



OPERATIONS REPORT December 2025

Capital Area Workforce Development

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STRATEGIC INITIATIVES

Healthcare Workforce Collaborative

Capital Area Apprenticeship Prep Program

Resiliency to Work

Staff Contact:

Malinda Todd, Assistant Director; Malinda.todd@wake.gov

Healthcare Workforce Collaborative

Program Summary:

The Healthcare Workforce Collaborative is a regional sectoral partnership between Capital Area Workforce Development Board, community colleges, trainers, employers, and industry associations focused on impacting the healthcare workforce through recruitment, retention, training, and employment. Members include the NC Area Health Education Center (AHEC), Wake AHEC, NC Board of Nursing, NC Nurses Association, NC Healthcare Facilities Association, Wake Technical Community College, Durham Technical Community College, Johnston Community College, Central Carolina Community College, Wake Med, Duke Health, UNC Health Johnston, Transitional LifeCare, and Well Care Health.

In 2024, CAWD set aside \$250,000 in WIOA funding for a regional nursing pilot. Launched in 2025, the pilot has 3 goals with an overall goal of enrolling 65 participants:

- Recruit 20 individuals with long-term nursing aspirations into CNA programs
- Recruit 15 skilled nurses back into the workforce through the AHEC's RN Refresher program
- Retain 30 new nurses currently in training through financial and supportive services

Program Updates:

- The pilot has generated a lot of interest with 174 referrals from community colleges both in and around the CAWD service area and internally from NCWorks staff proving the importance of strong collaboration.
- The pilot expanded in late 2025 to include Allied Health occupations based on employer and industry feedback starting with Certified Medical Assistants, Surgical Technicians, and Laboratory Technicians.
- The pilot will continue into 2026, recruiting young adults through a partnership with NextGen

Healthcare Pilot Reporting (67% complete)

Program Goal	Recruitment Goal	Number Referred	Enrollment to Date	% of Enrollment Goal
Recruit retired RN's	15	3	1	6%
Recruit CAN's	20	11	39	195%
Retain nursing students	30	61	21	70%
Totals	65	174	61	94%

Capital Area Apprenticeship Prep Program

Program Summary:

The Apprenticeship Prep is a NextGen program designed to provide specific career pathways for young adults that lead to well-paying Registered Apprenticeships, employment, work experience, and/or continued education. Participants receive career guidance, employment skills boot camp, and education/training in a designated occupation that is connected to a Registered Apprenticeship or full-time employment. After successful completion, the participant has an opportunity to interview for a paid apprenticeship or pursue other career options. There have been two funded programs—a Skilled Trades Program funded by DWS, which ended December 31, 2023, and a program funded by Wake County ARPA. The Wake County ARPA-funded program started with IT but expanded to other high-growth industries with in-demand careers.

Program Updates:

- 11 young adults from two Biopharma cohorts are currently working at several companies including Merck, Grifols, Aurobindo Pharma, Ajinomoto, Biogen, Thermo-Fisher and NC Biotech Center. Salary ranges for full-time positions range from \$20-\$27 per hour.
- 2 individuals have started a short-term work experience with Murphy's Naturals, a local manufacturing company that creates natural mosquito repellent.
- 6 individuals from previous Biopharma cohorts are on track to complete two additional certifications in Biomanufacturing Processes from Wake Tech by December 2025.

Reporting Sector	Enrollment Program Goal	Total Enrolled To Date	% of Enrollment Goal	Program Completion Goal	Total Completion to Date	% of Completion Goal
Skilled Trades (Current funding ended 12/31/2023)	18	18	100%	18	18	100%
IT and Biopharma (Current funding ends 12/31/2024)	24	20	83%	21	18	86%

Reporting Sector	Enrollment Program Goal	Total Enrolled To Date	% of Enrollment Goal	Program Completion Goal	Total Completion to Date	% of Completion Goal
LaunchPad Biopharma (Current funding ends 12/31/2025)	10	13	130%	10	13	130%

Resiliency to Work

Program Summary:

Resiliency to Work is funded by the Department of Workforce Solutions (DWS) ARPA funds to support youth with or at risk of substance use. It creates partnerships between the NextGen program and behavioral health programs that serve youth. The goal is to connect youth to mentorship, Substance Use Disorder (SUD) awareness workshops, resiliency-based workshops, education, and employment opportunities, plus any additional support needed.

Program Updates:

- The Peer Mentoring Circles continues to provide a supportive space for participants to engage in meaningful conversations, share experiences, and learn from one another. Each session focused on a key topic to encourage personal growth, accountability, and mental well-being. Topics included (some were repeats from previous circles):
 - “*Making the Best First Impression*” – young adults learned why it is important to make a best first impression. They also learned strategies to being your best self-daily, and more specifically, when meeting employers and college admissions for the first time.
 - “*Identifying Derailers*” – the session helped young adults with awareness of things that can derail them off their goals. Young adults also learned tools to avoid derailment and strategies to get back on track when thrown off.
 - “*Positive Communication - What to Say and How to Say It!*” – young adults learned that positive communication is not only about what you say, but also about how it is said. They also learned about using words and tones that will relay the intended message when communicating verbally and electronically.
 - “*Embracing the Change of Seasons-“Fall”*” – the session helped young adults investigate some of the emotions that can arise with the fall season and ways to adjust for self-awareness and healthy habits to manage the season more successfully.
- The workshop series, *Resiliency to Wellness 101 – A Substance Use Education Series* and *Resiliency to Wellness 201: Power Moves- A Life Skills Series* resumed in September and October 2025. Seven youth have completed the substance use education series. Five youth have completed the life skills education series. One more substance use education series will be held this year during the month of November.
 - *Resiliency to Wellness 101* is a 3-part series of virtual classes where participants learned to identify different categories of drugs and understand their effects on having good physical and mental health, and overall wellness.
 - *Resiliency to Wellness 201- Power Moves* is a virtual 4-part Life Skills Education series that equipped participants with essential personal and professional tools for long-term success in the workplace and beyond. Each session focused on a core set of life skills to help individuals build confidence, manage stress, and navigate professional environments with resilience and purpose.

Program Goals	YTD Status	YTD Goal Percentage
Recruit 8 community partners	12	150%
Have 1 staff professional development training	3	300%
Hold 10 youth recruitment events	8	80%
Outreach to 60 youth	166	277%

Enroll 35 youth into program	35	100%
35 youth will either attend a life skills training led by a peer support specialist or receive one-on-one support	24	69%
Enroll 28 youth into training or WBL	24	86%

Resiliency to Work Program

TM lived in a very toxic environment. He and his foster mom were constantly arguing. He shared during one of the peer mentoring sessions, that he often was angry and it comes out during his conversation and interactions. However, TM continued to attend the mentoring sessions and gave input during the meetings. TM usually struggled with receiving constructive criticism but was open to receiving feedback from his peers and the Peer Support Specialists in the mentoring sessions. The Program Coordinator worked closely with TM's Youth Advocate to discuss his progress and to strategize ways to keep him engaged and positive. Since his enrollment in the program, TM completed the first phase of the program, as well as completed the substance use series. With the assistance of his Youth Advocate, he has found another place to stay and is no longer in a toxic living environment. He has also completed his work experience and was hired permanently with a part-time position with the employer.

REENTRY

Wake Local Reentry Council and Reentry Expansion

Wake Partners Reentry Program Grants and Special Grants

NC PROWD

Staff Contact:

Malinda Todd, Assistant Director; Malinda.todd@wake.gov

Wake Local Reentry Council and Reentry Expansion

Program Summary:

The Wake Local Reentry Council (WLRC) is the primary entry point for individuals returning to Wake County from jail or prison. Supported by a network of local partners, the program connects participants to essential resources including housing, medical and behavioral health care, and other basic needs to promote stability. Once stabilized, participants are linked to education and employment opportunities that foster long-term success. Capital Area Workforce Development (CAWD) has managed the program since March 2020, initially supported by limited funding from the NC Department of Public Safety (now the Department of Adult Correction). In November 2021, the program expanded through American Rescue Plan Act (ARPA) funding from Wake County, awarded through June 30, 2025. On June 2, 2025, the Wake County Commissioners voted to include the program in the FY 2025-26 budget.

Program Updates

- Wake LRC staff facilitated a workshop titled “Unleashing Potential: Workforce Strategies That Work for the Justice-Involved” at the NC Works Partnership Conference in Greensboro, NC.
- Wake LRC partnered with NC PROWD to facilitate a reentry simulation and resource fair inside of the Butner Federal Correctional Institution for individuals within two years of release.
- Wake LRC assisted NC Department of Adult Corrections in facilitating a reentry simulation inside of Wake Correctional Center.
- Wake LRC welcomed a new council member, Pamela Nieves of Wake County’s Housing Affordability and Community Revitalization Department.
- Wake LRC hosted 4 life-skills workshops to help clients improve their reentry outcomes.
 - *Second Chance Job Readiness Training*
 - *Money Matters Workshop Series*
 - *Legal Aid Expungement Clinic*
 - *Driver’s License Restoration Workshop*

Fiscal year from July 1, 2025 - July 1, 2026,	2025-2026	25-26 Year to Date	Percentage to Goal
Reporting Items	Program Goal	Cumulative	33.3%
Participants Enrolled	300	104	35%
Training Completed (either paid or referred)	63	15	24%
Obtained Industry Recognized Credentials as a Percentage of Training Completed	50%	107%	
Secured Employment (includes 2nd Chance) as a percentage of all employment seekers	60%	58.%	
Secured 2nd Chance Employment	36	13	36.1%
Total Housing Assistance Provided	110	62	56.3%
Recidivism Rate	14%	10.1%	14%

Wake LRC Partner and Participant Success Story

Simone Gardner, Behavioral Healthcare Service Provider, reached out to express her interest in hiring a Wake LRC participant and to explore what employer support may be available to her. Ms. Gardner was referred to our Employer Engagement Consultant, who shared information about the benefits of partnering including reimbursement for On-the-Job Training (OJT) and access to additional resources offered through NCWorks.

After learning about these advantages, Ms. Gardner began the process of registering her business and initiating an OJT placement. She subsequently hired a participant who had been struggling to secure permanent employment for four years due to certain background-related restrictions. With support from Wake LRC, this individual earned a Peer Support Specialist certification that enhanced his marketable skills and equipped him to support people experiencing mental health and substance use challenges.

Today, the participant is employed and receiving continued training that will further strengthen his skills and create a pathway to long-term employment. At the same time, Ms. Gardner will receive an OJT reimbursement that helps offset training costs and supports the growth of her business.

This partnership demonstrates the mutual value and impact created when employers and job seekers are supported through Wake LRC's services. Together, Ms. Gardner and the participant have gained the opportunity to learn, grow, and prove that collaboration truly transforms outcomes.



Wake Partners Reentry Program Grants and Special Grants

Program Summary:

The Wake Partners Reentry Program Grants are a part of the Wake Local Council Expansion plan. It focuses on providing small grants up to \$25,000 to community-based organizations that serve justice-involved citizens of all ages. These organizations have decades of experience supporting adults, youth, and their communities. The Wake Partners Reentry Grants were included in the Wake County FY 25-26 budget.

CAWD is also monitoring the grants of Community Success Initiative, Inc., and StepUp Ministry, Inc. Both organizations support justice-involved citizens and other job seekers with job skills development and supportive services. The grants run from July 1 – June 30.

Program Updates:

- CAWD completed another funding cycle Fall 2025 with 4 new grantees and 3 renewing grantees totaling \$164,496:
 - Alliance of Disability Advocates - \$23,756
 - Choosing to Change - \$25,000
 - Communities in Schools - \$15,750
 - Community Success Initiative - \$25,000
 - EMBRACE ALL LATINO VOICES - \$25,000
 - Fathers Forever - \$25,000
 - The Great Raleigh Cleanup - \$24,990

Wake Partners Reentry Program Grantees							
	2022 Grantees	Spring 2023 Grantees	Fall 2023 Grantees	Spring 2024 Grantees	Fall 2024	Spring 2025	Current Totals
Total Grants	5	4	3	1	4	2	19
Total Served	491	50	40	89	368	145	1183
Total Education/Training	104	46	19	0	135	112	416
Total Credentialed	23	0	9	0	0	0	32
Total Employed	167	12	32	96	70	156	533
Total Received Supportive Services	55	46	24	89	368	133	715

Special Grants (CSI and Step-Up Ministry)	
Total Grants	2
Total Served	58
Total Education/Training	0
Total Employed	831
Total Received Supportive Services	58

NC PROWD

Program Summary:

The NC Division for Workforce Solutions was approved for a nearly \$10 million award for the Partners for Reentry Opportunities in Workforce Development—PROWD grant initiative to provide employment services to federally incarcerated individuals returning to 11 counties served by the Capital Area, Durham, and Kerr-Tar Workforce Development Boards. CAWD was awarded \$3.2M and will be providing case management, job training, employment assistance, and supportive services for individuals being released from the Butner Federal Prison. We will also serve PROWD participants returning to our service area from any of the other seventeen PROWD initiatives.

Initially, the US Department of Justice (DOJ) and the US Department of Labor (DOL) partnered to launch the PROWD grant. In October of 2024, the departments decided to separate prerelease and post-release services into two different grants. Prerelease services, which are funded by the US Department of Justice (DOJ) and include Stages 1 and 2, will end in March of 2026. It does not appear that the DOL funding for Stage 3 will be provided, so the program will end when the DOJ funding ends. As we approach the closeout for the DOJ grant, our focus has shifted from enrollment to resource mapping and reentry transition planning with the remaining 38 active Stage 1 and Stage 2 participants.

Program Updates:

- NC PROWD has enrolled 300 participants from the FCI Butner Federal Complex
- 22 participants have completed CDL Theory and earned their driving permits to start Practical Driving Instruction. 10 students remain in class while 16 have earned their CDL
- On September 24th NC PROWD team held mock interviews for 25 residents at FCI Butner Low-Security Facility
- Hosted onsite hiring event with 45 participants from the Butner Medium II facility

US Department of Justice Performance Measures				
Performance Metric	Program Goal	Actual Number	Total YTD	Grant is 88% Complete
Enrollment	375	375	300	80%
Recidivism	>36%	136	0	-----

Current funding only requires us to report data for our enrollment and recidivism goals. However, we have been tracking the following DOL performance measures that would have applied to Stage 3 services, which were not funded:

- Training and Education- 43
- Measurable Skills Gain- 45
- Earned Credentials- 41
- Gained Employment- 41

NC PROWD Partners with Butner Education Department to host the 2nd Annual Fresh Start Reentry Simulation and Resource Fair on October 22, 2025

The NC PROWD team arrived early to rearrange the visitation room for a Reentry Simulation. The space was transformed to look like a community, including Social Services, Medical, Jail/Detention, Pawn Shop, Drug Treatment, Court, Probation, Local Church, Shelter, LRCs, and other agencies frequently visited after release. The simulation is designed to represent the first four weeks after a person returns to the community. The morning was spent helping 24 men learn to navigate the responsibilities of reentry. Following the simulation, participants shared in a “Real Talk” discussion facilitated by two men with lived experience. Dennis Gaddy, executive director of Community Success Initiative (CSI) and William Elmore, entrepreneur and best-selling author of “Prison from the Inside Out”. At the conclusion of the simulation and Real Talk sessions, participants were formally presented with a certificate and an autographed copy of William Elmore’s book.

During the afternoon Resource Fair, 65 participants, including 16 NC PROWD participants had an opportunity to meet representatives from several community agencies, including NC Department of Commerce, Step-up, NCWorks, retired law enforcement officers, and Local Reentry Councils from Wake, Johnston, Kerr-Tarr, Durham, and Guilford Counties.



BUSINESS ENGAGEMENT

Small Business Workforce Development

Pathway to Entrepreneurship

Economic Development

Rapid Response

Staff Contact:

Barbara Brothers, Business Engagement Director,

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Small Business Workforce Development

Program Summary:

CAWD received two ARPA grant awards to provide resources and expand services in the CAWD service area. The first grant of \$347,000 from Wake County served as a pilot program and the NC Department of Commerce Division of Workforce Solutions grant of \$850,000 scaled the Wake County initiative to CAWD's entire service area. In February 2025, CAWD received an additional \$185,000 from the Department of Commerce, followed by another \$146,250 in July 2025. Both programs focus on supporting the small business talent pipeline. The Wake County grant targets businesses with fewer than 50 employees, while the state grant focuses on those with fewer than 25 employees.

Program Updates:

- This quarter, one Incumbent Worker Training project was approved for the State ARPA grant, totaling \$10,000.
- To date, the State ARPA grant has supported 49 On-the-Job Training, 16 Work Experience, and 18 Incumbent Worker Training projects. The total approved funding for Incumbent Worker Training projects amounts to \$138,252.60, and On-the-Job and Work Experience agreements total \$356,130.20.

Small Business Success Story

The grant has been transformative for TruByouti, allowing us to invest in our team's growth in a way that directly strengthens our business. With this funding, we were able to support our Salon Assistant in earning her nail technician license an achievement that expanded our range of services and elevated client experience.

This opportunity represents more than just a new skill set; it reflects our belief that investing in people drives long-term success. By helping employees earn professional credentials, we've positioned TruByouti as a place where career development is encouraged and supported. Prospective team members now see our salon as an environment where they can build their future, not just hold a job. In today's competitive market, that kind of investment sets us apart.

As the owner, seeing the confidence and pride this achievement brought to our team has been incredibly rewarding. The grant didn't just fund a certification it fueled motivation, strengthened our reputation, and reinforced our commitment to excellence. The ripple effect can be felt in our growing client base, the quality of our work, and the enthusiasm our team brings to every service.

Pathway to Entrepreneurship

Program Summary:

Wake County awarded CAWD \$395,890 to build an end-to-end entrepreneurship model to support individuals who are interested in exploring entrepreneurship as a career, with a priority focus on minorities, women, individuals with disabilities, veterans, and vulnerable communities. Through this grant, CAWD added a Small Business Manager to build out the program and reduce barriers to entry and support them as they build their businesses to the point of financial sustainability. CAWD received a second grant of \$967,000 from Wake County to expand Pathway to Entrepreneurship (PTE) to include targeted marketing support and provide mini-grants for those entrepreneurs who qualify to mitigate startup costs. On June 2, 2025, the Wake County Commissioners voted to include Pathway to Entrepreneurship in the FY 2025-26 budget.

Program Updates:

- 87 businesses received \$80,500 in mini-grants to support the growth of their businesses this quarter. To date, 404 mini-grants, totaling \$235,500, have been awarded through the program.
- There are 524 participants in the PTE program to date.
- 45 new businesses were started since the program's inception.
- 90% of the Businesses that were started through this program are still active businesses 1+ years later

Pathway to Entrepreneurship Success Story

Madame B's Bakery is a business that joined the program already established but was struggling to find customers and manage increasing expenses. The owner, Shanae, met with PTE's Small Business Manager and Advisor to discuss Mini-Grants and Business Strategies, and with PTE's Marketing Support to discuss how to find more customers and attract influencers to her Bakery. Shanae was able to grow her business further and attract the attention of a major Food Influencer, which drove a massive amount of traffic to her business. Shanae is now looking to expand her business by opening a second location and increasing her online business.

Economic Development

CAWD provided one letter of support projecting 23 new jobs. The estimated average compensation was \$59,167 per position. This organization represents the Advanced Manufacturing industry.

Rapid Response

CAWD received three WARN notices and two referrals affecting 238 workers across Early Childhood Education, Wood Product Manufacturing, and Manufacturing. The layoffs were permanent, attributed to the loss of contracts, economic challenges, and the federal government shutdown. CAWD held five in-person Rapid Response sessions at Southern Veneer Specialty Products, attended by 60 impacted workers. The sessions provided information on unemployment benefits, training options, and available transition resources.

WIOA YOUTH & YOUNG ADULT SERVICES

Staff Contact:

Jessica Locklear McLeod, One-Stop System Director;

Jessica.locklearmcLeod@wake.gov

Data: July 1, 2025 – September 30, 2025

Narrative: August 2025 – Current

NextGen Johnston Highlight - Celebrating Summer Internship Success in Johnston County

In September, the Johnston County Board of Commissioners recognized local summer internship participants, including NextGen participant Katie (pictured front row, far right). Katie successfully completed internships with both the Ava Gardner Museum and the Johnston County Heritage Center, where she gained valuable hands-on experience in cultural preservation and public history.

Also recognized—though not pictured—was Chloe, who completed her internship at the Johnston County Agricultural Center. Both the Heritage Center and the Agricultural Center remain strong partners in supporting youth career development through the NextGen program.

This success story was also featured on Johnston County's JoCo Report [website](#), highlighting the impact of meaningful work-based learning experiences in our community.



Success Story: Jayla – From Fast Food to Biopharma

Jayla joined the NextGen program in August 2024 to pursue a career in the growing Biopharma industry. With a background in fast food, she was eager to transition into a more sustainable and rewarding field. Through the Biopharma Project, Jayla enrolled in Wake Tech Community College and, with guidance from Youth Outreach Coordinator Corey Hutcherson and the NextGen team, earned her BioWork Process Technician certificate by December 2024.

Jayla actively engaged in career-building opportunities, including a job shadow at Novo Nordisk, an interview with Merck, and participation in industry events like the Biomanufacturing Training and Education Center (BTEC) Career Fair. Her dedication paid off—after completing current Good Manufacturing Practices (CGMP) training at Wake Tech and receiving interview preparation support from NextGen staff, she secured a position as a Clean Room Operator at Ajinomoto Health and Nutrition in May 2025, earning \$22 per hour.

Jayla's journey reflects the power of targeted workforce development and the impact of strategic support in helping young adults access high-demand careers.

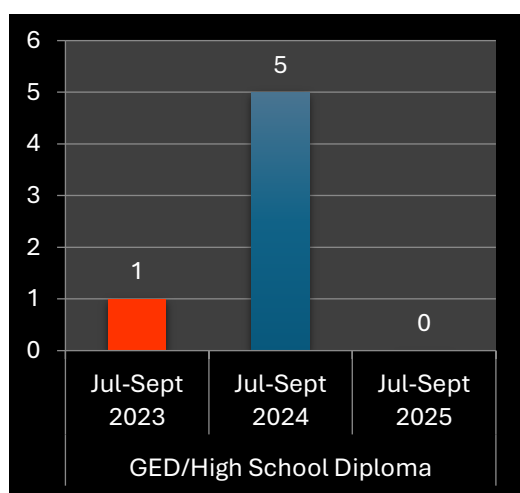
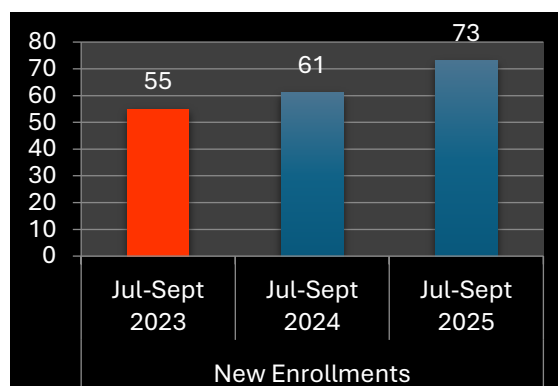


Pictured: Youth Outreach Coordinator, Corey Hutcherson, and Jayla.

WIOA Youth Program Data Summary: July - September 2025

Total New Enrollments: 73

Enrollments have increased by 20% compared to the same time last year. This growth is attributed to continued outreach efforts, stronger engagement with community partners, and word-of-mouth referrals.

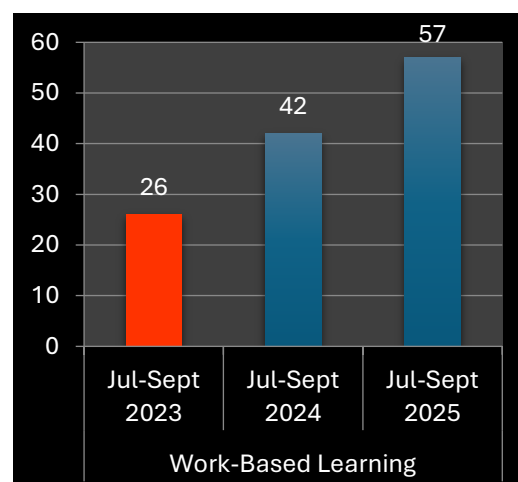


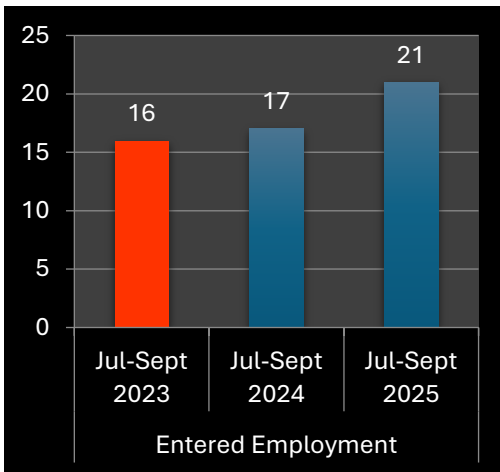
Obtained GED/High School Diploma: 0

During this reporting period, no participants obtained a high school diploma or GED, representing a 100% decrease compared to the same quarter last year. While this outcome reflects a temporary dip in completions, several participants are actively engaged in GED preparation and are on track to achieve this milestone in future quarters.

Work-based Learning & Training Opportunities: 57

This quarter, 57 young adults engaged in work-based learning (WBL) and occupational skills training (OST)—a 36% increase compared to the same period last year. Of these, 25 participants enrolled in training programs across a range of high-demand industries, including HVAC, truck driving, welding, automotive, electric linemen, healthcare, BioWork, and information technology. The remaining 32 participants gained hands-on experience through work experience (WEX) and on-the-job training (OJT) placements. Service providers have made intentional efforts to expand access to these opportunities in alignment with WBL goals.



**Entered Employment: 21**

Twenty-one participants secured employment this quarter, representing a 23% increase compared to the same period last year. This includes both current participants who gained jobs while still in the program and those who secured employment after completing school.

NCWORKS CAREER CENTERS (NCWCC)

Adult and Dislocated Worker

IBM SkillsBuild

Staff Contact:

Jessica Locklear McLeod, One-Stop System Director;

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Workforce Development Month

In honor of Workforce Development Professionals Month, Governor Josh Stein officially declared October 2025 as a month dedicated to recognizing the dedication and contributions of workforce development professionals across North Carolina. This month-long recognition acknowledged the essential role that these professionals play in supporting job seekers, employers, and the economic growth of the state.

Capital Area Workforce Development recognized its Workforce Development Professionals through hosting a “Spirit Week” on October 27-31, 2025. “Spirit Week” was a week-long series of events and activities designed to foster teamwork, boost morale, and raise awareness about the valuable work done by workforce professionals. The week concluded with a Stress Management session that provided practical strategies to help staff manage stress at work, at home, and within the community. Staff left the session feeling informed, supported, and appreciated for the vital work they do each day.

Quality Assurance Reviews

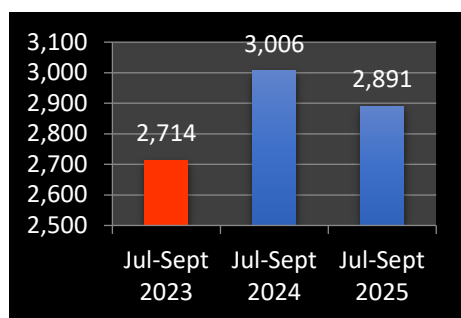
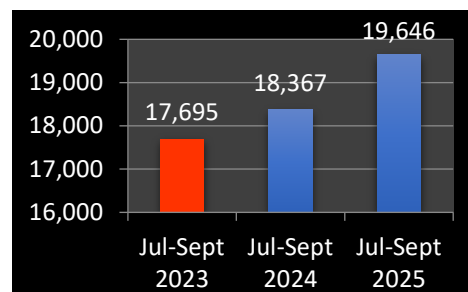
Throughout the year, the One-Stop System team conducts Quality Assurance Review visits to the NCWCC. There are three components evaluated for the full Quality Assurance Review, noted as follows: programmatic, fiscal, and equal opportunity. CAWD staff are working closely with service providers to ensure that all identified deficiencies are corrected and that participant files remain compliant with federal, state, and local guidelines. The following Quality Assurance Reviews were conducted during this quarter:

NCWorks Career Center – Orange County - October 2025

WIOA NCWorks Career Center Program Data Summary: July - September 2025

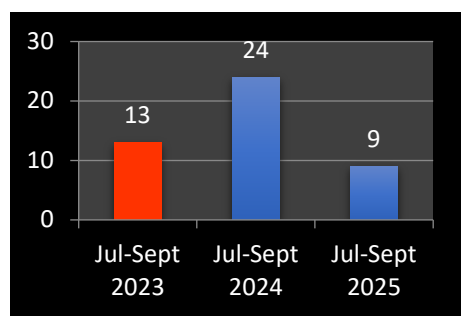
Total Participants Served: 19,646

Participants served represent traffic across all the Capital Area NCWorks Career Centers, accessing services through NCWorks Online. There was an increase of 7% in customer numbers this quarter over the same time period last year.



Staff Assisted Services: 2,891

Staff-assisted services provide personalized support to job seekers in their employment search, career planning, and skill development. There was a slight 3.8% decrease in staff-assisted services this quarter compared to the same period last year.

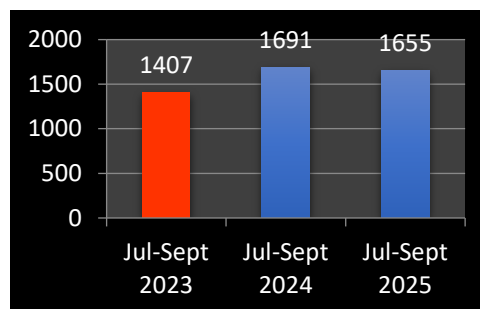


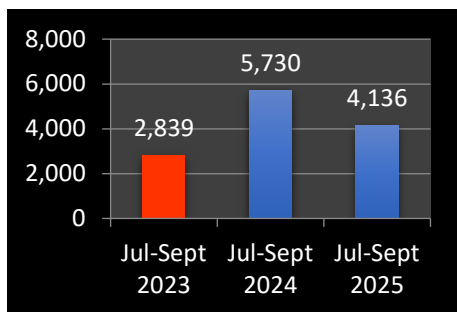
Total Work-Based Learning Opportunities: 9

Work-based learning opportunities include on-the-job training, internships, apprenticeships, and work experience. Work-based learning opportunities have been a proven strategy for a more effective way to get job seekers back to work. There was a decrease of 63% in work-based learning opportunities over the same period last year. The decrease is due to two special grants that were specific and solely focused on work-based learning that successfully ended.

Total Employment Results: 1,655

Employment results are based on Wagner-Peyser verified data, instead of self-reported or real-time information from customers and employers. The data in the charts reflect this change and show a slight increase in employment outcomes compared to the same period last year.



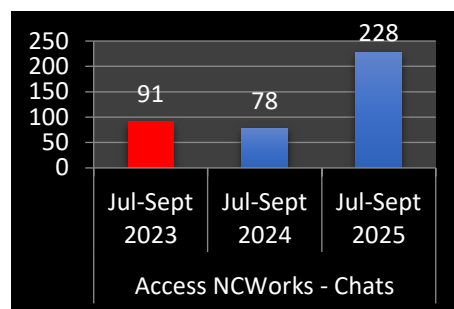


Access NCWorks Contact Center – Calls: 4,136

The Access NCWorks Contact Center continues to be a valuable resource for customers, with a 28% decrease in calls compared to the same period last year. This decrease is largely due to more customers accessing the chat feature within Access NCWorks versus calling into the Center this quarter. The Raleigh NCWorks Career Center, which houses the Access NCWorks Contact Center, also experienced a 6% increase in in-person visits compared to the same period in the previous year.

Access NCWorks Contact Center – Chats: 228

Access NCWorks Contact Center staff manage customer chats, which have increased by 192% this year compared to the same period last year. This rise is attributed to the growing demand for assistance and the staff's efficiency in quickly addressing questions and directing customers to online resources through chat.



CAWD Triangle Career Expo 2025

The Triangle Career Expo was held on October 7, 2025, at the Embassy Suites in Cary. The event brought together 72 employers and more than 1,300 job seekers, a 500-attendee increase from last year, for a dynamic day focused on advancing careers and connecting local talent with opportunity. The event maintained strong energy throughout as candidates explored openings across industries and employers shared overwhelmingly positive feedback about engagement and candidate quality. This successful expo highlighted the continued need for direct access to workforce resources and meaningful employer connections, and it was made possible through the dedication of our Business Engagement Director, Barbra Brothers, the NCWorks Business Services team, employer partners, and volunteers, all aligned in supporting CAWD's mission to strengthen our region's workforce.



Pictured: CAWD Triangle Career Expo Planning Team

IBM SkillsBuild

Program Summary:

The IBM SkillsBuild program offers a platform-driven initiative that connects adult learners with valuable skills and practical experience. Learners can engage in personal assessments, top-notch online education, coaching, and project-based learning. IBM SkillsBuild opens new opportunities for individuals seeking to enhance their employability. Below is IBM SkillsBuild data from July 1, 2025 – September 30, 2025:

Program Updates:

- 5 unique learners have actively participated in learning activities.
- 148 learning hours have been completed.
- 31 learning activities have been completed

PERFORMANCE

Brent Royal, Accountability Specialist, Brent.Royal@wake.gov

PERFORMANCE

Below is a snapshot of the current Performance Indicator outcomes as of PY25 Q1, as of 10-15-25. We compare Capital Area outcomes to the State (all NC Workforce Development Boards) and Local Boards that are comparable to Capital Area in size and WIOA funding allocations (Durham, Charlotte, and Guilford).

Capital Area is meeting or exceeding all performance indicator goals for the Adult and Youth programs except for Employment Q4 and Measurable Skill Gains. No performance indicator goals are currently being met for the Dislocated Worker program. The Wagner-Peyser program is exceeding the performance indicator goal for Median Earnings but not meeting for Employment Q2 and Employment Q4. Capital Area has provided strategies for improvement and continues to meet with the Youth Service Providers monthly and with the Adult Service Providers every quarter to ensure performance indicator goals across all programs are met for PY25. While Capital Area's indicators are lower than usual for this time of year, monthly real-time tracking outside FutureWorks BI shows improvement.

PY 2025 Q1 Performance Results- Goal Versus Actual Percentage Achieved, as of 10/25/2025

WDB	Indicator Type	WIOA Title I - Adult					WIOA Title I - Dislocated Worker				
		Employ Q2	Median Earnings	Employ Q4	Credentia l	Skill Gains	Employ Q2	Median Earnings	Employ Q4	Credentia l	Skill Gains
Statewide	Actual	75.93%	\$7,286	74.53%	57.56%	29.38%	59.26%	\$8,397	57.56%	64.10%	28.40%
	Goal	80.00%	\$8,300	80.00%	64.50%	65.00%	74.50%	\$8,600	73.50%	66.50%	68.00%
	% of Goal	94.91%	87.78%	93.16%	89.24%	45.20%	79.54%	97.64%	78.31%	96.39%	41.76%
34 - Capital Area	Actual	74.65%	\$9,387	68.75%	63.64%	39.78%	62.79%	\$7,800	64.71%	48.00%	52.94%
	Goal	80.00%	\$8,300	79.50%	65.00%	70.80%	74.50%	\$9,005	76.00%	64.50%	68.60%
	% of Goal	93.31%	113.09%	86.48%	97.91%	56.19%	84.28%	86.62%	85.14%	74.42%	77.17%
35 - Durham	Actual	73.68%	\$5,613	72.73%	100.00%	16.67%	55.56%	N/A	80.00%	0.00%	25.00%
	Goal	79.00%	\$8,524	79.50%	63.50%	56.50%	74.50%	\$8,600	78.50%	65.50%	65.60%
	% of Goal	93.27%	65.85%	91.48%	157.48%	29.50%	74.58%	N/A	101.91%	0.00%	38.11%
37 - Charlotte Works	Actual	72.22%	\$7,664	71.11%	58.82%	35.14%	77.78%	N/A	57.14%	100.00%	12.50%
	Goal	75.00%	\$8,300	76.50%	61.00%	65.00%	76.00%	\$9,005	76.50%	61.00%	68.00%
	% of Goal	96.29%	92.34%	92.95%	96.43%	54.06%	102.34%	N/A	74.69%	163.93%	18.38%
42 - Guilford Works	Actual	54.29%	\$6,267	76.32%	62.50%	31.18%	60.00%	N/A	66.67%	42.86%	18.18%
	Goal	80.00%	\$8,024	78.50%	63.50%	55.00%	73.00%	\$7,905	73.50%	64.50%	58.00%
	% of Goal	67.86%	78.10%	97.22%	98.43%	56.69%	82.19%	N/A	90.71%	66.45%	31.34%

WDB		WIOA Title I -Youth					WIOA Title III -		
							Wagner-Peyser		
	Indicator Type	Employ Q2	Median Earnings	Employ Q4	Credential	Skill Gains	Employ Q2	Median Earnings	Employ Q4
Statewide	Actual	73.59%	\$5,747	67.88%	57.39%	18.42%	63.10%	\$7,126	63.13%
	Goal	76.00%	\$4,800	75.10%	53.50%	57.00%	69.50%	\$7,000	69.50%
	% of Goal	96.83%	119.73%	90.39%	107.27%	32.32%	90.79%	101.80%	90.83%
34 - Capital Area	Actual	70.97%	\$5,797	65.91%	58.82%	27.14%	62.51%	\$9,481	64.86%
	Goal	74.10%	\$4,800	75.10%	53.50%	57.00%	72.50%	\$7,117	72.50%
	% of Goal	95.78%	120.76%	87.76%	109.94%	47.61%	86.22%	133.21%	89.46%
35 - Durham	Actual	85.71%	N/A**	100.00%	33.33%	0.00%	62.33%	\$9,357	64.41%
	Goal	74.60%	\$3,842	73.00%	55.50%	53.20%	73.50%	\$7,517	73.50%
	% of Goal	114.89%	N/A**	136.99%	60.05%	0.00%	84.80%	124.48%	87.63%
37 - Charlotte Works	Actual	66.67%	\$6,085	72.73%	73.91%	19.08%	64.03%	\$9,680	65.48%
	Goal	76.00%	\$4,800	75.10%	53.50%	57.00%	69.50%	\$7,000	69.50%
	% of Goal	87.72%	126.78%	96.84%	138.15%	33.47%	92.13%	138.28%	94.22%
42 - Guilford Works	Actual	57.14%	N/A**	63.33%	33.33%	11.11%	64.27%	\$6,924	63.55%
	Goal	73.60%	\$4,192	75.10%	50.50%	53.00%	69.50%	\$6,867	69.50%
	% of Goal	77.64%	N/A**	84.33%	66.00%	20.96%	92.47%	100.83%	91.44%

Data as of PY25 Q1

*Most Recent Data Submitted – 10/15/25, WIOA Indicators calculated into PY25-Q1

** N/A data was not available in FutureWorks BI as of 10/15/25

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.

FINANCE

Thomas Pulickal, Business Manager, Thomas.pulickal@wake.gov

FINANCE

Below is a financial status summary report for the quarter July 1, 2025 – September 30, 2025, for CAWD funding. As 25% of the Program Year 2025 (PY25) has been completed, the WIOA expenditures for Adult (26%), Dislocated Worker (18%), and Youth (20%) are almost on target. With the new RFPs for additional Youth providers now out, our operations and expenditures are expected to pick up for the rest of the program year.

Other grant activities include the Infrastructure Cost grant (3%) and the Department of Adult Correction grants carryover (60%). Wake Co. Reentry and Pathways To Entrepreneurship (Allocation from Wake Co. General Fund) are at 13% and 18% respectively. The Wake County ARPA grant (77%) includes six programs: Reentry Expansion, NextGen Youth Career Exploration, Micro Business Entrepreneurship, Small Business Workforce, Marketing & Mini-grants, and Hospitality Workers. ARPA-State Fiscal Recovery Fund grants (63%) and NCPROWD-First Step Act-Reentry grants (82%), and Second Chance at Success & Reentry Initiative Pilot (combined) are at 20%.

CAPITAL AREA CONSORTIUM - FINANCIAL STATUS REPORT - QUARTER ENDING SEPTEMBER 30, 2025				
				25%
ACTIVITY	AVAILABLE	SPENT	BALANCE	% EXPENDED
TITLE I ADULT	2,715,380.01	716,951.79	1,998,428.22	26%
TITLE I DISLOCATED WKR	2,016,513.17	366,465.36	1,650,047.81	18%
TITLE I YOUTH	3,764,628.43	771,146.59	2,993,481.84	20%
WIOA ADMINISTRATION	1,232,016.86	146,280.17	1,085,736.69	12%
Infrastructure Cost Grant & Partner Fees - PY24 & PY25	612,317.07	19,933.48	592,383.59	3%
DPS/DAC - Reentry Grant (PY23 & PY24 Carryover)	126,775.08	75,437.29	51,337.79	60%
Wake Co. REENTRY (FY26)	1,295,442.00	165,323.06	1,130,118.94	13%
Wake Co. Pathways To Entrepreneurship (FY26)	267,691.00	48,000.64	219,690.36	18%
Second Chance at Success & Reentry Initiative Pilot (Local)	78,080.00	15,924.95	62,155.05	20%
ARPA Grant Through Wake County	6,193,360.23	4,797,757.85	1,395,602.38	77%
DWS-ARPA-State Fiscal Recovery	1,381,250.00	873,910.37	507,339.63	63%
DWS-NCPROWD First Step Act-Federal Reentry	2,210,727.33	1,805,304.63	405,422.70	82%
TOTAL	\$21,894,181.18	\$9,802,436.18	\$12,091,745.00	45%

Wake-ARPA Grant Summary	AVAILABLE	SPENT	BALANCE	% EXPENDED
ARPA - Small Business Workforce	347,043.00	322,505.81	24,537.19	93%
ARPA - Micro Business Entrepreneurship	487,890.00	445,426.70	42,463.30	91%
ARPA - Reentry Expansion	3,150,038.23	2,589,211.49	560,826.74	82%
ARPA - NextGen Youth Career Exploration	701,889.00	496,452.52	205,436.48	71%
ARPA - Hospitality Workers	539,500.00	518,431.75	21,068.25	96%
ARPA - Marketing & Mini Grants	967,000.00	425,729.58	541,270.42	44%
TOTAL	6,193,360.23	4,797,757.85	1,395,602.38	77%

DWS-ARPA & PROWD Grants Summary	AVAILABLE	SPENT	BALANCE	% EXPENDED
DWS-ARPA-State Fiscal Recovery - Small Business WBL	1,181,250.00	729,583.74	451,666.26	62%
DWS-ARPA-State Fiscal Recovery - Substance Use Support	200,000.00	144,326.63	55,673.37	72%
DWS-First Step Act-Reentry grant - (NC PROWD)	2,210,727.33	1,805,304.63	405,422.70	82%

BOARD TRAINING VIDEOS

A series of training videos, each approximately three to five minutes in length, have been produced to provide Board members with a foundational knowledge of core workforce programs and services. The topics addressed include:

- **NCWorks Career Centers:** The One-Stop System
- **Services for Businesses:** Overview of Business Services
- **Finance 101:** Funding for Service Delivery
- **Performance and Accountability:** Measuring Impact and Effectiveness
- **Reentry Services:** Wake LRC and Expansion Initiatives
- **Pathway to Entrepreneurship**
- **What is a Workforce Board?**

The videos can be accessed here: [Board Training Video Playlist](#).

