

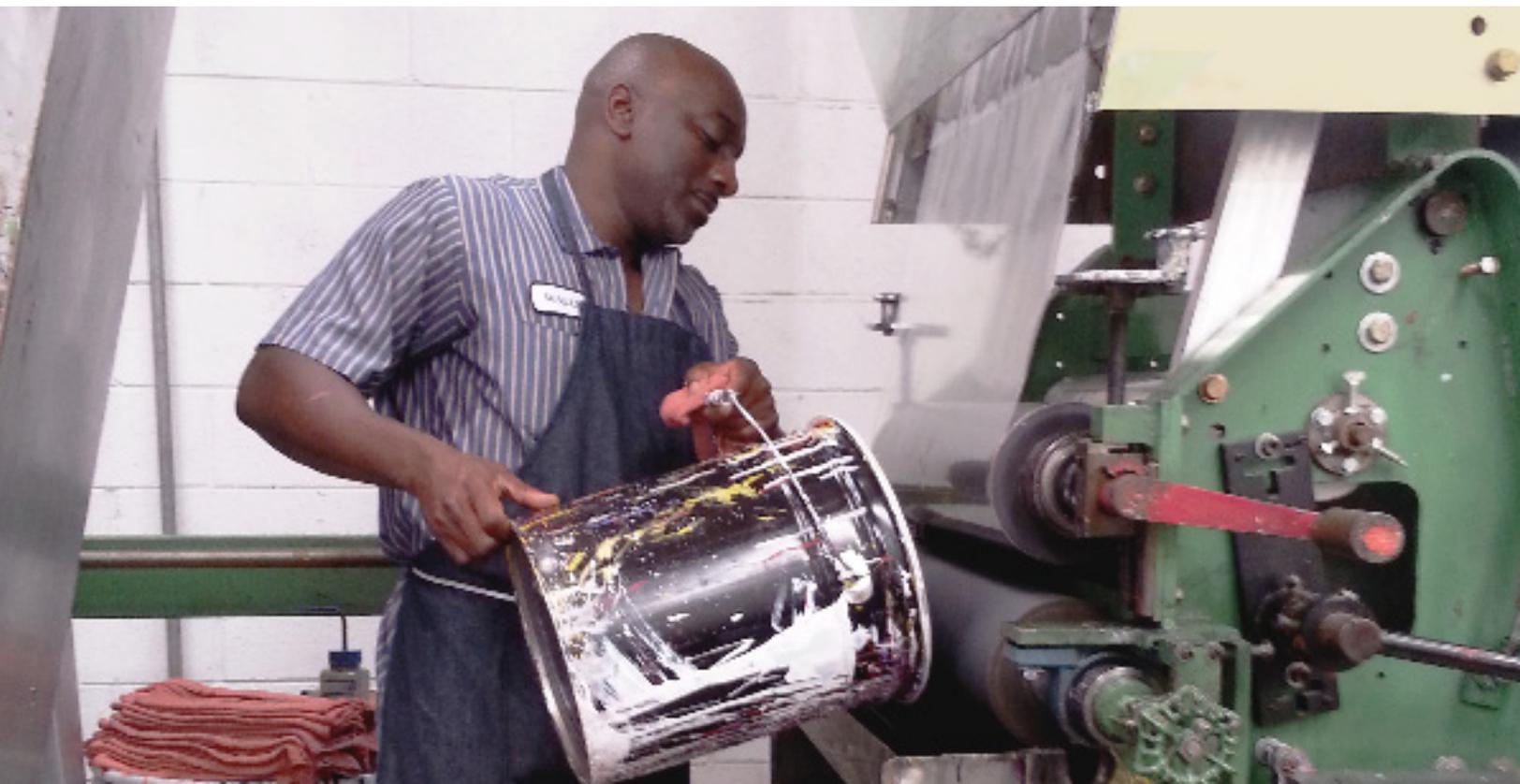


NORTH CAROLINA

workforce investment act

ANNUAL REPORT PY 2013

NCWorks





Governor’s Letter 1

Secretary of Commerce’s Letter 2

NCWorks and Integrated Service Delivery 3

Commission on Workforce Development 4



State Initiatives Funds

Incumbent Workforce Development Program (IWDP) 6

Unemployment Compensation for Ex-Service Members (UCX) 6

Veterans and Gold Card Initiatives 7

Business Success Stories 8

CONTENTS



Workforce Development Services

Workforce Development Boards and NCWorks Career Centers 12

Rapid Response 13

Worker Adjustment Retraining Notifications Notices Narrative 14

Worker Adjustment Retraining Notifications Notices Tables 15

Workforce Development Training Center (WDTTC) 16



Workforce Investment Act Programs

Adult Narrative and Success Stories 19

Youth Narrative and Success Stories 26

Dislocated Worker Narrative and Success Stories 40

State Waiver Process 50



Customer Satisfaction Measures 55

Performance Measure Outcome Tables 57

Governor's Letter

Pat McCrory, North Carolina Governor

October 1, 2014

As governor, strengthening our economy is my top priority. I've implemented growth policies such as comprehensive tax reform, unemployment insurance reform and workforce development reform that are in the best economic interests of our great State.

Earlier this year, I announced the creation of NCWorks, a new statewide partnership that, for the first time, unites the State's workforce systems under one name. Our goals include connecting talented job seekers with employers, improving the quality of workforce data used in decision making, and enacting a culture of customer service for employers by surveying businesses to learn how we can better meet their needs.

The Workforce Investment Act (WIA) has provided the funding for NCWorks programs, which offer support for adults, dislocated workers, and youth. It will help employers train their workers through the Incumbent Workforce Development Program, as well as provide funding for Rapid Response teams to assist businesses planning for a reduction in workforce.

In this report, you'll read story after story of North Carolinian job seekers and businesses who were helped by WIA-funded programs. I am happy to lead NCWorks and invite you to learn how we're putting North Carolina back to work.



A handwritten signature of Pat McCrory in black ink. The signature is written in a cursive style and reads 'Pat McCrory'.

Pat McCrory
North Carolina Governor

Secretary of Commerce Letter

Sharon Decker, North Carolina Secretary of Commerce

October 1, 2014

North Carolina's economy thrives with a strong workforce.

Gov. Pat McCrory announced in April the NCWorks initiative, a new partnership between the N.C. Department of Commerce, the N.C. Community College System, and the N.C. Department of Public Instruction. Through NCWorks, the state's workforce system will continue to connect talented job seekers to employers, strengthen the quality of data available to workforce partners, and improve customer service to businesses. Our workforce system is at its best when it gives individuals and businesses the tools they need to find the perfect fit.



We are pleased to share stories over the past year about how our State's workforce system has successfully tapped into funding from the Workforce Investment Act. NCWorks helps job seekers find training and employment. The same funding also helps businesses find highly qualified workers.

I'm also grateful for the hard work and support of our local staff members, who work tirelessly to help the people and businesses in our communities.

I encourage you to celebrate with me and continue to learn how we're putting North Carolina back to work.

A handwritten signature in black ink that reads "Sharon Allred Decker". The signature is written in a cursive, flowing style.

Sharon Allred Decker
North Carolina Secretary of Commerce

NCWorks



In PY 2013, North Carolina announced and implemented a series of far-reaching measures designed to improve the efficiency of the State's workforce system and better serve customers.

To improve customer services, local workforce offices adopted integrated service delivery. This new approach to helping customers focuses on cross-training staff members, so they are equipped to help all clients and not just those who are eligible for particular services. Each office must be certified by the Commission on Workforce Development as having successfully adopted integrated service delivery. Offices are renamed NCWorks Career Centers after they successfully complete their certification.

In August 2013, North Carolina launched NCWorks Online, a job-search portal that connects job seekers to employers. Job seekers can apply for jobs, and employers can search for candidates. The system uses job-matching tools to show individuals how well-qualified they are for a position and employers how strongly a candidate matches their needs for a job. NCWorks Online also includes real-time labor market information, as well as help with choosing career and industry paths.

In April 2014, Gov. Pat McCrory announced the NCWorks partnership between the N.C. Department of Commerce, N.C. Community College System, and N.C. Department of Public Instruction. This new initiative unites the State's workforce partners and programs under a single name, for the purpose of better connecting job seekers to employers. As part of the NCWorks initiative, the State will also improve the quality of data available to workforce partners and strengthen its services to businesses by surveying 1,000 employers in 100 counties over 100 days.

The North Carolina Commission

On Workforce Development

The N.C. Commission on Workforce Development oversees the State's workforce development system, develops policy, and advises the Governor, N.C. General Assembly, State and local agencies, and businesses about how to further strengthen the State's workforce.

The Commission is designated as the State's Workforce Investment Board under the WIA. Led by a private sector chair, the Commission includes representatives from the business community, heads of State workforce agencies, educators, community leaders, and representatives from organized labor. All members are appointed by the Governor.



Vision: Growing the North Carolina economy by strengthening the State's workforce and connecting employers to high quality employees.

Mission: To ensure North Carolina has an innovative, relevant, effective, and efficient workforce development system that develops adaptable, work-ready, skilled talent to meet the current and future needs of workers and businesses to achieve and sustain economic prosperity.

Charge: The Commission on Workforce Development develops policies and strategies which enable the State's workforce to compete in the current and future global economy. The Commission leads, builds partnerships, forms alliances, and is accountable for strengthening North Carolina's innovative, relevant, effective, and efficient workforce development system.

Guiding Principles:

- Strategies will be developed locally, regionally, and statewide to address the unique needs of different areas of the State.
- Best practices will be identified and replicated across North Carolina.
- The workforce system will be flexible and adaptable to the changing needs of the economy and the State.
- Strategies will focus on the needs of today's economy and developing talents for tomorrow's economy.
- The workforce system will focus on target industries and career clusters.

State Initiatives Funds

The Workforce Investment Act serves businesses and citizens of North Carolina through many statewide initiatives, including the Unemployment Insurance Compensation for Ex-Service members (UCX), Veteran's Benefits, Work Opportunity Tax Credit (WOTC), and the Incumbent Workforce Development Program (IWDP). UCX benefits serve a targeted population by providing assistance with monetary benefits. Veteran's benefits aid service members with employment and training needs as they transition from military careers to the civilian workforce. Business services include WOTC, a federal tax credit incentive for businesses who hire specific target groups with barriers to employment. The IWDP is a competitive, retention solutions grant that qualifying businesses can use to address employees' skills gaps, resulting in increased knowledge, certifications, and value to the company.

State Initiatives Funds

Incumbent Workforce Development Program And Unemployment Compensation for Ex-Service Members

Incumbent Workforce Development Program

The N.C. Incumbent Workforce Development Program (IWDP) provides funding to businesses for implementing layoff aversion strategies through training incumbent workers. Since 2002, the program has awarded nearly \$26 million in grants to hundreds of established businesses, helping them to train thousands of workers.

During PY 2013, the training focused on skill attainment for employees, which helped employers retain jobs and maintain their competitiveness. The N.C. Commission on Workforce Development announced more than \$1,159,000 in grant awards through the program. IWDP funds are helping more than 2,380 North Carolina-based employees from 101 companies.

Unemployment Compensation for Ex-Service Members

The N.C. Division of Workforce Solutions received a two-year WIA Dislocated Worker National Reserve Demonstration grant to develop collaborative strategies that improve its outreach to U.S. Army veterans receiving unemployment benefits, referred to as Unemployment Compensation for Ex-Service Members (UCX).

The Enhanced Outreach and Employment Services for Ex-Service Members Initiative is designed to reduce the duration of UCX claims by providing re-employment services, job referrals, and job development to veterans and individuals who meet the criteria established by the U.S. Army Reserves and the N.C. National Guard. Through the program, veterans are able to transition from military service to civilian jobs based on their skills, experiences, and interests.

Since March 2013, more than 5,000 Army veterans receiving UCX have been advised to report to a local workforce office for reemployment/transitional services available through the program. This initiative provides an opportunity for the North Carolina's workforce system to "serve those who served us."

The grant has recently been extended until June 2015.

Veterans Initiative

North Carolina's veteran employment program consistently ranks as one of the best in the nation. In addition to the high number of job placements and assistance already noted for PY 2013, 3,317 post-9/11 veterans have been provided intensive employment services by staff in the local workforce offices.

The 6,627 veterans who were approved for the VA Veterans Retraining Assistance Program (VRAP) have either completed their courses of instruction or returned to work. Local workforce offices partnered with the U.S. Veteran's Administration, civic and community organizations, and other service agencies to conduct 13 Stand Downs for homeless veterans and worked with employers throughout the state to hold 55 job fairs and employment workshops. The State also offers the Enhanced Outreach and Employment Services for Ex-Service Members and the Gold Card Initiatives to veterans.



*Marines from Marine Barracks Washington, D.C., on parade at the Modern Day Marine Military Expo at the Marine Corps Base at Quantico, Va.
Official Marine Corps photo by Cpl. Larry Babilya*



Cornell Wilson, left, military affairs advisor to N. C. Governor Pat McCrory and a retired Marine Corps major general, stands with the Governor at the Marine Corps Air Station in Cherry Point, N.C.

Photo by Cpl. Grace L. Waladkewics

Gold Card Initiative

In November 2011, North Carolina implemented the Gold Card Initiative to provide intensive employment-related services to veterans. Supervisors, partners, and veteran and local workforce office staff members received the steps and procedures to implement the program after it received DOL Training and Employment Notice 15-11 and Veterans' Program Letter (VPL) 01-12.

Over the past decade, HCL has been one of the fastest growing technology companies in the world—even during the economic downturn.



This is certainly true of its branch in Cary, HCL America (HCL). As a \$5.2 billion global company, HCL brings information technology and engineering services expertise under one roof to solve complex business problems for its clients.

The Capital Area Workforce Development Board has a strong relationship with the company's local leadership. The board supports their direct hiring needs and leverages numerous hiring solutions, including targeted recruitment, screening, direct referrals, and hiring fairs. To date, the board has directly helped HCL hire more than 100 employees and reimbursed the company more than \$400,000 for On-the-Job Training (OJT) programs.

Capital Area convened a follow-up meeting that included Wake Technical Community College's vice president for economic and workforce development. The meeting resulted in confirmed solutions for HCL based on their expressed needs. First, Wake Tech will develop a short-term, pre-employment, Help Desk-specific training program based on the prerequisite skills needs for the position. Second, Wake Tech will leverage its strong brand to strengthen HCL's brand through the HCL Help Desk credential.

Training for the credential began in August 2014 and is offered at no-cost to job seekers. The program is 40 hours per week for four weeks. All students who complete the training will be guaranteed an interview. If a "fit" does not exist between HCL and the job seeker, the credential is portable and will be valuable for companies with a similar occupational need.

The board will continue to work with HCL to ensure the training program meets their needs and yields an additional pipeline of talent to support this growth occupation.

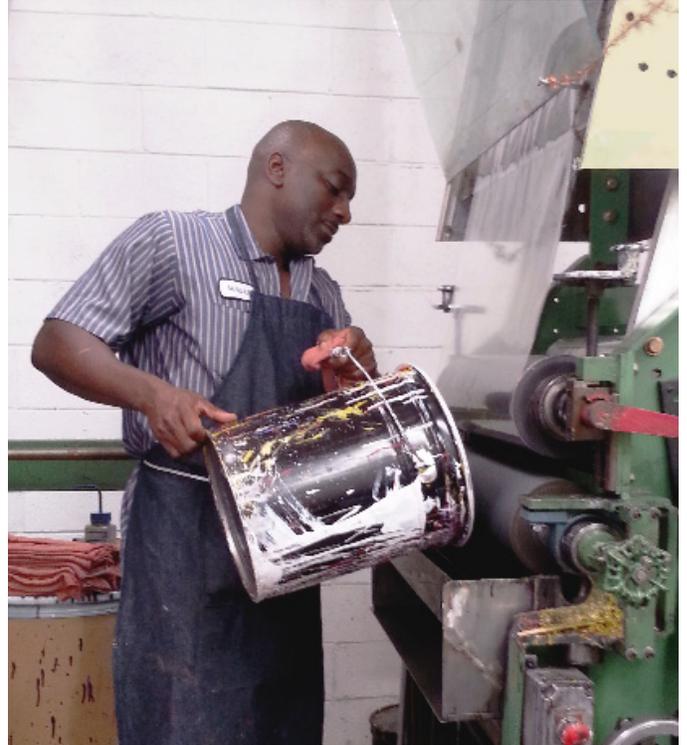
HCL is one of the fastest-growing technology companies in the world.

Business Success Stories

Tyrone Walls, Centralina Workforce Development Board

Thanks to the OJT program through the Statesville local workforce office, Tyrone Walls was hired as a coating mixer by Mooresville-based CarMel Industries.

Walls had been underemployed in a part-time position; he had performed custodial work for six years. He had a high school diploma and limited transferable skills. CarMel Industries was looking for a coating mixer—an OJT position. Walls proved to be the top candidate for the job, because he displayed a positive, teachable attitude and a strong desire to learn new skills.



Tyrone Walls pours coating into a mixer at CarMel Industries in Iredell County.

The coating mixer position was specialized and technical in

nature, so Walls received 920 training hours funded by the OJT program to allow him to be proficient in his new role. He successfully completed his OJT contract in April 2014 and remains employed on an unsubsidized basis—one of the goals of the OJT program. As of June 2014, Walls continues to perform well and thoroughly enjoys his new role. Walls' co-workers at CarMel speak very highly of him, and his managers are pleased to have him on their team.

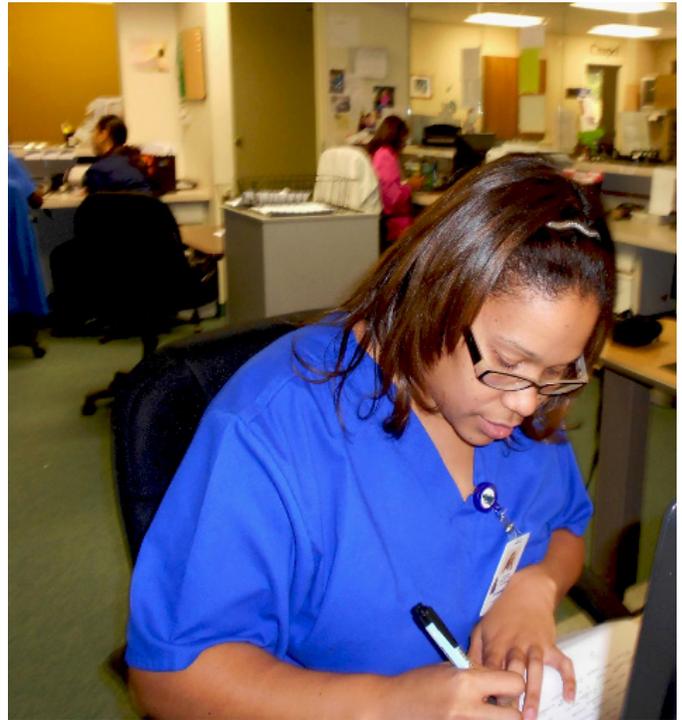
Through the OJT program, Walls was given much more than a job—he was given a career in which he continues to acquire and build upon new skills and, most importantly, is able to provide support for himself and his family. CarMel is also pleased with the OJT program, and the company will continue using it to find and train quality applicants.

**Walls proved to be
the top candidate for the job.**

The Davidson Medical Ministries Clinic (DMMC) is a non-profit organization that provides health-care services with a focus on the under- and uninsured citizens of Davidson County. DMMC has been faced with many challenges over the past couple of years due to the changing landscape of the health-care industry, both on a State and federal level. The clinic has remained committed to serving residents and was able to save money by partnering with DavidsonWorks.

During PY 2013, DavidsonWorks helped DMMC recruit new employees, including a pharmacy technician and a bilingual front office assistant. The clinic has also benefited from the OJT program, which helped the clinic reduce training costs for new hires or current employees by more than \$5,000.

The clinic also serves as a Work Experience site for several job seekers. The clinic staff have learned the value of the program and gladly mentor participants, who have gained confidence and skills in a real-world setting. Through recruitment, OJT, and Work Experience, the clinic and DavidsonWorks have forged a partnership that serves as a great example of how employers and workforce development can work together to leverage resources and share successes.



The Davidson Medical Ministries Clinic has benefitted from OJT training and serves as a Work Experience site.

DMMC and DavidsonWorks have forged a great partnership.

Workforce Development Services

A number of workforce development services are administered through North Carolina's twenty-three Workforce Development Boards and delivered to job seekers and employers through local workforce offices in their respective areas. The N.C. Workforce Development Training Center ensures that boards and career center staff receive the training and professional development needed to meet the demands of the populations served throughout our State's workforce delivery system.

Workforce Development Boards

North Carolina has twenty-three Workforce Development Boards (WDBs), serving all 100 counties in the State. WDBs are charged with planning, overseeing, and coordinating local workforce initiatives, including the local workforce office(s) in their areas. Appointed by local elected officials, WDBs are comprised of individuals representing business and industry, economic development agencies, community-based organizations, educational agencies, vocational rehabilitation agencies, organized labor, public assistance agencies, and the Public Employment Service. A majority of the members represent local area businesses.



Division of Workforce Solutions

North Carolina's Career Center System



In partnership with local WDBs and State and local agencies, the Division and the Commission oversee the workforce delivery (career center) system. Career centers are the primary touch points that direct job seekers, workers, and employers to employment and training services. Each career center is staffed by State and agency partners who work together to meet customer needs.

In 2013, Session Law 2012-131 was passed and expanded the responsibilities of the Commission. The law required the Commission to both set the criteria and standards for the State's Career Center system and review and revise the Memorandum of Understanding (MOU) among State partners within this system. A task force of Commission members and an advisory group of workforce agency representatives was assembled to meet those charges.

In May 2013, the Commission approved a revised MOU that established areas of collaboration and new criteria for quality service. The MOU took effect July 1, 2013, and the new criteria was used to certify NCWorks Career Centers during the 2013-2014 fiscal year. North Carolina is improving how workforce services are delivered through an integrated services delivery approach that focuses on cross-training staff, enhanced partnerships, and a focus on customer service. Integrated services delivery will better serve the State's citizens and businesses by responding to customer needs, not just program requirements.

The Dislocated Worker Unit continued to publish *The Rapid Responder* e-bulletin, which highlighted demonstration grants targeted for Dislocated Workers and the long-term unemployed,



State and local community resources, career/resource fairs, and effective rapid response service strategies from around the state. The newsletter also featured articles on the employment and training programs and services available to veterans.

The Dislocated Worker Unit also continued to promote EZ Link, the customized web portal that provides access to employer separation benefits and worker transition information. In partnership with the Greensboro/High Point/Guilford Workforce Development Board, EZ Link is providing transitional planning help to 264 workers of Steelcase in High Point who were impacted by a facility closure scheduled for completion in February 2016.

The N.C. Mobile JobLink supported 18 local area activities during PY 2013, including Rapid Response activities, job/community resource fairs, and homeless and veteran population events.

The quarterly Rapid Response Best Practices webinars continued to provide cost effective, state-wide training to field staff, partners, and other agencies. The webinars shared valuable resources and services available to transitioning workers and job seekers and featured North Carolina's Registered Apprenticeship program, the N.C. Back-to-Work Grant, Financial Resources for Homeowners, AARP's Life Reimagined web portal, and an internationally acclaimed subject matter expert on best practices for working with Dislocated Workers. Most of the webinars were broadcasted live, which allowed the audience to present their questions to the guest speakers. The webinars continue to be recorded and are posted at the N.C. Mobile JobLink website.

This Dislocated Worker Unit also produced an updated informational recorded webinar, in conjunction with the Workforce Development Training Center, to orient new staff and workforce partners to the Dislocated Worker Unit and Governor's Rapid Response. Employee Orientation Session focus groups resumed during the latter part of the year and will be an ongoing effort in light of the adoption of integrated services delivery.

Worker Adjustment Retraining Notifications Narrative

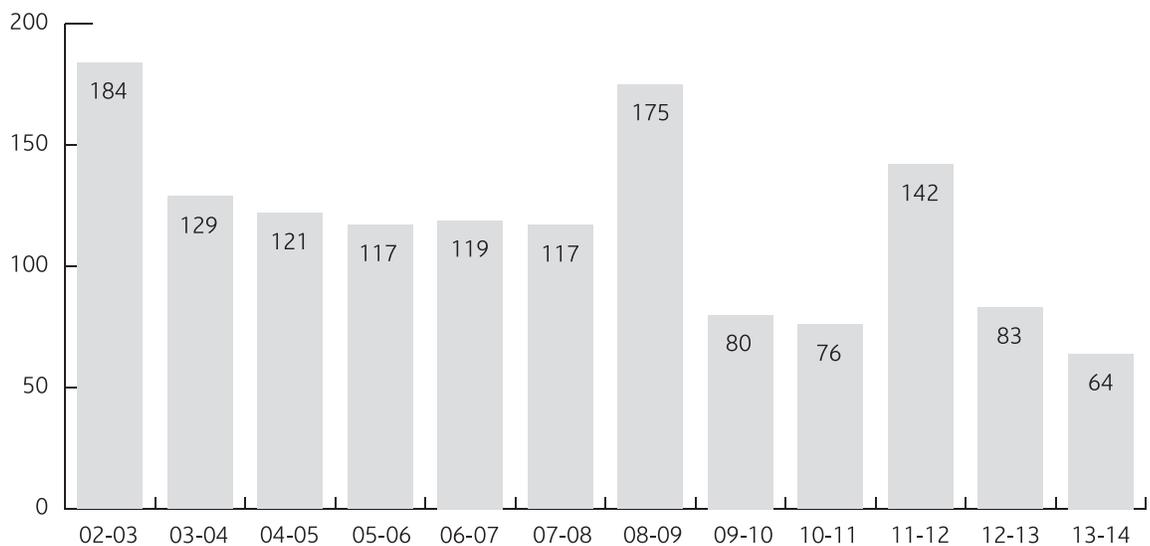
During Program Year 2013, the state's Dislocated Worker Unit responded to a total of 64 Worker Adjustment Retraining Notifications (WARN) from across the state, which covered 7,593 workers, a slight decrease from the previous program year. However, the unit increased its support to company layoffs which did not meet the WARN threshold, serving 8 company layoffs which impacted an additional 418 workers for a combined total of 72 companies and 8,011 workers. A substantial number of worker dislocations during the year were largely attributed to mass layoffs/facility closures.

In addition to the significant layoffs which occurred in the banking, fiber optics, telecommunications technology, medical device manufacturing, and customer care sectors, NC experienced job losses in the equipment maintenance, beef and poultry processing, technical support, automotive power transmission, logistics and transportation, health care services, discount retail establishments sectors, as well as NC's traditional industries of textiles, furniture and apparel.

*Table 1. WARN Notice Summary
1997-2014*

Time Period	# of WARN Notices	# of Employees Affected
97-98	110	16,905
98-99	140	22,610
99-00	108	15,110
00-01	163	27,806
01-02	203	28,172
02-03	184	24,378
03-04	129	21,479
04-05	121	16,059
05-06	117	16,465
06-07	119	18,028
07-08	117	15,366
08-09	175	25,126
09-10	80	7,683
10-11	76	8,186
11-12	142	9,437
12-13	83	9,619
13-14	64	7,597
Total	2,131	290,022

Chart below displays the number of WARN notices from PY 2002 - PY 2013



The N.C. Workforce Development Training Center's (WDTC) primary mission is to provide high-quality, affordable, easily accessible training and professional development services for North Carolina's workforce system. The center offers a variety of training options tailored to meet the dynamic needs of the state's twenty-three Workforce Development Boards, local workforce office staff, the Division, and staff of partner agencies.



The WDTC is located in a self-contained facility with two classrooms. Twenty-four laptop computers allow both rooms to be used as a computer lab, affording more versatility for visitors. The WDTC team is comprised of six diverse and highly skilled staff members who continually strive to stay current on workforce trends and issues—both at the state and national levels—and to use this knowledge to design, coordinate, plan, and facilitate training on new and relevant topics.

The WDTC provides internal staff development services and planning for the Division, helping to ensure all staff and partners are well-trained with current skills and knowledge. Staff development is offered through a combination of core workshops by professional and peer trainers, customized events requested by system partners, webinars and tutorials for easy access by larger numbers of staff, and seminars. Registrations are recorded and managed through the Training Registration and Information Network (TRAIN). This comprehensive system collects and retains client records, maintains data for easy reporting, manages event registration, and stores student transcripts.

During PY 2013, the WDTC was readily available with logistical planning of events, registration and data collection, and contracting for training services. A sample of these events are as follows: Southeastern US Business Services Representatives Forum; Veteran Services Regional Training; NCWorks Online Super User Trainings and Forums; and Integrated Services Delivery sessions.

This year the WDTC offered 168 workshops, webinars, tutorials, and other special events, serving 7,784 participants. The highlights of the year's most successful products are as follows: "The ISD Learning Map: Frontline Functions in the NC Integrated Services Delivery Model"; "Labor Market Information: Running the Numbers"; "and NCWorks Online Quick Guides".

The WDTC continues to provide workforce development professionals a globally recognized credentialing opportunity through the Career Development Facilitator (CDF) course, which was offered six times in this program year and served 165 students. The instructional format blends traditional classroom, web-based distance learning, and independent project completion. The CDF course provides a unique opportunity for workforce professionals from varied perspectives of the career field to network, share ideas and resources, and develop new partnerships to benefit the public.

Workforce Development Services

NC Workforce Development Training Center: Annual Report
And Worker Adjustment Retraining Notifications Narrative

Another successful product planned and hosted by the WDTC was the 27th annual N.C. Workforce Development Partnership Conference. This event continues to offer opportunities for attendees to participate in workshops provided by professional trainers and peers from within the state. The 2013 Conference, “Coming Together: Partners in Service Excellence”, had more than 750 attendees that included frontline staff of workforce offices, Workforce Board Directors and staff, private sector business representatives, staff and management of government agencies, and non-profit organizations. Highlights of the conference included the keynote address by nationally recognized speaker Greg Newton; a joint appearance by Governor Pat McCrory and Secretary of Commerce Sharon Decker; and the annual Governor’s Awards Banquet, at which individuals and businesses were recognized for their success in and contributions to workforce development programs.

The WDTC keeps its finger on the pulse of workforce development trends and issues. As new topics arise and training is indicated, the WDTC stands ready to identify needs, plan events, handle logistics, deliver training, and contribute to the Division’s and the workforce system’s success.

Workforce Investment Act Programs

Adult, Youth, and Dislocated Worker Narratives, Performance Tables, and Success Stories

North Carolina's twenty-three local Workforce Development Boards have a multitude of accomplishments. WIA-funded programs support adults, dislocated workers and youth, yielding successful outcomes that include gainful employment. Case management support and successful program design help North Carolina citizens build careers, not just find jobs. In addition, North Carolina engages in strong employer outreach through use of its business service representatives and team efforts. Here are some of the many North Carolina success stories from the western, central, and eastern areas of the state.

Workforce Investment Act Programs

ADULT NARRATIVE, PERFORMANCE TABLES AND SUCCESS STORIES

A total of 56,921 Adults were served in the WIA Adult program in PY 2013. Eligible Adults included individuals who were at least 18 years old, must be in compliance with the Selective Service, and needed training, help finding employment, or both. These job seekers wanted to increase their skills by earning industry-recognized credentials and/or completing education beyond high school. WIA places an emphasis on universal service, assisting job seekers and employers. North Carolina places a special emphasis on the U.S. military and seeks to connect military occupations to existing skill demands, using work-based learning opportunities, and developing an integrated seamless system of services through a one-stop approach in which service partners work together to help customers.

Adult Performance (Table B)

Program Year	Adult Entered Employment Rate	Adult Employment Retention Rate	Adult Average Earnings in Six Month
PY 2007	76.6%	85.8%	\$11,634
PY 2008	76.7%	86.7%	\$12,450
PY 2009	65.3%	84.7%	\$11,715
PY 2010	62.8%	83.7%	\$10,774
PY 2011	67.1%	84.1%	\$11,014
PY 2012	70.9%	85.8%	\$11,731
PY 2013	67.9%	86.2%	\$11,726

Cost Per Participant

Program	Total Participants	Total Cost	Cost Per Participant
Adult	56,921	\$32,644,941	\$573.51

Workforce Investment Act Programs

Brandon Bond, Mountain Area Workforce Development Board

ADULT SUCCESS STORIES: WESTERN COUNTIES

Brandon Bond came to Asheville to attend the University of North Carolina at Asheville. In 2011, he graduated with a bachelor's degree in history and since had worked in a variety of businesses, including a restaurant owned by his family. Bond was interested in brewing and was hired as a brewer trainee by Hi-Wire Brewing.



Brandon Bond used OJT to train as a brewer.

The owners of Hi-Wire Brewing heard about the OJT program and wanted Bond to participate

as an incumbent worker. Bond would train as a Level II brewer. Bond was also enrolled into a welding class at A-B Tech Community College through the WIA program. Bond successfully completed the OJT training and the welding class and is now a Level II trained brewer. He is also able to use his new welding skills at the brewery.

Bond continues to build his knowledge base and skill-sets related to brewing beer and is now fully equipped to continue in his chosen occupation.

Hi-Wire Brewing wanted to hire Bond as an incumbent worker.

Workforce Investment Act Programs

Donna Stevens, Western Piedmont Workforce Development Board
ADULT SUCCESS STORIES: WESTERN COUNTIES

A mother of two, Donna Stevens had worked as a teacher's assistant for seven years and was responsible for more than 500 children each week. Due to budget cuts, she was told her job would be temporary at best, and Stevens knew she needed to pursue more stable employment.

Stevens had previously worked as a certified nursing assistant 18 years prior to becoming a teacher's assistant, but she had never completed her goal of becoming a nurse. She took classes part-time for three years and received Pell Grants to help cover the cost of her education. She was admitted into the nursing program at Caldwell Community College, which she would begin the August after finishing her last school semester as a teacher's assistant. She applied through the WIA and found the workforce staff in her area helpful and informational. The WIA paid for her tuition for the first semester, and a Pell Grant covered the cost of her books. Recently, Stevens accepted a position as a registered nurse at Catawba Valley Medical Center, with a starting pay of \$19.76 per hour.

"I feel I can provide a more stable future for myself and my family," Stevens said. "Completing this degree has shown my children the power of hard work and it has inspired them to excel in school as well. Both the boys are honor students."



Donna Stevens chats with a patient and takes his blood pressure reading.

"Completing this degree has shown my children the power of hard work."

Workforce Investment Act Programs

Edith Jennings, Southwestern Workforce Development Board
ADULT SUCCESS STORIES: WESTERN COUNTIES

In 2005, Edith Jennings came to the United States from Mexico as a permanent legal resident and married an American citizen. Due to domestic abuse, she separated from her husband and found herself as a single mother of two young boys with only a part-time job. "It has been very hard for me to be a single mother in a foreign country with a different language," she said. "My main goal is to become self-sufficient and going back to school has been my first step to achieving this goal."



Edith Jennings working with an ESL student. Jennings earned her U.S. citizenship while in the WIA.

Jennings learned about the WIA program and was determined to succeed in the RN program, even as she overcame language barriers associated with medical terminology. She became an American citizen in November 2012, and her classmates threw her a party to celebrate the milestone she'd crossed in the middle of a demanding and rigorous program.

Jennings remained active in her community and church while she worked at Southwestern Community College as an English as a Second Language (ESL) computer lab instructor. She recently passed her N.C. Nursing Board Exam and received her N.C. Nursing License in July 2014. She continues to teach at the college and is currently applying for positions as a bilingual nurse.

"Nursing is a lifestyle, not just a career choice," she said. "My first priority as a nursing professional is to provide the highest level of the patients care at all times."

"My main goal is to become self-sufficient."

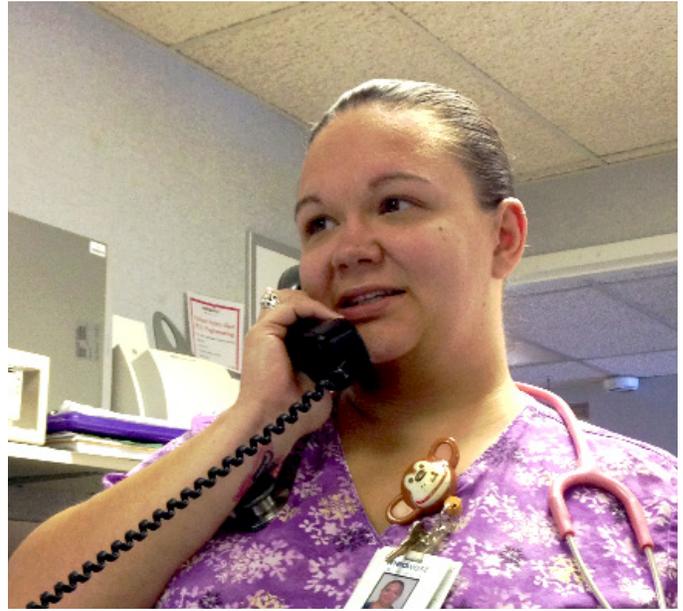
Workforce Investment Act Programs

Jennifer Mbugua, Southwestern Workforce Development Board
ADULT SUCCESS STORIES: WESTERN COUNTIES

In 2012, Jennifer Mbugua found herself being overjoyed and deeply saddened at the same time. She had been accepted into Southwestern Community College but had learned that financial aid would only cover one semester. A single mother of two with limited income, Mbugua couldn't afford to pay for the program on her own. She learned about WIA through a co-worker.

The WIA covered Mbugua's tuition, books, uniforms, supplies, additional classes, and even the cost of gas to and from classrooms and practical clinical classes. Her case manager was extremely supportive, regularly kept in touch with her, and told her she could succeed. Mbugua is now employed as a registered nurse at Harris Regional Hospital.

"If it weren't for this program, I would have never been able to make it through nursing school," Mbugua said. "This program gave me the assistance I needed to better myself. Now, I will be able to work as a registered nurse and provide for my children, and I owe it all to WIA."



Jennifer Mbugua, on-call and taking care of emergencies.

"I owe it all to WIA."

Workforce Investment Act Programs

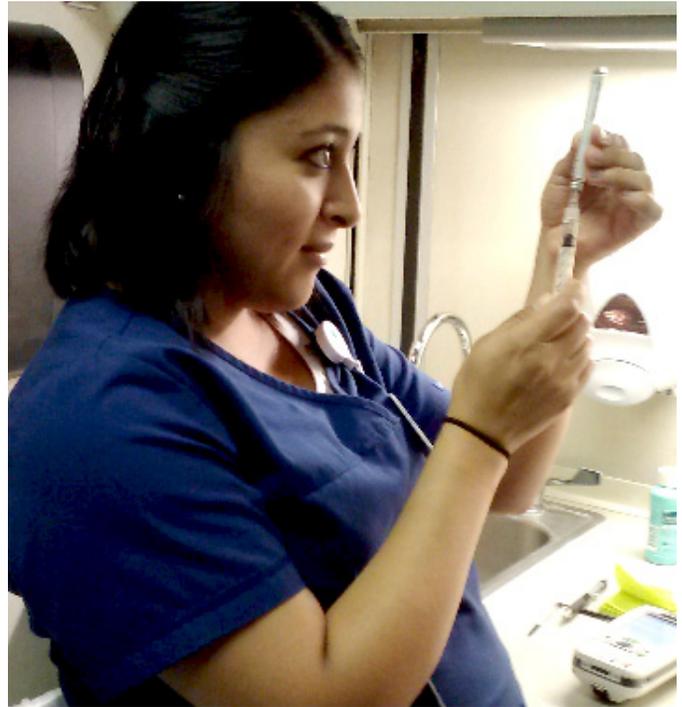
Maricsa Hernandez Vasquez, Western Piedmont Workforce Development Board
ADULT SUCCESS STORIES: WESTERN COUNTIES

When she was two years old, Maricsa Hernandez Vasquez moved with her family from Mexico to the United States. Both the cultural differences and the language barrier made it difficult to grow up in another country. Vasquez had always loved the medical field but had no role model. During her studies, math and science were very difficult for her, and she spent a lot of time away from her family life to concentrate on her studies.

Vasquez got married while enrolled in a WIA program, and both her husband and the staff encouraged her as she worked toward her goal. In May 2014, Vasquez graduated from Western Piedmont Community College

with her associate degree in nursing. Upon her graduation from college, Vasquez was part of the first generation in her family to graduate from high school and college, and she was even featured in the newspaper as an achiever and local college success.

In May 2014, Vasquez was listed with the Board of Nursing. A month later, she was employed by Valdese Hospital as a registered nurse in the Emergency Room Department.



Maricsa Vasquez prepares an injection of medicine at Valdese Hospital.

A month later, Vasquez was employed by Valdese Hospital.

Workforce Investment Act Programs

Alanzo Thomas, Capital Area Workforce Development Board
ADULT SUCCESS STORIES: CENTRAL COUNTIES

The Capital Area Workforce Development Board is a key catalyst in helping job seekers such as Alanzo Thomas find gainful employment. Thomas visited the local workforce office in Raleigh to receive help with his job search. After completing an assessment of his individual employment goals, Thomas received a grant through the WIA to go back to school.

Thomas attended Wake Technical Community College and graduated from the construction management program in May 2014. His efforts throughout the program were recognized by his college, which awarded him with a performance-based scholarship.

While in the program, Thomas secured a job with the Tammy Lynn Center, a nonprofit organization that serves people with developmental disabilities.

Thomas is the current property manager at the Tammy Lynn Center and oversees nine acres of land, six on-campus buildings, and three off-campus properties. He oversees a property management staff, the kitchen staff, as well as the housekeeping staff. His colleagues describe him as a new, passionate advocate for the developmentally disabled.



During a press conference in May, Alanzo Thomas was recognized for his accomplishments by North Carolina Governor Pat McCrory.

The Capital Area WDB is a key catalyst.

Workforce Investment Act Programs

YOUTH NARRATIVE, PERFORMANCE TABLES AND SUCCESS STORIES

During PY 2013, North Carolina served 5,934 Youth participants who were low income and had one of the six barriers identified by the WIA. A local workforce area must spend at least 30 percent of the Youth funds it receives on out-of-school Youth. Participants receive valuable exposure to mentoring, leadership development, tutoring, as well as the opportunity to participate in paid and non-paid Work Experiences such as occupational skills training and other employment services. These experiences are directly linked to a young person's academic and occupational interests and are an essential part of preparing Youth for their future careers.

<i>Cost Per Participant</i>			
Program	Total Participants	Total Cost	Cost Per Participant
Youth	5,934	\$33,171,232	\$5,590.03

Workforce Investment Act Programs

Anisha Sharp, Mountain Area Workforce Development Board
YOUTH SUCCESS STORIES: WESTERN COUNTIES

Anisha Sharp has overcome many obstacles in her life, including being homeless for most of her childhood. Despite her challenges, Sharp has pursued her goals with determination. As a participant in the Team Work program, Sharp determined a career pathway and gained valuable skills through the paid Work Experience component as she worked to complete requirements for high school graduation.



Sharp speaking! While working at her computer, Anisha Sharp takes a phone call.

Even during her participation in the Youth program, Sharp faced

serious obstacles to overcome due to her decision to drop out of high school. She decided to return to school at Madison High Early College. The WIA staff and Madison Team Work provided Sharp with a network of guidance, counseling, and tutoring. They also helped her with her transportation, food, clothing, and personal hygiene needs. Sharp received extra support through the one-on-one mentoring component. She also benefited from the WIA-funded paid work experience component of Madison Team Work. She was employed at Mars Hill Early Childhood Education Center, which led her to direct her career goals toward working with children in some capacity.

While she met all of her high school graduation requirements in June 2013, Sharp continued to attend Madison High Early College in order to take online classes through A-B Tech Community College. Currently, Sharp is in follow-up, working as a call representative at a local call center. The WIA continues to provide Sharp with support services, including attire for work and referrals to community resources.

The WIA staff and Madison Team Work provided Sharp with a network of guidance.

Workforce Investment Act Programs

Damon Greene, Western Piedmont Workforce Development Board
YOUTH SUCCESS STORIES: WESTERN COUNTIES

Damon Greene completed the 11th grade but dropped out of public school when he became a father. In June 2013, Greene enrolled in the Students Making A Right Turn (SMART) program at the age of 20. In less than two months, he completed his GED and was eligible for a Work Incentive Program.

Having worked several jobs through a temporary service in the past, Greene had some marketable job skills. Because of his aptitude, positive attitude, and the ability to pass a drug test, he was one of the first two students to be placed at Blue Ridge Harley-Davidson in August 2013. His supervisors described him as a quicker learner with

a positive attitude and work ethic, and they asked Greene to apply at the Blue-Ridge Harley Davidson. Greene was successful in the Work Incentive Program and was placed in a Work Experience program at Sherrill Furniture in September 2013. After his final evaluation, Greene was hired in November 2013.

Greene wants to own his own garage and become a motorcycle mechanic. Until then, he remains employed at Sherrill Furniture, with plans of enrolling in upholstery classes at Catawba Valley Community College. By completing these classes, Greene will become more marketable and increase his chances of promotions.



Damon Greene works with machinery and upholstery in his job at Sherrill Furniture.

**In less than two months,
Greene was eligible for the WIP.**

Workforce Investment Act Programs

Lumber River Job Training Consortium

YOUTH SUCCESS STORIES: CENTRAL COUNTIES

As part of an effort to increase financial literacy, the Lumber River Youth Council held its Seventh Annual Real World Summit on June 17, 2014, at Hoke County High School in Raeford. The summit teaches independent living skills to young people, ages 16-21, through a one-day simulation of the real world. This year's theme was titled, "Life is a Challenge, Meet It!"

During the morning session, youth attended four workshops: Insurance, Money Management, Budgeting, and Credit Counseling. After lunch, participants entered into the Real World simulation, in which they each received an education level and salary. Participants created a budget based on their "income" that included every-day expenses, such as food, utilities, rent, clothing, and student loans, as well as uncontrolled life experiences—a "Life Event" and a "Surprise." Since their expenses could not exceed their incomes, participants had to determine the importance of wants as opposed to needs.

At the end of the day, the youth participants completed an evaluation of the day's activities. One young person said the sessions had "enlightened" them. One participant wrote that the simulation "showed me wants aren't everything." Another young person wrote that they had "learned the importance of having good credit." When asked if they would refer other teens to the simulation, one participant responded, "Yes, because our generation blows money like it is nothing. Attending this event would show them a better way to spend money."

The simulation is one example of the ways that the Lumber River Youth Council is enabling young people to become successful in their education, workplaces, and communities. More than 90 WIA participants from the Lumber River local area—including Bladen, Hoke, Richmond, Robeson, and Scotland counties—attended the event.

**The Lumber River Youth Council enables
Youths to become successful.**

Workforce Investment Act Programs

Gina McCormick, Centralina Workforce Development Board

YOUTH SUCCESS STORIES: CENTRAL COUNTIES

When Gina McCormick enrolled in the Centralina Workforce Development Board-funded WIA Youth program through the Resource Development Center (RDC) in Stanly County, she was admittedly at “loose ends.” Already a high school graduate, McCormick’s basic skills were very strong. But she lacked confidence, focus, and was reluctant to commit to further education until she knew what career path she would choose.

From the start, McCormick was a regular at RDC’s “Skills to Pay the Bills” workshops and she attended all Youth summits and Youth Council meetings. She was especially influenced in one of Bill Franklin’s sessions, “Stimulating Young Minds.” She connected to the messages on how a person responds to conflict, how to solve problems, and what to do when life causes you to stress.

McCormick began to have those “light bulb” moments about her future! Was there a possibility of choosing a career path that could involve something she’d actually love to do? With the help of career assessments and counseling provided by the staff at RDC, McCormick began to imagine that she could turn her love of animals into an actual career.

The Youth development specialist helped coordinate a paid Work Experience opportunity for McCormick at Wag’n Tails in Albemarle, where she groomed, bathed, pampered, and preened the dogs that were brought in each day. She completed her Work Experience and received excellent reference. McCormick applied for and got a job at Pet Sense where she works and she loves it! Currently, McCormick is assuming assistant manager responsibilities and expects to continue to achieve career growth with Pet Sense.

McCormick worked for Youth services at RDC, and these workforce services rewarded her with the tools that made it possible for her to become successful.



Gina McCormick, assistant manager at Pet Sense in Albemarle, informs a customer about the product they are purchasing.

These workforce services made it possible for McCormick to become successful.

Workforce Investment Act Programs

Jeremy Morris, Centralina Workforce Development Board

YOUTH SUCCESS STORIES: CENTRAL COUNTIES

Jeremy Morris, 17, is a second-semester freshman at Rowan-Cabarrus Community College in Salisbury. In May 2013, Morris enrolled in the WIA Youth program through the Salisbury-Rowan Community Action Agency (SRCAA).

Morris was very timid and shy. He was viewed as an outsider with his peers, and so he entered the Career Education Training Service Program through SRCAA. His goal was to complete his GED in less than a year.

The program proved to be the right environment for him. Through leadership development sessions, limited internships, confidence-building activities, and daily encouragement, Morris became one of the best students to enter the program. He set high standards for his fellow classmates. He earned a certification in Occupational Safety and Health Administration (OSHA) and his Career Readiness Certification. He completed the GPS to Success course offered through the community college and Computer Fundamentals. Morris has participated in Work Experiences, and his job evaluations state that he is a strong individual with exceptional work ethics and spectacular attendance and attitude. In December 2013, Morris earned his GED.

On March 20, 2014, Morris enrolled into the mini semester offered through the community college to study automotive technology. He is excelling in the program, having completed the past semester with exceptional grades. Morris has accepted himself and is an excellent example of the WIA program.

Morris is an excellent example of the success of the WIA program.

Workforce Investment Act Programs

Stephen Nelson, DavidsonWorks Workforce Development Board

YOUTH SUCCESS STORIES: CENTRAL COUNTIES

In May 2013, Stephen Nelson entered the Get REAL Program to earn his adult high school diploma. Get REAL is an alternative high school for students who haven't been successful in other schools and is offered through a partnership between DavidsonWorks and Davidson County Community College.

Nelson and his family had just moved from New Hampshire to North Carolina. In New Hampshire, Stephen had been home schooled and needed 24 credits to graduate when he enrolled in Get REAL. Nelson worked diligently every day to meet his goal. While working on his diploma, Nelson met with the WIA career development consultant and talked about his progress in the adult high school and General Education Diploma programs.

Nelson's Test of Adult Basic Education (TABE) scores were high enough to start working on the Pre-GED test. At the same time, Nelson began a Work Experience at the Lexington YMCA in July 2013. In the following weeks, Nelson began taking the Pre-GED test and was able to pass all of tests with high scores. In October 2013, Nelson graduated from Get REAL with his GED. Nelson began taking classes at Davidson County Community College in the spring of 2014, where he is sponsored by DavidsonWorks.

Nelson met with a WIA career development consultant.

Workforce Investment Act Programs

Dearian Belle, Durham Workforce Development Board

YOUTH SUCCESS STORIES: CENTRAL COUNTIES

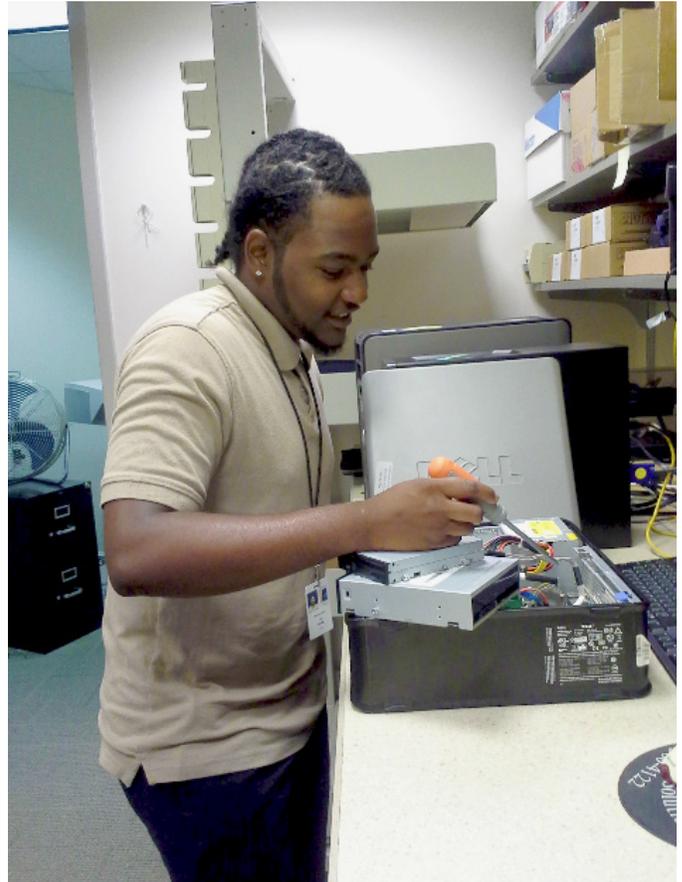
Dearian Belle has faced many educational challenges growing up. Belle's mom was a single parent who guided and directed him to complete his education despite his decision to drop out of school in the ninth grade. He knew he had to go back to school in order to achieve his goals. After reviewing the options available to him, he decided to attend the GED program at Durham Technical Community College (DTCC). Belle was unsuccessful during his enrollment in the program, so he made the decision to pursue his diploma at another school.

In 2012, Belle was referred to the Durham Youth Employed and Succeeding (DYES) program. After being issued the TABE test, he was referred to the Achievement Academy of Durham's Pre-GED program. While in the program, he increased his basic skills levels

in both reading and math, promoting him to the GED level. In December 2013, Belle graduated from the Achievement Academy of Durham and received his GED.

Upon completion of his GED, Belle decided to pursue the opportunity of working in the Computer Technology field. Federal funding through the WIA has provided Belle with an opportunity to work at the City of Durham Technology Department. As an intern in the Technology Department, he quickly began to exhibit a great depth of interest, competence and passion for computers.

On July 1, 2014, he was offered a permanent position with the City of Durham Technology Department. In August 2014, Belle will attend the DTCC associates of science program in computer technology. His success has been an example for his peers and colleagues. Belle is an excellent example of how WIA can support Youth on their education and career pathways.



Dearian Belle examines computer hardware with a screwdriver for his job at the Technology Department for the city of Durham.

Belle knew he had to go back to school to achieve his goals.

Workforce Investment Act Programs

Tevin Short, Kerr-Tarr Workforce Development Board

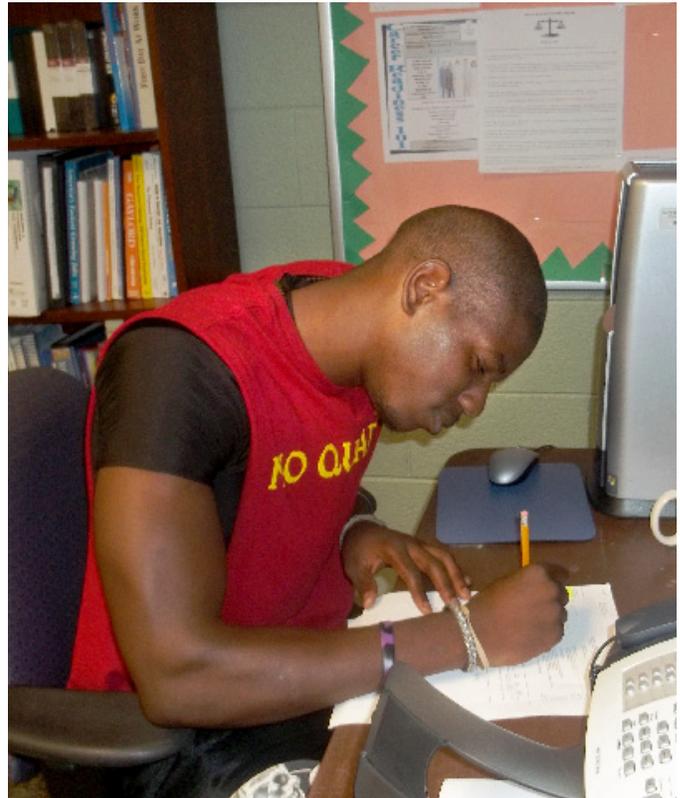
YOUTH SUCCESS STORIES: CENTRAL COUNTIES

Tevin Short was 19 years old when he first learned about the Youth program at Piedmont Community College (PCC). He was a ninth-grade dropout attending General Education Diploma (GED) classes on the college campus. Enrolling in the Youth program would prove to be a vital step for Short to get his life back on track.

Short had a history of bad behavior and poor academic success in school. He often found himself in trouble and suspended from attending class. The combination of poor attendance and negative peer pressure was a catalyst for him dropping out. During his time away from school, he made a string of bad choices. He allowed the positive relationships in his life to dissolve, and he replaced them with dangerous ones. He became involved in illicit activities and found himself linked with gang activity.

Eventually, Short decided that an education was necessary for a successful future. He enrolled in GED classes but failed his GED test on his first attempt. Short was extremely discouraged when he turned to the youth program at PCC, as he was trying to rebound from academic challenges, low self-esteem, negative influences, and a series of bad choices.

With guidance, academic help, and the comprehensive support of the Youth program, Short achieved his goals. He earned his GED and secured full-time employment with a company he interned with through the Youth Summer Jobs program. Short regained his confidence and self-worth and became a true success.



Tevin Short proudly completes his Fall 2014 class schedule to enter college.

Enrolling in the Youth Program would be a vital step for Short.

Workforce Investment Act Programs

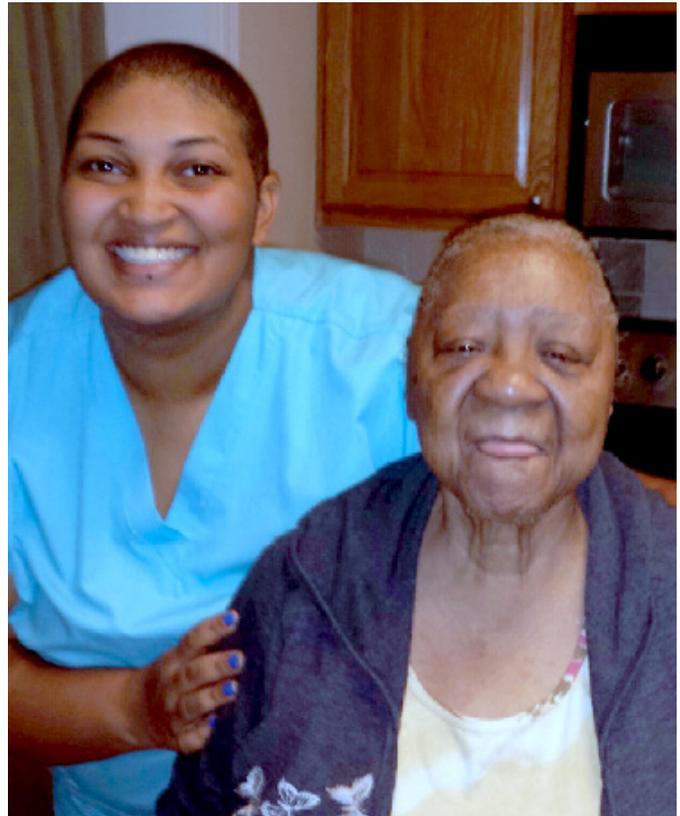
Tia Hayes, Regional Partnership Workforce Development Board

YOUTH SUCCESS STORIES: CENTRAL COUNTIES

Tia Hayes visited the Alamance Building Futures Youth Center to increase her job skills and enhance her job prospects, with an additional goal of eventually obtaining a personal residence for herself and her son. By working with the Regional Partnership Workforce Development Board, Hayes learned that she was eligible for the Youth program. She enrolled in the program, with the goal of becoming a certified nurse assistant (CNA).

Through the youth center, Hayes was extended the opportunity for educational retraining in the nursing assistant program at Alamance Community College. She excelled in both her class work and Work Experiences provided by the WIA program. She earned her CNA certification in July 2013 and also obtained her Silver Career Readiness Certification (CRC). In November 2013, Hayes became gainfully employed with the Alamance Health Center.

Hayes has graciously served as an advocate for other Youth participants in sharing her inspirational experiences in life, from her education to employment.



Through the Youth program, Tia Hayes received the tools she needed to become a certified nurse assistant.

Hayes served as an advocate for other Alamance WIA Youth participants.

Workforce Investment Act Programs

Dominique Staton, Triangle South Workforce Development Board
YOUTH SUCCESS STORIES: CENTRAL COUNTIES

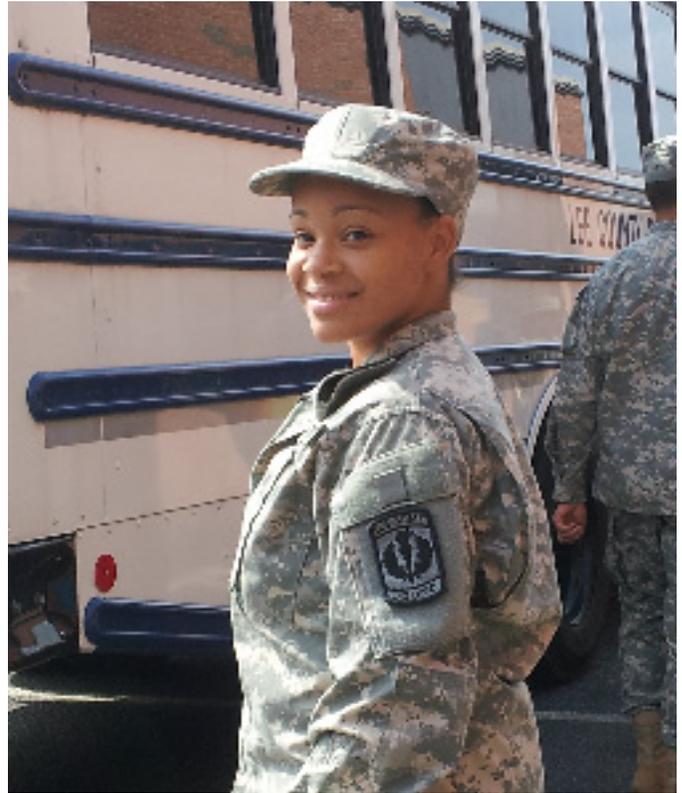
Dominique Staton was referred to the Youth program by her school counselor and the Juvenile Court counselor of Lee County. As a result of skipping school, vandalism, and fighting, Staton was required to pay restitution in 2011. Both counselors agreed that the Youth program would be a great way for her to stay out of trouble, develop her social skills, and gain valuable work experience.

During her time at the Lee County Department of Youth and Family Services, Staton gained the work experience needed to compete in today's job market. She completed three unpaid Work Experiences during the summers of 2011, 2012, and 2013, and she attended various enrichment activities in an effort to reach her employment goals. As a result, she has gained valuable leadership experience and several employment skills that she can use both now and in the future.

Staton's transition extended beyond the program's activities and into her high school and social life. She stopped skipping school and instead joined the track, step, and volleyball teams. She joined the ROTC and served as an assistant to the program commander. She also volunteered with the Lee County Library and Lee County General Services, served as a candy striper at Central Carolina Hospital in Sanford, and spent some time as a model.

Staton graduated from high school in June 2014 with a 3.9 GPA. She has both honors and Advanced Placement classes listed on her resume. After she graduated, Staton enlisted into the U.S. National Guard and plans to use the educational benefits earned through her service to pay for her dental science degree at the University of North Carolina at Chapel Hill. Her plan is to become a maxillofacial surgeon.

Staton believes that the support and the opportunities given to her through the Youth program motivated her to do better in school, avoid trouble, and have higher expectations of herself.



Dominique Staton, member of the U.S. National Guard, boards a bus with her colleagues.

The Youth program motivated Staton to have higher expectations of herself.

Workforce Investment Act Programs

Joseph Whitney, Northeastern Workforce Development Board

YOUTH SUCCESS STORIES: EASTERN COUNTIES

In May 2012, Joseph Whitney earned his diploma and Nurse Aide (NA) I certification. He decided to continue his education at Beaufort County Community College; his placement scores, however, required at least two semesters of remedial math and reading classes. Whitney enrolled in the Youth program to improve his basic skills and overcome the financial burden of traveling from Hyde to the community college on a daily basis.

While enrolled in college, Whitney gained employment with two local agencies as an NA I. Through his determination and perseverance, he completed his first semester with all As and a B and was ready for his first college biology class, which he planned to take while finishing his remaining remedial classes. Whitney was dual enrolled in the Youth and Adult programs.

Despite his strong efforts, Whitney had difficulty completing his biology requirements, so he decided to pursue his NA II, with the goal of acquiring his Licensed Practical Nurse in the future. He enrolled in the NA II class at the community college in October 2013 and successfully completed the course with an A in March 2014.

Since completing the NA II class, Whitney has been able to purchase a 2014 Honda Sedan; an apartment in Greenville, N.C.; gain full-time employment as an NA II with Vidant Hospital, making over \$11.00 an hour; and maintain part-time employment with the nursing home. Whitney's success is the direct result of his efforts and the assistance provided through the WIA.

Whitney's success is a result of the WIA Youth program.

Workforce Investment Act Programs

Nalacia Whittaker, Northwest Piedmont Workforce Development Board

YOUTH SUCCESS STORIES: WESTERN COUNTIES

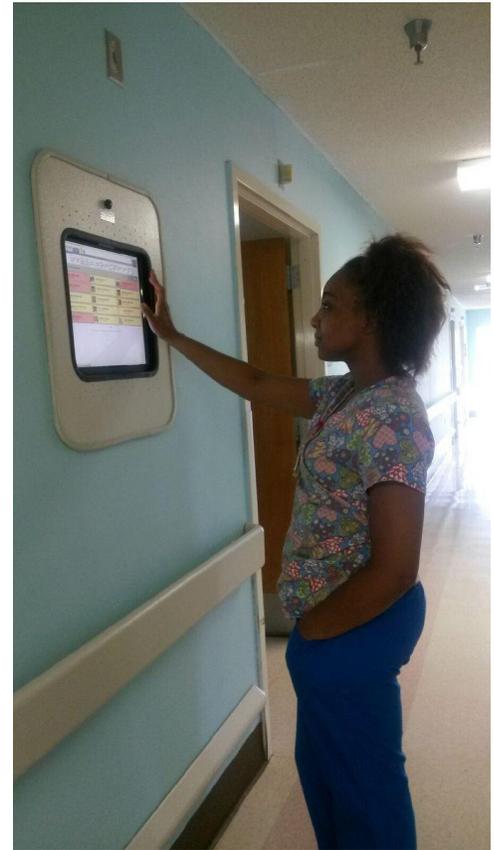
Nalacia Whittaker enrolled in WIA on June 10, 2013. With the support and assistance from the WIA staff she became fully engaged in preparing to meet her one and only goal: to immediately find a job to support herself and her one year old daughter, Jada. Whittaker wanted to set an example as someone who can overcome barriers and become a productive member of society. Whittaker sacrificed and faced a few challenges along the way. Her concerns were the care of her young daughter and not having reliable transportation. After sharing her goals with her family, she was excited that they would support her efforts. Whittaker's mother loaned her vehicle, and her best friend watched her daughter.

After attending a WIA development leadership class and receiving counseling services supporting post-secondary education and career goals, Whittaker came to the decision that she did not want "just a job," but she wanted to continue her education at Rockingham Community College to attain a certified nursing certification that would help her to become self-sufficient and have long term employment in today's workforce.

With the support of WIA services, Whittaker, successfully obtained her CNA certification on November 21, 2013. Whittaker is currently working full-time as a certified nursing assistant and has made a long term goal to continue her education with an interest in massage therapy.

Whittaker has been gainfully employed as a certified nursing assistant at Jacob's Creek Nursing & Rehabilitative Center in Madison, NC, since January 21, 2014. She works full-time and earns \$8.50 an hour, with an opportunity to work overtime as needed. The company provides low-cost medical, dental, and vision benefits. Whittaker receives in-service training periodically to help assist her with her job duties. Nalacia enjoys working with her co-workers and caring for her patients.

Whittaker continues to work with the WIA staff to gain support and guidance counseling services that will assist her in accomplishing her educational and career goals.



Nalacia Whittaker checks a patient chart at Jacob's Creek Nursing & Rehabilitative Center in Madison, NC.

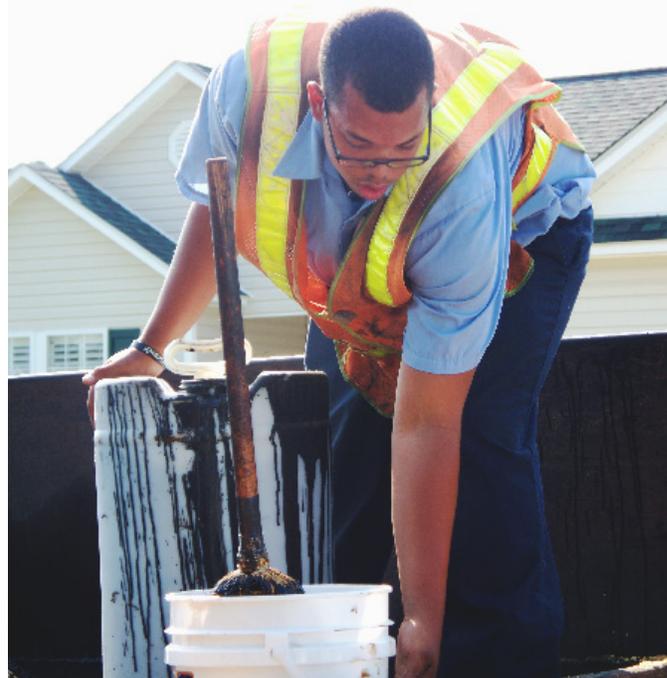
Whittaker came to the decision that she did not want "just a job".

Workforce Investment Act Programs

Anthony Tyson, Region Q Workforce Development Board

YOUTH SUCCESS STORIES: EASTERN COUNTIES

In September 2012, Anthony Shane Tyson joined the Beaufort County Youth@Work Program, located in the Beaufort County local workforce office and sponsored by Telamon Corporation. He was 17 years old, unemployed, and a high school dropout with no work history. He also had a speech impediment, which presented an additional obstacle to finding employment. When Tyson came into the program, he was very shy about speaking in front of others. He gained confidence after participating in leadership development and group activities.



Anthony Tyson now works for the City of Washington's Public Works Department.

Tyson used the CRC/Work Keys remediation component to increase his reading and math level. He enrolled into General Education Diploma classes at Beaufort County Community College and earned his GED in April 2013. Tyson then enrolled in Commercial Drivers License training and received a CDL Permit. In August 2013, Tyson entered work experience with the City of Washington Public Works Department. He did an excellent job and received high praise from his supervisors. In March 2014, he was hired full time as a Maintenance Worker I.

Tyson is currently attending community college to earn an associate's degree in welding. He is working towards his long-term goal to become a welder and also towards his secondary goal to become a truck driver. His determination, dependability, good work ethic, and constant strive to improve and better himself has helped him overcome many obstacles. He is now on the path to success and has a bigger vision for the future.

Tyson gained confidence after participating in WIA leadership activities.

In PY 2013, North Carolina served 6,191 Dislocated Workers in the WIA Dislocated Worker program. Eligible job seekers included individuals who were laid off, received a layoff notice, and are no longer self-employed due to a natural disaster or economic conditions, as well as displaced homemakers. Workers in today's labor force are at an advantage when they are capable of doing multiple jobs. Using Federal WIA Title I funds and other leveraged resources, the local workforce areas supported programs and activities that helped workers upgrade their skills, maintain their technical expertise to meet the demands of new and existing businesses, and reconnect to the workforce. These activities increased employment, provided higher earnings, improved educational and occupation skills, and promoted a more competitive business market.

Table E: Dislocated Worker Performance

Program Year	Dislocated Worker Entered Employment Rate	Dislocated Worker Employment Retention Rate	Dislocated Worker Average Earnings in Six Months
PY 2007	76.6%	85.8%	\$11,634
PY 2008	76.7%	86.7%	\$12,450
PY 2009	65.3%	84.7%	\$11,715
PY 2010	62.8%	83.7%	\$10,774
PY 2011	67.1%	84.1%	\$11,014
PY 2012	70.9%	85.8%	\$11,731
PY 2013	80.4%	90.1%	\$15,137

Cost Per Participant

Program	Total Participants	Total Cost	Cost Per Participant
Dislocated Worker	6,161	\$28,950,878	\$4,699.06

Workforce Investment Act Programs

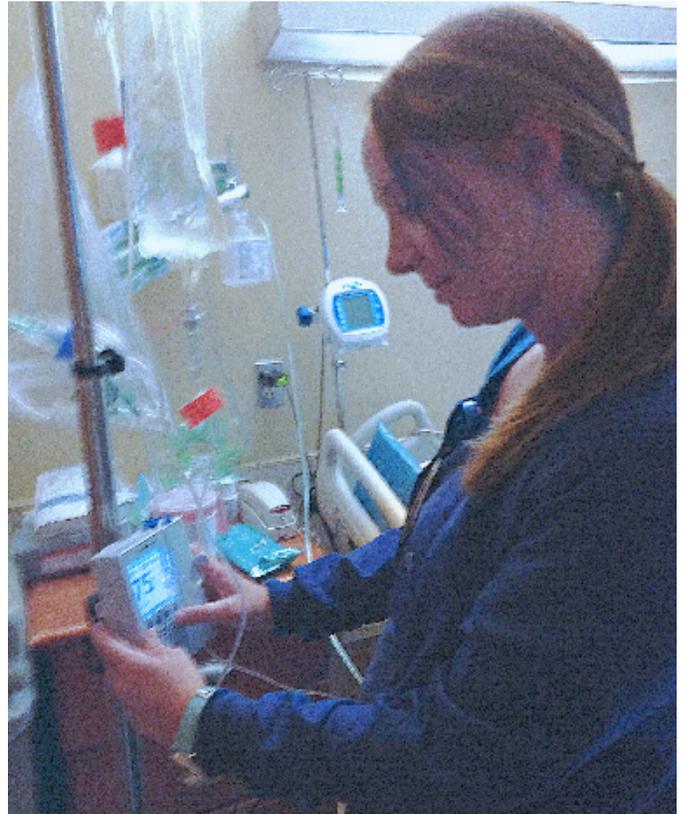
Melinda Fox, High County Workforce Development Board

DISLOCATED WORKER SUCCESS STORIES: WESTERN COUNTIES

In October 2009, Melinda Fox enrolled in WIA after losing her job as a part-time cashier/manager. She had always held lower-wage jobs that were not enough to support her family. As a married mother of three children, she wanted to obtain the skills necessary to gain employment that would allow her to support and provide for her family.

Fox completed phlebotomy training in January 2010. She enrolled in the licensed practical nursing program at Mayland Community College and completed it in July 2012. Fox then started her associate of applied science degree in nursing through the advanced placement program at the community college. In May 2014, she completed her registered nurse degree and immediately began to work full

time in the Neuro/PCU step-down unit at the Johnson City Medical Center. She works the night shift, making \$22.00 per hour, and is considering several options for earning her bachelor of science degree. She now has security in the fact that she will always have the skills necessary to support and provide for her family.



Melinda Fox checks a patient's blood pressure and IV monitor while on duty at the Neuro/PCU Step Down Unit at the Johnson City (Tennessee) Medical Center.

The WIA helped Fox gain the necessary skills to provide for her family.

Workforce Investment Act Programs

Gregory Meece, Mountain Area Workforce Development Board

DISLOCATED WORKER SUCCESS STORIES: WESTERN COUNTIES

Gregory Meece served for 13 years in the U.S. Coast Guard and received training in all aspects of boat operation and maintenance for search and rescue. After an honorable discharge, he worked in food service management and, later, in trucking. Ready for a change, Meece moved to Hendersonville from Greensboro to work in a kayak manufacturing facility. What he thought would be a long-term job was shortened by an unexpected lay-off.



Meece builds a fixture to hold the prototype of a new product that is ready for field testing.

Meece visited the veterans' representative at the Hendersonville local workforce

office and was introduced to the business service representative. Meece was interested in using his mechanical, business, and supervisory skills but was unable to find employment due to his limited experience in manufacturing. The specialist referred Meece to Damp-Chaser, a manufacturer of piano dehumidifiers that needed help with production and maintenance. Meece was interested in the cross-functional position. He applied for the job and was offered the position through the OJT program.

Meece proved to be a great addition to Damp-Chaser due to his transferable knowledge of mechanics, electrical systems and trouble-shooting, and his interpersonal and leadership skills. During his training, Meece was recognized for his outstanding performance and was given a wage increase. Meece continues to contribute to his employer's success, helping lay the foundation for his future plans.

Meece was recognized for his outstanding performance.

Workforce Investment Act Programs

Jason Wilson, Southwestern Workforce Development Board

DISLOCATED WORKER SUCCESS STORIES: WESTERN COUNTIES

In 2011, Jason Wilson was laid off from the N.C. Department of Transportation and found himself at a crossroads in life. He learned about the Dislocated Worker program and enrolled in December 2011. Wilson decided to pursue the electronics engineering program at Southwestern Community College.

While in training, Wilson was a member of the National Technical Honor Society and Phi Theta Kappa Honors Fraternity. He made the Dean's List every semester. Wilson participated in a work study, during which he worked for Ron Poor, an electronic engineering tech instructor.

During his work study, Wilson often graded papers for Poor and helped organize the classrooms. During one semester, he created a purchase order for lab items that were needed, acquiring valuable work experience.

In December 2013, Wilson graduated with honors with an associate's degree in electronics engineering. He was hired before graduation and began working as a maintenance technician in Georgia.



Jason Wilson started a \$50,000+ a year job right out of school.

Wilson was hired as a maintenance tech before graduation.

Workforce Investment Act Programs

JB Parker, Centralina Workforce Development Board

DISLOCATED WORKER SUCCESS STORIES: CENTRAL COUNTIES

JB Parker was a dislocated worker after having worked as a custodian for Weddington High School for two years. For nearly 70 years, he had been working; losing his job because of budget restraints was unfamiliar territory. Parker was concerned he would have problems finding work due to his self-proclaimed barriers: he was both an Army Veteran and an older worker. Parker knew he could still be a functioning member in today's workforce because he still possessed employable skills such as driving trucks, metal working, and custodial skills.



JB Parker works at his station at Liquid Process Systems, Inc. as a Metal Working Shop Assistant.

Parker was referred to the Union County local workforce office in Monroe for help with his job search. He met the local veteran employment representative (LVER), who referred him to one of the talent development specialists, who was able to assess his needs and develop a professional resume. Armed with new tools and a strong desire to work, Parker continued his job search.

His chance finally materialized through the outreach efforts of the LVER, who had not long ago spoke with an employer concerning the benefits of hiring veterans. After the office staff accurately and professionally assessed both the employer's needs and the client's work experience, Parker was encouraged to do an on-site visit at Liquid Process Systems Incorporated. He was given a brief synopsis of the job functions and requirements. The company also expressed a desire to hire a mature applicant, as well as a veteran. After meeting with Parker and hearing of his years of dedication to his work, the company knew he would be a perfect candidate. They offered him the position, which he accepted. Parker is currently employed as a metal working shop assistant!

The LVER armed Parker with new tools to continue his job search.

Workforce Investment Act Programs

Albeiro Loaiza, Charlotte Works Workforce Development Board
DISLOCATED WORKER SUCCESS STORIES: CENTRAL COUNTIES

Until the economic downturn, Albeiro Loaiza had worked in the engineering and construction industry in both Colombia and the United States. He sought the help of Charlotte Works and learned about the OJT grant program.

During his re-employment campaign, Loaiza contacted a friend who was employed at SEPI Engineering & Construction, Inc., a full-service civil engineering, surveying, planning and construction management firm. He mentioned that Charlotte Works could provide money for the company to train Loaiza. By September, SEPI offered him a job.

“We didn’t have a role for him, but [we] saw his potential and thought he would be a good fit,” said Joe Paterniti, SEPI’s assistant manager for construction engineering and inspection. “This grant was attractive in helping us train Albeiro and obtain the necessary certifications to perform construction engineering and inspection work for our client, the N.C. Department of Transportation.”

Loaiza now works on the I-485 extension project as a CE&I Tech II. He has earned certifications in erosion control, quality testing for asphalt, and concrete, soil and materials testing.

“Charlotte Works connects people with new goals and new knowledge and provides links and support,” Loaiza said. “When you provide jobs to people, you provide happiness. And that’s more important than money, because when you have a job, you have hope.”



Albeiro Loaiza had been unemployed for a year when he came to Charlotte Works and learned about the On-the-Job Training grant program. He landed at a construction company as an inspector.

“When you provide jobs to people, you provide happiness.”

Workforce Investment Act Programs

Sharon Turner, Northwest Piedmont Workforce Development Board

DISLOCATED WORKER SUCCESS STORIES: WESTERN COUNTIES

In July 2011, Sharon Turner sought the services of the Northwest Piedmont Workforce Development Board for the second time in her life. A resident of Pilot Mountain, Turner had worked with the board to go back to school in 2002 after she lost her textile job. She earned her diploma in medical office administration and was employed as an administrative assistant until she lost her job in June 2011.



Sharon Turner, secretary, prepares a grade report for the Emergency Medical Science course of study at Forsyth Technical Community College's Northwest Forsyth Center

A career facilitator for the board informed Turner of the N.C. Career Readiness Certification and its importance to potential employers. After a few weeks of practice, Turner took the test and earned her gold level certification, which increased her confidence in her chances of finding another job. She also revised her resume and was regularly kept updated on the workshops available through Mount Airy SHARE/SNAP and on jobs for which she was qualified. Turner had accepted a full-time position but, with the help of her career facilitator, obtained find full-time employment.

In April 2012, Turner accepted a position as a secretary for the Emergency Medical Science Program at Forsyth Technical Community College. "I know from experience how valuable the WIA program and Northwest Piedmont Workforce Development Board are," she said. "I honestly feel I am where I am now, in large part, due to all of their help."

"I know from experience how valuable the WIA program and Northwest Piedmont Workforce Development Board are."

Workforce Investment Act Programs

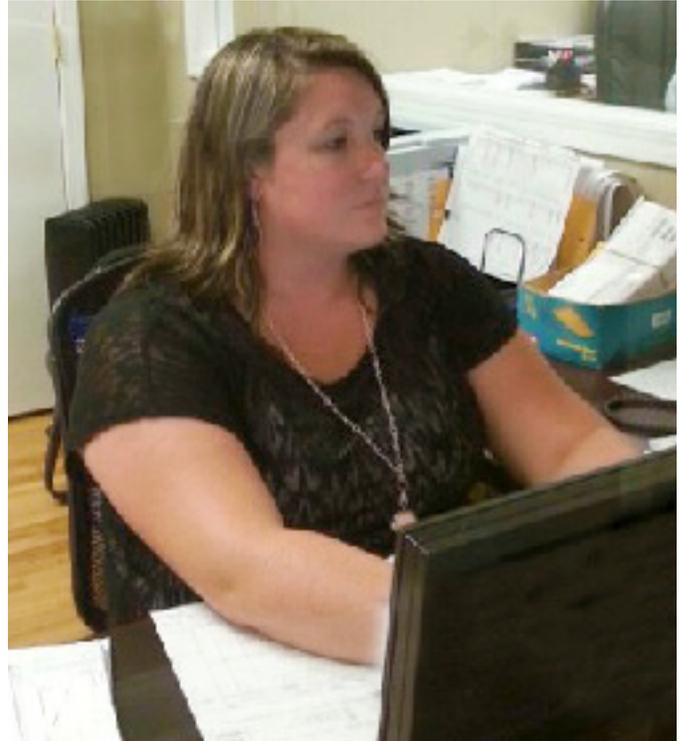
Robin Fogleman, Regional Partnership Workforce Development Board

DISLOCATED WORKER SUCCESS STORIES: CENTRAL COUNTIES

In 2012, Robin Fogleman was laid off from her job working in human resources as she dealt with the deaths of both her parents. Despite the adversity she faced, Fogleman decided, for herself and her family, to further her education. She had been unable to find suitable employment, even with good work experience that she had gained, and found herself in need of a credible credential. In summer 2012, she started the accounting program at Randolph Community College. While attending school, her instructor informed her about the WIA program and Randolph County local workforce office.

Fogleman's husband was the only employed member of her household, so it was challenging to pursue her education without financial assistance (she was ineligible for financial aid). She received financial training relief through the Dislocated Worker program in July 2012. The program sponsored the costs associated with her tuition, fees, and books. Fogleman was also hired by J.P. Thomas & Co. and joined their accounting department in September 2013, where she is still employed today.

In May of 2014, Fogleman graduated with her associate's degree in accounting. She has enrolled at Gardner-Webb University to pursue her bachelor's degree in accounting and begins classes in fall 2014.



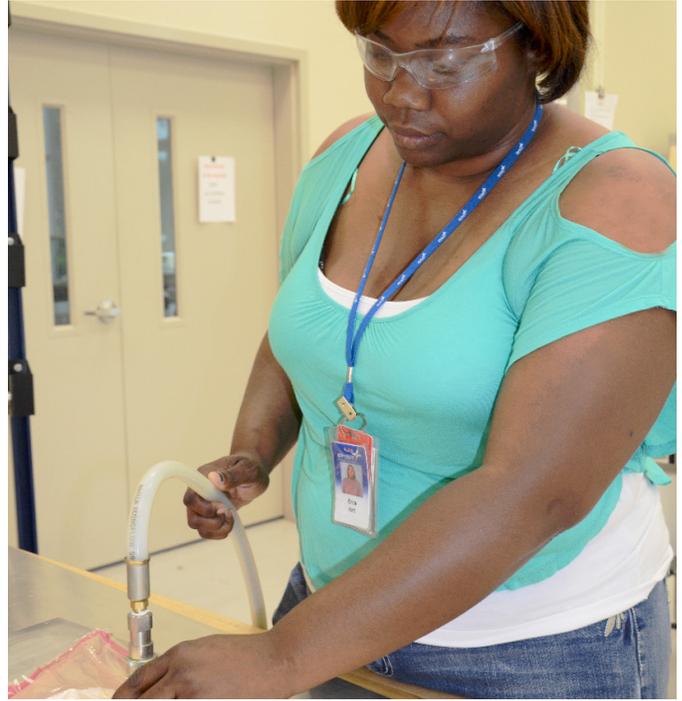
Robin Fogleman works while pursuing a bachelor's degree in accounting at Gardner-Webb University.

Fogleman received financial training relief through the WIA Dislocated Worker program.

Workforce Investment Act Programs

Erica Hart, Eastern Carolina Workforce Development Board
DISLOCATED WORKER SUCCESS STORIES: EASTERN COUNTIES

Erica Hart went to the Lenoir County local workforce office looking for a job—and built a career. After she was laid off, Hart attended the Human Resource Development’s “Get Ready to Work” course at Lenoir Community College. She completed the class and diligently continued her job search. Hart requested assistance in recognizing what she may be doing wrong and was introduced to the Dislocated Worker program. Hart worked with her case manager and discussed options for career rebuilding. She expressed a strong desire to work with Spirit Aerospace and was able to receive funding to cover her tuition and books. Hart took the aerospace manufacturing composites course in September 2013 and also enrolled in the aerospace manufacturing sheet metal course.



Erica Hart on the job with Spirit Aerospace.

Finding a job wasn’t Hart’s only challenge. She had exhausted her unemployment benefits and needed help. Her child was also on the waiting list for Head Start. Through the WIA, Hart received reimbursements for gas. Hart’s case manager asked about her daughter’s status on the Head Start waiting list; the following day, Hart was notified that her daughter could begin in the program.

In November 2013, Hart started a Work Experience: assisting the instructor of the composite class. Excited about everything she was learning in and out of the classroom, Hart perfected her craft and helped the instructor teach others. In February 2014, Hart updated her resume to include all the skills she learned from the courses and work experience. During that same month, Spirit Aerospace Manufacturing in Kinston sponsored a job fair to hire the highest-quality candidates for its company. In March 2014, Hart interviewed for a position and was hired. Her Work Experience ended on March 12; two days later, she began working for Spirit as a composite technician. Hart continues to fly high with Spirit Aerospace.

Hart worked with her WIA case manager to rebuild her career.

North Carolina State Waiver Process

The WIA provides waiver authority at Section 189(i)(4), Public Law 105-220. These waivers allow the states and local areas to have increased flexibility in how they implement reforms to the workforce development system in exchange for state and local accountability for results, including improved programmatic outcomes. For example, in order to implement Performance's Common Measures, North Carolina has an approved waiver place. The Common Measures provide a simplified and streamlined performance measurement system that is more cost effective and understandable to the local Workforce Development Boards. The Performance Common Measures for each local area are found in the tables section of this report.

Performance waiver:

The State uses the U.S. Department of Labor common employment-related measures, which include employment rates, earnings, and retention, and make the aggregate results available on the department's website. The common measures waiver allows for measuring and evaluating employment and earnings outcomes, assisting with the vital Job Driven Elements goals of accountability and transparency.

Initial training provider eligibility waiver:

This waiver allows for the aligning of public and private education and training program resources, which can help job seekers and workers earn the skills and industry-recognized credentials needed to obtain jobs.

Increase the employer reimbursement for On-the-Job Training waiver:

The State works with employers to determine local or regional hiring needs and design training programs that are responsive to job seekers. This is a key component of the State's workforce system.

This waiver allows Local Areas to offer work-based learning opportunities with employers and provide opportunities across work-based training and education programs, so individuals' efforts result in progress.

Waiver to enable Local Workforce Development Boards to expand statewide training activities by allowing up to 10 percent of local Adult and up to 10 percent of local Dislocated Worker formula funds, as described by WIA Section 133(b)(2), to be expended on Incumbent Workforce Development.

This is an opportunity for Local Areas to promote linkages to registered apprenticeships and other work-based learning strategies, including On-the-Job Training; underscore the importance of sector strategies and career pathways; and strengthen services to employers. By using this waiver, Local Areas can engage business and industry to identify skills, define skills and competencies, design programs, and develop curriculum.

Using the required elements that must be included in a waiver request, North Carolina has requested and received the following WIA waivers.

North Carolina continues to benefit from the U.S. Department of Labor's (DOL) waiver process, which allows for flexibility to enhance Local Workforce Development Area services that best meet the needs of North Carolina. The following waivers were approved for PY 2013.

A waiver to permit the State to replace the performance measures at WIA Section 136(b) with the common performance measures.

This waiver allows the State to renew its performance focus and will facilitate system integration across partner programs. The common measures provide a simplified and streamlined performance measurement system that is more cost effective and understandable to the Workforce Development Boards (WDBs). This waiver will enhance case management, customer service, and operational effectiveness, and it is seen as a continuous improvement measure that has the following far-reaching benefits and outcomes:

- Facilitates the goal of a fully-integrated workforce system
- Provides clear information to stakeholders concerning the use of public funds and return on investment
- Improves case management integration, service coordination, and information sharing
- Assists in the realignment of Youth program designs to better implement DOL's Youth vision and targeting of out-of-school youth
- Uses a single set of measures for Youth, eliminating the need to separately track younger and older participants
- Reduces labor intensive data collection

A waiver of the requirement to provide incentive grants for exemplary performance by local areas on the local performance measures.

The State was granted a waiver to waive the provisions of WIA (Section 134(a)(2)(B)(iii)) and accompanying Regulations 665.200(e)(3). Due to the congressional reduction of WIA funds to five percent, the State no longer has sufficient funds to award performance incentives. Even when it is combined with previous carry-forward funds, the annual 5-percent allotment of \$3,984,562 cannot cover annual WIA operating costs of more than \$3,800,000, as well as the integrated and financial system costs. It is also not feasible for the State to perform its required and necessary activities of oversight and monitoring of \$80 million in annual WIA allocations, along with the annual \$1 million for incentives to recognize the WDBs for their respective performances.

While not possible at this time, North Carolina hopes to reinstate performance incentives in future years if funds are available.

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

The waiver allows the State to provide an opportunity to re-enroll and be considered enrolled as initial eligible providers. This waiver also allows the State to continue with the initial WIA training providers and to offer continuity in WIA operations. North Carolina's

goal is to continue the effective and successful use of the processes for eligible training providers that have increased customer choice and the number of eligible training providers, while still ensuring accountability for quality providers.

The expected outcomes include the following:

- More efficient use of information by customers and staff by reducing unneeded data.
- Increased accountability for delivery of needed services at the State, local, and service provider levels. Greater accountability will reduce large amounts of time and resources that would be expended on implementing the eligibility process in place after initial eligibility process.
- Continued benefits to all WDBs and their customers.
- Effective use of resources, resulting in more customers served.

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

This waiver allows the increased transfer authority of up to 50 percent between local Dislocated Worker and Adult programs, providing the State with flexibility while ensuring consistency with the congressional intent regarding the level of funding appropriated for Adult and Dislocated Worker programs.

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

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

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

When workers lack needed training and businesses experience skill gaps, the company's ability to compete, expand, and retain workers can be compromised. Funded by the WIA, the Incumbent Workforce Development Program (IWDP) helps established businesses provide training and education for their workers, which may result in improved employee productivity, reduced employee turnover, and increased business competitiveness. The specific objectives of the IWDP include upgrading employee skills, increasing employee wages, providing training in portable (transferable) skills, and promoting business retention and competitiveness efforts. North Carolina has extensive guidelines and policies to address the selection criteria. Some of the guideline criteria are as follows:

- Maximum funding allowed per grant and maximum lifetime limit per company.
- Local program focus/priorities narrative (e.g., certain industry sectors, size of business).
- Program outcome measures.
- Application process.
- Applicant criteria (qualifications, eligibility, and any restrictions for the business and employees).
- Project requirements (e.g., description of training to be provided, duration of training, eligibility for individuals—age, citizenship, Selective Service registration).
- Reimbursable and non-reimbursable costs.
- Evaluation procedures.
- Layoff aversion.

The waiver benefits all WDBs and their customers—the businesses and job seekers of North Carolina—and its positive impacts include program choices based on local needs, more efficient use of resources, and flexibility for the WDBs to move funds where they are most needed.

A waiver of WIA Section 101(31)(B) to increase the employer reimbursement for On-the-Job Training (OJT).

This waiver provides a sliding scale of reimbursement to the employer based on employer size. Under the waiver, the following sliding scale will be implemented:

- Up to 90 percent reimbursement for employers with 50 or fewer employees;
- Up to 75 percent reimbursement for employers with 51-250 employees; and
- 50 percent for employers with more than 250 employees.

This waiver request has been developed in accordance with the WIA guidelines in Section 189(i)(4)(B) and the WIA Federal regulations at 20 CFR 661.420. The waiver is for use with Adult and Dislocated Worker formula funds, as well as the State's Activities funds.

As it continues to be negatively impacted by the lagging economy, the State's unemployment rate remains above the national rate. This creates an urgent need to increase the ability to implement additional programs and services that best serve unemployed workers. The waiver allows North Carolina's workforce system to continue to more effectively market OJT to support job creation while providing training and transitional employment opportunities for the unemployed.

The sliding scale increases business usage of the local workforce system by providing added incentives for employers, especially small businesses, to hire and train new workers. The sliding scale will also provide an additional marketing tool by providing attractive cost-effective financial incentives to offset training costs, especially helpful to the small and mid-size employers. Companies will be able to hire employees sooner than planned, helping stimulate their local economies. The sliding scale is also needed to provide an added incentive to employers to hire long-term unemployed citizens who have exhausted their unemployment insurance benefits.

The waiver will target small and mid-size businesses with North Carolina's fastest-growing jobs. Skills training will be based upon specific high-growth jobs in each local area. North Carolina's high-growth industries will be targeted, including ambulatory health care services, educational services, professional and technical services, nursing and residential care facilities. Certification will depend upon the targeted area for OJT. Career Readiness Certification will be encouraged for all OJT participants.

Small and mid-size employers in high-growth industries will be selected if they both successfully complete the employer agreement and meet the criteria as outlined on the OJT Pre-Award Analysis, including general business practices in terms of working conditions (safety, health), the availability of health benefits, sustainable wage structure, turnover rates, adequate staff and equipment to carry out the training, and the employer's compliance with federal, State, and local laws.

The waiver also augments the State's ability to more effectively direct resources to individuals and businesses where need is greatest. The waiver has also increased training options for participants and will help eligible Adults and Dislocated Workers who are seeking employment and new and improved skill levels. Local Workforce Development Areas are able to offer more OJT opportunities to eligible Adults and Dislocated Workers.

A waiver to enable Local Workforce Development Boards to expand statewide training activities by allowing up to 10 percent of local Adult and up to 10 percent of local Dislocated Worker formula funds, as described by WIA Section 133(b)(2), to be expended on Incumbent Workforce Development activities in accordance with statewide activities described by WIA Section 134(a)(3) as part of a lay-off aversion plan.

The option of using Local Workforce Development Area funds for Incumbent Workforce Development Training will advance North Carolina's ability to assist citizens and businesses in partnership with Local Areas and strengthen both them and the State's workforce system.

The training provides services for current workers in established North Carolina businesses. Participating businesses must have met all their tax obligations. The WDBs should design local Incumbent Workforce Training policies that are designed to enhance the skills and earnings of employees and position employers to realize increased competitiveness and profitability, thereby averting a potential lay-off. Before they can implement a local program, WDBs must develop a local policy and submit it the Business Services section of the N.C. Division of Workforce Solutions for review and approval.

The State's most recent Incumbent Workforce Development Policy is available as a template/guideline for the WDBs to use as a reference. Each local policy must address at least the following elements:

- Provide amount designated as available with Local Area funds must be identified (not to exceed 10 percent of local Adult and Dislocated Worker allocated formula program funds each).

- Maximum funding allowed per grant and maximum lifetime per company.
- Local program focus/priorities narrative (e.g., certain industry sectors, size of business).
- Program outcome measures.
- Application process.
- Applicant criteria (qualifications, eligibility, and any restrictions for the business and employees).
- Project requirements (e.g., description of training to be provided, duration of training, eligibility for individuals—age, citizenship, Selective Service registration).
- Reimbursable and non-reimbursable costs.
- Evaluation procedures.

The waiver's additional goals include providing more funding flexibility to meet the workforce needs and challenges that the State faces; target industries selected by the WDBs; serve as a bridge between the workforce development and economic development communities, and avert layoffs.

The WDBs will target industries, and the businesses will determine the necessary skills, training and certifications needed to avert layoffs. North Carolina believes its partners and WDBs are ready to embrace Incumbent Worker Training as an activity integrated into the State's industry sector/layoff aversion strategies. The State expects training funds to benefit key industries and local economies by helping them upgrade the skills of their workers. The State expects the increased business partnerships within each region and sector to produce savings in training expenses. WDBs will be required partners at the regional level. If granted, this waiver will allow Local Areas to utilize this training funding for a variety of industries and sectors that will be determined by labor market information, as well as employer identification of needed skills. In recent years, sectors have included manufacturing, health care, and information technology. Having more flexibility within WIA regulations through this waiver is critical to this effort.

Layoff aversion is a key component of the program. Layoff aversion is when a worker's job is saved with an existing employer that is at risk of downsizing or closing, or when a worker at risk of dislocation transitions to a different job with the same employer or a new job with a different employer and experiences little or no unemployment. A business must justify how the requested training will avert eminent layoffs. Businesses will be able to retain employees through the program, and workers will receive additional training that will help them retain employment and not rely on unemployment compensation. The State will benefit from the increased productivity and upward mobility of workers. The State knows from experience that there is a great demand to train incumbent workers. This waiver will provide additional resources for a key State initiative to boost creativity and innovation in training incumbent workers and to supply the skills that challenge North Carolina employers.

The State has used this waiver to create a bridge between economic development and workforce development. The waiver will benefit all WDBs and their customers—the businesses and job seekers of North Carolina—and will positively impact the State through program choices based on local needs; increased efficient use of resources resulting in more customers served; and flexibility for the WDBs to move funds where they are most needed and can provide the greatest benefit.

Customer Satisfaction Measures

In PY 2013, the Division continued to survey customers who had registered with NCWorks Online, the state's official job-search portal, asking them about their experiences with the workforce system. In 2014, this survey will be sent via e-mail to thousands of customers on a quarterly basis and will ask questions related to access of services, why customers visited or called workforce offices, and how they rate the service delivery.

By gathering feedback from its clients, the Division will improve both its responses to customer needs and the services it offers both online and at the local workforce offices.

Performance Measure Outcomes

Results Tables

Adult, Youth, and Dislocated Worker Program Outcomes

Participation Levels

Program Activities Cost

Local Participation (All Counties)



Table B: Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	62.0%	67.9%	1,541
			2,270
Employment Retention Rate	84.0%	86.2%	1,941
			2,253
Average Earnings	\$12,000.00	\$11,726.26	22,338,532
			1,905

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	65.5%	705	61.0%	103	54.4%	49	52.3%	90
		1,077		169		90		172
Employment Retention Rate	84.8%	917	79.4%	108	72.4%	42	88.4%	99
		1,082		136		58		112
Average Earnings Rate	\$10,081.47	9,113,653	\$15,084.20	1,598,925	\$9,965.57	408,588	\$11,120.12	1,089,772
		904		106		41		98

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	70.5%	1,044	71.6%	305
		1,480		426
Employment Retention Rate	86.9%	1,566	84.2%	266
		1,803		316
Average Earnings Rate	\$11,943.75	18,273,936	\$11,113.52	2,956,196
		1,530		266

Table E: Dislocated Worker Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	79.0%	80.3%	2,009
			2,502
Employment Retention Rate	91.0%	90.1%	2,347
			2,605
Average Earnings	\$15,500.00	\$15,136.58	35,101,733
			2,319

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Older Individuals		Displaced Homemakers	
Entered Employment Rate	67.6%	221	100%	
		327		
Employment Retention Rate	90.9%	298	100%	9
		328		9
Average Earnings	\$14,963.37	4,414,194	\$18,401.87	165,617
		295		9

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities	
Entered Employment Rate	74.0%	162	77.3%	34
		219		44
Employment Retention Rate	84.4%	178	75.6%	31
		211		41
Average Earnings	\$17,462.82	3,055,993	\$15,319.35	474,900
		175		31

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	85.4%	234 274	80.3%
Employment Retention Rate	87.1%	244 280	90.7%	1,990 2,193
Average Earnings Rate	\$15,672.63	3,792,775 242	\$15,115.49	29,701,934 1,965

Table L: Other Reported Information

Reported Information	12-Month Employment Retention Rate		12 Months Earnings Increase (Adults and Older Youth) or 12 Months Earnings Replacement (Dislocated Workers)	
	Adults	85.6%	1,920 2,244	\$9,355.04
Dislocated Workers	90.0%	2,477 2,751	\$764.54	37,368,885 4,887,770

Table L: Other Reported Information

Reported Information	Placements in Non-traditional 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	0.52	8 1541	\$4,718.91	7,238,814 1,534	6.4%
Dislocated Workers	1.29	26 2009	\$6,684.16	13,261,371 1,984	5.8%	96 1,657

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

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	63.0%	56.8%	920
			1,621
Attainment of Degree or Certificate	63.0%	55.9%	815
			1,457
Literacy and Numeracy Gains	46.0%	32.9%	398
			1,211

Table M: Participation Levels

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	56,921	20,877
Total Adults (self-service only)	–	–
WIA Adults	51,067	17,760
WIA Dislocated Workers	6,191	3,161
Total Youth (14 – 21)	5,934	2,614
Out-of-School Youth	3,327	1,528
In-School Youth	2,605	1,085

The following table shows the cost of the program activities for PY 2013. The mix of services within North Carolina is proportional with the total spending in the Youth, Adult, and Dislocated Worker activities.

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$32,644,941
Local Dislocated Workers		\$28,950,878
Local Youth		\$33,171,232
Rapid Response (up to 25%) Sec.134 (a)(2)(A)		\$7,520,735
Statewide Required Activities (up to 15%) Sec.134(a)(2)(B)		\$2,936,926
	Program Activity Description	
Statewide Allowable Activities Sec.134(a)(3)	Capacity Building and Technical Assistance	-
	Incumbent Worker	-
	Pilot/Demonstration	-
	Option Initiatives	-
	Other	-
Total of All Federal Spending Listed Above		\$ 105,224,712

Cape Fear Workforce Development Board

Margie Parker, Director

1480 Harbour Drive
Wilmington, NC 28401

mparker@capefearcog.org

Cape Fear Workforce Development Board



*Table O: Local Performance, Cape Fear Workforce Development Board
Pender, New Hanover, Columbus, and Brunswick Counties*

Local Area Name	Total Participants Served	Adults	2,375	
Cape Fear Workforce Development Board (33)	Total Participants Served	Dislocated Workers	412	
		Older Youth (19 - 21)	214	
		Younger Youth (14 - 18)	249	
		ETA Assigned# 37215	Total Exitters	Adults
Reported Information	Dislocated Workers	114		
	Older Youth (19 - 21)	174		
	Younger Youth (14 - 18)	196		
	Entered Employment Rates	Adults	65.5%	63%
Retention Rates	Dislocated Workers	74.3%	78%	
	Adults	83.9%	88%	
Average Earnings (Adults/DWs)	Dislocated Workers	91.2%	79%	
	Adults	\$11,377.90	\$10,866.00	
Placement in Employment or Education	Dislocated Workers	\$12,326.80	\$11,866.00	
	Youth (14 - 21)	62.7%	41%	
Attainment of Degree or Certificate	Youth (14 - 21)	41.6%	27%	
Literacy or Numeracy Gains	Youth (14 - 21)	30.1%	10%	
Overall Status of Local Performance	Not Met	Met	Exceeded	
		X		

For PY 2013, if the local area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

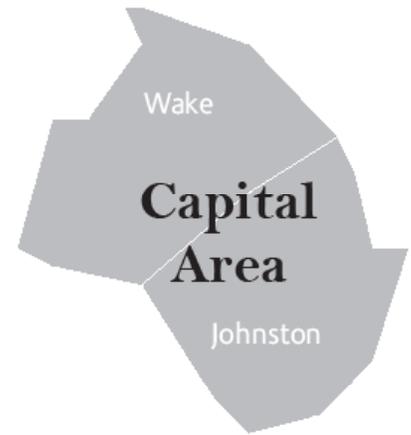
Capital Area Workforce Development Board

Pat Sturdivant, Director

2321 Crabtree Blvd., Suite 200
Raleigh, NC 27604

pat.sturdivant@wakegov.com

[Capital Area Workforce Development Board](http://www.wakegov.com/capitalarea)



*Table O: Local Performance, Capital Area Workforce Development Board
Wake and Johnson Counties*

Local Area Name	Total Participants Served	Adults	3,904	
Capital Area Workforce Development Board (34)		Dislocated Workers	775	
		Older Youth (19 - 21)	404	
		Younger Youth (14 - 18)	229	
		ETA Assigned# 37215	Total Exitters	Adults
		Dislocated Workers	499	
		Older Youth (19 - 21)	132	
		Younger Youth (14 - 18)	82	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	77.6%	72%	
	Dislocated Workers	82.0%	82%	
Retention Rates	Adults	83.7%	88%	
	Dislocated Workers	89.2%	88%	
Six-Months Average Earnings (Adults/DWs)	Adults	\$13,190.10	\$12,843.00	
	Dislocated Workers	\$20,243.10	\$18,861.00	
Placement in Employment or Education	Youth (14 - 21)	75.5%	61%	
Attainment of Degree or Certificate	Youth (14 - 21)	58.9%	55%	
Literacy or Numeracy Gains	Youth (14 - 21)	45.8%	37%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

For PY 2013, 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.

Performance Measure Outcomes

Local Performance Tables

CENTRALINA WORKFORCE DEVELOPMENT BOARD

Centralina Workforce Development Board

David Hollars, Director

525 North Tryon Street, 12th Floor
Charlotte, NC 28202

dhollars@centralina.org

[Centralina Workforce Development Board](http://CentralinaWorkforceDevelopmentBoard.org)



Table O: Local Performance, Centralina Workforce Development Board
Union, Stanly, Lincoln, Iredell, Cabarrus, Anson, and Rowan Counties

Local Area Name	Total Participants Served	Adults	4,434	
Centralina Workforce Development Board (36)		Dislocated Workers	437	
		Older Youth (19 - 21)	116	
		Younger Youth (14 - 18)	94	
		ETA Assigned#	37215	
Reported Information	Total Exitters	Adults	1,380	
		Dislocated Workers	174	
		Older Youth (19 - 21)	36	
		Younger Youth (14 - 18)	16	
Entered Employment Rates		Negotiated Performance Level	Actual Performance Level	
Retention Rates	Adults	55.2%	54%	
	Dislocated Workers	71.9%	72%	
Average Earnings (Adults/DWs)	Adults	79.3%	81%	
	Dislocated Workers	91.0%	90%	
Placement in Employment or Education	Adults	\$11,070.00	\$9,637.00	
	Dislocated Workers	\$14,091.80	\$14,549.00	
Attainment of Degree or Certificate	Youth (14 - 21)	55.8%	43%	
Literacy or Numeracy Gains	Youth (14 - 21)	47.9%	54%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

For PY 2013, if the local area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Charlotte Works Workforce Development Board

Steve Partridge, Director

1401 West Morehead Street Suite 100
Charlotte, NC 28208

spartridge@charlotteworks.com



Table O: Local Performance, Charlotte Works Workforce Development Board
Mecklenburg County

Local Area Name	Total Participants Served	Adults	1,105	
Charlotte-Mecklenburg Workforce Development Board (37)		Dislocated Workers	457	
		Older Youth (19 - 21)	244	
		Younger Youth (14 - 18)	237	
		ETA Assigned# 37215	Total Exitters	Adults
Reported Information		Dislocated Workers	228	
		Older Youth (19 - 21)	108	
		Younger Youth (14 - 18)	120	
			Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	75.9%	68%	
	Dislocated Workers	76.6%	78%	
Retention Rates	Adults	87.1%	86%	
	Dislocated Workers	87.4%	91%	
Average Earnings (Adults/DWs)	Adults	\$14,201.50	\$14,754.00	
	Dislocated Workers	\$20,753.70	\$18,691.00	
Placement in Employment or Education	Youth (14 - 21)	50.6%	51%	
Attainment of Degree or Certificate	Youth (14 - 21)	59.6%	62%	
Literacy or Numeracy Gains	Youth (14 - 21)	65.2%	51%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

For PY 2013, if the local area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Cumberland County Workforce Development Board

James Lott, Director

P.O. Box 1829
410 Ray Avenue
Fayetteville, NC 28302

lottj@faytechcc.edu



*Table O: Local Performance, Cumberland County Workforce Development Board
Cumberland County*

Local Area Name	Total Participants Served	Adults	335	
Cumberland County Workforce Development Board (38)			Dislocated Workers	132
	Older Youth (19 - 21)		102	
	Younger Youth (14 - 18)		184	
	ETA Assigned# 37015		Total Exitters	Adults
	Dislocated Workers	76		
	Older Youth (19 - 21)	44		
	Younger Youth (14 - 18)	67		
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	52.7%	65%	
	Dislocated Workers	72.3%	70%	
Retention Rates	Adults	83.5%	83%	
	Dislocated Workers	87.3%	88%	
Average Earnings (Adults/DWs)	Adults	\$11,326.30	\$10,377.00	
	Dislocated Workers	\$11,669.90	\$13,470.00	
Placement in Employment or Education	Youth (14 - 21)	52.0%	49%	
Attainment of Degree or Certificate	Youth (14 - 21)	46.3%	28%	
Literacy or Numeracy Gains	Youth (14 - 21)	40.7%	0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

For PY 2013, 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.

Performance Measure Outcomes

Local Performance Tables

DAVIDSONWORKS WORKFORCE DEVELOPMENT BOARD

DavidsonWorks Workforce Development Board

Pam Walton, Director

P.O. Box 1067
555 West Center Street Extension
Lexington, NC 27293-1067

Pam.Walton@DavidsonCountyNC.gov
[DavidsonWorks Workforce Development Board](#)

DavidsonWorks



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

DavidsonWorks

Davidson

*Table O: Local Performance, DavidsonWorks Workforce Development Board
Davidson County*

Local Area Name	Total Participants Served	Adults	763
DavidsonWorks Workforce Development Board (39)		Dislocated Workers	127
		Older Youth (19 - 21)	13
		Younger Youth (14 - 18)	66
ETA Assigned# 37020	Total Exitters	Adults	85
		Dislocated Workers	64
		Older Youth (19 - 21)	6
		Younger Youth (14 - 18)	32
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	75.3%	80%
	Dislocated Workers	81.6%	91%
Retention Rates	Adults	82.2%	87%
	Dislocated Workers	95.4%	87%
Average Earnings (Adults/DWs)	Adults	\$13,139.50	\$11,605.00
	Dislocated Workers	\$15,914.40	\$15,157.00
Placement in Employment or Education	Youth (14 - 21)	48.1%	52%
Attainment of Degree or Certificate	Youth (14 - 21)	49.7%	50%
Literacy or Numeracy Gains	Youth (14 - 21)	56.6%	63%
Overall Status of Local Performance		Not Met	Met
			X

For PY 2013, 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.

Performance Measure Outcomes

Local Performance Tables

DURHAM WORKFORCE DEVELOPMENT BOARD

Durham Workforce Development Board

Kevin Dick, Director

807 East Main Street, Suite 5-100

Durham, NC 27701

kevin.dick@durhamnc.gov



Table O: Local Performance, Durham Workforce Development Board
Durham County

Local Area Name	Total Participants Served	Adults	524
Durham Workforce Development Board (35)		Dislocated Workers	255
		Older Youth (19 - 21)	62
		Younger Youth (14 - 18)	53
		ETA Assigned#	
37140	Total Exitters	Adults	101
		Dislocated Workers	112
		Older Youth (19 - 21)	16
		Younger Youth (14 - 18)	21
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	74.2%	76%
	Dislocated Workers	72.8%	83%
Retention Rates	Adults	86.8%	84%
	Dislocated Workers	85.9%	92%
Average Earnings (Adults/DWs)	Adults	\$13,188.80	\$13,843.00
	Dislocated Workers	\$15,336.70	\$14,621.00
Placement in Employment or Education	Youth (14 - 21)	63.2%	50%
Attainment of Degree or Certificate	Youth (14 - 21)	56.0%	35%
Literacy or Numeracy Gains	Youth (14 - 21)	47.7%	46%
Overall Status of Local Performance		Not Met	Met
			X Exceeded

For PY 2013, 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.

Performance Measure Outcomes

Local Performance Tables

EASTERN CAROLINA WORKFORCE DEVELOPMENT BOARD

Eastern Carolina Workforce Development Board

Tammy Childers, Director

1341 S. Glenburnie Road
New Bern, NC 28562

childers@ecwdb.org

[Eastern Carolina Workforce Development Board](http://EasternCarolinaWorkforceDevelopmentBoard.org)



Table O: Local Performance, Eastern Carolina Workforce Development Board Pamlico, Lenoir, Jones, Greene, Duplin, Craven, Carteret, Onslow, and Wayne Counties

Local Area Name	Total Participants Served	Adults		
Eastern Carolina Workforce Development Board (40)		Adults	4,512	
		Dislocated Workers	396	
		Older Youth (19 - 21)	106	
		Younger Youth (14 - 18)	316	
ETA Assigned# 37125	Total Exiters	Adults	1,756	
		Dislocated Workers	115	
		Older Youth (19 - 21)	41	
		Younger Youth (14 - 18)	76	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	68.4%	69%	
	Dislocated Workers	76.8%	77%	
Retention Rates	Adults	81.8%	87%	
	Dislocated Workers	93.1%	88%	
Average Earnings (Adults/DWs)	Adults	\$10,266.30	\$9,475.00	
	Dislocated Workers	\$13,487.50	\$13,457.00	
Placement in Employment or Education	Youth (14 - 21)	55.9%	47%	
Attainment of Degree or Certificate	Youth (14 - 21)	70.1%	53%	
Literacy or Numeracy Gains	Youth (14 - 21)	38.8%	28%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

For PY 2013, if the local area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Gaston County Workforce Development Board

Angela Karchmer, Director

330 N. Marietta Street
Gastonia, NC 28052

angela.karchmer@co.gaston.nc.us

[Gaston County Workforce Development Board](#)

Gaston County

Gaston



*Table O: Local Performance, Gaston County Workforce Development Board
Gaston County*

Local Area Name	Total Participants Served	Adults	1,051	
Gaston County Workforce Development Board (41)		Dislocated Workers	101	
		Older Youth (19 - 21)	23	
		Younger Youth (14 - 18)	53	
		ETA Assigned# 37035	Total Exitters	Adults
Reported Information		Dislocated Workers	83	
		Older Youth (19 - 21)	8	
		Younger Youth (14 - 18)	21	
		Entered Employment Rates	Adults	65.2%
Retention Rates	Dislocated Workers	85.5%	87%	
	Adults	87.6%	96%	
Average Earnings (Adults/DWs)	Dislocated Workers	94.9%	95%	
	Adults	\$10,359.30	\$12,031.00	
Placement in Employment or Education	Dislocated Workers	\$15,657.70	\$14,579.00	
	Youth (14 - 21)	63.8%	75%	
Attainment of Degree or Certificate	Youth (14 - 21)	62.4%	45%	
Literacy or Numeracy Gains	Youth (14 - 21)	36.9%	59%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

For PY 2013, if the local area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Greensboro/High Point/Guilford County Workforce Development Board

Lillian Plummer, Director

342 North Elm Street
Greensboro, NC 27401

lillian.plummer@greensboro-nc.gov
[Greensboro/High Point/Guilford County
Workforce Development Board](http://www.greensboro-nc.gov/workforce-development-board)



**Greensboro/
High Point/
Guilford**

Guilford

GREENSBORO • HIGH POINT • GUILFORD COUNTY
WORKFORCE DEVELOPMENT BOARD

*Table O: Local Performance, Greensboro/High Point/Guilford County
Workforce Development Board
Guilford County*

Local Area Name	Total Participants Served	Adults	1,638	
Greensboro/High Point/ Guilford County Workforce Development Board (42)		Dislocated Workers	386	
		Older Youth (19 - 21)	109	
		Younger Youth (14 - 18)	190	
		ETA Assigned# 37040	Total Exitters	Adults
		Dislocated Workers	132	
		Older Youth (19 - 21)	68	
		Younger Youth (14 - 18)	103	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	70.6%	68%	
	Dislocated Workers	80.1%	84%	
Retention Rates	Adults	83.3%	88%	
	Dislocated Workers	89.2%	87%	
Average Earnings (Adults/DWs)	Adults	\$13,444.70	\$13,458.00	
	Dislocated Workers	\$17,908.90	\$14,649.00	
Placement in Employment or Education	Youth (14 - 21)	70.8%	58%	
Attainment of Degree or Certificate	Youth (14 - 21)	64.00%	47%	
Literacy or Numeracy Gains	Youth (14 - 21)	35.00%	14%	
Overall Status of Local Performance	Not Met		Met	Exceeded
			X	

For PY 2013, 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.

Performance Measure Outcomes

Local Performance Tables

HIGH COUNTRY WORKFORCE DEVELOPMENT BOARD

High Country Workforce Development Board

Adrian Tait, Director

468 New Market Blvd.

Boone, NC 28607

adrian.tait@highcountrywdb.com

[High Country Workforce Development Board](http://HighCountryWorkforceDevelopmentBoard.com)



Table O: Local Performance, High Country Workforce Development Board
Yancey, Mitchell, Avery, Ashe, Alleghany, Watauga, and Wilkes Counties

Local Area Name	Total Participants Served	Adults	1,218	
High County Workforce Development Board (49)		Dislocated Workers	243	
		Older Youth (19 - 21)	91	
		Younger Youth (14 - 18)	120	
		ETA Assigned# 37080	Total Exitters	Adults
Reported Information		Dislocated Workers	126	
		Older Youth (19 - 21)	42	
		Younger Youth (14 - 18)	60	
		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	67.8%	74%	
	Dislocated Workers	79.9%	85%	
Retention Rates	Adults	88.9%	92%	
	Dislocated Workers	89.1%	95%	
Average Earnings (Adults/DWs)	Adults	\$14,281.00	\$12,467.00	
	Dislocated Workers	\$14,359.80	\$13,801.00	
Placement in Employment or Education	Youth (14 - 21)	59.6%	64%	
Attainment of Degree or Certificate	Youth (14 - 21)	62.4%	56%	
Literacy or Numeracy Gains	Youth (14 - 21)	48.5%	29%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

For PY 2013, if the local area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Kerr-Tar Workforce Development Board

Vincent Gilreath, Director

P.O. Box 709
1724 Graham Avenue
Henderson, NC 27536

vgilreath@kerrtarcog.org
[Kerr-Tar Workforce Development Board](#)



*Table O: Local Performance, Kerr-Tar Workforce Development Board
Caswell, Vance, Warren, Person, Granville, and Franklin Counties*

Local Area Name	Total Participants Served	Adults	717
Kerr-Tar Workforce Development Board (43)		Dislocated Workers	232
		Older Youth (19 - 21)	59
		Younger Youth (14 - 18)	97
		ETA Assigned#	
37195	Total Exitters	Adults	138
		Dislocated Workers	149
		Older Youth (19 - 21)	19
		Younger Youth (14 - 18)	28
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	85.0%	84%
	Dislocated Workers	79.2%	84%
Retention Rates	Adults	82.6%	80%
	Dislocated Workers	90.3%	90%
Average Earnings (Adults/DWs)	Adults	\$11,068.40	\$13,836.00
	Dislocated Workers	\$13,359.00	\$14,303.00
Placement in Employment or Education	Youth (14 - 21)	67.6%	73%
Attainment of Degree or Certificate	Youth (14 - 21)	49.1%	51%
Literacy or Numeracy Gains	Youth (14 - 21)	47.2%	32%
Overall Status of Local Performance		Not Met	Met X
			Exceeded

For PY 2013, 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.

Performance Measure Outcomes

Local Performance Tables

LUMBER RIVER WORKFORCE DEVELOPMENT BOARD

Lumber River Workforce Development Board

Blondell McIntyre, Director

30 CJ Walker Road, COMtech Park
Pembroke, NC 28372

blondell.mcintyre@lrcog.org

[Lumber River Workforce Development Board](http://www.lumber-river.com)

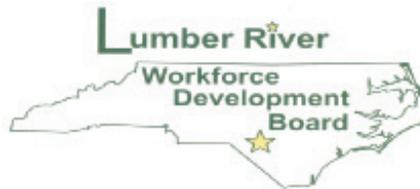


Table O: Local Performance, Lumber River Workforce Development Board
Scotland, Hoke, Bladen, Robeson, and Richmond Counties

Local Area Name	Total Participants Served	Adults	4,562	
Lumber River Workforce Development Board (44)	Total Participants Served	Dislocated Workers	153	
		Older Youth (19 - 21)	105	
		Younger Youth (14 - 18)	280	
		ETA Assigned#	Adults	1,846
37250	Total Exitters	Dislocated Workers	78	
		Older Youth (19 - 21)	41	
		Younger Youth (14 - 18)	115	
		Reported Information	Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	61.2%	58%	
	Dislocated Workers	70.4%	76%	
Retention Rates	Adults	83.9%	87%	
	Dislocated Workers	86.9%	93%	
Average Earnings (Adults/DWs)	Adults	\$11,998.60	\$10,969.00	
	Dislocated Workers	\$13,552.50	\$11,178.00	
Placement in Employment or Education	Youth (14 - 21)	54.6%	65%	
Attainment of Degree or Certificate	Youth (14 - 21)	70.6%	66%	
Literacy or Numeracy Gains	Youth (14 - 21)	46.3%	44%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

For PY 2013, 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.

Performance Measure Outcomes

Local Performance Tables

MOUNTAIN AREA WORKFORCE DEVELOPMENT BOARD

Mountain Area Workforce Development Board

Phil Monk, Director

339 New Leicester Highway, Suite 140
Asheville, NC 28802

phil@landofsky.org

[Mountain Area Workforce Development Board](http://MountainAreaWorkforceDevelopmentBoard.org)



Table O: Local Performance, Mountain Area Workforce Development Board
Transylvania, Madison, Henderson, and Buncombe Counties

Local Area Name	Total Participants Served	Adults	3,265		
Mountain Area Workforce Development Board (46)	Total Participants Served	Dislocated Workers	270		
		Older Youth (19 - 21)	14		
		Younger Youth (14 - 18)	210		
		ETA Assigned# 37190	Total Exitters	Adults	1,589
Reported Information		Dislocated Workers	194		
		Older Youth (19 - 21)	9		
		Younger Youth (14 - 18)	122		
		Entered Employment Rates	Adults	78.7%	77%
Retention Rates	Adults	Dislocated Workers	82.4%	77%	
		Dislocated Workers	90.5%	86%	
Six-Months Average Earnings (Adults/DWs)	Adults	Dislocated Workers	94.2%	87%	
		Dislocated Workers	\$9,315.40	\$10,794.00	
Placement in Employment or Education	Youth (14 - 21)	Dislocated Workers	\$15,109.90	\$14,631.00	
		Dislocated Workers	71.3%	65%	
Attainment of Degree or Certificate	Youth (14 - 21)		72.2%	75%	
Literacy or Numeracy Gains	Youth (14 - 21)		39.9%	28%	
Overall Status of Local Performance		Not Met	Met	Exceeded	
			X		

For PY 2013, if the local area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Northeastern Workforce Development Board

David Whitmer, Director

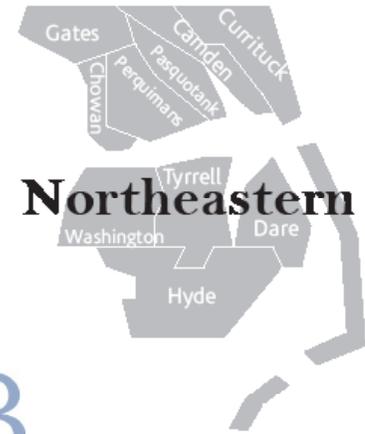
512 South Church Street

P.O. Box 646

Hertford, NC 27944

dwhitmer@albemarlecommission.org

[Northeast Workforce Development Board](http://www.northeastworkforce.com)



*Table O: Local Performance, Northeastern Workforce Development Board
Camden, Chowan, Currituck, Dare, Hyde, Gates, Pasquotank, Perquimans,
Tyrrell, and Washington Counties*

Local Area Name	Total Participants Served	Adults	2,199	
Northeastern Workforce Development Board (59)		Dislocated Workers	148	
	Older Youth (19 - 21)	33		
	Younger Youth (14 - 18)	73		
ETA Assigned#	Total Exitters	Adults	1,303	
37130		Dislocated Workers	51	
		Older Youth (19 - 21)	13	
		Younger Youth (14 - 18)	23	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	53.0%	59%	
	Dislocated Workers	70.4%	100%	
Retention Rates	Adults	81.6%	86%	
	Dislocated Workers	90.6%	92%	
Six-Months Average Earnings (Adults/DWs)	Adults	\$9,388.40	\$10,358.00	
	Dislocated Workers	\$13,319.30	\$15,973.00	
Placement in Employment or Education	Youth (14 - 21)	66.3%	56%	
Attainment of Degree or Certificate	Youth (14 - 21)	64.3%	63%	
Literacy or Numeracy Gains	Youth (14 - 21)	31.0%	33%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

For PY 2013, if the local area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

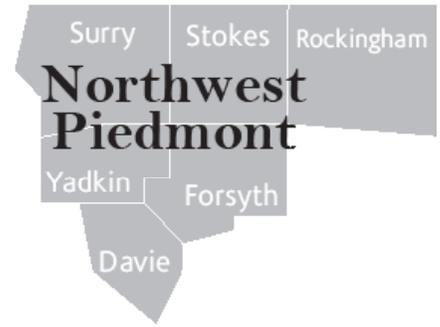
Northwest Piedmont Workforce Development Board

Althea Hairston, Director

1398 Carrollton Crossing Drive
Kernersville, NC 27284

ahairston@ptrc.org

[Northwest Piedmont Workforce Development Board](http://NorthwestPiedmontWorkforceDevelopmentBoard.org)



*Table O: Local Performance, Northwest Piedmont Workforce
Rockingham, Yadkin, Surry, Stokes, Forsyth, and Davie Counties*

Local Area Name	Total Participants Served	Adults	2,772
Northwest Piedmont Workforce Development Board (47)			Dislocated Workers
	Older Youth (19 - 21)		112
	Younger Youth (14 - 18)		259
	ETA Assigned#		
37235	Total Exitters	Adults	590
		Dislocated Workers	188
		Older Youth (19 - 21)	47
		Younger Youth (14 - 18)	99
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	64.4%	63%
	Dislocated Workers	77.0%	78%
Retention Rates	Adults	82.8%	85%
	Dislocated Workers	90.1%	90%
Six-Months Average Earnings (Adults/DWs)	Adults	\$11,580.80	\$11,318.00
	Dislocated Workers	\$13,987.70	\$13,431.00
Placement in Employment or Education	Youth (14 - 21)	70.6%	58%
Attainment of Degree or Certificate	Youth (14 - 21)	62.2%	60%
Literacy or Numeracy Gains	Youth (14 - 21)	35.2%	24%
Overall Status of Local Performance		Not Met	Met Exceeded
			X

For PY 2013, if the local area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Region C Workforce Development Board

Tim Mathis, Director

P.O. Box 841
111 West Court Street
Rutherfordton, NC 28139

tmathis@regionc.org

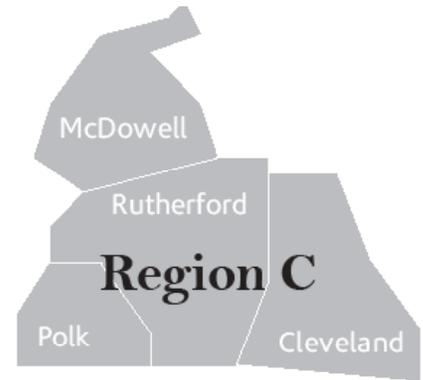


Table O: Local Performance, Region C Workforce Development Board
Rutherford, McDowell, Cleveland, and Polk Counties

Local Area Name	Total Participants Served	Adults	1,515	
Region C Workforce Development Board (48)	Total Participants Served	Dislocated Workers	334	
		Older Youth (19 - 21)	36	
		Younger Youth (14 - 18)	81	
		ETA Assigned#	37075	Total Exitters
37075	Total Exitters	Dislocated Workers	242	
		Older Youth (19 - 21)	12	
		Younger Youth (14 - 18)	17	
		Reported Information		Negotiated Performance Level
Entered Employment Rates	Adults	65.0%	67%	
	Dislocated Workers	77.6%	86%	
Retention Rates	Adults	80.2%	80%	
	Dislocated Workers	90.6%	86%	
Six-Months Average Earnings (Adults/DWs)	Adults	\$11,371.00	\$11,883.00	
	Dislocated Workers	\$14,889.10	\$14,838.00	
Placement in Employment or Education	Youth (14 - 21)	82.3%	70%	
Attainment of Degree or Certificate	Youth (14 - 21)	78.1%	58%	
Literacy or Numeracy Gains	Youth (14 - 21)	32.0%	32%	
Overall Status of Local Performance	Not Met		Met	Exceeded
			X	

For PY 2013, 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.

Performance Measure Outcomes

Local Performance Tables

REGION Q WORKFORCE DEVELOPMENT BOARD

Region Q Workforce Development Board

Walter Dorsey, Director

1385 John Small Avenue

Washington, NC 27889

wdorsey@mideastcom.org

[Region Q Workforce Development Board](#)



*Table O: Local Performance, Region Q Workforce Development Board
Pitt, Martin, Bertie, Beaufort, and Hertford Counties*

Local Area Name	Total Participants Served	Adults	1,686
Region Q Workforce Development Board (52)			Dislocated Workers
		Older Youth (19 - 21)	101
		Younger Youth (14 - 18)	111
ETA Assigned# 37160	Total Exitters	Adults	524
		Dislocated Workers	82
		Older Youth (19 - 21)	30
		Younger Youth (14 - 18)	33
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	78.0%	74%
	Dislocated Workers	82.0%	80%
Retention Rates	Adults	91.8%	88%
	Dislocated Workers	89.2%	92%
Six-Months Average Earnings (Adults/DWs)	Adults	\$12,005.90	\$10,720.00
	Dislocated Workers	\$14,355.50	\$16,461.00
Placement in Employment or Education	Youth (14 - 21)	74.3%	54%
Attainment of Degree or Certificate	Youth (14 - 21)	50.5%	46%
Literacy or Numeracy Gains	Youth (14 - 21)	29.2%	33%
Overall Status of Local Performance		Not Met	Met
			X

For PY 2013, 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.

Performance Measure Outcomes

Local Performance Tables

REGIONAL PARTNERSHIP WORKFORCE DEVELOPMENT BOARD

Regional Partnership Workforce Development Board

Kathy Slovak, Director

P.O. Box 1883
221 South Fayetteville Street
Asheboro, NC 27204

KSlovak@regionalcs.org
Regional Partnership Workforce Development Board



*Table O: Local Performance, Regional Partnership Workforce Development Board
Alamance, Montgomery, Moore, Orange, and Randolph Counties*

Local Area Name		Adults	2,234	
Regional Partnership Workforce Development Board (54)	Total Participants Served	Dislocated Workers	208	
		Older Youth (19 - 21)	107	
		Younger Youth (14 - 18)	54	
		ETA Assigned#	37240	
37240	Total Exitters	Adults	565	
		Dislocated Workers	105	
		Older Youth (19 - 21)	77	
		Younger Youth (14 - 18)	24	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	63.2%	71%	
	Dislocated Workers	78.4%	77%	
Retention Rates	Adults	81.7%	93%	
	Dislocated Workers	92.0%	95%	
Six-Months Average Earnings (Adults/DWs)	Adults	\$10,809.40	\$10,785.00	
	Dislocated Workers	\$15,832.70	\$16,099.00	
Placement in Employment or Education	Youth (14 - 21)	59.6%	72%	
Attainment of Degree or Certificate	Youth (14 - 21)	54.5%	46%	
Literacy or Numeracy Gains	Youth (14 - 21)	72.4%	50%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

For PY 2013, 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.

Performance Measure Outcomes

Local Performance Tables

SOUTHWESTERN WORKFORCE DEVELOPMENT BOARD

Southwestern Workforce Development Board

Todd Douglas, Director

125 Bonnie Lane
Sylva, NC 28779

todd@regiona.org

[Southwestern Workforce Development Board](#)



Southwestern Commission

Table O: Local Performance, Southwestern Workforce Development Board
Swain, Jackson, Clay, Cherokee, Graham, Haywood, and Macon Counties

Local Area Name	Total Participants Served	Adults	1,531
Southwestern Workforce Development Board (55)	Total Participants Served	Dislocated Workers	104
		Older Youth (19 - 21)	25
		Younger Youth (14 - 18)	64
		ETA Assigned# 37065	Total Exitters
37065	Dislocated Workers	59	
	Older Youth (19 - 21)	17	
	Younger Youth (14 - 18)	41	
	Reported Information	Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	83.0%	74%
	Dislocated Workers	84.6%	80%
Retention Rates	Adults	80.2%	72%
	Dislocated Workers	88.5%	90%
Six-Months Average Earnings (Adults/DWs)	Adults	\$12,285.50	\$10,372.00
	Dislocated Workers	\$13,079.60	\$13,444.00
Placement in Employment or Education	Youth (14 - 21)	54.9%	56%
Attainment of Degree or Certificate	Youth (14 - 21)	79.1%	75%
Literacy or Numeracy Gains	Youth (14 - 21)	52.1%	83%
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

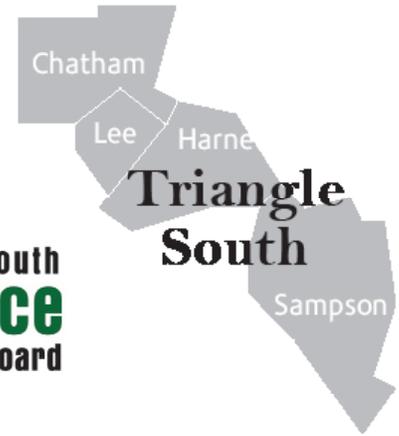
For PY 2013, if the local area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Triangle South Workforce Development Board

Rosalind McNeill Cross, Director

1105 Kelly Drive
Sanford, NC 27330

rcross@cccc.edu



*Table O: Local Performance, Triangle South Workforce Development Board
Sampson, Lee, Chatham, and Harnett Counties*

Local Area Name	Total Participants Served	Adults	868
Triangle South Workforce Development Board (60)		Dislocated Workers	277
		Older Youth (19 - 21)	78
		Younger Youth (14 - 18)	127
		ETA Assigned# 37220	Total Exitters
		Dislocated Workers	93
		Older Youth (19 - 21)	24
		Younger Youth (14 - 18)	31
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	61.8%	61%
	Dislocated Workers	72.7%	81%
Retention Rates	Adults	83.6%	78%
	Dislocated Workers	81.1%	95%
Six-Months Average Earnings (Adults/DWs)	Adults	\$11,271.90	\$11,486.00
	Dislocated Workers	\$12,821.30	\$12,956.00
Placement in Employment or Education	Youth (14 - 21)	61.8%	45%
Attainment of Degree or Certificate	Youth (14 - 21)	53.5%	34%
Literacy or Numeracy Gains	Youth (14 - 21)	71.8%	39%
Overall Status of Local Performance		Not Met	Met
			X

For PY 2013, 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.

Performance Measure Outcomes

Local Performance Tables

TURNING POINT WORKFORCE DEVELOPMENT BOARD

Turning Point Workforce Development Board

Michael Williams, Director

P.O. Box 7516
4036 Capital Drive
Rocky Mount, NC 27804

mwilliams@turningpointwdb.org
Turning Point Workforce Development Board



*Table O: Local Performance, Turning Point Workforce Development Board
Wilson, Nash, Edgecombe, Halifax, and Northampton Counties*

Local Area Name	Total Participants Served	Adults	4,792	
Turning Point Workforce Development Board (51)		Dislocated Workers	224	
		Older Youth (19 - 21)	157	
		Younger Youth (14 - 18)	324	
		ETA Assigned# 37105	Total Exitters	Adults
Reported Information		Dislocated Workers	99	
		Older Youth (19 - 21)	83	
		Younger Youth (14 - 18)	173	
		Entered Employment Rates	Adults	72.9%
Retention Rates	Dislocated Workers	82.8%	78%	
	Adults	74.7%	80%	
Six-Months Average Earnings (Adults/DWs)	Dislocated Workers	93.9%	95%	
	Adults	\$9,542.60	\$8,977.00	
Placement in Employment or Education	Dislocated Workers	\$13,384.90	\$15,025.00	
	Youth (14 - 21)	76.2%	56%	
Attainment of Degree or Certificate	Youth (14 - 21)	69.3%	63%	
Literacy or Numeracy Gains	Youth (14 - 21)	42.2%	22%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

For PY 2013, if the local area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Western Piedmont Workforce Development Board

Wendy Johnson, Director

P.O. Box 9026
1880 2nd Ave. NW
Hickory, NC 28601

wendy.johnson@wpcog.org

[Western Piedmont Workforce Development Board](http://www.westernpiedmontworkforce.com)



*Table O: Local Performance, Western Piedmont Workforce Development Board
Catawba, Burke, Alexander, and Caldwell Counties*

Local Area Name	Total Participants Served	Adults	3,067	
Western Piedmont Workforce Development Board (56)		Dislocated Workers	90	
		Older Youth (19 - 21)	28	
		Younger Youth (14 - 18)	124	
		ETA Assigned# 37210	Total Exitters	Adults
Reported Information		Dislocated Workers	55	
		Older Youth (19 - 21)	12	
		Younger Youth (14 - 18)	124	
		Entered Employment Rates	Adults	81.1%
Retention Rates		Dislocated Workers	82.8%	86%
		Adults	90.6%	98%
Six-Months Average Earnings (Adults/DWs)		Dislocated Workers	91.7%	98%
		Adults	\$14,254.40	\$15,348.00
Placement in Employment or Education		Dislocated Workers	\$14,281.50	\$13,735.00
		Youth (14 - 21)	46.4%	35%
Attainment of Degree or Certificate	Youth (14 - 21)	81.8%	68%	
Literacy or Numeracy Gains	Youth (14 - 21)	48.9%	52%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

For PY 2013, 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.

**N.C. Department of Commerce
Division of Workforce Solutions**

313 Chapanoke Road, Suite 120
4316 Mail Service Center
Raleigh, NC 27699-4316

Phone: 919-814-0400

Toll Free: 1-800-562-6333

NCWorks Career Center: 1-877-632-2447

Fax: 919-662-4770

www.nccommerce.com/workforce
www.ncworks.gov

**NORTH
CAROLINA**

DEPARTMENT OF COMMERCE

Division of Workforce Solutions

*An Equal Opportunity/Affirmative Action Employer/Program
Auxiliary aids and services available upon request to individuals with disabilities.*