



OPERATIONS REPORT

June 2025

Capital Area Workforce Development

cawd@wake.gov

capitalareancworks.com

919-856-6040

5942 Six Forks Rd

Raleigh, NC 27609



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STRATEGIC INITIATIVES

Healthcare Workforce Collaborative

Capital Area Apprenticeship Prep Program

Resiliency to Work

Building Hope

Staff Contact:

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

Healthcare Workforce Collaborative

Program Summary:

The Healthcare Workforce Collaborative is an initiative focused on nursing workforce expansion through the coordinated recruitment, education, retention, and employment of nurses and nursing professionals. Initially designed as part of a US DOL application, the Collaborative continues to assess the nursing landscape and implement innovative strategies on a quarterly basis. 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, Duke Health, UNC Health Johnston, NeighborHealth Center, Transitional LifeCare, Well Care Health, and CASA.

CAWD has set aside \$250,000 in WIOA funding to support a regional pilot focused on both nursing careers recruitment and retention. The pilot will run from January 1st to December 31, 2025. The main participant targets are:

- Retired or inactive nurses to reenter the workforce as nurses through the RN Refresher program
- Current nursing students who need more support to stay in school
- Home health workers and others who want to start the nursing pathway

Program Updates:

- Working with NC AHEC and Wake AHEC to include an RN Refresher program as a regular training option in NCWorks.
- A healthcare career awareness event was held on May 30, 2025, at the NCWorks Tillery location.
- A healthcare employer roundtable was held on June 5, 2025, at the NCWorks Tillery location with 20 employers in attendance, including all the major hospital systems.

Healthcare Pilot Reporting (42% complete)

Program Goal	Recruitment Goal	Number Referred	Enrollment to Date	% of Enrollment Goal
Recruit retired nurses (RN)	15		0	0%
Recruit direct care workers (into CNA program)	20	32	16	80%
Retain current nursing students (CNA, LPN, RN)	30	16	8	27%

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:

- Fall 2024 Biopharma Young Adult program has seven program participants employed by companies Ajinomoto, Biogen, Körber Pharma, Merck, and Grifols. These jobs are full-time employment or long-term work experiences that pay between \$22 to \$25 per hour.
- A new training cohort, NextGen LaunchPad began in January 2025 with 13 participants from several Title One Schools. All 13 program participants completed monthly durable skills sessions, attended career fairs and job shadows, and completed a Biowork certification through Wake Tech.
- NextGen LaunchPad participants will pursue work opportunities in the biopharma industry, additional education through Wake Tech and BTEC, and additional career paths at local universities.

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%

NextGen LaunchPad Graduates



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 needed supports.

Program Updates:

- SouthLight Healthcare's Peer Support Specialist and Behavioral Health Specialist (Wellness Coach) provide peer mentoring and wellness support to youth through both peer group and one-on-one services. The program's Wellness Coach conducts individual assessments with participants to identify their initial mental health and substance use needs. These supports are helping youth navigate life challenges and address concerns related to substance use.
- Peer mentoring circle discussions covered a range of topics aimed at promoting personal growth and emotional resilience. Sessions included "Managing Emotions," which focused on emotional regulation, and "Spring into Your Dreams," encouraging youth to act on goals set in earlier meetings. "Hurdling – Getting to the Finish Line" emphasized resilience and overcoming obstacles, while "Why Do You Say That? Challenging Negative Self-Talk" promoted self-awareness and the use of positive affirmations.
- The program also held special workshops to support youth development. Poe Health Center for Health Education led a virtual session titled "Strong and Balanced," where participants learned about nutrition, mindful eating, physical activity, and the importance of sleep. Additionally,

“Unlock Your Greatness,” a peer circle hosted by TalkManTalk, guided youth through an in-depth goal-setting session to help them identify and work toward their personal aspirations.

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	26	74%
35 youth will either attend a life skills training led by a peer support specialist or receive one-on-one support	16	43%
Enroll 28 youth into training or WBL	18	64%

Building Hope

Program Summary:

Building Hope is funded by the NCWorks Commission Local Innovation funds to employ women and gender minorities in skilled trades. It's a partnership between CAWD and the NCWorks Centers, Hope Renovations, and Wake Tech. The goal is to train 40 people in construction or other skilled trades over the next 2 years with some participating in work-based learning (WBL) opportunities, a registered apprenticeship, or direct employment.

Program Updates:

- The program successfully enrolled 40 people for the program and are on track to reach program goals.
- The majority of graduates have either gained employment or opted for additional training. Hope Renovations and CAWD will present on Building Hope at the NCWorks Partnership Conference in October 2025.

Program Goals	Timeline	YTD Status	% of Goal
40 participants graduate from Hope Renovations' 9-week Trades Training Program	End of grant period	25	63%
30 participants complete Hope Renovations' 4-week OTJ Internship Program	End of grant period	25	83%
20 participants complete Hope Renovations' Career Development Program	End of grant period	25	125%

40 participants report increased personal confidence	End of grant period	13	33%
Recruit 5 employers to provide WBL and/or direct employment to participants	End of grant period	14	280%

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 is the entry point for individuals returning to Wake County from jail or prison. It includes reentry partners from across the county. The program provides basic needs, housing, medical, and behavioral health referrals to help stabilize individuals. Once stabilized, the program connects participants to the education and employment they need to thrive. CAWD started managing the program in March 2020 through limited funding from NC DPS (now DAC). In November 2021, the Wake LRC received Wake County ARPA funds to expand the program 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 partnered with the North Carolina Department of Transportation, Correctional Enterprises, and NCWorks to launch a pilot training academy.
 - 5 participants completed certifications in Forklift, Heavy Equipment, CPR, and Caterpillar operations.
 - All 5 participants were hired by various construction companies, resulting in a 100% hiring rate.
 - Developing an ongoing partnership to train and connect participants to transportation and road construction employment.
- Great Raleigh Clean-up Partnership:
 - 10 participants received LRC support and temporary job opportunities through the Great Raleigh Clean-up.
 - 2 individuals secured permanent employment through this initiative.
- Wake Reentry Resource Exchange:
 - The event focused on bringing together reentry resources for youth and adults.
 - 38 organizations participated and 140 individuals attended, enhancing resource sharing and networking opportunities.
 - WLRC received a \$1000 Sponsorship from Wegmans to cover food and beverages
- Program funding has been included in the Wake County general fund.

Reporting Items	Program Goal	Cumulative Totals - PTD	Cumulative
			Percentage to Goal
			Grant is 90.9% complete
Total Number Served	750	812	108.2%
Housing Support	257	714	277.8%
Emergency Support (Basic Needs, transportation, vital records)	459	1508	328.5%
Mental & Behavior Health Navigation	200	497	248.5%
Credentials (Started Year 2)	60	23	26.6%
Placement into Employment	195	267	136.9%
Recidivism Rate for individuals discharged by 12/31/23 (Wake County recidivism rate for 2 yrs. post-release is 28%)		12.6%	

Wake LRC Participant Success Story:

Mr. M., 36, grew up in a high-crime neighborhood and recently completed a federal prison sentence for a decision he deeply regrets. After his release three years ago, Mr. M. faced significant challenges, cycling through nearly 20 unsatisfying jobs and feeling increasingly discouraged about his future. In search of a new path, he reached out to the Wake Local Reentry Council, where he met Keith (Doc) Williams and Nicky Slade, who enrolled him in an HVAC training course. Although he struggled with self-doubt and found the coursework difficult, the encouragement from Ms. Slade and the friendly competition with younger classmates from the NextGen program inspired him to keep going.

On May 7, 2025, Mr. M. proudly returned to NCWorks to show Ms. Slade his newly earned HVAC certification and thank her for her unwavering support. Now paired with mentor Kenneth Mee from Southlight, Mr. M. is determined to stay on track and build a stable future. He plans to work for his uncle's HVAC company and hopes to one day mentor others, proving that with the right support from organizations like the Wake Local Reentry Council and Capital Area Workforce Development, successful reentry and a positive future are within reach.

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 to community-based organizations that serve returning citizens. These organizations have decades of experience supporting adults, youth, and communities that have been justice-involved. Grant awards started in January 2022 and will be awarded periodically through December 2025.

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:

- A new funding cycle will roll out Summer of 2025.
- The Great Raleigh Cleanup, started serving clients in spring 2025, working closely with the Wake LRC and Wake Housing.
- Fathers Forever contract was extended to December 2025

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	1	18
Total Served	491	50	40	89	132	10	812
Total Education/Training	104	46	19	0	0	0	169
Total Credentialed	23	0	9	0	0	0	32
Total Employed	167	12	32	96	32	10	349
Total Received Supportive Services	55	46	24	89	132	10	356

Special Grants (CSI and Step-Up Ministry)	
Total Grants	2
Total Served	322
Total Education/Training	0
Total Employed	58
Total Received Supportive Services	288

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. Post-release services are provided in Stage 3 and are funded by a Department of Labor (DOL) grant. The period of performance for Stage 3 will begin after we receive notice of funding. However, the table below reflects the progress CAWD has already made.

Program Updates:

- NC PROWD has enrolled 285 participants from the FCI Butner Federal Complex
- 130 participants are currently receiving services while incarcerated within FCI Butner, and 39 other participants are receiving services while residing at a residential reentry center or reporting for home confinement
- 251 individuals have received job readiness training, career exploration, life skills training, individual case management, and/or reentry transition planning services.

- 201 credentials earned in ServSafe Handler, ServSafe Management, WorkKeys Forklift, and/or CDL.
- 6 CDLs earned during incarceration at the minimum-security FCI Butner Camp
- 8 campers are currently in the CDL Theory classroom portion and preparing for the road testing.
- 21 participants served through Butner's 1st CDL Training Program.

US Department of Justice Performance Measures				
Performance Metric	Program Goal	Actual Number	Total YTD	Grant is 67% Complete
Enrollment	375	375	293	78.2%
Recidivism	>36%	136	0	-----

Overall, NC PROWD is on track to reach the DOJ performance measures above. Participants served in the CAWD region have been busy completing the following DOL performance activities:

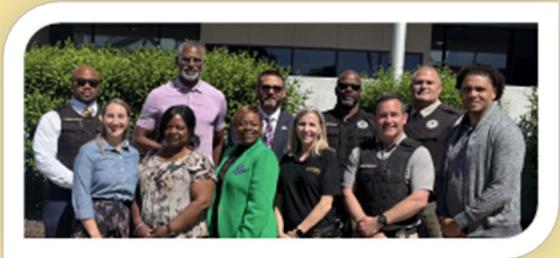
- Training and Education- 45
- Measurable Skills Gain- 39
- Earned Credentials- 32
- Gained Employment- 38

NC PROWD Participant Success Story:

FCI Butner Launches CDL Training Program

Providing a CDL training program at Butner started as an innovative but unlikely dream. We weren't sure individuals would be able to earn a CDL while still actively serving a period of federal incarceration. The NC PROWD team discussed the idea with BOP staff Kelly Dickerson, FCI Butner Camp Administrator, and Chris McClellan, Education Supervisor for FCI Medium I. Within weeks, the FCI Butner Complex Warden, David Rich, had given the green light for the development of a pilot program.

The team met with community college partners and other CDL training providers before identifying TransTech CDL Training company. In June 2024, the planning committee started meeting weekly to design the program, develop an MOU, a curriculum outline, eligibility, implementation process, and rules. The first Butner CDL program launched in March of 2025, and to date, the program has served 21 participants. Six individuals have earned a CDL, 11 have earned a CDL permit, and 8 students have passed the DMV physical and drug test to start the 2nd cohort. Because we are training adults in custody, this program requires strategic coordination and documentation to manage furloughs for participants to complete DMV testing and CDL on-the-road training at TransTech's Durham training center and local area driving. It would be impossible to coordinate schedules and furloughs for permit testing and other DMV visits without the assistance of Ms. Tomeka Nelson and the team at the Roxboro DMV and Kelly Dickerson, who manages the Butner Camp.



BUSINESS ENGAGEMENT

Small Business Workforce Development

Pathway to Entrepreneurship

Economic Development

Rapid Response

Staff Contact:

Barbara Brothers, Business Engagement Director;

Barbara.brothers@wake.gov

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 NC Department of Commerce Division of Workforce Solutions grant. Both programs focus on supporting the talent pipeline of small businesses, prioritizing those owned by minorities, women, individuals with disabilities, and veterans. While the Wake County grant focuses on businesses with less than 50 employees, the State grant focus is less than 25 employees.

Program Updates:

- This quarter, two Incumbent Worker Training projects were approved for the State ARPA grant, totaling \$13,249.
- To date, the State ARPA grant has supported 35 On-the-Job Training, 16 Work Experience, and 17 Incumbent Worker Training projects. The total approved funding for Incumbent Worker Training projects amounts to \$116,879, and On-the-Job Training and Work Experience agreements total \$332,048.
- Training topics included Plumbing- levels 1+2 Training, Plumbing Licensing Pre-Exam Workshop, and Nail Technician Training.

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:

- 45 businesses received \$24,500 in mini-grants to support the growth of their businesses this quarter. To date, 167 mini-grants, totaling \$83,500, have been awarded through the program.
- There are 325 participants in the PTE program to date.
- 22 new businesses have been started since the program's inception.
- Program funding has been included in the Wake County general fund.

Economic Development

CAWD provided one letter of support projecting 291 new jobs. The estimated average compensation was \$110,997 per position. This organization represents the Information Technology industry.

Rapid Response

CAWD received two WARN notices and 2 referrals affecting 27 workers across the Research and Social Science, Government, Remanufacturing and Distribution, and Agriculture Food Technology sectors. The layoffs were permanent, attributed to the loss of contracts and economic challenges. CAWD organized one virtual Rapid Response session, attended by three impacted workers. The session provided information on unemployment benefits, training support, and transition resources.

WIOA YOUTH & YOUNG ADULT SERVICES

Staff Contact:

Jessica Locklear McLeod, One-Stop System Director;

Jessica.locklearmcleod@wake.gov

Data: January 1, 2025 – March 31, 2025

Narrative: March 2025 – Current

NextGen Lee – Students in Training

NextGen Wake partnered with Energy Wise HVAC Solutions, an approved training provider, to deliver a six-week HVAC pre-apprenticeship program starting in March 2025. Held on-site at the NextGen Wake Center, the program provided participants with the foundational skills and knowledge needed to launch a career in the HVAC industry.

Four NextGen participants—Dejohn, Jordan, Edward, and Jimmy completed the program and earned their HVAC certificates. All four are now employed full-time in the HVAC field, earning wages between \$18 - \$20 an hour.



Pictured: Dejohn, Jordan, and Edward, NextGen participants, in HVAC Training.

NextGen Orange

To increase awareness and boost enrollments in the NextGen program, staff engaged in targeted outreach throughout March and April. These efforts focused on connecting with youth, educators, and community partners to share program benefits, answer questions, and identify potential participants. Events attended included:

- Carrboro High Job Fair
- Cedar Ridge High Hiring Event
- Chapel Hill High School Visit
- Summer Jobs & Community Service Fair at East Chapel Hill High
- Orange County DSS Information Fair

These outreach efforts support NextGen Orange's continued commitment to strengthening program visibility, fostering community partnerships, and ultimately increasing youth engagement in Orange County. As a result of the outreach efforts, the NextGen team has received several referrals for potential participants.



Pictured: NextGen Staff at an outreach event



Pictured: NextGen Staff sharing information with youth at an outreach event

Career Exploration

On May 16th, the NextGen program hosted a successful Career Exploration Day to engage youth and young adults ages 16–24 in exploring diverse career pathways, trade certifications, and educational opportunities available across the CAWD region. The event featured a variety of employers, exhibitors, and community colleges, along with interactive elements such as a virtual reality career station, the “Dream It, Do It” industry panels, and the Be Pro Be Proud mobile simulation truck. NextGen staff were also on-site to share information about the program and assist interested participants with enrollment. Both attendees and exhibitors responded positively, highlighting the event’s strong impact and value.



Pictured: Young adults attending the “Dream It, Do It” Panel



Pictured: Young adults engaged in an interactive demonstration with employer True Service



Pictured: Be Pro Be Proud Training session with Career Exploration Day volunteers and the truck

NextGen Success Stories

From Setback to Success: Corell's NextGen Journey

Corell joined the NextGen Wake program in June 2023 at age 18, facing major barriers—no GED, involvement with the juvenile justice system, and recovering from a gunshot wound. Despite the odds, he enrolled in GED classes and earned his diploma by October 2024. He walked across the stage at Durham Tech this past May to celebrate his achievement.

Determined to keep moving forward, Corell enrolled in CDL training and also earned his CDL this past May. Through the support and encouragement of the NextGen team, Corell has completed his probation, gained two credentials, and secured full-time employment. His next goal is to join the military. Corell's journey is a powerful example of resilience and growth.



Corell holding the two credentials (GED & CDL) he's earned while in the NextGen program.

Nash-Lineman & Overcomer

Nash joined the NextGen Johnston program at 17 as a high school student living in a high-poverty area. He graduated with a 3.68 GPA and set his sights on becoming a Lineman. With NextGen's support, he secured a summer internship with the Town of Selma and later enrolled in the Lineman Program at Nash Community College-commuting 54 miles each way while continuing to work.

Anticipating future needs, Nash independently pursued and earned his CDL. He completed the Lineman apprenticeship in December 2024 and exceeded expectations during a NextGen-supported work experience with the Town of Selma. In February, he began an OJT with the Town of Clayton, where he continues to build his skills and serve the community. He's still employed with the Town of Clayton after completion of his OJT, a testament to Nash's drive, determination, and resilience.



Picture: NextGen Staff John Laughter (left) helps Nash (right) sign apprenticeship paperwork.

Trinidy's Pursuit of Dental Assisting

Trinidy joined the NextGen Orange program seeking professional experience and support to pursue a career in dental assisting. She completed a Work Experience (WEX) at Orange County DSS, where she gained valuable workplace skills. With NextGen's help, she enrolled in the Dental Assisting Technology Certificate (DATC) program and is now nearing graduation.

As she approaches completion, Trinidy is pursuing a second WEX in a dental office to gain hands-on experience and increase her chances of long-term employment. Her journey is a powerful reminder of the impact that guidance, opportunity, and hard work can have on a young person's future. We're proud to support her every step of the way and are confident that she will continue to thrive in the dental field.

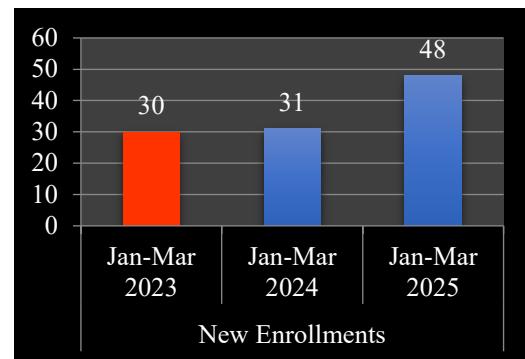


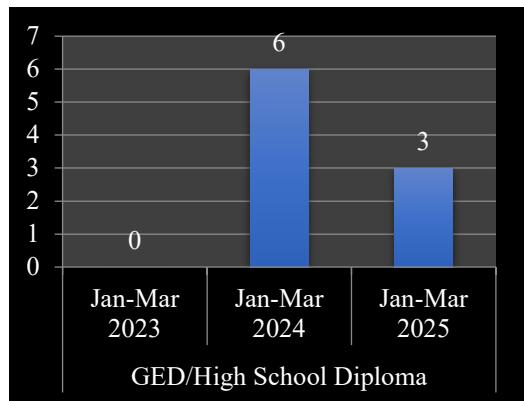
Pictured: Trinidy helping a customer at her WEX placement.

WIOA Youth Program Data Summary: January - March 2025

Total New Enrollments: 48

Enrollments have increased by 55% compared to the same time last year. This growth is attributed to increased outreach efforts, word of mouth, and increased engagement with community partners. Additionally, several key events during the quarter contributed to the rise in enrollments, including the launch of an HVAC training cohort, an open house event in Sanford, and participation in multiple outreach activities and job fairs across the CAWD region by the NextGen teams.



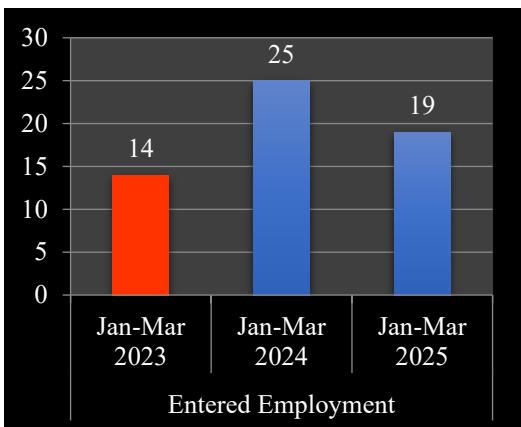
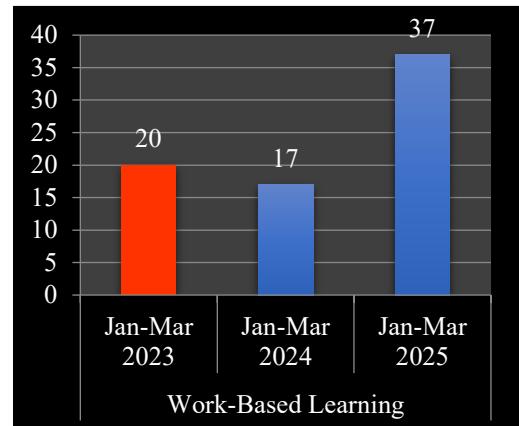


Obtained GED/High School Diploma: 3

This quarter, 3 participants obtained their high school diploma, which is a 50% decrease compared to the same period last year. The remaining NextGen participants enrolled in the GED program are actively working toward their GED, while others are engaged in work-based learning, training, and other NextGen program activities.

Work-based Learning & Training Opportunities: 37

Thirty-seven young adults participated in work-based learning and occupational skills training (OST) this quarter—a 118% increase compared to the same period last year. Of those participants, 17 enrolled in training programs across various industries, including skilled trades (HVAC and welding), truck driving, automotive, healthcare, dental assisting, fire safety, IT, and personal care services (cosmetology). The remaining 20 engaged in work experience (WEX) and on-the-job training (OJT) opportunities. While OST participation has been steadily increasing throughout the program year, this quarter marked a focused effort to expand WEX and OJT placements.



Entered Employment: 19

Nineteen participants secured employment this quarter, representing a 24% decrease compared to the same period last year. This decline is largely due to a program-wide shift in focus, with more participants opting to pursue training before entering the workforce. Additionally, a significant number of participants are enrolling in the program already employed and are primarily engaging in job readiness and training activities to advance into better career opportunities.

NCWORKS CAREER CENTERS (NCWCC)

Adult and Dislocated Worker

IBM SkillsBuild

Staff Contact:

Jessica Locklear McLeod, One-Stop System Director;

Jessica.locklearmcleod@wake.gov

CAWD Quarterly Partner Meetings

Capital Area Workforce Development (CAWD) hosted its virtual quarterly partners meetings. The meetings in Lee, Chatham, and Johnston Counties occurred on March 4, 2025, while the meeting in Wake County was held on March 13, 2025. Both sessions shared similar agendas, covering CAWD, NCWCC, and Partner Hot topics, labor market insights, and provided a networking opportunity. Key highlights included discussions on labor market insights, our response to federal layoffs, and a continued focus on strengthening partner relationships.

Workforce Innovation and Opportunity Act Title I Plan

Capital Area submitted its updates to its Workforce Innovation and Opportunity Act Comprehensive Four-Year Title I Plan to the Division of Workforce Solutions (DWS) on April 23rd. The Plan addresses all aspects of the WIOA activities that take place in the Capital Area region. Division of Workforce Solutions thoroughly reviews the plan and then will ask for additional information or will approve it as written. This plan is in effect from July 1, 2025, to June 30, 2028.

Quality Assurance Reviews

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

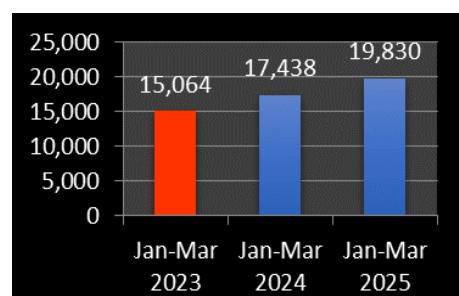
NCWorks Career Center – Lee – Partial – April 2025

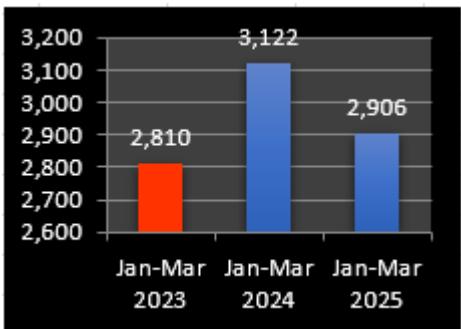
Results: Above Expectations

WIOA NCWorks Career Center Program Data Summary: October – December 2024

Total Participants Served: 19,830

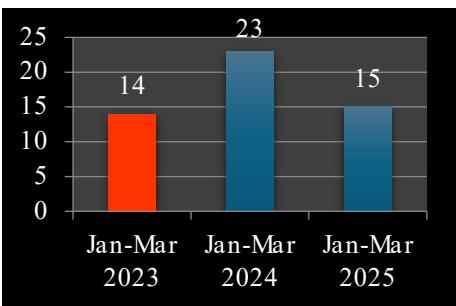
Participants served represent traffic across all the Capital Area NCWorks Career Centers, accessing services through NCWorks Online. There was an increase of 14% in customer numbers this quarter over the same time period last year.





Staff Assisted Services: 2,906

Staff assisted services represent personalized support to job seekers who need help with their employment search, career planning, and skill development. There was a small 7% decrease in staff assisted services provided this quarter over the same time period last year. Although there was a 7% decrease in staff assisted services compared to the previous year, the first three quarters of this program year average out to be about the same as the previous program year, just over 8,340.

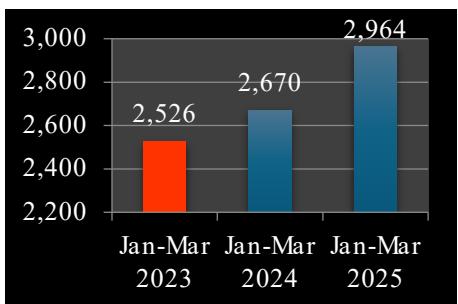
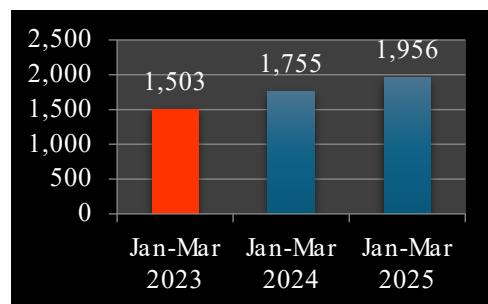


Total Work-Based Learning Opportunities: 15

Work-based learning opportunities include on-the-job training, internships, and work experience. Work-based learning opportunities have been a proven strategy to a more effective way to get job seekers back to work. There was a decrease of 35% in work-based learning opportunities over the same period last year. Due to increased wages, reimbursement rates have risen, leading to fewer OJTs. Previously, the average reimbursement was \$3,500 per OJT; now, it has increased to \$5,000.

Total Employment Results: 1,956

The Wagner-Peyser Employment results include job seekers who have entered employment throughout the CAWD One-Stop system. The data in the chart reflects this change and shows an 11% increase in employment outcomes compared to the same period last year.

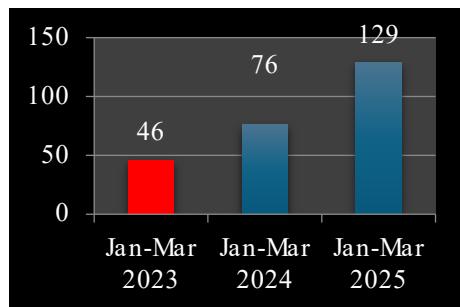


Access NCWorks Contact Center – Calls: 2,964

The Access NCWorks Contact Center continues to be a valuable resource for customers, with an 11% increase in calls compared to the same period last year. This rise is largely due to business closures and relocations, which have led to job losses. Most calls continue to be related to the Reemployment Services and Eligibility Assessments (RESEA) program, Career Services, and Scholarship-related services.

Access NCWorks Contact Center – Chats: 129

Access NCWorks Contact Center staff manage customer chats, which have increased by 70% 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.



Job Fair

CAWD, the NCWorks Career Center, and Johnston Community College partnered to host a Job Fair on March 13, 2025, on their campus in Smithfield. The team pulled off a fantastic event. Instead of an "open call" for employers, our business service team and Business Engagement Director, Barbara Brothers, targeted companies in the region's high-growth industries. Job seekers were thrilled! Three hundred and fifty job seekers attended the event. Plus, 88% of employers rated their recruiting experience as "Excellent" and the remaining rated it good on the post-event survey.



Pictured: Employers and Job seekers attending the Job Fair



Pictured: Employer assisting Job seeker

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 up new opportunities for individuals seeking to enhance their employability. Below is IBM SkillsBuild data from January 1, 2025 – March 31, 2025:

Program Updates:

- 4 unique learners have actively participated in learning activities.
- 8 learning hours have been completed.
- 19 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 PY24 Q. 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, Dislocated Worker, and Wagner-Peyser program. Capital Area is meeting or exceeding all performance indicator goals for the Youth program, except for Credential. Capital Area continues to meet with the Youth Service Providers monthly and with the Adult Service Providers quarterly to ensure performance indicator goals across all programs are met for PY24.

PY 2024 Q4 Performance Results- Goal Versus Actual Percentage Achieved, as of 06/03/2025

WDB	Indicator Type	WIOA Title I - Adult					WIOA Title I - Dislocated Worker				
		Employ Q2	Median Earnings	Employ Q4	Credential	Skill Gains	Employ Q2	Median Earnings	Employ Q4	Credential	Skill Gains
Statewide	Actual	81.60%	\$8,560	80.00%	64.80%	60.90%	73.40%	\$9,611	72.30%	63.90%	65.40%
	Goal	80.00%	\$8,276	79.50%	64.00%	64.20%	74.50%	\$8,595	73.00%	66.00%	67.40%
	% of Goal	102.50%	103.40%	100.60%	101.20%	94.80%	98.60%	111.80%	99.10%	96.80%	97.10%
34 - Capital Area	Actual	82.40%	\$8,660	81.00%	64.90%	80.40%	77.20%	\$8,764	76.90%	66.70%	76.90%
	Goal	80.00%	\$8,276	79.00%	64.50%	70.00%	74.50%	\$9,000	75.50%	64.00%	68.00%
	% of Goal	102.90%	104.60%	102.50%	100.60%	114.90%	103.70%	97.40%	101.90%	104.20%	113.10%
35 - Durham	Actual	70.80%	\$7,398	55.60%	50.00%	74.30%	88.20%	\$8,884	63.60%	25.00%	75.00%
	Goal	79.00%	\$8,500	79.00%	63.00%	54.50%	74.50%	\$8,595	78.00%	65.00%	65.00%
	% of Goal	89.70%	87.00%	70.30%	79.40%	136.30%	118.40%	103.40%	81.60%	38.50%	115.40%
37 - Charlotte Works	Actual	75.00%	\$9,367	76.20%	71.40%	45.70%	79.30%	\$11,685	84.60%	64.40%	50.00%
	Goal	75.00%	\$8,276	76.00%	60.50%	64.20%	76.00%	\$9,000	76.00%	60.50%	67.40%
	% of Goal	100.00%	113.20%	100.30%	118.10%	71.30%	104.30%	129.80%	111.30%	106.50%	74.20%
42 - Guilford Works	Actual	79.20%	\$8,550	77.80%	36.40%	29.30%	70.60%	\$9,381	73.00%	45.50%	33.30%
	Goal	80.00%	\$8,000	78.00%	63.00%	54.20%	73.00%	\$7,900	73.00%	64.00%	55.00%
	% of Goal	99.00%	106.90%	99.70%	57.70%	54.10%	96.70%	118.80%	100.00%	71.00%	60.60%

WDB	Indicator Type	WIOA Title III - Wagner-Peyser			WIOA Title I - Youth				
		Employ Q2	Median Earnings	Employ Q4	Employ Q2	Median Earnings	Employ Q4	Credential	Skill Gains
Statewide	Actual	69.80%	\$7,864	70.10%	73.90%	\$4,934	75.10%	56.30%	53.60%
	Goal	69.00%	\$6,983	69.00%	75.90%	\$4,708	75.10%	53.00%	56.80%
	% of Goal	101.20%	112.60%	101.70%	97.40%	104.80%	100.00%	106.20%	94.40%
34 - Capital Area	Actual	68.90%	\$10,014	71.80%	73.30%	\$4,467	68.50%	35.60%	74.50%
	Goal	72.00%	\$7,100	72.00%	74.00%	\$4,708	75.10%	53.00%	56.80%
	% of Goal	95.70%	141.00%	99.80%	99.00%	94.90%	91.20%	67.20%	131.20%
35 - Durham	Actual	72.20%	\$9,849	73.30%	81.30%	\$2,122	75.00%	40.00%	33.30%
	Goal	73.00%	\$7,500	73.00%	74.50%	\$3,750	73.00%	55.00%	53.00%
	% of Goal	98.90%	131.30%	100.40%	109.10%	56.60%	102.70%	72.70%	62.90%
37 - Charlotte Works	Actual	71.50%	\$10,110	74.50%	74.50%	\$4,075	71.50%	57.00%	53.90%
	Goal	69.00%	\$6,983	69.00%	75.90%	\$4,708	75.10%	53.00%	56.80%
	% of Goal	103.60%	144.80%	107.90%	98.10%	86.60%	95.20%	107.50%	94.80%
42 - Guilford Works	Actual	70.40%	\$7,274	70.80%	69.40%	\$4,376	75.00%	45.50%	33.30%
	Goal	69.00%	\$6,850	69.00%	73.50%	\$4,100	75.10%	50.00%	50.00%
	% of Goal	102.00%	106.20%	102.50%	94.50%	106.70%	99.90%	90.90%	66.70%

Data as of PY24 Q4

*(Most Recent Data Submitted – 06/03/25, WIOA Indicators calculated into PY24-Q4)

GREEN

YELLOW

RED

Exceeds=% of goal exceeds 100% of the negotiated level of performance.

Meets=% of goal is between 90 to 100% of the negotiated level of performance.

Fails=% of goal is less than 90% of the negotiated level of performance.