



CAPITAL AREA
WORKFORCE DEVELOPMENT

Operations Report

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Strategic Initiatives

Staff Contact: Malinda.todd@wake.gov

Youth Advisory Councils

The Johnston Youth Advisory Council is planning a full JoCo Connectors Mentoring program this school year for at-risk and opportunity youth. CAWD provided a small grant to hire a part-time coordinator. The committee also secured funding from Duke Energy for \$25,000! These funds will allow the committee to serve the first cohort of youth with career exploration, life skills, and mentoring.

With the addition of new counties, CAWD is developing a strategy for a regional Youth Advisory Council. This plan will allow for regional collaboration while also encouraging efforts to address local challenges. This new strategy will be developed over the next few months and rolled out later in 2023. CAWD created a Youth Advisory Council team consisting of both NextGen and Strategic Initiatives staff to oversee the rollout. Currently, staff are meeting with former Wake advisory members to discuss lessons learned and potential council focus. Staff are also researching national best practices to ensure the regional council represents the youth well with a mechanism for ongoing youth input.

Reentry

Wake Local Reentry Council

As of February, we have assisted over 400 Wake County residents impacted by the criminal justice system by providing basic needs, housing support, technology assistance, employment and education support, and employment placement. Reentry work is most successful when approached collaboratively. The Wake LRC network not only includes community stakeholders, and service providers, but we are intentional to include individuals who were impacted by the system. Our partnership with Legal Aid of North Carolina affords us the opportunity to assist people with criminal record expungement. In the last two events, Legal Aid has provided more than 100 individuals with free legal advice on removing one of the most crippling barriers to employment, safe housing, and other resources and basic needs that others take for granted, a criminal record. We are restoring hope and opportunity to returning citizens across Wake County, including Raleigh and the surrounding areas.



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Wake LRC Strategic Plan:

Phase three of the Strategic Plan development has been completed by the task force groups that were formed for each the four strategic goal areas: Network and Partner Engagement, Community Awareness, Vital Support, and Stable and Sustainable Infrastructure. Each group met to start developing the metrics, including a timeline and accountability. To ensure that the work of Wake LRC is comprehensive, relevant, and helpful, each task force agreed that there should always be a team of at least four (a CAWD staff member, Executive Committee representative, LRC member, and most importantly someone with lived experience) serving the accountability function. The metrics serve as the blueprint for how to operationalize the Strategic Plan.

In the last LRC meeting the first ever 3-year strategic plan was presented to the full council along with the preliminary work the Executive Committee has started with developing the Operational Plan. Staci Barfield, the Armstrong McGuire consultant who has facilitate this work to date, presented the plan and explained to the full Council that they are responsible for next steps, which is to finalize the Operational Plan. The Council is responsible for identifying the activities and timelines necessary to achieve the stated goals of the Strategic Plan and who is accountable for ensuring that the work is done. It was decided that the final work would be done in the subcommittees so that the work can begin.

Wake LRC Participant Success Story:

Mr. D was released from federal prison on January 10th, 2023 and completed his intake on January 31st. He came in motivated and driven to accomplish specific goals. He set two short-term goals for his first 30 days of being home. His first goal was locating employment and his second goal was getting information on obtaining his license. He was given information about the NCWorks hiring events and he committed to attending them until he found employment. After submitting several applications, he was hired full-time on February 27th making \$18/hour. He also interviewed for a second job that would pay a better rate because he wants to save money to cover fees associated with getting his license reinstated. After some research, Mr. D learned that he must pay \$370.00 and complete a driving defense class to have his license reinstated. He has a plan to pay that fee and complete the class by May 15th. His newest goal is to save \$1,500-\$2,000 by June 1st to secure permanent housing. Mr. D has also advocated for himself and secured FNS benefits to increase his saving power. He is a driven young man who is motivated by his desire to be self-sufficient and the Wake LRC is proud to be a partner in his journey.

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Wake LRC Partnership Success Story:

Wake Local Reentry Council intentionally seeks to build community awareness around reentry barriers and reentry needs. Hosting annual reentry simulations assists us in bringing awareness to these matters. On November 15, 2023, Wake LRC partners, Arise Collective and Wake Tech Community College collaborated to host our second reentry simulation of 2022. Educators, representatives from the Dept. of Public Safety, Legal Aid of NC staff attorneys and community leaders participated in the immersive event. Following the experience, attendees reported feeling more aware of the urgency to create opportunities for all Wake County returning citizens to thrive.



Reentry Expansion Updates:

The Wake LRC team had two case manager positions vacant from mid-October to the end of January due to staff transitioning into a new role and turnover. We are now fully staffed with a Reentry Program Manager, LRC Coordinator, Behavioral Health Case Manager, Wake County Detention Center Case Manager, NCDAC Case Manager, Employer Engagement Consultant, and Reentry Resource Consultant. The new case managers have hit the ground running and in one month increased enrollments and support to Wake County residents needing reentry support and system navigation. We are developing policies and procedures for implementing a peer support component. Additionally, two new private landlords have partnered with us to increase permanent housing options for formerly incarcerated individuals. CAWD is also in talks with Wake County and the City of Raleigh human resources to develop a comprehensive Second Chance Employment Pipeline.

Wake Partners Reentry Program Grants

Capital Area Workforce Development, in collaboration with Wake County Government funds specific reentry projects of local non-profit organizations. These projects show an understanding of the needs and barriers faced by individuals whose lives have been impacted by the criminal and juvenile justice systems. The program is now in its second year having successfully funded 5 organizations in 2022. The 2023 organizations have decades of experience supporting adults, youth, and communities impacted by justice system involvement. CAWD is excited to provide a total of \$67,263.50 to support their good work in the community. See below for each organization's mission and summary of the services provided.

- **Dress for Success Triangle NC (\$3,342.50)** Their mission is to empower women to achieve economic independence by providing a network of support, professional attire, and development tools to help women thrive in work and life. Dress for Success Triangle will serve

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50 women via their job acquisition class, The Going Places Network. The classes will be tailored to meet the needs of clients at the NC Correctional Institution for Women to help prepare them for the job search process when reentering the community. Members of the class are involved with small group work, mock interviews, and one-on-one coaching. Skilled presenters, coaches, and mentors help clients uncover strengths, build interview skills, confidence, and a network of support. Dress for Success Triangle partners with over 40 Triangle businesses to provide 500 mock interviews every year.

- **Extended Hands of North Carolina, Inc. (\$15,223)** It is the mission of Extended Hands of North Carolina, Inc. to serve as a Resource-Referral agency to citizens returning from incarceration from adult and juvenile facilities. Extended Hands will provide 100 returning citizens with life skills and customer service skills training to help them attain and maintain employment in various customer service roles as well as ensuring that their basic needs are met. Extended Hands will offer in-person integrated classroom settings and on-line training workshops through a program called “SkillzTutor”. Sessions will cover topics such as: job readiness training, customer service training, time management skill training, resume creation and interviewing skills.
- **Generation Uplift (\$25,000)** Their mission is to address the mounting issues and needs of at-risk youth through mentoring and offering initiatives that provide opportunities and experiences that encourage academic and personal growth. The CHANCES Project will serve 40 youth via bi-weekly 90 minutes sessions over a six-to-eight-week span. Generation Uplift will provide a culturally enriching environment of support and camaraderie for all participants in the program. Generation Uplift tackles many academic, social, and personal needs. They will provide workshops that fully equip and prepare participants for life after incarceration and tailor-made programs on school campuses that increase graduation rates and decrease dropout rates.
- **Pardoned By Christ (\$10,430)** Their mission is to restore lives affected by incarceration. Transitional programming is established through multiple residential housing facilities. Community volunteers and partner agencies provide spiritual, life skills, employment, and transportation assistance. The project will provide 14 adult male returning citizens in 4 transitional houses with services including mentoring, coaching, case management, life skills training, computer knowledge and navigation, financial budgeting, bank/app navigation, resume and job application development, and job placement services. They partner with Dept. of Public Safety case managers, probation/parole, chaplains, and Reentry Councils as referral sources and network with the community to help secure permanent housing.
- **Telamon Corporation (\$13,268)** Their mission is to provide educational services that lead to better jobs, better lives, and better communities. Telamon’s project will provide 65 returning citizens with education on budgeting, financial management, credit establishment/restoration, fair housing, fair lending, housing and non-housing related guides, one-on-one financial coaching, free tri-merge credit reports and FICO scores, voluntary financial support groups, quarterly workshops, and community-partner referrals. HUD-certified housing and social work professionals develop course curricula and customized programming. All Housing and Financial Empowerment programs are offered at no cost to the participant. Successful program graduates will receive a graduation certificate, a “Swag Bag,” a money lock box, and a

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complimentary year's worth of PocketGuard Plus, an expense-tracking, budgeting, and debt-reduction app.

Wake Partners Grantees of 2022

The programs funded in 2022 completed their work in December, except for Passage Home, which received a 3-month extension. These reentry programs served over 460 individuals with 158 obtaining or maintaining employment. The performance of the programs is shared below:

Wake Partners Reentry Grants		Total Participants Served by Grantees October 1 – December 31, 2022	
Grantee Name	Goal	Cumulative Totals - YTD	Cumulative Percentage to Goal YTD
Family Resource Center of South Atlantic	35	30	86%
Fathers Forever	87	223	256%
JT Locke Resource Center dba Justice Served, NC	20	146	730%
Passage Homes	10	3	30%
Presbyterian Ministry (Interfaith Prison Ministry for Women) now "Arise Collective".	40	60	150%
Totals	192	462	Cumulative Percentage: 240%

Wake Partners Reentry Grants Snapshot as of December 31, 2022 (Updated)	
Total served	462
Obtained or maintained employment	158
Completed life skills/self-sufficiency/educational program	91
Obtained permanent housing	29
Re-arrests	4

Wake County Special Grants

Capital Area Workforce Development is monitoring the grants of Community Success Initiative, Inc., and StepUp Ministry, Inc.

- StepUp Ministry restarted the ENER-G Workshops to engage jobseekers and to provide opportunity to network with employers while also providing a platform to further enhance learn employability skills. The ENER-G workshops also included the "Meet the Employer" nights. For those workshops, three employers (UPS, Northwestern Mutual, and The Budd Group) attended and presented their organization and positions to attendees. Participants attended a work session on professionally expanding their comfort zones and an informational session focused on the specifics of expungement in North Carolina. A collaborative effort

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with NC Works in Cluster Hiring Events kicked off in October. Eleven individuals engaged of which 6 scheduled 1-on-1 appointments. Four of those individuals enrolled into the Employment Academy. Additionally, a partnership with a local group enabled the provision of a self-care and financial literacy classes.

- Community Success Initiative (CSI) 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 and prisons. CSI offered housing support and advocated for the right of justice involved Individuals to vote. Ongoing workshops offered are, GPS to Success, Ready to Work, Strategies for Managing Everyday Success, and CSI Alumni and Partner Week.

Grantee Name	Goal	Cumulative Totals - YTD	Cumulative Percentage to Goal YTD
Community Success Initiatives	95	127	134%
Step Up Ministry	200	98	49%
Totals	295	225	Cumulative Percentage: 76%

Wake County Hospitality Initiative



The Five Stars—Hotel Employment Initiative was 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.

Quarterly Activities—January 1-March 6, 2023

In January, Five Stars hosted an apprenticeship summit which brought together 14 hotel partners with the Wake Tech WakeWorks apprenticeship team, the NCWorks Career Center team and the CAWD Five Stars team to launch a customizable registered apprenticeship for each business partner. While sign up processes are lengthy—identifying jobs, designing competency checklists, developing a progressive wage scale, and identifying a mentor--, partners are well into this apprenticeship process with concrete follow-up meetings completed for several hotel leaders.

January also marked the launch the official marketing campaign for Five Stars. The website went live with both employer and job seeker resources as well as sign-up portal connecting them to NCWorks services. The first round of Facebook advertising ran from January 18-27 (see Outreach Update below for more details).

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At the NCWorks Career Center, the first Five Stars job seeker was enrolled at the end of January with a couple dozen more in some process of engagement and enrollment by early March. A series of three employer trainings on the NCWorks system was rolled out with a dedicated hotel Business Services Consultant at the Tillery Career Center and the first employer partners have registered through the NCWorks online portal. The first jobs have been listed and one even made it into a bi-weekly hot jobs list distributed to NCWorks job seeker counselors and directly to job seekers.

Developing pools of untapped talent in an extremely tight labor market continues to be a challenge for Five Stars. To address this need, the project team is developing relationships with governmental agencies and community-based organizations serving populations which may be attracted to Five Stars. With wraparound support funding built into the project and partnerships developed, we are seeing the first candidates referred by partners such as Families Together, a service provider for homeless families, and Wake Health and Human Services coming through the web portal to the NCWorks Career Center Hotel Career Coach.

Outreach Update

CAWD officially launched the Five Stars hotel workforce initiative on January 10th. Outreach for hotel participation has been a non-issue. Meetings are always well-attended. In response to recruiting and retention challenges. Five Stars has facilitated:

- Access to Wake Tech's Wake Works apprenticeship team through an apprenticeship summit
- NCWorks.gov training for job posting and candidates
- Development of best practices for DEI programs

Jobseeker outreach has been steady, but enrollments slow. Website traffic has resulted in 30 site visitors completing the interest form and excludes career center walk-ins. We are seeing referrals from Wake County HHS/WorkFirst, Families Forever, and have reached out to other agencies for more referrals. Options for paid advertising include 30-second spots on Spectrum platforms, Go Raleigh interior ads, and the RAL Today digital newsletter. Social media continues to be a cost-effective advertising channel.

We also realized some career center processes needed to be adjusted in order to convert more interested individuals into actual enrollments.

Next Steps

Next steps will include launching new paid advertising through Spectrum Cable in the marketing campaign as well as monitoring results from the 2/27/23 launch of the second Facebook ad. At the NCWorks Career Center, the focus will be on continuing to connect hotel partners to NCWorks Career Center services, filling jobs and supporting additional job seekers. The next steps in the apprenticeship program are launching these first registered apprenticeships and partnering with Wake County Public Schools and Wake Tech at a March Five Stars apprenticeship educators' summit to design pre-apprenticeship programs and to pull students into apprenticeship jobs. Expanding community engagement of partner organizations to tap talent through the Local Reentry Council, Wake Housing Department and other local partners is already being scheduled across March and will continue ongoing engagement toward talent pipeline development.

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Overall program objectives and goals

- 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 by highlighting opportunities and growth in the hospitality industry

The performance outcomes from July 1-December 31, 2022 include:

Reporting Item	Program Goal	Quarterly Total Oct 1-Dec 31, 2022	Cumulative Totals - PTD	Cumulative Percentage to Goal PTD
Total Number of Employers engaged in employer roundtables	15	16*	16	106%
Total Number of Individuals reached in outreach campaign either virtually or in person	500	0	0	0%
Total Number of Individuals who earn a hospitality credential	135	0	0	0%
Total Number of Individuals who participate in On-the-Job Training	54	0	0	0%
Total Number of Employers who participate in Incumbent Worker Training	17	0	0	0%
Total Number of Individuals who secure employment in the hotel industry	100	0	0	0%

Business Engagement

Staff contact: Barbara.brothers@wake.gov

Development Letters of Support

CAWD has provided 1 letter of support from December 2022 through mid-March 2023 projecting 1,049 new jobs with an estimated average compensation of \$73,337 per position. The organization represents the Pharmaceutical Manufacturing industry.

Wake County ARPA Update: Entrepreneurship Initiative

The development of the Entrepreneurship model, 'Pathway to Entrepreneurship', is completed and launched in June 2022. 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 40 entrepreneurs through one-on-one engagement. To date, 57% of

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participants are first-time entrepreneurs, 59% of participants are females, and 97% are minorities.

Pathway to Entrepreneurship has also secured \$970,000 in additional Wake County ARPA funding to provide a marketing consultant and mini grants to small businesses in Wake County over the next four years. Marketing and Access to Funding were the top two requested resources in a statewide poll as well as a poll done amongst our program participants. We anticipate these resources to help businesses better market their products and services while mitigating some of the startup costs of their business, and thus give them a better chance of creating and sustaining a successful business.

Wake County 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, 21 businesses and 53 participants were served through On-the-Job Training, Work Experience, and Incumbent Worker Training.

North Carolina Department of Commerce, Division of Workforce Solutions ARPA Grant

CAWD received a grant award of \$850,000 to support Small Business Work-Based Learning to provide resources and expand services in the CAWD service area. This program will focus on supporting the talent pipeline of small businesses. The target businesses are small and micro-businesses with less than 25 employees with a priority focus on those owned by minorities, women, individuals with disabilities and veterans as well as rural communities. This program will build on and coordinate with the work piloted in Wake County through the Small Business Workforce Development Grant funded by Wake County Government. The goal of that program and this expansion is to provide small and micro businesses the tools needed to grow their businesses and workforce.

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. Two Incumbent Worker Training grant applications were approved. The employers represent the Manufacturing and Financial Services industries. Twelve participants are scheduled to be trained because of these grants.

WARN Notice

CAWD received two WARN (Worker Adjustment and Retraining Notification) notices and one direct request for Rapid Response support. A total of 23 employees were impacted due to a permanent facility closure or a reduction in workforce.

Small Business Workforce Virtual Forum

CAWD led efforts to plan and host North Carolina's first virtual Small Business Workforce Forum in partnership with NCWorks and nine other workforce boards on Thursday, January 26, 2023. The Forum's main session included a prerecorded message from Governor Cooper and remarks from NCWorks Commission members Jeff Frederick, Senior Vice President of Global Human Resource Business Partnering at RTI International, and Olalah Njenga, CEO and Chief Strategist of Yellowwood Group. Participants learned about no-cost resources and

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programs available to support the talent pipeline of North Carolina's small business economy.

CAWD's breakout session included presentations and an employer panel discussion. The presentations highlighted the services available to support businesses and the Pathway to Entrepreneurship initiative. The panel featured employers who have utilized NCWorks resources including On-the-Job Training, Work Experience, recruitment assistance and more.

229 people attended the event and 35 people attended the CAWD Breakout Session

WIOA Youth & Young Adult Services

Staff contact: Jessica.locklearmcleod@wake.gov

Data: October 1, 2022 – December 31, 2022

Narrative: December 2022 - Current

In December, NextGen Johnston held a holiday celebration and toy drive for participants and their families. The participants thoroughly enjoyed the event and were able to fellowship and celebrate the holiday.



In January, NextGen Johnston partnered with Alliance Health to provide information about various health awareness topics. They also offered free STD testing to participants. The participants gained knowledge of available resources regarding health support, how to access the resources, and information on preventative measures. Participants were engaged and gained helpful information.

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In February, NextGen Johnston offered participants a volunteer opportunity with their local food pantry, Johnston County Mobile Food Market. Participants were able to engage with community members during this time and enjoyed working with the community to help those in need. They also conducted two soft skills workshops focused on team building, criticism, and progression within the workplace. The participants engaged in fun activities to help build skills and provided feedback for several scenarios they were given.



Wake ARPA IT Pre-apprenticeship

CAWD Apprenticeship Prep Program has partnered with Wake Tech for an IT pre-apprenticeship. Four participants have begun training in February and will have the opportunity to gain skills and certifications including CompTIA IT Fundamentals+, CompTIA A 220-1001, and CompTIA A220-1002. After completion of training, participants can continue training, begin employment, or connect to a Registered Apprenticeship program.

NextGen Wake Success Story

Samiek is a NextGen Wake participant with a passion and interest in Information Technology (IT). Currently, he is completing a Work Experience (WEX) opportunity with Triangle Esports Academy. At the end of his WEX, Samiek will be hired at Triangle Esports as an IT Camp Counselor. He is also completing the Cisco Certified Networking Associate (CCNA) program at Wake Tech which will conclude in April 2023. After that, he will be entering into the Cisco Apprenticeship Program as a Technical Consulting Engineer making \$29/hr. later this year. We wish Samiek continued success as he completes all his goals.

NextGen Johnston Success Story

Scarlett is a NextGen Johnston participant who enrolled with an interest in Dental Assisting. NextGen staff assisted Scarlett with a scholarship to enroll in NC Dental U's Dental Assisting I Program in September 2022. As a part of training, Scarlett completed an 8-hour externship with Bernstein Orthodontics which was required for graduation. That externship turned into a work experience opportunity that began in November 2022, making \$20/hr. She graduated with her DA I certification in January 2023 and is on the path to obtaining permanent employment with her current employer. The

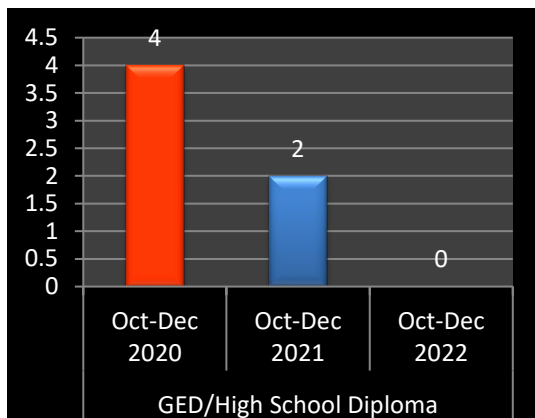
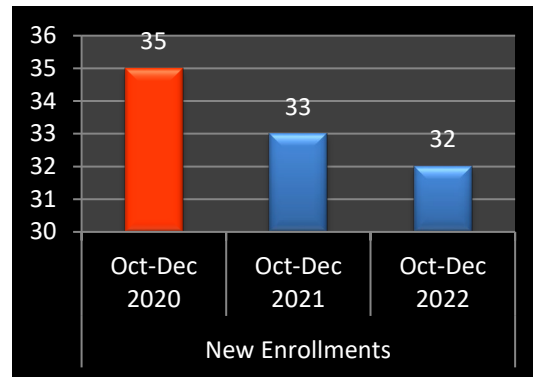
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NextGen staff is proud of Scarlett for all her hard work and dedication and is looking forward to seeing her future accomplishments.

WIOA Youth Program Data Summary: October - December 2022

Total New Enrollments: 32

Enrollments for the second quarter of the program year decreased slightly compared to last year during the same period. Program recruitment continues to see a decrease similar to last quarter 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: 0

There were no GED/High School Diploma obtainments this quarter. High School Diplomas are typically obtained in the Spring. Wake & Johnston Centers have partnered with the Community College for in-person GED instruction where there is active participation. Lee & Chatham programs have partnered with the Community College to provide GED services for their participants.

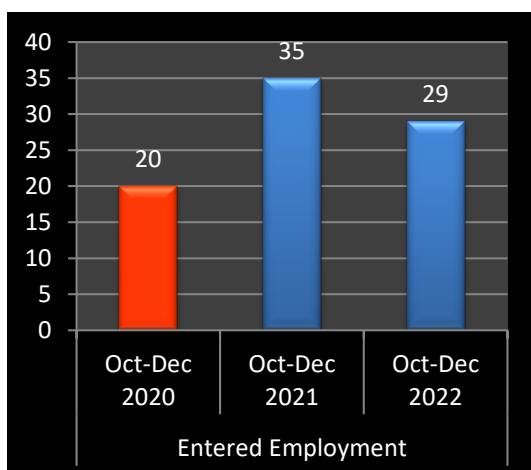
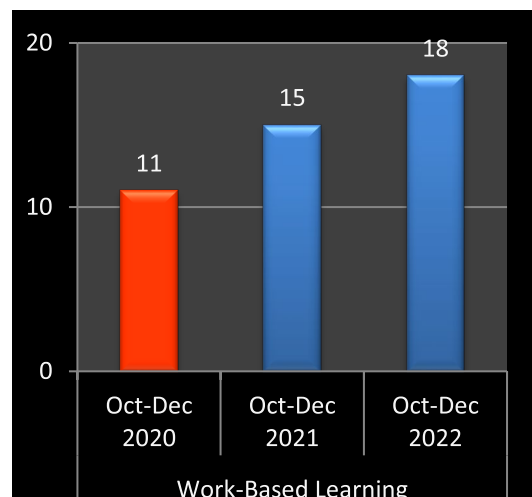
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Work-based Learning Opportunities: 18

Work- Work-based learning opportunities include on-the-job training, work experience, internships, and apprenticeships.

The numbers from this period to last year saw a slight increase from the same period in the previous year.

This data reflects young adults participating in on-the-job training, work experience opportunities, and occupational skills training. It includes ten work experiences, one on-the-job training, and seven occupational skills training.



Entered Employment: 29

Employment opportunities can be either part-time or full-time. The numbers for this year saw a slight decrease 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)

Staff contact: Jessica.locklearmcleod@wake.gov

Data: October 1, 2022 – December 31, 2022

Narrative: November 5, 2022 – February 28, 2023

CAWD hosted its virtual quarterly partners meeting for its region. The Lee, Chatham, and Johnston County partner meeting was on December 6, 2022. The Wake County partner meeting was on December 15, 2022. Both agendas consisted of discussion topics including CAWD Hot Topics, Performance, Referral Progress, What's Next for Vulnerable Communities discussion?, Partner highlights, and Networking. Wake County's partner's meeting also included a presentation about NCCARE360. Outcomes and Actions items for the meetings: Partners received clarification and guidance from NCCARE360 staff which will minimize challenges with the referral tool. Partners

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researched various vulnerable populations (homeless, youth aging out of foster, etc.) Partners requested CAWD team explore recreating outdated NCWorks Customer Overlaid with Vulnerable Communities maps to include CAWD's region.

Capital Area hosted its virtual quarterly NCWCC systemwide Managers meeting on December 20, 2022. The agenda consisted of Performance Outcomes, Center Goals, Equal Opportunity updates and Monitoring, Stevens Act, Capital Area Hot Topics, Certification, and Challenges. During the meeting, the Managers brainstormed additional outreach strategies to improve Center Goals and outcomes and referral to NCCARE360. CAWD's Contract Manager provided additional strategies to improve performance measures.

North Carolina's State Workforce Development Board, and the NCWorks Commission, work on behalf of the Governor and under the authority of WIOA, N.C. General Statute 143B-438.10 and other applicable laws, rules, regulations, and requirements to develop and oversee an effective and efficient workforce development system in North Carolina. The commission, in consultation with chief elected officials and local boards, establishes criteria for assessing NCWorks Career Centers. The criteria are used to assess NCWCCs at least every three years. CAWD's certification site visits were scheduled on November 14-16, 2022. On February 8, CAWD was awarded certifications for its NCWCCs.

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 – Tillery – Full – October 24 – November 4, 2022
Results: Meets Expectations

NCWorks Career Center – Chatham – Full – October 31 – November 9, 2022
Results: Meets Expectations

NCWorks Career Center – Clayton – Full – January 17- 30, 2023
Results: Meets Expectations

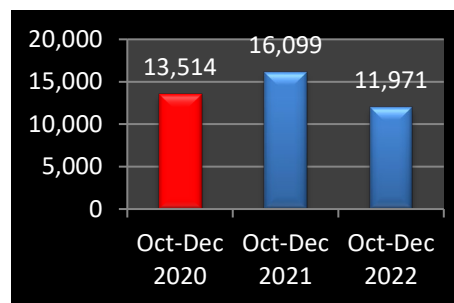
NCWorks Career Center – Tillery – Partial Unannounced – February 14, 2023
Results: Exceeds Expectations

WIOA NCWorks Career Center Program Data Summary: October – December 2022

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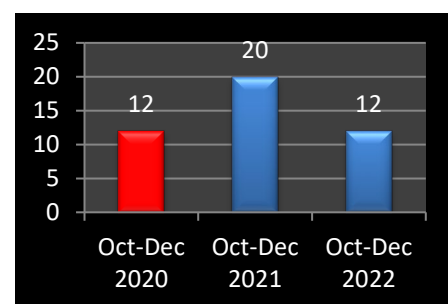
Total Participants Served: 11,971

Participants served represent traffic across all the Capital Area NCWorks Career Centers accessing service through NCWorks Online. There was a decrease of 26% in customer numbers this quarter over the same time period last year. The large number served in 2021 included pandemic unemployment customers as well as non-traditional UI recipients such as small business owners.



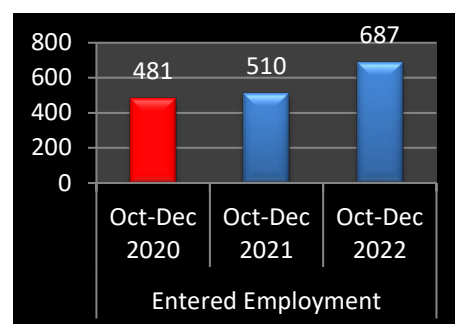
Total Work-Based Learning Opportunities: 12

Work-based learning opportunities include on-the-job training, internships, and work experience. While work-based learning opportunities have been a proven strategy to a more effective way to get job seekers back to work, currently jobseekers are securing positions without unitizing these resources due to the current job market. There was a decrease of 40% over the same period last year. During the holiday season, the NCWCC generally experiences a decline in work-based learning opportunities activities. In addition, customers are gaining employment without accessing work-based learning services. Business Services staff continues to work hard in identifying employers for Work-based learning opportunities.



Total Employment Results: 687

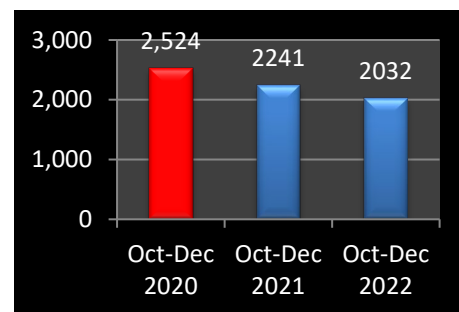
Employment results are real-time and are self-reported by customers and employers. Reported hirings are remaining steady. There was a 35% increase in employment numbers over the same timeframe last year and 53% increase from the previous quarter. Business Services staff continues to work diligently in identifying talent for employers.



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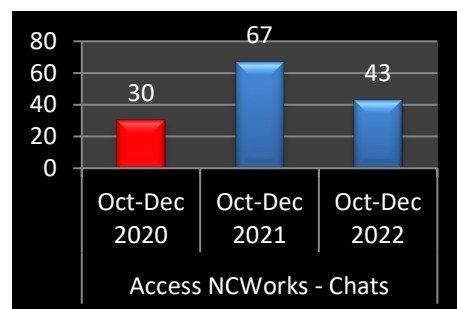
Access NCWorks Contact Center – Calls: 2,032

Access NCWorks contact center continues to be a valuable resource for customers. There was a decrease of 9% in calls over the same timeframe from last year. More people are entering the workforce directly vs. contacting the Center. 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: 43

As a part of the NCWorks contact center, chats are received by staff. There was a decrease of 36% over the same timeframe from last year. 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 trickling into the center vs. calling on the phone.



Special Projects

Staff contact: Jessica.locklearmcleod@wake.gov

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 residents. 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 has also allowed for the following (1) an expansion of virtual tools such as Access

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NCWorks, virtual reality career exploration, and improved technology to offer virtual workshops (2) addresses the mental health challenges faced by long-term unemployed individuals, and (3) has provided additional Access NCWorks contact center staff to provide virtual extended hours of operation throughout the Capital Area NCWCC system.

Under the CAREER Grant, CAWD was afforded an opportunity to implement Transfr as a virtual reality solution for career exploration. Virtual Reality can appeal to customers and provide opportunities to safely explore careers without physically visiting the job sites. The Transfr Virtual Reality solution is offered, via headset, across Capital Area NCWorks Career Centers within targeted industries such as Skilled Trades and Advanced Manufacturing. These modules and virtual reality equipment provide job seekers with hands-on job experience without traveling to different employers.

CAWD has also procured Be More Colorful/CareerViewXR to introduce web-based career exploration modules to the NCWorks Career Centers across Capital Area. These modules will provide a “Day in the Life” experience for customers seeking to go into or learn more about a specific occupation(s).

In addition, the NCWCC training rooms and the Board room will be outfitted with cutting-edge audio and visual technology that will create a hybrid (onsite and virtual) learning experience for customers. The vendor will install the technology upon its arrival.

CAREER Grant Customers Served

	10/01/22 – 12/31/22	Overall Totals	Goal	% of Goal
Enrollments	9	162	250	75%
Short-Term Training	5	55	N/A	N/A
On-the-Job Training	2	34	N/A	N/A

IBM SkillsBuild

Through CAWD’s partnership with IBM, IBM SkillsBuild for Job Seekers is a platform-enabled program that connects adult learners with employable skills and experience. SkillsBuild learners participate in personal assessments, best-in-class online education, coaching, and project-based learning to open opportunities in careers such as development, customer engagement, and more.

From 10/01/22 – 12/31/22, 16 unique learners have actively participated in learning activities, 304 learning hours have been completed, 137 learning activities have been completed, and 19 digital credentials have been obtained by customers.

IBM SkillsBuild continues to be a valuable resource for individuals seeking to upskill, job seekers, and entrepreneurs.

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SimpleTexting

CAWD expanded NCWorks/NextGen communication methods to include text messaging to keep customers engaged and to reduce costs, provide efficient service delivery, enhance outreach, and improve staff communication. The text messaging platform used within the Capital Area goes by the name of **SimpleTexting**. Text messaging (texting) is comprised of sending electronic messages between two or more users of mobile phones, desktops/laptops, or any other type of compatible electronic device. Text messaging allows direct communication with an individual in a matter of seconds and provides a means of communication that individuals can use when it is most convenient for them.

Below is the SimpleTexting data for the time period of 10/01/22 – 12/31/22:

- # of text messages sent - 119
- # of text messages received – 99

Working Smart

Employers are looking for people who not only have the technical skills and experience to do the job, but the “soft skills” that lead to success: communication skills, problem solving skills, time management, accountability, and more. Working Smart provides the tools to help individuals keep a job, excel at their job, and be more productive.

Working Smart was developed in response to employer demands for a workforce that has an increased capacity to fulfill employer expectations beyond their technical abilities. Hiring Working Smart certified employees will enhance business’s productivity and enable employers to be about the business of growing their business.

Capital Area had 18 students complete Working Smart between October through December 2022.

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 will be held online for the Information Sessions. The participants are encouraged to sign up for coaching sessions and individualized job search assistance afterward. The cohort will end with an employer panel that discusses the hiring process at their companies and what they are looking for in new employees. Capital Areas’ BACK TO WORK 50+ kicks off in May 2023. Data will be reported in the next Operational Report.

Communications

Staff contact: Brenda.wilkerson@wake.gov

One objective of CAWD’s overall communications plan is to influence public perception and build trust and credibility. The Outreach Committee is working on building an ambassador program for business professionals. The “why” is because the voice of businesses carries weight. There’s no better group of people to amplify our message than those who have found value in CAWD and/or NCWorks services.

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The role of ambassadors is to message multipliers and get other businesses as excited about workforce services as they are. Not only can they tell their story in a variety of ways, but they can also provide feedback about what they're seeing and hearing in their circles and industry.

In return, ambassadors and links to their businesses are featured on our website and they will receive a few gift items recognizing their ambassador status.

Three individuals have already signed on though the committee is still working on recruiting methods and tools they may need to be successful. View the webpage at

<https://capitalareanetworks.com/businesses/business-workforce-ambassadors/>

Performance

Staff contact: Brent.royal@wake.gov

Capital Area Adult and Youth programs are meeting or exceeding several of the five Federal Performance Indicators. Adults are not meeting Median Earnings and Credential, Dislocated Worker are not meeting Credential, and Youth are not meeting Credential at this time.

Capital Area meets on a quarterly and monthly basis with the Adult and Youth Service Providers to discuss strategies for improvement and to address any issues in real-time to ensure we meet or exceed our Federal Performance Indicator goals by the end of the program year.

PY 2022 Q2 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	80.0%	79.3%	\$8,007	67.2%	n/a	76.5%	71.5%	\$9,440	68.3%	n/a
	Goal	78.0%	76.0%	\$7,052	62.4%	52.2%	70.7%	72.4%	\$7,604	64.6%	58.3%
	% of Goal	102.6%	104.4%	113.5%	107.7%	n/a	108.3%	98.7%	124.2%	105.7%	n/a
34 - Capital Area	Actual	79.2%	79.9%	\$6,169	58.6%	n/a	79.4%	68.9%	\$9,866	55.4%	n/a
	Goal	78.5%	76.5%	\$7,300	66.0%	72.5%	73.0%	74.0%	\$8,355	65.0%	74.0%
	% of Goal	100.9%	104.4%	84.5%	88.8%	n/a	108.8%	93.0%	118.1%	85.2%	n/a
35 - Durham	Actual	68.3%	81.1%	\$8,670	59.3%	n/a	62.5%	81.8%	n/a	57.1%	n/a
	Goal	76.0%	76.0%	\$7,052	60.0%	n/a	77.5%	73.0%	\$7,604	65.0%	n/a
	% of Goal	89.9%	106.7%	122.9%	98.8%	n/a	80.6%	112.1%	n/a**	87.9%	n/a
37 - Charlotte Works	Actual	68.9%	75.6%	\$8,463	46.8%	n/a	71.0%	72.1%	\$10,473	47.3%	n/a
	Goal	76.5%	76.0%	\$7,000	56.0%	n/a	77.0%	75.0%	\$8,700	55.0%	n/a
	% of Goal	90.1%	99.4%	120.9%	83.6%	n/a	92.2%	96.1%	120.4%	85.9%	n/a

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42 - Greensboro	Actual	80.9%	72.7%	\$7,943	55.1%	n/a	72.4%	76.2%	\$6,576	64.3%	n/a
	Goal	79.0%	78.5%	\$6,950	65.0%	n/a	79.0%	77.0%	\$7,200	67.0%	n/a
	% of Goal	102.3%	92.6%	114.3%	84.8%	n/a	91.7%	98.9%	91.3%	96.0%	n/a

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	69.6%	69.8%	\$6,920	50.8%	75.7%	\$5,118.2	50.8%	n/a
	Goal	67.8%	67.1%	\$5,410	51.9%	70.3%	3,200.0	51.9%	50.0%
	% of Goal	102.6%	104.1%	127.9%	97.8%	107.6%	159.9%	97.8%	n/a
34 - Capital Area	Actual	70.3%	69.5%	\$7,975	70.7%	72.1%	\$5,605.1	48.3%	n/a
	Goal	72.7%	72.7%	\$7,000	74.0%	74.0%	\$3,900.0	62.7%	48.5%
	% of Goal	96.7%	95.6%	113.9%	95.6%	97.4%	143.7%	77.0%	n/a
35 - Durham	Actual	72.0%	72.4%	\$6,938	61.5%	70.8%	n/a	50.0%	n/a
	Goal	71.0%	71.0%	\$5,700	74.5%	69.3%	\$3,100.0	53.7%	n/a
	% of Goal	101.4%	101.9%	121.7%	82.6%	102.2%	n/a	93.1%	n/a
37 - Charlotte Works	Actual	73.2%	73.9%	\$7,990	77.7%	72.7%	\$4,149.8	52.6%	n/a
	Goal	70.0%	72.0%	\$6,400	76.0%	74.5%	\$3,025.0	57.0%	n/a
	% of Goal	104.6%	102.7%	124.9%	102.2%	97.6%	137.2%	92.3%	n/a
42 - Greensboro	Actual	71.4%	72.3%	\$6,747	77.6%	76.9%	\$5,493.7	50.0%	n/a
	Goal	72.0%	72.0%	\$5,410	74.5%	76.5%	\$3,300.0	54.0%	n/a
	% of Goal	99.2%	100.4%	124.7%	104.1%	100.5%	166.5%	92.6%	n/a

Data as of 12/31/2022; None of the 22 Boards are meeting or exceeding all their goals YTD.

*Skills Gains data is not available for PY22-Q2 at this time

**Median Earnings not available for Durham DW and Youth PY22-Q2 at this time

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.

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Finance

Staff contact: Thomas.Pulickal@wake.gov

Below is a financial status summary report for the period July 1, 2022 – December 31, 2022, for CAWD funding. As 50% of the Program Year 2022 (PY22) has been completed, the WIOA expenditures Adult (54%) Dislocated Worker (33%) and Youth (33%) are slightly below the target. Dislocated Worker & Youth operations in Lee and Chatham counties have slightly impacted our overall service levels. However, these expenditures are expected to be picking up for the rest of the year.

Other grant activities include DPS Local Reentry grant year-3 (82%) to support the reentry program through Wake LRC, Finish Line grant (100%), 2022-Infrastructure Cost grant (8%) Youth Initiatives grant (45%), and Employment Services grant (77%). Roads to Reentry grant (97%) is on its final year of operations and is right on track. CAREER Dislocated Worker grant (33%) is in the second year of operations. ARPA grant (24%) includes five different programs such as: Reentry Expansion, NextGen Youth Career Exploration, Micro Business Entrepreneurship, Small Business Workforce and Hospitality Workers program. Other new funding opportunities include ARPA-State Fiscal Recovery Fund grants \$850,000 for small business and \$200,000 for substance use disorder support; and First Step Act-Federal Prisons-Reentry grant (\$3,238,000). Operations on these new DWS grants started in December 2022.

CAPITAL AREA CONSORTIUM - FINANCIAL STATUS REPORT - YEAR ENDING DECEMBER 31, 2022				
				50%
ACTIVITY	AVAILABLE	SPENT	BALANCE	% EXPENDED
TITLE I ADULT	\$1,862,315.72	1,008,109.97	854,205.75	54%
TITLE I DISLOCATED WKR	1,774,121.61	578,067.07	1,196,054.54	33%
TITLE I YOUTH	2,184,474.38	712,435.84	1,472,038.54	33%
WIOA ADMINISTRATION	687,191.41	200,682.19	486,509.22	29%
Finish Line Grant - FLG CAWDB	33,531.91	33,531.91	-	100%
Business/Employment Services Grant	50,000.00	38,716.41	11,283.59	77%
Statewide Youth Initiative Grant - DWS	100,000.00	45,262.40	54,737.60	45%
Infrastructure Cost Grant 2022	401,965.46	33,153.00	368,812.46	8%
DPS Local Re-Entry Grant 2022 - Yr. 3	181,563.00	148,819.32	32,743.68	82%
DPS Wake Re-Entry Grant	50,000.00	36,444.92	13,555.08	73%
Second Chance at Success Initiative Pilot (Local)	50,000.00	25,210.35	24,789.65	50%
Roads To Re-Entry Project Grant USA 2019 (DOL)	1,500,000.00	1,447,798.55	52,201.45	97%
CAREER-Dislocated Worker Grant - USDOL	1,927,284.00	627,481.62	1,299,802.38	33%
ARPA Grant Through Wake County	4,572,500.00	1,081,524.43	3,490,975.57	24%
DWS-ARPA-State Fiscal Recovery	1,050,000.00	-	1,050,000.00	0%
DWS-First Step Act-Federal Reentry	3,238,172.00	-	3,238,172.00	0%
TOTAL	\$19,663,119.49	\$6,017,237.98	\$13,645,881.51	31%