – June 30, 2022

Narrative: June 2022 - Current

Electrical Pre-apprenticeship

The Capital Area Apprenticeship Prep Program launched its second pre-apprenticeship in the Electrical industry. This program offered classroom training while participants simultaneously engaged in paid work experience opportunities with local electrical sub-contractors to the Raleigh-Durham Joint Apprenticeship Training Committee (JATC). Seven (7) young adults successfully completed all requirements for the apprenticeship prep program in June 2022 and were hired into full-time employment earning \$16.79 an hour. All seven (7) young adults will join the 4-year JATC apprenticeship Fall 2022 where they will study to earn their Journeyman license.



Pictured: Patrick Buford, Program Director of NextGen Program, speaking at graduation.



Pictured: Graduates of the Electrical Apprenticeship Prep Program with Raleigh-Durham JATC's Director and Program Instructor.

JoCo Connectors' Mentoring

NextGen Johnston participated in the JoCo Connectors' Mentoring pilot program coordinated through the Youth Advisory Council in Johnston County. NextGen staff facilitated mentoring sessions for five (5) high school seniors at Smithfield-Selma High School. The sessions covered topics related to employability skills such as self-branding, resume building, interview skills, mock interviews, and communication.

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College Tour

NextGen Johnston arranged a college tour of the Johnston Community College (JCC)'s campus for several participants enrolled in the program. The participants had an opportunity to visit the Student Success Center. While there, they were able to learn about various academic, online and continuing educational programs JCC offers. In addition, the participants gained invaluable knowledge about the admissions and financial aid process.



*Pictured:
NextGen
Johnston
participants
touring
Johnston
Community
College.*



Industry Spotlights:

NextGen Wake hosted a Careers for Gamers Information session on May 24, 2022. Representatives from XP League discussed career opportunities that are available in the video gaming field. XP Leagues is one of the largest youth esports leagues in North America modeled after classic youth sports. They focus on sportsmanship, teamwork, and positive behaviors. NextGen explored gaming career opportunities that include game streaming, esports coordination and development, and game design.



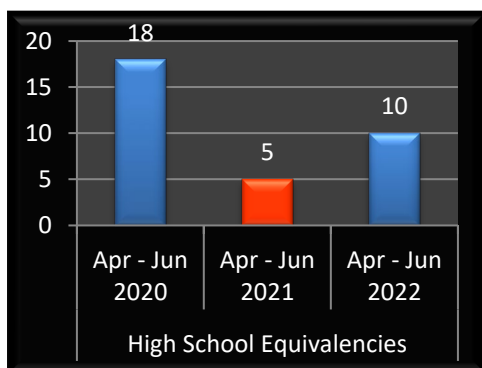
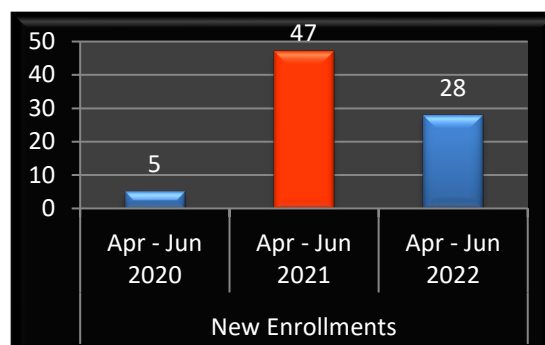
Pictured: Participants attending the Careers for Gamers Information session.

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WIOA Youth Program Data Summary: April - June 2022

Total New Enrollments: 28

Enrollments for the fourth quarter of the program year decreased by 40% compared to last year during the same period. Program recruitment experienced a decrease due to service providers staffing challenges. Both service providers are working diligently to combat staffing challenges and expect enrollment numbers to increase.

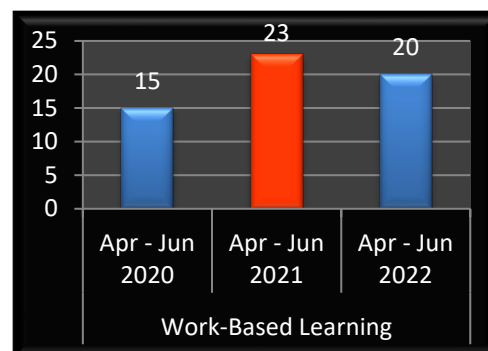


Obtained GED/High School Diploma: 10

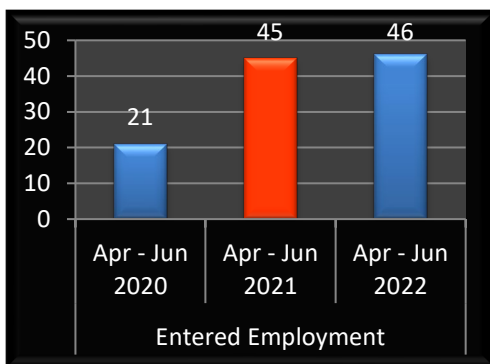
The GED/High School Diploma saw an increase from the same period last year. Even with the increase, youth are continuing to gravitate more towards employment opportunities than completing their GED/High School Diploma.

Work-based Learning Opportunities: 20

Work-based learning opportunities include on-the-job training, work experience, and occupational skills training. The numbers from this period to last year slightly decreased by 13% from the same period in the previous year. The slight reduction was due to service provider staffing challenges however they are addressing obstacles.



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Entered Employment: 46

Employment opportunities can be either part-time or full-time. The numbers for this year slightly increased compared to last year. The program continues to see an increase in employment as more young adults come into the NextGen Centers needing employment.

NCWorks Career Centers (NCWCC)

Data: April – June 2022

Narrative: June 2022 to current

Center Manager's Meeting

Capital Area hosted its virtual quarterly NCWCC systemwide Managers meeting on June 9, 2022. The agenda consisted of Performance, Strategic Planning & Transition, Capital Area Hot Topics, State Monitoring, Certification and Challenges. Outcomes of the meeting: Capital Area's Contract's Manager provided additional strategies to improve performance measures and identified additional key partners for upcoming Resource Fairs in the marginalized communities. Additional training needs were identified for Career Center staff.

Follow up item from March's meeting: All NCWorks Career Center and NextGen staff completed and are certified in the Mental Health First Aid Training. The training was on the following dates: March 18, 2022, April 8, 2022, and April 29, 2022. Mental Health First Aid is a course that teaches you how to identify, understand and respond to signs of mental illnesses and substance use disorders. The training gives you the skills you need to reach out and provide initial help and support to someone who may be developing a mental health or substance use problem or experiencing a crisis.

Quarterly Partners' Meeting

Capital Area hosted its virtual quarterly partner's meeting for Wake and Johnston County. The Johnston County partner meeting was on June 14, 2022. The Wake County partner meeting was on June 16, 2022. Both agendas consisted of discussion topics including the Vulnerable Communities Discussion, Lee and Chatham County transition, Performance, Referral Progress, Partner highlights, and Networking. Outcomes of the meeting: Identified additional partners to collaborate with on Resource Fairs, explored, implemented, and added outreach strategies to help drive traffic to the events. Implemented a strategy requiring partners to complete a minimum of five referrals per month in NCCARE360. Discussed and implemented additional strategies to improve NCWorks and NextGen Career Centers performance. Schedule a demo of the Virtual Premier Platform.

Program year kick-off

On July 15, 2022, Capital Area Workforce Development hosted its Annual Kick-Off for the NCWCC system. This event was hosted virtually and included a day of training for staff. The Kick-Off showcased a feature presentation on Diversity, Equity, and Inclusion by Danya Perry, Director of Diversity, Equity, and Inclusion with Wake County Government. The training included topics such as Performance, Capital

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Area updates, Policy, and Procedures, etc. The Kick-Off also included individualized breakout sessions for NextGen and the NCWCC Functional Areas (Talent Engagement (TE), Talent Development (TD), Talent Employment Solutions (TES) and NexGen Youth Career Centers.

Lee/Chatham Transition

Capital Area worked diligently to ensure that the acquisition of Lee and Chatham counties was a seamless transition for staff, customers, partners, and all others involved. Capital Area developed a transition team which consisted of the One-Stop System Director, Adult and Youth Workforce Development Program Consultants, a Workforce Development Program Consultant to lead the transition, and key leadership staff from the youth and adult service providers. Capital Area staff created and implemented a project plan, biweekly meetings and completed site visits to the NCWCCs in Lee and Chatham counties. Additionally, Capital Area collected and analyzed customer data, performance outcomes, local, state monitor results, contracts, policy and procedures, statements of work, fiscal documentation, etc. Capital Area also hosted a Meet and Greet on May 18, 2022, to welcome Lee and Chatham staff to the Capital Area region. The Meet and Greet consisted of tours of the Tillery NCWorks and NextGen Career Centers, youth and adult program overviews, question and answering session, and networking. Lee and Chatham counties successfully transitioned to the Capital Area region on July 1, 2022.

Quality Assurance

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) – May 9, 2022 – May 20, 2022

Results: Meeting Expectations

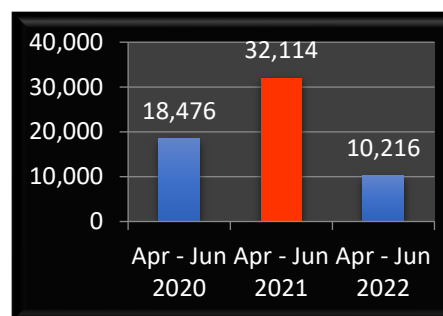
NCWorks Career Center – Clayton – Partial – July 18, 2022

Results: Above Expectations

WIOA NCWorks Career Center Program Data Summary: April – June 2022

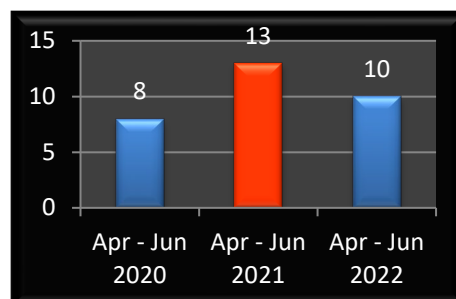
Total Participants Served: 10,216

Participants served represent traffic across all the Capital Area NCWorks Career Centers accessing service through NCWorks Online. There was a decrease of 68% in customer numbers this quarter over the same time period last year. We continue to serve customers virtually through the Access NCWorks Contact Center using phone, chat, text, and email. CAWD has also added an Outreach Specialist to the NCWCC staff to provide services to individuals residing in historically marginalized communities. This method of engagement has been more convenient for many of our customers. The large number served in 2021 included pandemic unemployment customers as well as non-traditional UI recipients such as small business owners.



Total Work-Based Learning Opportunities: 10

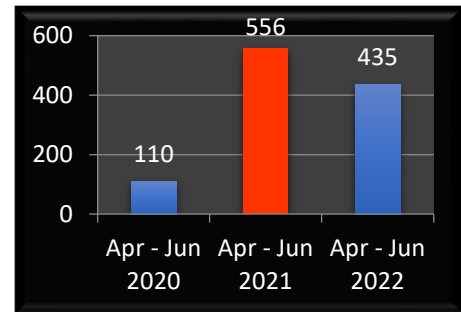
These work-based learning opportunities include on-the-job training, internships, and work experience. Work-based learning is a more effective way to get job seekers back to work quickly. There was a decrease of 23% over the same period last year. Business Services staff continues to work hard in identifying employers for Work-based learning opportunities.



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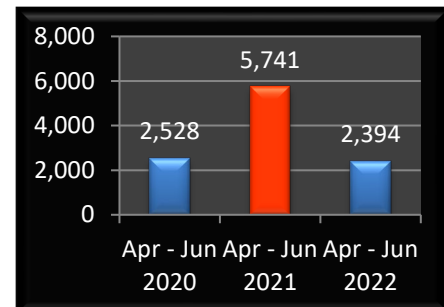
Total Employment Results: 435

Employment results are real-time and are self-reported by customers and employers. Reported hirings are remaining steady. There was a 21% decrease in employment numbers over the same timeframe last year and 11% decrease from last quarter. Business Services staff continues to work hard in identifying talent for employers. A challenge identified is that job seekers are not informing NCWCC staff when they gain employment. NCWCCs have instituted a follow up strategy to improve employment results.



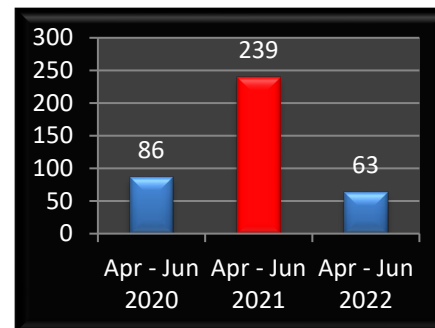
Access NCWorks Contact Center – Calls: 2,394

Access NCWorks contact center continues to be a valuable resource for customers. There was a decrease of 58% 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: 63

As a part of the NCWorks contact center, chats are received by staff. There was a decrease of 63% over the same timeframe from last year, and a 35% decrease 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. Since the center has returned to normal operations, more people are coming into the center vs. calling on the phone.



Special Projects

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

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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.

See below an outreach activity that took place during this reporting time period at the Chavis Community Center:

- CAWD, Wake County, and the City of Raleigh partnered to host a Career and Community Resource Fair at Chavis Community Park in Raleigh on August 13, 2022. The Career & Community Resource Fair was a one-stop event to provide resources and support to members of the community. Dozens of organizations were onsite to discuss a wide range of free services for adults, youth, and all residents. Visitors were able to find everything from education and career services to health checks and legal assistance. Local employers that were actively hiring were also present to share job opportunities. The purpose of the event was to provide access to a variety of resources that could open new possibilities for the future of our residents. Noble Aspiration Foundation donated \$1,000.00 to support the back-to-school give away. As a result, 102 backpacks filled with school supplies were distributed to children in attendance. There were approximately 150 adults, 112 youth, 14 employers, and 45 partnering and community-based organizations that participated in the event.
- This grant has also allowed for an expansion of virtual tools such as Access NCWorks, virtual reality career exploration, and improved technology to offer virtual workshops. In addition, the proposal addresses the mental health challenges faced by long-term unemployment. The NCWorks Career Center has hired 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 has provided for additional staff to focus on serving dislocated workers virtually through extended hours with the Access NCWorks contact center.

CAREER Grant Customers Served

	04/01/22 – 06/30/22	Overall Totals	Goal	% of Goal
Enrollments	34	111	250	44%
Short-Term Training	17	38	N/A	N/A
On-the-Job Training	5	19	N/A	N/A

SkillsBuild

Since going live in March 2021, 1,476 customers have been registered for IBM SkillsBuild; 3,958 learning hours have been completed; 4,127 learning activities have been completed; and 279 digital credentials 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://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.

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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 (FLG) and the eligibility criteria.

Since the start of Year 4 of the Finish Line Grant through June 30, 2022, Capital Area approved approximately 120 grants and paid out approximately \$70,000 to vendors to help students in need. FLG funding has been used to assist students with vehicle repairs, rent, utility bills, etc.

Effective October 1, 2022, the Finish Line Grant will transition to the Community Colleges. Until the Finish Line Grant transitions, we are continuing to utilize our virtual process for providing Finish Line Grant services to students.

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.

Back to Work 50+ Customers Served

	04/01/22 – 06/30/22	Year to Date Totals
Information Sessions	5	28
Coaching/Individual Assistance	6	24

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Performance

Capital Area Adult and Youth programs ended the year strong, and each met or exceeded all five Federal Performance Indicators. Dislocated Worker did not meet Entered Employment Q2 and Q4 and Wagner Peyser did not meet Entered Employment Q2. The Entered Employment outcomes are the measures that most Boards struggled with in PY21.

Capital Area, starting with the 1st quarter of Program Year 2022, will meet quarterly and monthly to address any issues in real time to ensure we meet or exceed our Federal Performance Indicator goals.

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	78.1%	76.4%	\$7,287	64.7%	60.5%	71.5%	71.0%	\$8,089	66.1%	68.3%
	Goal	78.0%	75.0%	\$5,600	56.0%	47.0%	75.0%	73.0%	\$6,800	59.0%	51.0%
	% of Goal	100.2%	101.9%	130.1%	115.5%	128.7%	95.4%	97.3%	119.0%	112.0%	133.9%
34 - Capital Area	Actual	77.2%	76.9%	\$7,576	68.3%	77.4%	66.1%	68.2%	\$9,265	62.5%	88.7%
	Goal	78.5%	76.5%	\$6,961	65.0%	72.5%	76.0%	78.0%	\$7,700	63.6%	71.5%
	% of Goal	98.3%	100.5%	108.8%	105.1%	106.7%	87.0%	87.5%	120.3%	98.3%	124.1%
35 - Durham	Actual	72.1%	74.2%	\$8,168	56.4%	32.1%	80.8%	82.1%	\$7,840	68.8%	62.5%
	Goal	74.0%	75.5%	\$5,600	60.0%	53.5%	77.5%	73.0%	\$7,200	61.0%	51.5%
	% of Goal	97.4%	98.3%	145.9%	94.0%	60.1%	104.2%	112.5%	108.9%	112.8%	121.4%
37 - Charlotte Works	Actual	73.3%	70.3%	\$7,656	45.1%	22.2%	73.7%	68.2%	\$10,113	46.5%	51.2%
	Goal	76.0%	75.5%	\$6,550	54.0%	44.5%	78.0%	78.0%	\$8,400	53.6%	51.5%
	% of Goal	96.4%	93.1%	116.9%	83.5%	78.7%	99.2%	93.4%	119.3%	86.8%	104.4%
42 - Greensboro	Actual	75.2%	74.5%	\$6,902	66.7%	47.8%	75.0%	72.3%	\$7,009	62.7%	54.3%
	Goal	79.0%	78.5%	\$6,100	63.0%	50.5%	81.0%	77.0%	\$7,200	63.6%	57.5%

September 2022 Operations

	% of Goal	95.2%	94.9%	113.1%	105.8%	94.7%	92.6%	93.9%	97.3%	98.5%	94.4%
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Data as of 8/15/2022 None of the 23 Boards are meeting or exceeding all their goals in YTD

WDB	Indicator Type	WIOA Title III - Wagner-Peyser			WIOA Title I -Youth				
		Empl oy Q2	Employ Q4	Median Earnings	Employ Q2	Empl oy Q4	Median Earnings	Credentia l	Skill Gains
Statewide	Actual	64.6%	66.1%	\$6,457	75.7%	73.0%	\$3,826	52.7%	53.4%
	Goal	72.0 %	72.0%	\$4,900	71.5%	73.0%	\$2,900	53.0%	47.0%
	% of Goal	89.7%	91.8%	131.8%	105.8 %	99.9%	131.9%	98.9%	113.7 %
34 - Capital Area	Actual	63.6%	67.0%	\$7,458	74.0%	68.2%	\$3,762	57.3%	50.9%
	Goal	73.7%	73.7%	\$6,350	73.5%	74.0%	\$3,900	62.7%	47.0%
	% of Goal	86.3%	90.9%	117.4%	100.7 %	92.2%	96.5%	91.4%	108.3 %
35 - Durham	Actual	66.0%	68.0%	\$6,835	76.5%	62.2%	\$3,671	46.2%	60.0%
	Goal	74.7%	74.7%	\$5,700	74.5%	72.0%	\$2,950	53.7%	45.5%
	% of Goal	88.3%	91.1%	119.9%	102.6%	86.4%	124.4%	85.9%	109.9 %
37 - Charlotte Works	Actual	64.1%	66.7%	\$7,679	74.3%	72.8%	\$3,773	52.4%	55.2%
	Goal	73.7%	75.7%	\$6,350	75.5%	74.0%	\$2,800	65.7%	47.0%
	% of Goal	87.0%	88.1%	120.9%	98.4%	98.3%	134.8%	79.8%	117.5%
42 - Greensboro	Actual	678.2%	75.7%	\$6,304	76.7%	77.8%	\$3,057	49.0%	35.1%
	Goal	74.7%	75.7%	\$5,050	74.5%	76.0%	\$3,250	56..7%	47.5%
	% of Goal	91.3%	100.0%	124.8%	103.0%	102.3%	94.1%	86.4%	74.0%

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.

September 2022 Operations

Finance

Below is a financial status summary report for the period July 1, 2021 – June 30, 2022, for CAWD funding. As Program Year 2021 (PY21) has been closed, the WIOA funding expenditures are: Adult (83%) Dislocated Worker (76%) and Youth (80%). Funds received from other local areas (\$315,000 Youth, \$75,000 Adult, \$50,000 DW) as well as DWS Contingency funds (\$200,000) helped us to have enough carryovers to mitigate the reduction (9%) in PY22 WIOA allocation. As Lee/Chatham counties added to the region and COVID-19 pandemic is winding down, our operations are getting back to normal levels. The NDWG COVID-19 grant (100%, closed in March 2022), and CARES Act funding (closed in March 2021) have helped us wade through this tough period of challenges.

Other grant activities include DPS Local Reentry grant year-3 (\$200,000) to support the reentry program through Wake LRC, CAREER-Dislocated Worker grant (23%), Training & Technical Assistance grant (100%), Finish Line grant (89%) and WIOA Infrastructure Cost grant (93%). Roads to Reentry grant (86%) is on its third year of operations and is right on track. YouthBuild program (97%) has completed all operations and the final closeout report submitted in December 2021.

ARPA grant (8%) includes five different programs such as: Reentry Expansion, NextGen Youth Career Exploration, Micro Business Entrepreneurship, Small Business Workforce and Hospitality Workers program.

September 2022 Operations

CAPITAL AREA CONSORTIUM - FINANCIAL STATUS REPORT - YEAR ENDING JUNE 30, 2022				
				100.0%
ACTIVITY	AVAILABLE	SPENT	BALANCE	% EXPENDED
TITLE I ADULT	\$1,884,031.94	1,559,254.22	324,777.72	83%
TITLE I DISLOCATED WKR	1,408,214.67	1,064,618.26	343,596.41	76%
Dislocated Worker Contingency	200,000.00	191,892.64	8,107.36	96%
TITLE I YOUTH	1,967,317.71	1,569,364.14	397,953.57	80%
WIOA ADMINISTRATION	608,554.70	448,269.60	160,285.10	74%
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	1,289,216.09	210,783.91	86%
Second Chance at Success Initiative Pilot (Local)	50,000.00	48,954.64	1,045.36	98%
Finish Line Grant - FLG CAWDB	184,631.92	164,688.84	19,943.08	89%
State Leadership Training Grant	52,784.38	52,784.38	-	100%
Business/Employment Services Grant	50,000.00	34,002.41	15,997.59	68%
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	86,301.75	63,698.25	58%
DPS Wake Re-Entry Grant	50,000.00	12,107.69	37,892.31	24%
NDWG COVID-19 Grant from NC DWS	679,912.82	679,912.82	-	100%
Training & Technical Assistance Grant - DWS	377,740.00	377,740.00	-	100%
NC Biotechnology Center Grant-Additional	2,200.00	2,200.00	-	100%
Statewide Youth Initiative Grant - DWS	100,000.00	45,262.40	54,737.60	45.26%
Infrastructure Cost Grant 2021	351,488.41	328,343.45	23,144.96	93.42%
CAREER-Dislocated Worker Grant - USDOL	1,927,284.00	434,398.41	1,492,885.59	22.54%
ARPA Grant Through Wake County	4,572,500.00	383,967.30	4,188,532.70	8.40%
TOTAL	\$17,345,840.13	\$9,968,149.25	\$7,377,690.88	57%

ARPA Grant Summary	AVAILABLE	SPENT	BALANCE	% EXPENDED
ARPA - Small Business Workforce	347,046.00	22,362.91	324,683.09	6.44%
ARPA - Micro Business Entrepreneurship	395,890.00	41,805.63	354,084.37	10.56%
ARPA - Reentry Expansion	2,759,175.00	268,959.86	2,490,215.14	9.75%
ARPA - NextGen Youth Career Exploration	257,889.00	50,838.90	207,050.10	19.71%
ARPA - Hospitality Workers	812,500.00	-	812,500.00	0.00%
TOTAL	4,572,500.00	383,967.30	4,188,532.70	8.40%