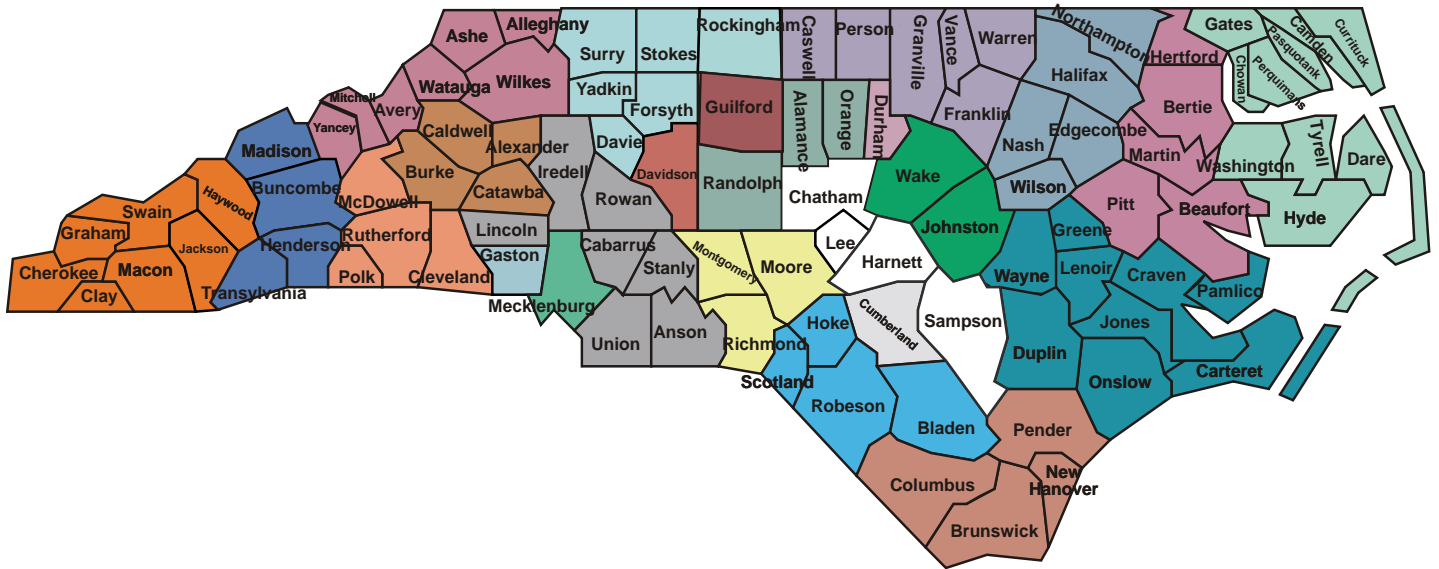


Workforce Investment Act
Program Year 2004
ANNUAL REPORT



State of North Carolina
Division of Employment and Training
Department of Commerce

North Carolina Local Area Map



























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|---|---|---|--|
|  | Cape Fear Workforce Development Consortium |  | Mid-Carolina Local Workforce Investment Area |
|  | Capital Area Workforce Development Consortium |  | Mountain Area Service Delivery Area |
|  | Centralina Workforce Development Consortium |  | Northeastern Workforce Investment Consortium |
|  | Charlotte/Mecklenburg Workforce Development Consortium |  | Northwest Piedmont Job Training Consortium Workforce Development Board |
|  | Cumberland County Local Area |  | Pee Dee Region Workforce Consortium |
|  | Davidson County Local Area |  | Region C Workforce Development Consortium |
|  | Durham Local Area |  | Region D Workforce Development Consortium |
|  | Eastern Carolina Job Training Consortium |  | Region L Workforce Development Consortium |
|  | Gaston County Local Area |  | Region Q Workforce Investment Consortium |
|  | Greensboro/High Point/Guilford County Job Training Consortium |  | Regional Partnership Consortium |
|  | Kerr-Tar Interlocal Cooperative Consortium for Job Training |  | Southwestern Workforce Development Consortium |
|  | Lumber River Job Training Consortium |  | Western Piedmont Jobs Training Consortium |

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North Carolina Department of Commerce Statement of Business:

North Carolina's ability to attract and retain high growth industries and existing businesses increasingly depends on our capacity to supply a skilled labor force.

The North Carolina Department of Commerce supports programs that upgrade the skills of our existing workers, prepare youth and other emerging workers to enter the labor force, and reconnect dislocated workers and economically disadvantaged persons to the workforce.

"North Carolina's economic success depends on the knowledge, talent, and skills of its workforce. A well-trained workforce supports our top-rated business climate, attracts and retains high quality industry, and boosts the state's long-term economic growth. For our success to continue, our workers must possess the skills demanded by companies that compete in the global marketplace. This 2004 Annual Report details efforts made possible through funding from the Workforce Investment Act. Because of these education and job-training programs, the lives of thousands of citizens and businesses statewide have been improved. Our investment in building a skilled workforce ensures that our citizens and our economy keep pace with the ever-changing demands of the world economy."



Michael F. Easley
Governor
State of North Carolina

Letter To Stakeholders



On behalf of the State of North Carolina and the Division of Employment and Training, I am pleased to submit North Carolina's Workforce Investment Act (WIA) Annual Report for Program Year 2004 (PY2004). This Annual Report documents the state's performance outcomes and highlights our accomplishments for the twelve months ending June 30, 2005.

North Carolina's workforce development system continues to support Governor Easley's vision of every citizen having a chance to succeed in our economy through aggressive economic development and expansion of education and training opportunities for our workforce. Programs and services supported with Workforce Investment Act resources are playing an ever-increasing role in North Carolina's job creation and job retention strategy.

It is a testament to the dedication of our workforce development professionals that in a very challenging year, we continued to improve and expand, while again meeting all of our negotiated performance goals. We have accomplished this while continuing to face unprecedented economic and workforce challenges influenced by natural disasters, a manufacturing-led recession, and structural economic change influenced by trade policy and globalization.

North Carolina will continue to serve those citizens who are most in need of employment and training services, including disadvantaged youth, dislocated workers, and the long-term unemployed. At the same time, we will move forward with our commitment to support a system that fosters innovation, resource-leveraging, service integration, and responsiveness to the needs of business and industry.

We are committed to providing high levels of service quality to our workers and to our business community as the economy continues to change and to grow. We understand that while our labor force has historically been an asset to economic development in our state, Workforce Investment Act stakeholders at the state and local level will have to work harder, be more creative, and expand collaborations to meet future economic and workforce needs.

Roger J. Shackelford
Executive Director
North Carolina Commission on Workforce Development



Accomplishments: Program Year 2004

In a year marked by significant economic fluctuations and natural disasters, North Carolina once again demonstrated commitment and mettle in achieving 100% on all 17 performance measures. These statistical benchmarks, negotiated annually with the US Department of Labor (USDOL) Regional Office in Atlanta, measure a variety of employment and training outcomes that include entered employment rates, earnings increases, retention rates, earnings increases, and credential attainment rates as well as customer satisfaction assessments, obtained through feedback from participants and employers.

This state accomplishment yielded a total of just over \$1 million in Incentive Awards being distributed by DET to the Local Areas, in recognition of their attainments. Such exemplary performance by the Local Areas produced the aggregate data that has North Carolina once again generating a very solid return on the state's workforce development system. This achievement is especially noteworthy given that North Carolina was 1 of only 2 states exceeding all 17 WIA goals in PY2003, and 1 of only 5 states doing so in PY2002.

PY2004 saw a variety of additional accomplishments for WIA service delivery in North Carolina.

Continued and enhanced emphasis on how to deliver and target WIA services to be locally-specific, globally-driven, and competitively-designed for participants and businesses.

Solid growth in collaborations and networking with economic development and job creations across the state.

Continued strengthening and expanding of the state's focus on business and industry through initiatives such as Incumbent Workforce Training, Customized Training, and Business Services Specialists. Continued enhancement of service and program integration and partnerships through State/Local meetings and workshops, service delivery, and data-sharing.

Through research and study, in-depth planning for the federal re-authorization of WIA.

Implementation of Data Validation at state and local levels.

Successful production and acceptance of a two-year, WIA Strategic Plan, a plan that demands higher levels of service integration and capacity-building across agencies.



"This report documents the outstanding performance of North Carolina's workforce development community in serving and enhancing the skills of our workers and supporting North Carolina businesses during the program year. It provides a glimpse of the hard work, creativity, and dedication of our professionals, who continue to achieve exceptional results in a challenging economic environment. It also quantifies the determination of thousands of hard-working North Carolinians who have gained valuable and new skills through WIA-supported initiatives that can enhance the quality of life for their families. This annual report details a year of accomplishments of which North Carolinians can be proud."

James T. Fain, III
Secretary
Department of Commerce

North Carolina awarded \$1 million for BRAC planning

North Carolina was awarded \$1 million in discretionary funds for administration of the Base Realignment and Closing (BRAC) initiative, Phase I 2005 National Emergency Grant (NEG). To be used primarily for planning purposes, the award will help prepare targeted Local Areas to support the estimated 1000 workers to be affected by BRAC. The award was announced in June 2005.

Accomplishments: Program Year 2004 (continued)

JobLink Network enhances economic development in North Carolina

North Carolina's JobLink Network (Network) continues to work toward a demand-driven system, enhancing its involvement in economic development projects. In PY2004, two initiatives highlighted new ways in which the cadre of Network partners broadened its services: assistance to both Dell™ Inc. and Credit Suisse First Boston in recruiting, screening, and training the workforce to meet the companies' needs.



Dell™ Inc. - The Northwest Piedmont Workforce Development Board (WDB) used WIA funding to provide an automated recruitment and screening tool to assist the company in selecting the best job candidates. Northwest Piedmont, Davidson, and Greensboro/High Point/Guilford Workforce Development Boards, Employment Security Commission (ESC) offices, and area community colleges combined their resources for further communication, recruitment, screening, and assessment activities.



Credit Suisse First Boston - The Capital Area Workforce Development Board and the Durham Workforce Development Board joined forces to meet on-the-job-training (OJT) needs for Credit Suisse First Boston. During the OJT period, WIA funding provided up to 50% of the salaries of a number of new employees while they learned new skills and job requirements. Other local WDBs may participate in the provision of training, as candidates from their areas are recruited.

The regional approach used by the JobLink Network to meet the needs of these two business customers leads the way in creating a demand-driven system that benefits both business and jobseeker customers.

NEG funds assist North Carolinians in times of disaster

In September 2004, Hurricane Ivan and Tropical Storm Frances combined their considerable forces to deliver a huge blow to travel and tourism in North Carolina's beautiful mountain region. In the Mountain Area Service Delivery Area alone, the storms brought some 17 to 20 inches of rain *in one hour*. The results included floods, landslides, toppled trees, property damage, loss of power and water, and an estimated \$1 million in damages to the forest.

In response, the state was awarded \$10 million in discretionary funds for Hurricanes/Storms 2004 National Emergency Grant (NEG) administration. Clean-up involved removing household appliances, tires, scrap metal, and construction material. Additionally, NEG crews cleared debris from state and national parks, streams, rivers, and creek banks, and repaired washed-out roadways, bridges, and fire hydrants.

Participants eligible for the Hurricanes/Storms 2004 NEG award included dislocated workers, applicants who lost jobs due to the disaster, and those who had been unemployed for 15 of the last 26 weeks. As of July 2005, the five Local Areas involved had enrolled 649 individuals, with 446 participants exiting the program during Py2004.



PY2004 performance measure outcomes for NEG grant recipients are impressive:
Entered Employment Rate = 80%
Employment and Credential Rate = 42%
Employment Retention Rate = 93%
Earnings Change = 97%

Accomplishments: Program Year 2004 (continued)

Regional collaboration combines innovation and partnership of five Local Areas

The Vision East Strategic Planning Retreat, an innovative partnership of Local Areas, combined the efforts of Cape Fear, Eastern Carolina, Lumber River, and Region L Workforce Development Boards to strengthen and expand regional workforce development. Convened in Brunswick County in April 2005, Vision East saw over 50 Board members and staff in attendance.

Operating with the premise that it is good business to work together, WDB staff at Vision East developed a unified mission, vision, and key strategies as they identified shared needs, goals, and issues faced by the region's workforce. Retreat leadership reported that the first retreat was "just the beginning of Vision East" and that "Board members and staff from the partnering WDBs are excited about collaborating and pooling knowledge and insight as momentum for achieving regional workforce goals".



Since the initial Vision East Retreat, five other eastern Boards including Cumberland, Kerr-Tar, Mid-Carolina, Northeast, and Region Q have joined the partnership, and a nine-board retreat is slated for April 2006.

Centralina workforce partners set the standard for assistance during huge textile layoff

When Pillowtex¹ Corporation announced in July 2003 that it was closing its doors, 4,790 North Carolina jobs were lost, 3,984 of them in the service area of the Centralina WDB and the Rowan-Cabarrus Community College. The workforce community sprang into action. The local JobLinks, in partnership with Rowan-Cabarrus Community College, ESC, Cabarrus County Department of Social Services (DSS), and the Centralina WDB established a JobLink/Resource Service Center at the (now closed) Pillowtex Plant #4 in Kannapolis. Representatives from the Community College, ESC, DSS, and other agencies staffed the Center to assist former Pillowtex employees in the transition to other employment. The Resource Service Center offered an array of assistance services including job searches, unemployment insurance, retraining options, adult basic education assistance, resume preparation, access to other services, and computers for individual use.

Since 45% of the laid-off Pillowtex workers lacked a high school credential, it was essential that the Community College play a critical role in providing basic skills and vocational training to meet this unprecedented local worker dislocation. To help dislocated workers enroll in college, Rowan-Cabarrus staff members conducted workshops in stress management, test anxiety, and Graduate Equivalent Diploma (GED) preparation as well as information and placement testing. Additionally, the college provided direct services to over 805 individuals affected by the layoff. Since then, more than 231 individuals have earned a GED, approximately 125 have become certified nurse aids, and approximately 400 have enrolled in Human Resources Development (HRD) programs and short-term occupational extension training programs.

¹Rowan-Cabarrus Community College, a long-time Centralina WDB JobLink partner, received the top Recognition of Excellence (ROE) honor in the "Recognizing Special Populations in the Workforce" category at the Workforce Innovations 2005 Conference in Philadelphia. Assistant Secretary of Labor for Employment and Training Emily Stover DeRocco presented the second annual ROE honors, which recognize workforce investment system programs from around the country that have achieved outstanding success. Honorees were selected from more than 100 applicant organizations nationwide.

Recognized by USDOL as one of the best examples of agencies at all levels working together to help tackle and solve local issues, the Pillowtex response is being used as a national model on how to coordinate local, state, and federal resources in mass layoff situations. The Pillowtex layoff was the single largest layoff in the history of North Carolina and the single largest textile layoff in United States history.

Looking Ahead: Program Year 2005

The North Carolina workforce development system in PY2005 will continue the commitment of working toward the realization of Governor Easley's vision, that of every citizen having a chance to succeed. The state's WIA programs will continue to enhance and improve the education and skill levels and success factor for youth, adults, dislocated workers, and businesses and industry. In PY2005, a number of significant initiatives are ahead:

Continued emphasis and application of significant levels of service integration, as well as focused collaborations with a range of partners and service providers.
Specific design and delivery of demand-driven services to citizens and businesses.
A JobLink Mobile Unit designed for service delivery to those in rural areas and for use in devastating emergencies.
Comprehensive networks for providing effective Youth Services, with attention to increasing education and work skills.
Funding for BRAC initiative planning in the amount of \$1 million.
Implementation of results-oriented Data Validation policies and procedures.
Expansion and strengthening of capacity-building for boards and JobLink Career Centers.
Increased focus on faith-based/community-based services and outreach to special populations including older workers and those hardest-to-serve.

Common Performance Measures

Common Performance Measures² will reinforce the vision of the USDOL for WIA to assist adults with employment and youth with employment and educational skills. Eleven programs will be subject to common measures policy: WIA Adult, WIA Dislocated Worker, WIA Youth, Trade Adjustment Assistance (TAA), Labor Exchange, H-1B Technical Skills Training, Job Corps, Migrant and Seasonal Farmworkers, Native American Employment and Training, Responsible Reintegration of Youthful Offenders, and Senior Community Service Employment Program. The Common Performance Measures proposed by USDOL are *adult entered employment rate, adult employment retention rate, adult earnings increase, youth placement in employment or education/advanced training, youth attainment of a degree or certificate, and youth literacy and numeracy gains*. Full implementation of Common Performance Measures will take place upon US House and Senate authorization of new WIA legislation.

²Common Performance Measures are designed to "... enhance the ability to assess the effectiveness and impact of the workforce investment system, including the performance of the system in serving individuals facing significant barriers to employment". TEGL 15-03, USDOL, December 2003.

³"Recent performance audits conducted by the Department of Labor's Office of the Inspector General, however, found that the accuracy of reported performance outcomes cannot be assured due to insufficient local, state, and Federal oversight. To address this concern and meet the agency's goal for accurate and reliable data, ETA committed to the development and implementation of a data validation process". TEGL 3-03, USDOL, August 2003.

States were required to perform report validation on PY2002 annual reports and data element validation for PY2002 program exiters. North Carolina completed PY2002 data element validation in March 2004 and used the results of this initial year to detect and resolve issues with state and USDOL reporting and Data Validation systems.

Data Validation

In August 2003, the Employment and Training Administration (ETA), USDOL, released information on Data Validation³ policy and plans for WIA Title IB, Labor Exchange, TAA, Migrant and Seasonal Farmworkers, Native American Employment and Training, and Senior Community Service Employment and Training Program. The WIA Act, federal regulations, and USDOL policy require states and grantees receiving funding under the above-named programs to "... maintain and report accurate program and financial information", and "... submit reports or participant records to the agency and attest to the accuracy of the data". In reviewing state's results, the USDOL found two primary sources of reporting errors: state reporting systems do not meet federal reporting requirements (resulting in incorrectly calculated performance outcomes), and/or data collected is incorrect or keyed incorrectly.

Led by a Data Validation workgroup (statewide representation of Local Area MIS "super users", Local Area case managers, and state staff), the state in PY2004 implemented Data Validation using a multi-faceted approach: policies and procedures to clarify definitions and requirements; a Data Validation training module and handbook for end-users; a review of the federal data element validation chart, and as appropriate, tailoring with state-specific details; a data element validation process and development plan; and several Local Area Issuances. North Carolina also developed a handbook and training outline for DET's Data Validation staff; a handbook and training manual for all WorkforcePlus end-users; and conducted an initial round of end-user training.

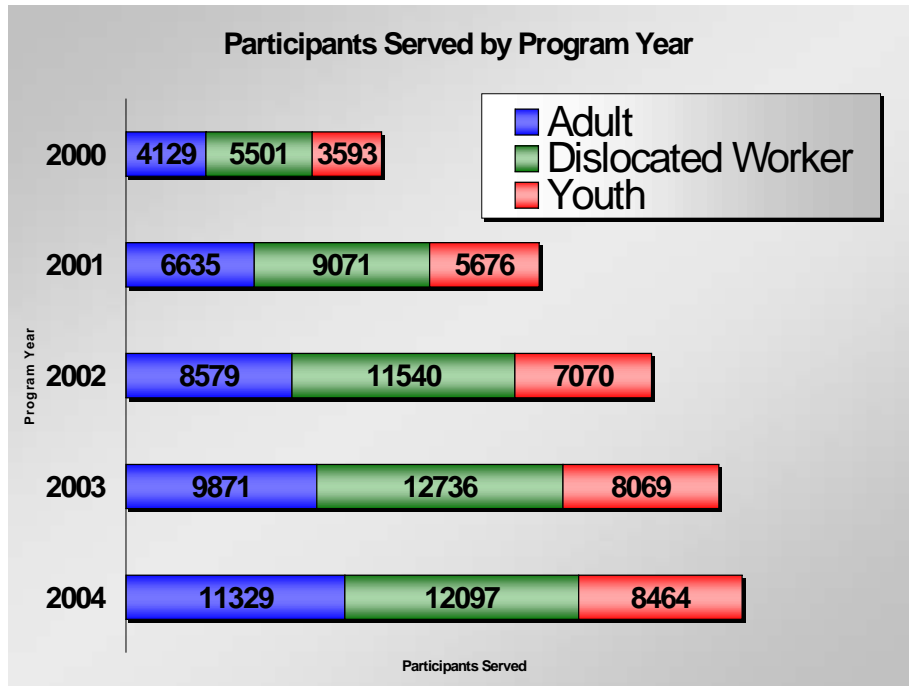
Participant Programs

Dislocated Worker (DW)

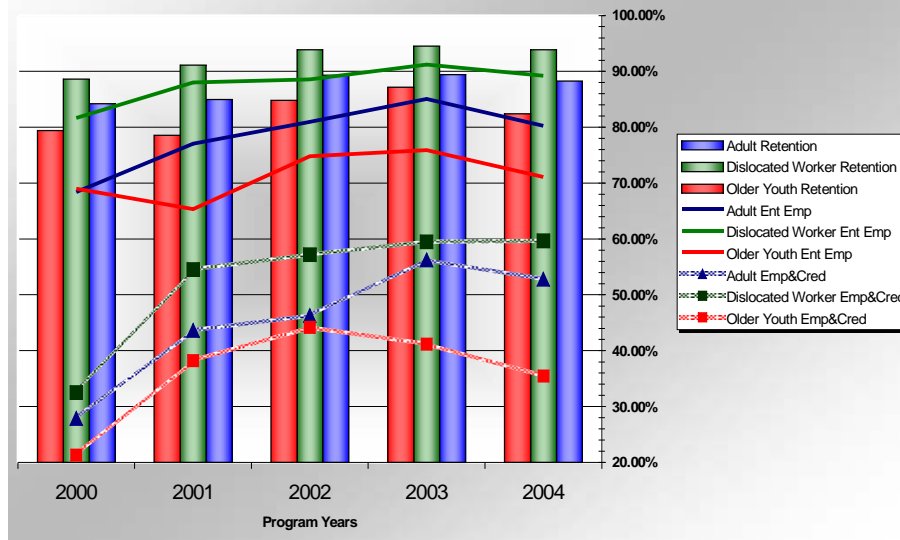
In contrast to recent years' trends, the number of DW participants served in North Carolina decreased slightly (approximately 5%) over the number served in the previous year. For PY2004, the state served 12,097 dislocated workers, a decrease in the 12,736 served in PY2003. Expenditures in the DW program (including Rapid Response) totaled \$27,317,723.

The Dislocated Worker Unit (DWU) received 121⁴ Worker Adjustment and Retraining Adjustment Act (WARN) filings during PY2004. The traditionally strong North Carolina industries of tobacco, furniture, apparel, and textiles continued to be heavily impacted by job eliminations.

In addition to responding to the 121 WARN notices, the DWU, learning of additional layoffs/closures through a combination of research, press releases, collaboration with ESC, Local Areas, other partners, and government officials, responded to 46 dislocations which did not meet federal WARN filing requirements⁵. For these additional responses, the DWU provided early intervention Rapid Response outreach service and support, which resulted in 17 state-facilitated Rapid Response meetings and 29 Local Area conducted-meetings.



Adult, DW, and Older Youth Performance by Program Year



Adult

For the fifth consecutive year, the Adult program saw an increase in its customer base. Adults served in PY2004 totaled 11,329, an increase over the 9,871 adults served in Py2003. Adult WIA expenditures rose to \$23,340,868.

At the JobLinks, Adult participants were offered an array of services including individual career counseling, career and educational assessments, current labor market information, resume writing skills, access to training and re-training services, and employment services such as job referrals and placements.

⁴Of these 121 WARNs, 43 were reported as permanent layoffs; 1 was reported as a temporary layoff; and 77 were reported as permanent closures. These 121 notices represent a decrease in the 129 WARN notices received in PY2003.

⁵Where total impacted workers would be less than 100 or otherwise not protected by WARN.

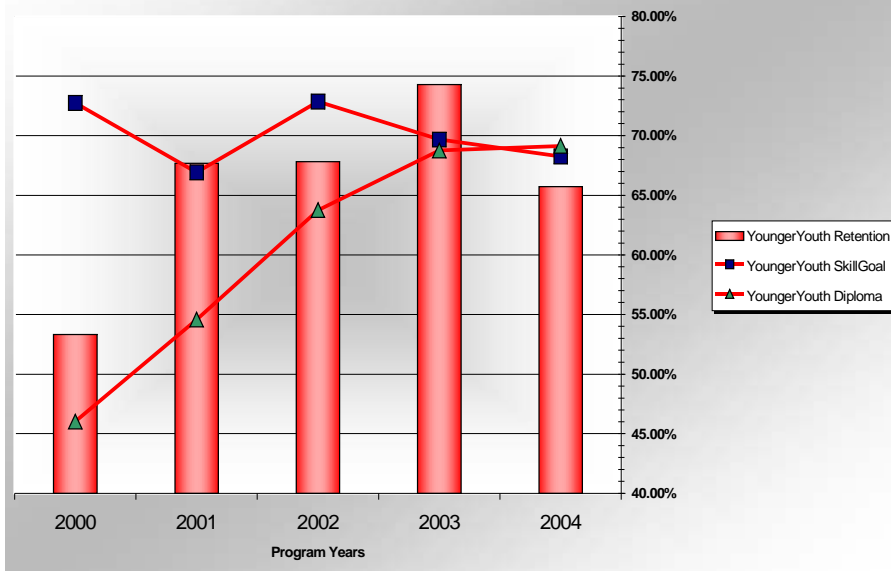
Participant Programs (continued)

Youth

For the fifth consecutive year, the Youth WIA program saw an increase in its customer base. In PY2004, the state served 8,464 youth, an increase over the 8,069 served in PY2003. Youth program expenditures rose to \$23,501,491.



Younger Youth Performance by Program Year



Highlights: Youth Services

North Carolina youth are facing a fast-paced, rapidly-evolving, globally-impacted world ... a world where employers constantly need and demand new skills of their employees. North Carolina recognizes that in order to obtain and retain good jobs, youth need more than a high school education. As mandated by WIA, North Carolina's youth services encompass a comprehensive approach, blending youth development activities with those of a more traditional employment and training system.

To help youth make successful transitions to self-sufficiency, careers, and adulthood, workforce development professionals across the state are designing comprehensive youth programs where each service is based on the individual's specific needs and goals.



Highlights: Youth Services (continued)

Youth are actively involved in the development of their service plans - plans that include activities such as assistance with school, workplace exploration through field trips and job shadowing, and summer employment experiences. This comprehensive approach provides opportunities for youth to explore the responsibilities of citizenship, to develop leadership skills, and to make a difference in their neighborhoods through community service.

In preparation for the workforce challenges ahead, Youth Councils are engaging parents, educators, and business and community leaders to think and to respond strategically to the needs of the emerging workforce. Youth advisory committees are actively providing their voices to this effort. The work of the Youth Councils is visible in a number of ways including focus group studies with resulting reports, community resource fairs, youth summits, job fairs, community resource guides, and employer breakfasts.



Through field trips, workshops, and job fairs, many North Carolina youth are being introduced to the services and resources available at their local JobLink Career Centers. Older youth often use the JobLinks as entry points to education, job training, and job search assistance. In several communities, youth have opportunities to work at these Centers. This kind of hands-on work experience allows youth to hone their customer service skills while assisting adult jobseekers and experiencing first-hand the link between work and learning.



Youth Centers, connected to the JobLink Career Center system and developed under the guidance of Youth Councils, are appearing all across North Carolina. These youth-friendly centers bring together the services and resources of multiple community partner agencies and organizations to address the educational, training, employment, and developmental needs of young adults. Youth Centers have proven to be effective in providing services to at-risk youth, especially out-of-school youth, and offering a second chance to those who have become disconnected from the mainstream. In the spring of 2004, North Carolina launched a youth demonstration project directed at serving school dropouts in a youth-friendly, Center environment. Five WDBs were selected to participate in this initiative, providing services in Ashe, Chatham, Halifax, Iredell, and Martin counties.

At the 2004 North Carolina Workforce Development Partnership Conference, the USDOL's "New Strategic Vision for the Delivery of Youth Service under the Workforce Investment Act" was introduced. Also at the Conference, a workshop panel brought together young adults to share their life experiences and challenges. The panelists were awarded certificates to recognize their leadership and conference participation.

Services for Businesses

Throughout the chartered JobLink Career Centers across the state, businesses are offered an array of services, each designed to be customer-friendly and demand-driven. The JobLinks offer on-demand services such as apprenticeships, collaborations, employee assessments, screenings, and related services. Rapid Response services, available through the DWU, are also offered. Business services include the following:

Incumbent Workforce Development Program - designed to help businesses train their employees in new and/or enhanced occupational and educational skills. Since its inception in March 2002, \$7.5 million has been awarded to 241 companies, with approximately 21,000⁶ workers being trained. The training has afforded businesses the opportunity to remain competitive and, in some instances, to avoid major layoffs and/or closures. While workers are able to gain portable skills training that may assist in the transition to other jobs or professions should their companies suffer mass layoffs or plant closings, much of the training has focused on enhancing occupational skills of the workers, a focus which has created greater efficiency and productivity. Requests for *lean manufacturing*, *six-sigma*, *black belt*, and *green belt* training make up a significant portion of the approved grants.

Incumbent Workforce grants may not exceed \$37,500, with a lifetime maximum of \$50,000 per business. A grant is first approved locally by the WDB, and then at the state level. For PY2005, \$3 million is designated for the Incumbent Workforce Development Program. The Incumbent Workforce application and guidelines are available at <http://www.nccommerce.com/workforce/>.

Customized Training - tailored to an employer's unique needs, Customized Training awards are applied for and negotiated through the JobLink Career Center System. In this program, the employer pays not less than 50% of the training costs.

On-the Job-Training (OJT) - designed so that participants learn new skills and earn wages while they are working. This is an employer-structured program, with WIA funding available in PY2004 for up to 50% of an individual's wages for the training period.

Business liaison services - Announced in December 2004, DET made available special funding to Local Areas for business liaison services, for expanding and enhancing outreach to the business community.

Incumbent Workforce Training Program assists in delivering customer success

The Incumbent Workforce Program has generated a general consensus among grant recipients, particularly manufacturers, that without the training dollars they would not be able to compete in the global economy. The training enables companies to streamline their operations into more profitable, lean, and cost-saving ventures.

Lloyd Nichols, President of Plumbing & Pipe Technologies (PPT) in Cary and a PY2004 Incumbent Workforce grant recipient, said that thanks to the grant, his employees "... received not only the best skills training the industry has to offer, but more importantly, it gave them a mindset that they are valuable to the company as well as to the industry. The employees, along with their enhanced skills, will benefit their families, the company, the industry, and the businesses we serve", Nichols said.

Incumbent Workforce Program success stories are frequently heard by state and local staff. The employees have better skills; companies can maintain their competitive edge; and the state's overall economy is improved.



⁶ Includes North Carolina incumbent workers trained and incumbent workers slated to be trained.

Services for Businesses (continued)

Former Dislocated Worker provides business services on behalf of High Country JobLinks

Jackie Bryan, a former Safety/Benefits Manager for Bristol Compressors, learned in 2001 that the company was closing and that the work was headed to Saudi Arabia. After working for the company a sixth (and her final) year, Ms. Bryan visited the Alleghany JobLink Career Center in Sparta in the summer of 2002. Because of unique circumstances regarding her previous training, Ms. Bryan was ineligible in the pursuit of further training in the field of her choice for Trade Adjustment Assistance (TAA). On the verge of going through a formal appeal, Ms. Bryan says, "Cris [Waugh, JobLink Career Coach] just reached out and rescued me".

Using funds available through the Alleghany JobLink, Ms. Waugh worked to get Ms. Bryan enrolled in WIA and working toward the completion of her degree. Taking advantage of a distance learning program offered through Gardner-Webb University, Wilkes and Surry Community Colleges, and Forsyth Technical Institute, Ms. Bryan graduated with a Bachelor of Science in Business Administration in May 2004. Ms. Bryan is forthright in her assessment of WIA, "I really don't know what I would have done without it. My life would be completely different. I just don't know where I'd be today (without it)".



Hired in the summer of 2005 as the Business Services Representative (BSR) for two JobLink Career Centers, Ms. Bryan

Business Services Liaison networks with business community at Greensboro/High Point/Guilford County Job Training Consortium

Wanda Morrison, Business Services Liaison at the Greensboro/High Point/Guilford County Job Training Consortium, describes her job this way, "My job is to be the point of contact for area businesses, to market our services, and to target our services for businesses to help them meet their specific needs. We want to let businesses know that we are here to help. We can help them assess potential hires and assess individual job and work readiness skills, and we want businesses to know about and use the array of services at our JobLink centers". Ms. Morrison continued, "I get the word out through networking ... our Chambers of Commerce, economic development partners and other organizations, Latino Partners, the city business manager, Lutheran Family Services, non-profits, and private sector businesses. Plus, I attend meetings and local Chamber events. We participate in job fairs and in the annual trade show, hold information sessions for employers on specific service areas, for example, on Incumbent Worker Training, follow up on leads, and keep up with local news. Some of my networking occurs because of word-of-mouth and/or direct referrals".

Lillian Plummer, Consortium Director, adds that "We try to support and compliment, and to work in conjunction with whatever resources the employer and /or outplacement firms are bringing to the table. We work with employers and their support service providers to identify the employer's specific needs and to assess and provide any missing services. It's the whole idea of packaging our services and providing what our business customers need".

Region Q Business Services changes the paradigm and makes business a customer

Wayne Rollins, Business Services Liaison for Region Q Workforce Investment Consortium, describes his job, "The purpose of the Business Services Liaison is to be the connecting point for new and existing businesses seeking information concerning various programs and services offered by Local WDBs and partners. Our goal is to become 'the resource to the resources'."

"The USDOL and the President's High Growth Job Training Initiative have precipitated a change in direction and ultimately, in the way we conduct business within our local workforce regions", Mr. Rollins commented; adding, "This is a 180° turn from a jobseeker-driven system to a demand-driven system. To meet the growing concerns of businesses that lack skilled workers to compete in a global economy, a change is needed. With change comes the challenge of learning how to serve and meet the demands of an important partner, our local area businesses. The equation is not complete and will never balance if we continue to serve the jobseeker side and not the demand-side of the equation. Area businesses are in need of services that relate to the continued economic viability and sustained growth of their industries, and can accomplish their goals only if we leverage our resources to help them succeed and grow".

Mr. Rollins concluded by saying, "Conversely, we need businesses to inquire and use our programs, and to be independent advocates for continued funding. You can see how business is critical to the ongoing success of our programs ... you could say 'their success is our future'."

Statewide Service Delivery

North Carolina has a number of agencies, partners, and collaborators who work together to deliver WIA services. Each is a major contributor to the whole of the state's delivery of WIA services.

JobLink Career Centers - With this *one-stop* service delivery system, North Carolina businesses and jobseekers can obtain a range of services. Employers can use services such as screenings and assessments for job candidates, job vacancy listings, and current labor market information. For jobseekers, JobLinks can provide services such as career assessments and counseling, access to training services, resume assistance, and fax and email services.

North Carolina



Career Planning, Training
& Placement Services

There are 97 chartered JobLink Career Centers strategically located across the state. Additionally, Youth Centers are opening at various points across North Carolina. Some JobLinks are co-located with other service providers; some are independently located; some are staffed by agency staff; some are staffed by agency staff and private contractors; some are urban; some are rural but all are focused on delivering customer success. Each JobLink is overseen by a local WDB.

Workforce Development Boards (WDB) - North Carolina's 100 counties are organized into workforce development areas. Each of the 24 workforce development local areas has a Board. As mandated by WIA, Boards are responsible for planning, overseeing, and coordinating local workforce initiatives. By federal law, every local WDB must have a majority of private sector members. Board members are appointed by local elected officials.

PY2004 Strategic Goals, Commission of Workforce Development

To achieve a higher level of workforce delivery system unification.

To strengthen the partnership with economic development through collaboration and sharing.

To establish an accountability system that builds capacity of the Commission and local workforce development board.

To provide policy and research support, including improving communication and accountability, at state and local levels, to enhance the workforce development system through federal and state legislation.

For more information, visit www.nccommerce.com/workforce/.

Under the authority of their local Boards, Youth Councils play a lead role in guiding youth policy. Youth Councils are actively engaged in planning and managing WIA youth funds received in their Local Areas, as well as in building community awareness and addressing education and employment issues affecting youth.

Using continuous quality improvement techniques, North Carolina's Local Areas administer WIA Adult, Dislocated Worker, and Youth funds. In addition to coordinating community alignment of services with public service providers, non-profit, private service providers, and/or for-profit private service providers, the Local Areas monitor local and regional employment trends and patterns. A vital function of the Local Areas is the development of plans and activities to address local workforce development conditions and future needs.

The Commission on Workforce Development - North Carolina's Workforce Development Board at the state level, the Commission is composed of 38 members appointed by the Governor. The Commission develops strategies to produce a skilled, competitive workforce that meets the needs of the state's changing economy; advises the Governor, the General Assembly, and state and local government agencies on policies and programs to achieve this goal; and

coordinates the provision of workforce development services among academic, governmental, and business sectors of North Carolina. The Commission is comprised of Governor-appointed private sector and state government officials to represent education, labor, community-based organizations, and business and industry. Commission staff support the Commission and its committees, serve as advisors to the North Carolina Secretary of Commerce on workforce issues, and conduct workforce development research and analysis.

During PY2004, the Commission set four strategic goals and established committees to support and produce results for each goal: Workforce Delivery System, Economic Development Partnership, Board and Commission Capacity, and Policy, Research, and Assessment.

Statewide Service Delivery (continued)

Division of Employment and Training (DET) - As North Carolina's grant recipient and administrative agency for WIA, DET emphasizes efficient, effective use of expenditures. In assisting the 24 Local Areas, the Commission, and other workforce partners across the state, DET supports WIA administration in the areas of Business Services, Dislocated Worker Services, Field Services, Finance, Information Systems/Performance Analysis, and Planning and Policy Development.

JobLink Career Center Vision

"To improve North Carolina's workforce and strengthen our state's economy by developing a system of JobLink Career Centers that offers labor market information, provides access to career training and job placement services, and serves as the connection between employers and qualified workers."

Business Services - This group provides a variety of office administrative support services including facilities planning and asset management. For PY2005, Business Services staff is leading a project to install videoconferencing at the DET offices.

Dislocated Worker Services Unit (DWU, includes Rapid Response and Disaster assistance) - The DWU is responsible for Rapid Responses to employers/employees facing layoffs and/or closures. THE DWU includes members of the Governor's Rapid Response Team. In times of disaster, this group works with NEG recipients. The DWU developed and maintains the Dislocated Worker Transitional Tool Kit and leads the JobLink Mobile Unit (JMU) project.

Field Services - To ensure WIA program and fiscal compliance, Field Services monitors on an annual basis the 24 Local Areas. Program and fiscal representatives "assess and evaluate the local areas progression toward goals and objectives specified in the local area approved plan for activities". To avoid the occurrence of noncompliance or performance concerns, staff provide on an as-needed basis, preventive technical assistance in the form of information, training, or other resources to Local Areas.

Finance - The Financial staff work with the Local Areas, the Commission, and other WIA-involved agencies and groups to effectively and efficiently track and disburse WIA funds. This group manages the financial reporting system and prepares accompanying Local Area, state, and federal reports.

Information Systems/Performance Analysis - This group supports and maintains WorkforcePlus™ (the

The **Dislocated Worker Transitional Tool Kit** provides online, guided information for dislocated workers. Designed to assist workers who have experienced a layoff or who have been displaced because of other life circumstances, the Tool Kit includes resources for building bridges to organizations and Internet sites that provide information and/or services to dislocated workers.

Visit www.dwtoolkit.com for more information. The DWU developed and maintains the Tool Kit.

A **Mobile JobLink Career Center**, planned for PY2005, will enhance the state's *one-stop* delivery system, particularly in rural areas. Designed to serve Youth, Adults, and Dislocated Workers, the JobLink Mobile Unit will traverse the state to serve WIA customers in various situations such as man-made or natural disasters (including those resulting in temporary or permanent displacement of workers). The Mobile Unit also will provide Rapid Responses to support dislocation aversion, the provision of core/intensive services to workers earmarked for displacement, the provision of economic development activities including OJT and customized training, and career exploration opportunities for in-school and out-of-school youth.

Statewide Service Delivery (continued)

Planning and Policy Development - The Planning staff work with Local Areas, state partners, and agency staff to assist in collaborative planning to enhance workforce preparedness and economic development. This group directs and interprets WIA-related initiatives and policies, and emphasizes results-oriented, customer-focused use of WIA resources. In PY2004, the Planning group coordinated a series of State/Local sessions for state workforce development leaders. At the sessions, North Carolina peers gave *best practices* presentations, fellow organizations shared updates, and attendees interacted with local elected officials and businesses from across the state. To provide a better understanding of the economic landscape across North Carolina, an understanding which helps forge stronger workforce development, sessions were conducted in Fayetteville, Winston-Salem, Hickory, and Wilmington.

Workforce Development Training Center (WDTC) - The mission of the WDTC is to provide high-quality, affordable, easily-accessible training and professional development services for North Carolina's workforce development system. The delivery of these services is accomplished through a variety of training options, each tailored to meet the dynamic needs of the 24 WDBs, the JobLink Career Centers, and the staff of the various partner agencies.

The WDTC offers a combination of core workshops conducted on a regional basis during the calendar year, customized events requested by system partners, and seminars scheduled in response to new and relevant workforce development topics. As part of the Commission on Workforce Development, the WDTC is located in a self-contained facility with a 40+ seat classroom and a 24-station computer lab.

Additionally, the WDTC plans and hosts the annual North Carolina Workforce Development Partnership Conference. The 2004 conference, "Evolving Partnerships: An Agenda for North Carolina", had over 1100 attendees including staff from all facets of workforce development frontline JobLink staff, Local Area WDB directors and staff, private-sector business representatives, and partner agency and non-profit staff and managers.

Partners - North Carolina continues to organize multiple partners and funding streams around common goals, bringing together businesses, workers, educational institutions, social service agencies, and other partners to design and implement policies and programs that improve labor market outcomes. The result of developing broad collaborations and partnerships at the state and local levels will be multi-faceted, including a wider range of opportunities for workers to be employed in jobs offering opportunities for financial stability, higher levels of business efficiency and productivity, and enhanced regional and local economies.

Number and percentage of DET participants* who received services through other agencies during the 5-year time period July 1, 1999 through June 30, 2004			
*Number of DET participants includes those served by WIA programs and non-WIA programs.	Number of Agencies Providing Service		
	Number of Agencies	Participants	Percent
	<i>DET Only</i>	2,705	3.64%
	<i>DET + 1 other agency</i>	10,498	14.14%
	<i>DET + 2 other agencies</i>	36,455	49.09%
	<i>DET + 3 or more other agencies</i>	24,606	33.13%
Total Unique Participants	74,264	100.0%	

Statewide Service Delivery (continued)

North Carolina workforce development system partners continue to develop and refine strategies to identify and meet the needs of targeted populations in a workforce development system that is universal, seamless, customer-focused, and demand-driven. The inter-connectivity of DET participants and partner participants is illustrated in the chart, previous page.

Current efforts include expanded outreach and marketing to target groups, increased staff development and cross training, and the building of partnerships with public and private entities. These strategies help customers achieve individual goals, focus the system on meeting state and local performance goals, and ensure nondiscrimination and equal opportunity.

Division of Vocational Rehabilitation (DVR) - DVR is a significant partner in the state's workforce development system. Each JobLink has an assigned DVR staff person, and JobLink customers can access Vocational Rehabilitation services. A Governor-appointed DVR representative sits on the board of the North Carolina Commission on Workforce Development, and DVR representatives also serve on local WDBs. The DVR is mandated as a partner to "... Ensure that individuals with disabilities receive reasonable accommodations as appropriate". (Federal Register 29 CFR 37.8).

Employment Security Commission (ESC) - ESC plays a vital role in the delivery of WIA services to citizens and businesses. ESC provides staff and program support at sites across the state as well as economic data such as labor market information (LMI) to jobseekers and business customers and WDBs.

The ESC promotes the economic well-being of North Carolinians by providing high-quality and accessible workforce-related services. The services provided by ESC include employment services and unemployment insurance to the state's workers, employers, and the public.

A primary goal of ESC is the enhancement of its partnership role in the workforce development community. The ESC leads and supports initiatives and outreach that promote effective delivery of services for the citizens of North Carolina.

North Carolina Community College System (NCCCS) - As a key partner in the state's workforce development system, the NCCCS works to identify and expand current and emerging academic programs, to provide technological services, resources, and facilities for its students and the community, and to support the infrastructure necessary to prepare citizens for jobs in North Carolina's transitioning economy. The NCCCS supports initiatives such as the Career Readiness Certification (CRC) and the North Carolina State Training Accountability and Reporting System (NC STARS).

The CRC initiative promotes individual career development and skill attainment, and confirms to an employer that the individual possesses the basic workplace skills of reading, applied math, and information-locating. NC STARS, the product of a partnership involving NCCCS, ESC, the 24 WDBs, and the Department of Commerce, is an automated system that emphasizes Internet connectivity for vendor education and training data input. It also provides for administration by local WDBs of the training approval process and enables direct public access to education and training resources, job availability, and certification information.

Local Area Successes

This section highlights Local Area stories of success - innovations, initiatives, collaborations, creative approaches to service delivery, business successes, and individual successes that illustrate the impact of WIA resources in North Carolina. These selected stories are but a small sample of the successes enjoyed by citizens and businesses across the state.

Cape Fear Youth excels in school and in the community

When she first applied, Tiffany Jacobs was 13, not yet old enough for WIA services. Not easily discouraged, Ms. Jacobs followed up on her application and was enrolled into the WIA-funded YWCA FOCUS⁷ program when she reached the WIA-required age of 14.

Ms. Jacobs put her skills and talents to work and quickly became a contributor. As a member of the Cape Fear Workforce Development Board Youth Council, she helped develop the Youth Council's vision statement; as a panelist at the 2003 North Carolina Workforce Development Partnership Conference, she spoke about Youth and their roles on local Youth Councils (as a young adult presenter at that Conference, she set the stage for the Planning Committee to invite other young adults to be future presenters); she volunteered to be an Assistant Workshop Presenter at the 2004 Cape Fear Young Adult Professional Conference; and she is a member of the FOCUS Young Adult Council (WIA youth who develop program activities and ideas in concert with their mentors). Ms Jacobs was elected by her peers to serve as Advertising Editor of *Frontlines*, a local newspaper developed and operated by WIA youth participants.

Ms. Jacobs is a senior on an academic track at Whiteville High School in Columbus County, where she participates in activities such as drama and dance. She is a member of the Future Business Leaders of America (FBLA), the Editor of the 2004-2005 Year Book, and a member of the National Honor Society. Upon graduation, she plans to attend UNC-Charlotte or UNC-Chapel Hill.



Photo caption Tiffany Jacobs, center, receives the Workforce Development Outstanding Service Award from local newscaster Frances Weller, TV6 News. Ms. Jacobs is flanked on the left by her mother, Ms. Wanda Jacobs.

⁷The YWCA of the Lower Cape Fear offers a WIA-funded, year-round FOCUS program for (in-school and out-of-school) youth ages 14-21. FOCUS provides basic skills training, work readiness workshops, and information and learning opportunities. As part of FOCUS, participants may participate in summer work experience at local businesses and agencies where the training and work ethic guidance provided by dedicated supervisors is invaluable. As an added benefit, the youths' earnings often are used for back-to-school expenses and/or to add to the household income.

Centralina Partnership Forum serves as vehicle for regional workforce system

With a goal of being a catalyst in providing a regional workforce system that will produce a highly skilled and productive workforce, the Centralina WDB hosted a Partnership Forum in December 2004 at Lowe's Motor Speedway in Concord. The second in an ongoing series, the Forum included Centralina WDB members, economic development and chamber of commerce representatives, education representatives, and other businesspersons. The Forum resulted in strengthening and expanding an already-strong partnership of workforce development, economic development, and education systems. "I believe the forums have provided us with a platform for building a more meaningful working relationship with economic development in our region," Centralina WDB Chair Bob VanGorden stated.

During the Forum, the attending representatives engaged in active discussions about local economic development goals including entrepreneurship, retaining existing businesses, helping existing businesses expand, and keeping students in school to make sure the region will produce a properly trained workforce. The Centralina WDB used the forum to address broad regional issues such as the State of the Workforce Study, to be released later this year. "I believe this report will be a very powerful tool for economic development to use in developing and creating new jobs in our region, as well as the seven counties making up the Centralina WDB region", Mr. VanGorden stated

Local Area Successes (continued)

Centralina Incumbent Workforce Training results in positive impact at 100-year-old furniture manufacturer

Cochrane Furniture has been part of the Lincoln County landscape for 105 years. A manufacturer of pine and oak furniture, Cochrane had 900 employees at its peak in 1996. With the economic downturn drastically affecting the furniture industry, the number of employees dwindled to 500 in 2003. Knowing it had to change in order to survive, the company applied for and received an Incumbent Workforce Training contract from the Centralina WDB.

With Incumbent Workforce funding, Cochrane began training 80 employees in *advanced manufacturing* techniques and *lean manufacturing* principles. Gaston College, NC State University Industrial Extension Service, and two local industrial trainers provided the training.

"The Incumbent Workforce Training grant has allowed us to take our custom products and grow that part of the business very rapidly," says Plant Manager Hobe Bradley. He continued, "This training has allowed us to survive and we would like to expand our training efforts. It's been the 'seed' to get other things done".

Cochrane reports that the results have been amazing and that the company has seen an immediate increase in productivity, an increase which has allowed it to change the way it does business. It now makes tool changes quickly, a critical component of shifting from a mass quantity manufacturer to a custom order manufacturer. Since beginning the training, Cochrane has had no layoffs, has ordered additional machinery, and is planning for new hires and an expansion of its current market. Cochrane's future looks bright as it prepares for another 100 years of operation.

"By streamlining our work environment, we are able to expand our customer base and improve our product and productivity", says Beverly Smith, Human Resources Director at Cochrane. Ms. Smith went on, "The impact on the employees has been a pleasant surprise. They are excited about their work environment and take more pride in their work".

WIA funds assist Davidson County high school dropout in transition to community college graduate

A high school dropout, Heath Crouse approached the Davidson County JobLink for assistance in getting his life back on track. Enrolling in the *Get Real* Program in March 2002, he qualified for the GED program and was assessed to have an aptitude for college level courses. He began work on obtaining his GED, and spoke at the Davidson County WDB Youth Council Meeting about what he termed his "wonderful experience" as part of the *Get Real* Program. In June 2002 he completed his GED work and, working with his Youth Employment Counselor, chose to pursue a lifelong interest in Emergency Medical/Paramedic training.

In August of 2004, Mr. Crouse began training at Davidson County Community College (DCCC) and was awarded a WIA-funded Job Training and Employment Center scholarship. In April, he began an internship at Forsyth County Emergency Medical Service (EMS). Upon graduation from DCCC in May 2005, Mr. Crouse completed the EMS internship and was hired full-time by this same employer. Mr. Crouse reports that he is excited about his career and the opportunities ahead.

Cumberland NEG Transition Services Program wins customer service award

Cumberland County Local Area's NEG Transition Services Program was selected to receive an award from the International Association of Workforce Professionals. The award was presented "... for dedicated and outstanding customer services in assisting North Carolina's eligible military spouses locating to Fort Bragg and Pope Air Force Base". The mission of the NEG Transition Services Program is to create, through training and education that will produce a well-educated, well-trained global workforce, pathways to re-employment for military spouses and Department of Defense civilians.

Eastern Carolina Manufacturing Skills Alliance attracts local participation

The Eastern Carolina WDB, in partnership with Craven Community College, received funding through the North Carolina Commission on Workforce Development to establish a Manufacturing Skills Alliance in Craven County.

This pilot project enabled the East Carolina WDB, Craven Community College, and the Craven County Committee of 100 to partner with local manufacturers to address workforce training needs and to establish a plan for developing a certified workforce in Craven County. The plan is to use Work Keys, a nationally-recognized assessment program, as a strategy to identify worker skills and training needs.

The Manufacturing Skills Alliance has been successful in gaining the participation of Craven County manufacturers. As part of the initiative, the Manufacturing Skills Alliance sponsored a one-day training event, which allowed manufacturing leadership to participate in training sessions on *lean manufacturing*.

Local Area Successes (continued)

Mountain Area WIA funds aid local resident land job as Criminal History Analyst in District Attorney's office



Ms. Robinson commented about her experience at JobLink, "Thanks to my angels at JobLink, I have learned that no matter what the situation, there is a way out. There is a possible solution. You can do it! Whatever you want out of life, you have to work for it".

Once Keisha Robinson decided to leave an unhealthy, violent marriage, she and her children returned to her hometown where she found community and family support. Back home in Hendersonville, Ms. Robinson trained as a Nursing Assistant but found that health problems prevented her from being physically able to do the work. She went to the Henderson County JobLink, enrolled in the Adult WIA program, and was assisted with housing, food stamps, day care, and financial needs by several Mountain Area JobLink partners.

At the JobLink, Ms. Robinson excelled in the Human Resource Development (HRD) Employability Lab, workshops, one-on-one coaching, and career counseling. At Blue Ridge Community College, she took evening computer classes and earned a certification as a Notary Public. As a volunteer in the JobLink Resource Room, she saw a job posting from the District Attorney's office for a Legal Assistant. Using the resources of the JobLink partners, she prepared her resume and received interview coaching. Not only did Ms. Robinson get the job, she earned a promotion soon afterwards. Today, this former WIA participant is a Criminal History Analyst for five counties with the District Attorney's Office in Hendersonville. In addition to assisting the District Attorney, Ms. Robinson administers District Criminal Investigations (DCI) certifications. Ms. Robinson reports that her long-term career goal is to complete law school.

Mountain Area Incumbent Workforce Training grant assists local employer in economic turnaround

Superior Modular Products, a manufacturing assembly plant that produces telecommunications and computer networking wiring, switches, and connection devices, experienced a prolonged period of difficulty following the post Y2K (Year 2000) slump in business technology investments. As the slump continued, the company reduced its full-time Asheville workforce from over 350 to 110 and corporate managers in Cleveland, Ohio decided to put the facility on the market.

When Superior Modular's local management learned about the Incumbent Workforce Training Program, they envisioned an opportunity to improve the plant's efficiency and perhaps save the remaining local jobs. In the fall of 2003, Superior Modular applied for and was awarded an Incumbent Workforce grant. In partnership with NC State University Industrial Extension Service, the company developed a proposal to train employees in *lean manufacturing*, a program designed to increase productivity, reduce waste, and improve product quality. Once the training began, in January of 2004, each division worked to enhance its teamwork skills and commitment levels, and also worked with the NC State manufacturing experts to design and implement changes for improving every aspect of plant efficiency. The teams focused on workflow, waste reduction, quality improvements, and management/employee partnerships.

Bill Reynolds, vice president and general manager of Superior Modular in Asheville, reported that the lean manufacturing training "... helped convert about 60% of the company's production lines, increased output by 30%, and reduced the company's need for temporary help by at least \$100,000".

Within a year, the Asheville facility had made such dramatic improvements that corporate headquarters decided not only to keep the plant but to increase production. Asheville employees have received the first pay raise in three years and extra pay for exceeding profit targets, and operating costs of the plant have decreased dramatically. As was the intent of the Incumbent Workforce Training Program, an important local manufacturer avoided closure and is now poised to grow and expand its important economic role in the community.

Mid Carolina's PROMISE Youth Enrichment Center - Provides Real World Opportunities, Mentoring, Inspiration, and Suitable Employment

PROMISE is a demonstration project that addresses the serious dropout problem in the Mid-Carolina region. In conjunction with the Chatham County JobLink Center, the PROMISE Youth Center provides counseling, mentoring, job development, occupational skills training, educational remediation, Human Resource Development (HRD), and vocational training. The Center features a resource room with computer workstations, and an exercise room. Youth attending the PROMISE Center may participate in work experience related to construction and building trades. For example, some participants will be trained to build portable bath facilities to be installed in low income/needy Chatham County residents' homes. Also at the Center, academic instruction may be made available in collaboration with Central Carolina Community College. PROMISE participants are expected to complete high school and to enter unsubsidized employment.

Local Area Successes (continued)

Northeastern Workforce Development Consortium WIA funds assist single parent in goal achievement

As a high school senior and a single parent, Steven Ferebee found himself incarcerated, released, and faced with difficult decisions. Because of his incarceration, Mr. Ferebee couldn't return to his former high school. Instead, he enrolled in the WIA Older Youth Program, and entered the Adult Diploma Program at the College of the Albemarle (COA). After receiving a diploma, Mr. Ferebee enrolled in COA as a full-time student. While studying electrical systems at COA, he worked part-time as a dishwasher at Golden Corral.

Mr. Ferebee completed the training successfully, receiving certificates in Electrical Systems Level and Level II. During WIA follow-up, he continued working part-time at Golden Corral and began employment as an electrical helper at W.A. Manning Electrical. From there, he obtained employment as a driver and warehouse worker at Rexel. According to his manager at Rexel, "Steven is an excellent worker and a joy to be around".



Mr. Ferebee says his work ethic is "... doing something I like and being good at it". With a job and benefits, he has achieved a major goal and improved the quality of life for himself and his family. Mr. Ferebee is an example of the WIA program assisting in making a fresh start.

Northeastern WIA Funds assist former dislocated worker in making successful career change

Jerry Barnett began his career immediately after high school. Initially working construction jobs at the beach, he began working for CDI Marine as a Draftsman and worked his way up to Senior Draftsman. He also worked at Ingersoll-Rand and Bath Ironworks. He started work on his college degree in the early 1980s but dropped out because of family obligations. Laid off three times in two years, Mr. Barnett visited the Northeast employment counselors in December of 2002, seeking to start a new career with better job security. He enrolled in the WIA Dislocated Worker



program and began training the following month. Attending training and working odd jobs to help support his wife and four children, he eventually obtained a part-time job with Florez and Florez Designers, Inc., through the resources of the co-op program at the local community college.

Mr. Barnett graduated in July 2004 with an Associate Degree in Architectural Technology. Promoted to full-time Residential Designer, he now designs coastal homes for people all around the United States. In a recent local newspaper, Mr. Barnett stated that as a result of his experience with Northeastern Workforce Development, he has become a mentor to seniors at Currituck High School (his alma mater) in order to help them complete their senior projects in Architecture.

Northwest Piedmont high school dropout earns confidence while earning GED

Kristal Fletcher reports that she grew up without much encouragement from the world at large. With undiagnosed hearing and speech difficulties, Ms. Fletcher says she "... experienced 'disrespect' from her peers and even from some teachers". Having failed the ninth grade, Ms. Fletcher left the public school system, got married, started a family, and entered the workforce. She first worked in the fast food industry, then in retail, and then moved on to Liberty Embroidery, where she worked for seven years as an inspector and operator. In May 2003, because of international competitive pressure, the company discharged all employees with less than eight years of service.

Ms. Fletcher responded by seeking out the GED classroom at the Job Resource and Training Center (JRTC) in Madison. Immersed in a more supportive learning environment than in her earlier life, Ms. Fletcher noted a big difference, "You had people that would work with you, see what you needed, and keep you motivated. [Classroom Facilitator] Claire Smothers saw I was struggling and worked to get me extra time on the tests". Her classmates, most of them also out of work due to plant closures and downsizings, acted in distinct contrast to her childhood detractors. Ms. Fletcher remarks, "Here (at the JRTC), you've got friends who care for you". Such a setting helped Ms. Fletcher earn a GED in two years.

The former high school dropout reports that she finds success empowering and explains how the independence fostered at JRTC has helped make life less burdensome for her spouse, "I used to depend on my husband to speak for me and handle everything for me. But now I can do for myself". No longer content to remain in the shadows, she regularly speaks out and returns the encouragement accorded her these past two years. She urges everyone to "... not look at the past but look at the future and what you've got ahead of you. If I can do it in two years, others can, too".

Local Area Successes (continued)



Region Q WIA participant becomes valued member of JobLink Career Center Team

Nattalie Castro is an example of how WIA can assist citizens who have the dream and the desire, but have financial and other barriers. She went from being a participant in the Adult Program to being one of the most valuable members of the JobLink Career Center Team.

Ms. Castro was hired as the Core Service Provider for the Beaufort County JobLink, providing initial intake services and directing customers to appropriate programs for more definitive services. As the Core Service Provider, Ms. Castro completely re-organized and re-directed efforts to serve the growing Hispanic community, with the goal of ensuring equal access to Core Services for all. She translated brochures and client instructions into Spanish, met with area government officials, and had meetings with representatives who serve the Spanish-speaking population. This communication has been invaluable in strengthening JobLink services to the area's Hispanic community. Additionally, Ms. Castro has helped Hispanic clients gain employment and has assisted with directing even more clients toward language proficiency and training opportunities (five Hispanic clients have entered and completed their GEDs since she began working on this issue).

Western Piedmont Job Training Consortium aims for high-wage, fast-growth industry and business

Recent employment trends verify that the Western Piedmont Local Area (Greater Hickory Metro area of Alexander, Burke, Caldwell, and Catawba counties) is facing its worse economic crisis since the 1970s. After gaining 24,160 jobs between 1990 and 2001, the region lost 25,048 jobs between 2000 and second quarter 2003. The majority of the losses were in the manufacturing sector: in 1990 over 50% of all jobs in the Hickory Metro were in manufacturing, by 2004 the percentage had been reduced to 36%.

Based on continuing factors such as a weaker state and national economy and a decreased demand for goods produced, an increase in foreign competition, the devaluation of Chinese currency, and inconsistent enforcement of existing trade laws, a number of manufacturing jobs in the area are still "at risk". At least 45,000 jobs in the area are in industries that are on the decline regionally and nationally.

Recognizing the urgent need to assist in improving economic conditions, the Western Piedmont WDB utilized capacity-building funds, made available to WDBs by the North Carolina Commission on Workforce Development, and contracted with staff of Western Piedmont Council of Governments to conduct a Western Piedmont Industry Growth Analysis, a basic step toward long-term regional economic growth. The Analysis identified high-wage, fast-growth industries/businesses that could locate within the region. These *most favored* could become the focus of economic development efforts, now the case in two of the four Western Piedmont counties. Data from the report is also available to assist area Elected Officials in making the difficult decisions associated with providing economic development incentives.

Additionally, the study identified area training programs that focus on skills required for employment in the high-wage, fast-growth sectors. The WDB has used this information in determining preferred areas of WIA training assistance, and the information has been presented to the three area community colleges and the Hickory Metro Higher Education Center. Another result of the study has been the identification of existing businesses in the four county area that are in the growth sector. These companies have become the focus of WIA job developers and OJT training contracts.



Southwestern Swain County Youth Program Wins National Award

Start Here, Go Anywhere, a Swain County WIA program for youth, won a *Best of Category* award⁸ from the National Association of Counties (NACo). Start Here, Go Anywhere, a work readiness program, was developed in cooperation with local and regional businesses to help prepare youth to succeed in the hospitality and fast food industries. Emphasizing the value of any and all work, the program teaches that first jobs can be opportunities for learning life-time employment skills. Employment statistics for program participants are impressive: 8 were employed for the summer, 4 were employed part-time year-round, 1 was employed full-time; and on average, math levels increased 33% while employability skills pre-test and post-test increased 63%.

⁸One of only seventeen awarded across the US, the award recognizes initiatives that have improved service delivery, achieved greater cost efficiency, provided finer customer service, and helped develop a better-trained workforce.

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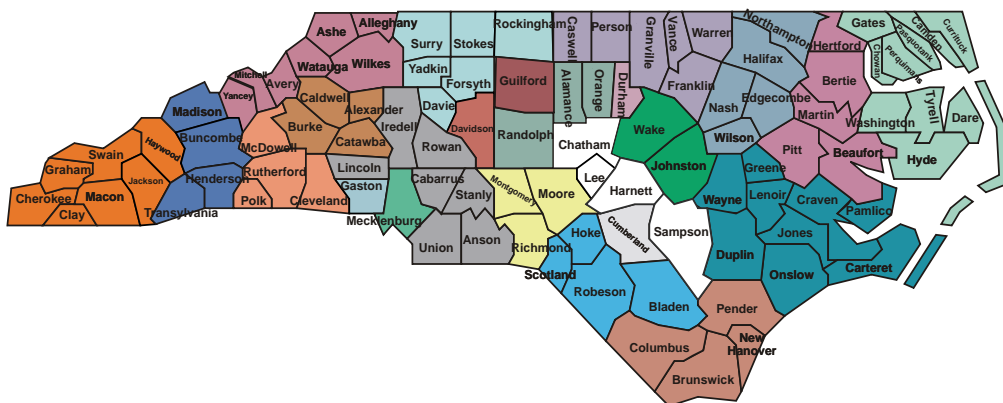


Table A
Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	77.10%	81.18%	4,505	6,320	6,320	71.28%
Employers	74.60%	82.78%	399	562	562	71.00%

Time periods used for performance data:

Total participants	Jul 2004	Jun 2005
Total exiters	Apr 2004	Mar 2005
Customer satisfaction	Jan 2004	Dec 2004
Entered employment rate	Oct 2003	Sep 2004
Retention rate	Apr 2003	Mar 2004
Earnings change / earnings replacement	Apr 2003	Mar 2004
Credential rate	Oct 2003	Sep 2004
Diploma or equivalent rate	Apr 2004	Mar 2005
Skill attainment rate	Apr 2004	Mar 2005

**Table B
Adult Program Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	71.40%	80.23%	2,127 2,651
Employment Retention Rate	82.00%	88.28%	2,477 2,806
Earnings Change in Six Months	\$3,400.00	\$4,208.00	11,089,595 2,635
Employment and Credential Rate	38.20%	52.80%	1,629 3,085

**Table C
Outcomes for Adult Special Populations**

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	75.57%	232	78.24%	151	77.23%	156	71.43%	50
		307		193		202		70
Employment Retention Rate	85.82%	224	84.62%	121	80.86%	131	84.75%	50
		261		143		162		59
Earnings Change in Six Months	\$4,889	1,192,989	\$3,854	512,602	\$3,480	501,109	\$1,944	106,896
		244		133		144		55
Employment and Credential Rate	42.62%	130	57.07%	113	39.29%	44	57.35%	39
		305		198		112		68

**Table D
Other Outcome Information for the Adult Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	80.77%	1,806	77.35%	321
		2,236		415
Employment Retention Rate	89.19%	2,129	83.05%	348
		2,387		419
Earnings Change in Six Months	\$4,439	9,951,385	\$2,896	1,138,210
		2,242		393

Table E
Dislocated Worker Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	78.40%	89.21%	4,217
			4,727
Employment Retention Rate	89.00%	93.88%	3,326
			3,543
Earnings Replacement in Six Months	87.40%	95.60%	39,309,567
			41,117,594
Employment and Credential Rate	44.20%	59.66%	2,461
			4,125

Table F
Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	88.94%	418	90.16%	55	75.54%	244	81.82%	72
		470		61		323		88
Employment Retention Rate	92.81%	297	96.08%	49	92.76%	205	94.29%	66
		320		51		221		70
Earnings Replacement Rate	88.94%	4,084,011	97.99%	526,196	78.35%	1,905,985	115.45%	714,275
		4,591,877		537,011		2,432,552		618,695
Employment And Credential Rate	56.53%	225	68.52%	37	49.44%	132	48.21%	27
		398		54		267		56

Table G
Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	89.14%	3,677	89.7%	540
		4,125		602
Employment Retention Rate	93.73%	2,932	94.94%	394
		3,128		415
Earnings Replacement Rate	94.98%	34,749,145	100.66%	4,560,422
		36,587,079		4,530,515

**Table H
Older Youth Program Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	62.30%	71.09%	273
			384
Employment Retention Rate	77.90%	82.39%	234
			284
Earnings Change in Six Months	2,261	\$3,454	884,216
			256
Credential Rate	33.20%	35.46%	167
			471

**Table I
Outcomes for Older Youth Special Populations**

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	72.84%	59	66.67%	4	64.29%	27	71.91%
		81		6		42		356
Employment Retention Rate	73.47%	36			81.25%	26	83.07%	211
		49				32		254
Earnings Change in Six Months	\$3,131	140,886			\$2,832	82,121	\$3,439	780,591
		45				29		227
Employment and Credential Rate	32.95%	29			38.78%	19	35.31%	155
		88				49		439

**Table J
Younger Youth Program Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	57.10%	68.27%	3,315
			4,856
Diploma or Equivalent Attainment Rate	49.07%	69.14%	876
			1,267
Retention Rate	59.00%	65.72%	882
			1,342

**Table K
Outcomes for Younger Youth Special Populations**

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
	Skill Attainment Rate	63.75%	408	74.20%	627	67.10%
640			845		2,371	
Diploma or Equivalent Attainment Rate	70.35%	140	74.07%	180	57.40%	357
		199		243		622
Retention Rate	62.07%	90	57.81%	111	63.98%	444
		145		192		694

**Table L
Other Reported Information**

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	82.51%	2,170 2,630	\$4,258	10,483,194 2,462	1.22%	26 2,127	\$4,039	8,190,932 2,028	68.77%	348 506
Dislocated Workers	89.54%	2,892 3,230	97.41%	37,046,476 38,029,822	1.21%	51 4,217	\$6,041	24,804,813 4,106	66.36%	866 1,305
Older Youth	73.64%	190 258	\$3,548	830,243 234	.00%	0 273	\$2,449	634,257 259		

**Table M
Participation Levels**

	Total Participants Served	Total Exiters
Adults	11,329	3,485
Dislocated Workers	12,097	4,361
Older Youth	1,572	504
Younger Youth	6,892	2,068

**Table N
Cost of Program Activities**

Program Activity	Total Federal Spending
Local Adults	\$ 23,340,868.00
Local Dislocated Workers	\$ 25,911,794.00
Local Youth	\$ 23,501,491.00
Rapid Response (up to 25%) Sec.134 (a)(2)(A)	\$ 1,405,929.00
Statewide Required Activities (up to 15%) Sec.134(a)(2)(B)	\$ 5,818,625.00
Statewide Allowable Activities	Program Activity Description:
Sec.134(a)(3)	Capacity Building and Technical Assistance
	\$ 2,353,822.00
	Incumbent Worker
	\$ 2,499,825.00
	Pilot/Demonstration
	\$ 1,548,158.00
Total of All Federal Spending Listed Above	\$ 86,380,512.00

Table O – Local Performance

Local Area Name		Adults	520
Cape Fear Workforce Development Consortium	Total Participants Served	Dislocated Workers	194
		Older Youth	70
		Younger Youth	292
		Adults	75
ETA Assigned# 37120	Total Exiters	Dislocated Workers	39
		Older Youth	8
		Younger Youth	89
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78.68%	88.48%
	Employers	76.16%	87.04%
Entered Employment Rate	Adults	74.25%	93.52%
	Dislocated Workers	78.40%	95.18%
	Older Youth	62.30%	66.67%
Retention Rate	Adults	82.35%	88.20%
	Dislocated Workers	89.00%	92.91%
	Older Youth	81.75%	63.64%
	Younger Youth	59.84%	58.70%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,400	\$5,513
	Dislocated Workers	87.40%	109.19%
	Older Youth	\$2,261	\$1,396
Credential/Diploma Rate	Adults	38.20%	53.33%
	Dislocated Workers	48.27%	54.88%
	Older Youth	33.20%	33.33%
	Younger Youth	48.78%	62.96%
Skill Attainment Rate	Younger Youth	61.95%	81.88%
Overall Status of Local Performance		Not Met	Met Exceeded
			X

Cape Fear Workforce Development Consortium

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



For PY04, 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.

Table O – Local Performance

Local Area Name	Capital Area Workforce Development Consortium	Total Participants Served	Adults	293
			Dislocated Workers	837
			Older Youth	127
			Younger Youth	128
ETA Assigned# 37215	Total Exiters		Adults	63
			Dislocated Workers	267
			Older Youth	8
			Younger Youth	47
			Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		78.68%	72.67%
	Employers		76.16%	81.48%
Entered Employment Rate	Adults		74.25%	84.85%
	Dislocated Workers		82.25%	91.18%
	Older Youth		65.38%	100.00%
Retention Rate	Adults		82.00%	95.24%
	Dislocated Workers		92.69%	96.72%
	Older Youth		81.78%	93.75%
	Younger Youth		63.68%	78.79%
Earnings Change/Earnings Replacement in Six Months	Adults		\$3,913	\$4,727
	Dislocated Workers		91.46%	91.46%
	Older Youth		\$2,856	\$5,068
Credential/Diploma Rate	Adults		44.56%	39.29%
	Dislocated Workers		48.42%	51.08%
	Older Youth		37.15%	40.00%
	Younger Youth		52.48%	69.23%
Skill Attainment Rate	Younger Youth		61.95%	68.63%
Overall Status of Local Performance			Not Met	Met
				X
			Exceeded	

Capital Area Workforce Development Consortium

Post Office Box 550

300 South Salisbury

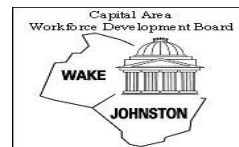
Raleigh, NC 27602

Counties: Johnston; Wake

Director: Regina Crooms

rmcrooms@co.wake.nc.us

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



For PY04, 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.

Table O – Local Performance

Local Area Name		Adults	744	
Centralina Workforce Development Consortium	Total Participants Served	Dislocated Workers	983	
		Older Youth	56	
		Younger Youth	511	
ETA Assigned# 37225	Total Exiters	Adults	80	
		Dislocated Workers	139	
		Older Youth	10	
		Younger Youth	19	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	78.68%	74.39%	
	Employers	76.16%	78.06%	
Entered Employment Rate	Adults	74.07%	84.21%	
	Dislocated Workers	78.66%	94.47%	
	Older Youth	62.30%	53.85%	
Retention Rate	Adults	85.99%	93.28%	
	Dislocated Workers	90.72%	94.83%	
	Older Youth	81.78%	80.00%	
	Younger Youth	59.00%	87.50%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,559	\$4,722	
	Dislocated Workers	87.40%	84.44%	
	Older Youth	\$2,261	\$2,799	
Credential/Diploma Rate	Adults	38.20%	60.61%	
	Dislocated Workers	44.20%	58.49%	
	Older Youth	37.15%	7.14%	
	Younger Youth	49.07%	80.00%	
Skill Attainment Rate	Younger Youth	57.10%	46.86%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

Centralina Workforce Development Consortium

1300 Baxter Street;
 Charlotte, NC 28235
 Counties: Union; Stanly; Rowan;
 Lincoln; Iredell; Cabarrus; Anson
 Executive Director: David Hollars
dhollars@centralina.org
<http://www.centralinaworks.com>



For PY04, 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.

Table O – Local Performance

Local Area Name		Adults	307	
Charlotte-Mecklenburg Workforce Development Consortium	Total Participants Served	Dislocated Workers	609	
		Older Youth	74	
		Younger Youth	450	
		Adults	165	
ETA Assigned# 37045	Total Exiters	Dislocated Workers	366	
		Older Youth	5	
		Younger Youth	81	
			Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78.68%	70.74%	
	Employers	76.16%	83.13%	
Entered Employment Rate	Adults	71.40%	83.44%	
	Dislocated Workers	79.98%	89.18%	
	Older Youth	62.30%	100.00%	
Retention Rate	Adults	82.00%	87.84%	
	Dislocated Workers	89.00%	95.56%	
	Older Youth	81.78%	100.00%	
	Younger Youth	59.00%	25.00%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,400	\$2,244	
	Dislocated Workers	87.40%	107.99%	
	Older Youth	\$2,261	\$6,990	
Credential/Diploma Rate	Adults	38.39%	64.57%	
	Dislocated Workers	48.44%	75.33%	
	Older Youth	33.20%	50.00%	
	Younger Youth	49.07%	54.90%	
Skill Attainment Rate	Younger Youth	61.95%	57.14%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

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



For PY04, 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.

Table O – Local Performance

Local Area Name	Cumberland County Local Area	Total Participants Served	Adults	232
			Dislocated Workers	153
			Older Youth	62
			Younger Youth	159
ETA Assigned# 37015	Total Exiters		Adults	131
			Dislocated Workers	83
			Older Youth	26
			Younger Youth	129
			Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		78.68%	78.47%
	Employers		76.16%	72.22%
Entered Employment Rate	Adults		71.40%	68.07%
	Dislocated Workers		78.40%	78.02%
	Older Youth		62.30%	50.00%
Retention Rate	Adults		86.00%	85.88%
	Dislocated Workers		92.69%	94.83%
	Older Youth		78.60%	87.50%
	Younger Youth		63.68%	51.35%
Earnings Change/Earnings Replacement in Six Months	Adults		\$3,913	\$3,800
	Dislocated Workers		87.40%	93.28%
	Older Youth		\$2,856	\$6,776
Credential/Diploma Rate	Adults		38.20%	47.02%
	Dislocated Workers		44.20%	52.27%
	Older Youth		33.20%	19.05%
	Younger Youth		52.48%	75.00%
Skill Attainment Rate	Younger Youth		57.10%	56.60%
Overall Status of Local Performance			Not Met	Met
				X
Exceeded				

Cumberland County Local Area

Post Office Box 1829
410 Ray Avenue
Fayetteville, NC 28302
County: Cumberland
Director: Pat Hurley
patrick.hurley@ncmail.net



For PY04, 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.

Table O – Local Performance

Local Area Name		Adults	166
Davidson County Local Area	Total Participants Served	Dislocated Workers	234
		Older Youth	12
		Younger Youth	190
		Adults	86
ETA Assigned# 37020	Total Exiters	Dislocated Workers	132
		Older Youth	7
		Younger Youth	48
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78.68%	86.91%
	Employers	76.16%	87.19%
Entered Employment Rate	Adults	71.40%	77.78%
	Dislocated Workers	81.22%	92.31%
	Older Youth	65.38%	66.67%
Retention Rate	Adults	83.79%	90.91%
	Dislocated Workers	90.99%	93.60%
	Older Youth	81.78%	80.00%
	Younger Youth	59.00%	72.73%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,400	\$5,957
	Dislocated Workers	87.40%	89.59%
	Older Youth	\$2,856	\$4,892
Credential/Diploma Rate	Adults	44.56%	54.84%
	Dislocated Workers	48.44%	65.22%
	Older Youth	37.15%	37.50%
	Younger Youth	49.07%	93.75%
Skill Attainment Rate	Younger Youth	61.95%	71.88%
Overall Status of Local Performance		Not Met	Met
			X

Davidson County Local Area
 Post Office Box 1067
 915 Greensboro Street
 Lexington, NC 27293
 County: Davidson
 Director: Pat Everhart
peverhar@co.davidson.nc.us



For PY04, 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.

Table O – Local Performance

Local Area Name		Adults	365	
Durham Local Area	Total Participants Served	Dislocated Workers	294	
		Older Youth	40	
		Younger Youth	170	
		ETA Assigned# 37140	Total Exiters	Adults
		Dislocated Workers	64	
		Older Youth	32	
		Younger Youth	174	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	78.68%	68.52%	
	Employers	76.16%	80.95%	
Entered Employment Rate	Adults	71.40%	62.60%	
	Dislocated Workers	78.40%	84.13%	
	Older Youth	62.30%	87.50%	
Retention Rate	Adults	82.00%	84.57%	
	Dislocated Workers	90.67%	91.60%	
	Older Youth	77.90%	72.73%	
	Younger Youth	63.68%	53.73%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,400	\$2,430	
	Dislocated Workers	88.93%	76.37%	
	Older Youth	\$2,856	\$1,181	
Credential/Diploma Rate	Adults	38.20%	40.87%	
	Dislocated Workers	44.20%	46.49%	
	Older Youth	37.15%	18.42%	
	Younger Youth	49.07%	75.00%	
Skill Attainment Rate	Younger Youth	57.10%	35.54%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

Durham Local Area
 101 City Hall Plaza
 Durham, NC 27701
 County: Durham
 Director: Alan Delisle
Alan.DeLisle@durhamnc.gov



For PY04, 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.

Table O – Local Performance

Local Area Name		Adults	974	
Eastern Carolina Job Training Consortium	Total Participants Served	Dislocated Workers	825	
		Older Youth	161	
		Younger Youth	560	
		Adults	250	
ETA Assigned# 37125	Total Exiters	Dislocated Workers	252	
		Older Youth	63	
		Younger Youth	134	
			Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78.68%	87.05%	
	Employers	76.16%	90.74%	
Entered Employment Rate	Adults	74.25%	89.06%	
	Dislocated Workers	82.25%	91.82%	
	Older Youth	62.30%	72.09%	
Retention Rate	Adults	85.15%	93.44%	
	Dislocated Workers	90.91%	91.71%	
	Older Youth	77.90%	80.00%	
	Younger Youth	59.00%	58.11%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,913	\$7,096	
	Dislocated Workers	91.46%	91.85%	
	Older Youth	\$2,261	\$2,647	
Credential/Diploma Rate	Adults	40.12%	56.52%	
	Dislocated Workers	44.20%	54.95%	
	Older Youth	33.20%	43.40%	
	Younger Youth	49.07%	76.53%	
Skill Attainment Rate	Younger Youth	57.10%	85.82%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

Eastern Carolina Job Training Consortium

1341 S. Glenburnie
 New Bern, NC 28562
 Counties: Pamlico; Lenoir; Jones;
 Greene; Duplin; Craven; Carteret; Onslow; Wayne
 Director: Tammy Childers
childers@ecwdb.org
<http://www.ecwdb.org>



For PY04, 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.

Table O – Local Performance

Local Area Name		Adults	410
Gaston County Local Area	Total Participants Served	Dislocated Workers	1,107
		Older Youth	26
		Younger Youth	202
		Adults	75
ETA Assigned# 37035	Total Exiters	Dislocated Workers	484
		Older Youth	7
		Younger Youth	41
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78.68%	73.47%
	Employers	76.16%	.00%
Entered Employment Rate	Adults	71.40%	100.00%
	Dislocated Workers	82.25%	95.82%
	Older Youth	65.38%	50.00%
Retention Rate	Adults	82.38%	100.00%
	Dislocated Workers	92.69%	100.00%
	Older Youth	81.78%	.00%
	Younger Youth	63.68%	57.14%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,400	\$12,001
	Dislocated Workers	91.46%	120.02%
	Older Youth	\$2,856	\$0
Credential/Diploma Rate	Adults	44.56%	74.36%
	Dislocated Workers	48.44%	81.38%
	Older Youth	37.15%	50.00%
	Younger Youth	49.07%	94.12%
Skill Attainment Rate	Younger Youth	57.10%	93.75%
Overall Status of Local Performance		Not Met	Met Exceeded
			X

Gaston County Local Area
 330 N. Marietta Streets
 Gastonia, NC 28052
 County: Gaston
 Director: Julie Armstrong
jarmstrong@co.gaston.nc.us



For PY04, 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.

Table O – Local Performance

Local Area Name		Adults	416
Greensboro/High Point/Guilford County Workforce Development Consortium	Total Participants Served	Dislocated Workers	357
		Older Youth	91
		Younger Youth	160
		Adults	119
ETA Assigned# 37040	Total Exiters	Dislocated Workers	117
		Older Youth	27
		Younger Youth	44
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78.68%	76.77%
	Employers	76.16%	85.76%
Entered Employment Rate	Adults	74.22%	78.41%
	Dislocated Workers	79.49%	87.37%
	Older Youth	65.38%	68.75%
Retention Rate	Adults	82.00%	90.43%
	Dislocated Workers	91.33%	96.15%
	Older Youth	81.78%	90.00%
	Younger Youth	63.68%	70.91%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,400	\$3,514
	Dislocated Workers	91.46%	103.20%
	Older Youth	\$2,856	\$3,062
Credential/Diploma Rate	Adults	44.56%	65.38%
	Dislocated Workers	44.20%	65.91%
	Older Youth	37.15%	42.86%
	Younger Youth	52.48%	75.00%
Skill Attainment Rate	Younger Youth	61.95%	65.49%
Overall Status of Local Performance		Not Met	Met
			X

Greensboro/High Point/Guilford County Workforce Development Consortium

342 North Elm Street
Greensboro, NC 27401
County: Guilford
Director: Lillian Plummer
lillian.plummer@greensboro-nc.gov
<http://www.guilfordjoblink.com/>



For PY04, 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.

Table O – Local Performance

Local Area Name	Kerr-Tar Interlocal Cooperative Consortium for Job Training	Total Participants Served	Adults	212
			Dislocated Workers	431
			Older Youth	63
			Younger Youth	257
ETA Assigned# 37195	Total Exitters		Adults	108
			Dislocated Workers	155
			Older Youth	18
			Younger Youth	29
			Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants		78.68%	83.80%
	Employers		76.16%	82.72%
Entered Employment Rate	Adults		74.25%	97.78%
	Dislocated Workers		82.02%	91.79%
	Older Youth		65.38%	60.00%
Retention Rate	Adults		86.00%	90.68%
	Dislocated Workers		92.69%	90.28%
	Older Youth		81.78%	92.31%
	Younger Youth		63.68%	72.13%
Earnings Change/Earnings Replacement in Six Months	Adults		\$3,400	\$3,293
	Dislocated Workers		91.43%	98.63%
	Older Youth		\$2,852	\$7,200
Credential/Diploma Rate	Adults		44.56%	67.21%
	Dislocated Workers		44.20%	57.22%
	Older Youth		37.15%	33.33%
	Younger Youth		52.48%	82.35%
Skill Attainment Rate	Younger Youth		61.95%	95.36%
Overall Status of Local Performance			Not Met	Met
				X
				Exceeded

Kerr-Tar Interlocal Cooperative Consortium for Job Training
 1724 Graham Avenue
 Henderson, NC 27536
 Counties: Caswell; Vance; Warren;
 Person; Granville; Franklin
 Director: Vincent Gilreath
vgilreath@kerrtarcog.org
<http://www.kerrtarcog.org>



For PY04, 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.

Table O – Local Performance

Local Area Name		Adults	1,276	
Lumber River Job Training Consortium	Total Participants Served	Dislocated Workers	395	
		Older Youth	116	
		Younger Youth	808	
		Adults	451	
ETA Assigned# 37115	Total Exiters	Dislocated Workers	179	
		Older Youth	51	
		Younger Youth	241	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	78.68%	81.42%	
	Employers	76.16%	85.65%	
Entered Employment Rate	Adults	74.25%	81.23%	
	Dislocated Workers	82.25%	82.76%	
	Older Youth	65.38%	76.74%	
Retention Rate	Adults	86.00%	90.00%	
	Dislocated Workers	91.20%	93.26%	
	Older Youth	81.78%	78.79%	
	Younger Youth	60.79%	56.83%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,850	\$4,357	
	Dislocated Workers	91.46%	96.62%	
	Older Youth	\$2,261	\$2,372	
Credential/Diploma Rate	Adults	38.20%	51.36%	
	Dislocated Workers	48.20%	62.56%	
	Older Youth	37.15%	50.00%	
	Younger Youth	52.48%	70.10%	
Skill Attainment Rate	Younger Youth	57.10%	66.74%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

Lumber River Job Training Consortium
 4721 Fayetteville Road
 Lumberton, NC 28358
 Counties: Scotland; Hoke; Bladen; Robeson
 Director: Dana Powell
dana.powell@lrcog.dst.nc.us
<http://www.lrcog.dst.nc.us/>



For PY04, 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.

Table O – Local Performance

Local Area Name		Adults	361
Mid-Carolina Local Workforce Investment Area	Total Participants Served	Dislocated Workers	361
		Older Youth	39
		Younger Youth	191
		Adults	201
ETA Assigned# 37220	Total Exiters	Dislocated Workers	231
		Older Youth	25
		Younger Youth	76
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78.68%	85.78%
	Employers	76.16%	90.74%
Entered Employment Rate	Adults	72.15%	72.85%
	Dislocated Workers	78.40%	78.97%
	Older Youth	62.30%	62.50%
Retention Rate	Adults	82.00%	81.48%
	Dislocated Workers	89.00%	91.67%
	Older Youth	77.90%	72.22%
	Younger Youth	63.68%	61.90%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,400	\$2,780
	Dislocated Workers	87.40%	81.39%
	Older Youth	\$2,457	\$2,372
Credential/Diploma Rate	Adults	38.58%	46.89%
	Dislocated Workers	47.23%	48.80%
	Older Youth	37.15%	30.77%
	Younger Youth	52.48%	37.74%
Skill Attainment Rate	Younger Youth	61.95%	55.47%
Overall Status of Local Performance		Not Met	Met
			X
		Exceeded	

Mid-Carolina Local Workforce Investment Area

130 Gillespie Street
 Fayetteville, NC 28302
 Counties: Sampson; Lee; Chatham; Harnett
 Director: Denise Day
deniseday@mccog.org
<http://mccog.org/workforcedevelopment.html>



For PY04, 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.

Table O – Local Performance

Local Area Name		Adults	241	
Mountain Local Area	Total Participants Served	Dislocated Workers	591	
		Older Youth	13	
		Younger Youth	108	
		Adults	162	
ETA Assigned# 37190	Total Exiters	Dislocated Workers	246	
		Older Youth	11	
		Younger Youth	56	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	78.68%	84.60%	
	Employers	76.16%	100.00%	
Entered Employment Rate	Adults	71.40%	76.67%	
	Dislocated Workers	79.98%	85.29%	
	Older Youth	65.38%	60.00%	
Retention Rate	Adults	82.00%	84.21%	
	Dislocated Workers	89.80%	93.60%	
	Older Youth	77.90%	100.00%	
	Younger Youth	63.22%	83.87%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,400	\$2,559	
	Dislocated Workers	87.40%	81.32%	
	Older Youth	\$2,261	\$2,360	
Credential/Diploma Rate	Adults	41.98%	54.90%	
	Dislocated Workers	44.20%	55.15%	
	Older Youth	37.14%	14.29%	
	Younger Youth	52.48%	55.56%	
Skill Attainment Rate	Younger Youth	59.91%	89.19%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

Mountain Local Area

Post Office Box 729
 Asheville, NC 28802
 Counties: Transylvania; Madison;
 Henderson; Buncombe
 Director: Helen Beck
helen.beck@ncmail.net
<http://www.mountainjoblink.org/>



For PY04, 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.

Table O – Local Performance

Local Area Name	Total Participants Served	Adults	151	
Northeastern Workforce Investment Consortium		Dislocated Workers	86	
		Older Youth	26	
		Younger Youth	171	
ETA Assigned# 37130	Total Exiters	Adults	50	
		Dislocated Workers	25	
		Older Youth	10	
		Younger Youth	32	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	78.68%	82.75%	
	Employers	76.16%	64.44%	
Entered Employment Rate	Adults	71.40%	72.73%	
	Dislocated Workers	81.85%	85.29%	
	Older Youth	62.30%	83.33%	
Retention Rate	Adults	86.00%	91.67%	
	Dislocated Workers	91.11%	94.44%	
	Older Youth	81.78%	84.62%	
	Younger Youth	63.68%	57.89%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,913	\$2,816	
	Dislocated Workers	91.46%	98.13%	
	Older Youth	\$2,261	\$4,237	
Credential/Diploma Rate	Adults	43.61%	56.14%	
	Dislocated Workers	48.44%	62.50%	
	Older Youth	37.15%	23.81%	
	Younger Youth	49.07%	77.78%	
Skill Attainment Rate	Younger Youth	61.95%	80.58%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

Northeastern Workforce Investment Consortium

512 South Church Street

P. O. Box 646

Hertford, NC 27944

Counties: Washington; Tyrrell; Perquimans;

Pasquotank; Hyde; Gates; Dare; Currituck; Chowan

Director: Carter C. Dozier

ccdozier@ncjoblink.org



For PY04, 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.

Table O – Local Performance

Local Area Name		Adults	315	
Northwest Piedmont Job Training Consortium Workforce Development Board	Total Participants Served	Dislocated Workers	570	
		Older Youth	61	
		Younger Youth	264	
ETA Assigned# 37235	Total Exitors	Adults	72	
		Dislocated Workers	180	
		Older Youth	30	
		Younger Youth	106	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	78.68%	78.11%	
	Employers	76.16%	88.01%	
Entered Employment Rate	Adults	71.40%	50.60%	
	Dislocated Workers	78.40%	80.00%	
	Older Youth	62.30%	56.52%	
Retention Rate	Adults	82.00%	84.97%	
	Dislocated Workers	89.32%	93.85%	
	Older Youth	77.90%	100.00%	
	Younger Youth	59.00%	62.16%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,400	\$2,703	
	Dislocated Workers	91.46%	88.58%	
	Older Youth	\$2,856	\$1,339	
Credential/Diploma Rate	Adults	38.20%	35.05%	
	Dislocated Workers	44.20%	64.17%	
	Older Youth	33.20%	25.00%	
	Younger Youth	49.07%	58.90%	
Skill Attainment Rate	Younger Youth	61.95%	77.20%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

Northwest Piedmont Job Training Consortium Workforce Development Board

400 West Fourth St.,
 Winston Salem, NC 27101
 Counties: Rockingham; Yadkin; Surry;
 Stokes; Forsyth; Davie
 Director: Theresa Reynolds
treynolds@nwpcog.org
<http://www.nwpcog.dst.nc.us/>



For PY04, 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.

Table O – Local Performance

Local Area Name		Adults	156	
Pee Dee Region Workforce Consortium	Total Participants Served	Dislocated Workers	273	
		Older Youth	10	
		Younger Youth	90	
		Adults	57	
ETA Assigned# 37230	Total Exiters	Dislocated Workers	120	
		Older Youth	3	
		Younger Youth	51	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	78.68%	83.76%	
	Employers	76.16%	70.99%	
Entered Employment Rate	Adults	74.25%	76.67%	
	Dislocated Workers	80.52%	90.82%	
	Older Youth	62.30%	.00%	
Retention Rate	Adults	86.00%	90.00%	
	Dislocated Workers	91.52%	97.92%	
	Older Youth	77.90%	.00%	
	Younger Youth	63.68%	66.67%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,913	\$3,512	
	Dislocated Workers	91.46%	104.24%	
	Older Youth	\$2,261	\$0	
Credential/Diploma Rate	Adults	41.32%	54.35%	
	Dislocated Workers	48.44%	66.32%	
	Older Youth	37.15%	.00%	
	Younger Youth	52.48%	70.83%	
Skill Attainment Rate	Younger Youth	61.95%	76.84%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

Pee Dee Region Workforce Consortium
 Post Office Box 1883
 221 South Fayetteville
 Asheboro, NC 27204
 Counties: Richmond; Moore; Montgomery
 Director: Janice Scarborough
jscarborough@regionalcs.org



For PY04, 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.

Table O – Local Performance

Local Area Name		Adults	657	
Region C Workforce Development Consortium	Total Participants Served	Dislocated Workers	1,089	
		Older Youth	40	
		Younger Youth	271	
		Adults	161	
ETA Assigned# 37075	Total Exiters	Dislocated Workers	310	
		Older Youth	17	
		Younger Youth	93	
			Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78.68%	82.41%	
	Employers	76.16%	92.59%	
Entered Employment Rate	Adults	73.31%	71.11%	
	Dislocated Workers	82.25%	85.08%	
	Older Youth	62.30%	71.43%	
Retention Rate	Adults	82.00%	83.46%	
	Dislocated Workers	89.00%	93.45%	
	Older Youth	81.78%	66.67%	
	Younger Youth	63.68%	70.54%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,400	\$5,116	
	Dislocated Workers	91.46%	112.40%	
	Older Youth	\$2,261	\$2,297	
Credential/Diploma Rate	Adults	44.56%	53.48%	
	Dislocated Workers	48.44%	48.85%	
	Older Youth	33.20%	56.00%	
	Younger Youth	52.48%	80.28%	
Skill Attainment Rate	Younger Youth	57.10%	65.34%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

Region C Workforce Development Consortium

111 West Court Street

Rutherford, NC 28139

Counties: Rutherford; McDowell; Cleveland; Polk

Director: Bill Robertson

brobertson@regionc.org

<http://www.regionc.org>



For PY04, 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.

Table O – Local Performance

Local Area Name		Adults	534	
Region D Workforce Development Consortium	Total Participants Served	Dislocated Workers	674	
		Older Youth	51	
		Younger Youth	114	
		ETA Assigned# 37080	Total Exiters	Adults
Dislocated Workers	239			
Older Youth	22			
Younger Youth	61			
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	78.68%	80.86%	
	Employers	76.16%	80.66%	
Entered Employment Rate	Adults	74.25%	77.22%	
	Dislocated Workers	82.25%	87.76%	
	Older Youth	65.38%	88.89%	
Retention Rate	Adults	86.00%	85.33%	
	Dislocated Workers	92.69%	92.98%	
	Older Youth	77.90%	100.00%	
	Younger Youth	59.00%	52.38%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,913	\$2,905	
	Dislocated Workers	89.12%	102.68%	
	Older Youth	\$2,261	\$1,473	
Credential/Diploma Rate	Adults	44.56%	47.50%	
	Dislocated Workers	48.44%	65.88%	
	Older Youth	33.20%	37.50%	
	Younger Youth	52.43%	50.00%	
Skill Attainment Rate	Younger Youth	61.95%	27.50%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

Region D Workforce Development Consortium

Post Office Box 1820
 719-A Greenway Road
 Boone, NC 28607
 Counties: Yancey; Mitchell; Avery; Ashe;
 Alleghany; Watauga; Wilkes
 Director: Carole Coates
[ccoates@regiond.org](mailto:cocoates@regiond.org)
<http://www.regiond.org>



For PY04, 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.

Table O – Local Performance

Local Area Name		Adults	1,121	
Region L Workforce Development Consortium	Total Participants Served	Dislocated Workers	558	
		Older Youth	77	
		Younger Youth	847	
		Adults	514	
ETA Assigned# 37105	Total Exiters	Dislocated Workers	286	
		Older Youth	43	
		Younger Youth	206	
			Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78.68%	81.38%	
	Employers	76.16%	84.67%	
Entered Employment Rate	Adults	74.25%	78.88%	
	Dislocated Workers	82.25%	90.72%	
	Older Youth	65.38%	61.11%	
Retention Rate	Adults	82.00%	83.84%	
	Dislocated Workers	92.69%	95.00%	
	Older Youth	78.15%	82.14%	
	Younger Youth	59.00%	64.41%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,400	\$3,653	
	Dislocated Workers	89.82%	96.92%	
	Older Youth	\$2,261	\$2,826	
Credential/Diploma Rate	Adults	38.20%	40.22%	
	Dislocated Workers	44.20%	40.48%	
	Older Youth	33.20%	18.92%	
	Younger Youth	49.07%	60.53%	
Skill Attainment Rate	Younger Youth	57.10%	63.47%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

Region L Workforce Development Consortium

1309 South Wesleyan
 Rocky Mount, NC 27802
 Counties: Wilson; Nash; Edgecombe;
 Halifax; Northampton
 Director: Pamela Whitaker
pwhitaker@ucpcog.org
<http://www.ucpcog.org>



For PY04, 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.

Table O – Local Performance

Local Area Name		Adults	932
Region Q Workforce Investment Consortium	Total Participants Served	Dislocated Workers	327
		Older Youth	219
		Younger Youth	378
		Adults	253
ETA Assigned# 37160	Total Exiters	Dislocated Workers	101
		Older Youth	39
		Younger Youth	104
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78.68%	79.56%
	Employers	76.16%	84.85%
Entered Employment Rate	Adults	74.25%	94.67%
	Dislocated Workers	82.25%	97.79%
	Older Youth	65.38%	85.00%
Retention Rate	Adults	86.00%	95.27%
	Dislocated Workers	92.69%	93.90%
	Older Youth	77.90%	95.45%
	Younger Youth	63.68%	88.41%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,913	\$6,639
	Dislocated Workers	91.46%	105.52%
	Older Youth	\$2,261	\$6,366
Credential/Diploma Rate	Adults	44.56%	59.84%
	Dislocated Workers	48.44%	70.16%
	Older Youth	37.14%	38.46%
	Younger Youth	52.48%	78.13%
Skill Attainment Rate	Younger Youth	57.10%	67.16%
Overall Status of Local Performance		Not Met	Met
			X

Region Q Workforce Investment Consortium

1385 John Small

Washington, NC 27889

Counties: Pitt; Martin; Bertie; Beaufort; Hertford

Director: Walter Dorsey

wdorsey@midwestcom.org

<http://www.regionqwdb.org>



Region Q
Workforce Development Board

For PY04, 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.

Table O – Local Performance

Local Area Name		Adults	177
Regional Partnership Consortium	Total Participants Served	Dislocated Workers	352
		Older Youth	31
		Younger Youth	59
		Adults	53
ETA Assigned# 37205	Total Exiters	Dislocated Workers	109
		Older Youth	6
		Younger Youth	9
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78.68%	82.57%
	Employers	76.16%	85.80%
Entered Employment Rate	Adults	71.40%	78.95%
	Dislocated Workers	78.40%	91.15%
	Older Youth	65.38%	100.00%
Retention Rate	Adults	86.00%	77.14%
	Dislocated Workers	92.69%	93.81%
	Older Youth	81.78%	50.00%
	Younger Youth	61.75%	75.00%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,913	\$4,905
	Dislocated Workers	91.46%	95.85%
	Older Youth	\$2,856	(\$1,283)
Credential/Diploma Rate	Adults	44.56%	51.11%
	Dislocated Workers	48.44%	64.49%
	Older Youth	37.15%	25.00%
	Younger Youth	49.07%	50.00%
Skill Attainment Rate	Younger Youth	61.95%	75.86%
Overall Status of Local Performance		Not Met	Met
			X
		Exceeded	

Regional Partnership Consortium

Post Office Box 1883
 221 South Fayetteville
 Asheboro, NC 27204
 Counties: Randolph; Alamance; Orange
 Director: Janice Scarborough
JScarborough@regionalcs.org



For PY04, 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.

Table O – Local Performance

Local Area Name		Adults	347	
Southwestern Workforce Development Consortium	Total Participants Served	Dislocated Workers	195	
		Older Youth	83	
		Younger Youth	325	
		Adults	117	
ETA Assigned# 37065	Total Exiters	Dislocated Workers	111	
		Older Youth	33	
		Younger Youth	145	
			Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78.68%	83.75%	
	Employers	76.16%	78.96%	
Entered Employment Rate	Adults	74.25%	98.73%	
	Dislocated Workers	82.25%	100.00%	
	Older Youth	65.38%	88.89%	
Retention Rate	Adults	86.00%	94.34%	
	Dislocated Workers	92.69%	96.97%	
	Older Youth	81.78%	92.31%	
	Younger Youth	63.68%	84.62%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,913	\$5,713	
	Dislocated Workers	91.46%	113.08%	
	Older Youth	\$2,261	\$5,509	
Credential/Diploma Rate	Adults	44.56%	75.86%	
	Dislocated Workers	48.44%	86.40%	
	Older Youth	37.15%	76.00%	
	Younger Youth	52.48%	91.78%	
Skill Attainment Rate	Younger Youth	61.95%	89.40%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

Southwestern Workforce Development Consortium

50 West Main Street,
 Bryson City, NC 28713
 Counties: Swain; Jackson; Clay; Cherokee;
 Graham; Haywood; Macon
 Interim Director: Vicki Greene
Vicki@regiona.org
<http://www.regiona.org/>



For PY04, 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.

Table O – Local Performance

Local Area Name		Adults	422	
Western Piedmont Jobs Training Consortium	Total Participants Served	Dislocated Workers	602	
		Older Youth	24	
		Younger Youth	187	
		Adults	28	
ETA Assigned# 37210	Total Exiters	Dislocated Workers	126	
		Older Youth	3	
		Younger Youth	51	
			Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78.68%	79.51%	
	Employers	76.16%	79.26%	
Entered Employment Rate	Adults	74.25%	96.08%	
	Dislocated Workers	82.25%	94.39%	
	Older Youth	65.38%	100.00%	
Retention Rate	Adults	86.00%	92.21%	
	Dislocated Workers	92.69%	94.55%	
	Older Youth	81.78%	100.00%	
	Younger Youth	59.00%	68.57%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,913	\$4,172	
	Dislocated Workers	91.46%	104.89%	
	Older Youth	\$2,856	\$4,707	
Credential/Diploma Rate	Adults	44.56%	60.00%	
	Dislocated Workers	48.44%	59.82%	
	Older Youth	37.15%	.00%	
	Younger Youth	49.07%	65.79%	
Skill Attainment Rate	Younger Youth	61.88%	61.18%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

Western Piedmont Jobs Training Consortium

Post Office Box 9026
 736 Fourth Street, SW
 Hickory, NC 28603
 Counties: Catawba; Burke; Alexander; Caldwell
 Director: Sheila Dotson
sheila.dotson@wpcog.org
<http://www.wpcog.dst.nc.us>



For PY04, 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.

Background - Since the 1930s, national and state governments have been involved in workforce development. During the past decade, North Carolina's workforce development has centered more and more on service delivery coordination and alignment of resources and programs toward the delivery of market-driven services for citizens, businesses, and communities. These services are specifically designed to strengthen the workforce, to make it responsive, adaptable, capable ... ready to meet the challenges of an increasingly competitive, increasingly global economy. The following paragraphs chronicle the state's recent workforce development efforts.

1993 - North Carolina established the Commission on Workforce Development. The Commission was charged with strengthening connections and improving coordination between workforce programs (for dislocated workers, adults, and youth), adult education and literacy programs, vocational rehabilitation programs, and vocational education programs.

1995 - With the receipt of a USDOL One-Stop implementation grant, the state funded an initiative to establish a statewide service delivery system to provide workforce development service at strategically located centers across the state. North Carolina named its One-Stop system "JobLink Career Centers". Workforce Development Boards at the Local Area level, (formerly local, private-industry councils), became responsible for governance of the JobLink Career Centers.

1998 - The Workforce Investment Act is signed into law - see inset.

2000 - Under the guidance of Workforce Development Boards at the Local Area level, North Carolina implemented Title I of the Workforce Investment Act of 1998. The Division of Employment and Training (DET), a branch of the State Department of Commerce, became the administrative agency for WIA Title I funds. North Carolina implemented WorkforcePlus, the data collection system that supports WIA, and the North Carolina State

Training Accountability and Reporting System (NC STARS), an Internet-based, Eligible Training Provider (ETP) system. With almost \$29 million in federal expenditures, the WIA program in North Carolina served 5,500 Dislocated Workers (1,200 were exited), 4,100 Adults (1,200 were exited), and 3,500 Youth (500 were exited)⁶.

2001 - The United States experienced terrorist attacks that left thousands dead, hundreds wounded, and businesses blown apart. These attacks left the Nation in emotional turmoil. The economy entered a period of widespread layoffs, uncertainty, and financial turbulence. With an unemployment rate of 6th highest nationally,

North Carolina WIA expenditures rose to \$41.2 million and served increasing numbers of program participants. In the Dislocated Worker program, 9,000 were served (2,400 were exited); in the Adult program, 6,600 were served (1,900 were exited); in the Youth program, 5,600 were served (1,300 were exited)⁶.

2002 - North Carolina served increasing numbers of program participants. In the Dislocated

Worker program, 11,500 were served (2,800 exited); in the Adult program, 8,500 were served (2,500 exited); in the Youth program, 7,000 were served (1,900 exited). WIA expenditures rose to \$53.4 million and the state's unemployment rate stood at 5th highest, nationally⁶.

2003 - North Carolina again saw an increase in the number of WIA participants served. In the Dislocated Worker program, 12,736 were served (3,647 exited); in the Adult program, 9,871 were served (3,270 exited); and in the Youth program, 8,069 were served (2,232 exited). WIA expenditures rose to \$??? million and the state's unemployment rate was 5.78% (July 03 / Jun 04)⁶.

Subtitle B - Statewide and Local Workforce Investment Systems.
SEC. 106. Purpose. 29 USC 2811.
"The purpose of this subtitle is to provide workforce investment activities, through statewide and local workforce investment systems, that increase the employment, retention, and earnings of participants, and increase occupational skill attainment by participants, and as a result, improve the quality of the workforce, reduce welfare dependency, and enhance the productivity and competitiveness of the Nation".
PUBLIC LAW 105-220 - AUG 7, 1998. 112 STAT.945.

⁶For reference purposes, figures are rounded down to the nearest hundred. See the Performance Measure Outcome section of the appropriate Annual Report for exact figures. Youth figures combine statistics for Older and Younger Youth but are categorized separately in the Performance Measure Outcome sections of the Annual Reports.

For online information about the Department of Commerce, please visit www.nccommerce.com.

For online information about the North Carolina Division of Employment and Training, please visit www.ncdet.com.

For area maps of the JobLink Career Centers across the state, and/or to access a particular JobLink Career Center, please visit www.ncjoblink.com.

Equal Opportunity Employer/Programs
Upon request, auxiliary aids and services are available to individuals with disabilities.



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