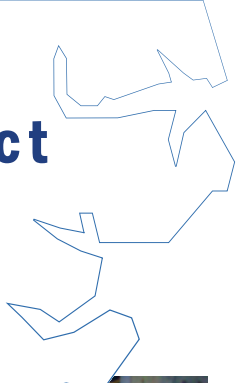


# North Carolina Workforce Investment Act Annual Report



## Program Year 2010

Division of Workforce Development

in **NORTH  
CAROLINA**

WORKFORCE INVESTMENT ACT  
ANNUAL REPORT

**Program Year**  
**2010**

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STATE OF NORTH CAROLINA  
OFFICE OF THE GOVERNOR  
20301 MAIL SERVICE CENTER • RALEIGH, NC 27699-0301



BEVERLY EAVES PERDUE  
GOVERNOR

Sept. 30, 2011

Dear Friends:

Creating jobs in North Carolina continues to be my top priority. We are succeeding as the nation's economy slowly recovers. Since I took office in January 2009, companies have announced the commitment of 76,000 new jobs and \$16 billion in new investments. Many of these jobs are in high-growth sectors such as life sciences, energy/green technology, aerospace, automotive and advanced manufacturing.

Each time we announce new jobs and investment, whether from companies expanding or relocating here, we hear that the top two factors in that success are our state's talented workforce and the extensive training services we provide. Most of those services are supported through the federal Workforce Investment Act.

WIA funds allow us to serve employers and the workforce in many ways, including:

- Biz Boost, a new program designed to support job retention and help small and medium-size businesses grow and prosper. We took this pilot project to a statewide initiative in 2010, and it has been very successful in helping many companies succeed, even in a tough economy.
- Incumbent Workforce Development Training Program, one of the state's flagship workforce programs, which continues to support on-site education and skills training.
- Veterans Initiative Project, supporting communities impacted by the expansion of military personnel due to base realignment by providing training, retraining and skill certification for high-demand, high-growth sectors to eligible veterans and military spouses.

WIA also has provided North Carolina with \$79 million in American Recovery and Reinvestment Act funds to support innovative workforce programs. They include our JobsNOW "12 in 6" initiative, offering expedited, targeted training through the state's outstanding community college system, and the Charlotte Region Recovery Project, helping those affected by layoffs in the banking/financial sector.

This annual report provides details about the many accomplishments made possible with WIA funding. Readers will find stories about individuals and businesses that are benefiting from our job-training programs.

We appreciate the opportunity to report on our state's many workforce accomplishments.

Sincerely,

A handwritten signature in black ink, appearing to read "Be Perdue". The signature is fluid and cursive.

Beverly Eaves Perdue

**Department of Commerce**  
**J. Keith Crisco, Secretary**



September 28, 2011

Dear Colleagues:

North Carolina has built its reputation as a top state for business by investing strategically in things that matter. The innovative training and education programs that prepare thousands of North Carolinians for the workplace are vital to bringing jobs to the state. A strong workforce means a brighter economic future for us all.

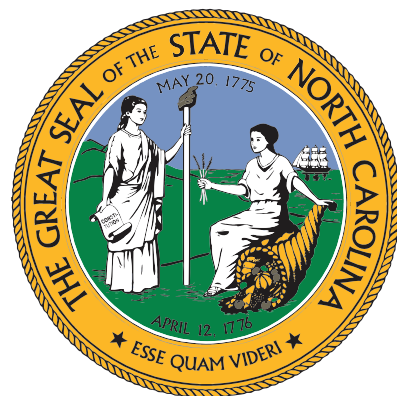
Even in the worst economy of our generation, in the past three years businesses have committed to creating more than 80,000 jobs and bringing more than \$16 billion in corporate investment to the state. Workforce Investment Act funds along with American Recovery and Reinvestment Act dollars have been important components of our success. We owe our outstanding reputation in the international business world to the support of WIA, ARRA and all of our state's exceptional state and local workforce professionals

This report reflects the innovation, dedication and tireless efforts of our Workforce Division, which teams with many partners to improve the economic well being and quality of life for all North Carolinians. I am very proud to be associated with my colleagues in this work and congratulate them on their achievements.

Sincerely,

A handwritten signature in black ink that reads "J. Keith Crisco". The signature is written in a cursive, flowing style.

J. Keith Crisco



## North Carolina Waivers

North Carolina continues to benefit from the U.S. Department of Labor's waiver process which allows for flexibility to enhance Local Workforce Development Area services that best meet the needs of North Carolina. The following waivers were approved for Program Year 2010:

### **Waiver to permit the State to replace the performance measures at Workforce Investment Act (WIA) Section 136(b) with the common performance measures.**

This waiver permitted North Carolina to negotiate and report WIA outcomes against the common performance measures only, rather than the performance measures described at WIA Section 136(b). The waiver allowed North Carolina to use the three common performance measures to negotiate goals and report outcomes for the WIA Youth Program. The waiver also allowed for the utilization of the three common performance measures to negotiate goals and report WIA Adult and Dislocated Worker Programs. Under this Waiver, North Carolina no longer negotiated and reported to ETA on WIA Adult and Dislocated Worker credential rates, participant and employer customer satisfaction, older youth measures, or younger youth measures.

This waiver helped to provide a more simplified and streamlined performance measurement system and provided greater flexibility for training activities.

### **Waiver of the provision at 20 CFR 663.530 that prescribes a time limit on the period of initial eligibility for training providers.**

North Carolina was granted this waiver allowing the State to postpone the determination of subsequent eligibility of training providers.

As a result of this waiver, North Carolina is better able to address the continuing difficulties in the collection of "all student" information for training providers. This waiver allows North Carolina to continue with the initial WIA training providers and to offer continuity in WIA operations.

### **Waiver of WIA Section 133(b)(4) to increase the allowable transfer between Adult and Dislocated Worker funding streams allocated to a Local Area.**

This waiver allows the increased transfer authority of up to 50% between local Dislocated Worker and Adult Programs. This provides North Carolina flexibility while ensuring consistency with Congressional intent regarding the level of funding appropriated for WIA Adult and Dislocated Worker Programs.

This waiver provided areas with increased numbers of Dislocated Workers the flexibility to transfer Adult funds to Dislocated Worker funds in order to meet the increased demand for eligible participants. Similarly, transferring from Dislocated Worker funds to Adult funds allowed areas with low to moderate dislocations the ability to serve their adult population more efficiently.

### **Waiver of WIA Section 134(a)(1)(A) to permit a portion of the funds reserved for rapid response activities to be used for state Incumbent Worker training.**

This waiver permitted North Carolina to use rapid response funds for conducting allowable statewide activities as defined under WIA section 134(a)(3), specifically incumbent worker training. Under this waiver, the State is permitted to use up to 20% of Rapid Response funds for Incumbent Worker training as a part of a lay-off aversion strategy. All training delivered under this waiver was restricted to skill attainment activities.

## North Carolina Waivers (continued)

Activities related to talent development and human capital solutions such as identifying skill requirements and developing industry-recognized competency models and enhancing worker training to meet those needs were available under this waiver. Further, the funds were used to support the workforce development system's goals of implementing regional-based sector strategies, implementing regional-based planning and cooperative efforts with economic development organizations, supporting entrepreneurship in rural areas, and other activities that supported the creation and sustaining of good jobs in North Carolina. This waiver also allowed greater flexibility to leverage resources and services in partnership with the regional initiatives, implement lay-off avoidance strategies rather than simply developing and overseeing the strategy as stipulated in 20 CFR 665.220, and had no adverse affect on the State's Rapid Response services.

The waiver allowed for (1) increased employer/Local Workforce Development Board collaboration to address industry needs, lay-off aversion and worker training; (2) the implementation of regional planning strategies that reflect regional-based economic and labor market realities; (3) the implementation and support of regional based sector strategies that resulted in broader industry participation, training innovations, and targeted resource utilization; (4) greater flexibility to local Boards in designing and implementing WIA services designed to strengthen industry connections to skilled workers; (5) expanded customized workplace assessments and training services; (6) the development and support of workforce intermediaries in rural areas of the state to more effectively leverage public/private investments in talent development and job creation activities; (6) support to small business development and entrepreneurship; (7) improved accountability of local service providers; (8) local Boards' access to additional resources to develop customized services; (9) employers access to expanded services designed to maintain competitiveness, avert layoffs and spur business expansion; (10) workers access to expanded assessment, training, and employment opportunities in high growth occupations and; (11) local communities were positively impacted through job creation, increased public revenue, and enhanced quality of life assets.

The Common Measures Waiver, the Time Limit on the Period of Initial Eligibility for Training Providers Waiver, the Adult-Dislocated Worker Funds Transfer Waiver, The Use of Statewide Funds for Incumbent Worker Training Waiver, and the Use of Up to 20% Rapid Response Waiver benefited all local Workforce Development Boards and their customers – the businesses and job seekers of North Carolina. The positive impacts included: a more streamlined performance measurement system; continuity of program providers; program participants had program choices based on local needs; North Carolina increased effective, efficient use of resources resulting in more customers being served; and local Workforce Development Boards had the flexibility to transfer funds where the need was greatest and where the maximum benefit was provided. utilization; (4) greater flexibility to local Boards in designing and implementing WIA services designed to strengthen industry connections to skilled workers; (5) expanded customized workplace assessments and training services; (6) the development and support of workforce intermediaries in rural areas of the state to more effectively leverage public/private investments in talent development and job creation activities; (6) support to small business development and entrepreneurship; (7) improved accountability of local service providers; (8) local Boards' access to additional resources to develop customized services; (9) employers access to expanded services designed to maintain competitiveness, avert layoffs and spur business expansion; (10) workers access to expanded assessment, training, and employment opportunities in high growth occupations and; (11) local communities were positively impacted through job creation, increased public revenue, and enhanced quality of life assets.

## American Recovery and Reinvestment Act (ARRA) of 2009

On February 17, 2009, President Barack Obama signed into law the federal American Recovery and Reinvestment Act (ARRA) of 2009 through which Congress intended to preserve and create jobs, promote the nation's economic recovery, and assist those most impacted by the recession. Included in the Recovery Act was additional Workforce Investment Act (WIA) funding for North Carolina.

WIA funding is divided into the three major funding streams serving adults, youth, and dislocated workers. The ARRA funds or "stimulus money" was awarded by the US Department of Labor under the basic requirements of traditional WIA funding. \$79,827,136 was made available to North Carolina in March 2009 as part of the ARRA. Of this amount, \$56,748,247 was distributed to the state's 24 local Workforce Development Boards on a formula basis as required by law. Within each funding stream, the dollars were budgeted as follows:



\$8,786,590	Training and related services to adult citizens.
\$21,310,093	Services to disadvantaged youth delivered through a federally mandated Summer Youth Employment Program, a new program requirement of ARRA.
<u>\$26,651,564</u>	Employment, training, and support services to dislocated workers.
\$56,748,247	Total WIA/ARRA funds distributed to local Workforce Development Boards.

In addition to the \$56.7 million shown above, \$23,078,889 in WIA/ARRA funds went to support regional and state-wide strategic investments to build North Carolina's workforce delivery system for youth, adults, and dislocated workers. This ARRA money was allocated for use within the period from February 17, 2009 to June 30, 2011. All funds were approved by the N.C. Office of Economic Recovery and Investment and were encumbered for the projects and initiatives highlighted in this report which fell under Governor Bev Perdue's JobsNOW umbrella. This section highlights the following ARRA/WIA funded projects:

- JobsNOW "12 in 6" Initiative
- Charlotte Area Recovery Project
  - FastTrac® NewVenture™ Entrepreneurship Training
  - Accelerated Certificate Program: Project Management
  - ProNet
  - Biz Boost
- Veterans Initiative Project
- Rural Community Mobilization Project
- Offender Employment and Training Initiative



TAKE CHARGE OF YOUR BUSINESS®  
A program of the Kauffman Foundation





## JobsNOW “12 in 6” Initiative



The JobsNOW “12 in 6” Initiative was implemented by Governor Bev Perdue to provide education and short-term occupational skills training to North Carolina residents as part of her overall economic recovery effort for the state. The name stems from the concept of offering training in six months or less in 12 career areas to help North Carolinians be prepared for and get back to work. Additional training programs were added by community colleges and Workforce Development Boards based on local demand for jobs.

Executed by the Community College System in collaboration with the Department of Commerce’s Division of Workforce Development, funding was used for instructional resources to build the training capacity of 57 community colleges. Local Workforce Development Boards also committed resources to help pay participants’ tuition, fees, transportation, books and other related instructional materials. The initiative ran from summer 2009 to spring 2011.

- 19,755 Students enrolled in one or more training program components
- 13,000 Completers of one or more training program components
- 2,956 Additional courses offered across the 57 colleges
- 866 New faculty/staff positions filled (full and part-time)
- 1,882 State-regulated credentials earned
- 1,477 Industry-regulated credentials earned
- 7,995 Career Readiness Certificates issued

While our state’s unemployment numbers remain high and job opportunities in some areas remain scarce, JobsNOW “12 in 6” supported the training and retraining of North Carolina’s workforce to better position our citizens for when job creation increases. Through the success of the program, thousands of North Carolinians participated in training and received a Career Readiness Certificate, which is recognized by many North Carolina businesses and often opens doors to employment.



Nerrisa Berryman, a single mother of three, enrolled in the Medical Office Certificate Program at Coastal Carolina Community College. ARRA funding helped her pay the tuition and books for three classes related to medical coding in order to gain her certificate. As a result, Nerrisa began working part-time for the Shilsky Chiropractic Center. The center was so pleased with her work they offered her a full-time position. One of Berryman’s ultimate goals was to buy a home, which she was able to do after finding employment. Nerrisa now has a job she loves, is a proud homeowner, and is getting ready to sit for the National Coder’s exam!

## Charlotte Area Workforce Recovery Project

Due to the potential for substantial worker layoffs in the banking/financial services industry in the Charlotte region, Governor Perdue charged workforce development partners at the state and local level to develop a proactive plan to assist impacted workers, assist the communities and existing businesses in the region to remain viable and competitive. This effort, the Charlotte Workforce Recovery Project, is comprised of:

- FastTrac® NewVenture™ Entrepreneurship Training,
- Accelerated Certificate offerings for professionals at UNC-Charlotte,
- The creation of a Professional Career Center in uptown Charlotte called ProNet, and
- The Biz Boost Initiative.

## FastTrac® NewVenture™ Entrepreneurship Training



**TAKE CHARGE OF YOUR BUSINESS®**

A program of the Kauffman Foundation

In partnership with the NC Commission on Workforce Development, the Small Business and Technology Development Center (SBTDC) administered an entrepreneurial training program for displaced workers who wanted to start their own business. This FastTrac® NewVenture™ Entrepreneurship Training is a nationally recognized program offered by the Kauffman Foundation.

- 31 entrepreneurship training programs were offered during the program year.
- 333 participants completed training, for a graduation rate of 85.4%
- 29 participants became employed by going into business for themselves, 19 of which also reported hiring others.



*Charlotte, NC with banking/financial services*



## ARRA - Accelerated Certificate Program

### Accelerated Certificate Programs: Project Management

A partnership between the Charlotte-Mecklenburg Workforce Development Board and the University of North Carolina at Charlotte (UNC-C) resulted in the development of an accelerated certificate program for displaced professionals, most with four-year or higher degrees. Using ARRA funds, the existing Project Management Certificate Program (PMP) was streamlined from a 12-day program over a four-month period to a three-week program. A career development component, to include resume writing, interviewing skill development and other similar courses, enhanced the standard course work. The two organizations jointly funded a project coordinator to provide outreach to displaced professionals and manage the program.

The accelerated program was offered from July 2009 through December 2010 with the following results:

- 48 individuals completed the accelerated course and were awarded a Project Management Certificate.
  - 28 of the 48 participants (or 58%) subsequently completed the PMP® Exam Preparation course.
  - 10 program participants (or 21%) have opted to complete the process required by the Project Management Institute to receive the PMP® credential.
  - Follow-up with program participants indicates:
    - ▣ 20 participants (or 42%) have obtained employment.
    - ▣ 100% reported that they were more marketable.
    - ▣ 100% of the respondents would recommend this training.
- UNC-C realized the value of a central point of contact at the University for displaced workers and the agencies and organizations that serve them so they supporting a new position for that purpose.

## ARRA - ProNet

### ProNet

ProNet is Charlotte's response to helping professionals displaced by the 2008-2010 recession. Unlike in past recessions, many of the unemployed are highly skilled and come from a variety of sectors, such as manufacturing, finance, technology, accounting, legal, marketing, architecture and construction. The vast majority of the individuals ProNet serves are college graduates. The Center provides a gathering place for displaced professionals to re-focus, re-direct and re-connect. The goal is to retain Charlotte's top talent in order to ensure remaining globally competitive.



For PY 2010, the Center had 11,947 participants for workshops, career counseling sessions, job teams and career forums; and the Center served 1,942 unique individuals.

Funding allowed for a website where visitors can learn more about the Center, workshop offerings, and other information. From July 2010 through June 2011, 61,013 unique visitors have viewed and used the website.

Other services offered by ProNet are career/resume coaching (over 400 hours); entrepreneur workshops (79 attendees); social networking technical assistance (over 220 people); and online training courses (203 unique individuals). ARRA funds have also supported the development of a Community Resource Guide, a Regional Confidence Index, a ProNet application for the iPhone and Android, and website enhancement.

## Biz Boost

As part of Governor Perdue's JobsNOW initiative, the N.C. Commission on Workforce Development is committed to averting lay-offs by supporting services that help businesses retain jobs. The innovative Biz Boost programs, supported by the Commission, began as a joint effort of Commerce's Business and Industry Division and the Charlotte office of the Small Business and Technology Development Center (SBTDC) in the 12-county Charlotte region. It identifies small to mid-sized businesses, assesses their needs, and provides the appropriate services. This successful model continued expansion across the state during PY 2010.



The impact of Biz Boost from January 2010 through June 2011:

Charlotte Regional Biz Boost (ARRA Funds)		Statewide Biz Boost	
Client Businesses Served:	222	Client Businesses Served:	1,234
Total Jobs Created or Retained:	353	Total Jobs Created or Retained:	5,799
# Loans Obtained:	34	# Loans Obtained:	72

## Veterans Initiative Project

The Veterans Initiative Project (VIP) was a collaborative partnership between the Eastern Carolina Workforce Development Board, North Carolina's Eastern Region Military Growth Task Force, the N.C. Department of Commerce, the U.S. Department of Labor, Coastal Carolina Community College, the Employment Security Commission, and the JobLink Career Centers.

This project supported communities impacted by the expansion of military personnel due to base realignments. It provided training, retraining and skill certification opportunities in high-demand, high-growth sectors to eligible veterans and military spouses in the ten-county region surrounding Camp Lejeune, Marine Corps Air Station at Cherry Point, and Seymour Johnson Air Force Base.

Program recipients could receive up to \$4,000 to assist with tuition, fees, and books towards achieving a certificate, degree, or diploma.

From September 2009 to June 15, 2011:

- 331 veterans and military spouses were enrolled.
- 242 participants completed their training.
- 184 entered employment. Of those entering employment, 109 (or 60%) entered employment related to their training.

### Success Stories:

David Turner, a U.S. Army Veteran from Wayne County, became unemployed in October 2009. He wanted to pursue a career as an HVAC technician and had the money for tuition to be trained in this profession, but did not have enough for the tools required for the program. Through the Veterans Initiative Project, he received assistance and obtained the tools needed to attend the program. He graduated in May and is employed as an HVAC Tech.

James Rife, a retired Navy Chief with nine children, took advantage of resources and services provided through the Veterans Initiative Project to obtain his Clinical Hyperbaric Technician Certification. After gaining this certification, he was able to get a job with OxyHeal Health Group. His current position is the Program Director for the Traumatic Brain Injury research project at Camp Lejeune. He is actively involved in a study on the effectiveness of hyperbaric oxygen treatment for brain injury caused by combat-related concussions.

## Rural Community Mobilization Project

The Rural Community Mobilization Project, administered by the N.C. Rural Economic Development Center, promoted community-driven responses to the recession and worker dislocation through a combination of leadership training, grants, and technical assistance. It was a multi-site effort to help laid-off workers return to gainful employment. Under this program, local agencies teamed up to identify unmet needs and fill those gaps.

Some project teams trained people in fields with high demand, such as health care, education and green building trades. Others provided paid internships, held job expos or offered support services for the unemployed. Project teams varied by location but generally represented community colleges, economic development agencies, community-based organizations and workforce development agencies. There were 12 grantees across the state providing a variety of services and activities.

From January 2010 to May 2011:

- 1821 people were served.
- 576 obtained a credential.
- 322 found employment.

In addition, six individuals have started a business or expanded their existing business and employed 15 subcontractors.

### Success Stories:

**Project Name: Training Assistance Partnership (TAP) Program**

**Organization Name: Franklin-Vance-Warren Opportunity, Inc. in Henderson**

Laquanna Williams is a mother with two small children working toward a career in nursing. With help from the Training Assistance Partnership (TAP) Program, and the agency's Women's Economic Equity (WEE) Project, she was able to afford childcare while she was in school and looking for work. Williams was also able to participate in the agency's internship program, gaining valuable work experience, which she used to secure full-time employment.

**Project Name: Opportunities Industrialization Center (OIC) ARRA Community Mobilization Program**

**Organization Name: Opportunities Industrialization Center (OIC) of Wilson, Inc.**

Sonya Bunch is a single parent of one child. Her career goal in life was to become a registered nurse. She was introduced to one of OIC's Community Mobilization Programs and was offered assistance taking the certified nursing assistant class at Wilson Community College. After completion of the program, she was placed in a work experience position at Longleaf Neuro-Medical Treatment Center where she was trained for six weeks. Her supervisor was so pleased with her work that she was hired full-time at the end of training. She went from being unemployed to becoming a CNA-1 at Longleaf Neuro-Medical Treatment Center making nearly \$25,000 per year, all thanks to OIC of Wilson.



## ARRA - Rural Community Mobilization Project

**Project Name: Women's Economic Equity (WEE) Project**

**Organization Name: Center for Community Action in Robeson County**

Angelina Phillips joined the Women's Economic Equity (WEE) Project of the Center for Community Action in January 2010. Angelina is a member of the Lumbee Tribe, the largest tribe of Native people East of the Mississippi River. As part of the project, she attended Richmond Community College and received her Certification in Medical Administration in March 2011. She was hired through Legal Aid of N.C. in June of 2010 to work with the Benefit Bank of NC Program. When this position ended, Angelina was hired as Program Assistant with the Women's Economic Equity Project. Angelina describes her experience:

*"Through the WEE Project, I received a lot of assistance through coaching and our peer support group. Through individual coaching, I gained encouragement and the motivation to further my education and reach my career goals. Through the peer support, I found out that I was not alone and there are many others in similar situations, some in much worse. With the support of project staff, my peers and family, I went back to school and received my Certificate. I plan on continuing with college and becoming a Registered Nurse. Without the WEE Project, I would not have been able to further my education and find the support that I needed to meet all the responsibilities of work, home and school at the same time. Once you enter the doors of the Center for Community Action, you will never be the same! There's a spirit here that helps you change your life in positive ways that are unimaginable."*

## ARRA - Offender Employment & Training Initiative

### Offender Employment & Training Initiative

Modeled after the N.C. Department of Correction's Prisoner Reentry Initiative, the Offender Employment & Training Initiative (OETI) sought to expand employment assistance offered to recently released offenders beyond job placement. The Department of Correction identified counties with the largest numbers of released offenders annually, coupled with the largest numbers of offenders under community supervision, and used Recovery Act funding to serve recently released offenders in 11 counties (Mecklenburg, Wake, Durham, Guilford, Forsyth, Buncombe, Cumberland, Rowan, Pitt, Gaston and Alamance). The primary focus of the expanded program was job creation through vocational and educational training and employer education. This project also provided housing, transportation and childcare assistance, On-the-Job Training (OJT), basic skills and occupational skills training assistance.

Direct employment services were provided to 4,224 offenders. Services included assistance with job counseling, conducting initial assessments for job matching and job placement, providing employability training, job seeking resources, providing assistance with resumes, job coaching assistance to released offenders and coordinating referrals/resources to other community-based and supportive services.

OETI Job Developers were responsible for working with local workforce development partners, employers and community based service providers to improve offender employment outcomes. **OETI Job Developers secured employment for 530 offenders at an average hourly wage of \$9.16.** Employment included various occupations such as cooks, stock clerk order fillers, welders, dishwashers, food service preps, construction worker, housekeeper, upholsterer, laundry operator, sales representative, landscape specialist, personal care aide, truck driver, HVAC technician, packager and certified nursing assistant.



### Sector Strategies (Allied Health Regional Skills Partnerships)

There are four North Carolina Allied Health Regional Skills Partnerships (AHRSPs) enhancing North Carolina's allied health workforce across the state. The AHRSPs are composed of employers, local area Workforce Development Boards, Area Health Education Centers, Economic Development professionals, and other key stakeholders.

The AHRSPs were Competitive Workforce Alliance, Health Care Works, Southern Regional and Turning Point. During the last year, the Partnerships had significant successes as follows:

- implemented a replicable, but customizable, career pathways program at Carolinas Medical Center-Union to encourage incumbent workers to fill vacancies in higher-skill, higher-wage positions as Physical Therapist Assistants;
- provided retention services to students such as tutoring, exam preparation, and career counseling, all of which helped attaining the highest retention rate at Fayetteville Technical Community College's Physical Therapy Assistant program;
- developed an online career assessment tool to help candidates identify allied health career options that might be a fit for them; and
- continued to raise awareness about allied health careers to citizens across the state.



In June a Final Learning Exchange was held that offered the Partnerships the opportunity to share lessons learned, identify strategies around sustainability once grant funding is gone and highlight their overall impact in addressing their regions' allied health workforce needs. The Partnerships demonstrated their continued commitment to future efforts after the grants' end.

As the funding moves into the final year, the Partnerships will continue to use this sector approach to address the needs of North Carolina's allied health workforce. This model is being refined and considered for other emerging sectors.



### State Energy Sector Partnership (SESP) Training Grant

The North Carolina ARRA State Energy Sector Partnership (SESP) Training Grant continues to implement a SESP plan since the receipt of a three-year, \$5.9 million grant. Four Regional Teams developed resources, increased training capacity in their region and enrolled over 518 participants in “green” related training. Training areas include sustainable agriculture, retrofit and weatherization, solar installation and maintenance, incumbent worker training, paid work experience and On-the-Job Training (OJT).

The four regional teams selected to participate represent 38 rural counties across the state. These regional teams are represented by Region Q, Lumber River, Northeastern, Western Piedmont, Region C and High Country Workforce Development Boards. These teams meet quarterly with the SESP Steering Committee that is comprised of representatives from organizations such as the State Energy Office, the Community College System, the N.C. State Solar Center, the Department of Public Instruction, the N.C. Sustainable Energy Association and private employers. Grant activity updates, challenges, resources and ideas are shared during these meetings and throughout the quarter.

The sector initiative approach to training is unique because it identifies employers’ common workforce needs in a chosen sector and assists workers in achieving the necessary skills to meet those needs. Examples of training and success include building the capacity for regional training by creating a mobile training lab to reach rural areas, creating a sustainable agriculture program complete with a successful farmers market and providing incumbent worker training. Regional teams have also been very successful with implementing the Success Factors Framework, which is a technical assistance tool to assist them in creating systemic change and long-term program sustainability.

The N.C. SESP has been recognized by the U.S. DOL Technical Assistance Team, which includes the National Governors Association and Corporation for a Skilled Workforce, for their partnership development and employer engagement, which are key components for success.



*SAS solar farm in Cary, NC.*



### Region Q Workforce Development Board

The Region Q Workforce Development Board and Pitt Community College, working in partnership with Beaufort County Community College, Lenoir Community College, and Roanoke-Chowan Community College, implemented the Weatherization, Energy and Solar Training Project (Wx/East). This project trains underemployed and unemployed construction workers and other interested parties to perform needed weatherization (Wx) services and to install and maintain solar photovoltaic (PV) systems. Activities targeted both energy efficiency and renewable-energy industry sectors. Participants earned industry recognized certifications from the Building Performance Institute, Inc. (BPI) in the fields of installer and auditor, and the Entry Level Certification of Knowledge for PV systems by the North American Board of Certified Energy Practitioners (NABCEP). Our graduates are trained and certified to meet the current and future needs in energy conservation and alternative energy in eastern North Carolina. Funds for the project were provided by the State Energy Sector Partnership Grant and the American Recovery and Reinvestment Act.



*Kelvin Reaves air sealing attic hatch.*

## Incumbent Workforce Development Program

### Incumbent Workforce Development Program

The North Carolina Incumbent Workforce Development Program (IWDP) is a competitive grant opportunity that provides funding to businesses for implementation of a layoff aversion strategy through training of its incumbent workers. The program has awarded over \$20 million in training funds to hundreds of established North Carolina businesses to train thousands of workers since 2002.

During PY 2010 the training focused on skill attainment for employees or improvement of processes that helped the company stay competitive. Also, the N.C. Commission on Workforce Development announced more than \$1.4 million in grant awards through the program. IWDP funds are impacting over 2,000 North Carolina based employees from 75 companies.

### Mountain Area Success Story

In April of 2010 Blue Ridge Biofuels, LLC submitted an Incumbent Workforce Development grant application to the Mountain Area Workforce Development Board requesting funds to assist in the implementation of BQ-9000 processes at its facility in Asheville, NC. The achievement of BQ-9000 status was vital to the company's ability to serve existing and future customers. The BQ-9000 standard of quality for fuel production assures customers that fuel grades are consistently

sufficient to provide for reliable vehicle and heating system operations. The certification was also required for the company to sell their biofuel to the N.C. Department of Transportation, a customer the company planned to cultivate. (continue on page. 15)



*Employee inspecting equipment at Blue Ridge Biofuels, LLC*



### Mountain Area Success Story (continued)

Industry expectations are that BQ-9000 certification will be a requirement for biodiesel producers to participate in the EPA's Renewable Fuels Standard Program. The RFSP requires that a percentage of the nation's fuel supply be generated from renewable resources that are less polluting than the petroleum based fuels they replace. This provides a ready market for the best biofuel products. The funding provided under the WIA Incumbent Workforce Development Program is enabling the company to train its workforce to meet the production standards for high quality renewable fuels.

By June of 2011 Blue Ridge Biofuels completed its Quality Manual, Work Instructions and other related documentation required for the implementation of the BQ-9000 standards. Cross training on the Work Instructions begun in the Fuels Distribution Department. The result had been that each staff member is now confident in their ability to perform the tasks related to achievement and maintenance of high quality fuel production and distribution. To achieve BQ-9000 certification, Blue Ridge biofuels must consistently pass several quality and process audits. While the goal remains months away, Blue Ridge Biofuels is on the road to success.

## Businesses

### Charlotte-Mecklenburg Workforce Development Consortium

# SIEMENS

In Charlotte, a unique partnership among Central Piedmont Community College, the Centralina and Charlotte-Mecklenburg Workforce Development Boards and Siemens Energy has resulted in the implementation of an innovative recruitment tool, a website where jobseekers can express interest in job openings, training opportunities and more.

Developed specifically to assist Siemens Energy to identify qualified candidates, this online screening tool can be adapted to meet the needs of other expanding and relocating businesses. Because of its accessibility, this online screening system meets the needs of not only the region but surrounding counties and states, as well. The purpose of the tool is to assist companies to manage the process of accomplishing large scale hiring for the same and/or similar positions. Rather than sifting through paper resumes, the system takes job interest applications using questions developed by the company that allows for "apples to apples" comparisons of candidates. The goal is to move qualified candidates onto further levels of screening/testing/pre-employment training. The system allows the company to have a fair and strategic approach to narrowing the field of candidates, verifying their skill levels and confirming their commitment to potential employment before engaging in a formal application process.

Specific advantages to the employer in using the online screening system include:

- Apples to apples comparisons with large numbers of people interested in working with the company.
- Ability to narrow the overall field of candidates to the most qualified and most committed prior to the actual application process.
- Conserving of staff man hours related to screening by resume.
- Phone/email contact by candidates kept to a minimum because they have access to their status in the process at any time; resumes don't disappear into a "black hole."
- Capacity to screen for general eligibility for On-the-Job Training (OJT).

The benefits and advantages of this tool can be measured by its success in generating a pool of more than 4,600 individuals who have completed job interest forms.

### Centralina Workforce Development Board

On June 23, 2011, Howard Henderson, Health and Safety Manager for Accuma Corporation in Statesville, accepted a regional award on behalf of his company in recognition of the vast improvements made at the plastics manufacturing plant. Accuma completed an Incumbent Workforce Development Program training contract in November of 2010 focused on Advanced Manufacturing skills. The company partnered with Mitchell Community College and a private training contractor to supply the necessary skills in plastics molding and other training components designed to improve company efficiency.

*“We try to take a proactive approach, instead of reactive”* said Plant Manager, Tony Craver, during an interview with the local newspaper. He noted that demanding customers require quick turnaround on smaller orders. The workers applied the skills they learned in process improvement, while changing out molds to make car battery casings. The result was a 52% reduction in set-up time, slashing 82 minutes from the process and a 93% reduction in travel distance.

A seven-person team undertook the project for their #7 press. Changeover occurs one-to-three times per week, taking in excess of two hours to complete. The team video recorded the set-up process and analyzed and time coded each work element. A new set-up sequence was developed and a *“batter’s box”* standard work envelop became the new set-up standard.



*Employee at Accuma Corporation molds plastic into car battery casing.*

*“We’ve gained productivity,”* Henderson said. He explained that stronger productivity makes a stronger company and in turn more competitive and profitable. The financial benefit, assuming three set-ups per week, resulted in a savings of \$69,037 annually. With 37 presses of this type, there is a potential cost savings of an additional \$2 million annually when replicated. Company officials also noted the training had improved communication among employees, as well as employee morale.



The Re-Employment Bridge Institute (RBI), in Kannapolis, continues to service local employers and workers through its job transition center and two-day Best Practices workshops for workforce and economic development professionals. In June, the RBI hosted its inaugural Best Practices Conference in Concord. The two-day conference, Bridging Business and Workforce Development, attracted over 300 registrants from across the state, and allowed business leaders and workforce professionals to discuss their common objectives, improving our economic climate and getting America back to work! The conference responded to a February 11 request from U.S. Assistant Secretary of Employment and Training Administration - Department of Labor, Jane Oates, which called for workforce development professionals to accept employers as a major client group, in the same way we view those in need of employment. The RBI was the first entity to specifically take on this charge from the Secretary. The needs of the employer community was the focal point for the entire agenda at the conference. Keynote and break-out session speakers included panelists from businesses and challenged both sides of the political spectrum to come together in meeting common goals. The success of the conference is particularly remarkable given the declining economy and budgetary constraints of state and local workforce partner budgets.



The R3 Center is an adult career development center established through Rowan-Cabarrus Community College (RCCC). The three R's in the name of the center stand for Refocus, Retrain, and Re-employ. We are partnered with the Rowan and Cabarrus County JobLink Career Centers to provide services to clients who are unemployed or underemployed and are registered with the Employment Security Commission (ESC).

### **Mission Statement**

The Refocus, Retrain, Re-employ (R3) Career Development Center will provide eligible unemployed and underemployed adults in Rowan and Cabarrus counties with comprehensive career development services at no cost. The Center will prepare and connect clients with training and employment opportunities at the North Carolina Research Campus in Kannapolis and other job opportunities in the surrounding region.

Re-Employment Bridge Institute participants have the opportunity to visit and explore the R3 Center during workshops and conferences. The R3 Center ("R-cubed") built upon the extreme collaborative efforts made by Kannapolis, NC area Workforce Development agencies and professionals in response to the massive layoffs following the complete shutdown of the Pillowtexas mill in 2003. More than 4,000 people lost their jobs overnight, the largest single layoffs ever in the Southeast. Workforce Development agencies and professionals crossed county lines and set aside individual agency priorities to partner on the devastating situation for workers.





## State of the North Carolina Workforce 2011 - 2020

In May 2011, the N.C. Commission on Workforce Development and the N.C. Department of Commerce released the *State of the North Carolina Workforce 2011-2020*, an in-depth analysis of the supply of available workers and the workforce demand in the state. The report evaluates the impact of the Great Recession on North Carolina's labor force and revisits ongoing structural economic trends identified before the recession.

The report highlights how the recession accelerated the state's shift from a traditional, manufacturing-based economy to a knowledge-based economy, as firms had to adjust to this new economic reality in a much shorter timeframe. As a result, many workers and a large number of current job seekers are not as prepared as needed for the transition and will face challenges in adapting to these economic changes.

*"This report once again shows that education and economic development go hand-in-hand,"* said N.C. Secretary of Commerce, Keith Crisco. *"In order for North Carolina to compete on a national and global level, we must continue to invest in educating and training our workforce for the jobs of today and tomorrow. We simply can't go backwards on this commitment."*

The report is intended to provide policymakers, stakeholders and the public with a common understanding of the economic and demographic trends shaping the state's workforce of today and tomorrow

Some of the key findings of the report include:

1. Worker dislocation accelerated during the recession due to long-term structural changes in business processes to increase efficiency and technology.
2. Workers employed in low-skill, middle-wage jobs are competing for fewer good-paying jobs while opportunities offering similar wages (i.e., new middle jobs) demand higher skills.
3. While metropolitan workers have a more diverse set of career opportunities, they must continuously adapt to increasing demands in the workplace and a more competitive labor market.
4. Dislocated or young workers in economically hard-hit micropolitan and rural areas have very limited alternatives for employment.
5. Seeking good-paying jobs, more workers must increase their skills by accessing and completing education beyond high school or by earning industry-recognized credentials.
6. The recession slowed baby-boomer retirements, but the impact is likely to be felt first and greatest in micropolitan and rural areas where more workers are near retirement age.
7. High-skill in-migrants recruited to help companies meet their talent requirements are seeking jobs in metropolitan areas.
8. Migration of new workers continued at near pre-recession levels, even among low-skill workers, despite the limited availability of jobs.
9. Lower skill workers accounted for most of the unemployed and required significantly greater social services during the recession.
10. Workers employed in certain industries – e.g., manufacturing, finance, distribution, or construction – were more likely to lose their jobs and to need retraining to find work.

The State of the North Carolina Workforce can be viewed on N.C. Commerce website.

*"The purpose of the report is to identify the most critical policy challenges and opportunities for our state to compete successfully and to meet the continued challenges of our economic transformation". -  
Chairman Chris Rolfe*

# Workforce Development Boards

## Workforce Development Boards

North Carolina has 24 Workforce Development Boards (WDBs) serving all 100 counties in the state. Appointed by local elected officials, WDBs are comprised of individuals representing Business and Industry, Economic Development agencies, Community-Based Organizations, Educational agencies, Vocational Rehabilitation agencies, Organized Labor, Public Assistance agencies, and the Public Employment Service. WDBs are charged with planning, overseeing, and coordinating local workforce initiatives, including the JobLink Career Center(s) in their areas.

North Carolina's local WDBs administer WIA Adult, Dislocated Worker, and Youth funds to address the employment and training needs of individuals and employers in their communities. Local WDBs also review Local Area plans and grant applications for workforce development programs to ensure coordination of services and achievement of local performance goals.



## Sharing How Access to Resources Empowers (SHARE) Network

The Division of Workforce Development has a mutual agreement with local Workforce Development Boards for the purpose of engaging faith-based and community organizations to become SHARE Network Access Points (SNAPS). SNAPS serve as another portal to the JobLink delivery system. They offer unique relationships and services to residents of the communities they serve, while providing core services for adults, dislocated workers, and youth and connecting individuals to the local JobLink Career Centers for other intensive and training services. The SHARE Network is a special resource that assists customers to become self-sufficient. Presently, there are more than forty (40) SNAPS across the state. To access additional SHARE Network information, go to the SHARE Network website.

## JobLink Career Centers

The Commission on Workforce Development (Commission) and Division of Workforce Development (DWD), in partnership with local Workforce Development Boards and state and local agencies, oversee the JobLink Career Center system in North Carolina. There are 93 chartered JobLink Career Centers in North Carolina that provide a range of services to businesses and jobseekers through a seamless delivery system. The JobLink Career Centers are the primary portal that directs jobseekers, workers and employers to employment and training services. Each JobLink Career Center is staffed by state and local agency partners who collaborate to meet customer needs. During Program Year PY 2010, more than 630,000 customers visited JobLink Career Centers throughout North Carolina. North Carolina's state unemployment rate (not seasonally adjusted) has experienced a slight decrease from 10.6% in June 2010 to 10.4% in June 2011. There continues to be a demand for services through the JobLink Career Center delivery system due to layoffs and a slower than preferred economic recovery.

During PY 2010, the DWD in concert with the Commission began an extensive assessment of N.C. JobLink delivery system. The purpose is to assess how well the JobLink system delivers quality service to job seekers, workers, and employers. Based on the assessment, the goal is to make the changes necessary to create a more integrated one-stop delivery system that effectively addresses the needs of all customers through the delivery of quality service.

To access additional JobLink Career Center information or locate a specific JobLink Career Center, please visit the North Carolina Department of Commerce website.

## North Carolina



**Career Planning, Training  
& Placement Services**



### Dislocated Worker Unit

The Dislocated Worker Unit continues to service local workforce board communities ravaged by mass layoffs and company and plant closures. An e-bulletin, *The Rapid Responder*, published quarterly, highlighted state funded responses, best practices and service solutions occurring across the state. Articles of interest included BizBoost, Project Hope, Disaster Preparedness and the N.C. Foreclosure Prevention Fund. Planning began for quarterly best practices webinars, *Web-train*, designed to assist field staff, not only in enhancing their service to dislocated workers, but in their work with other customers as well. Webinar topics included resources for older jobseekers, state mortgage assistance programs, and services for entrepreneurs.

In response to the massive layoffs occurring among the state's workforce, the Division of Workforce Development (DWD), in partnership with the Office of State Personnel (OSP), the Employment Security Commission (ESC), and other state agencies, sponsored the formation of the North Carolina State Employees' Career Transition Center, located in Raleigh. The Center, which includes a computer resource room and classrooms for jobseeking skills workshops, opened on June 1. In order to service laid-off state workers from across the state, a North Carolina State Employees' Career Transition Center website was developed that includes a calendar of onsite and web based jobseeking skills workshops and classes, along with helpful links to state employee specific benefits and services. A toll-free number also allows access to services for transitioning workers living outside the state capital of Raleigh.

With 98 deployments, the Mobile JobLink and the Northwest Piedmont Mobile JobLink continue to serve as an extension of the JobLink Career Center system, by supporting local area capacity demands, natural disasters, Rapid Responses, job fairs and community outreach. The Mobile JobLink was deployed to the Durham Northgate Mall for 31 deployments. Significant utilization at the mall helped the Durham Workforce Development Board substantiate the need for an additional JobLink Career Center site at the mall, which held its grand opening in June.



On April 16, as a result of the tragic tornadoes which struck a number of North Carolina counties, the Halifax County JobLink Career Center in the Turning Point Workforce Development Board area was destroyed. The Mobile JobLink assisted local JobLink Career Center staff in responding to this natural disaster. On April 25, one week after the storm, the Mobile JobLink was also deployed to Roanoke Rapids, in the Turning Point Workforce Development Board Local Area for 31 days. This natural disaster displaced staff and partners, leaving them with no place to see customers. The Mobile JobLink served 784 clients in the program year.

The Northwest Piedmont Mobile JobLink supported community capacity demands accounting for 16 deployments and a number of additional deployments to meet customer overflow needs at JobLink Career Centers.



*Inside the Mobile JobLink as clients work after the Halifax County JobLink Career Center and Employment Security Commission were destroyed.*





## Dislocated Worker Unit Governor's Rapid Response Team

### Worker Adjustment Retraining Notification (WARN)

During Program Year 2010, the state's Dislocated Worker Unit/Governor's Rapid Response Team responded to 76 Worker Adjustment Retraining Notification (WARN) notices from North Carolina employers, which covered 8,186 workers. This total represents 33 permanent layoffs, one temporary layoff, 41 permanent facility/company closures, and one temporary closure. Additionally, the unit responded to five layoffs, covering 218 workers, which did not meet the WARN threshold. In many cases, the state responded to announced layoffs and closures within hours of advisement. Though no industry or business was exempt from the continued effects of the economic recession, significant layoffs, and company closures continued within mortgage lending and financial services, food and poultry processing, and new home construction and related industries, including appliances and furnishings. Significant job losses were also seen among logistics and fleet management services, clothing and grocery retailers, medical equipment and health care services, aviation and building security, and motorsports maintenance arenas. Job losses also occurred within wireless technology, cable and fiber optics, hand tools, cosmetics manufacturing, and packaging companies.

Of particular note, was a decision made by American Express in January. After operating a large service center near Piedmont Triad International Airport, in Greensboro, for over 25 years, the company announced plans to close the operation, impacting over 1,500 employees. This represents the single largest regional job loss in the Triad in over 18 years.

Table 1. WARN Notice Summary 1997-2011

Time Period	# of WARN Notices	# of Employees Affected
97-98	110	16,905
98-99	140	22,610
99-00	108	15,110
00-01	163	27,806
01-02	203	28,172
02-03	184	24,378
03-04	129	21,479
04-05	121	16,059
05-06	117	16,465
06-07	119	18,028
07-08	117	15,366
08-09	175	25,126
09-10	80	7,683
10-11	76	8,186
<b>Total</b>	<b>1,862</b>	<b>263,373</b>





### On-the-Job Training (OJT) National Emergency Grant (NEG)

The N.C. Division of Workforce Development received an On-the-Job Training (OJT) National Emergency Grant (NEG) in the amount of \$3,142,366 from the U. S. Department of Labor in July 2010. The grant focuses on dislocated workers whose layoffs occurred since the onset of the current recession, January 1, 2008, and is available through June 2012. The OJT-NEG is a method to jump start reemployment for dislocated workers experiencing prolonged unemployment by enabling employers to create training and job opportunities for these individuals. Employers participating in an OJT project will receive partial salary reimbursement to offset the extraordinary costs of training workers.

The Division identified local areas that had been disproportionately impacted by the current economic downturn using key indicators of unemployment rate, poverty rate, number of dislocated workers, and the number or percent of unemployed population whose period of unemployment was longer than the state's average unemployment duration. Using this information, four local areas were selected to participate in the OJT-NEG: Eastern Carolina Workforce Development Board which serves Pamlico, Lenoir, Jones, Greene, Duplin, Craven, Carteret, Onslow, and Wayne counties; High Country Workforce Development Board which serves Yancey, Mitchell, Avery, Ashe, Alleghany, Watauga, and Wilkes counties; Region C Workforce Development Board which serves Rutherford, Polk, McDowell, and Cleveland counties; and Western Piedmont Workforce Development Board which serves Catawba, Burke, Alexander, and Caldwell counties. North Carolina's goal for the period July 2010 through June 2012 is to engage 348 prolonged unemployed citizens in OJT opportunities, giving them a chance to "earn" and "learn." This means they will develop applicable occupational skills while earning a paycheck. The four selected local areas are well on their way to accomplishing this goal. As of June 30, 2011, 185 participants were employed through this OJT project.

### OJT in Practice

OJT provided an opportunity for Perry Lyon. After 28 years of working in the textile industry, Lyon received his pink slip...laid off. At just 52, he was told that he was too old and that there were high numbers of applicants for every job opening. The case manager assessed his skills, looked at his past work experience, existing transferrable work skills, and an employer's job description.



*Perry Lyon (left), a former textile worker, now oversees the installation of customized monitoring systems for Dorsett Technologies. An OJT grant made it possible for Fred Trivette (right) to acquire the necessary training for job success.*

A successful employer match was found with a local technology company. After an interview, the employer felt that this was the right person for his company and that OJT would offer an opportunity for the jobseeker to demonstrate his skills and acquire additional skills required for the position.

This is just one example of how employers have used OJT to assist with occupational training. It has been a bridge to fill a gap and provide partial reimbursement for occupational training needed to acquire skills for a particular job. OJT has proven to be a big "Win-Win" for jobseekers and employers.

PY 2010 marked a renewed emphasis in On-the-Job Training with the N.C. Division of Workforce Development and the 24 local Workforce Development Boards. In addition to the four local areas selected to utilize the OJT-NEG funds, the Division made available WIA Statewide Rapid Response funds to provide an opportunity for other local workforce development areas to offer OJT to WIA participants that reflects the same objectives and processes as the OJT NEG.

## Western Piedmont Jobs Training Consortium

Brian Hobbs was placed with DeeTag USA, Inc. as a hydraulic hose assembler through the Western Piedmont Workforce Development Board's National Emergency Grant (NEG) OJT funding.

Hobbs had been employed with Blue Ridge Textiles for 13 years and then with Carolina Fabrics for nine years before being laid-off in March of 2009. Hobbs was very active in finding his job. He visited DeeTag to check for employment opportunities and gave them a resume. When he had not heard from DeeTag, he returned again to see if there were still job opportunities available. Hobbs continued to follow-up a couple more times and was finally interviewed. DeeTag liked the fact that Hobbs had previous manufacturing experience but felt there would be large skill gaps in product knowledge, equipment operation and the ability to manufacture hose assemblies to customer specifications. They knew Hobbs's experience did not match their requirements but they liked his work history and determination in searching for employment.

Hobbs also had one barrier. The TABE Math and Reading assessments revealed that he was deficient in Basic Skills. The employer was notified but they had already determined during the interview with the candidate that this might be the case. They stated they had given much consideration to the fact that the candidate had a strong work history with only two previous employers. They felt this work history spoke strongly to his ability to perform on the job. They stated they would be willing to give him an opportunity through the NEG OJT program.

DeeTag consistently reports that Hobbs is progressing very well and that he continues to develop his skill set in hydraulic hose assembly. Hobbs is also very grateful for the opportunity and is excited about the new skill set he is obtaining.



*Brian Hobbs completing the hydraulic hose assembly process at DeeTag USA, Inc.*



*Brian Hobbs (right) and his supervisor, Eddie Parsons (left) completing hydraulic hose assemblies.*



### DavidsonWorks, Inc

Vitacost.com, Inc., a leading on-line retailer and direct marketer of health and wellness products, recently approached DavidsonWorks for assistance with recruiting for 40+ positions and requested one primary contact for coordinating openings, assessments, interviews and invoice processing. The Business & Industry Manager with DavidsonWorks met with Corporate Headquarters/ Vice President of Human Resources and HR Generalists to determine the openings for the Distribution, Manufacturing, and Customer Service Centers in Lexington. Being a 24/7 operation and state-of-the-art facility with stringent Food & Drug Administration Regulations, we recognized the need for collaboration among our regional workforce boards to assist in meeting the hiring needs. One of the early observations was to focus on improving the quality of placements, which would in turn help retention. DavidsonWorks Business Services invited the supervisors and human resource representatives to review and take various PROVE-IT assessments to determine which tests were directly related to the open positions. After careful review, Vitacost selected three assessments and customized them to their organization. The tests included Basic Industrial Math, Math & Reasoning, and Alphanumeric Matching. Once the WIA participants were selected for employment, a joint meeting was scheduled with the participant, supervisor, HR representative, the Business Service Representative (BSR) representing the local area from which the candidate was chosen, and the DavidsonWorks Business & Industry Manager to review the training plan, narrative justification for skill gap, resume, company job description, and performance evaluation. In the last 1½ months, there have been 20 OJTs and 16 direct hires among DavidsonWorks, Piedmont Triad Regional Council and the Greensboro/High Point/Guilford Workforce Development Boards. There have been 36 total placements with a retention rate of 94%. Successful placements include Karla Souza, Customer Service Representative, who speaks three languages (English, Spanish and Portuguese), provides direct customer support via phone, email, letter and fax on various customer service situations (i.e., order taking, web-issues, product and billing questions). Andre White has a combined background in material handling, shipping/receiving, assembly and was placed as a Packaging Associate.

This is regional collaboration at its best...pulling strengths, knowledge, and talents together to surpass the customer's needs while maintaining quality and service excellence along the way.



*Karla Souza, Customer Service Representative, who speaks three languages, was referred by Piedmont Triad Regional Council. Her Case Manager, Valerie Riley, Piedmont Triad Regional Council, stands behind her.*



*Andre White, Packaging Associate, is loading bottles on conveyor belt.*



*“The Workforce Development Training Center provides training that empower individuals with the knowledge, skills, desire, and opportunity to personally succeed in a way that leads to collective organizational success” - Malinda Marsh, Orange County JobLink Coordinator*





The N.C. Workforce Development Training Center (WDTC) provides a comprehensive offering of high-quality, affordable, easily accessible training and professional development services for the state's workforce development system. The Training Center uses a variety of training options tailored to meet the dynamic needs of the state's 24 local Workforce Development Boards, the JobLink Career Centers, staff of partner agencies, and the Division of Workforce Development.

During this program year, the WDTC offered over 86 workshops, events, and webinars serving 3,276 participants. Successful trainings included: Leadership & Management Series; Make a Note of It: Writing Effective Case Notes; Resumes That Get the Job Done; Delivering Excellent Customer Service in the JobLink Career Center; Labor Market Information and O\*Net; In Survival Mode: Serving the Hard-to-Serve; Acting Out or Acting Up? Serving At-Risk Youth; Social Media in the Job Search. In addition, the Career Development Facilitator professional certification course turned out 103 graduates in four courses.

Staff development is offered through a combination of core workshops by professional and peer trainers conducted regionally during the calendar year, customized events requested by system partners, webinars for easy access by larger numbers of staff, and seminars in response to new, relevant topics that arise on the workforce development scene.

*"The Training Center has been an excellent resource for my JobLink Career Center and staff in providing meaningful training. The staff is always so accommodating and open to suggestions for training that is needed. We are always guaranteed quality when the Training Center is involved."*

*-- Katie C. Hursey  
Director, Montgomery  
County JobLink*



The annual North Carolina Workforce Development Partnership Conference, planned and hosted by the WDTC, offered opportunities to attend workshops by professional trainers and peers from within the state. The 2010 conference, Reflect. Refocus. Recover., had over 875 attendees that included frontline staff of JobLinks Career Centers, Workforce Board Directors and staff, private sector business representatives, and staff and management of partner agencies and non-profit organizations. The highlights of the conference were the keynote address by nationally renowned speaker Dr. Nido Qubein, President of High Point University; presentations by Jane Oates, Assistant Secretary, U.S. Department of Labor and U.S. Congressman Mel Watt; and the traditional Governor's Awards Banquet. Individuals and businesses are recognized for their success in and contributions to workforce development programs during the Governor's Awards Banquet.



The WDTC also manages the N.C. Workforce Development Leadership Academy. The goal of the Academy and its accompanying Learning Network is to maintain an effective, efficient, and visionary team of local Workforce Development Board leaders for North Carolina, each working to full capacity to build and sustain a high quality system of workforce services for our citizens. The 33 graduates attend quarterly Learning Network events to maintain a strong peer network, stay current on workforce issues, and hone new skills as they tackle new challenges.

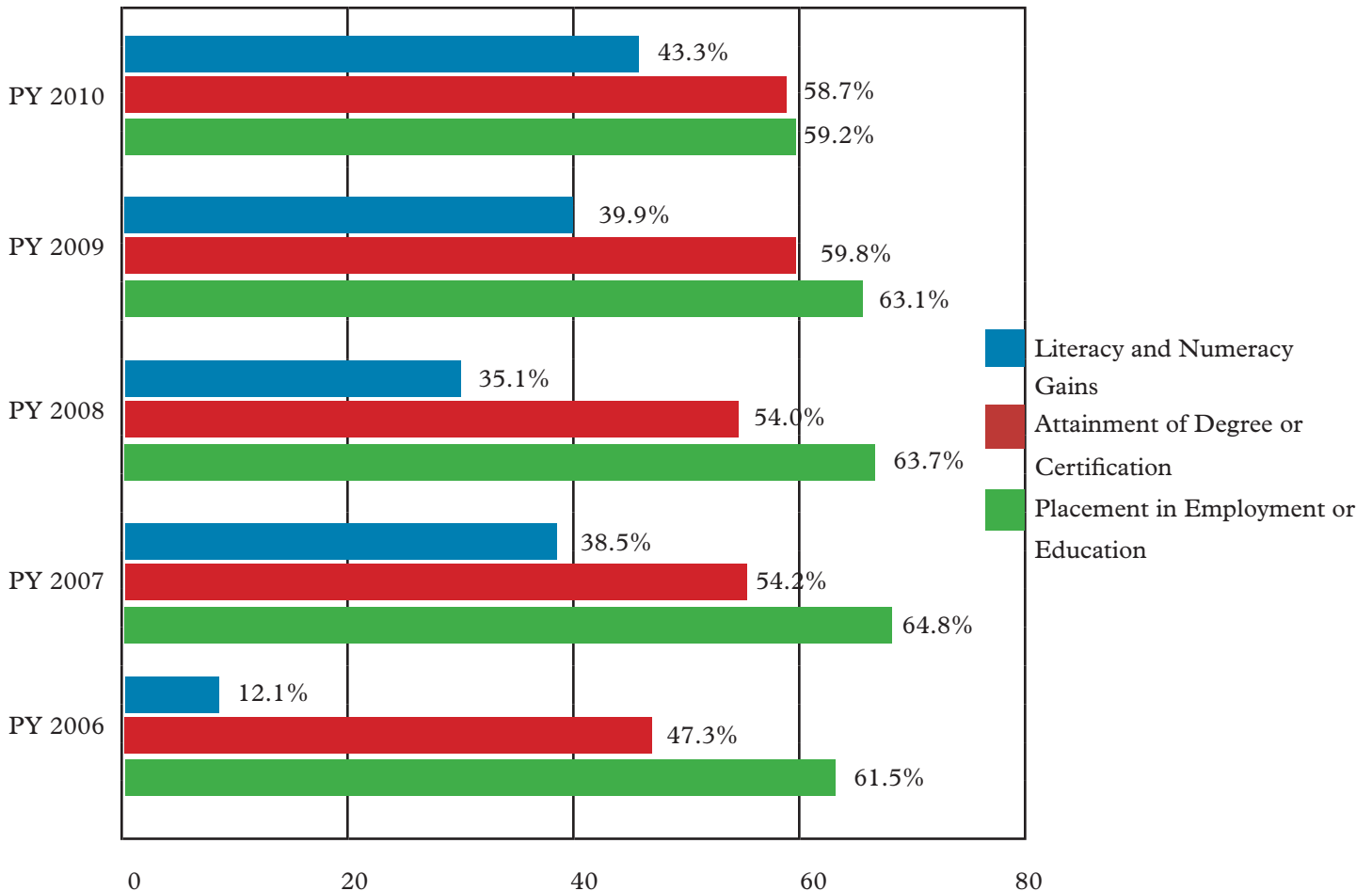
The staff of the WDTC continually strives to stay ahead of the workforce development trends and issues, both at the state and national levels. As new topics arise and training is indicated, the WDTC identifies needs, plans events, handles logistics, and contributes to the Division's and the workforce system's success.

## Youth Program

During PY 2010, North Carolina served 5,371 WIA youth participants. Youth participants must be low income in addition to having one of six barriers as identified by the Workforce Investment Act. Also, at a minimum, thirty percent of youth funds received by the local workforce area must be spent on out-of-school youth. In addition to receiving valuable exposure to mentoring, leadership development, tutoring, and other comprehensive services, youth often have the opportunity to participate in paid work experience. The work experience directly links to the young person's academic and occupational interests and contributes to making the youth career ready.

North Carolina continues to use its team-oriented approach by having meetings with the designated local Youth Leads supported by the 24 Workforce Development Boards and Directors. Representing each of North Carolina's local workforce areas, this active group meets and uses an online forum to share up-to-date information on best practices, state level updates, and emerging issues. This year, the Youth Leads' meetings included interaction with federal regional representatives and presentations from guest speakers and their peers. In addition, the Youth Leads again joined together to hold the state's fifth annual Youth Summit – a statewide conference for youth.

Program Year	Placement in Employment or Education	Attainment of Degree or Certification	Literacy and Numeracy Gains
PY 2006	61.5%	47.3%	12.1%
PY 2007	64.8%	54.2%	38.5%
PY 2008	63.7%	54.0%	35.1%
PY 2009	63.1%	59.8%	39.9%
PY 2010	59.2%	58.7%	43.3%



### Cape Fear Workforce Development Consortium

A soft spoken, strong willed 20-year old Tracy Lovette visited the Columbus County JobLink Career Center in May 2007. She had earned a position in the Practical Nursing Program at Southeastern Community College and was at long last 'on her way to realizing her dream career'. In our initial assessment, Lovette made this statement *"I have chosen nursing as my career. Nursing is an act of caring and providing for others. I want to make a difference! Just knowing that I have made a difference in one person's life, makes my life's dream a success."*

Lovette juggled a very busy schedule wearing many hats; a single mom of a toddler, a part-time employee at Loris Healthcare System, and a full-time nursing student. Lovette endured many tragedies and hardships along her path to becoming a nurse. With lots of love, encouragement and support from her family, friends and the SCC nursing faculty, staff and classmates, Lovette remained diligent and committed to the nursing program, never once considering the phrase 'give-up'.

Lovette also gives lots of credit to the staff of the Columbus County JobLink Career Center and the Workforce Investment Act (WIA) Keys 2 Success Youth Program at SCC. She states that *"without the financial and emotional support of the WIA program and their staff, I would not have been able to complete this journey. The program assisted with tuition, fees, books, childcare, and transportation."*

Successfully completing the Practical Nursing Program in May 2009, Lovette immediately passed the North Carolina Board of Nursing Licensure Examination and began working full-time with benefits at Loris Extended Care Center in Loris, South Carolina as a Licensed Practical Nurse. Two years later, Lovette has realized and still enjoys her *"dream career."*



Tracy Lovette, Licensed Practical Nurse, at Loris Extended Care Center in Loris, South Carolina



*"I have chosen nursing as my career. Nursing is an act of caring and providing for others. I want to make a difference! Just knowing that I have made a difference in one person's life, makes my life's dream a success."*

--  
Tracy Lovette, Licensed Practical Nurse



## Capital Area Workforce Development Board

Kenny Bolick enrolled in the 'Youth Going Green' project seeking to obtain his GED, complete Weatherization Training, and secure full-time employment. Bolick attended GED classes at Wake Technical Community College, and received Weatherization Training (occupational skills) through N.C. State University's, McKimmon Continuing Education Center. In February 2010 through Bolick's hard work and determination, he received his GED a month and a half after enrolling in the program.

Bolick has completed training in Weatherization and is working full-time at Sherwin Williams. Bolick plans to enroll in Wake Technical Community College in August 2011 to continue his education. Despite the many obstacles he faced, which included being a high school dropout and experiencing homelessness, Bolick successfully completed all of the 'Youth Going Green' project goals.



*Kenny Bolick (3<sup>rd</sup> from the left) at the Weatherization Class at Wake Technical Community College*



*Tihreek Royal is operating a tractor working for the Town of Wadesboro.*

## Centralina Workforce Development Consortium

Tihreek Royal had many hardships while growing up. His mother died of a massive heart attack when he was fourteen and his father went to prison shortly afterwards. Tihreek had to provide care for his younger siblings.

In November 2010 Tihreek enrolled in the WIA program at Union County Community Action in Anson County. He was searching for something that would help him better his life. During a work experience, Tihreek's supervisor readily noticed his strengths and motivation. When a full-time position became available, Tihreek was his first choice for hire. On April 1, 2011 he began full-time employment with the Town of Wadesboro making \$11.75/hour.

Tihreek has always shown motivation to achieve. From the beginning of the work experience, he knew he wanted to work full-time with the Town. He showed strong work ethics, excellent attendance, and made sure that his job was well done and completed on time. He has learned how to use all of the equipment on his job in a short time. When he was first enrolled in the program his communication skills were very poor. Through the WIA program activities, he has learned how to express his needs, network with others, and communicate more effectively with his peers. The WIA program has also assisted him in developing a better direction in finding his career path. The program has been resourceful in assisting Tihreek with researching his future goal. After he saves up enough money, he plans to attend the Universal Technical Institute in Mooresville.

# NORTH CAROLINA

DEPARTMENT OF COMMERCE

## Youth Program Success Stories

### DavidsonWorks, Inc.

Since being enrolled into WIA in September 2010, Ninna Athey has worked extremely hard and reached two important academic goals. In January 2011 Athey successfully completed her high school diploma a semester early. Also in January 2011 she began the Nursing Assistant (NA) course. In fact, there were two weeks when Athey was working on both her high school and NA curriculum. In April 2011 she completed her Nursing Assistant I course at the community college and received her state certification.

In addition to her academic goals, Athey has spent time pursuing leadership opportunities. As a teen mother, Athey wanted to give back so she used her parenting experience and volunteered as a Teen Parent Program volunteer through her high school. As a Teen Parent volunteer, Athey was a spokesperson and talked to other students, individually and in group settings, about the difficulties and struggles involved in being a teen parent. In addition to the Teen Parent Program volunteer work, Athey used her Nursing Assistant training to volunteer at a local Diabetes Walk where she took blood pressures for walk participants.

Athey is working full time as a Certified Nursing Assistant. She passed her state certification exam on April 25, 2011. On May 11, 2011 she began working full time at Pine Ridge Health and Rehabilitation Center. Athey has never had any type of job in her entire life and was so motivated to go to work, she applied for this job the same afternoon that she passed her state exam. Athey plans to work full time as a CNA for at least a year and then begin the coursework required to get accepted into the RN program. Her long-term goal is to be a neonatal nurse.

*Ninna Athey, Certified Nursing Assistant takes a blood pressure at Pine Ridge Health and Rehabilitation Center.*



*Jellisa Hamlett, Office/Nutrition Assistant on the phone at Caswell County Senior Center.*

### Kerr-Tar Interlocal Cooperative

Jellisa Hamlett came to Piedmont Community College's Youth Employment Services (WIA) program as an 11<sup>th</sup> grade student at Bartlett Yancey High School. After graduating in June 2008, Hamlett participated in the summer jobs program and gained work experience as a Teacher's Assistant at a local daycare. Upon completing her summer job, Hamlett enrolled in Cosmetology classes. She did quite well her first semester and learned to take pride in her success in the classroom.

During her spring semester, Hamlett found out that she was pregnant and felt overwhelmed by the thought of trying to finish school while caring for a child. After seeking guidance from her Youth Counselor, Hamlett decided to continue attending classes. Over time, the smell of the chemicals in the Cosmetology lab and morning sickness made focusing and attending classes difficult. Hamlett was very persistent and refused to give up. Not only did she finish that first challenging semester; but she went on to successfully complete another summer job placement and to participate in online classes while caring for her newborn baby. Hamlett never complained, choosing to focus her energy on making plans for her future.

Hamlett has excelled in all that she has done. She is presently working a summer job assignment at the Caswell County Senior Center as an Office/Nutrition Assistant. She is working toward an Associate Degree in Business Administration.



## Youth Program Success Stories



*Allison Paige Guyton, Registered Nurse and a coworker are checking the system for medications that are needed for a patient.*

### Lumber River Job Training Consortium

Allison Paige Guyton dropped out of high school in the 11th grade, due to excessive absences and defiant behavior. After several months, she realized that she would have no promising future without her education. Determined for a better life, she decided to return to school. With the help of WIA, she enrolled in the Basic Skills Program at Bladen Community College.

During her enrollment in the program, she became a parent. This proved to be a defining moment in Guyton's life that forced her to put things into perspective, so she continued attending classes. In May 2008 she received her Adult High School Diploma. Realizing that she wanted to provide a better life for her child, Guyton enrolled into the Nursing Program at Bladen Community College. While enrolled, she secured employment with Woodman of the World and Bladen Insurance as an administrative assistant.

In addition to working and parenting, she spent countless hours studying and participating in leadership activities in the WIA Program, which helped to enhance her interpersonal growth and development. Her participation in the program granted the opportunity to educate other youth about setting goals, staying in school and overcoming the obstacles of being a young single parent. On May 11, 2011 she received her Associate Degree in Nursing.

After passing the N.C. Nurse Licensing Examination, she immediately began job searching. Her determination paid off when Bladen County Hospital hired her as a Registered Nurse at \$22 per hour with benefits. Guyton has plans of continuing her education to receive her Master of Science in Nursing Degree, with a long-term goal of becoming a Family Nurse Practitioner. Guyton is an excellent example of how WIA funds can help someone find success.

### Regional Partnership Consortium

On August 12, 2008 Jorge Cardenas-Maldonado applied to the Building Futures WIA Youth program after his first year at Alamance Community College. He did not qualify for a PELL grant and was struggling to pay his tuition, books, and transportation costs. Cardenas-Maldonado was also deficient in basic math skills.

Cardenas-Maldonado had previously worked for Dave's Discount Furniture as a delivery driver, but knew he needed a career to support himself. He was 20 years old and living with his parents, but responsible for his own bills. Cardenas-Maldonado quickly finished the CNA (certified nursing assistant) course and found employment at the Village at Brookwood Retirement Community while he took the remainder of the nursing classes. He also started sitting with an elderly man, usually overnight, so he could attend classes during the day and still support himself. After his first year in the program, Cardenas-Maldonado re-tested in math and has improved his scores 2 educational functioning levels. Cardenas-Maldonado was able to maintain excellent grades while in the program. In May 2011 he graduated with a 3.258 GPA.

Cardenas-Maldonado took and passed the NCLEX exam. He has been offered employment at Durham Regional Hospital and will start in September. He will start off making \$20.53. Cardenas-Maldonado has continued to impress the Building Futures staff with all his hard work and diligence while pursuing his degree. He has been very committed to the program and sets a great example for what a Building Futures participant should be.



*Jorge Cardenas-Maldonado is practicing with Shakara Ruffin, fellow "Building Future" participant.*

## Youth Program Success Stories

### Mountain Local Area

In February 2009 Tiffany Moss enrolled in the WIA In-School Youth Program, Madison Team Work, operated at Madison High School in Marshall, NC. Madison Team Work is a program designed with a collaborative effort in organizing supportive networks for at-risk high school students. The goal of Madison Team Work is to provide participants with opportunities to gain knowledge of life-long employment skills, sustain increasing academic achievement, decrease dropout rates, and aid the in-the-career development process. Through a WIA funded work experience, Moss was given the opportunity to be employed at the Madison County Arts Council and to expand her understanding of the business side of art.

A single mom, Moss has persevered and overcome many challenging situations. The subsidized work experience and income made available by the WIA Program also provided necessities for Moss and her child. The network of support, guidance and counseling that was administered through Madison Team Work assisted Moss in achieving her goal of graduating high school. Even as a single mom, with all of the demands of parenting, Moss never lost focus on her goals.

*“Tiffany Moss paints a Barn Quilt – an artistic contribution to Agri-tourism”*

She completed all requirements for graduation and graduated with a 3.7 grade point average in June 2011. She was recognized at graduation for earning the Senior Art Award and Scholarship.

Moss did not stop with her high school diploma. She has been accepted at UNC-Asheville and begins her college studies in the fall of 2011. Moss plans to major in Art with a minor in Creative Writing.

Moss is working on a “*Barn Quilt*.” Barn Quilts are based on traditional quilting designs, but they are painted and hung on barns in Madison County -- it is merging art and Agri-tourism.



### Triangle South Workforce Development Board

Ariel Everette lives in a single parent home. She came to Harnett County Department of Workforce Development/JobLink in July 2010 and was enrolled into the WIA Youth Program. Everette was an upcoming senior in the fall of 2010 and always knew that she wanted to pursue higher education but was unsure of the field that she wanted to go.

Everette completed 20 hours of Academic Enrichment through Central Carolina Community College and various Leadership Activities designed to encourage responsibility and positive social behaviors.

She worked at Harnett Primary Elementary School in the Summer Employment Program as an Office Assistant/Media Assistant. She returned to high school in the fall of 2010 and decided she wanted to attend College for Elementary Education. On June 11, 2011 Everette received her high school diploma and will be attending the University of North Carolina Greensboro (UNCG) for Elementary Education. She also received the Golden Leaf Scholarship and was awarded \$3,000 per year for a total of \$12,000.

She now has a GPA of 3.5.

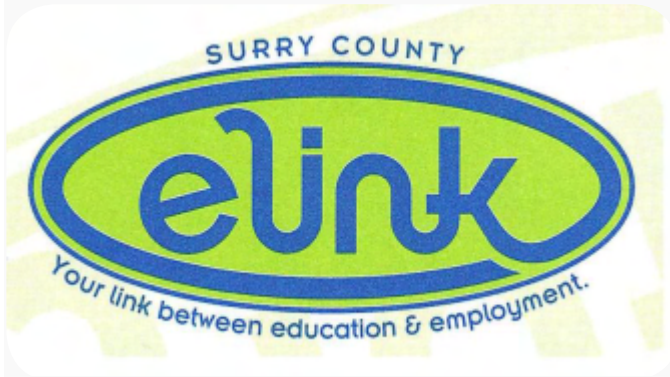
Everette stated that the WIA Youth Program has helped her to become focused on her future and helped to prepare her for college. She admits to being more focused and becoming an outgoing individual as well.



*Ariel Everette, Office Assistant/Media Assistant, working at Harnett Primary Elementary School*



## Youth Program Success Stories



### Northwest Piedmont Workforce Development Board

Ciera Beam enrolled in the Davie County eLink Program in November 2008 as a shy 16-year old junior with no work experience and no funds for post-secondary education. She had good grades, but little understanding of how to prepare herself for life after high school. Her family could not help in this matter, for no one had been to college.

With the help of eLink staff, Beam developed a career/education plan and successfully completed work training/placement opportunities. She worked as a Library Assistant and Administrative Assistant for a total of 10 months, which helped provide for her family, while maintaining an “A” average in high school. She worked diligently to research possible career interests and colleges. Beam succeeded her goals by graduating a semester early with college credit and obtaining a full scholarship to Appalachian State University.

Beam has completed her first year at Appalachian State University with honors (Dean’s List both semesters). She is majoring in psychology and during her summer break is working in a second summer work experience at Davidson County Community College, Davie Campus with increased responsibilities and work tasks. During her first semester, Beam mailed a card thanking the Davie eLink program for helping her to “choose a career I would be interested in, helping me find a college, making me believe I would get into this college, and many other reasons I have to thank you all for.” She has used her positive experience with Davie eLink as a motivating factor to devote her professional life to helping others who have encountered obstacles in living.



Ciera Beam is majoring in Psychology at Appalachian State University with goals to work in the Human Services Field.

### Northwest Piedmont Workforce Development Board

Nate Jones’ life truly began to unfold when he enrolled into the WIA eLink program. He was home-schooled as a child. Upon obtaining his high school diploma, he sought education assistance and employment assistance from WIA Youth Program. He quickly enrolled at Surry Community College in Business Administration, studying online. In addition, Jones pursued employment and obtained a part time job working at Kaplan’s in Clemmons, NC. All the while, he was struggling with a lifelong dream he had always had, of managing his own restaurant. As Jones recently found out, dreams can become true, if you truly believe in them! On June 6, 2011 Nate’s Place opened at 216 E. Elm St. Yadkinville. Jone, a 19-year-old, had past cooking experience from his past two employers. He offers a variety of sandwiches, salads, plate lunches, and 20 flavors of ice-cream. Jones will be the first to remind you of his restaurant motto “A Place Where Friends Meet”! He will also remind you that he is closed on Wednesday evenings and Sundays until 8: 00 pm, because he wants to give that time back to his church.



“Nate’s Place is a journey of a 19-year-old who dares to follow his dream; with a dad who believes in his son’s ambitions, and supports him in his dream.” – The Yakin Ripple



### Southwestern Workforce Development Consortium

*“Never underestimate the positive impact that a determined group of caring adults can have in the life of a young person.”* This came from a very excited Sue Nations, Jackson County Schools’ Superintendent, upon learning that the district-wide dropout rate in Jackson County had decreased by 56.2 percent – from 4.43 in 2008-09 to 1.99 in 2009-10.

The news everyone was hoping for came from State Superintendent, June Atkinson, in a report celebrating the fact that North Carolina’s dropout rate of 2.55 percent is the lowest rate ever recorded in the State. *“We know it is imperative for students to stay in school and graduate. There is no comparison between the struggles they may have in school and the lifetime struggles they will experience if they don’t have a high school diploma,”* said Atkinson.

Even more exciting is the fact that Jackson County was highlighted as one of four counties across the State for achieving the greatest decrease in dropout rates. Steve Jones, Jackson County Schools’ Assistant Superintendent, said that he couldn’t point to *“any one thing that made the difference, but rather a hundred little things designed to meet kids where they are in life and take them as far as they can go.”* Many of these things aren’t accidental, however, but can be found in many of Jackson County’s student retention initiatives one of which is – the Bridge Program which targets 9<sup>th</sup>-12<sup>th</sup> graders.

*“I was at a time in my life where the odds of me graduating were one in a million,”* said Katlin Foxworth, (Senior Class of 2012) in a program for participants. Funded by Southwestern Commission’s Workforce Investment Act Youth Program, the Bridge Program works one-on-one with high school age students, like Foxworth, to keep them in school, help them graduate, and move on with their lives. *“The Bridge Program raised my confidence and changed my attitude toward school and my future,”* said Foxworth. *“When I first talked to Mr. Simmons and Mrs. Hill, all I wanted to do was drop-out of school. As time went on, I realized from them that I was capable of a lot more than I thought. I remember Mr. Simmons telling me that if I trusted him and this program then not only could I graduate, but I would be able to explore career opportunities and begin a path for my future.”* Foxworth will graduate Spring 2012 with more than enough credits for a Regular/College Prep Diploma. Kaitlin is presently working in Jackson County at Sign Crafters as a g/ Graphic Arts Assistant.

While most kids’ needs are met in a traditional setting, not all are. *“Sometimes this means thinking outside the box,”* said Si Simmons, Bridge Program Director. The Bridge Program helps students and their families develop a plan to recover credit, provide supplemental instruction, and tap into other support to get kids back on track academically.



*Katlin Foxworth, Graphic Arts Assistant, at Sign Crafters in Jackson County.*



*Katlin Foxworth, Graphic Arts Assistant, displaying sign at Sign Crafters.*

*“I have never worked so hard in my professional career; but with the rewards I get, I’m not at all tired,”* said Simmons. The program also addresses non-academic issues like transportation, job placement, and other needs. *“We lean on our partners in the school and community to help us address these kids’ basic needs so they can focus on school; this is a team effort,”* said Tracy Hill, Bridge Program Assistant.

*“I am thrilled that we are having such remarkable success in my home county,”* said Vicki Greene, Workforce Development Director at Southwestern Commission. *“I wish we had a Bridge Program in every community; just think how many kids we could help,”* said Greene.

## Youth Program Success Stories

### Western Piedmont Jobs Training Consortium

In August of 2010 Jeffrey Barbour enrolled in the Students Making A Right Turn (S.M.A.R.T) Program. The program is designed to work with out-of-school youth, ages 16 to 21, to promote self-sufficiency and pro-social life choices through effective client education, training, and treatment programs. Students are required to take a three-week Cognitive Behavioral Intervention (CBI) Course which focuses on key skills to promote self-motivation and self-worth. During the three weeks, students discuss how to turn problems into opportunities by using problem recognition, communication techniques, alternative thinking skills, and consequential thinking techniques.

Once enrolled in the program, students immediately start the GED program. Barbour worked hard and he attended class on a regular basis. However, on November 10, 2010, Barbour was incarcerated and spent six months in prison for crimes that he committed in 2009. On April 17, 2011 Barbour was released from prison. On May 9, 2011 he started the program for a second time. Barbour showed great determination to complete his GED. He passed his test and his confidence grew. On June 1, 2011 Barbour was placed on a paid work experience at Concept Frames where he worked in the shipping and receiving department. Barbour received nothing but compliments from his supervisor as he worked 20 hours a week for six weeks.



*Jeffrey Barbour Jr. using a hand sander to sand a door at Concept Frames in Newton*

Barbour continued to work hard. On July 14, 2011 Barbour received his GED. A day after he completed his GED, Concept Frames decided to hire Barbour to a full-time position. Barbour continues to work at Concept Frames and he plans to attend college in the near future.

### Cost in Training WIA Participants

Education and training is the foundation on which workers develop the skills that industry requires. An assessment of how prepared workers are for emerging jobs must begin with determining their educational preparation, including degree attainment and the academic disciplines that students are pursuing. Not all jobs will require post-secondary education so it is also important to look at other indicators representing a worker's preparation for the world of work. Career Readiness Certificates represent one such indicator for which data are available. Post-secondary education is required for most jobs that provide a "middle-income wage," whether in the form of a 4-year degree, 2-year degree or a certification program, as well as the capability and willingness to engage in lifelong learning to keep these skills current. The chart below displays the cost per WIA participant.

#### Cost Per Adult, DW, Youth Participant

Program	Total Participants	Cost	Cost per Participant
Youth	5,371	\$18,043,575	\$3359.44
Adult	7,815	\$18,183,567	\$2326.75
Dislocated Worker	11,444	\$23,391,579	\$2044.00
<b>Average Cost</b>		<b>\$19,872,907</b>	<b>\$2576.73</b>

\* total costs excludes rapid response and statewide activities

## Adult Program

### Adult Program

In PY 2010 a total of 7,815 participants were served in the WIA Adult Program in North Carolina. Eligible participants included individuals aged 18 and over in need of training, assistance with employment or both. Through North Carolina's JobLink Career Centers, Workforce Development professionals assisted participants with identifying and resolving barriers, assessing job search and career path needs, skill assessment, career readiness training, basic skills training, basic education skills improvement and assistance, on-the-job training, and occupational skills training.

### Adult, Dislocated Worker, Youth, NEG Participants Trained

Percent of Training	Number Participants in Training	O*NET Description	O*NET Family
1.00%	165	* Other/General Education or Training	00
4.41%	729	Management Occupations	11
5.29%	875	Business and Financial Operations Occupations	13
5.31%	878	Computer and Mathematical Occupations	15
2.31%	383	Architecture and Engineering Occupations	17
1.37%	227	Life, Physical, and Social Science Occupations	19
2.78%	460	Community and Social Services Occupations	21
0.89%	147	Legal Occupations	23
6.02%	996	Education, Training, and Library Occupations	25
0.68%	112	Arts, Design, Entertainment, Sports, and Media Occupations	27
14.26%	2,359	Healthcare Practitioner and Technical Occupations	29
21.25%	3,515	Healthcare Support Occupations	31
1.67%	276	Protective Service Occupations	33
0.80%	132	Food Preparation and Serving Related Occupations	35
0.40%	66	Building and Grounds Cleaning and Maintenance Occupations	37
0.92%	153	Personal Care and Service Occupations	39
0.29%	48	Sales and Related Occupations	41
8.68%	1,436	Office and Administrative Support Occupations	43
0.19%	31	Farming, Fishing, and Forestry Occupations	45
2.30%	381	Construction and Extraction Occupations	47
8.55%	1,414	Installation, Maintenance, and Repair Occupations	49
4.90%	810	Production Occupations	51
5.75%	952	Transportation and Material Moving Occupations	53



# Adult Program Success Stories

## Regional Partnership

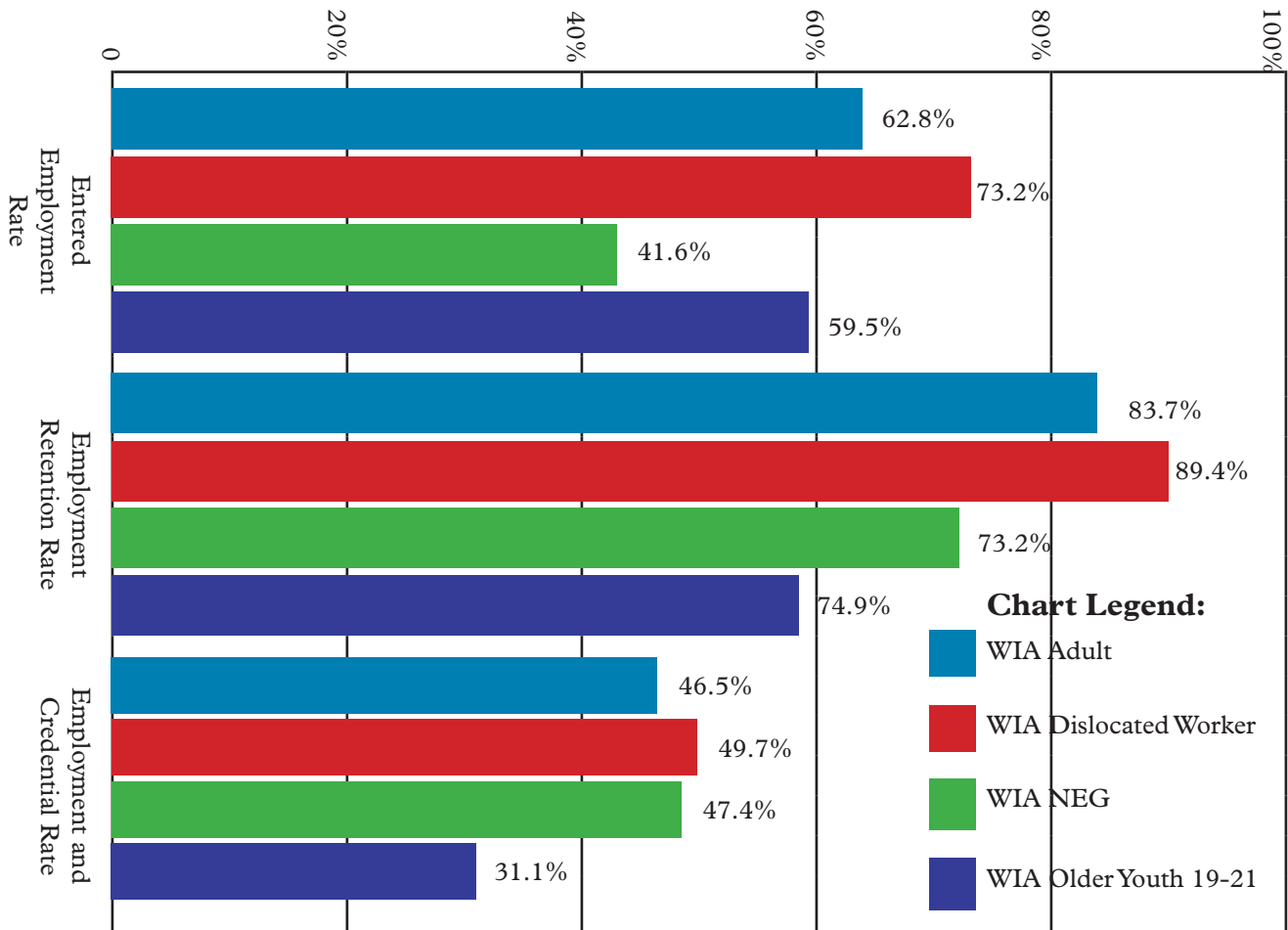
Kendrick Mangum was referred to the WIA program by the Orange County Department of Social Services. He had been searching for a job which would utilize his aptitude and interest in the health field. Mangum had completed many applications with no response and had come to the realization that his past mistakes might well affect his employment future. As those who have been there know, it is difficult and at times seems impossible to secure employment after incarceration.

By the time Mangum got to our office, he was determined that this barrier would not define his future. He had visited some senior living homes and left with the hope that he could be hired after he passed Nurse Assistant training and receive state certification. On August 16, 2010 Mangum enrolled in the WIA Adult Program.

On December 15, 2010 Mangum completed his training and successfully completed his state certification on February 16, 2011. On March 7, 2011 he was hired as a Nurse Assistant I at Britthaven Assisted Living. On June 7, 2011 he became a full-time permanent employee making \$10.00 an hour with full benefits.



*Kendrick Mangum, Nurse Assistant I at Britthaven Assisted Living*



## Adult Program Success Stories

### Turning Point Workforce Development Consortium

Twanda Shell, a 26-year-old, works as a registered nurse. In May 2010, Shell graduated from Nash Community College (NCC) and received an Associate in Applied Science Nursing Degree. Shell passed the NCLEX-RN Re-examination with the National Council of State Boards of Nursing in February 2011.

Shell's background consisted of a few months in retail and clerical experience at the community college. Shell originally attended Norfolk State University, but marriage and relocation prevented her from finishing. Shell entered NCC in the fall of 2006 and during this time her husband was laid off from his job. Shell gave birth to her first child in May 2007, the second child in December 2008, and the third child in June 2010.

Shell entered the WIA Adult Program in April 2009 and received assistance with daycare and travel expenses to remain in school. Shell participated in the WIA paid work experience program during the summer and gained experience as a Certified Nursing Assistant I.

Shell maintained her grade point average, celebrated the births of her children, balanced the duties of mother /wife, and attended class regularly despite sharing one vehicle with her husband. In August 2010 Shell faced another barrier when she did not pass the state board exam. Shell expressed the desire to re-take the test, but explained there was a lack of funds. WIA assisted Shell by paying re-examination fees. She remained dedicated in her studies and passed the exam in February 2011. Shell entered employment with Nash Health Care Systems in April 2011 and remains employed as a Registered Nurse in the Critical Care Unit.



*Twanda Shell, Registered Nurse, with Nash Health Care Systems*



### Kerr-Tar Interlocal Cooperative Consortium for Job Training

Jody Hastings, a Vance County resident, decided to leave his job in construction management at AT&T approximately five years ago to start his own business in landscaping. Little did he know that the economy would take a turn for the worst and there was not a big demand for landscaping business in this area. Considered under-employed, Hastings depleted his retirement fund, his stocks/bonds and cash reserves. Early in 2010 Hastings, along with his wife Marleen, decided to seek help to go back to school in hopes of turning things around. Hastings enrolled at Vance-Granville Community College through the WIA Adult Program, majoring in both Business Administration and Bio-Process Technologies. Hastings also joined Phi Beta Lambda, a student-business organization and became an active member. He has participated in Phi Beta Lambda's state and national competitions. In April Hastings was the winner of the Future Business Executive competition, and his team (partner) won the Small Business Management Plan competition during the state competition in Charlotte, NC. Hastings went on to compete in the national competition in Orlando, Florida in June where he won second place with the same Small Business Management Plan.

Within 15 months, Marleen completed all of the necessary requirements to receive her diploma in VGCC's Pharmacy Technology Program and found unsubsidized employment as a Pharmacy Assistant with Kerr Drug in Warren County. Marleen is now pictured on approximately 40 banners that VGCC displays throughout the region to highlight programs and students of the college. Hastings's recent path prompted him and his partner to start a business. Future Fuels Unlimited, set up to convert waste vegetable oil and make bio-diesel, was registered in June 2011, and immediately, Hastings has found contractors from which to purchase oil and partners to help expand the business's processes. Hastings states, *"Our original plan, was finding money to begin our business within the first 6 to 12 months, allow another 6 to 12 months before we could collect enough oil and wastes needed to help 'fuel' the community, and then another 6 to 12 months before we would even consider working towards a profit. Within the first 12 months of the plan, we think we are breaking even."* Hastings says he and his partner want to keep the local region, about a 50-100 miles radius, sustainable. *"With the support of local farmers,"* Hastings hopes, *"that means making a feed crop and fuel for their farms and keeping the agricultural aspect of the region vibrant again."*

Hastings is now a successful entrepreneur and is excited about his new endeavor. Both he and his partner are still in school at VGCC, preparing to graduate in the coming year with the right skills to continue with the business. *"We have been afforded many beneficial opportunities through the national competition and the great relationships at the college and Phi Beta Lambda,"* Hastings says. He credits his professors, the college's WIA Department and Small Business Center, his partner, and the Co-op Program for their motivation. *"VGCC has been a huge asset for me and my partner,"* Hastings said, *"He now plans to return those favors as the business grows to offer opportunities to other students through co-op at Future Fuels Unlimited."* Hastings explains, *"Our message through this company is to reduce our ecological footprint on the planet so our children can have a greener tomorrow, and continue to have clean, local drinking water, while producing bio-fuels to reduce our dependency on foreign oil. Bio-fuel results in 78% less carbon monoxide emissions as opposed to fueling with petroleum."*

*Jody Hastings pumps oil collected from local merchants and landfills into holding tanks in order to clean and process into bio-fuel.*





## Dislocated Worker Program

North Carolina served 11,444 participants in the WIA Dislocated Worker program. Eligible participants included individuals who were unemployed due to being terminated or laid off, or had received notice of termination or layoff, those who were no longer self-employed due to a natural disaster or economic conditions, or persons considered to be displaced homemakers. Through JobLink Career Centers, Workforce Development professionals assisted participants with identifying and resolving barriers, assessing job search and career path needs, skill assessment, career readiness training, basic skills training, basic education skills improvement and assistance, on-the-job training, and occupational skills training.

### *Dislocated Worker Program*

### Adult, Dislocated Worker, Youth, NEG Participants Employed by Industry

Industry Sector	Sector Code	Percent Employed in Industry	Total Employed in Industry	Average Quarterly Wage in Industry
Health Care and Social Assistance	62	18.25%	1499	\$4,534.05
Manufacturing	31	15.12%	1242	\$8,332.24
Administrative and Support and Waste Management and Remediation Services	56	14.92%	1225	\$4,606.72
Retail Trade	44	9.19%	755	\$3,283.15
Transportation and Warehousing	48	5.76%	473	\$4,597.16
Management of Companies and Enterprises	55	4.70%	386	\$3,418.54
Accommodation and Food Services	72	4.68%	384	\$2,175.04
Professional, Scientific, and Technical Services	54	4.27%	351	\$7,427.50
Construction	23	4.25%	349	\$6,626.29
Public Administration	92	3.56%	292	\$5,619.55
Educational Services	61	3.17%	260	\$4,296.35
Remaining Industry		12.14%	997	\$6,169.99
		100.00%	8213	\$5,287.41

### Northeastern Workforce Investment Consortium

Michael Richold has been enrolled in the WIA Dislocated Worker Program since January 2010. He lost his job as a Glazier at a local glass company. He had no idea what he was going to do. With no income, he was unable to continue with his education on his own. He heard about the WIA program and did some investigating. With WIA assistance he received Basic Law Enforcement Training at the College of the Albemarle (COA). After completing training at COA Richold began his job search and was interviewed and considered for several law enforcement positions locally and across the state. In December of 2010 he accepted part-time employment at the Pasquotank County Sheriff's Department in Elizabeth City, NC working 20 to 30 hours per week and continued to seek full time employment. The county budget was accepted and as of August 2011 Richold is employed on a full-time basis with benefits.

## Dislocated Worker Success Story

### Regional Partnership WDB

Bronna Hoover was a dislocated worker from Randolph Bank where she was employed as a Recovery Specialist for 13½ years. She found herself caught up in a tragic downsizing as her job was eliminated. She enjoyed working in the banking industry for 19 years where she spent most of those years in collections; doing what she loves most; helping people.

Hoover enrolled in the Continuing Education Certified Nursing Assistant Program at Randolph Community College (RCC) on her own before learning about WIA through the JobLink Career Center. Financially she was unsure if she would be able to continue training past completion of her Certified Nursing Assistant (CNA). She was denied the PELL Grant, but was relieved when she heard about WIA assistance. On May 15, 2006 Hoover enrolled in the WIA Dislocated Worker Program.

Hoover struggled with the idea of working and going to school unsure if she would be able to handle the pressure of studying and tests while working. She found part-time work with Edward Jones as an On-Call Branch Assistant while in training. In addition to her work and school, another huge portion of her time was devoted to the care of her parents. She cared for them when they were sick and assisted with their daily routine. In August 2009, her biggest hurdle of all came during her second semester when her mother passed away. Later she felt helpless when her father's health started to decline and his doctor suggested he be placed with Hospice. She continued with her studies and visited him daily to assist in his care, until her father passed away in June 2011.

Hoover scored within the 95th percentile on the required Health Occupations Basic Entrance Test (HOBET) for entrance into the Nursing program at Randolph Community College. She graduated with honors, fulfilled Registered Nurse Associate Degree course requirements at RCC, and received her degree in May 2011. She successfully completed the National Council Licensure Examination-Registered Nurse. In May 2011 she received her State Certification.

Hoover has been offered employment as a Registered Nurse in the Emergency Department at Randolph Hospital.

*Bronna Hoover checking blood pressure at Health Fair*





### Centralina Workforce Development Board

In the past 10 years, Lorie Solomon's career has made a few interesting turns. After years behind a computer at a desk job, she found herself on a manufacturing assembly line at Freightliner. Though she enjoyed the fast pace of the line, she was sidelined by carpal tunnel syndrome and ultimately laid off. She decided the time was right to go back to school.

Solomon graduated in 2010 with an Associate Degree in Biotechnology through the WIA Dislocated Worker Program (Cabarrus JobLink Career Center). A member of the first graduating class of the Biotechnology Program at Rowan Cabarrus Community College, Solomon parlayed her training into a full-time job in Dr. Allan Brown's research lab.

*"Solomon made herself too valuable to let go," Brown said. "She started out as an unpaid intern and worked her way into the program. She demonstrated a great work ethic, showed up when we needed her, did what needed to be done and never complained."*

Solomon had a few barriers to overcome. She was an older worker returning to school and knew that school would be challenging. Her biggest hardship was that her father became ill during her first semester in school. Solomon assisted him



*Lorie Solomon hand pollinates broccoli flowers to perpetuate the breeding lines used in Dr. Allan Brown's research efforts to develop a broccoli with more health enhancing properties.*

with treatments and hospital visits while carrying the load of a full-time student.

Solomon is currently employed with N.C. State University at the N.C. Research Center, Kannapolis, NC. She works full-time, 40 hours per week as a Laboratory Research Technician. She is receiving medical benefits and receives an income that makes her self-sufficient. Solomon plans to take at least one class a semester through N.C. State and possibly work toward a Bachelor's Degree.

*RCCC Biotech graduate Lorie Solomon hand pollinates a broccoli plant in a growth chamber at the N.C. Research Campus in Kannapolis.*





## Dislocated Worker Success Story

### Eastern Carolina Workforce Development Board, Inc

Sue Williams had been employed with Hilex Poly located in Mount Olive, NC from 1995-2008. After learning that she was going to be dislocated, Williams decided that she wanted to be retrained for the healthcare field. She hoped that would bring about better job security. After intensive research Williams decided to enroll in the WIA Dislocated Worker Program in the Health Care Management Program where she graduated with a 3.5 GPA. Williams earned her Associate Degree in Applied Science - Health Care Management Technology from Pitt Community College with the aid of the Duplin County JobLink Career Center.

Upon her graduation Williams found employment with Goldsboro Eye Center, Goldsboro, NC as an Ophthalmic Technician.

Williams would like to extend a thank you to all of the individuals who assisted her throughout her school enrollment, as well as throughout her dislocation from employment. Williams feels that enrollment in the Health Care Management Technology Program allowed her the best of both worlds; a profession in health care and a profession that gives her excellent work hours.



*Sue Williams instructs a patient with examination with the Optical Coherence Tomography Machine.*

### Greensboro/High Point/Guilford Workforce Development Consortium

Katherine Procter is a single parent of two teenage girls. Procter became unemployed due to lay offs back in 2009, as a furniture stainer. Procter did not waste any time. She immediately began to look into various avenues to pursue. Procter researched the program for Biotechnology at Forsyth Technical Community College. She was very interested and was referred to the JobLink Career Center to talk with a representative from Training & Employment Services about the WIA program. Procter started her journey studying Biotechnology the summer of 2009. Now 1½ years later Procter had the honor of being selected to meet President Obama while on a visit to Forsyth Tech. The President asked for anyone to answer to share their story with him. Procter was the only one that volunteered to answer the President's question. Procter was invited to the White House during the President's State of the Union Address in 2010. While the Address was in session, the President of the United States acknowledged Procter and her pursuit to further her education. Overwhelmed by the honor of meeting President Obama, Procter was even more persistent to complete her degree. Procter graduated spring of 2011 with her Associate Degree in Applied Science - Biotechnology.



*Kathy Procter (left in back row) was invited to sit near first lady Michelle Obama.*

*Photo courtesy news-record.com*

## Dislocated Worker Success Story

### High Country Workforce Development Consortium

On August 20, 2010 Billy Lowery, a 37-year old single father with two daughters was laid off from University Highlands Apartments where he worked in the maintenance department. Lowery came to inquire about supportive service assistance with the commercial wiring class after completing the HRD class at Mayland Community College. After talking with Lowery, it was determined that he would make an excellent candidate for the National Emergency Grant On-the-Job Training Program. He had been relentless about coming into the office to look for work and his breaking point was when he literally broke down into tears because he did not have enough money to buy Christmas presents for his little girls. He reviewed possible types of careers that he would be interested in and the areas in which he would need training in order to obtain employment. After giving Lowery a skills gap assessment, he found out that in order for him to get a job working as an electrician or HVAC installer, he would need to be with a strong established employer. Davis Godwin Associates, Inc. was thrilled with the opportunity to gain an employee with subsidized wages in exchange for the employee being trained in this particular field.



*Billy Lowery (left), HVAC installer at Davis Godwin Associates, Inc.*

After completing the OJT contract, Lowery is employed by Davis Godwin Associates, Inc.

### Kerr-Tar Interlocal Cooperative Consortium for Job Training

In September of 2010, Hermes “Jay” Vega came to Piedmont Community College in the hopes of starting a new career after being laid off from his job in the manufacturing industry. Vega enrolled in the Class B Commercial Driver’s License course offered through the JobsNOW “12 in 6” Initiative. In the early stages of his training, Vega was selected for sponsorship through the College’s Dislocated Worker Program.

While in the JobsNOW program, Vega took WorkKeys assessments and earned his North Carolina Career Readiness Certificate. In November of 2010 Vega completed his training and obtained his Class B Commercial Drivers License, demonstrating his strong work ethic and his dedication to improving his future and supporting his family. After receiving his CDL, Vega returned to the classroom and completed the Job Search for Logistics course to gain employability skills and prepare to start his new career. Vega’s positive attitude throughout his training and his friendly demeanor consistently testified to his character as a person because he did not allow the challenges he faced to distract him from pursuing his goals.



*Hermes “Jay” Vega unloading Pepsi products at a local business in Timberlake, NC*

Earlier this year, Vega began working for Pepsi Cola of Roxboro as a Truck Driver/Delivery Specialist. After obtaining employment, Vega chose to continue his education by working toward his Class A driver’s license. He expects to accomplish this latest goal this summer and looks forward to a long and stable career in the transportation industry.



## Dislocated Worker Success Story

### Pee Dee Region Workforce Consortium

Charlene Pratt received her High School Equivalency Diploma at Montgomery Community College (MCC) and enrolled in their Certified Nursing Assistant Program. Upon receiving her certification, she entered employment with Manor Health Care in Southern Pines, NC. She worked there for approximately two years before being laid off.

She decided to return to MCC to pursue a degree in the Criminal Justice Technology Curriculum. On April 15, 2009 she enrolled in the WIA Dislocated Worker Program. She contemplated leaving school on several occasions due to financial problems following the end of her Unemployment Insurance (UI) benefits. However, after encouragement and guidance from her case manager and supportive services from WIA, she was able to weather one financial storm after another, including the loss of her automobile.

Pratt has two sons and a daughter. She is an active volunteer in her community and also volunteers with the Montgomery County School System. She is a coach for the Montgomery County Basketball League at East Middle School and is an advocate for students that do not have parents or family members to represent them when dealing with issues at school. She also serves as a Mentor for the Women of Empowerment Program at Montgomery Community College.

A former Criminal Justice Instructor, who is now Head Deputy for the Montgomery County Sheriff's Office, was very impressed with Pratt's dedication, class participation and overall personality. He was so impressed that he offered her a position with the Sheriff's Office following the completion of her training at MCC. On May 11, 2011 Pratt earned her A.A.S. Degree in Criminal Justice Technology from MCC. She looks forward to becoming a part of the Montgomery County Sheriff's Office.



### Region C Workforce Development Consortium

On March 26, 2009 Michael Lyda was laid off from All American Homes in Rutherford County after nine years of employment as a Quality Inspector and Engineer. Lyda had studied at Isothermal Community College and received two Associate Degrees: Mechanical Drafting Technology in May 1999 and Mechanical Engineering Technology in July 2000.

When he applied for WIA training assistance in March 2009, Lyda was already enrolled in Western Carolina University was earning a Bachelor of Science in Engineering. As a husband and father of six children from the ages of two to sixteen, Lyda was concerned about getting another job that would give him enough income to provide a good home and future college education for his children. It was clear in Lyda's eligibility interview that he was determined to advance to a professional engineering position and that he recognized and valued the opportunities that furthering his education would bring to himself and to his family.

On March 20, 2009 Lyda was enrolled in WIA training services and in December 2010 he successfully completed his B.S. in Engineering from WCU, as well as two more Associate Degrees from Isothermal Community College in Manufacturing Technology and Building Construction Technology. Chester Melton, ICC Building Construction Instructor, said: *"Michael Lyda was one of the most outstanding students in the program. He always went way beyond what was expected of him as a student. His desire to learn every aspect of the construction industry was evident during his time at Isothermal. He participated in all projects using his skills to the utmost."*

After Lyda completed his degrees, he enrolled in a two-week customized training class at ICC for Steel-Stud Construction. He was subsequently hired by DPR Construction to work on the Facebook Project in Forest City. In January 2011 DPR Construction was listed by Fortune Magazine as one of the nation's "100 Best Companies to Work For." He started as a laborer, but in less than six months moved up to project engineer and is earning \$65,000 per year.

Lyda stated *"I really appreciate all the assistance that I received through WIA, especially my case manager, Linda Knippa, and all of the folks at Isothermal Community College. I am grateful to DPR for giving me a chance to prove my value to the company. DPR has a set of core values that they publish but also live by."*

*Michael Lyda, Project Engineer, with DPR Construction*



# Dislocated Worker Success Story

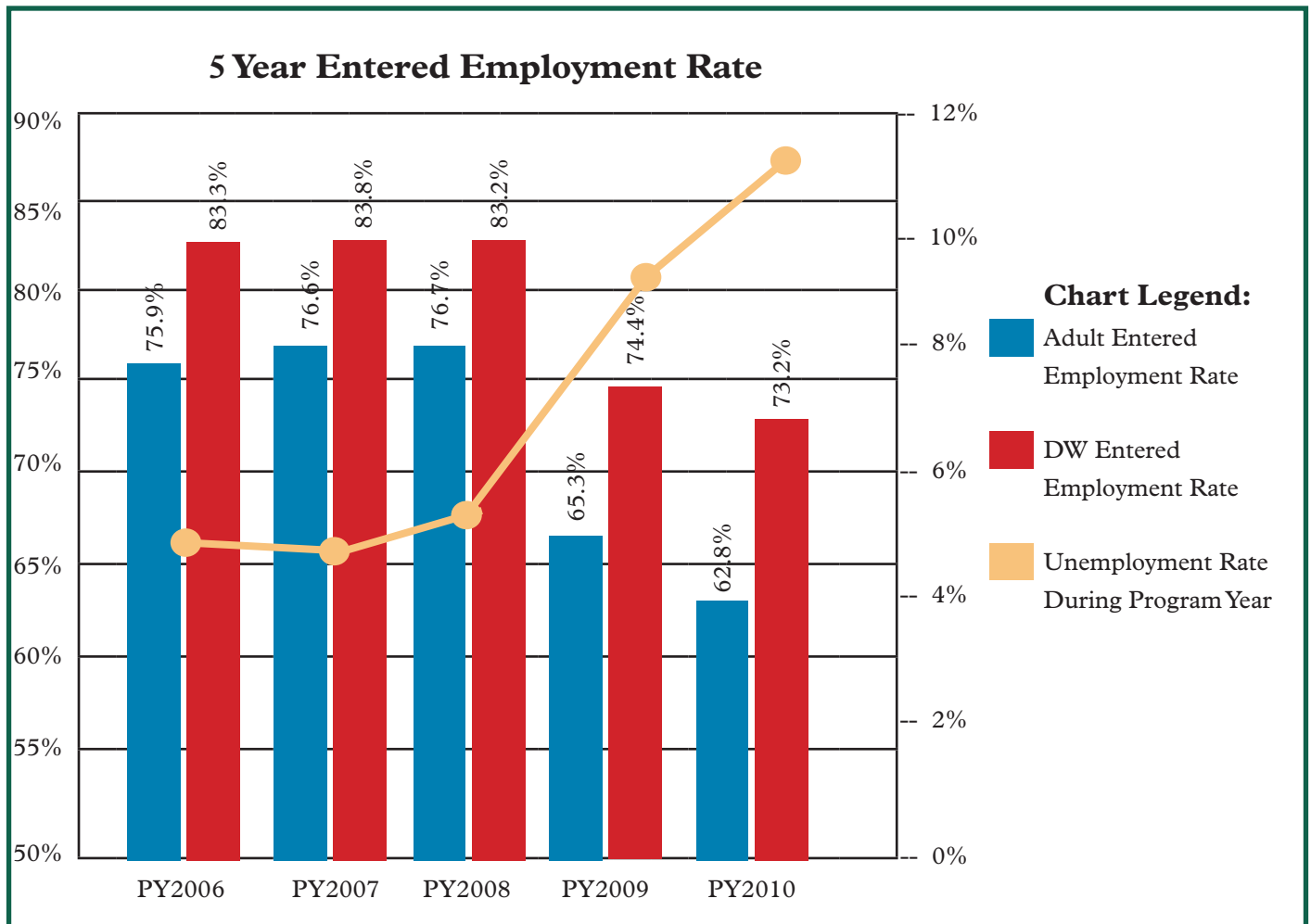
## Durham Local Area

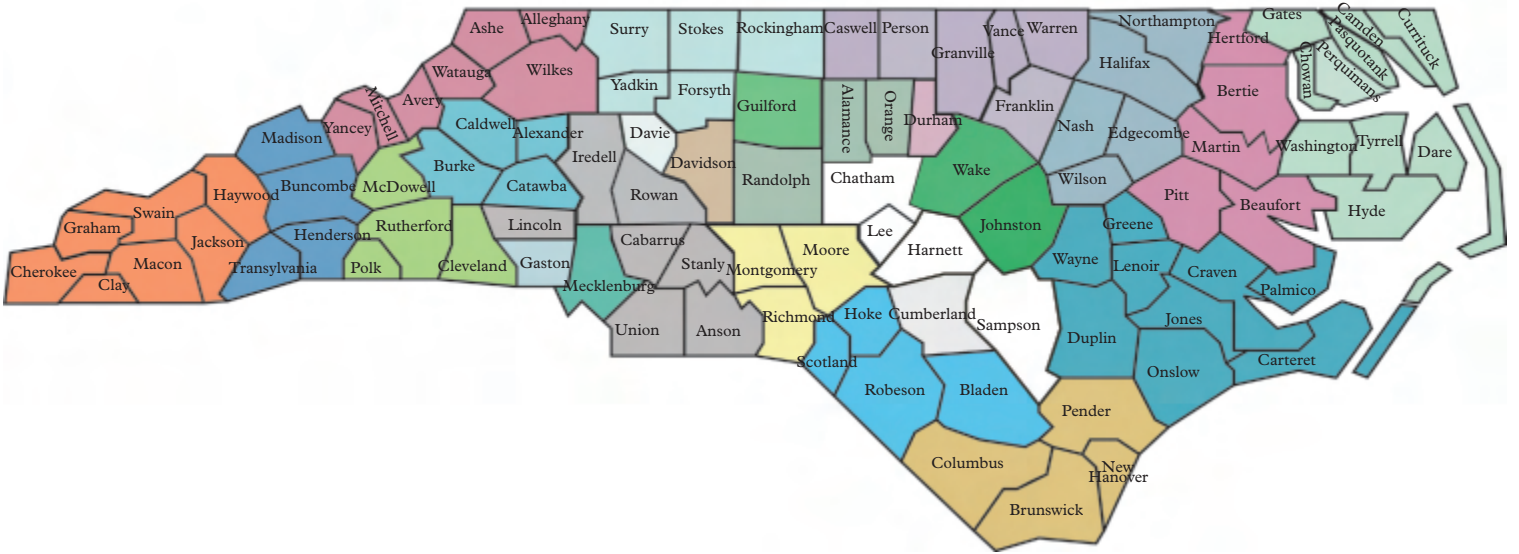
In November 2010 Michelle Parks relocated from the Washington, DC area to Durham due to family reasons. When she moved from New Jersey to the Washington, DC area, things were quite different. Parks was single, the economy was good, jobs were plentiful, and it only took her three weeks to become employed. However, moving from the Washington DC area to North Carolina was a drastically different story. Trying to find a job with two kids 3 and 5, previous high salary position, made her job search a challenge.

She started attending the Professional Career Workshops for more insight into branding herself. Parks applied for part-time employment with Kelly Services, a temporary employment service agency. Kelly Services scheduled an interview at the Duke Clinical Research Institute (DCRI) in Durham. She received a part-time position at DCRI. While employed with Kelly Services working part-time at DCRI she met a DCRI recruiter and had an interview for the position that she applied for in November. She updated her resume to include the part-time employment with DCRI (through Kelly Services) and was hired full-time at DCRI.

*"I cannot stop smiling, I let go of what was and am so excited about what will be I just can't stop smiling. It's been a long hard journey but without my strong support system and the WIA program, my story probably would not have a happy ending."*  
 -- Michelle Parks

## Performance Chart





## North Carolina Local Area Map

- Cape Fear Workforce Development Consortium
- Capital Area Workforce Development Consortium
- Centralina Workforce Development Consortium
- Charlotte/Mecklenburg Workforce Development Consortium
- Cumberland County Local Area
- DavidsonWorks, Inc.
- Durham Local Area
- Eastern Carolina Workforce Development Board, Inc.
- Gaston County Local Area
- Greensboro/High Point/Guilford Workforce Development Consortium
- High Country Workforce Development Consortium
- Kerr-Tar Interlocal Cooperative Consortium for Job Training
- Lumber River Job Training Consortium
- Mountain Local Area
- Northeastern Workforce Investment Consortium
- Northwest Piedmont Job Training Consortium Workforce Development Board
- Pee Dee Region Workforce Consortium
- Region C Workforce Development Consortium
- Region Q Workforce Investment Consortium
- Regional Partnership WDB
- Southwestern Workforce Development Consortium
- Triangle South Workforce Development Board
- Turning Point Workforce Development Consortium
- Western Piedmont Jobs Training Consortium

<b>Table B Adult Program Results</b>			
Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	75.0%	62.8%	2,429
			3,869
Employment Retention Rate	81.0%	83.7%	2,328
			2,781
Average Earnings	\$10,450.00	\$10,773.70	24,628,780
			2,286

<b>Table C Outcomes for Adult Special Populations</b>								
Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	60.7%	1,155	60.0%	171	56.4%	101	55.0%	115
		1,904		285		179		209
Employment Retention Rate	81.1%	959	86.6%	149	72.8%	67	77.7%	94
		1,182		172		92		121
Average Earnings Rate	\$9,031.70	8,480,729	\$11,944.80	1,731,992	\$8,236.40	494,183	\$9,416.60	828,658
		939		145		60		88

<b>Table D Other Outcome Information for the Adult Program</b>				
Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	64.2%	1,936	57.9%	493
		3,017		852
Employment Retention Rate	85.6%	1,860	77.1%	468
		2,174		607
Average Earnings Rate	\$11,316.20	20,686,101	\$8,608.50	3,942,679
		1,828		458



<b>Table E</b>				
<b>Dislocated Worker Program Results</b>				
Reported Information	Negotiated Performance Level		Actual Performance Level	
Entered Employment Rate	82.0%		73.2%	4,722
				6,447
Employment Retention Rate	86.0%		89.4%	2,681
				3,000
Average Earnings	\$12,600.00		\$14,093.00	37,247,898
				2,643

<b>Table F</b>								
<b>Outcomes for Dislocated Worker Special Populations</b>								
Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	69.4%	470	59.7%	40	64.5%	472	57.5%	23
		677		67		732		40
Employment Retention Rate	89.0%	314	84.6%	22	85.7%	263	60.0%	6
		353		26		307		10
Average Earnings	\$15,907.30	4,851,722	\$15,938.60	334,710	\$14,558.60	3,727,004	\$7,339.60	36,698
		305		21		256		5

<b>Table G</b>				
<b>Other Outcome Information for the Dislocated Worker Program</b>				
Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	74.9%	3,951	65.9%	771
		5,277		1,170
Employment Retention Rate	89.1%	2,058	90.3%	623
		2,310		690
Average Earnings Rate	\$14,171.50	28,725,561	\$13,835.00	8,522,336
		2,027		616

**Table H.1  
Youth (14 – 21) Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	51.0%	59.2%	971
			1,641
Attainment of Degree or Certificate	52.0%	58.7%	844
			1,439
Literacy and Numeracy Gains	35.5%	43.3%	432
			997

**Table L  
Other Reported Information**

Reported Information	12 Month Employment Retention Rate		12 Months Earnings Increase (Adults and Older Youth) or 12 Months Earnings Replacement (Dislocated Workers)		Placements in Non-traditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	83.2%	1,785	\$4,604.10	9,710,029	2.1%	50	\$3,956.80	9,472,531	48.9%	946
		2,145		2,109		2,429		2,394		1,936
Dislocated Workers	88.1%	2,014	\$94.20	29,039,321	1.6%	75	\$6,305.20	29,457,840	50.2%	1,981
		2,286		30,839,257		4,722		4,672		3,948

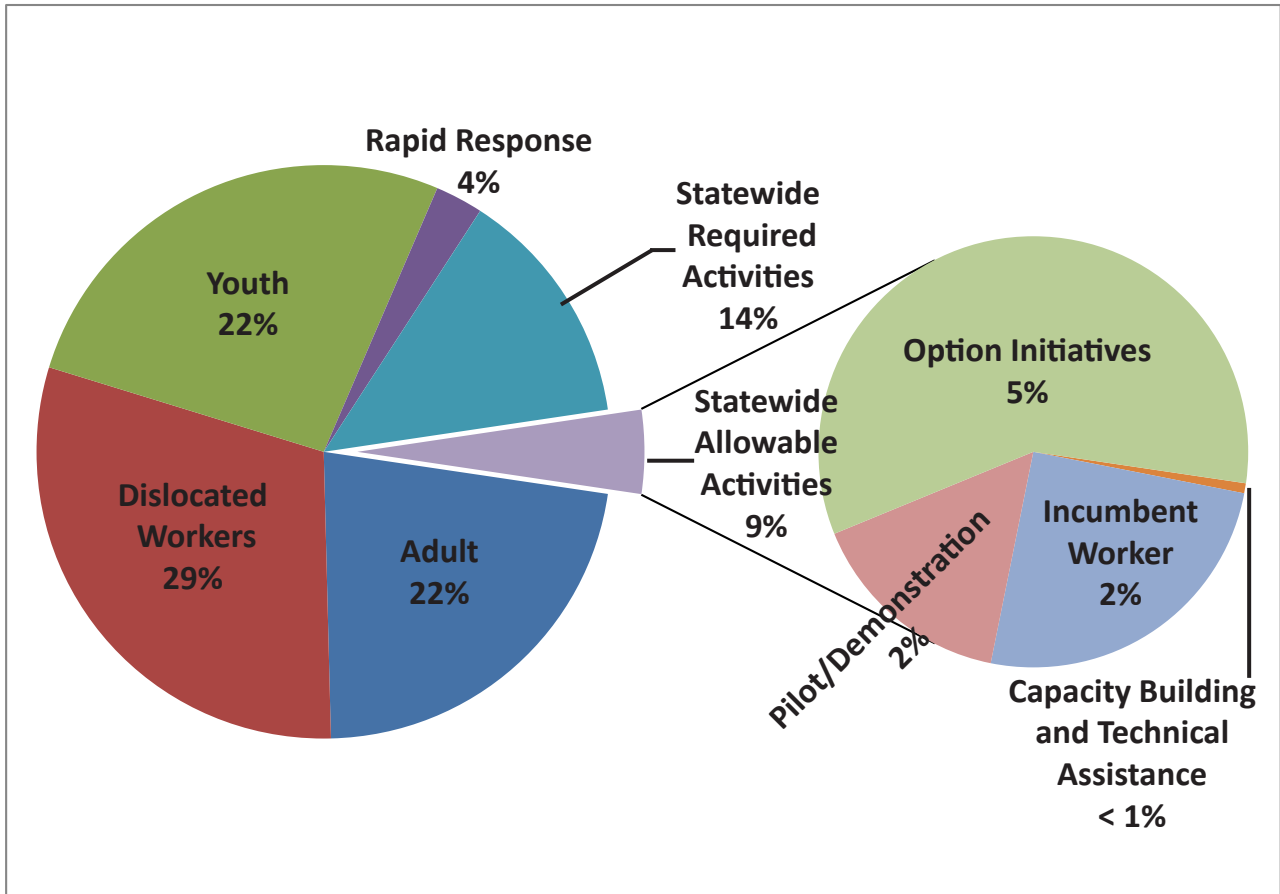
**Table M  
Participation Levels**

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	19,174	11,697
Total Adults (self-service only)	0	0
WIA Adults	7,815	4,979
WIA Dislocated Workers	11,444	6,767
Total Youth (14 – 21)	5,371	1,885
Out-of-School Youth	3,196	1,191
In-School Youth	2,175	694

<b>Table N Cost of Program Activities</b>		
Program Activity		Total Federal Spending
Local Adults		\$18,183,567
Local Dislocated Workers		\$23,391,579
Local Youth		\$18,043,575
Rapid Response (up to 25%) Sec.134 (a)(2)(A)		\$3,273,920
Statewide Required Activities (up to 15%) Sec.134(a)(2)(B)		\$11,347,025
	Program Activity Description	
Statewide Allowable Activities Sec.134(a)(3)	Capacity Building and Technical Assistance	\$9,700
	Incumbent Worker	\$1,250,340
	Pilot/Demonstration	\$1,877,557
	Option Initiatives	\$4,004,693
Total of All Federal Spending Listed Above		\$81,381,945

The following graph shows the cost of the Program activities for PY 2010. The mix of services within North Carolina is proportional with the total spending in the Youth, Adult, and Dislocated Worker activities.

**Table N Cost of Program Activities**





**Cape Fear Workforce Development Consortium (33)**

1480 Harbour Drive  
 Wilmington, NC 28401  
 Counties: Pender; New Hanover;  
 Columbus; Brunswick  
 Director: Margie Parker  
 mparker@capefearcog.org  
 http://capefearcog.org/wfd\_main.htm



**Table 0 - Local Performance**

Table 0 - Local Performance				
Local Area Name		Adults	384	
<b>Cape Fear Workforce Development Consortium (33)</b>	Total Participants Served	Dislocated Workers	345	
		Youth	326	
		ETA Assigned#		
37120	Total Exiters	Adults	155	
		Dislocated Workers	122	
		Youth	70	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	82.9%	61.2%	
	Dislocated Workers	87.9%	75.8%	
Retention Rates	Adults	84.5%	82.3%	
	Dislocated Workers	90.0%	90.7%	
Average Earnings (Adults/DWs)	Adults	\$10,854.31	\$9,678.38	
	Dislocated Workers	\$13,233.00	\$12,827.57	
Placement in Employment or Education	Youth (14 - 21)	69.4%	59.0%	
Attainment of Degree or Certificate	Youth (14 - 21)	41.5%	48.0%	
Literacy or Numeracy Gains	Youth (14 - 21)	22.2%	25.9%	
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
			X	

For PY 2010, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

**Capital Area Workforce Development Consortium (34)**

2321 Crabtree Blvd., Suite 200

Raleigh, NC 27604

Counties: Johnston; Wake

Director: Pat Sturdivant

pat.sturdivant@wakegov.com

<http://web.co.wake.nc.us/capitalarea/>



**Table O – Local Performance**

Table O – Local Performance				
Local Area Name		Adults	474	
<b>Capital Area Workforce Development Consortium (34)</b>	Total Participants Served	Dislocated Workers	1124	
		Youth	374	
		ETA Assigned# 37215	Total Exitters	Adults
		Dislocated Workers	612	
		Youth	113	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	82.9%	69.2%	
	Dislocated Workers	87.9%	81.4%	
Retention Rates	Adults	89.5%	94.2%	
	Dislocated Workers	90.8%	91.8%	
Average Earnings (Adults/DWs)	Adults	\$11,995.00	\$11,153.42	
	Dislocated Workers	\$13,882.00	\$19,219.97	
Placement in Employment or Education	Youth (14 - 21)	73.6%	79.8%	
Attainment of Degree or Certificate	Youth (14 - 21)	49.2%	60.0%	
Literacy or Numeracy Gains	Youth (14 - 21)	43.6%	65.3%	
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
			X	

For PY 2010, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

**Centralina Workforce Development Board (36)**

525 North Tryon Street 12th Floor

Charlotte, NC 28202

Counties: Union; Stanly; Rowan;

Lincoln; Iredell; Cabarrus; Anson

Executive Director: David Hollars

dhollars@centralina.org

http://www.centralinaworks.com



**Table 0 – Local Performance**

Table 0 – Local Performance				
Local Area Name		Adults	357	
<b>Centralina Workforce Development Consortium (36)</b>	Total Participants Served	Dislocated Workers	739	
		Youth	182	
		ETA Assigned# 37225	Total Exiters	Adults
	Dislocated Workers	508		
	Youth	58		
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	72.7%	51.3%	
	Dislocated Workers	81.0%	58.8%	
Retention Rates	Adults	82.1%	70.1%	
	Dislocated Workers	91.8%	83.9%	
Average Earnings (Adults/DWs)	Adults	\$10,111.00	\$7,764.20	
	Dislocated Workers	\$13,864.17	\$14,324.10	
Placement in Employment or Education	Youth (14 - 21)	70.2%	60.6%	
Attainment of Degree or Certificate	Youth (14 - 21)	57.4%	65.4%	
Literacy or Numeracy Gains	Youth (14 - 21)	22.2%	27.3%	
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
			X	

For PY 2010, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.



**Charlotte-Mecklenburg Workforce  
Development Consortium (37)**

700 Parkwood Avenue  
Charlotte, NC 28205  
County: Mecklenburg  
Director: Deborah L. Gibson  
dgibson@ci.charlotte.nc.us



**Table 0 – Local Performance**

Table 0 – Local Performance				
Local Area Name		Adults	361	
<b>Charlotte-Mecklenburg Workforce Development Consortium (37)</b>	Total Participants Served	Dislocated Workers	631	
		Youth	399	
		ETA Assigned# 37045	Total Exitters	Adults
		Dislocated Workers	356	
		Youth	210	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	75.4%	69.6%	
	Dislocated Workers	85.7%	76.8%	
Retention Rates	Adults	84.3%	89.3%	
	Dislocated Workers	90.0%	89.0%	
Average Earnings (Adults/DWs)	Adults	\$10,353.87	\$11,822.90	
	Dislocated Workers	\$13,882.00	\$20,034.80	
Placement in Employment or Education	Youth (14 - 21)	59.3%	41.5%	
Attainment of Degree or Certificate	Youth (14 - 21)	41.5%	35.0%	
Literacy or Numeracy Gains	Youth (14 - 21)	46.0%	61.9%	
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
			X	

For PY 2010, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

**Cumberland County LA (38)**  
 Post Office Box 1829  
 410 Ray Avenue  
 Fayetteville, NC 28302  
 County: Cumberland  
 Interim Director: Carl Mitchell  
 mitchelc@faytechcc.edu



**Table 0 - Local Performance**

Table 0 - Local Performance				
Local Area Name		Adults	226	
<b>Cumberland County (38)</b>	Total Participants Served	Dislocated Workers	102	
		Youth	214	
ETA Assigned# 37015	Total Exiters	Adults	217	
		Dislocated Workers	99	
		Youth	90	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	72.7%	46.6%	
	Dislocated Workers	81.3%	48.6%	
Retention Rates	Adults	82.1%	80.1%	
	Dislocated Workers	90.0%	85.3%	
Average Earnings (Adults/DWs)	Adults	\$10,635.23	\$8,793.10	
	Dislocated Workers	\$12,463.69	\$12,339.80	
Placement in Employment or Education	Youth (14 - 21)	59.3%	51.7%	
Attainment of Degree or Certificate	Youth (14 - 21)	41.5%	53.3%	
Literacy or Numeracy Gains	Youth (14 - 21)	50.0%	51.4%	
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
			X	

For PY 2010, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

**DavidsonWorks, Inc (39)**  
 555 West Center Street Extension  
 PO Box 1067  
 Lexington, NC 27293-1067  
 County: Davidson  
 Director: Cindy Livengood  
 Cindy.Livengood@DavidsonCountyNC.gov  
 http://www.davidsonworks.org

DavidsonWorks



Cutting Edge, Globally Competitive  
 Workforce Development Solutions For  
 Individuals and Businesses

**Table 0 – Local Performance**

Table 0 – Local Performance				
Local Area Name		Adults	131	
<b>DavidsonWorks, Inc (39)</b>	Total Participants Served	Dislocated Workers	201	
		Youth	93	
		ETA Assigned# 37020	Total Exiters	Adults
		Dislocated Workers	106	
		Youth	43	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	80.9%	84.1%	
	Dislocated Workers	87.9%	90.7%	
Retention Rates	Adults	85.0%	93.3%	
	Dislocated Workers	92.6%	93.3%	
Average Earnings (Adults/DWs)	Adults	\$11,692.05	\$17,978.90	
	Dislocated Workers	\$12,262.14	\$15,268.10	
Placement in Employment or Education	Youth (14 - 21)	59.3%	48.3%	
Attainment of Degree or Certificate	Youth (14 - 21)	41.5%	53.1%	
Literacy or Numeracy Gains	Youth (14 - 21)	50.0%	64.3%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

For PY 2010, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.



**Durham Local Area (35)**  
 302 E. Pettigrew Street, Suite 190  
 Durham, NC 27701  
 County: Durham  
 Director: Kevin Dick  
 kevin.dick@durhamnc.gov



**Table 0 - Local Performance**

Table 0 - Local Performance				
Local Area Name		Adults	106	
<b>Durham Local Area (35)</b>	Total Participants Served	Dislocated Workers	164	
		Youth	110	
ETA Assigned# 37140	Total Exiters	Adults	69	
		Dislocated Workers	142	
		Youth	34	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	72.7%	63.4%	
	Dislocated Workers	81.0%	74.1%	
Retention Rates	Adults	82.1%	79.4%	
	Dislocated Workers	92.7%	87.3%	
Average Earnings (Adults/DWs)	Adults	\$10,111.00	\$10,852.45	
	Dislocated Workers	\$13,882.00	\$16,440.24	
Placement in Employment or Education	Youth (14 - 21)	61.2%	64.9%	
Attainment of Degree or Certificate	Youth (14 - 21)	41.5%	59.4%	
Literacy or Numeracy Gains	Youth (14 - 21)	37.5%	46.3%	
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
			X	

For PY 2010, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

**Eastern Carolina Workforce Development Board,  
Inc. (40)**

1341 S. Glenburnie Road  
New Bern, NC 28562

Counties: Pamlico; Lenoir; Jones;  
Greene; Duplin; Craven; Carteret; Onslow; Wayne

Director: Tammy Childers

childers@ecwdb.org

http://www.ecwdb.org



**Table 0 – Local Performance**

Table 0 – Local Performance				
Local Area Name		Adults	468	
<b>Eastern Carolina Workforce Development Board, Inc. (40)</b>	Total Participants Served	Dislocated Workers	636	
		Youth	286	
		ETA Assigned#		
37125	Total Exiters	Adults	276	
		Dislocated Workers	298	
		Youth	78	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	76.0%	67.6%	
	Dislocated Workers	83.5%	77.0%	
Retention Rates	Adults	86.2%	87.8%	
	Dislocated Workers	92.6%	88.4%	
Average Earnings (Adults/DWs)	Adults	\$10,393.85	\$9,956.80	
	Dislocated Workers	\$11,320.00	\$11,491.30	
Placement in Employment or Education	Youth (14 - 21)	59.7%	56.5%	
Attainment of Degree or Certificate	Youth (14 - 21)	45.6%	62.3%	
Literacy or Numeracy Gains	Youth (14 - 21)	41.6%	32.3%	
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
			X	

For PY 2010, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

**Gaston County Local Area (41)**

330 N. Marietta Street

Gastonia, NC 28052

County: Gaston

Director: Angela Karchmer

angela.karchmer@co.gaston.nc.us

http://www.gastonworks.com



**Table 0 - Local Performance**

Table 0 - Local Performance				
Local Area Name		Adults	107	
<b>Gaston County Local Area (41)</b>	Total Participants Served	Dislocated Workers	707	
		Youth	114	
		Adults	70	
ETA Assigned# 37035	Total Exiters	Dislocated Workers	560	
		Youth	87	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	78.2%	38.0%	
	Dislocated Workers	87.9%	65.6%	
Retention Rates	Adults	89.5%	80.2%	
	Dislocated Workers	92.7%	92.8%	
Average Earnings (Adults/DWs)	Adults	\$11,172.09	\$11,591.70	
	Dislocated Workers	\$13,882.00	\$14,319.90	
Placement in Employment or Education	Youth (14 - 21)	59.3%	48.5%	
Attainment of Degree or Certificate	Youth (14 - 21)	41.5%	62.6%	
Literacy or Numeracy Gains	Youth (14 - 21)	22.2%	55.6%	
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
			X	

For PY 2010, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.



**Greensboro/High Point/Guilford County  
Workforce Development Consortium(42)**

342 North Elm Street  
Greensboro, NC 27401

County: Guilford

Director: Lillian Plummer

[lillian.plummer@greensboro-nc.gov](mailto:lillian.plummer@greensboro-nc.gov)

<http://www.guilfordjoblink.com/>



**Table O – Local Performance**

Table O – Local Performance				
Local Area Name		Adults	532	
<b>Greensboro/High Point/Guilford County Workforce Development Consortium (42)</b>	Total Participants Served	Dislocated Workers	621	
		Youth	279	
ETA Assigned# 37040	Total Exiters	Adults	165	
		Dislocated Workers	196	
		Youth	83	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	76.1%	70.8%	
	Dislocated Workers	81.1%	76.6%	
Retention Rates	Adults	89.0%	88.8%	
	Dislocated Workers	90.5%	88.5%	
Average Earnings (Adults/DWs)	Adults	\$11,995.00	\$12,209.40	
	Dislocated Workers	\$13,882.00	\$15,716.50	
Placement in Employment or Education	Youth (14 - 21)	73.6%	77.8%	
Attainment of Degree or Certificate	Youth (14 - 21)	48.7%	67.3%	
Literacy or Numeracy Gains	Youth (14 - 21)	23.8%	33.3%	
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
			<b>X</b>	

For PY 2010, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

**High County Workforce Development Consortium (49)**

468 New Market Blvd.

Boone, NC 28607

Counties: Yancey; Mitchell; Avery; Ashe;

Alleghany; Watauga; Wilkes

Director: Adrian Tait

atait@regiond.org

http://www.highcountrywdb.com/



**Table 0 - Local Performance**

Table 0 - Local Performance				
Local Area Name		Adults	430	
<b>High County Workforce Development Consortium (49)</b>	Total Participants Served	Dislocated Workers	436	
		Youth	224	
		ETA Assigned#		
37080	Total Exiters	Adults	327	
		Dislocated Workers	241	
		Youth	73	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	75.4%	65.1%	
	Dislocated Workers	83.4%	77.1%	
Retention Rates	Adults	82.2%	87.4%	
	Dislocated Workers	90.0%	86.4%	
Average Earnings (Adults/DWs)	Adults	\$10,159.13	\$11,372.50	
	Dislocated Workers	\$11,320.00	\$12,784.80	
Placement in Employment or Education	Youth (14 - 21)	62.2%	45.8%	
Attainment of Degree or Certificate	Youth (14 - 21)	49.8%	34.9%	
Literacy or Numeracy Gains	Youth (14 - 21)	32.9%	29.4%	
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
			X	

For PY 2010, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

**Kerr-Tar Interlocal Cooperative Consortium for Job Training (43)**  
P.O. Box 709  
1724 Graham Avenue  
Henderson, NC 27536  
Counties: Caswell; Vance; Warren;  
Person; Granville; Franklin  
Director: Vincent Gilreath  
vgilreath@kerrtarcog.org  
http://www.kerrtarcog.org/workforce/



**Table 0 – Local Performance**

Local Area Name		Adults	173	
<b>Kerr-Tar Interlocal Cooperative Consortium for Job Training (43)</b>	Total Participants Served	Dislocated Workers	391	
		Youth	153	
		ETA Assigned# 37195	Total Exiters	Adults
	Dislocated Workers	243		
	Youth	57		
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	82.9%	76.9%	
	Dislocated Workers	85.7%	89.7%	
Retention Rates	Adults	82.1%	93.2%	
	Dislocated Workers	90.1%	86.0%	
Average Earnings (Adults/DWs)	Adults	\$10,111.00	\$10,176.80	
	Dislocated Workers	\$12,099.11	\$11,934.00	
Placement in Employment or Education	Youth (14 - 21)	73.6%	52.4%	
Attainment of Degree or Certificate	Youth (14 - 21)	57.4%	58.5%	
Literacy or Numeracy Gains	Youth (14 - 21)	53.9%	46.3%	
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
			X	

For PY 2010, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.



**Lumber River Job Training Consortium (44)**

30 CJ Walker Road, COMtech Park

Pembroke, NC 28372

Counties: Scotland; Hoke; Bladen; Robeson

Director: Dana Powell

dana.powell@lrcog.org /dana.powell@lumberrivercog

http://www.lumberriverwdb.org/



**Table 0 - Local Performance**

Table 0 - Local Performance				
Local Area Name		Adults	367	
<b>Lumber River Job Training Consortium (44)</b>	Total Participants Served	Dislocated Workers	293	
		Youth	423	
		ETA Assigned# 37115	Total Exitters	Adults
		Dislocated Workers	172	
		Youth	158	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	75.4%	55.8%	
	Dislocated Workers	81.2%	58.6%	
Retention Rates	Adults	85.9%	80.5%	
	Dislocated Workers	90.0%	88.8%	
Average Earnings (Adults/DWs)	Adults	\$11,106.22	\$10,507.50	
	Dislocated Workers	\$11,411.63	\$12,131.00	
Placement in Employment or Education	Youth (14 - 21)	60.3%	54.6%	
Attainment of Degree or Certificate	Youth (14 - 21)	57.4%	71.3%	
Literacy or Numeracy Gains	Youth (14 - 21)	30.4%	16.7%	
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
			X	

For PY 2010, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

**Mountain Area (46)**

Post Office Box 729  
 Asheville, NC 28802  
 Counties: Transylvania; Madison;  
 Henderson; Buncombe  
 Director: Phil Monk  
 phil@landofsky.org  
 http://www.mountainareaworks.org/



**Table 0 - Local Performance**

Table 0 - Local Performance				
Local Area Name		Adults	293	
<b>Mountain Local Area (46)</b>	Total Participants Served	Dislocated Workers	585	
		Youth	213	
		ETA Assigned#		
37190	Total Exiters	Adults	148	
		Dislocated Workers	215	
		Youth	65	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	82.9%	73.1%	
	Dislocated Workers	87.9%	86.9%	
Retention Rates	Adults	85.5%	88.3%	
	Dislocated Workers	92.7%	93.7%	
Average Earnings (Adults/DWs)	Adults	\$10,111.00	\$9,198.10	
	Dislocated Workers	\$11,320.00	\$13,275.40	
Placement in Employment or Education	Youth (14 - 21)	73.3%	74.2%	
Attainment of Degree or Certificate	Youth (14 - 21)	57.4%	80.9%	
Literacy or Numeracy Gains	Youth (14 - 21)	45.5%	90.9%	
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
			X	

For PY 2010, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

**Northeastern Workforce Investment Consortium (59)**

512 South Church Street  
 P. O. Box 646  
 Hertford, NC 27944  
 Counties: Washington; Tyrrell; Perquimans;  
 Pasquotank; Hyde; Gates; Dare; Currituck; Chowan  
 Director: Wendy Jewett  
 wjewett@albemarlecommission.org



**Table 0 – Local Performance**

Table 0 – Local Performance				
Local Area Name		Adults	238	
<b>Northeastern Workforce Investment Consortium (59)</b>	Total Participants Served	Dislocated Workers	184	
		Youth	55	
ETA Assigned# 37130	Total Exiters	Adults	123	
		Dislocated Workers	119	
		Youth	39	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	72.7%	50.0%	
	Dislocated Workers	81.0%	74.4%	
Retention Rates	Adults	84.8%	72.5%	
	Dislocated Workers	91.1%	87.1%	
Average Earnings (Adults/DWs)	Adults	\$10,371.45	\$8,924.80	
	Dislocated Workers	\$11,320.00	\$11,970.20	
Placement in Employment or Education	Youth (14 - 21)	59.3%	45.0%	
Attainment of Degree or Certificate	Youth (14 - 21)	52.4%	37.1%	
Literacy or Numeracy Gains	Youth (14 - 21)	22.2%	12.1%	
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
			X	

For PY 2010, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.



**Northwest Piedmont Job Training Consortium (47)**

400 West Fourth Street, Suite 400  
Winston-Salem, NC 27101

Counties: Rockingham; Yadkin; Surry;  
Stokes; Forsyth; Davie

Director: Althea Hairston

ahairston@ptrc.org/ahairston@nwpcog.org

http://www.northwestpiedmontworks.org/



Northwest Piedmont  
Workforce Development Board

**Table 0 - Local Performance**

Table 0 - Local Performance			
Local Area Name		Adults	755
<b>Northwest Piedmont Job Training Consortium Workforce Development Board (47)</b>	Total Participants Served	Dislocated Workers	1268
		Youth	402
ETA Assigned# 37235	Total Exiters	Adults	767
		Dislocated Workers	1052
		Youth	151
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	72.7%	57.6%
	Dislocated Workers	85.1%	69.3%
Retention Rates	Adults	87.9%	83.0%
	Dislocated Workers	92.3%	92.2%
Average Earnings (Adults/DWs)	Adults	\$11,995.00	\$9,487.30
	Dislocated Workers	\$12,452.88	\$13,431.60
Placement in Employment or Education	Youth (14 - 21)	60.8%	61.7%
Attainment of Degree or Certificate	Youth (14 - 21)	42.1%	47.1%
Literacy or Numeracy Gains	Youth (14 - 21)	23.4%	23.4%
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
			<b>X</b>
		<b>Exceeded</b>	

For PY 2010, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

**Pee Dee Region Workforce Consortium (58)**

Post Office Box 1883  
 221 South Fayetteville Street  
 Asheboro, NC 27204  
 Counties: Richmond; Moore; Montgomery  
 Director: Linda Parker  
 lparker@regionlcs.org  
 http://www.peedeeregionwdb.org/



**Table 0 – Local Performance**

Table 0 – Local Performance				
Local Area Name		Adults	121	
<b>Pee Dee Region Workforce Consortium (58)</b>	Total Participants Served	Dislocated Workers	217	
		Youth	70	
		ETA Assigned#		
37230	Total Exiters	Adults	88	
		Dislocated Workers	174	
		Youth	14	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	82.8%	66.7%	
	Dislocated Workers	85.4%	73.1%	
Retention Rates	Adults	84.0%	90.0%	
	Dislocated Workers	92.7%	92.9%	
Average Earnings (Adults/DWs)	Adults	\$11,995.00	\$12,821.00	
	Dislocated Workers	\$11,320.00	\$14,769.80	
Placement in Employment or Education	Youth (14 - 21)	66.7%	50.0%	
Attainment of Degree or Certificate	Youth (14 - 21)	46.4%	61.5%	
Literacy or Numeracy Gains	Youth (14 - 21)	53.9%	42.9%	
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
			X	

For PY 2010, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

**Region C Workforce Development Consortium**

(48) Post Office Box 841  
 111 West Court Street  
 Rutherfordton, NC 28139  
 Counties: Rutherford; McDowell; Cleveland; Polk  
 Director: Bill Robertson  
 brobertson@regionc.org  
 http://www.regionc.org



**Table O – Local Performance**

Table O – Local Performance				
Local Area Name		Adults	353	
<b>Region C Workforce Development Consortium (48)</b>	Total Participants Served	Dislocated Workers	806	
		Youth	105	
		ETA Assigned# 37075	Total Exitters	Adults
		Dislocated Workers	481	
		Youth	28	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	73.2%	58.7%	
	Dislocated Workers	81.0%	75.4%	
Retention Rates	Adults	86.7%	88.4%	
	Dislocated Workers	90.2%	89.1%	
Average Earnings (Adults/DWs)	Adults	\$11,723.09	\$11,393.40	
	Dislocated Workers	\$12,584.12	\$11,526.90	
Placement in Employment or Education	Youth (14 - 21)	71.1%	78.8%	
Attainment of Degree or Certificate	Youth (14 - 21)	57.4%	92.1%	
Literacy or Numeracy Gains	Youth (14 - 21)	42.5%	47.1%	
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
			X	

For PY 2010, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

**Region Q Workforce Investment Consortium (52)**

1385 John Small Avenue

Washington, NC 27889

Counties: Pitt; Martin; Bertie; Beaufort; Hertford

Director: Walter Dorsey

wdorsey@mideastcom.org

http://www.regionqwdb.org



**Table 0 - Local Performance**

Table 0 - Local Performance				
Local Area Name		Adults	334	
<b>Region Q Workforce Investment Consortium (52)</b>	Total Participants Served	Dislocated Workers	291	
		Youth	219	
		ETA Assigned#		
37160	Total Exiters	Adults	237	
		Dislocated Workers	172	
		Youth	67	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	82.9%	66.2%	
	Dislocated Workers	87.9%	85.4%	
Retention Rates	Adults	89.5%	89.3%	
	Dislocated Workers	92.7%	85.0%	
Average Earnings (Adults/DWs)	Adults	\$11,095.22	\$12,137.00	
	Dislocated Workers	\$12,029.25	\$11,816.30	
Placement in Employment or Education	Youth (14 - 21)	65.4%	77.8%	
Attainment of Degree or Certificate	Youth (14 - 21)	52.1%	52.5%	
Literacy or Numeracy Gains	Youth (14 - 21)	22.2%	34.8%	
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
			X	

For PY 2010, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.



**Regional Partnership WDB (54)**

Post Office Box 1883  
 221 South Fayetteville Street  
 Asheboro, NC 27204  
 Counties: Randolph; Alamance; Orange  
 Director: Linda Parker  
 lparker@regionalcs.org  
 http://www.regionalpartnershipwdb.org/



**Table 0 – Local Performance**

Table 0 – Local Performance				
Local Area Name		Adults	231	
<b>Regional Partnership Consortium (54)</b>	Total Participants Served	Dislocated Workers	419	
		Youth	163	
ETA Assigned# 37205	Total Exiters	Adults	101	
		Dislocated Workers	213	
		Youth	42	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	78.1%	67.6%	
	Dislocated Workers	86.9%	79.2%	
Retention Rates	Adults	89.5%	85.7%	
	Dislocated Workers	91.7%	91.3%	
Average Earnings (Adults/DWs)	Adults	\$10,294.26	\$9,496.90	
	Dislocated Workers	\$12,677.63	\$15,157.10	
Placement in Employment or Education	Youth (14 - 21)	73.6%	78.9%	
Attainment of Degree or Certificate	Youth (14 - 21)	48.1%	46.7%	
Literacy or Numeracy Gains	Youth (14 - 21)	53.9%	69.2%	
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
			X	

For PY 2010, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

**Southwestern Workforce Development Consortium (55)**

125 Bonnie Lane

Sylva, NC 28779

Counties: Swain; Jackson; Clay; Cherokee;

Graham; Haywood; Macon

Director: Vicki Greene

Vicki@regiona.org

<http://regiona.org/workforce/index.htm>



**Southwestern Commission**

**Table 0 - Local Performance**

Table 0 - Local Performance				
Local Area Name		Adults	199	
<b>Southwestern Workforce Development Consortium (55)</b>	Total Participants Served	Dislocated Workers	285	
		Youth	105	
		ETA Assigned#		
37065	Total Exiters	Adults	96	
		Dislocated Workers	140	
		Youth	48	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	79.1%	85.7%	
	Dislocated Workers	81.0%	92.2%	
Retention Rates	Adults	83.7%	82.8%	
	Dislocated Workers	92.7%	89.6%	
Average Earnings (Adults/DWs)	Adults	\$10,981.10	\$11,278.10	
	Dislocated Workers	\$11,320.00	\$11,514.70	
Placement in Employment or Education	Youth (14 - 21)	64.7%	55.6%	
Attainment of Degree or Certificate	Youth (14 - 21)	56.7%	65.8%	
Literacy or Numeracy Gains	Youth (14 - 21)	53.9%	28.6%	
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
			X	

For PY 2010, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

**Triangle South (60)**  
 1105 Kelly Drive  
 Sanford, NC 27330  
 Counties: Sampson; Lee; Chatham; Harnett  
 Interim Director: Rosalind McNeill Cross  
 rcross@cccc.edu



**Table O – Local Performance**

Table O – Local Performance				
Local Area Name		Adults	234	
<b>Triangle South Workforce Development Board (60)</b>	Total Participants Served	Dislocated Workers	318	
		Youth	193	
		ETA Assigned# 37220	Total Exitters	Adults
		Dislocated Workers	167	
		Youth	79	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	72.7%	63.0%	
	Dislocated Workers	81.0%	71.3%	
Retention Rates	Adults	82.1%	90.8%	
	Dislocated Workers	90.0%	86.8%	
Average Earnings (Adults/DWs)	Adults	\$10,111.00	\$10,221.10	
	Dislocated Workers	\$11,338.25	\$15,004.40	
Placement in Employment or Education	Youth (14 - 21)	73.6%	60.4%	
Attainment of Degree or Certificate	Youth (14 - 21)	51.3%	50.0%	
Literacy or Numeracy Gains	Youth (14 - 21)	53.9%	68.6%	
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
			X	

For PY 2010, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

**Turning Point Workforce Development Consortium (51)**

P.O. Box 7516  
 4036 Capital Drive  
 Rocky Mount, NC 27802  
 Counties: Wilson; Nash; Edgecombe;  
 Halifax; Northampton  
 Director: Michael Williams  
 mwilliams@turningpointwdb.org  
 http://www.turningpointwdb.org/



**Table 0 – Local Performance**

Local Area Name		Adults	568	
<b>Turning Point Workforce Development Board (51)</b>	Total Participants Served	Dislocated Workers	358	
		Youth	560	
		ETA Assigned#	Adults	279
37105	Total Exiters	Dislocated Workers	174	
		Youth	151	
		Reported Information	Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	78.6%	80.6%	
	Dislocated Workers	85.5%	81.9%	
Retention Rates	Adults	82.1%	71.1%	
	Dislocated Workers	91.9%	86.9%	
Average Earnings (Adults/DWs)	Adults	\$10,111.00	\$8,028.90	
	Dislocated Workers	\$11,733.30	\$12,072.70	
Placement in Employment or Education	Youth (14 - 21)	65.4%	73.1%	
Attainment of Degree or Certificate	Youth (14 - 21)	47.0%	66.7%	
Literacy or Numeracy Gains	Youth (14 - 21)	22.2%	50.5%	
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
			X	

For PY 2010, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.



**Western Piedmont Jobs Training Consortium (56)**

Post Office Box 9026

736 Fourth Street, SW

Hickory, NC 28603

Counties: Catawba; Burke; Alexander; Caldwell

Director: Sheila Dotson

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**Table O – Local Performance**

Table O – Local Performance				
Local Area Name		Adults	373	
<b>Western Piedmont Jobs Training Consortium (56)</b>	Total Participants Served	Dislocated Workers	323	
		Youth	109	
		ETA Assigned#		
37210	Total Exiters	Adults	217	
		Dislocated Workers	205	
		Youth	47	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	82.5%	71.1%	
	Dislocated Workers	81.0%	75.8%	
Retention Rates	Adults	89.5%	85.1%	
	Dislocated Workers	90.9%	87.2%	
Average Earnings (Adults/DWs)	Adults	\$11,995.00	\$13,358.20	
	Dislocated Workers	\$12,175.33	\$12,217.10	
Placement in Employment or Education	Youth (14 - 21)	59.3%	40.9%	
Attainment of Degree or Certificate	Youth (14 - 21)	45.8%	53.6%	
Literacy or Numeracy Gains	Youth (14 - 21)	53.9%	50.0%	
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
			X	

For PY 2010, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

## **North Carolina Department of Commerce Division of Workforce Development**

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