



OPERATIONS REPORT

March 2025

Capital Area Workforce Development

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STRATEGIC INITIATIVES

Wake County Hospitality Initiative

Healthcare Workforce Collaborative

Capital Area Apprenticeship Prep Program

Resiliency to Work

Building Hope

Staff Contact:

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

Wake County Hospitality Initiative

Program Summary:

The Five Stars—Hotel Employment Initiative was funded through ARPA by Wake County and the City of Raleigh. The program is funded at \$1,250,000 from July 1, 2022, through December 31, 2024. The goal is to create a pipeline of prepared individuals to fill the staffing needs of Wake County hotels.

Program Updates:

- The Five Stars project concluded in December 2024; however, NCWorks will continue to work with the partners developed during the program.
- CAWD Five Stars staff took over career advising in August, leading to 43% client enrollment growth and 43% certification growth for the entire program during this time.
- Increased enrollment by 11 new job seekers before closing enrollment at the end of November, bringing the final program enrollment to 144.
- Held a job fair on November 7th with 59 attendees and 4 employers.
- Five Stars wound down operations in December and ended on December 31, 2024:
 - Final employer summit connected local hotels directly to community talent providers including the NCWorks Career Center and Wake Tech.
 - Transitioned active clients to career advisors at the NCWorks Career Center.
- Created a final insights report with recommendations to address the challenges encountered in this project to facilitate greater success in future special projects.

Performance outcomes from **November 1, 2024 – December 31, 2024**, include:

Wake County Reporting Item	Program Goal	Aug. 1, 2024 – Oct. 31, 2024	Cumulative Totals - PTD	Cumulative Percentage to Goal PTD
Total Number of 15-person employer roundtables	4	1	9	225%
Total Number of Individuals engaged in outreach campaign either virtually or in person	1,000	133	1974	197.4%
Total Number of Individuals who earn a hospitality credential	135	17	89	65.9%
Total Number of employees who participate in work-based learning	71	0	3	4.2%
Total Number of Individuals who secure employment in the hotel industry	100	3	41	41%

Healthcare Workforce Collaborative

Program Summary:

The Healthcare Workforce Collaborative is a developing 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, 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.

Program Updates:

- 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
- Working with NC AHEC and Wake AHEC to include an RN Refresher program as a regular training option in NCWorks.
- Collaborative members are planning an upcoming employment roundtable, community trainings, staff trainings, and pilot participant-employer networking event.

Healthcare Pilot Reporting (16% 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	10	3	15%
Retain current nursing students (CNA, LPN, RN)	30	10	2	7%

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 and 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:

- The Biopharma young adult program had 17 young adults complete their Biowork certificate in December 2024.
- The Biopharma young adult program offered additional biopharma training courses in January 2025, and eight individuals completed additional training.
- Four program participants from the Biopharma program are employed by companies Ajinomoto, Biogen, Korber Pharma, and Merck. Additional candidates are seeking employment or pursuing additional education.
- A new training cohort, NextGen LaunchPad began in January 2025 with 13 participants from several Title One Schools. The program continues its focus on the Biopharma industry.
- NextGen LaunchPad will run through June 30, 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 06/30/2025)	10	13	130%	10	0	0%

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:

- The renaming of the program to “Resiliency to Work” has decreased the hesitation of participation and enrollments have significantly increased. Seven youth have completed the program.
- SouthLight Healthcare’s Peer Support Specialist and a Behavioral Health Specialist provides mentoring and wellness support by offering peer group services and one-on-one services to the program’s youth. The youth are receiving additional workshops like “Pathway to Entrepreneurship”, to enhance and broaden their range of career exposures and opportunities.

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	24	63%
35 youth will either attend a life skills training led by a peer support specialist or receive one-on-one support	13	37%
Enroll 28 youth into training or WBL	9	32%

Building Hope

Program Summary:

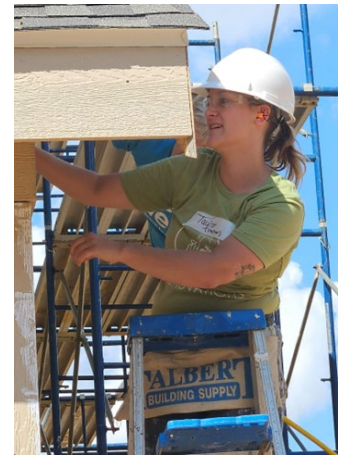
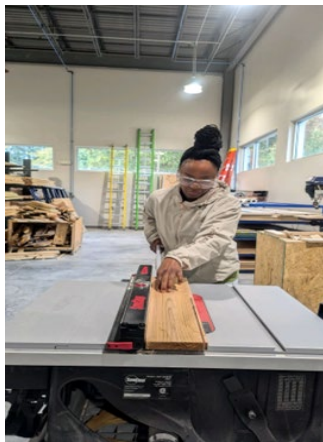
Building Hope is funded by the NCWorks Commission Local Innovation funds to employ women and gender minorities in skilled trades. It’s a partnership between CAWD and the NCWorks Centers, Hope Renovations, and Wake Tech. The goal is to train 40 people in construction or other skilled trades over the next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

Program Updates:

- Three of the six trainees who graduated this quarter gained employment immediately following the program. One additional graduate is self-employed in the construction industry.
- 2 more cohorts begin in March 2025: 1 Durham-based and 1 Raleigh-based

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.

Program Updates:

- WLRC staff participated in the first reentry simulation workshop for the North Carolina Institute for Women's Prison on January 30th. The event was attended by Leslie Cooley Dismukes, Secretary of the North Carolina Department of Adult Corrections.
- WLRC held its first expungement clinic in partnership with Legal Aid on February 3rd. These will be recurring clinics.
- Several WLRC staff members earned their Mental Health First Aid certification to better support participants with mental health or substance use disorders.
- The Executive Committee welcomed three new members: Emily Mistr – Legal Aid Attorney, Chase Sapp, MSW – Social Worker, City of Raleigh Police Department's ACORNS Unit, Dedrick Battle – Wake County Adult Court Liaison, Alliance Health

Wake County ARPA Expansion Grant (Grant is funded from November 2021- June 2025)	Program Goal	Cumulative Totals - PTD	Cumulative
Reporting Items			Percentage to Goal
			Grant is 90.9% complete
Total Number Served	750	700	93.3%
Housing Support	257	619	240.8%
Emergency Support (Basic Needs, transportation, vital records)	459	1414	308%
Mental & Behavior Health Navigation	200	482	241%
Credentials (Started Year 2)	60	14	23.3%
Placement into Employment	195	234	120%
Recidivism Rate for individuals discharged by 12/31/23 (Wake County recidivism rate for 2 years post release is 28%)		12.6%	

Wake LRC Participant Success Story:

When Mr. C first connected with the Wake Local Reentry Council (Wake LRC) in May 2024, he was living at Fathers Forever Transitional House and faced a pressing deadline—he needed to secure stable housing by June 6th. His goal was to get his own apartment, but he was hesitant about having a roommate. While Wake LRC helped him explore apartment options, they also introduced the idea of shared housing as a more immediate and affordable solution.

Understanding the rising cost of living in the area, Mr. C decided to apply for a shared housing opportunity through a Wake LRC partner. With a full-time job and savings in place, his application was approved by May 22nd. By June 1st, he had moved into his new home—and to his surprise, he found himself enjoying the shared living experience.

Fast forward to today, and Mr. C's journey has only grown more inspiring. He secured a job in hotel construction, which has allowed him to travel the country doing work he loves. Over the past two years, his dedication and work ethic have led him to earn a Foreman position, where he now supervises construction sites and manages workers.

Mr. C. describes the outlook that helped him succeed, "You just got to believe and have your priorities straight."

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. Below are the grants data for PY 24-25.

Program Updates:

- CAWD rolled out additional funding cycles in Fall 2024 and Winter 2024.
- CAWD awarded Community Success Initiative, Legal Aid of NC, StepUp Ministry, and Fellowship Home of Raleigh in Fall 2024
- CAWD awarded The Great Raleigh Cleanup and Fathers Forever in December 2024, starting activity in Spring 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	39	4	0	597
Total Education/Training	104	46	19	0	0	0	177
Total Credentialed	23	0	9	0	1	0	32
Total Employed	167	12	32	77	11	0	247
Total Received Supportive Services	55	46	24	12	15	0	125

Special Grants (CSI and Step-Up Ministry)	
Total Grants	2
Total Served	253
Total Education/Training	0
Total Employed	39
Total Received Supportive Services	219

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 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 Department of Justice (DOJ) and the 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 are funded by the Department of Justice (DOJ) and include Stages 1 and 2, and end in November 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 towards Stage 3 WIOA performance measures.

Program Updates:

- NC PROWD has enrolled 248 participants from the Butner Federal Correctional Complex in Stage I. 200 individuals have received job readiness training, career exploration, life skills training, individual case management, and/or reentry transition planning services.
- NC PROWD participants have earned 100 credentials in ServeSafe Handler, ServSafe Management, WorkKeys and OSHA forklift operation.
- The 4-week CDL Training program started March 3, 2025, with a cohort of 18 students.
- The 8-week Mechatronics program starts recruiting in April.

Performance Metric	Program Goal	Actual Number	Total- YTD	Percentage to Goal
				DOJ Grant is 60% complete
DOJ Performance Measures (Stages 1 and 2)				
Enrollment	375		248	66.1%
CAWD Enrollment (Board Region is determined in Stage 2)			48	
The table below represents only CAWD performance				
DOL Performance Measures (Stage 3)				DOL Grant hasn't started
Enrollment	100	100	-----	
Recidivism	< 36%	36	-----	
Training & Education	100%	100	45	45%
Measurable Skills Gains	60%	60	39	65%
Earned Credentials	90%	90	32	35.5%
Gained Employment	65%	65	28	43.1%

NC PROWD Participant Success Story:

Mr. B's achieved success through determination, resilience in overcoming obstacles, and skill in addressing the various challenges encountered during his entrepreneurial journey.

Guided by a clear vision, Mr. B was committed to obtaining his Commercial Driver's License (CDL). He successfully achieved his goal on May 15, 2024. With a strong emphasis on improving his credit score and building a stable financial base for himself and his family, Mr. B made full use of all available resources. He carefully compiled the necessary information to establish the foundation for his trucking business.

Despite the challenges posed by his past criminal record, he remained steadfast in his quest for success. After several attempts, he finally secured the support needed to purchase his first truck on December 9, 2024. Mr. B noted that his relentless determination and hard work drove him forward, reinforcing the idea that with commitment, anything is possible, irrespective of one's past.

(Mr. B's new truck for his business.)



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, four Incumbent Worker Training projects were approved for the State ARPA grant totaling \$37,225.
- To date, the State ARPA grant has supported 34 On-the-Job Training, 16 Work Experience, and 15 Incumbent Worker Training projects. The total approved funding for Incumbent Worker Training projects amounts to \$113,230 and On-the-Job Training and Work Experience agreements total \$267,940.
- Training topics included certifications for Eye Movement Desensitization and Reprocessing, Addiction Counseling, Insurance Billing Training, Conflict Resolution, Trauma Treatment, Cross-Cultural Diversity Counseling, Hair Cutting Concepts, and Cocktail Crafting 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.

Program Updates:

- 33 businesses received \$18,500 in mini-grants to support the growth of their businesses this quarter. To date, 111 mini-grants, totaling \$55,500, have been awarded through the program.
- There are 247 participants in the PTE program to date.
- 15 new businesses were started since the program's inception.

Economic Development

CAWD provided two letters of support projecting 428 new jobs. The estimated average compensation was \$117,787 per position. These organizations represent the Advanced Manufacturing industry.

Rapid Response

CAWD received four WARN notices and 2 referrals affecting 281 workers across the Transportation, Professional Services, and Government sectors. The layoffs were permanent, attributed to the loss of contracts, the conclusion of grant funds, and economic challenges from rising costs. CAWD organized two virtual Rapid Response sessions, attended by 32 impacted workers. The sessions 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: October 1, 2024 – December 31, 2024

Narrative: February 2025 – Current

NextGen Lee – Students in Training

Entrepreneurship is rapidly becoming a popular career path among Generation Z. The program is seeing more participants with career aspirations leaning toward independence, flexibility, and entrepreneurship. Barbering has been a popular career pathway for some of the NextGen participants. Several NextGen Lee students are currently attending T and M Barber College in Lee County to pursue a license in Barbering. Both students pictured below are halfway through their training.



Pictured: Cheyla, NextGen participant, in training at T and M Barber College



Pictured: Kendrick, NextGen participant, in training at T and M Barber College

North Carolina Youth Forum

The NextGen Staff and CAWD One-Stop team attended this year's 2025 State Youth Forum on February 11th and 12th in Greensboro. This event is hosted every year by the North Carolina Association of Workforce Development Boards (NCAWDB) and the State of NC. The team learned best practices from other WDBs, WIOA Youth Program Requirements, Career Advising tips, information on pre-apprenticeships and apprenticeships, and Mental Health Strategies and Resources.



Pictured: NextGen Johnston, Wake and Orange Teams and CAWD One-Stop Staff

NextGen Success Stories

Anthony's Story - NextGen Johnston

Anthony began his educational journey in January 2024, enrolling in the GED class at NextGen through a partnership with JCC. Anthony not only received the educational support needed to work toward his GED but also had the opportunity to gain hands-on work experience. He was placed in a work experience (WEX) opportunity at Hahvahd Yahd Cafe while pursuing his GED.

For Anthony, this work experience was a breakthrough. It was his first taste of employment, and it gave him the confidence and motivation he had been seeking. Through the mentorship and real-world skills gained at the cafe, Anthony began to see the value of hard work and perseverance. Inspired by the experience, Anthony has chosen to pursue the career pathway of becoming a mechanic. Now determined to earn his GED and pursue technical training, he is focused on building a future in a trade he's passionate about.

As a result, Anthony has set his sights on becoming a mechanic. The hands-on nature of his work at the cafe helped him realize the importance of learning a trade and pursuing technical education. He's now focused on continuing his education, determined to earn his GED and further his skills so he can eventually reach his dream of becoming a skilled mechanic.



Juliette's Story - NextGen Orange

Before joining the NextGen program, Juliette struggled financially, mentally, and emotionally. Losing her job while juggling school and bills left her panicked about her next steps. Thankfully, she enrolled in NextGen and was paired with NextGen Staff, Courtney, who not only helped her with her resume and interview skills but also provided encouragement and guidance in setting goals.

Through NextGen's Resiliency to Work (RTW) component, she gained tools to help her manage stress, build confidence, and stay focused. The RTW program assists youth and young adults with wrap-around support, i.e. mentoring circles, real world life skills, etc. so they can develop and carry out a career plan that leads to successful employment. With this support, she secured a job at America's Best, and within weeks, she was promoted and received a raise.

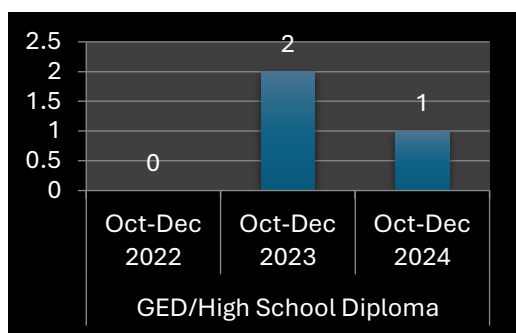
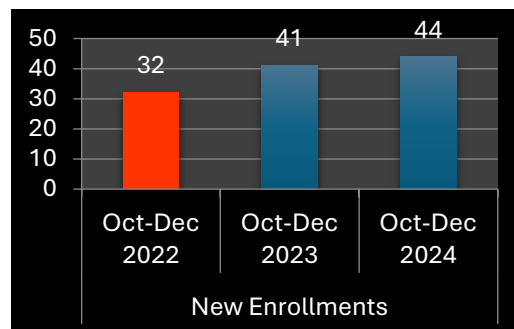
Today, she's thriving in both work and school. "NextGen has given me hope, stability, and excitement for the future, and I'm grateful for the opportunities ahead!"



WIOA Youth Program Data Summary: October - December 2024

Total New Enrollments: 44

Enrollments have increased by 7.3% compared to the same time last year. Increased outreach, word of mouth and partnership engagement continues to be the factor that increases enrollments. There were also key events that occurred during this quarter that aided in increased enrollments. There were open house events in the Orange and Wake Centers and a Youth Resource Fair in the NextGen Johnston Center.

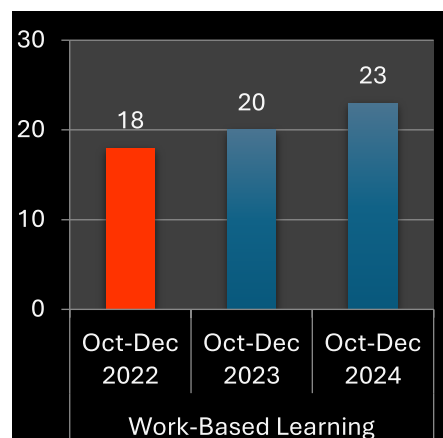


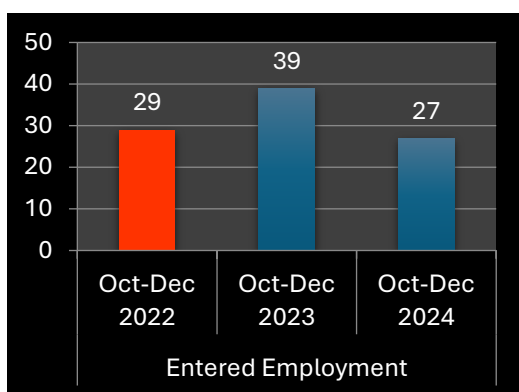
Obtained GED/High School Diploma: 1

This quarter, 1 participant 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: 23

Twenty-three young adults participated in work-based learning and occupational skills training. This is a 15% increase compared to the same time last year. Of the 23, 12 pursued training in industries such as truck driving, personal care services (barbering), healthcare, and skilled trades, while 11 engaged in work experience opportunities. The NextGen program is seeing more participants opt for training rather than immediate employment this program year.





Entered Employment: 27

Twenty-seven participants secured employment opportunities this quarter, reflecting a decrease of 30.8% compared to the same period last year. The NextGen program is seeing more participants go to training than employment this program year. The shift toward training over direct employment suggests a growing interest in acquiring certifications and skills before entering the workforce.

NCWORKS CAREER CENTERS (NCWCC)

Adult and Dislocated Worker

IBM SkillsBuild

Staff Contact:

Jessica Locklear McLeod, One-Stop System Director;

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CAWD Quarterly Partner Meetings

CAWD hosted its virtual quarterly partners meetings. The Lee, Chatham, and Johnston County meeting occurred on December 3, 2024, while the Wake County meeting was held on December 12, 2024. Both sessions shared similar agendas, covering CAWD and Partner updates, labor market insights, and provided a networking opportunity. Key highlights included discussion surrounding the launch of the Healthcare Workforce Pilot and continuing to focus on strengthening partner relationships, referrals, and working to better meet our collective goals. As a result of the meeting, CAWD and the NCWorks Career Center have partnered with several required partners to implement strategies to enhance referral processes for improved collaboration.

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 – Wake/Chatham – Full – November 2024
Results: Meets Expectations

NCWorks Career Center – Swinburne– Partial – January 2025
Results: Above Expectations

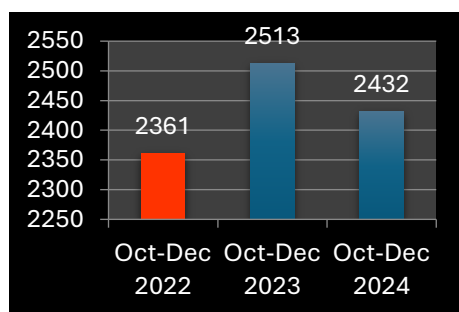
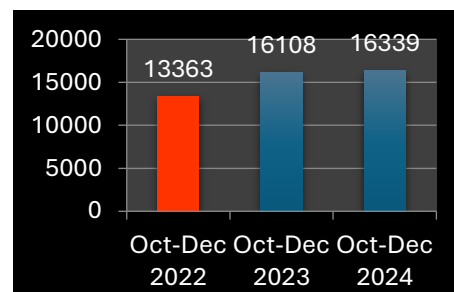
NCWorks Career Center – Johnston – Full – January 2025
Results: Below Expectations

NCWorks Career Center – Tillery – Partial – February 2025
Results: Above Expectations

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

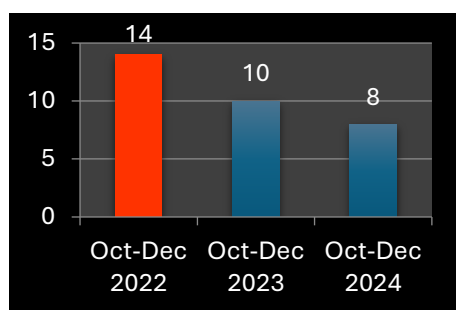
Total Participants Served: 16,339

Participants served represent traffic across all the Capital Area NCWorks Career Centers accessing services through NCWorks Online. There was an increase of 1% in customer numbers this quarter over the same period last year.



Staff Assisted Services: 2,432

Staff assisted services represent personalized support to job seekers who need help with their employment search, career planning, and skill development. There was a 3% decrease in staff assisted services provided this quarter over the same time period last year. The decrease is due to the NCWCC hosting a seasonal and temporary hiring event during October – December 2023. In 2024, this event was not held because of the return of the in-person CAWD Career Expo.

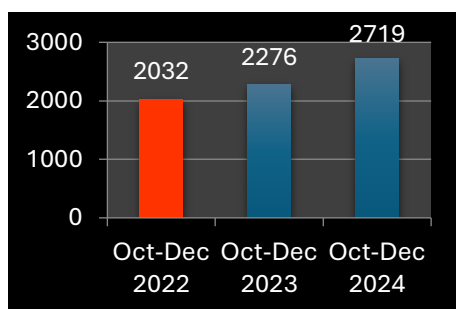
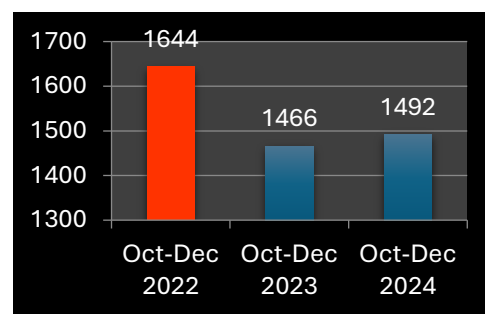


Total Work-Based Learning Opportunities: 8

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 20% 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.

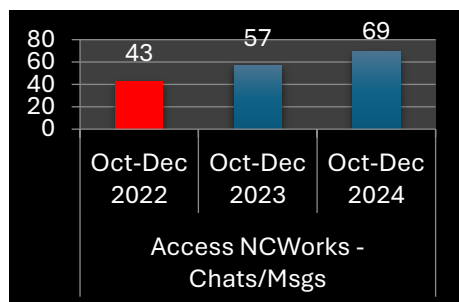
Total Employment Results: 1,492

The Wagner-Peyser Employment results include job seekers who have entered employment throughout the CAWD One-Stop system. There was an increase of 20% in employment numbers over the same timeframe last year.



Access NCWorks Contact Center – Calls: 2,719

The Access NCWorks Contact Center continues to be a valuable resource for customers, with a 19% 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: 69

Access NCWorks Contact Center staff manage customer chats, which have increased by 21% 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.

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 October 1, 2024 – December 31, 2024:

Program Updates:

- 3 unique learners have actively participated in learning activities.
- 20 learning hours have been completed.
- 106 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 Q3. 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 program, except for Credential. All performance indicator goals are meeting or exceeding for the Dislocated Worker program. Capital Area is meeting or exceeding all performance indicator goals for the Youth program, except for Employment Q4 and Credential. All performance indicator goals are meeting or exceeding for the Wagner-Peyser program. 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.

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	79.10%	\$8,035	77.70%	64.20%	49.90%	70.70%	\$9,101	71.00%	63.30%	56.20%
	Goal	80.00%	\$8,276	79.50%	64.00%	64.20%	74.50%	\$8,595	73.00%	66.00%	67.40%
	% of Goal	98.90%	97.10%	97.80%	100.30%	77.70%	94.90%	105.90%	97.20%	95.90%	83.30%
34 - Capital Area	Actual	80.00%	\$8,411	79.90%	57.60%	79.60%	76.90%	\$8,502	76.50%	66.70%	75.60%
	Goal	80.00%	\$8,276	79.00%	64.50%	70.00%	74.50%	\$9,000	75.50%	64.00%	68.00%
	% of Goal	100.00%	101.60%	101.10%	89.30%	113.80%	103.30%	94.50%	101.40%	104.20%	111.10%
35 - Durham	Actual	73.30%	\$8,788	62.50%	50.00%	66.70%	70.00%	no data	55.56%	16.70%	68.40%
	Goal	79.00%	\$8,500	79.00%	63.00%	54.50%	74.50%	\$8,595	78.00%	65.00%	65.00%
	% of Goal	92.80%	103.40%	79.10%	79.40%	122.30%	94.00%	no data	71.20%	25.60%	105.30%
37 - Charlotte Works	Actual	70.50%	\$8,671	74.10%	72.30%	30.80%	88.90%	\$11,240	86.80%	58.80%	38.50%
	Goal	75.00%	\$8,276	76.00%	60.50%	64.20%	76.00%	\$9,000	76.00%	60.50%	67.40%
	% of Goal	94.00%	104.80%	97.40%	110.50%	47.90%	117.00%	124.90%	114.20%	97.20%	57.10%
42 - Guilford Works	Actual	71.60%	\$8,094	77.60%	30.80%	24.40%	66.70%	\$9,013	70.50%	52.90%	22.20%
	Goal	80.00%	\$8,000	78.00%	63.00%	54.20%	73.00%	\$7,900	73.00%	64.00%	55.00%
	% of Goal	89.50%	101.20%	99.40%	48.80%	45.00%	91.30%	114.10%	96.50%	82.70%	40.40%

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	70.9%	\$7,628	68.3%	72.6%	\$4,654	73.4%	55.7%	47.9%
	Goal	69.0%	\$6,983	69.0%	75.9%	\$4,708	75.1%	53.0%	56.8%
	% of Goal	98.0%	109.2%	99.0%	95.7%	98.9%	97.8%	105.0%	84.3%
34 - Capital Area	Actual	67.5%	\$9,706	70.3%	71.9%	\$4,242	65.9%	28.8%	68.3%
	Goal	72.0%	\$7,100	72.0%	74.0%	\$4,708	75.1%	53.0%	56.8%
	% of Goal	93.8%	136.7%	97.5%	97.2%	90.1%	87.8%	54.4%	120.2%
35 - Durham	Actual	69.2%	\$9,674	69.9%	83.3%	\$7,282	72.2%	40.0%	33.3%
	Goal	73.0%	\$7,500	73.0%	74.5%	\$3,750	73.0%	55.0%	53.0%
	% of Goal	94.8%	129.0%	95.7%	111.9%	194.2%	98.9%	72.7%	62.9%
37 - Charlotte Works	Actual	67.7%	\$9,633	72.0%	74.3%	\$4,075	70.7%	54.8%	56.4%
	Goal	69.0%	\$6,983	69.0%	75.9%	\$4,708	75.1%	53.0%	56.8%
	% of Goal	98.1%	138.0%	104.3%	97.9%	86.6%	94.1%	103.5%	99.4%
42 - Guilford Works	Actual	68.0%	\$7,073	68.9%	72.2%	\$3,579	75.0%	48.2%	33.3%
	Goal	69.0%	\$6,850	69.0%	73.0%	\$7,900	73.0%	64.0%	55.0%
	% of Goal	98.5%	103.3%	99.8%	98.2%	87.3%	99.9%	96.3%	66.7%

Data as of PY24 Q3 *(Most Recent Data Submitted – 02/17/25, WIOA Indicators calculated into PY24-Q3)

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 CAWD funding for the period July 1, 2024 – December 31, 2024. As 50% of Program Year 2024 (PY24) has been completed, the WIOA expenditures are at: Adult (38%), Dislocated Worker (54%), and Youth (28%). Adult and Youth expenditures were affected by the PY24 increased allocation over the previous program year and low activity levels at Orange, Chatham, and Lee counties. As additional measures are introduced at the service provider level to boost client traffic and enrollments, our operations and expenditures are expected to pick up for the rest of the program year.

Other grant activities include the Infrastructure Cost grant (42%) and the Dept. of Adult Correction grant (55%). CAREER National Dislocated Worker grant (98%) ended in August 2024, and the final closeout reports were submitted. Wake County ARPA grant (59%) includes six programs: Reentry Expansion, NextGen Youth Career Exploration, Micro Business Entrepreneurship, Small Business Workforce, Marketing & Mini-grants, and Hospitality Workers program. ARPA-State Fiscal Recovery Fund grants (63%) and PROWD-First Step Act-Reentry grants (56%), City of Raleigh-ARPA Hospitality grant (81%), DWS HOPE Innovation grant (78%) and DWS Director Support & Training grant (93%) are other grant activities at Capital Area Workforce Development.

CAPITAL AREA CONSORTIUM - FINANCIAL STATUS REPORT - QUARTER ENDING DECEMBER 31, 2024				
				50%
ACTIVITY	AVAILABLE	SPENT	BALANCE	% EXPENDED
TITLE I ADULT	2,812,025.74	1,074,733.59	1,737,292.15	38%
TITLE I DISLOCATED WKR	1,924,097.05	1,042,376.52	881,720.53	54%
TITLE I YOUTH	3,589,584.08	1,019,532.12	2,570,051.96	28%
WIOA ADMINISTRATION	1,188,940.42	339,224.12	849,716.30	29%
Infrastructure Cost Grant & Partner Fees - PY23 & PY24	645,295.88	272,863.57	372,432.31	42%
Dept. of Adult Correction - Reentry Grant (Nov. 23 Alloc.)	300,000.00	164,989.97	135,010.03	55%
Second Chance at Success & Reentry Initiative Pilot (Local)	69,242.00	39,744.84	29,497.16	57%
CAREER-Dislocated Worker Grant - USDOL	1,927,284.00	1,893,701.55	33,582.45	98%
ARPA Grant Through Wake County	6,146,497.00	3,632,760.67	2,513,736.33	59%
DWS-ARPA-State Fiscal Recovery	1,050,000.00	657,333.18	392,666.82	63%
DWS-NCPROWD First Step Act-Federal Reentry	2,210,727.33	1,230,406.79	980,320.54	56%
City of Raleigh - ARPA- Hospitality Grant	205,872.47	167,117.21	38,755.26	81%
DWS - HOPE Innovation Grant	225,000.00	174,560.63	50,439.37	78%
DWS-Director Support Grant	100,000.00	92,885.40	7,114.60	93%
TOTAL	\$22,394,565.97	\$11,802,230.16	\$10,592,335.81	53%

Wake-ARPA Grant Summary	AVAILABLE	SPENT	BALANCE	% EXPENDED
ARPA - Small Business Workforce	347,043.00	317,810.77	29,232.23	92%
ARPA - Micro Business Entrepreneurship	505,890.00	333,968.89	171,921.11	66%
ARPA - Reentry Expansion	3,085,175.00	\$2,062,891.45	1,022,283.55	67%
ARPA - NextGen Youth Career Exploration	701,889.00	287,187.30	414,701.70	41%
ARPA - Hospitality Workers	539,500.00	518,106.50	21,393.50	96%
ARPA - Marketing & Mini Grants	967,000.00	112,795.76	854,204.24	12%
TOTAL	6,146,497.00	3,632,760.67	2,513,736.33	59%

DWS-ARPA & PROWD Grants Summary	AVAILABLE	SPENT	BALANCE	% EXPENDED
DWS-ARPA-State Fiscal Recovery - Small Business WBL	850,000.00	558,677.18	291,322.82	66%
DWS-ARPA-State Fiscal Recovery - Substance Use Support	200,000.00	98,656.00	101,344.00	49%
DWS-First Step Act-Reentry grant - (NC PROWD)	2,210,727.33	1,230,406.79	980,320.54	56%