

North Carolina Workforce Investment Act



ANNUAL REPORT Program Year 2011



**NORTH
CAROLINA**
DEPARTMENT OF COMMERCE

Division of Workforce Solutions

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STATE OF NORTH CAROLINA
OFFICE OF THE GOVERNOR
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BEVERLY EAVES PERDUE
GOVERNOR

September 5, 2012

Dear Friends:

Our top priority in North Carolina is creating jobs, and we are succeeding as the nation's economy slowly recovers. Since I took office in January 2009, companies have announced the commitment of more than 100,000 jobs and \$23 billion in new investments. Many of these jobs are in strong high-growth sectors, such as life sciences, energy/green technology, aerospace, automotive and advanced manufacturing.

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

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

- Biz Boost, a program designed to support job retention and help strengthen small and medium-sized businesses, has helped many existing North Carolina companies thrive and succeed.
- Our Incumbent Workforce Development Training Program, one of the state's flagship workforce programs, continues to support on-site education and skills training.
- Pipeline NC and the Gold Card programs provide former military personnel and veterans with the tools and services they need to succeed in today's job market.

North Carolina understands the need to align efforts among workforce partners to achieve accessible, seamless, integrated, and comprehensive service. In 2011, we consolidated services provided through the Workforce Investment Act, Trade Adjustment Assistance, and Wagner-Perser Act programs.

With the goal of serving the public more efficiently and effectively, the former North Carolina Employment Security Commission was merged into the North Carolina Department of Commerce. The main objectives of this merger were to improve customer service for workers and employers, implement the merger with minimum impact on customers, consolidate and improve workforce development efforts, and maximize in-state and federal resources. We are pleased with the early results of this merger and expect to experience continued efficiencies and improvement in services.

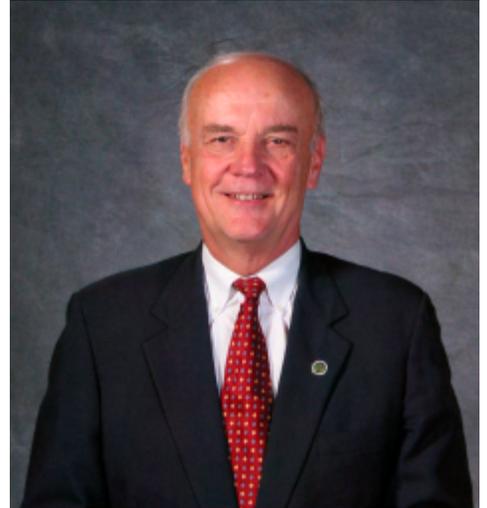
We appreciate the opportunity to share North Carolina's many workforce accomplishments. This annual report provides details about the many accomplishments made possible with WIA funding. In addition, you will read about some of the individuals and businesses that are benefiting from our job training programs.

Sincerely,

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

Beverly Eaves Perdue

Department of Commerce
J. Keith Crisco, Secretary



September 5, 2012

Dear Colleagues:

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

Even in the worst economy of our generation, in the past four years businesses have committed to creating more than 105,000 jobs and bringing more than \$24 billion in corporate investment to the state. Workforce Investment Act funds along with American Recovery and Reinvestment Act dollars have been critical to our success. We owe our outstanding reputation in the global business market to the support of WIA, ARRA and all of our state's exceptional state and local workforce professionals.

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

Sincerely,

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

J. Keith Crisco

State Waiver Process

North Carolina continues to benefit from the U.S. Department of Labor's waiver process which allows for flexibility to enhance Local Workforce Development Area services that best meet the needs of North Carolina. The following waivers were approved for Program Year 2011:

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

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

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

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

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

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

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

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

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

State Waiver Process

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

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

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

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

Waiver of WIA Section 101(31)(B) to increase the employer reimbursement for on-the-job training.

To permit an increase in employer reimbursement for on-the-job training through a sliding scale based on the size of the business. Under the Waiver, the following reimbursement amounts will be permitted: (1) up to 90 percent for employers with 50 or fewer employees, and (2) up to 75 percent for employers with 51-250 employees. For employers with more than 250 employees, the current statutory requirements (50 percent reimbursement) will continue to apply. When

State Waiver Process

determining the funding source for on-the-job training, the State must use the appropriate program funds for the appropriate MA-eligible population. The State may provide on-the-job training to low-income adults with MA Adult funds, and may provide on-the-job training to Dislocated Workers with VITA Dislocated Worker funds. On-the-job training provided with statewide funds must serve MA eligible individuals.

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 Workforce Development Areas and strengthen both Local Workforce Development Areas and the State workforce system.

The intent of Local Incumbent Workforce Development Training is to provide services for current workers in established North Carolina businesses. Participating businesses must be current on all tax obligations. The Local Workforce Development Area Incumbent Workforce Training policy should be designed to enhance the skills and earnings of employees and position employers to realize increased competitiveness and profitability, thereby averting a potential layoff. Local Area Workforce Development Boards must develop a local Incumbent Workforce Development Training policy and submit it to Business Services within the Division for review and approval prior to implementing a local program.

As a reference, the State's most recent Incumbent Workforce Development Policy is available as a template/guideline. The Local Workforce Development Area Incumbent Workforce Training Policy must address, at minimum, the following elements:

- Provide amount designated as available with Local Area funds must be identified. (Not to exceed 25 percent of local Adult and Dislocated Worker allocated formula program funds; and not to exceed 25 percent of Adult and Dislocated Worker funds from the American Recovery and Reinvestment Act.)
- Maximum funding allowed per grant; indicate maximum lifetime per company
- Local Program Focus/Priorities Narrative (examples, certain industry sectors, size of business)
- Program Outcome Measures
- Application Process
- Applicant Criteria: qualifications, eligibility and any restrictions for the business and employees

State Waiver Process

- Project Requirements (examples, description of training to be provided, duration of training, eligibility for individuals-age, citizenship, selective service registration)
- Reimbursable and Non-reimbursable costs
- Evaluation Procedures

Additional goals of the waiver include:

- To provide more funding flexibility to meet the workforce demands and challenges North Carolina encounters.
- To enhance the skills and earnings of employees and position employers to realize increased competitiveness and profitability, thereby increasing the retention of existing jobs.

The State has utilized this waiver to create a bridge between economic development and workforce development. The waiver will benefit all local Workforce Development Boards and their customers – the businesses and job seekers of North Carolina. The positive impacts will include: program participants will have program choices based on local needs; North Carolina will increase effective, efficient use of resources resulting in more customers served; and, local Workforce Development Boards will have the flexibility to move funds where they are most needed and can provide the greatest benefit.

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

Commission on Workforce Development

The N.C. Commission on Workforce Development recommends policies and strategies that enable the state's workforce and businesses to compete in the global economy.

The Commission is designated as the state's Workforce Investment Board under the federal Workforce Investment Act. 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.

Mission: To establish and guide a world-class workforce development system for North Carolina that will be comprehensive, integrated, relevant, and effective. This system will produce well-educated, highly skilled workers who perform at high levels and work in economically viable enterprises that provide good jobs at good wages.



The Commission on Workforce Development believes:

- The Commission is accountable for providing leadership in building and maintaining a quality workforce delivery system. This leadership will advocate for the policies and resources needed to strengthen the system.
- The workforce delivery system includes all agencies and organizations involved in increasing the quantity and quality of workers in the State, improving worker access to jobs and increasing worker access to information about the availability of jobs and training opportunities.
- Access to the system must be universal. The Commission will advocate for such access, identify barriers to that access, whether geographical, financial, cultural, or political, and make recommendations as how best to overcome those barriers.
- North Carolina workers and the workforce delivery system must be able to adapt quickly to the demands of the 21st Century economy and embrace continuous learning.
- Maintaining and growing a strong economy depends upon having a supply of educated and well-trained workers who possess the skills needed to make our state's businesses and industries globally competitive.
- A strong economy also depends on workers earning family-sustaining wages; therefore, the workforce system will strive to move workers into good jobs that pay good wages.
- Public institutions and public resources play a critical role in the development of an educated, well-trained workforce.
- Improvements to the workforce delivery system must focus on the needs of job seekers and employers and be based on factual, relevant and timely data.
- The JobLink Career Center System is the primary portal that directs jobseekers, workers and employers to employment and training services.

One-Stop System Mystery Shopper Initiative

To evaluate the effectiveness of the state's current One-Stop system, the JobLink Career Center system, the North Carolina Commission on Workforce Development implemented a mystery shopper initiative. The purpose of the initiative was to assess the current state of the one-stop system in order to establish baseline criteria for future improvement. The beauty of this approach over and above other research methodologies was that it provided a neutral and objective understanding of what's happening at the front-line touch-points within the JobLink Career Center system.



The mystery shopper evaluation gave us a snapshot in time - a look at a day in the life of a One-Stop Center through the eyes and ears of visitors posing as employers and job seekers. Mystery Shopping was considered to be the most appropriate research methodology to understand delivery of services as experienced in reality by a real potential job-seeker and employer wishing to utilize the services and resources of the network.

These shoppers conducted site visits, contacted Centers by phone, and evaluated Centers' online presence. Fieldwork was conducted from May–November 2011, and the mystery shops were conducted so as to be proportionally representative of the state-wide system, according to population and unemployment data. Overall, the mystery shopper initiative revealed:

- Staff at the Centers were friendly, polite, and efficient. The system received high ratings in terms of professionalism of staff.
- The Centers received high marks in terms of the likelihood that a visitor would use a Center again and likelihood to recommend to others.
- For the most part online experiences were strong, while telephone experiences were found to be somewhat weaker.
- A wide variance of service delivery existed, or in other words, there's a need for system-wide consistency.

As a result of this evaluation, the Commission found that regarding North Carolina's One-Stop system, there is a need for system-wide staff development, for ongoing/continual evaluation of the system, and for establishing benchmarks and goals. These results will inform the process of improving, reinventing, and rebranding North Carolina's One-Stop delivery system.

Over the next few years, the Commission's objectives moving forward involve: creating a new framework and operational guidelines for an optimized and more integrated one-stop delivery system; continuing to measuring how well the workforce system delivers quality service; and assessing the efficiency and effectiveness of the data collection tools for tracking and planning purposes.

A final report that describes in detail the findings of the Mystery Shopping initiative and consultation on action-planning for future strategy alignment can be found at: <http://www.nccommerce.com/workforce/about-us/plans-policies-reports-initiatives/reports>

Incumbent Workforce Development Program

The North Carolina Incumbent Workforce Development Program (IWDP) is a competitive grant opportunity that provides funding to businesses for implementation of a layoff aversion strategy through training of its incumbent workers. The program has awarded over \$22 million in training funds to hundreds of established North Carolina businesses to train thousands of workers since 2002.

During PY 2011, the training focused skill attainment for employees which helped retain jobs and maintain company competitiveness. The North Carolina Commission on Workforce Development announced more than \$360,000 in grant awards through the program. IWDP funds are impacting over 470 North Carolina based employees from 29 companies.

Biz Boost

The Commission on Workforce Development is committed to the retention of existing jobs through the allocation of resources and technical assistance for small- to mid-sized businesses, helping them sustain and grow their operations. Workforce Investment Act (WIA) funds support lay-off aversion strategies through partnerships between the Commission, the NC Department of Commerce's Business and Industry Division and the Small Business and Technology Development Centers (SBTDC) across the state. Partners to this innovative strategy identify small to mid-sized businesses that might benefit from this initiative, assess their needs, and provide the appropriate services.



The impact of Biz Boost for Program Year 2011 is:

Statewide Biz Boost	
Client Businesses Served:	486
Total Jobs Created or Retained:	3861
# Loans Obtained:	36

Re-Employment Bridge Institute

Centralina WDB and Re-Employment Bridge Institute Bring Over 235 Professionals Together at Business Focused Event in Concord



The Re-employment Bridge Institute (RBI) held its second annual Bridging Business and Workforce Development conference on June 7-8, 2012 at the Embassy Suites in Concord, NC. Co-hosted by the Centralina Workforce Development Board (WDB), the conference focused on how workforce development professionals, educational institutions and public-private partnerships work with businesses to solve their needs and develop the skilled talent that will fuel future company growth, and ultimately, job creation.

The conference had over 235 participants from all over the nation that included many different professionals from varied backgrounds, including business leaders, workforce development, economic development, community colleges, JobLink partner agencies, community-based organizations, as well as local leaders.

The conference brought together business leaders and workforce professionals to discuss their common objectives of improving our economic climate and getting America back to work. Keynotes and 30 dynamic breakout sessions highlighted this great conference.

A pre-conference workshop titled *“How Well is Your Local Workforce System Meeting the Needs of Area Business”* was held on Thursday morning. Conducted by nationally known trainer John Metcalf, this interactive session provided attendees with tools to transform their local workforce efforts into a quality driven system.

Keynote speakers were Dr. Helen Parker, Regional Administrator for the US Department of Labor/ Employment & Training Administration, Chris Rolfe, former Chief Administrative Officer with Duke Energy, and Jolene Jefferies, Vice-President of Strategic Initiatives with Direct Employers Association. Each speaker brought a unique perspective to the efforts to link workforce development and business. Dr. Parker’s presentation, *“The Road to the Bridge: Speed Bumps, Detours, and Wrong-Way Drivers”* set the tone for the conference. Chris Rolfe kicked off Friday’s events with *“Brick, Bananas, and New Beginnings”*. And, Jolene Jefferies closed the conference with *“I Never Got a Call”* and how workforce professionals can get the attention of business.

One of the conference highlights was a workshop by Joseph Carbone entitled *“Platform to Employment: Putting 99ers Back to Work.”* Carbone’s groundbreaking work was recently featured on 60 Minutes and addresses how our communities can help the long-term unemployed find their way back into the workplace. Joe also conducted a pre-conference focus group with local long-term unemployed individuals.

This best practices conference was the first known event of its kind last year where workforce development professionals came together with business people to understand how they can collaborate to improve focus, develop training programs and enable job creation. It is now a model for connecting business and workforce development that has been replicated by the US Department of Labor.

State Initiatives Funds

State Energy Sector Partnership (SESP) Training Grant

The North Carolina State Energy Sector Partnership (SESP) Training Grant continues to implement a SESP plan since the receipt of a three year, \$5.9 million dollar grant. The four Regional Teams have been developing resources, increasing the training capacity in their region and as a result, have enrolled over 1254 participants in green related training that results in an industry recognized certification. Training areas include sustainable agriculture, retrofit and weatherization, solar installation and maintenance, incumbent worker training, paid work experience and On the Job Training (OJT).

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

The sector initiative approach to training is unique because it identifies employers' common workforce needs in a chosen sector and assists workers in achieving the necessary skills to meet those needs. Examples of training and success include building the Sandra Brown joined the Lumber River Workforce Development, a training program funded by the State Energy Sector Partnership grant. She grew in her natural passion of caring for our Earth by building upon what she already learned with a recent Associate of Arts Degree in Landscaping from Sandhills Community College in Raeford, NC.



State Initiatives Funds

State Energy Sector Partnership Grant Success Story



Sandra Brown assistant crew lead installer at Array Builder

Lumber River Workforce Development Board

Sandra Brown joined the Lumber River Workforce Development, “*Green Team*,” a training program funded by the State Energy Sector Partnership grant. She grew in her natural passion of caring for our Earth by building upon what she already learned with a recent Associate of Arts Degree in Landscaping from Sandhills Community College in Raeford, NC.

During the initial interview, Brown met and shared with her case manager, Robert Macy, the challenges of being a single mom. Even after earning a college degree, it was not enough leverage to win a job in a local economy that is struggling with unemployment rates beyond 16%.

Brown had applied for so many jobs and companies, she lost track of how many days she has spent traveling for just the opportunity to interview. What she did know is that she was still unemployed, had bills and her son is still growing! Brown’s began with her case manager was to conduct an inventory of her skills, talents, and most of all, identify her passion.

From this first meeting, Brown and Macy created an Individual Service Strategy Plan, road mapping a

realistic path for a new career in the renewable energy construction field.

Along with twenty-two other students, Brown attended and completed a second Human Resource Development course. Brown polished her resume’ and interviewing skills, learned basic solar terms and applications, completed multiple assessments (including the Career Readiness Certificate/Work Keys). Brown was one of the approximately 130 job seekers during the March 21st Strata Solar job fair in Maxton, NC, which was coordinated by the Lumber River Workforce Development. With limited construction experience, she was hired as an entry-level Array Builder, making \$11 per hour. Today, Brown has completed her 400-hour on-the-job training plan, learning invaluable skills as a commercial solar installer that will translate well for future opportunities. In addition to having been promoted from installer to assistant crew lead installer, Brown was selected above all other hires to manage the site’s valuable tool room. With her new responsibilities, she is now making \$14 per hour.

State Energy Sector Partnership Grant Success Story

Region Q Workforce Development Board

The Region Q Workforce Development Board and Pitt Community College, working in partnership with Beaufort County Community College, Lenoir Community College, and Roanoke-Chowan Community College, implemented the Weatherization, Energy and Solar Training Project (Wx/East). This project trains underemployed and unemployed construction workers and other interested parties to perform needed weatherization (Wx) services and to install and maintain solar photovoltaic (PV) systems.

Activities targeted both energy efficiency and renewable-energy industry sectors. Participants earned industry recognized certifications from the Building Performance Institute, Inc. (BPI) in the fields of installer and auditor, and the Entry Level Certification of Knowledge for PV systems by the North American Board of Certified Energy Practitioners (NABCEP). Our graduates are trained and certified to meet the current and future needs in energy conservation and alternative energy in eastern North Carolina. Funds for the project were provided by the State Energy Sector Partnership Grant.



Kelvin Reaves air sealing attic hatch



Tim Avery checking for leaks

State Initiatives Funds



Western Piedmont Workforce Development Board

David Waechter is a small business owner, who was trying to increase his knowledge and skills in the Bio-Mass Industry. His business, Whistle Pig Enterprises, (as of May 2012, changed their name to Verdante Bio-Energy Services) has been struggling to gain momentum since its inception in 2009.

Waechter has been an excellent partner for our Champions for Green (CfG) advisory group and has provided the State Energy Sector Partnership Grant (SESP) team and other CfG partners with invaluable information in regards to the green economy. There are limited certifications in the Bio-Mass Industry, so Waechter came to the SESP team to try and find some training opportunities that would help him increase his business growth potential. Waechter attended the International Bio-Mass Conference that provided learning through Program Tracks in Crop Residue, Dedicated Energy Crops, Forest & Wood Processing Residue, Livestock & Poultry Wastes, Municipal Solid Waste & Urban Waste and Food Processing Residue. Waechter quickly gained more knowledge and solid business contacts in order to give him the skills to perform Bio-Mass work at a higher level. This was important for the Caldwell County region, a Tier 1 county (most

economically distressed). With massive government investments in green infrastructure and renewable energy expected to take place in the United States, interest in Bio-Mass Power is on the rise. Unlike most other renewable sources of energy, these facilities can generate electricity at any time. In the United States, Bio-Mass Power Plants currently represent 11,000 megawatts of capacity, the second largest amount of renewable energy in the nation.

As Waechter began to utilize the skills he had gained, his business needs increased. Through our SESP On-the-Job Training (OJT) funding, he was able to hire a disabled veteran dislocated worker. Waechter hired was Karl (Kasey) Pond, who had just completed his Corporate Social Responsibility Practitioner training and certification, through SESP funding from the High Country Workforce Development Board. Kasey lives in Watauga County, NC, and commutes to Lenoir for his job with Verdante Bio-Energy Services. Pond is five months into his OJT plan, he is doing a great job and the business is continuing its growth and impact not only regionally, but internationally.



WHISTLE PIG ENTERPRISES, LLC



Sector Strategies (Allied Health Regional Skills Partnerships)

Two of the four North Carolina Allied Health Regional Skills Partnerships (AHRSPs) continued to implement their Commission-funded plans during the PY 2011 time frame, Competitive Workforce Alliance and Health Care Works. These partnerships are composed of employers, local area Workforce Development Boards, Area Health Education Centers, Economic Development professionals, and other key stakeholders.

During the last year, these two partnerships had significant successes as follows:

- Broad outreach and public awareness around allied health careers through events hosted at all educational and interest levels;
- Involvement of unique educational partnerships in the delivery and completion of the first class of Anesthesia Technician Program through Carolina College of Health Sciences and North Seattle Community College in the state of Washington;
- Availability of the Anesthesia Technician Program curriculum through the North Carolina Community College System (August 2012); and
- Development of an Employer Report, reflecting allied health needs across employers.

All of the Partnerships continue to address the needs of North Carolina's allied health workforce through various approaches. This sector model is being refined and considered for other emerging sectors.

Health Coverage Tax Credit

North Carolina continues to help eligible trade-affected jobless workers with partial premium payment (72.5%) for health insurance coverage. These payments cover the gap period, that is, the month(s) to complete Internal Revenue Service enrollment, processing and first payments under the Health Coverage Tax Credit (HCTC) program. This grant provides two to three months of "gap filler" premium payments. These resources are fully funded through National Emergency Grants under the American Recovery and Reinvestment Act of 2009 for a total amount of \$6,200,000. These funds will expire June 30, 2013, and are administered by the local Grants Management section of the Division of Workforce Solutions.

Workforce Development Services

Workforce Development Boards

North Carolina has 23 Workforce Development Boards (WDBs) serving all 100 counties in the state. Appointed by local elected officials, WDBs are comprised of individuals representing Business and Industry, Economic Development agencies, Community-Based Organizations, Educational agencies, Vocational Rehabilitation agencies, Organized Labor, Public Assistance agencies, and the Public Employment Service. WDBs are charged with planning, overseeing, and coordinating local workforce initiatives, including the JobLink Career Center(s) in their areas.

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



JobLink Career Centers

The Commission on Workforce Development (Commission) and Division of Workforce Solutions (DWS), in partnership with local Workforce Development Boards and state and local agencies, oversee the JobLink Career Center system in North Carolina. There are 90

chartered JobLink Career Centers in North Carolina that provide a range of services to businesses and jobseekers. The JobLink Career Centers are the primary portal that directs jobseekers, workers and employers to employment and training services. Each JobLink Career Center is staffed by state and local agency partners who collaborate to meet customer needs. During Program Year (PY) 2011, more than 481,915 customers visited JobLink Career Centers through North Carolina. While North Carolina's state unemployment rate (not seasonally adjusted) has experienced a decrease from 10.6% in June 2010 to 9.4% in June 2011, there continues to be demand for services due to layoffs and a slower than preferred economic recovery.

During PY 2011, the Commission used various assessment methodologies to gather data and analyze the effectiveness of the current workforce delivery system (the JobLink Career Center system). The assessment methodologies included a Mystery Shopper Initiative, Customer Surveys, Impromptu Site Visits and Committee Observations. Some of the take-aways from the assessments were the need for system-wide consistency and staff development, the need for ongoing/continual evaluation of service delivery system, and the need for establishing benchmarks and goals. During this current program year, the Commission will create a new framework and operational guidelines for an optimized and more integrated one-stop delivery system that provides easier access to appropriate resources and services for all customers.

The Mobile JobLink continued to support local area rapid response activities and job fairs/resource fairs across the state during the program year. The unit also served as an extension of the local Job Link Career Center network through a number of community outreach deployments to high risk neighborhoods and targeted events for the homeless, veteran and ex-offender populations.



SHARE (Sharing How Access to Resources Empowers) Network

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

Cape Fear Workforce Development Board

Randolph Keaton, who also founded The Men and Women United for Youth and Families (MWUYF), opened a new office, the Tri-County JobLink Career Center in Delco, NC, in March of 2012. Keaton formed MWUYF with the idea of being able to help people obtain job training, life skills, counseling, and access to public resources designed to transition people out of the social services system. This new Center serves clients in Brunswick, Bladen, and Columbus counties; both Brunswick and Columbus Counties being a part of the Cape Fear Local Area. As written in an article by the Wilmington StarNews, Keaton states that *“the Tri-County Center helps indigent families and others to navigate the aid and benefit process through the SHARE network in addition to job training.”*

The Tri-County SHARE Network (Share How Access to Resources Empowers) successfully held a youth job fair on April 12, 2012 with Lashauna Parker, Workforce Development Youth Program Manager, and Rebecca Karbowski, Workforce Development Adult Program Manager, in attendance. A large number of youth came from several local towns to learn more about summer employment opportunities, make professional contacts, and to speak with employers to learn what would be expected to get hired for summer employment. Many youth were able to fill out applications for employment at the job fair and get more experience speaking with potential employers.

Workforce Development Services



Dislocated Worker Unit Governor's Rapid Response Team

During Program Year 2011, the state's Dislocated Worker Unit responded to a total of 142 Worker Adjustment Retraining Notifications (WARN), from across the state, which covered 943 workers. The unit also responded to 6 company layoffs which impacted an additional 1,090 workers, although these dislocations did not meet the WARN threshold.

As in previous years, no industry or business was exempt from the impact of worker dislocations and company closures during the program year, but the largest number of layoffs occurred in poultry processing, customer call centers, and the government and defense contracting areas of logistics, security, transportation, maintenance and military apparel manufacturing. Significant job losses were also seen among the electronics, electrical parts, heavy equipment, service industry machinery and commercial vehicle manufacturing businesses. Job losses continued in the financial services, pharmaceutical, health care, and racing segments as well as NC's traditional industries of tobacco, textiles and apparel.

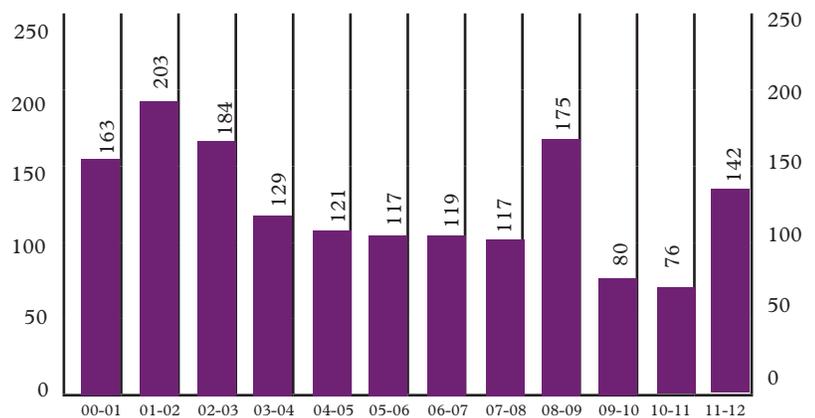
Dislocated Worker Unit

The Dislocated Worker Unit continued to publish The Rapid Responder e-bulletin which highlighted the Hurricane Irene National Emergency Grant and other rapid response activities and best practices from the year. The unit also introduced quarterly Rapid Response Best Practices webinars which offered field staff, partners and other agencies an opportunity to learn about valuable resources and services available to transitioning workers and job seekers. Webinar topics included: AARP Resources for the 50 plus Job Seeker; SCORE (Service Corps of Retired Executives), Resources for Entrepreneurship, and the Hardest Hit Fund Mortgage Assistance Program for Homeowners, offered through the NC Housing

Table 1. WARN Notice Summary 1997-2012

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	8186
11-12	142	943
Total	1984	264,316

Chart below shows number of WARN notices from PY2000 - PY2011



Finance Agency. The live webinars were recorded and made available for future viewing on the NC Mobile JobLink website. A customized web portal product, EZ Link, which provides access to employer separation benefits and worker transition information, is now available to employers experiencing a protracted layoff.

Workforce Development Services

On-the-Job Training National Emergency Grant Project

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

Four local areas were selected to participate in the OJT National Emergency Grant: Eastern Carolina Workforce Development Board, High Country Workforce Development Board, Region C Workforce Development Board, and Western Piedmont Workforce Development Board.

North Carolina's goal for the period July 2010 through June 2012 was to engage 348 prolonged unemployed citizens in On-the-Job Training opportunities, giving them a chance to earn and learn. They were able to develop applicable occupational skills while earning a paycheck. North Carolina exceeded their goal. As of June 30, 2012, 398 citizens have been employed through the On-the-Job Training opportunity.



Kerr-Tar Workforce Development Board

Expanding for a small business can be difficult. Many times contract opportunities are available but the business lacks the number of employees needed to complete the job. The Business Services Division of Workforce Solutions hosted five job fairs/hiring events for companies in Granville, Person, and Warren Counties resulting in 19 On-the-Job Training placements. All participants are still employed at these companies. New Phoenix Aerospace, located in Louisburg, NC, is experiencing growth and is looking for qualified employees to help with expansion. New Phoenix Aerospace is a custom designer and manufacturer of high performance electromechanical components for both Aerospace and Space applications. General Manager, Ali Ezami, was excited to learn about the OJT opportunities available. "I was so excited when you reached out to me about the On-the-Job Training program. You made the process of candidate selection so easy and the quality of candidates was exceptional! Without the On-the-Job Training program it would be difficult for small businesses like us to continue to grow in this economy. This program allows a small company like ours to train new employees for future growth." By working with the Division of Workforce Solutions, formally known as Employment Security Commission, ten applicants were selected, screened, and scheduled for an interview. Two candidates were selected for hire and are currently employed with New Phoenix Aerospace.



Power and productivity for a better world™

“One of the criteria for selecting a plant site was the availability of high quality, skilled people” said Tony Velotta, ABB Production Manager, referring to ABB’s choice of Huntersville for their new state-of-the-art, \$90 million high-voltage power cable manufacturing facility.

And with that, came the challenges of recruiting and hiring for positions ranging from production workers to engineers and sales staff members, and the opportunity of continued partnership with Charlotte Works. This partnership enabled the launch of a customized web portal, an innovative recruitment tool for ABB, in March 2012. Developed specifically to assist ABB to attract and identify both skills-qualified and highly trainable candidates, the online screening and recruitment tool was adapted from a prototype that Charlotte Works pioneered in 2010.

The online screening system provides access to viable candidates from Mecklenburg and surrounding counties, and assists ABB in managing the process of large scale recruitment and hiring for a set of similar positions. Questions developed by ABB in conjunction with Charlotte Works, highlight relevant direct or transferrable skill sets in candidates, and help identify WIA Dislocated Worker On-the-Job Training Grant-eligible candidates. These candidates can potentially be selected for extensive company-sponsored training. Paula Marks, HR Manager at ABB, feels that the online system achieves the goals of moving targeted candidates through pre-employment assessment and verifying their skill levels and commitment, and successfully leads these candidates to the formal application process.

There are specific advantages of the customized online screening system for ABB. This system:

- Compares selected skills sets among large numbers of candidates with an expressed interest in working for ABB.
- Narrows the field and reduces the candidate pool based on skills qualifications and commitment.
- Conserves staff member hours versus screening by resume.
- Streamlines phone/email contact with candidates who have access to their status and scheduling at all times, thus maintaining engagement with the process.
- Identifies candidates meeting initial eligibility criteria for WIA Dislocated Worker On-the-Job Training Grants.

Benefits and advantages of the online screening tool can be measured by its success thus far in generating a pool of 385 individuals completing Job Interest forms. Six Mecklenburg County Dislocated Workers have been selected for On-the-Job Training Grants, and are currently progressing successfully in intensive company-sponsored training.



Chris Sanders Lead Material Handler
Forklift Operator at ABB



CHARLOTTE WORKS



Scott Kilby Production Operator at ABB

On-the-Job Training Success Story

MANROY
DEFENSE SYSTEMS

Veteran Owned Small Business • ISO 9001:2008 Registered



U.S. Marine Corps photo by Cpl. Brian Lewis



Photo Courtesy of Manroy Defense Systems

Region C Workforce Development Board

Manroy Defense Systems is a leading supplier to the global defense industry with extensive experience in the production of guns, gun parts and ancillary products. Their strong commitment to quality and service continues to build their reputation for delivering high-value, reliable products with a first-class service.

Manroy Defense Systems established their Spindale, North Carolina location in the latter part of 2011. Upon their arrival, they immediately began investigating community resources and entities that could assist them finding quality individuals to assimilate as a part of their new team. Eventually, Nikii Pittman, Human Resources Manager, was contacted by the Region C Workforce Development Board, who explained the benefits of using their assistance to possibly locate, recruit and train individuals who could become competent and productive Manroy employees. Due to the specific and precise nature of their products and services, Manroy Defense Systems knew that potential employees would need hands on training in order to develop necessary skills, and it was evident that the On-the-Job Training program would provide

an excellent complement to Manroy's internal employee development program.

"I have been very pleased with the benefits and ease of using the On-the-Job Training services and in working with the Region C Workforce Development Board," stated Pittman. *"This process has taken a lot of pressure off our HR services in that Region C has been able to help us locate multiple individuals in a variety of key positions that have progressed to become valuable members of our team."* Manroy Defense Systems was also committed to trying to help the community as well, especially with regards to giving opportunities to dislocated workers. *"We want to help people who need jobs, and this program has allowed us the opportunity to do that and to insure that quality candidates are given a fair shake to join our team,"* Pittman added.

Thus far, Manroy Defense Systems and the Region C Workforce Development Board have collaboratively assisted over 13 individuals in obtaining On-the-Job Training. Furthermore, Manroy hopes to continue to expand its service and opportunities. *"We look forward to continuing to grow our company and continuing to grow our partnership with the Region C Workforce Development Board,"* Pittman stated.

On-the-Job Training Success Story



When CertainTeed Corporation, a leading manufacturer of building materials (lap siding, vertical panels, soffit products, trim, and fascia) located in Roaring River, North Carolina announced the expansion of its operation to include a new paint line, workforce development staff sought a partnership with them using On-the-Job Training (OJT) to assist with the company's projected creation of 41 new jobs by the end of 2012.

In October 2011 CertainTeed learned about the OJT program shortly after announcing the expansion. Human Resources Manager, Gina McDowell, was interested in learning more about the types of assistance available to the company as she began recruiting and hiring new employees. After meeting with local WIA Business Services Representative, Ricky Roten, a plan was developed to assist in the hiring process: hosting a job fair, applicant screening, assessment of existing employee skill levels, and placement of individuals in OJT.

The Wilkes JobLink Career Center hosted a CertainTeed job fair in December 2011, receiving and screening approximately 200 applications. One individual, Dennis Minton, had worked with Dove Air as a utility worker until the company closed in 2010. Minton was contacted for an interview and offered a position at CertainTeed. With limited experience in manufacturing, but good transferrable skills, Minton was a great candidate for the OJT program.

While Minton was being trained in his new job, CertainTeed was reimbursed a percentage of his wage. Minton was back at work, and CertainTeed was able to offset some of the investment cost of training him. Successfully trained in his new position, Minton completed his OJT in May 2012 and remains employed at CertainTeed. According to Human Resources Manager, Gina McDowell, he is doing very well. *"Some of the best employees we have come through the OJT program,"* Gina said recently. *"In addition, the reimbursements through the program have really helped out our bottom line."*



Dennis Minton, engaged in machine operation in the manufacture of construction-related products at CertainTeed Corporation in Roaring River, NC

The Wilkes County plant currently employs approximately 110 people – nine of whom were hired through the OJT program.

GUNBOAT



Photo Courtesy of Gunboat

Northeastern Workforce Development Board

On January 26, 2012 Governor Perdue announced that Gunboat Company, a maker of high-end sailboats, would be locating in the Wanchese Seafood Industrial Park in Dare County. It was projected that Gunboat would create 71 jobs and invest more than \$1.8 million over the next three years in Wanchese.

On a local level, this Economic Development project was led by Bob Peele, Director of the Wanchese Seafood Industrial Park, and Tim Ivey, Department of Commerce Economic Development Representative, Northeast Regional Office. There were multiple factors which contributed to the success of this project; one of which was the effort of the team that Bob Peele and Tim Ivey put together to work with Gunboat. They brought in a number of different agencies to work with Gunboat, including the College of the Albemarle, the Small Business and Technology Development Center, NCSU's Industrial Extension Service and the Northeastern Workforce Development Board (NWDB). Each of these agencies contributed to the success of this project in different ways.

NWDB met with Gunboat before they moved into the Industrial Park. NWDB's Business Services staff, along with Adult/Dislocated Worker staff, met with Gunboat CEO, Peter Johnstone, and members of his management team. This initial meeting focused on services offered by NWDB; specifically, the On-the-Job Training (OJT) program, and how NWDB would work with Gunboat to ensure the company's success once they moved into the Industrial Park.

As Gunboat was ready to start their initial round of hiring, NWDB worked closely with Dare County JobLink Career Center staff to help recruit and screen potential candidates. As a result, Gunboat Company hired 13 candidates through the Dare County JobLink Career Center. One of these new employees was placed in an OJT contract which provided more than \$6,000 in training reimbursement to Gunboat.

Phillip Harvey, Gunboat General Manager, stated *"NWDB and the OJT program have been instrumental in helping Gunboat NC select our labor base. NWDB's professional approach in assisting with the selection of our staff has been fundamental to the strong team we have working at Gunboat. We look forward to a long and meaningful association."*

National Emergency Grant - Hurricane Irene

Hurricane Irene National Emergency Grant

Hurricane Irene, a category 1 storm, brought devastation and destruction to coastal North Carolina and over 100 miles inland, in the eastern part of the state. The storm, which brought massive flooding, impacted thousands of North Carolinians and destroyed homes, farms, businesses, bridges and roads. Thirty six counties were affected by the storm including: Beaufort, Bertie, Brunswick, Camden, Carteret, Chowan, Columbus, Craven, Currituck, Dare, Duplin, Edgecombe, Gates, Greene, Halifax, Hertford, Hyde, Johnston, Jones, Lenoir, Martin, Nash, New Hanover, Northampton, Onslow, Pamlico, Pasquotank, Pender, Perquimans, Pitt, Sampson, Tyrell, Warren, Washington, Wayne and Wilson.

On September 29, 2011, the North Carolina Department of Commerce Division of Workforce Solutions received a \$2 million National Emergency Grant which created temporary jobs for eligible dislocated workers, to assist in storm recovery efforts. The designated grant funds the 5 local workforce board areas with the highest concentration of storm damage: Capital Area Workforce Development Board, Eastern Carolina Workforce Development Board,



Hurricane Irene NEG participants working for the City of Rocky Mount in the Turning Point Local Workforce Development Board Local Area clear storm debris from a creek in Nash County

Region Q Workforce Investment Board, Northeastern Workforce Investment Board and Turning Point Workforce Development Board. Participant eligibility included individuals temporarily or permanently dislocated from their jobs due to storm destruction, qualified dislocated workers and the long term unemployed.

The state facilitated NEG training to prepare participating local area staff for the grant, and provided ongoing technical assistance and monitoring which included worksite visits and interviews with participants and worksite supervisors. A total of 124 participants were enrolled in the program which provided cleanup, restoration and humanitarian services to storm ravaged victims and communities. Public agencies, already impacted by shrinking budgets, were able to quickly recover from the devastation of the storm, without the significant delays which had been anticipated. Participants were afforded an opportunity to earn competitive wages, learn new skills, and experience the satisfaction of feeling productive on the job again, while providing a service to their community.



NEG participants performed debris removal and repairs at the Pocosin Lakes National Wildlife Refuge in Tyrrell County, in the Northeastern Workforce Development Board Local Area, just in time for the spring tourist season.

Workforce Development Services



The NC Workforce Development Training Center (WDTC) - The Training Center provides a comprehensive calendar of high-quality, affordable, easily accessible training and professional development services for the state's workforce development system, using a variety of training options tailored to meet the dynamic needs of the state's 23 local Workforce Development Boards, the JobLink Career Centers, staff of partner agencies, and the Division of Workforce Solutions.

During this program year, the WDTC offered over 43 workshops, events, and webinars serving 2,546 participants. Successful trainings included: Resumes That Get the Job Done; Delivering Excellent Customer Service in the JobLink Career Center; Labor Market Information & O*Net; Social Media for Job Search; Business and Employer Services Professional Certification. In addition, the Career

Development Facilitator professional certification course turned out 146 graduates in 5 courses.

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



The annual North Carolina Workforce Development Partnership Conference, planned and hosted by the WDTC, offered opportunities to attend workshops by professional trainers and peers from within the state. The 2011 conference – Excelling in a High Performance Culture - had over 780 attendees that included Workforce Board members, frontline staff of JobLinks, Workforce Board Directors and staff, private sector business

representatives, and staff and management of partner agencies and non-profit organizations. The highlights of the conference were the keynote address by nationally renowned motivational speaker Judson Laipply; a panel discussion with North Carolina leaders on the State of the North Carolina Workforce; and the traditional Governor's Awards Banquet, during which individuals and businesses are recognized for their excellence in and contributions to workforce development programs.



The WDTC also manages the NC Workforce Development Leadership Academy. The goal of the Academy and its accompanying Learning Network is to maintain an effective, efficient, and visionary team of local Workforce Board leaders for North Carolina, each working to full capacity

to build and sustain a high quality system of workforce services for our citizens. The graduates attend quarterly Learning Network events to maintain a strong peer network, to stay current on workforce issues, and to hone new skills as they tackle new challenges. To date there have been three graduating classes of the Leadership Academy, with the fourth anticipating completion in December 2012.

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

Youth Program

North Carolina served 5,779 Workforce Investment Act (WIA) youth participants during Program Year 2011. Youth participants must be low income in addition to having one of six barriers as identified by the Act. At a minimum, thirty percent of youth funds received by a local workforce area must be spent on out-of-school youth. In addition to receiving valuable exposure to mentoring, leadership development, tutoring, and other comprehensive services, youth often have the opportunity to participate in paid and non-paid work experience to include occupational skills training and other employment services. Work experience directly links to the young person's academic and occupational interests and contributes to making the youth career ready. North Carolina provided over 4,000 work experience services in Program Year 2011.

North Carolina continues to use an inclusive, team-oriented youth services approach by having meetings with the designated local Youth Leads and supported by the 23 Workforce Development Boards and Directors. This year, the Youth Leads' meeting included presentations regarding an innovative youth-oriented apprenticeship program with Caterpillar, Inc.; an information session detailing Job Corps.

In addition, the Youth Leads joined together again to hold their annual Youth Summit – a statewide conference for youth.

Western Piedmont Workforce Development Board

Austin Seagle decided to drop out of high school in the ninth grade due to his aggressive behavior and lack of motivation towards education. After dropping out of school, Seagle's goal was to find employment and start working in order to help provide for his family. He soon realized that employment was not easy to come by and decided that education was necessary for him to succeed. With the help from his family and WIA Youth Program, he enrolled in the SMART (Students Making a Right Turn) Youth Program.

One challenge that Austin faced was transportation to and from school. The SMART Youth Program is able to provide transportation for each of their students with the help from WIA. With this service, Seagle attends class on a regular basis and rarely misses a day. Since his enrollment in February, Seagle has completed three of his GED tests and continues to work hard towards his goals.

Seagle recently completed a seven-week Summer Work Experience at Sipe's Orchard Home. During this work experience, Seagle developed numerous transferable skills that will help him with future employment. He increased his

interpersonal communication skills through the use of effective communication and improved his problem solving and decision making skills through the various work projects. Without the help from WIA, this would have not been possible. Seagle plans on obtaining his GED and going to college to become an electrician. Austin Seagle is a perfect example of how WIA Youth Program can help our youth succeed.



Austin Seagle setting blocks for patio walkway

Centralina Workforce Development Board

Lacy Willis, 18-year old, aspired to overcome adversity and change her life. She knew the process would not be easy as she was virtually homeless, lacked parental support and resided in a community with limited resources and employment opportunities. In August of 2011, Lacy Willis inquired about services at the Lincoln County Department of Social Services. Willis was informed of the WIA Youth Program and pursued services available at I-CARE, Inc., in Lincolnton.

With assistance from WIA staff, Willis developed goals to become a teacher, and to improve socially and financially. She began participating in Leadership Development Activities, which encouraged positive thinking, leadership, initiative, and personal prosperity. Willis learned the significance of goal setting, discipline, financial responsibility, and entrepreneurship. The evolution of these experiences and the process of change helped tremendously. Through the process, Willis' goals were redefined and she eventually discovered a passion for cosmetology and jewelry design.

Willis is currently enrolled in a 10-month program at Paul Mitchell Cosmetology School, which she is paying for on her own. And though it is not teaching, she looks forward to assisting people in other capacities. *"Providing superior hair, skin,*



Lacy Willis, at Paul Mitchell Cosmetology School

and nail care is important; and it allows others to be happy," Lacy Willis said. She is scheduled to complete school in April 2013, and hopes to benefit from the school's job placement center; which will assist her in gaining employment. She has not ruled out the possibility of owning a salon. Willis' entrepreneurial talents can be observed at <http://www.etsy.com/shop/LaceyMarieDesigns>, where

she showcases hand-made jewelry and accessories. She is also learning the impact of social media and the power of Facebook to market her goods. Today, Willis' attitude, focus, and perspective on life are impressive and instrumental in achieving her goals. Additionally, she recently gained housing support from a grandmother, which will help reinforce her commitment to completing school.

Youth Program



Ronnie Elliott, Parachute Rigger, inserts line into parachute for distribution to military personnel in Afghanistan.

Kerr-Tar Workforce Development Board

Ronnie Elliott came to Piedmont Community College’s Youth Employment Services (Y.E.S.) program in May 2009 with a desire to pursue his high school equivalency and gain work experience to supplement his inconsistent work history. Elliott had dropped out of high school when he was in 9th grade after being suspended for the remainder of the school year for fighting. In April of 2008, Elliott lost his mother to cancer and began living with his step-father. The loss of his mother was extremely difficult for Elliott, but he enrolled in the Y.E.S. program with the intention of beginning a fresh start in his education and his occupational goals.

Elliott’s early efforts to earn his high school equivalency were plagued with personal and financial challenges that hindered his progress significantly.

Elliott became discouraged when his progress was

slower than he had anticipated. A lack of transportation became a substantial barrier when his truck broke down and Elliott stopped attending classes for several months. However, Elliott returned to his studies the following semester with a new determination to succeed. Since that time, he has made significant progress toward his goal and anticipates graduating in December 2012.

Throughout his participation in the Y.E.S. program, Elliott has worked hard to improve his work readiness by gaining work experience, participating in classes to hone his employability skills, and engaging in career exploration to clarify his career goals. Elliott gained work experience as a maintenance worker for the public schools system, and this experience helped him realize his desire to earn an Associate in Applied Science Degree in Facility Maintenance Technology and pursue a career in the maintenance field.

Elliott’s perseverance in the face of obstacles and his determination to prepare himself to enter the workforce have recently resulted in full-time employment with North American Aerodynamics, Inc. As a Parachute Rigger, Elliott helps construct parachutes that will be shipped to military personnel in Afghanistan. Elliott plans to work at the plant while completing his high school equivalency online before enrolling in the Facility Maintenance program at Piedmont Community College.

Cost Per Participant

Program	Total Participants	Cost	Cost per Participant
Youth	5,779	\$ 20,589,335	\$3562.79
Adult	6,507	\$ 19,235,211	\$2956.08
Dislocated Worker	7,375	\$ 20,347,108	\$2758.93
Average Cost		\$20,057,218	\$3092.60

* total costs excludes rapid response and statewide activities

Youth Program

Region C Workforce Development Board

Ashley (Dawn) Loggins was introduced to the Region C Workforce Development youth training program in February of 2011. When we first met with Loggins, she was a 17-year old junior at Burns High School who was struggling with finances and was considered homeless. Her family situation wasn't ideal, and she was living with a friend. She was referred to us by a counselor at the high school, so we went to Burns to meet with Loggins. She immediately impressed us.

Loggins wanted to work, but transportation was an issue. We decided the best option would be to place her at the high school as a work experience where she could work with the janitorial staff before and after school. This would eliminate the need for transportation elsewhere. Loggins continued to work at the school the summer after her junior year. Following her summer work experience, Loggins wanted to continue working during her senior year. We knew it would be hard since she was taking Honors and AP



Ashley (Dawn) Loggins, performing janitorial services at Burns High School

classes, but also knew she could do it. Her wages through the program helped her pay bills and remain at Burns to complete her senior year.

Loggins continued to push herself in school, and did not give up hope on pursuing college after graduation. She applied to UNC Chapel Hill, NC State University, Davidson College, and Warren Wilson College. Loggins then made the decision to apply to Harvard. Loggins' hard work paid off when she was accepted to all of the in-state universities and colleges, but she was still waiting for the response from Harvard. In April, Loggins received the letter she had been waiting for and was accepted to Harvard University. Not only was she accepted, but she received a full scholarship to pay her tuition and room and board. The university also offered Loggins an on-campus job. After visiting the campus, she accepted the invitation to attend and will major in Biomedical Science and Engineering. In the meantime, Loggins continues to work as a custodian at Burns High School, earning wages until she leaves for Harvard in the fall.

Loggins' story is now international, and has been featured on CNN, NBC's The Today Show, and many other news outlets.

http://www.cnn.com/2012/06/07/us/from-janitor-to-harvard/index.html?hpt=hp_c2

“The Workforce Investment Act youth program gave me the opportunity to work and support myself.”

–Dawn Loggins

Youth Program

Regional Partnership Workforce Development Board

Rebecca Bullard already received her High School Diploma when first came to the Building Futures Youth Center. Bullard lived at home with her mother and two brothers. Bullard searched for employment but found that it was difficult to find and keep a job without furthering her education. On August 17, 2009 she enrolled into the WIA Youth Program.

She began to think positive and look forward to the opportunity to fulfill something that was missing – a college education. Bullard received the PELL Grant and with her family's support and WIA assistance, Bullard enrolled at Randolph Community College in the Photography program. She always enjoyed taking pictures and received various compliments on her photographs.

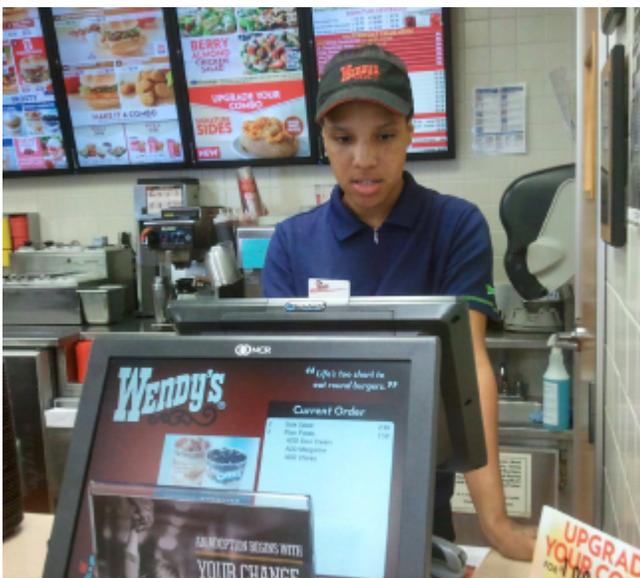
Bullard completed a hands-on course where she was required to drive to Concord, NC; Monday-Thursday



Rebecca Bullard checks in books at the Asheboro Public Library

and work 10-hour days earning no income. She received numerous compliments and praises from the Professional Photography Studio and was informed if a job position became available she would be highly recommended. Bullard participates in a work experience at the Asheboro Public Library where she may get to utilize her Photography skills during summer events. She also schedules small photo-sessions.

Bullard has actively participated in leadership/development opportunities and community-service activities throughout her involvement in the Youth Program.



Brittany Davis, taking customer's order at Wendy's of Roanoke Rapids

Turning Point Workforce Development Board

Brittany Davis is a young, single mother of two loving boys. Davis dropped out of high school in the ninth grade. She had many obstacles hit her in the face when she was very young, including the loss of her mother, two young boys to raise, and moving.

Davis was referred to the WIA Student Incentive program by the court system and her probation officer. Once Davis enrolled in the WIA Youth program, she set short- and long-term goals. Her goal included enrolling in WIA GED classes.

The WIA Youth program has lead Davis to increased self-confidence and self-esteem. After receiving job training skills, she now has a job at Wendy's and is nearing the completion of her GED. Even with obstacles, Davis has

Adult Program

Adult Program

In Program Year 2011, a total of 6,507 adults were served in the WIA Adult Program in North Carolina. Eligible adults included individuals aged eighteen and over, registered with the Selective Service, and in need of training or assistance with employment or both. North Carolina workers and jobseekers look to increase their skills by earning industry recognized credentials and/or completing education beyond high school. Through North Carolina's JobLink Career Centers, Workforce Development professionals assisted adults with identifying and resolving barriers, assessing job search and career path needs, skills assessment, career readiness training, basic skills training, basic education skills improvement and assistance, on-the-job training, and occupational skills training to meet employers' needs.

Western Piedmont Workforce Development Board

Brandi Stevens wanted to become a Registered Nurse and she decided the time to apply was now. Stevens sent in her application to Caldwell Community College to start her pre-requisites required for the Nursing program. When applying to the college, Stevens was told she could pay for the pre-requisites with her Dream Scholarship, which she received in elementary school, because she was the first person in her family to ever attend college. Stevens was able to pay for all the pre-requisites needed through the Dream Scholarship and obtained her Nursing Assistant I certificate. Stevens applied at Caldwell Memorial Hospital to work part-time in the Lab until she was accepted into the college's Nursing program.

Stevens was accepted in the fall semester of 2010 for the Nursing program at Caldwell Community College. She needed assistance with tuition, books and fees and applied for WIA services to help pay for the expenses as a Registered Nurse. WIA Adult Program helped Stevens afford to complete her training program. In May 2012 Stevens graduated with an Associate of Applied Science Nursing Degree.

Stevens successfully passed the State exam and in June 2012 she received her State Certification. In July Stevens started employment at Caldwell Memorial Hospital as a Registered Nurse. Stevens plans on continuing her education to obtain a Bachelor of Science Nursing degree within the next year.



Brandi Stevens, Registered Nurse at Caldwell Memorial Hospital, draws blood from a toddler's hand

Adult Program

Capital Area Workforce Development Board

Scott Doorman was making around \$60,000 a year when he was laid off from Old Castle Adams Products in the Research Triangle Park. The only work experience Doorman had ever gained was in sales, and he didn't know where to turn. After losing his good paying job, he lost most of his possessions and almost lost his home after the recession hit. He entered into the Workforce Investment Act (WIA) Program where he was able to obtain career guidance, assistance with re-training, and keep his home out of foreclosure.

Doorman is a great example of a successful WIA participant and has been nominated for the Governor's Award in Workforce Excellence because, not only did he take charge of his future and decide to re-train, he went on to complete an Associate's Degree in Networking Systems Technology. He was hired through an On-the-Job Training (OJT) opportunity with Genco ATC, a provider of product lifecycle logistic services' and later hired full-time and promoted to shift supervisor.

Doorman now makes a base salary of \$40,700, plus bonuses, and he is responsible for over 20 employees. Doorman has stated that he has learned several valuable lessons after losing his job in sales. Such things as, how to live within his means, not focusing on so many material items, and how to enjoy his life with his family. Doorman now feels he is a more balanced individual and has adjusted his thinking about what is important in life. He now enjoys sharing what he has learned with his employees and helping them find pride in a job well done.



Scott Doorman, site supervisor working in the office at Genco ATC, a provider of Product Lifecycle Logistics Services



Heather Roe, Income Maintenance Caseworker I Davidson County Department of Social Services

completion, she was referred on to the JobLink Job Club. It was while she was attending the Job Club, that Roe met her Career Development Consultant. Roe's Career Development Consultant knew that Roe needed some practical hands-on experience to land a job, so she suggested a Work Experience at Davidson County Department of Social Services.

Roe did so well and proved herself to be such a good employee in her Work Experience that it did not take long to be offered a full-time, permanent position as an Income Maintenance Caseworker I. Roe will be eligible to move into an Income Maintenance Caseworker II position in six months.

DavidsonWorks

In 2009 Heather Roe graduated from High Point University with a Bachelor of Science Degree in Psychology. Though she worked part time as a substitute teacher with Davidson County Schools and volunteered for Meals on Wheels, she was unable to find full-time, permanent employment. The pressure was on: not only did Roe have college loans to re-pay, but she was also a single mother raising two small children.

In December 2011, Roe came into the Thomasville JobLink Career Center and showed staff there how dedicated she was in finding permanent employment and stability for herself and her children. Through the services of the JobLink Career Center and DavidsonWorks, her luck began to change for the better.

At the JobLink Career Center, Roe was first referred to and attended a workshop on improving her resume. After completion, she was referred on to the JobLink Job Club. It was while she was attending the Job Club, that Roe met her Career Development Consultant. Roe's Career Development Consultant knew that Roe needed some practical hands-on experience to land a job, so she suggested a Work Experience at Davidson County Department of Social Services.

Adult Program

Durham Local Area

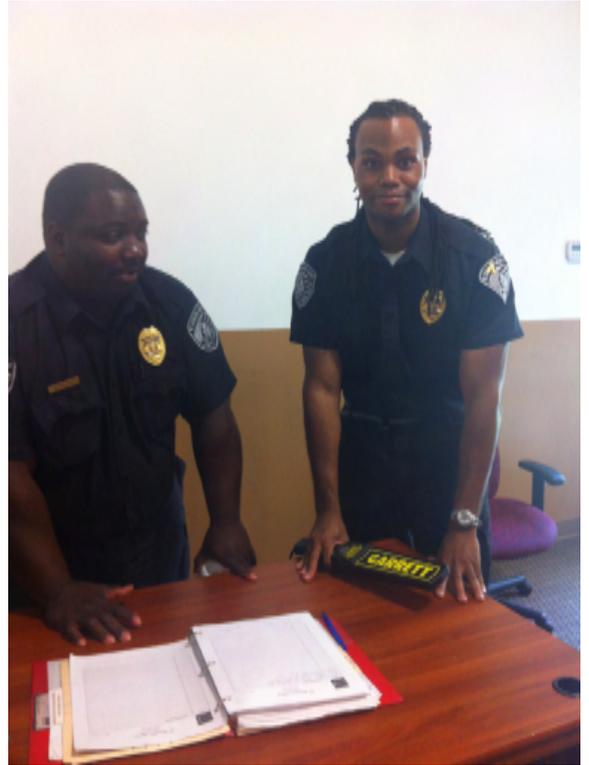
James Pointer went to the Durham WIA after being out of work for approximately one year. Pointer's work experience included eight years of work as a chef in Washington, DC, and Chicago, Illinois. His work in the culinary arts field is something that he greatly enjoyed. His last contract as a chef ended in 2010, and as a result of not being able to find work, he moved his family back to North Carolina. Even after moving back to his home State of North Carolina, Pointer had a difficult time finding a job.

He came to WIA in order to increase his marketability in the culinary field and find a full-time job as a chef or as a teacher of the culinary arts. He discovered that in North Carolina, he would need specific certifications to continue in his career. Unfortunately, he was not able to support his training needs on his own and WIA in Durham was not able to assist with his financial obligations. Pointer applied for a number of jobs by myself in both the culinary field and in other markets, but was not successful. However, with WIA support, Pointer worked on resume development, interviewing, as well as participating in Professional Placement Networking Events.

His desire to pursue his goals and dreams as a chef did not overshadow his desire to be a good husband and father and to provide for his family. When an opportunity to work as a security guard with NC Detective Agency presented itself, Mr. Pointer jumped at the opportunity. He was identified as an ideal candidate because he was coachable and possessed a number of transferable skills that could be utilized as a Security Guard such as active listening, critical thinking, and problem resolution. Pointer was very excited at the chance to interview for this position; treating it as if he were interviewing for a position in Wolfgang Puck's kitchen.

Pointer's interests are the culinary arts field; however, he was able to show how his transferrable skills of customer service, attention to detail, and critical thinking could all be used in order to be successful as a security guard.

He was hired December 2011 for an On-the-Job Training position as a security guard with NC Detective Agency. Pointer is very happy in this new field of work. Pointer is a great example of how WIA using the On-the-Job Training Program funds is getting the Adult and Dislocated Workers of Durham back to work.



James Pointer (right) security guard with NC Detective Agency

Adult Performance (Table B)

Program Year	Adult Entered Employment Rate	Adult Employment Retention Rate	Adult Average Earnings in Six Month
PY2007	76.6%	85.8%	11,634
PY2008	76.7%	86.7%	\$12,450
PY2009	65.3%	84.7%	\$11,715
PY2010	62.8%	83.7%	\$10,774
PY2011	67.1%	84.1%	\$11,014

Adult Program

Eastern Carolina Workforce Development Board, Inc.

Cheyenne Adams is a single parent with three children to support. She knew she had to complete her education in order to get a job that would lead to self sufficiency. Adams had allowed fear of failure to hold her back. In August 2009, she applied for and was accepted in the Emergency Medical Science (EMS) program at Carteret Community College. Cheyenne learned about the WIA Adult Program while applying for childcare assistance.

Adams's first year in the EMS program went well. However, in her second year, after finishing her Intermediate Certification, the EMS program lost its Program Director and things began to fall apart for the program. At this time, Adams's fear made her want to quit and find a job, but without training or employment history, Adams knew that she would not be successful getting a job that would enable her to support her family. She decided to tough it out. In January 2011, the program got a new Director, and Adams was able to successfully complete her training. In May 2011, she received her Associate's Degree in EMS.



Cheyenne Adams paramedic with Brunswick County EMS

Upon graduation, Adams had the promise of an opportunity in her home State of Louisiana, but that fell through. Things went from bad to worse, and she had to move in with family. The job market was slim, and she ended up working at McDonald's. Adams was miserable and became depressed. She decided to move back to North Carolina to live with her mom, and applied for a position with the Brunswick County EMS. On January 30, 2012, she became a full-time paramedic with Brunswick County EMS in Shallotte, NC.

Greensboro_High Point_Guilford Workforce Development

Crystal Jones had been working at her corporate job for several years, and was expecting her fourth child. During this pregnancy, she worked with a midwife, and had an epiphany that that was what she wanted to do as well: help expecting mothers be fully informed and prepared for birth. After having a fifth daughter (also with a midwife), Jones decided to quit her job, and begin schooling towards becoming a midwife herself. In January 2011, she was accepted into the accelerated RN program at NC A&T. Part of the requirements were that students are not allowed to work, so finances became even tighter, as Jones' husband was now the sole provider for the family.

Jones heard about the JobLink Career Center from some of her classmates, and came to the Center to see about funding. After meeting with Career Developer Fred Henry, she was able to qualify for WIA sponsorship, and was enrolled into WIA July 28, 2011. Her training scholarship was able to help with school costs and a uniform. In addition, she qualified for supportive services in the form of childcare. She was able to place her youngest daughter in daycare, and two other daughters in after-school care.

Jones graduated from the program in December, and immediately went into an NCLEX Review class, in order to prepare for the RN licensing test. She passed on her first try, and is now a licensed Registered Nurse!

During the RN course, Jones was able to do a clinical rotation at Moses Cone. She so impressed the Assistant Director with her determination and talent that the Assistant Director made a call to the labor and delivery unit (which never hires brand-new graduates), and secured her a position there, making \$21/hour! She is currently working third shift (7:00 pm - 7:00 am), and loving the work. She was exited from WIA on March 27, 2012, and will be keeping in touch for follow-up services. Jones' long-term goal is to open a birthing center, specializing in natural childbirth. She is very passionate about making sure women know all of their options for getting the type of birth that they want.

Adult Program



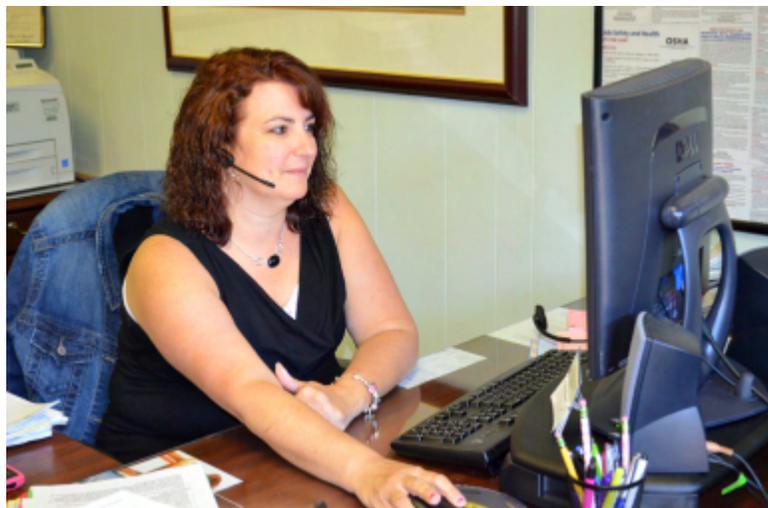
Jasmine Avery CNA 1 with Forsyth Medical Hospital

Northwest Piedmont Workforce Development Board

Jasmine Avery enrolled into eLink March 2011 for assistance with education and employment goals. Avery was very motivated and eager. She managed to work 32 hours a week and complete the Adult High School Program at Forsyth Technical Community College on schedule.

Avery received a promotion on her job from part time to full time work because of her outstanding performance. With the assistance of eLink Avery then enrolled into the CNA1 nursing class offered by Forsyth Technical Community College. Through eLink Avery received a scholarship which paid for her tuition, books and supplies.

Through hard work and dedication Avery completed the Nursing Certification Program at the top of her class in June 2012. On July 10, Avery accepted a full time nursing position with Forsyth Medical Hospital. She has also taken advantage of the leadership development opportunities through eLink and most recently she participated in a tour of Washington D.C.



Laura Holden Receptionist Administrative Secretary with the Swain County School System

Southwestern Workforce Development Board

Laura Holden 34 years old was diagnosed with breast cancer. Through multiple surgeries and chemotherapy, Holden maintained a positive attitude. After surviving all the turmoil in her personal life and with the turmoil threatening our workforce, Holden knew it was time to improve her chances at employment and earn a degree. She came to the Bryson City JobLink Career Center about enrolling in the WIA Adult program. Holden enrolled in Business Administration Associate Degree training at Southwestern Community College during the Summer semester of 2010. At night, Holden was awake doing homework until 1:00 or 2:00

in the morning. But her diligence paid off because her grades placed her on the prestigious President's List. Holden did so well in her studies that even before she graduated, she was offered a full-time job with the Swain County School System.

In May 2012 Holden completed all course work for her Associate Degree in Business Administration. She was inducted into the Phi Theta Kappa Honor Society, which is based on academics, scholarship, and character. Holden is also a member of the Alpha Beta Gamma International Business Honor Society (faculty nominated).

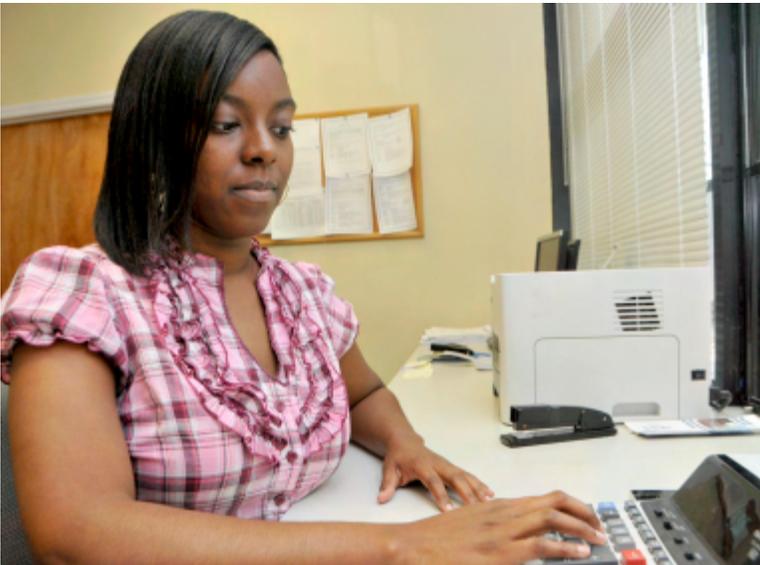
Adult Program

Turning Point Workforce Development Board

Leslieana Whitehead had to overcome a variety of barriers in order to remain in school. She was faced with the lack of transportation, financial aid, part-time employment and the lack of accounting experience. In June 2008 Whitehead graduated from high school. She was faced with adjusting to a decrease in family income (due to the layoffs of both parents) and adjusting to life on a community college campus.

Increased layoffs and economic conditions have greatly impacted job search in the Nash County Area. Whitehead entered Nash Community College's Workforce Investment Act (WIA) Adult Program when both of her parents were laid off. Unfortunately, she was not awarded financial aid due to the previous income earned by her parents.

In August 2008 Whitehead entered the WIA Adult Program at Nash Community College funded by Turning Point Workforce Development Board. She received assistance with tuition, books, fees and travel expenses to remain in school. Her background consisted of customer service and cashier experience. Whitehead was faced with the lack of accounting experience when applying for employment and grew frustrated with job postings requiring previous accounting experience. Whitehead was given the opportunity to participate in Nash Community College's WIA paid work experience program. She was placed in the Business Office on campus in November 2011 and worked as a Business Office Assistant.



Leslieana Whitehead, Business Office Assistant calculating data in the Business Office at Nash Community College

The following table displays the participants in training in Adult, Dislocated Worker, and Youth Programs in relationship to business industry. The highest occupation for training is the Health care and support industry.

O*NET Family	O*NET Description	# Participants in Training	Percent of Training	Adult	DW	NEG	Youth
11	Management Occupations	413	1.85%	89	294	29	9
13	Business and Financial Operations Occupations	1399	6.27%	322	892	213	75
15	Computer and Mathematical Occupations	1239	5.55%	269	900	100	60
17	Architecture and Engineering Occupations	504	2.26%	85	404	55	9
19	Life, Physical, and Social Science Occupations	282	1.26%	47	214	10	19
21	Community and Social Services Occupations	527	2.36%	193	298	13	24
23	Legal Occupations	230	1.03%	53	146	27	18
25	Education, Training, and Library Occupations	829	3.72%	278	344	130	95
27	Arts, Design, Entertainment, Sports, and Media Occupations	181	0.81%	23	123	18	31
29	Healthcare Practitioner and Technical Occupations	3680	16.49%	1759	1538	232	236
31	Healthcare Support Occupations	5345	23.96%	2209	2550	151	506
33	Protective Service Occupations	444	1.99%	123	253	46	37
35	Food Preparation and Serving Related Occupations	211	0.95%	67	102	10	32
37	Building and Grounds Cleaning and Maintenance Occupations	101	0.45%	41	58	5	2
39	Personal Care and Service Occupations	268	1.20%	88	125	9	63
41	Sales and Related Occupations	101	0.45%	15	33	24	30
43	Office and Administrative Support Occupations	2009	9.00%	629	1281	126	56
45	Farming, Fishing, and Forestry Occupations	54	0.24%	24	22	2	7
47	Construction and Extraction Occupations	450	2.02%	148	276	16	22
49	Installation, Maintenance, and Repair Occupations	1952	8.75%	494	1367	196	92
51	Production Occupations	1056	4.73%	269	681	153	45
53	Transportation and Material Moving Occupations	1033	4.63%	334	658	22	29
55	Military Specific Occupations	3	0.01%	0	0	1	2

Dislocated Worker Program

North Carolina served 7,375 dislocated worker jobseekers in the WIA Dislocated Worker Program in Program Year 2011. Eligible jobseekers included individuals who were unemployed due to being terminated or laid off, or had received notice of termination or layoff, those who were no longer self-employed due to a natural disaster or economic conditions, or persons considered to be displaced homemakers. Individuals in the areas of manufacturing, finance, distribution, or construction were more likely to lose their jobs and to need retraining to find work. Workers in today's labor force are at an advantage when they are capable of doing multiple jobs. Through North Carolina's JobLink Career Centers, workforce development professionals assisted dislocated workers with identifying and resolving barriers, assessing job search and career path needs, skills assessment, career readiness training, basic skills training, basic education skills improvement and assistance, on-the-job training, and occupational skills training to adapt to increased employer and labor market demands.

Dislocated Worker Program



Chris Lee working with the ADA accessible hand rails for town's dock.

Eastern Carolina Workforce Development Board

William (Chris) Lee worked with R & J Contracting as an electrical supervisor for a few weeks before being laid off. He had been out of work 55 weeks after having ten years of experience as an electrician. Lee is the father of one son, and he enjoys time with his wife Tammy. Lee was enrolled in the Reemployment Service Program (RES) at the Onslow County JobLink Career Center. Sandra Shepard, a WIA Case Manager, contacted the RES Coordinator to request participants affected by Hurricane Irene to participate in the Hurricane Irene Disaster Relief Employment Program (HIDREP). Lee was the first person that came to mind. Lee was contacted by Mrs. Shepard and was very excited about becoming employed again, even if it was for a short period of time. An interview was set with the Town of Swansboro, who requested a maintenance position to assist with clean-up and repair of storm damaged areas in the Swans. The

interview went well and Lee began work in October of 2011.

Lee impressed his supervisor and other workers. He received a glowing evaluation and praise from his supervisor. Consequently, his supervisor requested that Lee be hired permanently since there was money available in the Town's budget. After the details were worked out and Lee had completed all work related to Hurricane Irene damage, Lee was hired full-time with the Town of Swansboro. Lee said this was one of the best places he has ever worked.

Dislocated Worker Program



Stacie Allen Registered Nurse at Brookside Rehabilitation and Care

High Country Workforce Development Board

In June of 2009 Stacie Allen was laid off from the public school system where she was an assistant in an exceptional children's classroom. She automatically knew she wanted to use the opportunity to make a better life for herself and her three children.

After visiting the Yancey JobLink Career Center and discussing her career path with Career Counselor, Donna Kelly, Allen was enrolled in the Workforce Investment Act (WIA) dislocated worker program. With a career goal in mind, Allen applied and was accepted into the Registered Nursing Program at Mayland Community College.

Working hard and going through difficult life trials such as divorce, becoming a single parent and sole breadwinner, and severe family illness, Allen remained focused. She budgeted her money tightly, and not only did she keep up with the strenuous nursing program course work maintaining high grades, she gave special attention to her oldest child who was struggling in school and helping care for a sick family member.

With help from WIA and her Career Counselor, Allen graduated in May 2012 with an AAS Degree in Nursing with a 3.47 GPA. In June 2012, Allen passed her NCLEX board test and became a North Carolina certified registered nurse now working at Brookside Rehabilitation and Care. Earning twice her prior wages, Allen is proud of her determination and the new life she has achieved for her family - no longer dependant on public assistance and hoping to give back to help others like herself.

Stacie Allen has been nominated and selected for the North Carolina Governor's Award in Workforce Development for PY2011.



Dislocated Worker Program



Dudley Pruitt, Maintenance Technician with CertainTeed, shapes steel plating with a plasma cutter.

Kerr-Tar Workforce Development Board

In April of 2011 Dudley Pruitt came to Piedmont Community College's HRD/WIA program after being laid off from his job as a Maintenance Foreman at Georgia Pacific after 13 years of service. As a single father of two teenage daughters, Pruitt knew he would need to obtain a good paying job with benefits in order to support his family. After diligently seeking employment for almost a year, Pruitt realized he would need to gain new skills in order to be marketable in the eyes of local employers. While attending a claims session at the Person JobLink Career Center, Pruitt learned of the Welding Certification training offered through Piedmont Community College. After being out of school for over 25 years, Pruitt enrolled in the HRD Orientation to Welding course, during which time he earned a Gold North Carolina Career Readiness Certificate and was selected by

HRD/WIA staff to be sponsored in the upcoming AWS Welding Certification program.

Pruitt worked diligently in his welding course and earned the highest grade in his class. He was awarded the national AWS Certification in August 2011. Upon completing his welding certification, Pruitt attended the Job Search for Welding course offered through HRD and submitted applications to a variety of manufacturing facilities in the Local Area. In October of 2011, Pruitt was hired as a Maintenance Technician for CertainTeed Gypsum of Roxboro. Since becoming employed by CertainTeed, Pruitt has passed more pillar tests and advanced further at the company than any other maintenance employee hired during the plant start-up phase.

Pruitt displayed determination and diligence throughout his participation in the WIA program. In addition to overcoming the barriers associated with returning to school after 25 years, Pruitt earned the highest grade in his welding class while fulfilling the responsibilities of a single father to his two teenage daughters. His success is testament to what is possible when an individual with perseverance and a determination to succeed is given the opportunity to pursue his goals with the help of WIA and the Community College System.



Dudley Pruitt, Maintenance Technician with CertainTeed, uses a plasma cutter to cut steel plates.

The following table shows the total WIA participants (in the Adult, Dislocated Worker and Youth Programs) from Program Year 2007 to Program Year 2011. The comparison displays PY2011 Adult, Dislocated Worker and Youth Programs comparable to PY2007 and PY2008 levels.

Table M 5-Year Performance

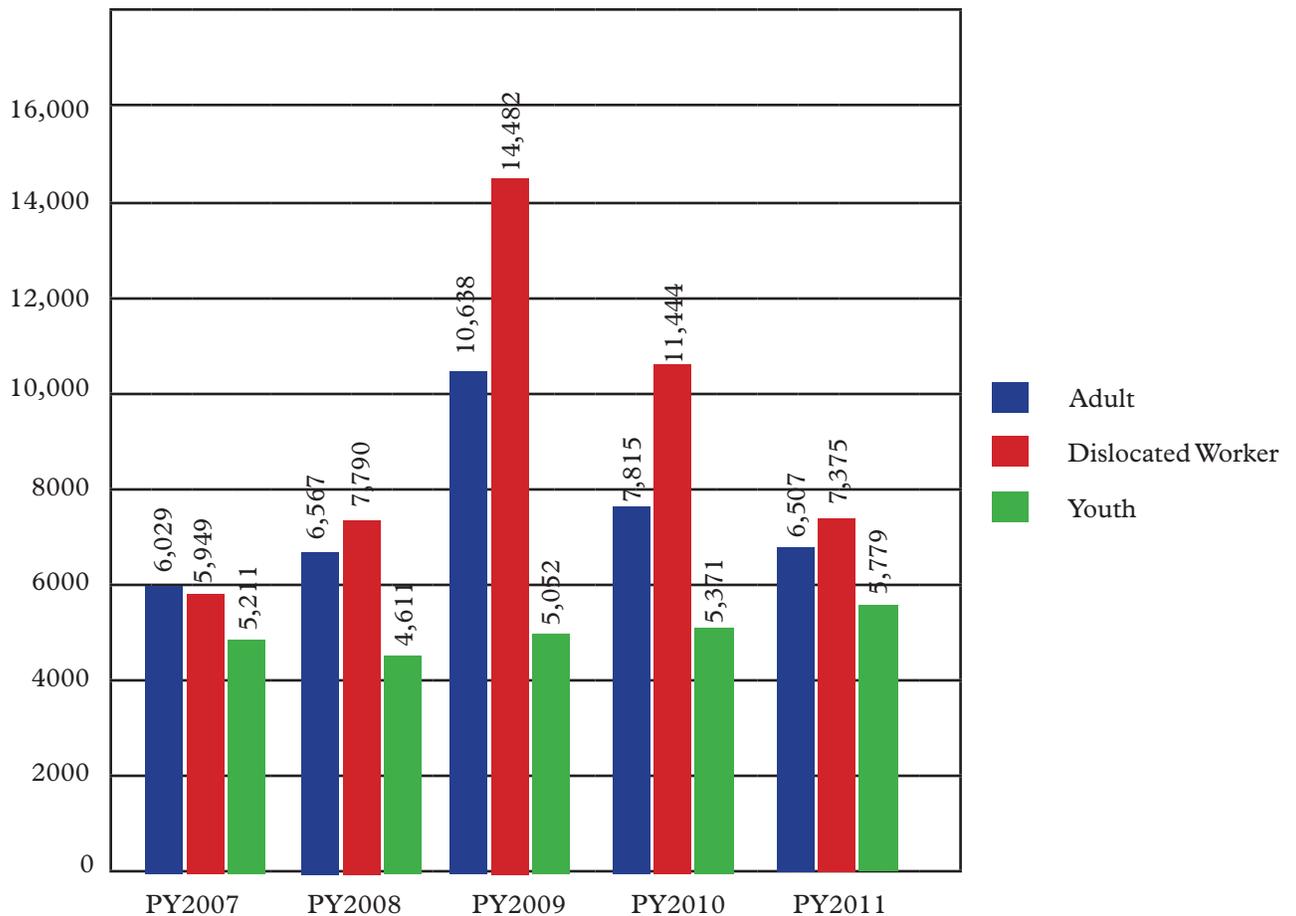


Table M 5-Year Performance				
Program Year	Adult	Dislocated Worker	Youth (14-21)	Total
PY2007	6,029	5,949	5,211	17,189
PY2008	6,567	7,790	4,611	18,968
PY2009	10,638	14,482	5,052	30,172
PY2010	7,815	11,444	5,371	24,630
PY2011	6,507	7,375	5,779	19,661

Dislocated Worker Program



Sharon Turner, Secretary, prepares a grade report for the Emergency Medical Science Course of Study at Forsyth Technical Community College, Northwest Forsyth Center

Northwest Piedmont Workforce Development Board

Sharon Turner of Pilot Mountain received WIA services in 2002 through 2004 after she lost a job in textiles. Turner received her diploma in Medical Office Administration which led to a new career as an Administrative Assistant with Chiltern International, in Winston Salem. *“I loved that job for 6 years until last June 2011 when the Winston Salem office closed.”*

Turner returned to the WIA Dislocated Worker Program for help. Amber Coleman, Career Facilitator, discussed the benefits of having a North Carolina Career Readiness Certification

and how important this certification is to potential employers. After a few weeks of practice, Turner earned a Gold Level Certification which increased her confidence for employment. Turner attended workshops at SHARE/SNAP sites to network with others regarding information on jobs.

Turner proudly started a job in April of 2012 as a Secretary for The Emergency Medical Science Program at Forsyth Technical Community College. *“I know from experience how valuable the WIA Dislocated Worker program and Northwest Piedmont Workforce Development Board staff have been in my job search. I honestly feel I am where I am now, in large part, due to all of their help.”*

Dislocated Worker Performance (Table E)

Program Year	Dislocated Worker Employment Rate	Dislocated Worker Employment Retention Rate	Dislocated Worker Average Earnings in Six Month
PY2007	83.8%	92.2%	\$13,683
PY2008	83.2%	91.3%	\$13,594
PY2009	74.4%	87.8%	\$13,559
PY2010	73.2%	89.4%	\$14,093
PY2011	77.2%	90.5%	\$15,212

Dislocated Worker Program

Regional Partnership Workforce Development Board

Richard Poe became a Dislocated Worker for the third time after twenty-seven years of experience in the drafting field. He worked eleven years with TriTech Civil Environmental in Asheboro as a civil technician-CAD operator. Prior to this, he was employed with Gillarco Incorporated in Greensboro for sixteen years as a senior designer of Drafting and Design. With the down-turn in manufacturing, Poe was experiencing difficulties in finding employment in this field.



Richard Poe Police Officer with the Randleman Police Department

Poe had always desired to become a law enforcement officer, but had not had the opportunity to pursue his dream. He knew that switching careers at this stage in his life would be difficult, but with support from his loving family, he made the decision to pursue this career. Basic Law Enforcement Training (BLET) is a very rigorous program both mentally and physically. Poe knew that a man his age might have challenges but he was determined to accomplish this goal.

Poe enrolled in the WIA Program August 2011 and began the evening BLET classes. Poe was one of the oldest students in the class. He not only pushed himself but his classmates as well. He wrote study guides and study questions for his classmates and shared them with both the day and evening students.

On April 13, 2012 Poe received the BLET Certificate from Randolph Community College. He received an additional certification for completing Oc, Pepper Spray, Taser, and Asp training. On May 18, 2012 Poe graduated with a GPA of 97 and a state exam overall average of 92. He finished the POPA test in less than six minutes, under the required seven minutes. During the ceremony, classmates honored Poe with a Ruger LCP 380 semi-automatic pistol for assisting them in reaching their goals. Paul Goins, BLET Director/CJC CE Coordinator, stated that this was one of the smartest BLET classes to graduate from Randolph Community College since the program began.

On June 4, 2012 Poe was sworn in as a police officer with the Randleman Police Department.

Dislocated Worker Program



Katie Waldroup at her desk at the Lyndon B. Johnson Job Corps Center in Franklin, NC

Southwestern Workforce Development Board

In the summer of 2009, Katie Waldroup was working as a janitor in a wood mill factory, making minimum wage without benefits when she was laid off due to a slow economy. Below is her story in her own words:

“I was terrified of what might happen next because I had no education, no one was hiring, and I had a seven-year old daughter at home. What I thought then to be a tragedy turned out to be a blessing in disguise. I found myself at the JobLink Career Center applying for unemployment and looking for work when I met a lady who would change my life forever.

She was a caseworker for the Workforce Investment Act (WIA) Dislocated Worker Program. She told me if I was interested in furthering my education, that WIA could help me with the expenses and help me through the process. Needless to say, I was definitely interested. I was so excited; it was like I was in a dream or watching it happen to someone else. Being a young, single mother, I never thought that I could afford to attend college. Truth be told, I never would have been able to without WIA. This program was so much more to me than a payment for tuition and books. My caseworker frequently checked in on me to see if I needed anything or just to see if I was okay. She would often lend me her shoulder to cry on when things seemed too hard.”

In May 2012 Waldroup graduated, from Southwestern Community College with an Associate’s Degree in Human Service Technology. She is employed full time with the US Forest Service at the LBJ Job Corps Center in Franklin, NC. Waldroup says, *“less than three years ago, I couldn’t have possibly imagined that I would be sitting behind a desk in the LBJ Job Corps Center. With a lot of hard work, really late night studying sessions, and an excellent program that carried me when I needed support, the sacrifices it took to get here are finally starting to pay off.”*

Dislocated Worker Program

Triangle South Workforce Development Board

Timothy Baldwin enlisted in the US Army and was deployed to both Afghanistan and Iraq. After earning two medals for his service, he was honorably discharged and began work at a Power Plant in New Hill, NC.

Baldwin was devastated after receiving the news of his layoff from the Power Plant. He decided to re-enroll in school with the assistance of WIA Dislocated Worker Program. Within two years Baldwin obtained an Associate's Degree in Bio-Maintenance and earned various certifications in Clean Room Operations for Calibration and Maintenance Technicians and Clean Room Gowning.

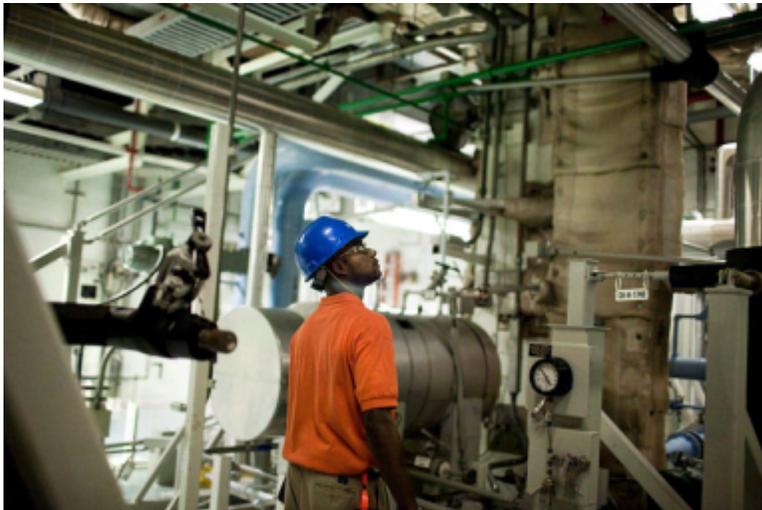
Baldwin also earned EPA certification in Air Conditioning and Refrigeration Technology, Programmable Logic Controls, Welding, Industrial Hydraulics, and Electrical Controls, along with earning a Diploma in Industrial Systems Technology. He became a member of the Phi Theta Kappa Honor Society and made both the President's List and the Dean's List at Central

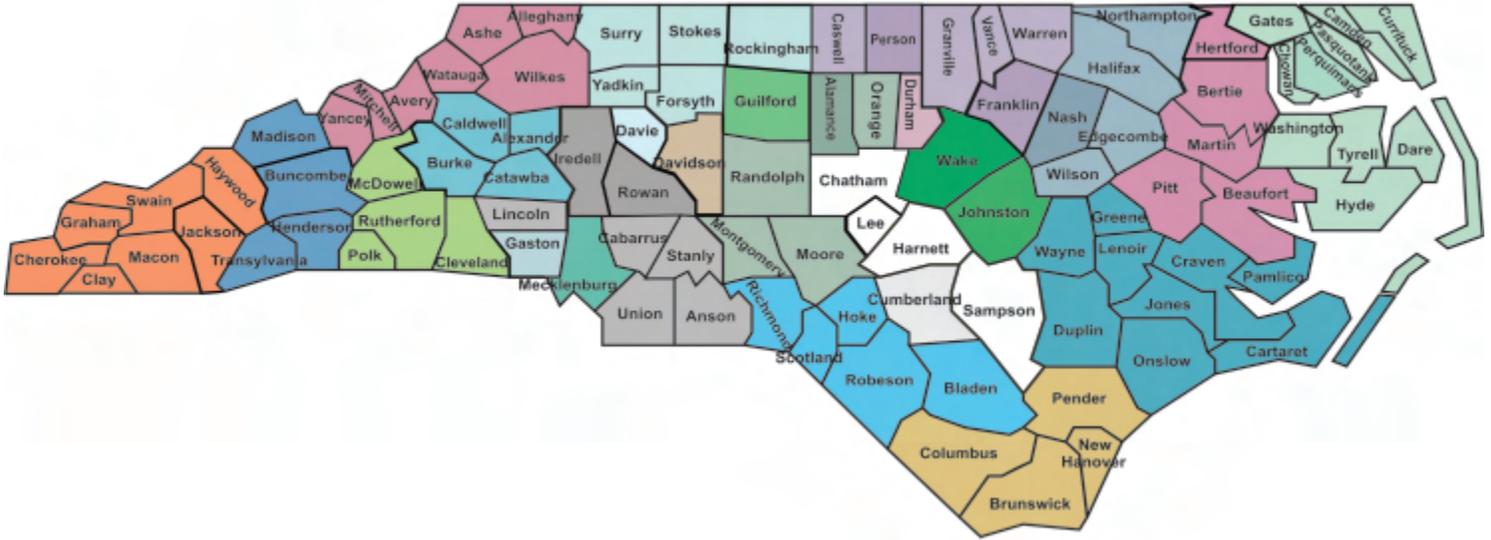


Timothy Baldwin Instrumentation Calibration Technician for ESGI (affiliated with Progress Energy)

Carolina Community College when he graduated with a grade point average of 3.7.

Baldwin is now an Instrumentation Calibration Technician for ESGI, Inc., a company affiliated with Progress Energy. With the starting salary at \$27.92 an hour, Baldwin has reached his goals of being able to successfully provide for his family. Everything he has accomplished in the past two years reminds him of the words his Dad told him as a child, "You have to work hard to get ahead and the best tool is the brain." Baldwin is an example of the success that WIA participants can achieve through the program.





North Carolina Local Area Map

- Cape Fear Workforce Development Board
- Capital Area Workforce Development Board
- Centralina Workforce Development Board
- Charlotte/Mecklenburg Workforce Development Board
- Cumberland County Local Area Workforce Development Board
- DavidsonWorks Workforce Development Board
- Durham Local Area Workforce Development Board
- Eastern Carolina Workforce Development Board
- Gaston County Local Area Workforce Development Board
- Greensboro/High Point/Guilford Workforce Development Board
- High Country Workforce Development Board
- Kerr-Tar Workforce Development Board
- Lumber River Workforce Development Board
- Mountain Local Area Workforce Development Board
- Northeastern Workforce Development Board
- Northwest Piedmont Workforce Development Board
- Region C Workforce Development Board
- Region Q Workforce Development Board
- Regional Partnership Workforce Development Board
- Southwestern Workforce Development Board
- Triangle South Workforce Development Board
- Turning Point Workforce Development Board
- Western Piedmont Workforce Development Board

Performance Measure Outcomes

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Table B Adult Program Results			
Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	75.0%	67.1%	1,925
			2,867
Employment Retention Rate	81.0%	84.1%	3,058
			3,638
Average Earnings	\$10,450.00	\$11,013.60	32,974,700
			2,994

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	65.0%	968	66.3%	130	59.0%	79	61.5%	91
		1,489		196		134		148
Employment Retention Rate	81.3%	1,318	83.2%	154	71.6%	83	85.4%	117
		1,621		185		116		137
Average Earnings Rate	\$9,375.60	12,038,263	\$12,092.20	1,825,917	\$8,433.50	691,544	\$9,956.60	1,095,225
		1,284		151		82		110

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	68.3%	1,618	61.6%	307
		2,369		498
Employment Retention Rate	84.7%	2,701	79.5%	357
		3,189		449
Average Earnings Rate	\$ 11,261.80	29,821,327	\$9,113.80	3,153,373
		2,648		346

Table E			
Dislocated Worker Program Results			
Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	82.0%	77.2%	4,362
			5,648
Employment Retention Rate	86.0%	90.5%	4,812
			5,319
Average Earnings	\$12,600.00	\$15,212.00	72,029,008
			4,735

Table F								
Outcomes for Dislocated Worker Special Populations								
Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	77.3%	413	70.2%	40	67.2%	451	53.6%	15
		534		57		671		28
Employment Retention Rate	88.4%	434	77.1%	37	88.8%	474	77.3%	17
		491		48		534		22
Average Earnings	\$18,272.70	7,838,967	\$13,269.40	490,966	\$14,179.70	6,551,005	\$12,212.60	195,402
		429		37		462		16

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	77.4%	3,928	75.7%	434
		5,075		573
Employment Retention Rate	90.8%	4,336	87.3%	476
		4,774		545
Average Earnings Rate	\$15,343.70	65,471,389	\$14,012.00	6,557,620
		4,267		468

Table H.1 Youth (14 – 21) Program Results			
Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	51.0%	60.6%	1,180
			1,948
Attainment of Degree or Certificate	52.0%	60.7%	1,095
			1,804
Literacy and Numeracy Gains	35.5%	43.2%	482
			1,116

Table L Other Reported Information										
Reported Information	12 Month Employment Retention Rate		12 Months Earnings Increase (Adults and Older Youth) or 12 Months Earnings Replacement (Dislocated Workers)		Placements in Non-traditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	81.9%	3,275	\$ 4,529.20	17,763,648	1.4	26	\$4,559.50	8,663,049	49.1%	794
		3,997		3,922		1,925		1,900		1,616
Dislocated Workers	89.5%	4,716	\$121.10	73,485,993	2.5	108	\$6,614.90	28,530,078	52.1%	2,045
		5,267		60,677,377		4,362		4,313		3,928

Table M Participation Levels		
Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	13,839	7,934
Total Adults (self-service only)	0	0
WIA Adults	6,507	3,259
WIA Dislocated Workers	7,375	4,703
Total Youth (14 – 21)	5,779	2,115
Out-of-School Youth	3,386	1,331
In-School Youth	2,393	784

Table N Cost of Program Activities		
Program Activity		Total Federal Spending
Local Adults		\$19,235,211
Local Dislocated Workers		\$20,347,108
Local Youth		\$20,589,335
Rapid Response (up to 25%) Sec.134 (a)(2)(A)		\$1,821,862
Statewide Required Activities (up to 15%) Sec.134(a)(2)(B)		\$2,504,056
	Program Activity Description	
Statewide Allowable Activities Sec.134(a)(3)	Capacity Building and Technical Assistance	\$39,000
	Incumbent Worker	\$1,104,867
	Pilot/Demonstration	\$1,032,480
	Option Initiatives	\$1,427,852
Total of All Federal Spending Listed Above		\$68,101,771

The following graph shows the cost of the Program activities for PY 2011. 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

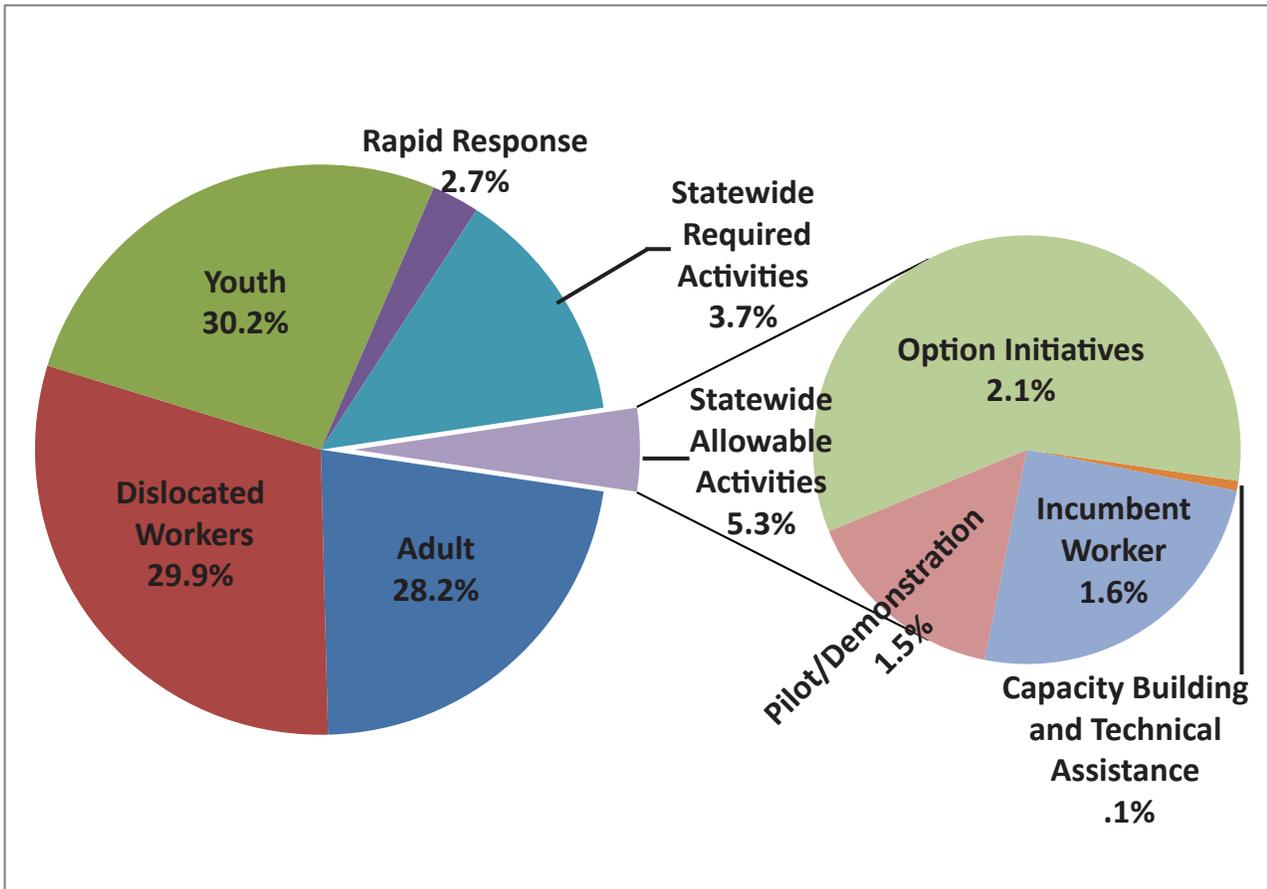


Table O – Local Performance



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



Table O – Local Performance				
Local Area Name		Adults	384	
Cape Fear Workforce Development Consortium (33)	Total Participants Served	Dislocated Workers	345	
		Youth	326	
		ETA Assigned# 37120	Total Exitters	Adults
		Dislocated Workers	122	
		Youth	70	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	82.9%	61.2%	
	Dislocated Workers	87.9%	75.8%	
Retention Rates	Adults	84.5%	82.3%	
	Dislocated Workers	90.0%	90.7%	
Average Earnings (Adults/DWs)	Adults	\$10,854.31	\$9,678.40	
	Dislocated Workers	\$13,233.00	\$12,827.60	
Placement in Employment or Education	Youth (14 - 21)	69.4%	59.0%	
Attainment of Degree or Certificate	Youth (14 - 21)	41.5%	48.0%	
Literacy or Numeracy Gains	Youth (14 - 21)	22.2%	25.9%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

For PY11, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance



Capital Area Workforce Development Board
 2321 Crabtree Blvd., Suite 200
 Raleigh, NC 27604
 Counties: Johnston; Wake
 Director: Pat Sturdivant
 pat.sturdivant@wakegov.com
<http://web.co.wake.nc.us/capitalarea/>



Table O – Local Performance				
Local Area Name		Adults	474	
Capital Area Workforce Development Consortium (34)	Total Participants Served	Dislocated Workers	1124	
		Youth	374	
		ETA Assigned# 37215	Total Exitters	Adults
		Dislocated Workers	612	
		Youth	113	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	82.9%	69.2%	
	Dislocated Workers	87.9%	81.4%	
Retention Rates	Adults	89.5%	94.2%	
	Dislocated Workers	90.8%	91.8%	
Average Earnings (Adults/DWs)	Adults	\$11,995.00	\$11,153.40	
	Dislocated Workers	\$13,882.00	\$19,220.00	
Placement in Employment or Education	Youth (14 - 21)	73.6%	79.8%	
Attainment of Degree or Certificate	Youth (14 - 21)	49.2%	60.0%	
Literacy or Numeracy Gains	Youth (14 - 21)	43.6%	65.3%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

For PY11, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance

Centralina Workforce Development Board
 525 North Tryon Street 12th Floor
 Charlotte, NC 28202
 Counties: Union; Stanly; Rowan;
 Lincoln; Iredell; Cabarrus; Anson
 Executive Director: David Hollars
 dhollars@centralina.org
 http://www.centralinaworks.com

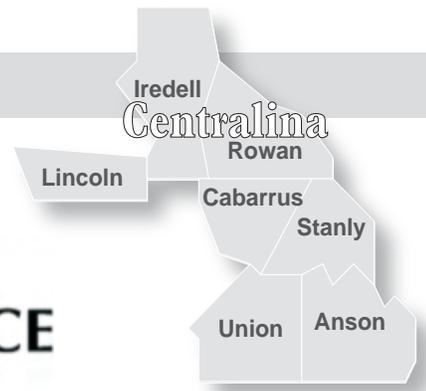


Table O – Local Performance				
Local Area Name		Adults	357	
Centralina Workforce Development Consortium (36)	Total Participants Served	Dislocated Workers	739	
		Youth	182	
		ETA Assigned# 37225	Total Exitters	Adults
		Dislocated Workers	508	
		Youth	58	
Reported Information		Negotiated Performance Level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

For PY11, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance



Charlotte-Mecklenburg Workforce Development Board
 1401 West Morehead Street Suite 100
 Charlotte, NC 28208
 County: Mecklenburg
 Director: Steve Partridge
 spartridge@charlotteworks.com



Table O – Local Performance				
Local Area Name		Adults	361	
Charlotte-Mecklenburg Workforce Development Consortium (37)	Total Participants Served	Dislocated Workers	631	
		Youth	399	
ETA Assigned# 37045	Total Exiters	Adults	223	
		Dislocated Workers	356	
		Youth	210	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	75.4%	69.6%	
	Dislocated Workers	85.7%	76.8%	
Retention Rates	Adults	84.3%	89.3%	
	Dislocated Workers	90.0%	89.0%	
Average Earnings (Adults/DWs)	Adults	\$10,353.87	\$11,822.90	
	Dislocated Workers	\$13,882.00	\$20,034.80	
Placement in Employment or Education	Youth (14 - 21)	59.3%	41.5%	
Attainment of Degree or Certificate	Youth (14 - 21)	41.5%	35.0%	
Literacy or Numeracy Gains	Youth (14 - 21)	46.0%	61.9%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

For PY11, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance



Cumberland County Local Area Workforce Development Board
 Post Office Box 1829
 410 Ray Avenue
 Fayetteville, NC 28302
 County: Cumberland
 Director: James Lott
 lottj@faytechcc.edu

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

For PY11, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

DavidsonWorks Workforce Development Board
 Post Office Box 1067
 555 West Center Street Extension
 Lexington, NC 27293-1067
 County: Davidson
 Director: Cindy Livengood
 Cindy.Livengood@DavidsonCountyNC.gov
 http://www.davidsonworks.org

DavidsonWorks



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

Table O – Local Performance

Table O – Local Performance				
Local Area Name		Adults	131	
DavidsonWorks, Inc (39)	Total Participants Served	Dislocated Workers	201	
		Youth	93	
		ETA Assigned# 37020	Total Exiters	Adults
Dislocated Workers	106			
Youth	43			
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	80.9%	84.1%	
	Dislocated Workers	87.9%	90.7%	
Retention Rates	Adults	85.0%	93.3%	
	Dislocated Workers	92.6%	93.3%	
Average Earnings (Adults/DWs)	Adults	\$11,692.03	\$17,978.90	
	Dislocated Workers	\$12,262.14	\$15,268.10	
Placement in Employment or Education	Youth (14 - 21)	59.3%	48.3%	
Attainment of Degree or Certificate	Youth (14 - 21)	41.5%	53.1%	
Literacy or Numeracy Gains	Youth (14 - 21)	50.0%	64.3%	
Overall Status of Local Performance	Not Met		Met	Exceeded
			X	

For PY11, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance



Durham Local Area Workforce Development Board
 302 E. Pettigrew Street, Suite 190
 Durham, NC 27701
 County: Durham
 Director: Kevin Dick
 kevin.dick@durhamnc.gov



Table O – Local Performance				
Local Area Name		Adults	106	
Durham Local Area (35)	Total Participants Served	Dislocated Workers	164	
		Youth	110	
ETA Assigned# 37140	Total Exiters	Adults	69	
		Dislocated Workers	142	
		Youth	34	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	72.7%	63.4%	
	Dislocated Workers	81.0%	74.1%	
Retention Rates	Adults	82.1%	79.3%	
	Dislocated Workers	92.7%	87.3%	
Average Earnings (Adults/DWs)	Adults	\$10,111.00	\$10,852.50	
	Dislocated Workers	\$13,882.00	\$16,440.20	
Placement in Employment or Education	Youth (14 - 21)	61.2%	64.9%	
Attainment of Degree or Certificate	Youth (14 - 21)	41.5%	59.4%	
Literacy or Numeracy Gains	Youth (14 - 21)	37.5%	46.3%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

For PY11, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance



Eastern Carolina Workforce Development Board
 1341 S. Glenburnie Road
 New Bern, NC 28562
 Counties: Pamlico; Lenoir; Jones;
 Greene; Duplin; Craven; Carteret; Onslow; Wayne
 Director: Tammy Childers
 childers@ecwdb.org
 http://www.ecwdb.org



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

For PY11, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance



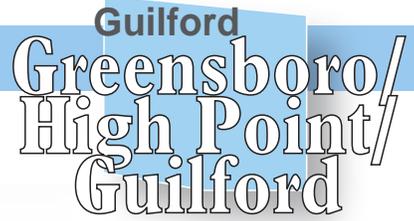
Gaston County Local Area Workforce Development Board
 330 N. Marietta Street
 Gastonia, NC 28052
 County: Gaston
 Director: Angela Karchmer
 angela.karchmer@co.gaston.nc.us
 http://www.gastonworks.com



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

For PY11, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance



Greensboro/High Point/Guilford County
 Workforce Development Board
 342 North Elm Street
 Greensboro, NC 27401
 County: Guilford
 Director: Lillian Plummer
 lillian.plummer@greensboro-nc.gov
 http://www.guilfordjoblink.com/



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

For PY11, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance



High County Workforce Development Board
 468 New Market Blvd.
 Boone, NC 28607
 Counties: Yancey; Mitchell; Avery; Ashe;
 Alleghany; Watauga; Wilkes
 Director: Adrian Tait
 adrian.tait@highcountrywdb.com
 http://www.highcountrywdb.com/



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

For PY11, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance

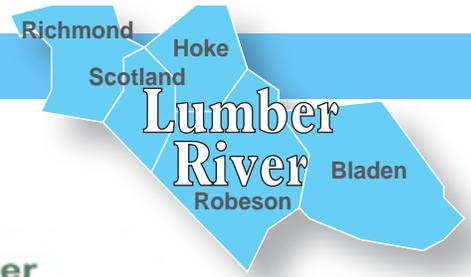


Kerr-Tar Workforce Development Board
 P.O. Box 709
 1724 Graham Avenue
 Henderson, NC 27536
 Counties: Caswell; Vance; Warren;
 Person; Granville; Franklin
 Director: Vincent Gilreath
 vgilreath@kerrtarcog.org
<http://www.kerrtarcog.org/workforce/>

Table O – Local Performance			
Local Area Name		Adults	173
Kerr-Tar Interlocal Cooperative Consortium for Job Training (43)	Total Participants Served	Dislocated Workers	391
		Youth	153
ETA Assigned# 37195	Total Exiters	Adults	82
		Dislocated Workers	243
		Youth	57
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	82.9%	76.9%
	Dislocated Workers	85.7%	89.7%
Retention Rates	Adults	82.1%	93.2%
	Dislocated Workers	90.1%	86.0%
Average Earnings (Adults/DWs)	Adults	\$10,111.00	\$10,176.80
	Dislocated Workers	\$12,099.11	\$11,934.00
Placement in Employment or Education	Youth (14 - 21)	73.6%	52.4%
Attainment of Degree or Certificate	Youth (14 - 21)	57.4%	58.5%
Literacy or Numeracy Gains	Youth (14 - 21)	53.9%	46.3%
Overall Status of Local Performance		Not Met	Met
			X

For PY11, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance



Lumber River Workforce Development Board
 30 CJ Walker Road, COMtech Park
 Pembroke, NC 28372
 Counties: Scotland; Hoke; Bladen; Robeson,
 Richmond
 Director: Blondell McIntyre
 blondell.mcintyre@lrcog.org
 http://www.lumberriverwdb.org/



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

For PY11, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance

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

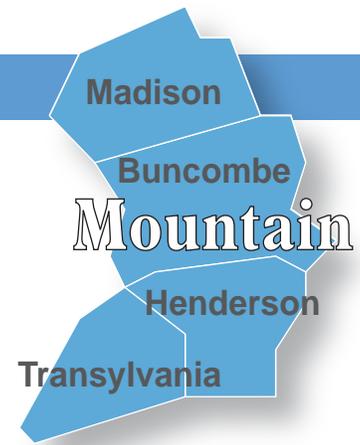


Table O – Local Performance			
Local Area Name		Adults	293
Mountain Local Area (46)	Total Participants Served	Dislocated Workers	585
		Youth	213
		ETA Assigned# 37190	Total Exitters
		Dislocated Workers	215
		Youth	65
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered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

For PY11, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance

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

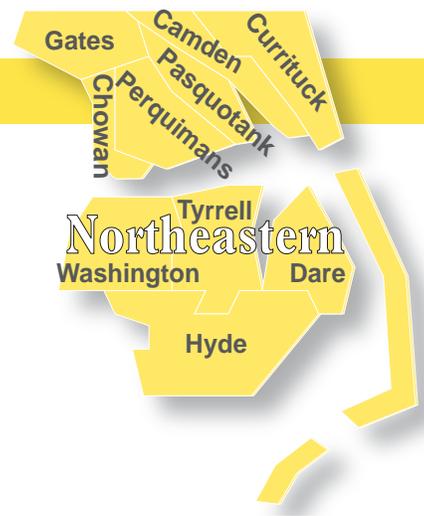
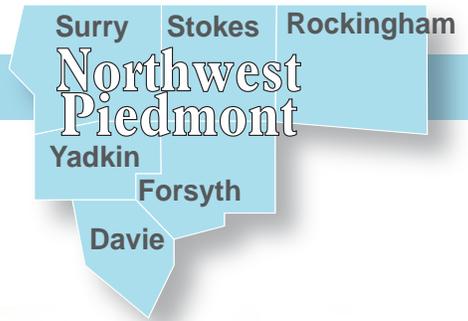


Table O – Local Performance

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

For PY11, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance



Northwest Piedmont Workforce Development Board
 400 West Fourth Street, Suite 400
 Winston-Salem, NC 27101
 Counties: Rockingham; Yadkin; Surry;
 Stokes; Forsyth; Davie
 Director: Althea Hairston
 ahairston@nwpcog.org
 http://www.northwestpiedmontworks.org/



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

For PY11, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance



Region C Workforce Development Board
 Post Office Box 841
 111 West Court Street
 Rutherfordton, NC 28139
 Counties: Rutherford; McDowell; Cleveland; Polk
 Director: Bill Robertson
 brobertson@regionc.org
 http://www.regionc.org



Table O – Local Performance

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

For PY11, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance

Region Q Workforce Development Board
 1385 John Small Avenue
 Washington, NC 27889
 Counties: Pitt; Martin; Bertie; Beaufort; Hertford
 Director: Walter Dorsey
 wdorsey@mideastcom.org
 http://www.regionqwdb.org

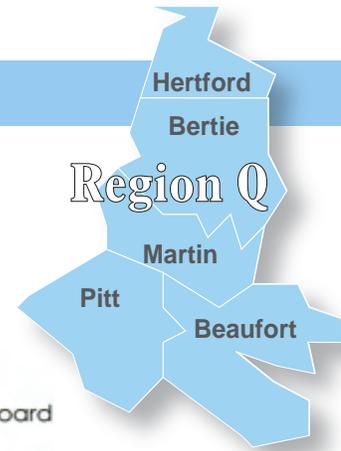


Table O – Local Performance				
Local Area Name		Adults	334	
Region Q Workforce Investment Consortium (52)	Total Participants Served	Dislocated Workers	291	
		Youth	219	
		ETA Assigned#		
37160	Total Exiters	Adults	237	
		Dislocated Workers	172	
		Youth	67	
Reported Information		Negotiated Performance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

For PY11, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance

Alamance
Orange

Randolph
Regional Partnership
Montgomery
Moore

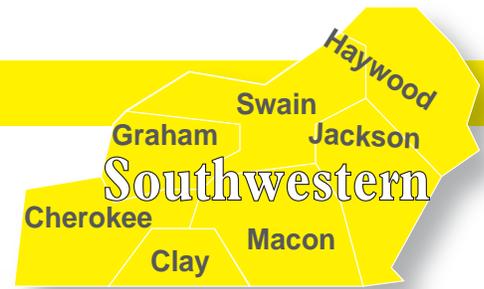
Regional Partnership Workforce Development Board
 Post Office Box 1883
 221 South Fayetteville Street
 Asheboro, NC 27204
 Counties: Alamance; Montgomery; Moore; Orange; Randolph
 Director: Linda Parker
 lparker@regionalcs.org
 http://www.regionalpartnershipwdb.org/



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

For PY11, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance



Southwestern Workforce Development Board
 125 Bonnie Lane
 Sylva, NC 28779
 Counties: Swain; Jackson; Clay; Cherokee;
 Graham; Haywood; Macon
 Director: Beth Cook
 beth@regiona.org
 http://regiona.org/workforce/index.htm

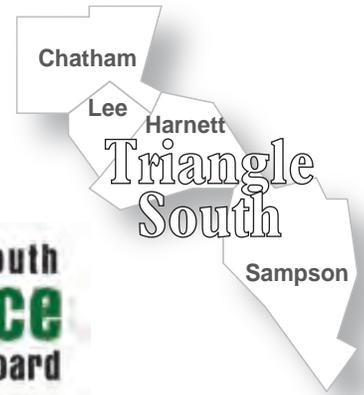


Southwestern Commission

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

For PY11, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance



Triangle South Workforce Development Board
 1105 Kelly Drive
 Sanford, NC 27330
 Counties: Sampson; Lee; Chatham; Harnett
 Director: Rosalind McNeill Cross
 rcross@cccc.edu



Table O – Local Performance			
Local Area Name		Adults	234
Triangle South Workforce Development Board (60)	Total Participants Served	Dislocated Workers	318
		Youth	193
ETA Assigned# 37220	Total Exiters	Adults	147
		Dislocated Workers	167
		Youth	79
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	72.7%	63.0%
	Dislocated Workers	81.0%	71.3%
Retention Rates	Adults	82.1%	90.8%
	Dislocated Workers	90.0%	86.8%
Average Earnings (Adults/DWs)	Adults	\$10,111.00	\$10,221.10
	Dislocated Workers	\$11,338.25	\$15,004.40
Placement in Employment or Education	Youth (14 - 21)	73.6%	60.4%
Attainment of Degree or Certificate	Youth (14 - 21)	51.3%	50.0%
Literacy or Numeracy Gains	Youth (14 - 21)	53.9%	68.6%
Overall Status of Local Performance		Not Met	Met
			X

For PY11, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance

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

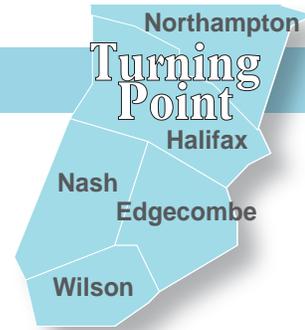
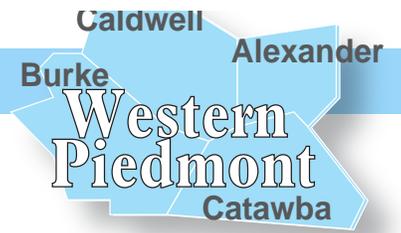


Table O – Local Performance

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

For PY11, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance



Western Piedmont Workforce Development Board
 Post Office Box 9026
 1880 2nd Ave. NW
 Hickory, NC 28601
 Counties: Catawba; Burke; Alexander; Caldwell
 Director: Sheila Dotson
 sheila.dotson@wpcog.org
 http://www.wpcog.org/programs.asp?CID=0&PS=65



Table O – Local Performance				
Local Area Name		Adults	373	
Western Piedmont Jobs Training Consortium (56)	Total Participants Served	Dislocated Workers	323	
		Youth	109	
		ETA Assigned# 37210	Total Exitters	Adults
		Dislocated Workers	205	
		Youth	47	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	78.6%	71.1%	
	Dislocated Workers	85.5%	75.8%	
Retention Rates	Adults	82.1%	85.1%	
	Dislocated Workers	91.9%	87.2%	
Average Earnings (Adults/DWs)	Adults	\$10,111.00	\$13,358.20	
	Dislocated Workers	\$11,733.30	\$12,217.10	
Placement in Employment or Education	Youth (14 - 21)	65.4%	40.9%	
Attainment of Degree or Certificate	Youth (14 - 21)	47.0%	53.6%	
Literacy or Numeracy Gains	Youth (14 - 21)	22.2%	50.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

For PY11, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

NORTH CAROLINA

DEPARTMENT OF COMMERCE

Division of Workforce Solutions

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