



# OPERATIONS REPORT

## September 2025

### Capital Area Workforce Development

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# STRATEGIC INITIATIVES

Healthcare Workforce Collaborative

Capital Area Apprenticeship Prep Program

Resiliency to Work

Building Hope

## **Staff Contact:**

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## 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:

- Recruit individuals with long-term nursing aspirations into CNA programs
- Provide financial support to current nursing students at-risk of dropping out of program
- Retain skilled nurses by promoting the AHEC's RN Refresher program

### *Program Updates:*

- The pilot has generated a lot of interest with 148 referrals. Community college representatives are the main source of referrals proving the importance of strong collaboration.
- Actively engaged with employers through an employer roundtable on June 5<sup>th</sup> and a follow-up business engagement presentation led by NCWorks Business Services Team on August 13<sup>th</sup>. Over 20 employers have participated.
- CAWD and the Collaborative will explore expanding the pilot into Allied Health occupations and apprenticeship in late 2025/early 2026

Healthcare Pilot Reporting (67% complete)

Program Goal	Recruitment Goal	Number Referred	Enrollment to Date	% of Enrollment Goal
Recruit retired nurses (RN)	15	2	1	0.07%
Recruit direct care workers (into CNA program)	20	90	28	140%
Retain current nursing students (CNA, LPN, RN)	30	56	18	60%

## 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 had eight program participants employed by companies Ajinomoto, Biogen, Merck, Grifols, and NC Biotechnology Center. These jobs are full-time employment or long-term work experiences that pay between \$20 to \$25 per hour.
- NextGen Launchpad Participants completed coursework in Spring 2025 and three have been hired by Pharma companies Grifols, Thermo-Fisher, and Aurobindo Pharma. These jobs are full-time and pay \$20-\$22 per hour.
- Eight participants are taking classes at Wake Tech (Fall 2025) to receive two additional pharma certificates to assist in gaining employment and/or pursuing their associates degree in bioprocessing manufacturing.

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 needed supports.

### ***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):
  - *Becoming a Person of Consistency* – exploring the power of reliability and follow-through in building trust, confidence, and long-term success.
  - *Social Media and the Effect It Can Have on Your Mental Health* – discussing the impact of digital platforms on self-esteem, stress levels, and personal boundaries.
  - *Daily Habits That Win* – identifying small, consistent habits that contribute to positive routines and personal effectiveness.
  - *Celebrating Milestones* – recognizing the importance of acknowledging progress and achievements, both big and small, as a way to stay motivated and resilient.
- A bonus workshop was also held to address challenges when youth struggle interacting in social environments. CAWD team member, Shanae Artis, gave an outstanding presentation titled "From Shy to Social: A Young Adult's Guide to Building Connections".
- Two new workshop series, *Resiliency to Wellness 101 – A Substance Use Education Series* and *Resiliency to Wellness 201: Power Moves- A Life Skills Series* were successfully launched in June and August 2025. These sessions will repeat, every other month, through November 2025.
  - *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	32	91%

35 youth will either attend a life skills training led by a peer support specialist or receive one-on-one support	17	49%
Enroll 28 youth into training or WBL	21	75%

## Building Hope

### *Program Summary:*

Building Hope was a partnership between Capital Area Workforce Development Board, Hope Renovations, and Wake Tech that operated from July 2023 – June 2025 with funding from the NCWorks Commission Local Innovation Fund. Goals included increasing the local skilled trades workforce through recruitment and training particularly of women and gender expansive individuals. The project successfully met its goals.

### *Program Updates:*

- 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	40	100%
30 participants complete Hope Renovations' 4-week OTJ Internship Program	End of grant period	40	133%
20 participants complete Hope Renovations' Career Development Program	End of grant period	40	200%
40 participants report increased personal confidence	End of grant period	19	95% (18 out of 19 survey responses)
Recruit 5 employers to provide WBL and/or direct employment to participants	End of grant period	20	400%

# REENTRY

Wake Local Reentry Council and Reentry Expansion

Wake Partners Reentry Program Grants and Special Grants

NC PROWD

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## 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

- As part of the inclusion in the FY 2025–26 budget, two new staff positions were included to expand services.
- On September 1, 2025, three new staff members joined the team. Natalie Mabon is the Reentry Manager for Client Services (new position), Rodriquis Stewart is the Reentry Employment Engagement Consultant (new position), and Katie El-Tannir is the Reentry Resource Coordinator (existing position). All three came from the NC PROWD program and will continue to support the NC PROWD program part-time through close-out.
- On July 25, 2025, WLRC facilitated its first Reentry Simulation in Apex, NC, hosted by Mayor Jacques Gilbert.
- WLRC welcomed two new partners: Employment and Independence for People with Disabilities and the Raleigh Rescue Mission.
- Held three successful workshops to help clients improve their lives.
  - *Second Chance Job Readiness Training* (August 21, 2025) – 17 participants
  - *Money Matters Course* (August 12, 2025) – 9 participants
  - *Expungement Clinic and Driver's License Restoration Workshop* – strong attendance and positive outcomes

Program Year from July 1, 2025 - July 1, 2026,	2024-2025	2025-2026	25-26 Year to Date	Percentage to Goal
Reporting Items	Performance	Program Goal	Cumulative Totals	16.60%
<b>Data from July 1, 2025- August 31, 2025</b>				
Participants Enrolled	316	300	57	15.60%
Training Completed (either paid or referred)	33	63	8	12.60%
Obtained Industry Recognized Credentials as a Percentage of Training Completed	84.50%	50%	63%	
Secured Employment (includes 2nd Chance) as a percentage of all employment seekers	53%	60%	58.00%	
Secured 2nd Chance Employment	33	36	11	30.50%
Permanent Housing- (number of people we supported in obtaining housing financially)	39	25	2	8%

Transitional Housing- (number of people we supported in obtaining housing financially)	49	50	3	6%
Emergency Housing- (number of people we supported in obtaining housing financially)	25	25	0	0%
Total Housing Assistance Provided	113	110	14	12.70%
Recidivism Rate	13%	0.14		

### *Wake LRC Participant Success Story:*

Just four months ago, Mr. A came to NCWorks seeking reentry support and a fresh start. Today, his journey reflects what's possible when determination meets collaboration and community support. With the guidance of Wake Local Reentry Council (LRC), Mr. A obtained his identification, secured emergency housing, secured employment, and gathered the essential work supplies he needed to succeed. Through a referral to the Community Success Initiative (CSI), he participated in life skills classes which helped him successfully transition into permanent housing on September 5th.

Mr. A is now employed at Roses as a sales associate, where he assists customers, stocks merchandise and prepares the store for the next day. While he started at \$9.50/hour, he is anticipating a raise after completing his three-month probation period. Additionally, he will begin receiving his retirement benefits at the end of October, providing an extra layer of financial stability as he continues to work toward his goals.

Mr. A has expressed a willingness to seek additional employment opportunities and is enjoying the strides he's making toward becoming independent and self-sufficient. This incredible progress would not have been possible without the collaboration and dedication of our amazing partners — NCWorks, CAWD/WLRC, and Community Success Initiative.

## **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:***

- A new funding cycle rolled out Summer of 2025 and will be awarded in early fall.
- Current grantees are being reviewed for a second round of funding.

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	245	126	1041
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	56	137	193
Total Received Supportive Services	55	46	24	89	245	118	577

Special Grants (CSI and Step-Up Ministry)	
Total Grants	2
Total Served	369
Total Education/Training	0
Total Employed	83
Total Received Supportive Services	410

## 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 296 participants from the FCI Butner Federal Complex
- 28 participants are currently receiving services while incarcerated within FCI Butner, and 11 other participants are receiving services while residing at a residential reentry center or reporting for home confinement
- 260 individuals have received job readiness training, career exploration, life skills training, individual case management, and/or reentry transition planning services.

- 220 credentials have been earned in ServSafe Handler, ServSafe Management, WorkKeys, Forklift, Heavy Equipment, Welding and/or CDL.
- 22 participants have completed CDL Theory and earned their driving permits to start Practical Driving Instruction. 6 students remain in class while 16 have earned their CDL
- 22 participants have been served through Butner's 1<sup>st</sup> CDL Training Program.
- 51 participants have obtained employment
- Staff have connected with 181 employers and 241 partners across the 13-county service area

US Department of Justice Performance Measures				
Performance Metric	Program Goal	Actual Number	Total YTD	Grant is 83% Complete
Enrollment	375	375	296	79%
Recidivism	>36%	136	0	-----

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

- Training and Education- 45
- Measurable Skills Gain- 45
- Earned Credentials- 40
- Gained Employment- 39

## NC PROWD Partners with Chapel Hill Library

In August the PROWD team focused efforts on strengthening partnerships in the Orange County community. In collaboration with the Chapel Hill Public Library NC PROWD hosted two successful reentry events: a Reentry Simulation, in partnership with NC DAC, and a Reentry Job & Resource Fair. Both events were well attended and brought together local leadership, employers, service providers, community partners from across the CAWD region, and residents of the community. On August 5<sup>th</sup>, 38 community leaders, residents, and service providers participated in a reentry simulation where they attempt to navigate their way through various agencies while trying to remain compliant with community supervision, take care of personal needs, and satisfy family obligations.

Experiencing the reentry journey deepens our understanding and sparks new ideas to better support those returning to our communities. Following the successful simulation, on August 14th we had 47 individuals participate in a Reentry Job and Resource Fair. Seven employers, 9 service providers, and 31 attendees helped to make August a successful month of community engagement.

These events not only served as meaningful ways to increase advocacy for reentry populations but also provided opportunities for networking and developing stronger partnerships across the region. Orange County LRC. assisted with planning and supported both events. Our goal was to provide valuable resources and support to the community so that our partners are better able to serve individuals impacted by the justice system.



# BUSINESS ENGAGEMENT

Small Business Workforce Development

Pathway to Entrepreneurship

Economic Development

Rapid Response

## **Staff Contact:**

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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 \$6,499.
- To date, the State ARPA grant has supported 35 On-the-Job Training, 16 Work Experience, and 16 Incumbent Worker Training projects. The total approved funding for Incumbent Worker Training projects amounts to \$127,028, and On-the-Job Training and Work Experience agreements total \$335,850.10.
- Training topics included IRS Research and Development Credit Training, Leadership Training, GovCon Proposal Development Training, and Bookkeeping Training.

### ***Success Story:***

At Triangle Wellness & Recovery, PLLC, we provide outpatient behavioral health services including intensive outpatient therapy, counseling, medication management, and primary care. Like many practices, the cost of training and licensure has limited our ability to fully meet community needs. This grant changed that by allowing five of our therapists to receive specialized training in trauma, EMDR, diversity in couples counseling, and family systems therapy.

The results have been powerful. We're now able to serve more clients, reduce the number of people we turn away, and help individuals stabilize faster. Many clients are moving from weekly sessions to bi-weekly or monthly care, which opens space for new clients while maintaining quality treatment. This investment has strengthened our team, expanded our reach, and given us the tools to make a greater impact in our community.

## 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:***

- 73 businesses received \$49,500 in mini-grants to support the growth of their businesses this quarter. To date, 289 mini-grants, totaling \$144,500, have been awarded through the program.
- There are 436 participants in the PTE program to date.
- 40 new businesses were started since the program's inception.

**Economic Development**

CAWD provided three letters of support projecting 1,290 new jobs. The estimated average compensation was \$84,139 per position. These organizations represent the Information Technology and Manufacturing industries.

**Rapid Response**

CAWD received two WARN notices and two referrals affecting 144 workers across the Petroleum/EV, Manufacturing, Semiconductor, and Technology industries. The layoffs were permanent, attributed to the loss of contracts and economic challenges. CAWD partnered with the Town of Chapel Hill to support businesses and workers impacted by Tropical Storm Chantal. CAWD hosted an in-person Rapid Response and Resource Fair at the Town of Chapel Hill Library, attended by 20 individuals.

CAWD also held a virtual Rapid Response session for the NC Office of Recovery and Resiliency that was attended by 19 impacted workers. The session covered unemployment benefits, training opportunities, and transition resources.



# WIOA YOUTH & YOUNG ADULT SERVICES

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Data: April 1, 2025 – June 30, 2025

Narrative: June 2025 – Current

## NextGen Johnston Employer Outreach

During June, NextGen Johnston expanded employer engagement through new partnerships with Chefella's Catering, NC Museum of Natural Sciences, Pernell Heating and Air, Town of Smithfield Electric, and Best Auto Body Repair, strengthening career pathways for youth. As a result, staff facilitated five additional work-based learning placements, bringing the year-end totals to 36 Work Experiences (WEX), 1 On-the-Job Training (OJT), and 36 Job Shadows. The program also exceeded its work-based learning investment goal, reaching 5.75% compared to the 1.75% target.

## NextGen Wake, Lee, and Chatham Graduation

On June 27<sup>th</sup>, NextGen celebrated the incredible achievements of NextGen participants from Wake, Lee, and Chatham counties with a graduation ceremony. From General Educational Development (GED) to Heating, Ventilation, and Air Conditioning (HVAC), Commercial Driver's License (CDL), Biopharma, Registered Behavior Technician (RBT), Dental Assisting, Information Technology (IT), and Phlebotomy credentials, thirty-six participants from the program year were celebrated, and we couldn't be prouder. The event featured a keynote from Brian Holland, CAWD Board Chair, reflections from William Thaxton of EnergyWise HVAC Solutions, an amazing business partner, heartfelt speeches by graduates, and, of course, the turning of the tassels. With family members and friends cheering them on, it was a celebration to remember. Cheers to all the graduates!



*Pictured: Michael, NextGen participant, with his certificate of achievement from the NextGen program.*



*Pictured: Brian Holland, Board Chair, speaking words of encouragement to the graduates.*

## NextGen Orange Open House

On July 30th, NextGen Orange hosted an open house event that connected current participants with prospective enrollees. The event featured a program overview, firsthand testimonials from current participants, and interactive activities. Attendees also had the opportunity to explore the Transfer VR headsets, which are used in the program for career exploration.



*Pictured: Courtney Brown, NextGen Youth Advocate, and Open House attendee testing out the VR equipment.*



*Pictured: Courtney Brown, NextGen Youth Advocate, presenting to the Open House attendees.*

## Janaya's Success Story

Janaya entered the NextGen Orange program in April 2025 with a clear goal of becoming a Certified Nursing Assistant (CNA). With support from NextGen, she completed an accelerated CNA course within a few months and passed the written portion of the state board exam on August 2<sup>nd</sup>. She is now preparing to retake her skills exam later in September to achieve full certification—an important step toward her credential attainment. NextGen supported Janaya throughout her program participation with counseling, supportive services, and job search assistance.

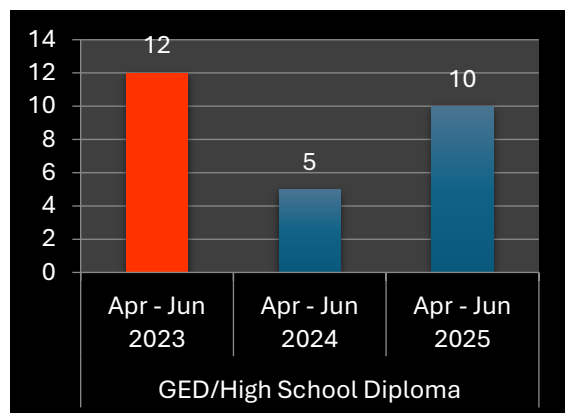
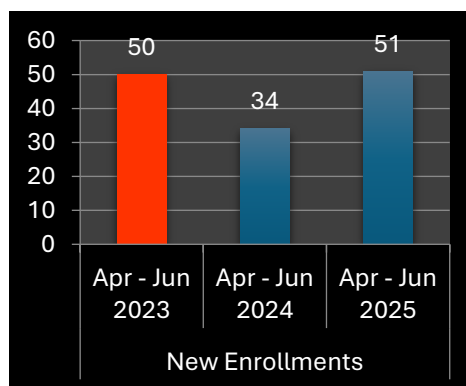
Janaya has also made significant progress toward employment outcomes. She has completed an interview with UNC, with a second interview scheduled, and has secured two additional interviews with Duke for CNA positions paying \$18 per hour. She's now accepted the position at Duke. Her journey reflects the program's impact in helping participants complete training, earn credentials, and transition into in-demand careers.



## WIOA Youth Program Data Summary: April - June 2025

### **Total New Enrollments: 51**

Enrollments have increased by 50% compared to the same time last year. This growth is attributed to expanded outreach efforts, stronger engagement with community partners, and word-of-mouth referrals. NextGen staff also attended several spring outreach events, which also played a role in an increase in enrollments.

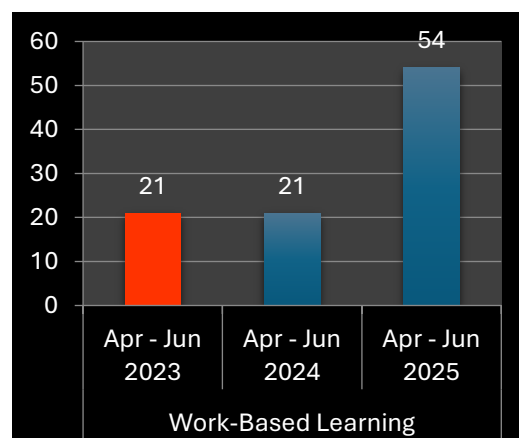


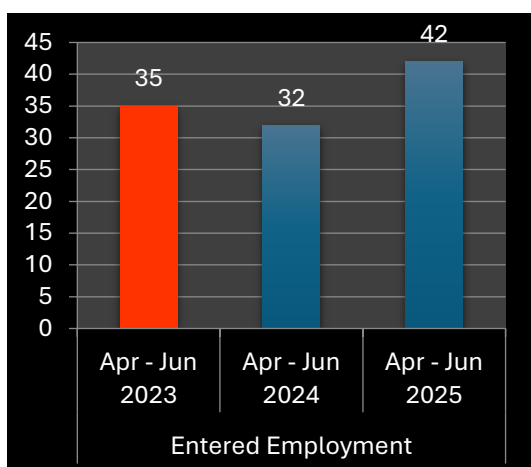
### **Obtained GED/High School Diploma: 10**

This quarter, 3 participants obtained their high school diplomas, and 7 participants earned their GED. This is a 100% increase compared to the same period last year. The NextGen staff work hard in collaborating with the Community Colleges to ensure GED obtainments are met.

### **Work-based Learning & Training Opportunities: 54**

Fifty-four young adults participated in work-based learning and occupational skills training (OST) this quarter—a 158% increase compared to the same period last year. Of those participants, 10 enrolled in training programs across various industries, including skilled trades (HVAC), healthcare, and IT. The remaining 43 engaged in work experience (WEX) opportunities. Service providers have made a focused effort to expand these opportunities in support of WBL goals.





### **Entered Employment: 42**

Forty-two participants secured employment this quarter, representing a 31% 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

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## CAWD Quarterly Partner Meeting

CAWD held its quarterly partners meeting virtually on August 4, 2025. This meeting marks the launch of a new system-wide approach for the meetings. For the first time, all counties convened on the same day, creating a unified space for collaboration. This change was designed to strengthen collaboration, share resources, spark new ideas, and drive impact across the CAWD region, which includes Wake, Lee, Johnston, Chatham, and Orange counties. The agenda featured the CAWD's Regional Labor Market Overview, a partner spotlight on NC Careers, hot topics, partner announcements, and a discussion surrounding navigating federal funding cuts, maximizing one another's resources, and braiding funding when applicable.

## NCWorks Career Center Certification

North Carolina's state Workforce Development Board and the NCWorks Commission work on behalf of the Governor and under the authority of WIOA, N.C. General Statute 143B-438.10 and other applicable laws, rules, regulations, and requirements to develop and oversee an effective and efficient workforce development system in North Carolina. The NCWorks Commission, in consultation with chief elected officials and local boards, establishes criteria for assessing NCWorks Career Centers. The criteria are used to assess NCWCCs at least once every three years. Following a comprehensive site review on June 23, 2025, CAWD successfully met all certification criteria set by the NCWorks Commission.

On August 13, 2025, CAWD was recognized for achieving certification during the NCWorks Commission meeting held at the McKimmon Center in Raleigh, NC.



*Pictured from left to right: First Row: Melissa Short, Brian Holland, Jessica Locklear McLeod, Kenya Smith, Estherose Rodgers, Tom Roban, Secretary Lee Lilley. Second Row: Darryl Blevins, Ross Yeager, Felicia Downing, Third Row: Tom White, Courtland Gingles, Kenneth Angeli, Kenneth Gathers.*



## CAWD Annual Systemwide Kick Off

The CAWD Systemwide Kick-Off was held on August 1, 2025, celebrating the accomplishments of Center staff and setting priorities for Program Year 2025. The event focused on improving performance outcomes, eliminating redaction findings, continuous improvement, and identifying the top three areas for growth. Through breakout sessions, Center staff identified continuous improvement goals. Participant feedback was overwhelmingly positive, highlighting the event's value in fostering collaboration, sharing insights, and aligning on goals for the year ahead.



*NCWorks & NextGen Staff*



*Pat. E. Sturdivant kicking off the event.*

## 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:

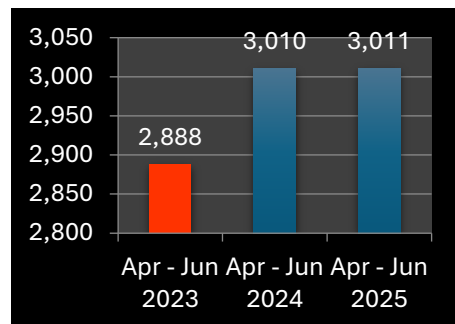
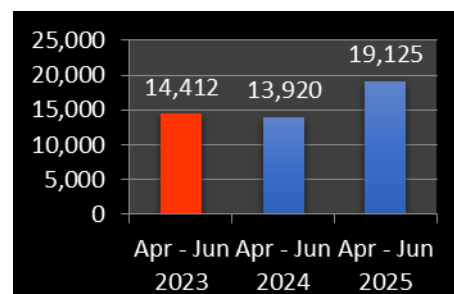
NCWorks Career Center – Equus - August 2025



## WIOA NCWorks Career Center Program Data Summary: April– June 2025

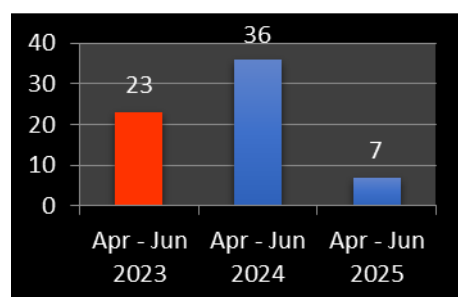
### Total Participants Served: 19,125

Participants served represent traffic across all the Capital Area NCWorks Career Centers accessing services through NCWorks Online. There was an increase of 37% in customer numbers this quarter over the same time period last year.



### Staff Assisted Services: 3,011

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

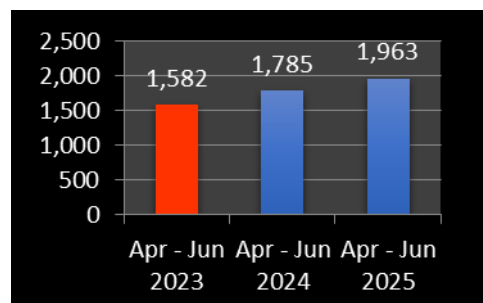


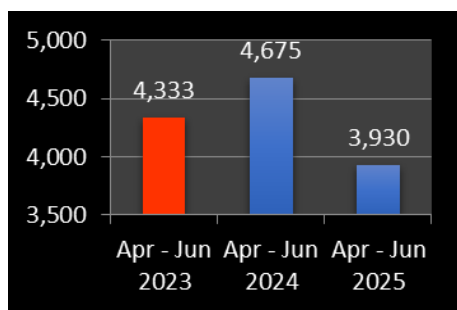
### Total Work-Based Learning Opportunities: 7

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 80% 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: 1,963

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 10% increase in employment outcomes compared to the same period last year.



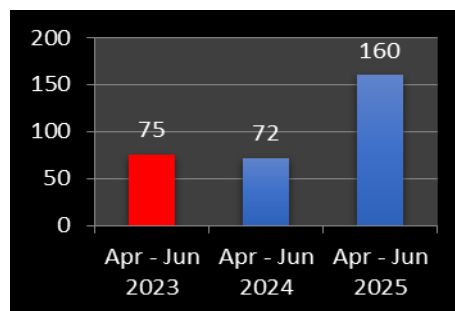


### Access NCWorks Contact Center – Calls: 3,930

The Access NCWorks Contact Center continues to be a valuable resource for customers, with a 16% 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.

### Access NCWorks Contact Center – Chats: 160

Access NCWorks Contact Center staff manage customer chats, which have increased by 122% 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 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](mailto:Brent.Royal@wake.gov)

## PERFORMANCE

Below is a snapshot of the current Performance Indicator outcomes as of PY24 Q4. 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 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 in an effort to ensure performance indicator goals across all programs are met.

PY 2024 Q4 Performance Results- Goal Versus Actual Percentage Achieved, as of 08/19/2025

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	81.84%	\$8,445	80.17%	64.86%	69.96%	73.56%	\$9,569	72.42%	65.42%	73.45%
	Goal	80.00%	\$8,276	79.50%	64.00%	64.20%	74.50%	\$8,595	73.00%	66.00%	67.40%
	% of Goal	102.30%	102.04%	100.84%	101.34%	108.97%	98.74%	111.33%	99.21%	99.12%	108.98%
34 - Capital Area	Actual	82.81%	\$8,653	80.98%	64.89%	80.37%	77.24%	\$8,764	76.92%	66.67%	78.26%
	Goal	80.00%	\$8,276	79.00%	64.50%	70.00%	74.50%	\$9,000	75.50%	64.00%	68.00%
	% of Goal	103.51%	104.56%	102.51%	100.60%	114.81%	103.68%	97.38%	101.88%	104.17%	115.09%
35 - Durham	Actual	70.83%	\$7,398	66.67%	50.00%	82.86%	94.12%	\$8,704	63.64%	37.50%	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	89.66%	87.03%	84.39%	79.37%	152.04%	126.34%	101.27%	81.59%	57.69%	115.38%
37 - Charlotte Works	Actual	75.00%	\$9,195	76.22%	71.43%	67.33%	79.25%	\$11,685	84.62%	64.44%	72.73%
	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%	111.10%	100.29%	118.07%	104.88%	104.28%	129.83%	111.34%	106.51%	107.91%
42 - Guilford Works	Actual	79.17%	\$8,254	77.78%	36.36%	58.96%	70.59%	\$9,359	72.99%	63.64%	73.91%
	Goal	80.00%	\$8,000	78.00%	63.00%	54.20%	73.00%	\$7,900	73.00%	64.00%	55.00%
	% of Goal	98.96%	103.17%	99.72%	57.71%	108.78%	96.70%	118.46%	99.99%	99.44%	134.38%

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	69.87%	\$7,787	70.20%	74.00%	\$4,893	75.12%	56.35%	64.90%
	Goal	69.00%	\$6,983	69.00%	75.90%	\$4,708	75.10%	53.00%	56.80%
	% of Goal	101.26%	111.51%	101.74%	97.50%	103.93%	100.03%	106.32%	114.26%
34 - Capital Area	Actual	68.97%	\$9,940	71.93%	73.27%	\$4,417	68.48%	35.63%	74.78%
	Goal	72.00%	\$7,100	72.00%	74.00%	\$4,708	75.10%	53.00%	56.80%
	% of Goal	95.79%	140.00%	99.90%	99.01%	93.82%	91.19%	67.23%	131.65%
35 - Durham	Actual	72.25%	\$9,811	73.36%	81.25%	\$2,122	75.00%	40.00%	59.09%
	Goal	73.00%	\$7,500	73.00%	74.50%	\$3,750	73.00%	55.00%	53.00%
	% of Goal	98.97%	130.81%	100.49%	109.06%	56.58%	102.74%	72.73%	111.49%
37 - Charlotte Works	Actual	71.54%	\$9,883	74.53%	74.45%	\$4,012	71.51%	56.95%	63.10%
	Goal	69.00%	\$6,983	69.00%	75.90%	\$4,708	75.10%	53.00%	56.80%
	% of Goal	103.68%	141.54%	108.01%	98.09%	85.21%	95.22%	107.45%	111.09%
42 - Guilford Works	Actual	70.41%	\$7,217	70.85%	69.43%	\$4,376	75.00%	45.45%	26.67%
	Goal	69.00%	\$6,850	69.00%	73.50%	\$4,100	75.10%	50.00%	50.00%
	% of Goal	102.04%	105.35%	102.68%	94.46%	106.73%	99.87%	90.90%	53.34%

Data as of PY24 Q4

\*(Most Recent Data Submitted – 08/19/25, WIOA Indicators calculated into PY24-Q4)

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](mailto:Thomas.pulickal@wake.gov)

## FINANCE

Below is a financial status summary report of CAWD funding for the year July 1, 2024 – June 30, 2025. As Program Year 2024 (PY24) has been closed, the WIOA expenditures are at Adult (80%), Dislocated Worker (75%), and Youth (64%). Youth expenditures were affected by the PY24 increased allocation over the previous program year, as well as low activity levels in Orange, Chatham, and Lee counties. However, additional measures are being introduced to boost client traffic and enrollments, which are expected to bring our operations and expenditure to the desired levels in the future.

Other significant grant activities during PY24 include Infrastructure Cost grant (72%) and the Dept of Adult Corrections grant (81%). CAREER National Dislocated Worker grant (98%) ended in August 2024, and the final closeout reports were submitted. Wake County ARPA grant (72%) 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 (65%) and PROWD-First Step Act-Reentry grants (74%), City of Raleigh-ARPA Hospitality grant (81%), DWS HOPE Innovation grant (100%), and DWS Director Support & Training grant (100%).

Prospects for the next Program Year (PY25) include Wake Co. funding of \$1.3 million (Reentry) and \$267,000 (Pathways to Entrepreneurships), as well as WIOA formula allocation of \$6.84 million, which is 3.6% lower than PY24.

CAPITAL AREA CONSORTIUM - FINANCIAL STATUS REPORT - YEAR ENDING JUNE 30, 2025				
ACTIVITY	AVAILABLE	SPENT	BALANCE	100% % EXPENDED
TITLE I ADULT	2,442,025.74	1,957,600.83	484,424.91	80%
TITLE I DISLOCATED WKR	2,294,097.05	1,723,457.28	570,639.77	75%
TITLE I YOUTH	3,589,584.08	2,309,154.55	1,280,429.53	64%
WIOA ADMINISTRATION	1,187,739.80	640,281.54	547,458.26	54%
Infrastructure Cost Grant & Partner Fees - PY23 & PY24	722,025.04	519,110.44	202,914.60	72%
Dept. of Adult Correction - Reentry Grant (2024 & 25 Alloc.)	300,000.00	242,341.92	57,658.08	81%
Second Chance at Success & Reentry Initiative Pilot (Local)	78,080.00	72,605.00	5,475.00	93%
CAREER-Dislocated Worker Grant - USDOL	1,927,284.00	1,893,701.55	33,582.45	98%
ARPA Grant Through Wake County	6,193,360.23	4,461,805.88	1,731,554.35	72%
DWS-ARPA-State Fiscal Recovery	1,235,000.00	796,844.22	438,155.78	65%
DWS-NCPROWD First Step Act-Federal Reentry	2,210,727.33	1,630,148.23	580,579.10	74%
City of Raleigh - ARPA- Hospitality Grant	205,872.47	167,117.21	38,755.26	81%
DWS - HOPE Innovation Grant	225,000.00	225,000.00	-	100%
DWS-Director Support Grant	100,000.00	100,000.00	-	100%
<b>TOTAL</b>	<b>\$22,710,795.74</b>	<b>\$16,739,168.65</b>	<b>\$5,971,627.09</b>	<b>74%</b>

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	487,890.00	437,063.18	50,826.82	90%
ARPA - Reentry Expansion	3,150,038.23	2,505,779.51	644,258.72	80%
ARPA - NextGen Youth Career Exploration	701,889.00	432,954.09	268,934.91	62%
ARPA - Hospitality Workers	539,500.00	518,431.75	21,068.25	96%
ARPA - Marketing & Mini Grants	967,000.00	249,766.58	717,233.42	26%
<b>TOTAL</b>	<b>6,193,360.23</b>	<b>4,461,805.88</b>	<b>1,731,554.35</b>	<b>72%</b>

DWS-ARPA & PROWD Grants Summary	AVAILABLE	SPENT	BALANCE	% EXPENDED
DWS-ARPA-State Fiscal Recovery - Small Business WBL	1,035,000.00	670,606.88	364,393.12	65%
DWS-ARPA-State Fiscal Recovery - Substance Use Support	200,000.00	126,237.34	73,762.66	63%
DWS-First Step Act-Reentry grant - (NC PROWD)	2,210,727.33	1,630,148.23	580,579.10	74%

## 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](#).

