

North Carolina Workforce Investment Act Annual Report



Program Year 2009



**NORTH
CAROLINA**

DEPARTMENT OF COMMERCE



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WORKFORCE INVESTMENT ACT
ANNUAL REPORT

Program Year
2009

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

BEVERLY EAVES PERDUE
GOVERNOR

Sept. 30, 2010



Dear Friends:

Creating new jobs in North Carolina continues to be my top priority. We are succeeding, despite a difficult economy, announcing commitments of more than 10,000 jobs since January 2010. Many of these jobs are in high-growth sectors such as life sciences, energy/green technology, aerospace, automotive and advanced manufacturing.

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

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

- Biz Boost, a new state program designed to support job retention and help small and medium-size businesses grow and prosper.
- Allied Health Regional Skills Partnerships, working across North Carolina to build the state's allied health workforce.
- Incumbent Workforce Development Training Program, one of the state's flagship workforce programs, which continues to support on-site education and skills training.

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

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

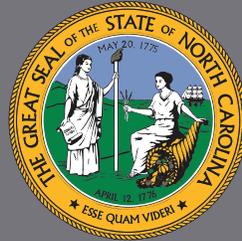
We appreciate the opportunity to report on our state's workforce accomplishments.

Sincerely,

A handwritten signature in black ink, appearing to read "Beverly Eaves Perdue". The signature is fluid and cursive, written over a white background.

Beverly Eaves Perdue

Department of Commerce
J. Keith Crisco, Secretary



September 30, 2010

Dear Colleagues:

North Carolina has long enjoyed an outstanding national reputation for its targeted workforce development programs. They are among our greatest assets when approaching companies about creating jobs here through expansion or relocation.

We owe that reputation to our state's exceptional state and local workforce professionals and partners but they could not enjoy such success without the Workforce Investment Act. WIA funds, plus American Recovery and Reinvestment Act dollars, have made it possible for us to implement innovative training and other programs that are helping thousands of workers across the state.

These programs also benefit our state's businesses and industries. As a former employer in North Carolina, I know that a critical foundation of good jobs and business investment is a well-trained, high-quality workforce. A strong workforce means a brighter economic future for us all.

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,

Handwritten signature of J. Keith Crisco.

J. Keith Crisco

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 2009:

North Carolina Waivers

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.

**North Carolina
Waivers
(continued)**

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

Waiver of WIA Section 134(a) to permit Local Areas a portion of local funds for local incumbent worker training.

This waiver permitted local Workforce Development Areas to conduct allowable statewide activities as defined under WIA section 134(a)(3) with local WIA formula funding, specifically for incumbent worker training. Under this waiver, North Carolina was permitted to allow Local Areas to use up to 10% of local Dislocated Worker funds and up to 10% local Adult funds for Incumbent Worker training as part of a lay-off aversion strategy. Use of Adult funds is restricted to lower income adults and training is restricted to skill attainment activities.

This waiver expanded the local Workforce Development Area opportunity to provide incumbent worker training and provide more flexibility to meet workforce demands and challenges. The training provides enhanced skills and earnings of employees and positioned employers to realize increased competitiveness and profitability, thereby increasing the retention of existing jobs.

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.

**North Carolina
Waivers
(continued)**

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

The Common Measures Waiver, the Time Limit on the Period of Initial Eligibility for Training Providers Waiver, the Adult-Dislocated Worker Funds Transfer Waiver, The Use of Statewide Funds for Incumbent Worker Training Waiver, and the Use of Up to 20% Rapid Response Waiver benefited all local Workforce Development Boards and their customers – the businesses and job seekers of North Carolina. The positive impacts included: a more streamlined performance measurement system; continuity of program providers; program participants had program choices based on local needs; North Carolina increased effective, efficient use of resources resulting in more customers being served; and local Workforce Development Boards had the flexibility to transfer funds where the need was greatest and where the maximum benefit was provided.



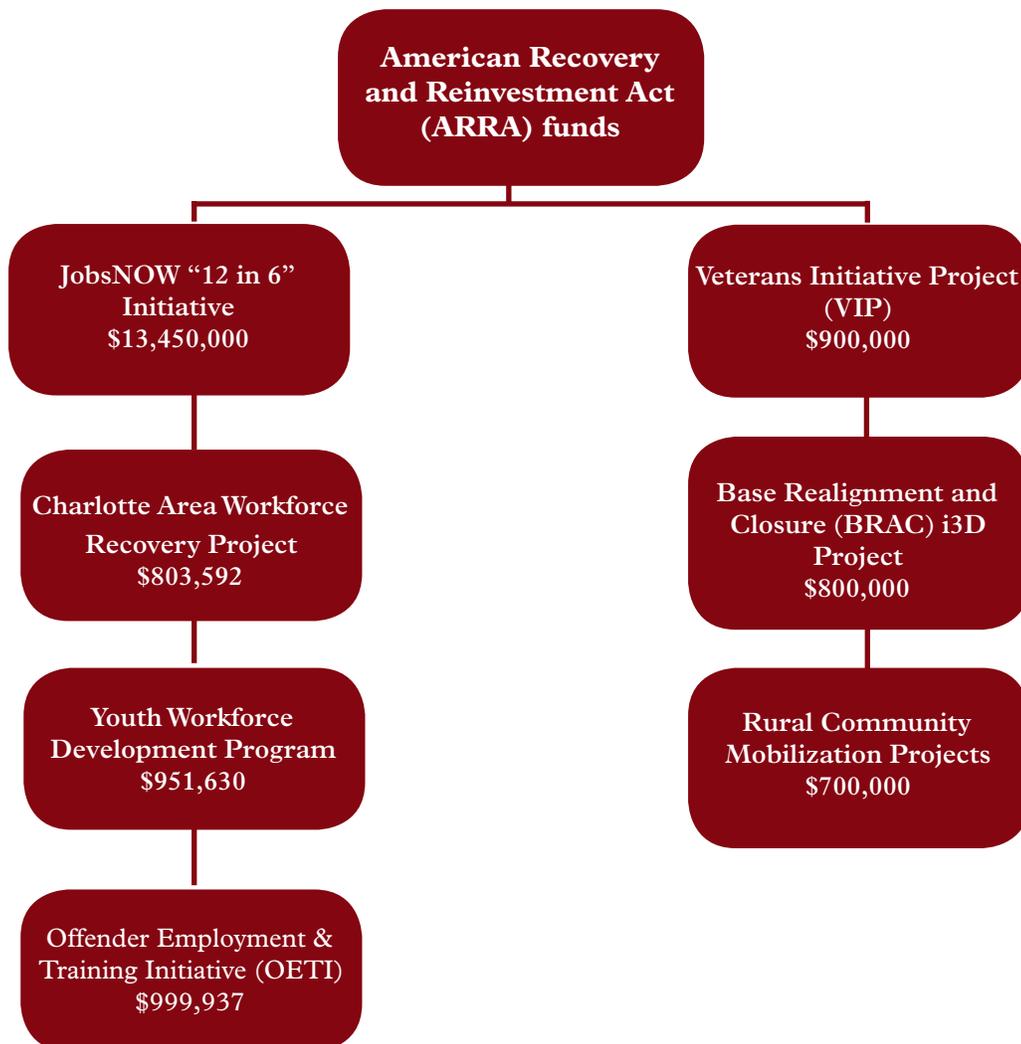
American Recovery and Reinvestment Act (ARRA) of 2009

On February 17, 2009 President Barack Obama signed into law the federal American Recovery and Reinvestment Act (ARRA) of 2009 through which Congress intended to preserve and create jobs, promote the nation’s economic recovery and assist those most impacted by the recession. Included in the Recovery Act was nearly \$80 million in additional Workforce Investment Act (WIA) funding for North Carolina.

ARRA funds, or more commonly referred to as “stimulus funds”, were awarded by the U.S. Department of Labor utilizing the basic requirements of traditional WIA funding. \$79,827,136 was made available to North Carolina in March 2009 as part of the Recovery Act. Of this amount, \$56,748,247 was distributed directly to the state’s 24 local Workforce Development Boards serving all 100 counties on a formula basis as required by law.

Remaining WIA/ARRA funds that were not required to be distributed to local Workforce Development Boards were held at the state level to support strategic investments to build North Carolina’s workforce delivery system for youth, adults, and dislocated workers. \$23,078,889 was set aside for statewide and priority programming. All funds have been approved by the NC Office of Economic Recovery and Investment.

The following ARRA/WIA funded projects are highlighted in this annual report:



American Recovery and Reinvestment Act (ARRA) Initiatives



JobsNOW “12 in 6” Initiative

To support the North Carolina Community College System’s capacity to train and retrain the state’s new and existing workforce, the Division of Workforce Development partnered with the Community College System to plan and implement the Governor’s JobsNOW “12 in 6” Initiative. The JobsNOW “12 in 6” Program is supported by American Recovery and Reinvestment Act (ARRA) funds through the NC Department of Commerce, Division of Workforce Development, and local Workforce Development Boards.

“12 in 6” refers to twelve targeted occupational training programs which can be completed in six months or less. The community colleges are not limited to offering 12 occupational areas, but can also choose customized training programs based on demand in their local service area. As part of the JobsNOW “12 in 6” Program, students receiving training may also participate in Human Resources Development courses and graduate with a Career Readiness Certificate.

\$13.45 million of Recovery Act (ARRA) money was set aside to help create these short-term training opportunities for North Carolinians. Funding is used to expand course offerings, hire additional instructors, develop short-term curricula, provide additional student support services and promote the initiative. Additionally, the Local Workforce Development Boards have committed resources to help pay tuition, fees, transportation, books and other related instructional materials.



JobsNOW “12 in 6” Success Story

*Edmond Audet,
Diagnostic Technician
with Onslow
Diagnostics, Onslow
Memorial Hospital, in
Jacksonville, NC*

Eastern Carolina Workforce Development Board, Inc

Over the course of a five year period during his pre-teens, Edmond Audet endured 14 operations in an attempt to end his chronic kidney failure. The last of those operations resulted in one of his kidneys being removed. One positive result that came from Audet’s ordeal was his coming to realize he wanted to work in the medical field and help others the way the countless medical professionals had helped him. After coming across information about Coastal Carolina Community College’s Phlebotomy course, offered through the college’s Continuing Education Division and part of the JobsNOW “12 in 6” Program, Audet thought he should investigate further. Audet is now a diagnostic technician with Onslow Diagnostics, of Onslow Memorial Hospital, in Jacksonville NC, which is one of two medical facilities where he did his clinical study as part of Coastal’s Phlebotomy course. Eventually, Audet would like to become a certified registered nurse anesthetist.

*JobsNOW
“12 in 6”
Initiative
Success
Stories*



Graduates of the Pipefitting class at Isothermal Community College

Region C Workforce Development Board

The JobsNow Pipefitting class at Isothermal Community College is aimed at unemployed workers looking to gain new work skills.

“We had 22 students start in the last Pipefitting class that finished up in March,” said Mike Saunders, the college’s Director of Customized Training. *“Eighteen of those students completed the 370-hour program and went straight to work.”*

Saunders said 15 of the students are now working for The Shaw Group on the modernization project at the Duke Energy Cliffside Steam Station. The other three students have jobs at Appling Boring, DZ Atlantic and Superior Machining.

“Graduates from the programs have demonstrated the required skills and work ethic to be a vital part of the Shaw team,” said Terry Gray of The Shaw Group. *“Without proper training and education, these workers would not be prepared for the requirements of a project such as ours.”*

Part of that preparation is the inclusion of a nationally recognized construction industry accreditation that the students earn upon completion of the program. The students come out of this program with certifications from the National Center for Construction Education and Research in Core Crafts, Safety and OSHA, and Pipefitting I and II. These are beneficial credentials that can get the graduates in the door for many, many jobs in the construction industry.

This project has been a real partnership between Isothermal Community College and the Region C Workforce Development Board. There have been 34 graduates of the pipefitting and millwright programs. Thirty of those students participated in Region C’s American Recovery and Reinvestment Act program. Twenty-nine have been placed in jobs earning between \$14.55 and \$16.75 per hour. Funding for the JobsNOW “12 in 6” initiative was supported by the American Recovery and Reinvestment Act (ARRA), the Department of Commerce, Division of Workforce Development and the Region C Workforce Development Board.

Veterans Initiative Project (VIP)

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

This project supports communities to be impacted by the expansion of military personnel due to base realignments. The VIP provides training, retraining and skill certification opportunities in high-demand, high-growth sectors to eligible veterans and military spouses in the 10-county region surrounding Camp Lejeune, Marine Corp Air Station at Cherry Point, and Seymour Johnson Air Force Base.

Outreach efforts are focused on unemployed and underemployed veterans, military spouses and exiting military members who reside in and desire to remain in the eastern North Carolina region (Carteret, Craven, Duplin, Greene, Jones, Lenoir, Onslow, Pamlico, Pender, and Wayne counties).

The program is funded with \$900,000 in ARRA funds as authorized under the WIA. Program participants can receive up to \$4,000 to assist with tuition, fees, and books towards achieving a certificate, degree, or diploma.

Barbie Williams, a program participant, says the VIP has allowed her to attain her educational goals in a shorter time span and earn her degree with no student loan debt.



B-25 Mitchell Bomber, “Panchito,” is part of the warbirds demonstration at Wings Over Wayne Air Show and Seymour Johnson Air Force Base Open House on April 25 and 26, 2010. The plane is flown by the Disabled American Veterans organization, which represents more than 1.2 million disabled veterans. (U.S. Air Force photo by Capt. Kristen Duncan)



“The Veterans Initiative Program has had an extraordinary influence in my life financially, academically, and spiritually. This program has enabled me to use my full potential by providing the opportunity for an education. As such, I have been placed on the Dean’s List and earned the privilege of membership in Phi Theta Kappa International Honor Society.”

Barbie Williams, reaching her goals through the Veterans Initiative Project



Iron Mike Statue at the Airborne and Special Operations Museum at Fort Bragg (To read the complete story of the Iron Mike Statue go to <http://www.mybaseguide.com/army/fort-bragg/>)

Base Realignment and Closure (BRAC) i3D Project

As part of Governor Perdue’s JobsNOW “12 in 6” Initiative and with American Recovery and Reinvestment funds, the BRAC Regional Task Force (RTF) received a grant totaling \$800,000 from the NC Department of Commerce, Division of Workforce Development. The grant supports the expansion of the All American Center for Workforce Innovation’s pilot circuit concept and distributed learning network that connects educational institutions and business partners in the 11-county region surrounding Fort Bragg.

The BRAC RTF, in partnership with Fayetteville Technical Community College and NAVTech (engineering), have developed an innovative enhanced technology classroom that started with the placement of i3D theater systems in each of Science, Technology, Engineering, and Math (STEM) high schools to enhance the learning environment in a STEM subject areas. The i3D theaters were made possible by a previous grant from the Golden LEAF Foundation last December.

This new funding expands the technology in 12 pilot high schools and includes a fixed i3D theater, SMART Board, video tele-presence, HD cameras, and connectivity with a distributive learning network via the internet.

The All American Center for Workforce Innovation, which opened in June 2008 at Fayetteville Technical Community College, is a world-class visualization center focused on

learning how to create, build, and deliver real-time, photo-realistic interactive i3D objects to present content to any person at any time at any location. The Center serves as the regional discovery center and represents the establishment of North Carolina as a leader in i3D education and content development.

The BRAC RTF is a partnership of governments working with the 11 counties and 73 municipalities surrounding Fort Bragg and Pope Air Force Base. Their mission is to coordinate the planning and identify community impacts relating to education, workforce development, and the economic transformation as U.S. Forces Command and U.S. Army Reserve Command move to Fort Bragg by 2011.

For more information on the BRAC Regional Task Force, visit www.bractrf.com.



Troops from the 407th Brigade Support Battalion

Charlotte Area Workforce Recovery Project

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



Charlotte, NC skyline

- An innovative pilot project called BIZ BOOST was established in a joint effort by the Department of Commerce's Business and Industry Division and the Charlotte office of the Small Business and Technology Development Center (SBTDC) to promote job retention/layoff aversion in the 12-county region, identifying struggling small businesses and providing them with assistance in areas critical to business survival and success. The model for the Biz Boost pilot project has now been implemented state-wide.
- Short-term curriculum offerings were developed by UNC-Charlotte under the Project Management Accelerated Certificate and Career Development Program.
- FastTrac® Program Entrepreneurship Training was offered by the Kauffman Foundation, a national leader in entrepreneurial business development. Graduates of the program are assisted by the SBTDC to develop business plans and with other types of technical assistance as they turn their ideas into enterprises.

Other Charlotte Area Workforce Recovery activities underway include:

- Expansion of service access in faith based/community based settings;
- Employment Security Commission representative on-site at private outplacement firms in the area to enable access to assistance and services;
- Opening of a Professional Career Center in uptown Charlotte;
- Creation of a new web portal called ProNet to serve as an electronic access point for web-savvy jobless workers; and
- Project manager to bring all the partners together in pursuing the above components of the initiative.

Youth Workforce Development Program

The NC Department of Juvenile Justice and Delinquency Prevention (DJJDP) operated a WIA Youth Program for 20 years at Dobbs Youth Development Center in Kinston with funding from the Eastern Carolina Workforce Development Board. Youth participants in the program earned extra money through off-campus employment and became role models to other youth on campus. Due to WIA funding cuts the program was discontinued, but DJJDP has received \$951,630 in stimulus funds to replicate the Dobbs program at each of the department's seven campus locations for two years.

This project provides a full range of workforce development services and develops the necessary local and statewide partnerships to permanently integrate workforce training into the range of rehabilitative services offered to youth in confinement. It is anticipated that a total of 270 youth participants will have the opportunity to work in paid employment activities throughout communities during the two-year project period.

Rural Community Mobilization Project

The Rural Community Mobilization Project received \$700,000 in ARRA funds administered by the NC Rural Economic Development Center to promote community-driven responses to the recession and worker dislocation through a combination of leadership training, grants and technical assistance. It is a multi-site effort to help laid-off workers return to gainful employment. Under this program, local agencies team up to identify unmet needs and fill those gaps.

Some project teams are training people in fields with high demand, such as health care, education and green building trades. Others are providing paid internships, holding job expos or offering support services for the unemployed. Project teams vary by location but generally represent community colleges, economic development agencies, community-based organizations and workforce development agencies.

The project is distinctive in its approach in two ways. It puts control of community efforts in the hands of local leaders who know the challenges and the resources in their own communities. This allows them to recognize and fill gaps in services. Also fosters direct connections between businesses and job creation efforts on the one hand and workforce development on the other. The goal is to increase the likelihood that training or other services will lead directly to new employment.



Juanita Royal-Burgess, volunteering at Regeneration's NC SHARE Network Access Point (SNAP)

Juanita Royal-Burgess found herself at a crossroad when she discovered that the department where she worked for five years with a national telecommunications company was closing down.

After applying for several jobs with no results, Royal-Burgess increased her community involvement through the Regeneration Development Group. Also,

she provided volunteer event planning for small groups and churches.

Royal-Burgess had been unemployed for three years when the Area Director of Regeneration, who oversees the Community Mobilization Project in Scotland Neck, talked with her about the GATE Project to help dislocated workers start their own business. The GATE Project (Growing America through Entrepreneurship), which is also supported with U.S. Department of Labor funding, is an entrepreneurship training and support program that was brought to North Carolina by the NC Department of Commerce. The GATE Project is carried out by the NC Rural Economic Development Center in partnership with the primary workforce development entities in North Carolina, plus a nonprofit known as NC REAL (Rural Entrepreneurship through Action Learning).

Royal-Burgess thought that she did not meet the qualifications of the project. However, she learned more about the project when she visited the NC Rural Center. She applied to the GATE Project and was accepted. In April 2010, she has started her own full service event planning business, Sweet Occasions. Although the business is growing fast, Royal-Burgess is still volunteering at Regeneration's NC SHARE Network Access Point (SNAP), where she assists dislocated workers with job search and promoting the GATE Project.

Offender Employment & Training Initiative (OETI)

Modeled after the NC Department of Correction's Prisoner Reentry Initiative, the Offender Employment & Training Initiative (OETI) seeks to expand employment assistance offered to recently released offenders beyond job placement. The Department of Correction identified counties with the largest numbers of released offenders annually, coupled with the largest numbers of offenders under community supervision, and proposed to use Recovery Act funding to serve recently released offenders in 11 counties (Mecklenburg, Wake, Durham, Guilford, Forsyth, Buncombe, Cumberland, Rowan, Pitt, Gaston and Alamance).

The primary focus of the expanded program is job creation through vocational and educational training and employer education. This project also provides housing, transportation and childcare assistance, on-the-job training, basic skills training and occupational skills training assistance. \$999,937 in stimulus funds has been allocated to this project, which will run through March 31, 2011.



North Carolina Central University's Hospitality and Tourism Programs provided vocational training through the school's Full-Circle Food Service Management Training Program. The training provided participants with hands-on learning of what they would experience in the food service industry.

Nine OETI participants enrolled and completed the training program. Full-Circle training offered offenders the opportunity to blend hospitality and culinary arts. The training empowered participants for excellence in the delivery of professional customer service, awareness and exposure to a variety of food production techniques, food preparation skills, sanitation and safety practices. The following services were provided to offenders during the Full-Circle training:

- Applied sanitation and safety solutions
- Knife skills, food measurements, equipment identification and care
- Recipe selection, food portion control, purchasing/ storage procedures
- Healthy food choices, food selection, preparation and meal management
- Interpersonal skills, business protocol and dining etiquette
- Resume writing and interviewing techniques
- Customer service skills/techniques
- Point of Sales training (POS)
- 10 Continuing Education Units from North Carolina Central University
- Certificate of Completion in dining etiquette
- Certificate of Completion - NCCU
- ServSafe certificate from National Restaurant Association (If the participant passes the national examination.)



OETI participants training in culinary arts during the Full-Circle Training.

Region Q Workforce Development Board

The Region Q Workforce Development Board, with financial assistance from the Division of Workforce Development, sponsored two programs with faith-based and community-based organizations to provide training to former offenders and hardest-to-employ individuals.

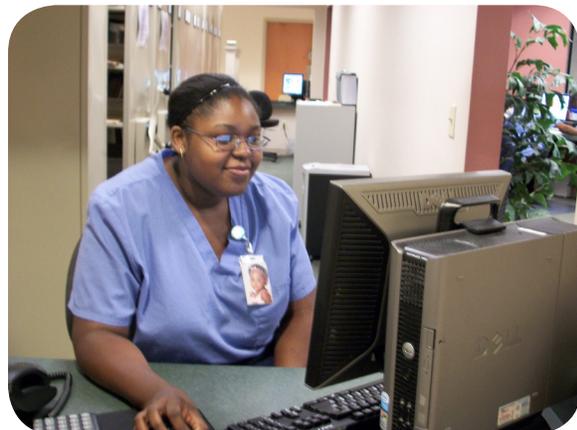
Project New Hope began with the vision of assisting former offenders and individuals who are experiencing difficulty in finding employment; been unsuccessful in maintaining a job; or have never been employed. Individuals are assessed, enrolled, and referred to numerous organizations who partner with the project. To foster success, every individual is required to complete an evaluation process and training. Participants are required to participate in ACT PRO—Professionalism in the Workplace, a human resource development course. Upon completion of this course, students are placed in training programs such as welding, carpentry, barbering, brick masonry and computer science. Participants who do not have a high school diploma are required to take General Educational Development (GED) courses and obtain their GED. Participants are referred to local area and regional companies for employment. Upon being placed in a position, follow up is provided to make sure that the client is successful in remaining employed.



Linwood Mann, graduated from the STRIVE Employment Training Program in February 2007 and began working in March 2007. While attending STRIVE, Mann completed the North Carolina Lead Certification course as a worker through the City of Greenville. He is currently employed with Mike's Construction Company as a Certified Lead Worker.

STRIVE is an acronym for Support Training Results in Valuable Employees. The STRIVE program provides Job Readiness and Attitudinal training in which the hardest-to-employ individuals 17 to 54 years of age are taught skills necessary to seek gainful employment and to become productive members of the workforce. Program participation results in job placement, followup services, and job retention. Funding for the STRIVE Program has been made possible by various entities including the North Carolina Department of Commerce/Division of Workforce Development, Region Q Workforce Development Board, Greater Greenville Foundation, Eddie Smith Foundation, Weinberg Foundation, and Z. Smith Reynolds Foundation.

Monica Bobbitt, a Department of Social Services Work First participant, graduated from the STRIVE Employment Training Program in December of 2009. Following her participation in the Pitt County WIA Work Experience program for 3 months, she was hired as a full-time Patient Care Coordinator in March at Burton Family Dental in Greenville, NC.



Business Update

**Brushy Mountain Bee Farm
2009 NC Small Business
of the Year**

High Country Workforce Development Board

Brushy Mountain Bee Farm is on a roll! Last summer, the company won an NC State Industrial Extension Service \$1 billion award for North Carolina, formally recognizing the company for increasing its workforce from 27 to 50 employees, and for posting more than \$2 million in increased sales. The Wilkes County business expanded significantly last fall by opening a new distribution center in Pennsylvania. The company projects sales this year of \$6.7 million, up 24 percent from last year. Last December, *Business North Carolina* magazine named

Brushy Mountain Bee Farm its 2009 Small Business of the Year.

Owners Steve and Sandy Forrest say the company’s success is the result of applying techniques employees learned from lean manufacturing training funded by a Workforce Investment Act Incumbent Worker Training Grant, administered by the High Country Workforce Development Board. The program supports training for employees at existing businesses that enhance their skills, increase the business’s productivity and increase the potential for company growth.

That training resulted in a top to bottom reorganization of every department in the company, from woodworking to shipping. Steve Forrest said that in addition to almost doubling the number of employees at his business, he has also been able to provide benefits such as a 401(k) plan and health insurance. “I can’t even guess the amount of money that has gone into the local economy,” he said. “This program is the only thing I know of trying to help American business and small business generates jobs. This is one of the biggest opportunities I’ve had to positively impact the lives of people here in North Carolina.”

For a more complete article visit: <http://businessnc.com/clientuploads/advertising/BrushyMt.pdf>



Dean Watson, Dale McHargue, Chris Beaman and Harry Wray building beekeeping equipment.



Mike Pearson and Randy Parker check measurements.



*Business
Displaced
Professionals*



Robert Ortiz with Red Ventures instructing class

Charlotte-Mecklenburg Workforce Development Consortium

ProNet is Charlotte's response to helping professionals displaced by the 2008-2010 recession. Unlike in past recessions, many of the unemployed are highly skilled and come from a variety of sectors, such as manufacturing, finance, technology, accounting, legal, marketing, architecture and construction. The vast majority of the individuals ProNet was designed to serve are college graduates and many hold advanced degrees. Participants have an average of 15 plus years work experience and often hold professional certifications such as Six Sigma or Project Management.

ProNet provides a gathering place for displaced professionals to re-focus, re-direct and re-connect. The goal is to retain Charlotte's top talent in order to ensure remaining globally competitive. ProNet's services include specialty workshops, one-on-one coaching and access to local employers/recruiters. Since early 2009 ProNet has touched over 2,000 professionals and as word grows of its success, more and more employers use as a way to cost effectively tap into Charlotte's hidden talent pool.

Workshop topics include: Social Media, Innovation, Stress Management, Using Sales Strategies to Find a Job, Resume Skills, Negotiation Tactics, Follow-up Correspondence and a host of new sessions designed to support program "alumni" as they get back into the workforce. All workshops and coaching are provided by local experts that volunteer their time to help professionals get back to work. These services augment the 4,000 square feet of uptown Charlotte office space, conference rooms and computer work areas all donated by local employers.

State Initiatives Activities Funds

Sector Strategies (Allied Health Regional Skills Partnerships)

The Division of Workforce Development played a leadership role in North Carolina's participation in the National Governors Association's Policy Academy on Sector Strategies. With guidance from the Academy, and working with a team of stakeholders in the allied health occupation sector, six competitive planning grants were awarded to create private sector-led Regional Skill Alliances around the state to build regionally based solutions to the allied health workforce needs in North Carolina. These alliances and partnerships include employers, local area Workforce Development Boards, Area

Health Education Centers, Economic Development professionals, and other key partners. The development of the Allied Health Regional Skills Partnerships is also serving as a model for other emerging sectors.

Through a competitive process four of the original planning teams were awarded implementation grants, each for \$250,000.00. The grant is to be expended over a two-year period, for regional, sector-based efforts. The four Allied Health Regional Partnerships are Competitive Workforce Alliance, Health Care Works, Southern Regional and Turning Point. During the last year the Partnerships have had significant successes using this sector strategy including:

- providing a neutral venue for employer organizations to share common workforce needs;
- creating career ladders and lattices, reducing employer vacancy rates for hard to fill jobs;
- working with employers and training providers to offer more training options for employees looking for advancement; and
- raising awareness about allied health careers.

As the grant moves into the second year of funding the Partnerships will continue to use this sector approach to address the needs of the allied health workforce.

Disability Navigator Program

North Carolina has made productive use of \$1,705,120 in U. S. Department of Labor and Social Security Administration grants awarded since 2007 to provide resource information and support to North Carolina's JobLink Career Center system. The initiative successfully concluded on June 30, 2010. This statewide initiative served to develop new/ongoing partnerships to achieve seamless, comprehensive and integrated access to services and expand North Carolina's workforce development system's capacity to serve customers with disabilities and employers. The Disability Program Navigators assisted the state's JobLink Career Centers through staff development training and capacity building. In addition, the Navigators helped to foster business and agency relationships to facilitate job placements and served as expert resources on Social Security Administration and other relevant federal, state and local programs connecting persons with disabilities and opportunities to enter and retain employment. Additional assistance may be found at www.JAN.wvu.edu; www.disability.gov; www.ssa.gov/redbook; and www.ada.gov.

Incumbent Workforce Development Training Program

The North Carolina Incumbent Workforce Development Training Program is a grant opportunity for businesses that provides educational and occupational skills training for current workers. The program has awarded over \$20 million in training funds to hundreds of established North Carolina businesses to train thousands of workers since 2002.

In Program Year 2009 the North Carolina Commission on Workforce Development announced more than \$2.2M in grant awards through the program. Incumbent Worker funds are impacting over 4000 North Carolina based employees from 129 companies.

Incumbent Workforce Development Training Program Success Story



Leviton employee building molds on the VX-10 Mitsubishi Sink EDM machine.

Western Piedmont Workforce Development Board

Western Piedmont Workforce Development Board (WPWDB) gained approval from the NC Department of Commerce to utilize WIA funding for a Local Incumbent Worker Grant program. The program was developed as part of the Board's ongoing commitment to increase employee skill sets at established businesses in the local area and to support economic recovery. One of the first applications approved not only provided training but also averted job loss.

While many companies continued to downsize, Leviton Manufacturing in Morganton protected local jobs by utilizing the Local Incumbent Worker

grant provided through the WPWDB. The company received a VX-10 Mitsubishi Sink EDM machine, used to build injection molding dies, from another location. At the time they received this machine, Leviton did not have any employees with skills necessary to utilize the equipment to build and repair injection molds as their product lines changed. The Morganton facility has 69 injection molding machines supported by 282 injection molds and they needed to be able to maintain the dies for these machines plus build new dies. The training funded through this local grant allowed Leviton to keep the mold building in Morganton rather than having to outsource these jobs. At least seven jobs with a gross income exceeding \$280,000 were saved and it also enabled Leviton to hire from the community to replace the employees who transferred to the new jobs.

Leviton Manufacturing has been in operation since 1964 and currently operates on a 24 hour, seven-day-a-week schedule manufacturing residential wiring devices. They are well known within their industry for their strong usage of training and educational programs. Leviton also recently applied for and received a State IWG to train 25 members of their management team in a Supervisory Development series.

The Re-Employment Bridge Institute (RBI) at Rowan-Cabarrus Community College continues to offer supportive services to workforce development staff around the State. As earlier reported this program was established to support workforce development professionals throughout North Carolina, in their endeavor to duplicate best practices learned during the Pillowtex closure. With an array of experience and successful strategies the R3, (stands for Refocus, Retrain, and Re-employ), experience afforded will be shared through the various Institute workshops. Participants from 42 counties have attended these valuable learning sessions since its inception in early 2010. Registrations are nearing the 400 mark and the Institute uses on-line networking tools as a forum to encourage participants to continue sharing best practices with each other after they have returned to their respective workforce agencies.



Centralina Workforce Development Consortium

Dale Davis was employed with the Phillip Morris Company for seven years before he was laid off. During his tenure at Phillip Morris, Davis was transferred between Virginia and North Carolina several times. Having also been laid-off in the 1980's while residing in Virginia, he believes it was a blessing to have been in North Carolina during his 2009 period of unemployment. In comparing the two transition experiences, he believes the workforce development partnerships in North Carolina made ALL the difference. Davis specifically recalls the synergy between the Employment Security Commission, Re-Employment Bridge Institute and Rowan-Cabarrus Community College. The words "uplifting" and "friendlier" were used to describe their attitude toward the unemployed.

After Davis was laid off in August 2009 he thought it would be easy enough to find work in the electrical field which he had been in for 20 plus years. As he soon found out, there were barriers to finding employment. He decided to sign up for the many re-employment workshops offered at the R3 Center and quickly applied his knowledge to his job search activities. Through the knowledge he gained at the R3 Center, he was able to land an interview and receive an offer of employment in February 2010. Davis recommends the re-employment services offered through the WIA Programs to all who qualify. He was able to increase his technical skills and learn firsthand the value of developing and using a people-network. Davis' network was established through contacts he made at the R3 Center and their partnerships.

Dale Davis receiving Certificate of Completion through the JobsNOW "12 in 6" program



Growing America Through Entrepreneurship (GATE) Program

Growing America Through Entrepreneurship (GATE) is a national demonstration program funded in North Carolina by the U.S. Department of Labor – Employment and Training Administration for a three-year grant period ending June 30, 2011. GATE awards scholarships to Dislocated Workers in rural areas for custom training and coaching to assist with planning and starting a business. The North Carolina Division of Workforce Development, the Rural Center and the Community College System are partners in this project.

Resources have been allocated to eight small business centers located on the community college campuses of Edgecombe, Isothermal, Lenoir, Randolph, Richmond, Robeson, Rockingham, and Western Piedmont. In addition to the eight GATE sites, the Rural Center hosts a virtual site which emphasizes the use of online assessment and delivery modules such as those created by sub-contractor North Carolina Rural Entrepreneurship through Action Learning (NC REAL). The virtual site places participants in entrepreneurship courses at the local community college and provides tuition for approved courses. Participants are directed to their local small business center to receive business counseling and assistance with business planning.

As of June 30, 2010, 613 scholarships, totaling \$94,402, have been awarded to clients in 61 North Carolina counties. Three hundred ninety-one clients have received a total of 2,068 hours of counseling. One hundred forty-two clients have received five hours or more of counseling and of those, 63 or 43% have started a business. GATE Counselors have reported that there are 81 active client businesses and four Microenterprise Loans, totaling \$10,750, as early outcomes.

State Energy Sector Partnership (SESP) Grant

In October 2009 the Commission on Workforce Development submitted a successful application for a \$5.9 million dollar ARRA State Energy Sector Partnership Grant (SESP) from the US Department of Labor. The purpose of the SESP is to develop and implement a State Energy Sector plan aligned with North Carolina's State Energy Policy and the Governor's workforce vision and goals. A state-level steering committee, or partnership, was developed to assist with identifying the State's current and emerging energy industries and workforce needs.



SAS solar farm in Cary, NC
<http://www.sas.com/news/preleases/SolarFarmLive.html>

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. The model used in developing the SESP is very similar to that of the Allied Health Regional Skills Partnerships, implementing lessons and successful strategies learned from North Carolina's participation in the National Governors Association's Policy Academy on Sector Strategies.

Through a competitive process, four regional teams were chosen by the steering committee, representing 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. Over the next three years, awarded funds will be used to train and award industry recognized certifications to 1137 individuals in fields such as weatherization, solar voltaic installation, sustainable agriculture and green construction.

USDOL Nationally Competitive Grant



Workforce Innovation in Regional Economic Development (WIRED)

A U.S. Department of Labor initiative called Workforce Innovation in Regional Economic Development, or WIRED, funded a limited number of regions in the nation where educational institutions, companies, governments, and workforce and economic development organizations could partner to create innovative approaches to transform and rebuild their regional economies.

The Piedmont Triad Partnership, a private, non-profit economic development organization, was awarded nearly \$15 million for a three-year grant to help the region transition from its traditional economy based on textiles, apparel, furniture and tobacco to a new economy based on several growing industry clusters. North Carolina was one of 13 regions out of 100 proposals submitted from across the nation to receive a grant in the first round.

The Piedmont Triad is a dynamic region of more than 1.5 million residents and a labor force of approximately 820,000 workers. Geographically, it consists of twelve central North Carolina counties, including: Alamance, Caswell, Davidson, Davie, Forsyth, Guilford, Montgomery, Randolph, Rockingham, Stokes, Surry and Yadkin. The largest cities in the region are Greensboro, High Point and Winston-Salem.

Working to leverage the identity, resources and future of the Piedmont Triad Region as a world-class business location, the Piedmont Triad Partnership markets the 12-county region domestically and internationally. Through the WIRED grant, the Partnership is focused on strengthening the region's global competitiveness.

As a result of the WIRED Initiative:

- Over 160 business and education leaders engaged in regional action agendas.
- Over 740 school teachers enhanced their teaching skills.
- 1,365 WorkKeys/Career Readiness Certifications were earned.
- 1,978 regional employers in target industries were surveyed.
- Over 3,250 individuals completed education and job training activities, of which 721 received a degree or certificate.
- More than 60 sub-grants were awarded to encourage better training, more collaboration and less duplication.
- North Carolina's first pharmacy tech program was developed.

Also in conjunction with the WIRED project, six local workforce development boards (WDB's) have come together to promote regional economic development in the Triad region, building upon each individual WDB's strengths and committed to building a workforce and support system for the region that can meet the needs of any employer in the world. This collaborative initiative is called TriadWorks and one can learn more about their work at www.triadworks.org.

Although the WIRED grant funding came to a close in June 2010 a plan for sustainability was built into the grant and many of the successful WIRED programs which have gained momentum over the last three years will continue. Visit www.piedmonttriadnc.com to learn more about the continuing work of the Piedmont Triad Partnership.

Workforce Development Services

Workforce Development Boards

North Carolina has 24 Workforce Development Boards (WDB) 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 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.

During Program Year 2009 Mid-Carolina Workforce Development Board changed its administrative entity from Mid-Carolina Council of Governments to Central Carolina Community College. The change also resulted in a name change for the Local Workforce Development Area, Triangle South. Triangle South provides WIA services to Lee, Harnett, Chatham, and Sampson Counties.

North Carolina



JobLink Career Centers

The Commission on Workforce Development and Division of Workforce Development, in partnership with local Workforce Development Boards and state and local agencies, oversee the JobLink Career Center system in North Carolina. The JobLink Career Center System is the primary portal that directs jobseekers, workers and employers to employment and training services. There are 91 chartered JobLink Career Centers in North Carolina that provide a range of services to businesses and jobseekers through a

seamless delivery system. Each JobLink Career Center is staffed by state and local agency partners who work together to meet customer needs. During Program Year 2009, more than 737,000 customers visited JobLink Career Centers throughout North Carolina. This represents approximately an 11% increase over Program Year 2008. Although North Carolina's state unemployment rate has experienced a slight decrease from 11.0% in June 2009 to 10.0% in June of 2010 the rate remains high, job creation remains low and there continues to be a tremendous demand for services through the JobLink Career Center delivery system.

In addition to providing services at the JobLink Career Centers, the staff collaborates and provides services throughout the communities they serve. Some of these services include but are not limited to: coordinating job fairs; collaborating with local libraries; making connections with the K-12 local school systems and post-secondary institutions; participating in Rapid Response events and various regional initiatives; working with economic development and the business community; conducting presentations on the local JobLink Career Center delivery system to a vast array of audiences; and many other events and initiatives.

To access additional JobLink Career Center information or locate a specific JobLink Career Center, please visit the North Carolina Department of Commerce website at <http://www.nccommerce.com/en>.

Worker Adjustment and Retraining Notifications (WARN)

The Division of Workforce Development has received 80 Worker Adjustment and Retraining Notifications (WARN) that impacted 7,683 employees. Refer to Table 1. WARN Notice Summary 1997 - 2010. The totals reflect a drop of 54% fewer notices received during PY2008. Likewise, the graph also reflects about 69% fewer impacted workers comparatively. This significant decline is promising, however it does not lessen the fact that WARN notices have impacted over 200,000 families this decade. The State of North Carolina is committed to the number of small and large businesses that are facing challenging circumstances which may result in decisions such as closure, layoff or permanent reductions in force. The Governor’s Rapid Response Team is committed to supporting all companies by providing information about available transitional services and products.

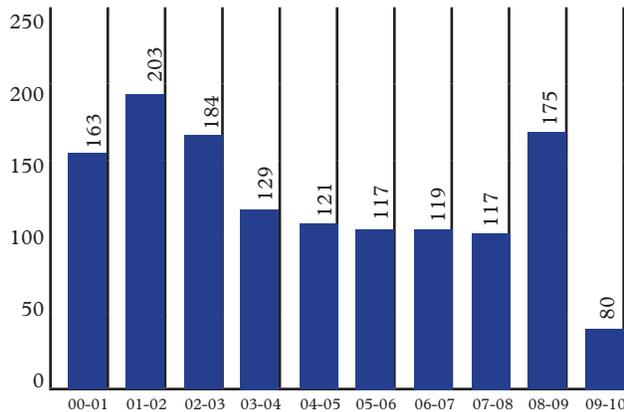


Table 1. WARN Notice Summary 1997-2010

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
Total	1,766	255,187

Chart below shows number of WARN notices from PY2000 - PY2009 (past ten years)

Rapid Response

Though the number of WARN notices has dropped significantly over the past year, the Governor’s Rapid Response Team is still committed to supporting North Carolina citizens who find themselves facing a period of unemployment through no fault of their own. The team has implemented new strategies to continue to meet the needs of a developing workforce. A number of email links have been added to the Dislocated Worker Transitional Toolkit to provide additional information for job seekers. The team now offers the EZ-Link opportunities to employers who give significant advance notice.

The EZ-Link is a website customized to the employer’s needs offering transitional resources and web-links to information. The webpage also hosts employer human resources and benefits links, making it the official source for communicating information during the down-sizing activities. Companies can post notices regarding benefit alerts, upcoming meetings or workshops being offered in the community.

The Governor’s Rapid Response Team has recently partnered with a vendor offering relocation assistance to workers who are displaced. This vendor will provide comparative bids for moving household goods and assist the relocating worker with transition into the new community. Services may also include recommendations for schools or housing options. The collaborative effort of both the state and local team has proven successful. The EZ-Link is a website customized to the employer’s needs offering transitional resources and web-links to information.

The Governor’s Rapid Response Team has recently partnered with a vendor offering relocation assistance to workers who are displaced. This vendor will provide comparative bids for moving household goods and assist the relocating worker with transition into the new community. Services may also include recommendations for schools or housing options. The collaborative effort of both the state and local team has proven successful in transitioning displaced workers into new employment throughout North Carolina.

National Emergency Grants (NEGs)

National Emergency Grants (NEGs) temporarily expand the service capacity of Workforce Investment Act Dislocated Worker training and employment programs at the state and local levels by providing funding assistance in response to large, unexpected economic events which cause significant job losses. NEGs generally provide resources to states and local workforce investment boards to quickly reemploy laid-off workers by offering training to increase occupational skills.

North Carolina had three NEGs during Program Year 2009:

Career Advancement Account (CAA) Program

The Military Spouse Career Advancement Account (CAA) Demonstration Project is a full and collaborative partnership between the U.S. Department of Labor and Department of Defense. Career Advancement Accounts (CAA) are self-managed accounts that enable military spouses to gain skills needed to successfully enter, navigate, and advance in 21st century jobs. CAA pays for expenses directly related to post-secondary education and training, including tuition, fees, books, and equipment necessary to complete the education or training credentialing and licensing fees. Training must be in a high growth, high demand occupation and must be in one of the following fields: financial services, education, health care, information technology, construction, hospitality, human resources, business administration or homeland security.

The CAA Project is administered by the Cumberland County Workforce Development Board and serves military spouses from Fort Bragg and Pope Air Force Base.

Base Realignment and Closure (BRAC) Regional Task Force (RTC) Workforce Demonstration Program

This BRAC project provides job seekers and students with an interactive capability to assess skills and interests, explore career fields and earning potential, and apply for jobs. Soldiers and airmen separating from the military, military spouses, healthcare and teaching professionals, and others seeking employment can easily match individual skills with necessary and desired job market requirements to determine if they are fully qualified or if there are gaps which can be filled by taking courses at local educational facilities. Focused industry clusters include homeland security, military preparedness and strategic defense, enhanced training and simulation, technology innovation, skilled labor and trades, education and healthcare.

Health Coverage Tax Credit (HCTC) Progra

The Health Coverage Tax Credit (HCTC) Program is a federal tax grant that provides for a supplemental payment to trade-affected workers wishing to continue their health care coverage once employment is terminated. The number of supplemental payments is based on the application time period that is necessary for the IRS Health Coverage Tax Credit (HCTA) program to process a trade-affected worker's request for the monthly payment option. These supplemental payments are to ease the financial burden for the affected workers and their families by paying 80% of health coverage costs during the application period with the HCTC. A payment system for the HCTC supplemental payment was designed and is similar to the system used to process Unemployment Insurance payments and TRA payments. The Employment Security Commission serves as the project operator for the HCTC payment system.

NC Workforce Development Training Center (WDTC)



The Training Center’s primary mission is to provide high-quality, affordable, easily accessible training and professional development services for the state’s workforce development system. This is accomplished through a variety of training and staff development options that are tailored to meet the dynamic needs of the state’s 24 local Workforce Development Boards, the JobLink Career Centers, staff of partner agencies, and the Division of Workforce Development.

The WDTC, part of the Division of Workforce Development, is located in a self-contained facility with a 40+ seat classroom and 24 station computer lab. The center is also equipped with state of the art videoconferencing technology, which is useful in maximizing training impact and reducing cost.

Staff development for the statewide workforce development system is offered through a combination of core workshops conducted regionally during the calendar year, customized events requested by system partners, the Career Development Facilitator professional certification course, and seminars in response to new and relevant topics that arise on the workforce development scene. In addition the Center assists partner agencies and staff with logistical planning of events, registration and data collection, and contracting for the services of professional trainers.



During this program year, the WDTC offered over 125 workshops and events with more than 4,000 participants. Successful training events included these core workshops: Delivering Excellent Customer Service in the JobLink Career Center; Labor Market Information & O*Net: A Guided Tour; In Survival Mode: Serving the Hard-to-Serve; Effective E-Mailing: How To Communicate Powerfully Through E-Mails; and Media Tools for Workforce Professionals.

Several training options were in direct response to the economic issues facing our state and nation and the resulting funding from the American Recovery and Reinvestment Act (ARRA). These included two regional forums for the workforce system entitled Green 101: Planting a “Green” Foundation for NC Workforce Development; Green Grant Writing workshops developed specifically for local Workforce Boards and with focus on grant opportunities funded by ARRA; and Fundamentals of Grant Writing, open to the public and with emphasis on the increasing number of Federal grant opportunities.



Another primary product of the WDTC is the annual North Carolina Workforce Development Partnership Conference. The WDTC plans and hosts this conference, which is the premier staff development event of the year for the state's workforce development system, offering opportunities to attend workshops by professional trainers and by peers from around the state. The 2009 conference, Recovery

Through Innovations, had over 800 attendees that included frontline staff of JobLink Career Centers, Workforce Board Directors and staff, private sector business representatives, and staff and management of partner agencies and non-profit organizations. The highlights of the conference were the keynote address by nationally renowned speaker Scott Halford, CEO of Complete Intelligence, Glendale, Colorado; a panel of state leaders discussing the NC economic recovery efforts; the celebration event recognizing the chartering of centers within the NC JobLink Career Center system; and the traditional Governor's Awards Banquet, during which individuals are recognized for their success in workforce development programs and businesses are awarded for contributions to the community and workforce development.

The WDTC also manages the NC Workforce Development Leadership Academy, which held its second graduation on November 5, 2009. The ten graduates received their diplomas after a year of participation that included self-assessment, extensive independent reading, lecture and discussion with experts in a variety of leadership issues and concepts, and many hours of intense interaction. The goal is for North Carolina to maintain

an effective, efficient, and visionary team of local Workforce Board leaders, each working to full capacity to build and sustain a high quality system of workforce services. The recent graduates joined the nine from the original Academy in unanimous agreement that the Leadership Academy was beneficial, rewarding, eye-opening, and worth every hour that was devoted to it. As validation of the benefits of this experience, the third Academy began in March 2010 with thirteen local workforce leaders taking part.



The WDTC provides internal staff development services and planning for the Division of Workforce Development, helping to ensure a well-trained staff with current skills and knowledge to successfully meet the Division's mission of leadership and oversight of the state workforce development system. Staff benefited this year from several relevant workshops, including Youth Employment Laws and Issues, Workforce Plus and WIA Reporting, and The Power of Positive Psychology. The WDTC was also an integral part of the DWD team that facilitated the Workforce Development Professionals Month seminar series in May, and aided in the logistical management of several other meetings and forums throughout the year.

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

SHARE (Sharing How Access to Resources Empowers) Network

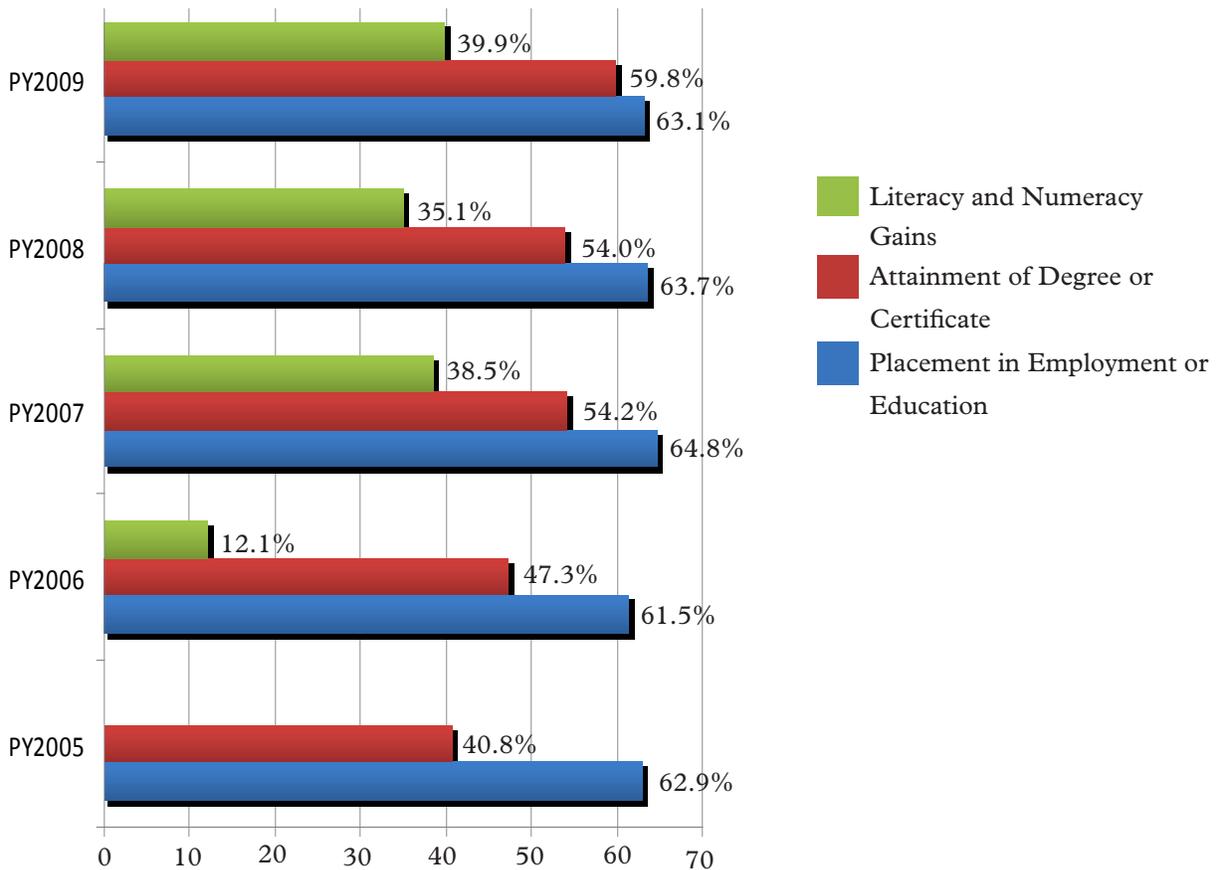
The Division of Workforce Development continues to support the establishment of Share Network Access Points (SNAPs) and encourages local areas to work with their community-based and faith-based partners to ensure services are available throughout the community. The number of SNAPs continues to grow and are an important complement for JobLink Career Centers and another portal to North Carolina's workforce service delivery system.

Youth Program

North Carolina served 5,052 youth participants during Program Year 2009. Youth served must be low income in addition to having one of six barriers as identified by the Workforce Investment Act. In addition to receiving valuable exposure to mentoring, leadership development, tutoring, and other comprehensive services, youth often have the opportunity to participate in paid work experience. The work experience directly links to the youth’s academic and occupational interests and contributes to making the youth career ready.

The following chart shows the 5-year comparison of Literacy and Numeracy Gains, Attainment of Degree or Certificates and Placement in Employment or Education. From Program Year 2005 to 2009 North Carolina has increased Attainment of Degree or Certificate from 40.8% to 59.8%. Despite the difficult economy, high volume of job loss within North Carolina, students graduating in the market, placement in Employment or Education remained level.

5-Year Youth Comparison



DavidsonWorks, Inc

In January 2008 Corey Queen enrolled in Get REAL Program. Get REAL is a program designed to prepare out-of-school youth, ages 16 through 21, for meaningful employment and economic independence through educational and career training opportunities that promote life-long learning. The program is a collaborative effort among DavidsonWorks, Davidson County Community College, and the business community of Davidson County. This was a new experience for him, but he had no problems fitting in with the other students at Get REAL Program.

Queen took the assessment and scored high enough to enter into the GED program immediately. His hard work in the class was a perfect example of his determination of completing the program. He did everything that was asked of him and more and was elected into the Student Government Association. His interest was in working on cars and he completed career research on which community colleges offered his major. During this time Queen still maintained his focus on getting his GED. He started working on the Pre-GED test and did a good job on several of the tests. After additional review, he made the scores to take the final GED test and obtained his GED in November 2008.

The next step Queen took was to enter into Davidson County Community College and major in Automotive Systems Technology. He has completed one year of a two-year program and is presently working for a local automotive shop.



*Youth
Program
Success Story*

Corey Queen performing automotive systems inspection.



Cape Fear Workforce Development Board Ambassadors Youth Program

Recognizing that there is a lack of services aimed at helping youth make positive decisions about their future, the Cape Fear Workforce Development Board Youth Council and the New Hanover County Blue Ribbon Commission on the Prevention of Youth Violence began a collaborative effort for young adults. Some of the challenges affecting young adults in the Cape Fear region include: socioeconomic status, graduation/dropout rates and delinquent/violent behaviors. While peer pressure can often lead to bad decisions, particularly among youth, these groups realized that peer pressure in the form of positive role models can also lead to positive outcomes. There are opportunities in education and workforce development for young adults through the Cape Fear Workforce Development Board Youth Council, local JobLink Career Centers and Community Colleges, but there are very few programs that empower and encourage young adults and offer leadership and community service opportunities.

The Cape Fear Youth Ambassadors Program started in November, 2009 and provides an opportunity for young men and women to contribute to youth initiatives in Brunswick, Columbus, New Hanover and Pender counties. Youth ages 16-24 are recruited, selected and appointed to serve as Ambassadors by the Cape Fear Workforce Development Board Youth Council and the New Hanover County Blue Ribbon Commission on the Prevention of Youth Violence. The Ambassadors Program sponsors career/youth summits to provide workforce training and preparation opportunities, hosts community engagement events to educate youth on the prevention of youth violence, engages youth in positive youth activities to alter risky behaviors, and hosts community and after school sessions to educate and expose youth to the “green” concept of recycling.

The Cape Fear Youth Ambassadors Program is the only program in the four-county area that addresses education, life skills, workforce development, youth development, community service, issue awareness and civic duty. The Ambassadors have an opportunity to impact change their communities by making recommendations to their local politicians and public officials. The Cape Fear Workforce Development Board Youth Council partners with many local organizations to provide opportunities for the Ambassadors. The Youth Council and the Blue Ribbon Commission also write grants and solicit funds to underwrite the costs of the program activities for the youth ambassadors. In recognition of the partnership efforts, the Cape Fear Workforce Development Board Youth Council Ambassadors’ Program was the winner of the Outstanding County Program Award In Recognition of Innovative and Effective County Programs and Services Awarded to Cape Fear Council of Governments for Cape Fear Youth Ambassadors for the year 2009. The award was presented at the Cape Fear Council of Governments’ 2010 Annual Meeting and Dinner.



Two Youth Ambassadors working on a community service project.

*Youth
Program
Success Story
(continued)*

Regional Partnership Workforce Development Board

Raymone Garnes applied for WIA services through the Alamance County Building Futures Program as a 20-year-old high school drop out. He left school in 2007 and desired assistance in obtaining a General Educational Development (GED). In October 2009 his case manager referred him to Alamance Community College and Garnes began GED classes four days per week. He received supportive services in the form of transportation to and from classes. Also during the fall of 2009 his case manager was able to set up a part-time paid work experience for him through Burlington Housing Authority's After School Program, where he learned valuable soft skills to strengthen his work ethic. Immediately, reports from his supervisor were above average to excellent.

On March 16, 2010, Garnes passed his first GED test. The subject of math was a huge hurdle, but after that, he was full speed ahead and began knocking off the remaining tests. On June 25, 2010, Garnes received his final test results and learned that he successfully obtained his GED. But that is not the only good news he received. Burlington Housing Authority has been so pleased with his job performance that they have determined that there will be a job opening in the fall and they have offered Garnes a position working with the Housing Authority's After School and Summer Enrichment Department.

Raymone Garnes works with a group of Burlington Housing Authority children on a math exercise.



Cost Per Participant

Program	Total Participants	Cost	Cost per Participant
Youth	5,052	\$ 29,589,266	\$5856.94
Adult	10,638	\$ 24,667,374	\$2318.80
Dislocated Worker	14,482	\$ 33,439,245	\$2309.02
Average Cost		\$29,231,962	\$3494.92

* total costs excludes rapid response and statewide activities

Capital Area Workforce Development Board

In September 2008 Stephanie McDonald came to the Johnston County Industries (JCI), Yes I Can Program pursuing completion of her GED. Upon facing many obstacles and barriers, she completed her GED and continued her education by obtaining her CNA I and II credentials, as well as her Medication Aide Certification. In addition, she completed a work experience through JCI and as a result, was hired as a CNA at Meadowview Assisted Living in Smithfield, NC.

One of McDonald’s barriers to education and employment was the lack of transportation. JCI, Yes I Can Program arranged transportation with the local transit system, JCATS. Although she experienced limited transportation, and along with many other barriers, McDonald remained persistent and focused on her goals. She realized that it was vital to her success to begin turning her failures into success and started studying to obtain her driver’s license and saving money to purchase her first car. Upon achieving all of her short term goals, McDonald continues working in nursing and gaining more experience that will help her move up in her career. JCI, Yes I Can Program is a Capital Area Workforce Development Board WIA Youth Program.



Stephanie McDonald checks blood pressure of a patient at the Meadowview Assisted Living in Smithfield.

Centralina Workforce Development Consortium

In 2005 Jasmine Phillips enrolled in the WIA Youth Program and Collaborative College for Technology and Leadership (CCTL-Early College). Through guidance and counseling, Phillips overcame numerous barriers to achieve educational goals, which required focus, ambition, and perseverance.



During the 2010 Summer Youth Employment Program, Jasmine learned and improved workplace skills, while working at I-CARE, Inc. As the receptionist, she assisted the CSBG Program by answering phone calls, copying documents, and greeting clients.

On May 14, 2010, Phillips received her High School Diploma and an Associate of Arts Degree. She enrolled at Mitchell Community College and intends to transfer to Winston-Salem State University this spring, where she will pursue a degree in Psychology. Her aspirations are to obtain a career in social work and eventually open a counseling center for young children.

She is participating in 2010 Summer Youth Employment Program. She attends academic enrichment and leadership activities designed to encourage responsibility and positive social behaviors. In addition, she is able to improve employability skills and prepare for adult roles through summer employment opportunities. Phillips plans to utilize all available resources to progress and develop, so that she may someday assist and guide those in need.

Regional Partnership Workforce Development Board

In May 2009 Fiona McLean applied for the WIA Youth Program in Alamance County. She was a single mother attending Alamance Community College wanting to become a medical assistant. She had exhausted all her PELL Grant for the year and wanted to continue to take classes during the summer semester. With the help of WIA, Mclean was able to take classes that summer and was provided with transportation assistance.

In the spring of 2010, McLean found out that she was pregnant with her second child and was due in the middle of the semester, but she had a plan and was not going to drop out of school. She spoke with all of her professors and worked out a plan if she were to miss any classes, and made sure not



Fiona McLean, Office Assistant at the Alamance County JobLink Career Center

to use any absences before the baby. McLean delivered the baby on a Thursday night, missed one class on Friday, and then was on her spring break. She returned to school the following Thursday. McLean managed to take 6 classes that semester and received a B in all her classes.

McLean finished her graduation requirements during the summer 2010 semester, and on June 10th she had her Medical Assisting Pinning Ceremony. On July 16th, she graduated from ACC with an Associate's Degree. She will take the national certification exam this fall, and upon passing, will be a licensed medical assistant. She has begun her job search submitting numerous job applications and has started receiving phone calls for interviews. She is also participating in a paid work experience at the Alamance County JobLink Career Center where she learned basic soft skills and developed a strong work ethic.

Triangle South Workforce Development Board

On January 27, 2010, Sable Adams came into the Lee County Youth and Family WIA Youth Program office to apply for services. The 18-year-old high school graduate after not being able to find a job, decided to go to Job Corps. She soon discovered that Job Corps was not a good fit for her career and personal goals, so she returned home. She decided to pursue a Welding Certificate through the JobsNOW "12 in 6" Program offered at Central Carolina Community College. She entered the welding program as the only female in the class and the youngest student. On May 5th she received the welding certificate in the three-part course and received an outstanding evaluation from her instructors and the staff at the Lillington campus. On June 2nd Adams began her second certificate for the welding program.

Upon completion of the three-part welding program with Central Carolina Community College, expected in December 2010, Adams will be starting on-the-job training with a welding company in Fort Bragg, NC.



Sable Adams, participant in the welding program at Central Carolina Community College

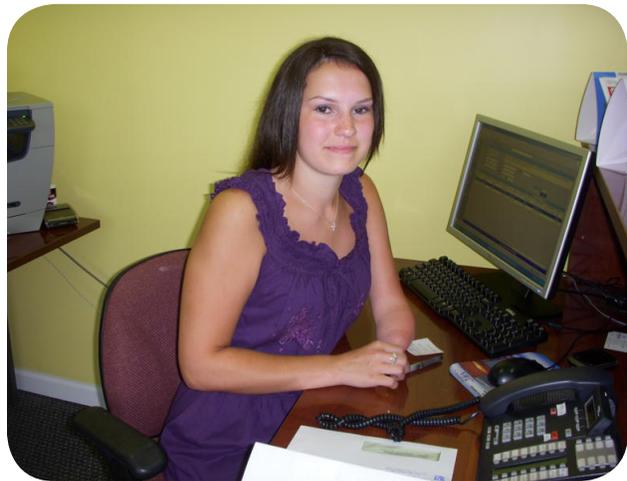
*Summer
Youth
Employment
Program
(S.Y.E.P)*



Northwest Piedmont Job Training Consortium Workforce Development Board

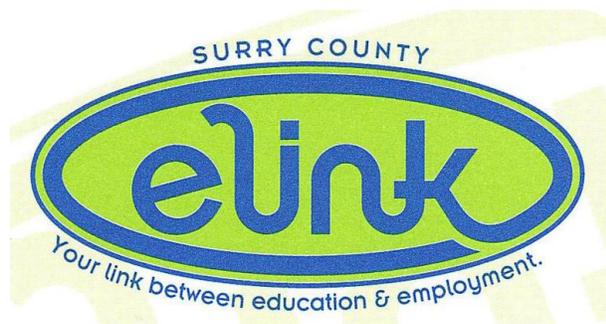
Megan Holt was born without her left forearm and hand. While many people would let this handicap hold them back, she does not. She is an excellent student and an asset to her employer. Holt writes:

“My name is Megan Holt and I am currently a senior in high school. Last summer through the Surry E-Link Program, I worked in the front office at North Surry High School answering the phones and relaying messages to various staff members. I was 16 years old at the time and that was my first job ever. The experience was amazing and it was the best first job that I could’ve asked for.



Megan Holt, employed at Tonda Phillips’ Allstate Insurance Office, Mount Airy, NC

Currently, I am employed at Tonda Phillips’ Allstate Insurance Office through the Surry E-Link Program. My job is absolutely wonderful! I love the office setting. Tonda and Julie are two very great people to work with and I enjoy helping the members of our community. And starting out here through the program actually got me a job working directly for Tonda! But truthfully, if it weren’t for the E-Link program, I wouldn’t even have this job.



I am so thankful for this program and for everything that has come along with my participation in it. The paycheck that I receive through the E-Link Program has helped me to become a more responsible person because I am able to help pay for some of my own bills now. This helps to take some financial stress off of my family, which has a low income. Also, I have gained so much experience and have developed better communication skills, which will aid me throughout the rest of my life. This program has been a true blessing from God for me and I am extremely grateful for everything.”

Lumber River Job Training Consortium

Tiera Williams was eager to work this summer, but had no idea how she would find employment. When the Scotland County Schools ARRA operator began accepting applications for enrollment into their ARRA Summer Youth Employment Program, she immediately applied and was enrolled. She began working at a local nursing home.

Williams had a narrow view of nursing home facilities and was worried that there was nothing for her to gain by working there. After just a few days of connecting with patients and working with staff, her attitude completely changed. She realized that most of the patients were confined or immobile and were unable to make choices for themselves. On the other hand, she had the freedom to go wherever she wanted and the ability to make her own decisions. She learned that the patients greatly depended on the compassion and care given by the staff.

Williams' experience at the nursing home changed her entire outlook on life. She has become more aware of her health, food intake and daily exercise. *"My experience at Edwin Morgan Center taught me to sincerely value my life, my health, the ability to walk, talk, and most importantly, the ability to care for myself,"* said Williams. *"What an awesome experience for a college student."*

Because of Williams' outstanding job performance, her work experience was extended 4 additional weeks working at a partner facility. Not only did she gain self-awareness from this summer experience, but also gained work experience, which will help her when seeking future jobs. *"Each day I become more sensitive and caring to other people due in part of the opportunity I was afforded through the program,"* said Williams.



Tiera Williams, participant of ARRA Summer Youth Employment Program



Carolina Wall, assisting school nutrition department.

Northwest Piedmont Job Training Consortium Workforce Development Board

On October 24, 2007, Carolina Wall, a 2010 Mount Airy High School graduate, was accepted into the Surry County eLink Program. Carolina was a quiet and shy ninth-grader with a sweet smile and a friendly attitude.

The eLink Program has given Wall the opportunity to succeed in multiple job opportunities. She has been able to participate and benefit from working at the local Chamber of Commerce as well as Surry County United Fund where she helped implement and maintain an exciting new community resource database. Wall has gained skills from working within the school system as

a teacher assistant in the afternoon and assisting the school nutrition department with a summer feeding program. Wall has received positive feedback from these employers stating that she has been dedicated, dependable, and hard working.

Through the aid of the eLink Program, Wall not only has achieved multiple academic goals, but she has also graduated from Mount Airy High School, earning an academic scholarship sponsored by our program. She will attend the local community college.



Charles Lambert works at the Film and Video Department at Piedmont Community College during his participation in the Summer Youth Employment Program.

Kerr-Tar Interlocal Cooperative Consortium for Job Training

Charles Lambert came to the Summer Youth Employment Program at Piedmont Community College as a younger youth. From high school youth to out of school youth, with multiple areas of his life in chaos, he was constantly challenged with negative influences. Some of the many challenges that he faced were not doing well in high school classes, poor attendance history, and being tempted by friends to be involved in gang activity.

When Lambert turned 18, he enrolled in the Youth Employment Services (Y.E.S.) Program at Piedmont Community College with the goals of obtaining his GED and gaining a Welding certification. Not only has he accomplished his educational goals, but he has also become a leader in the program. Lambert serves as the Assistant Project Coordinator on the Youth Advisory Committee and regularly takes a leadership role in school and community activities.

In November 2009 the Y.E.S. Program conducted a “Giving Thanks” food drive in which he was an active participant. Non-perishable goods were collected and given to local families or to the local domestic violence shelter. He demonstrated genuine compassion for the families he served and even chose to participate again during the Christmas season when the program sponsored a family.

In Piedmont Community College’s Summer Youth Employment Program, funded through the American Recovery and Reinvestment Act of 2009, Lambert accepted and successfully completed his worksite placement from June 23, 2009, to August 13, 2009, in the Film and Video Department at Piedmont Community College. The Summer Youth Employment Program provided Lambert with the opportunity to gain work experience in a real workplace and to engage in career exploration. Along with his peers, Lambert worked 27 hours per week and benefited from 3 hours per week of classroom instruction on work readiness skills and basic skills remediation.

Lambert’s experience in the Summer Youth Employment Program also helped him gain confidence in the value of his skills and abilities. He was able to use his welding skills to assist in building sets for plays and other events during his placement. He learned about the teamwork that is required to set up the stage and had the opportunity to contribute to this effort in a tangible way. He also participated as an officer on the Youth Advisory Committee. As an officer for this committee he was responsible for making the program more visible in the community and to encourage the full support from the other members. He did this by willingly accepting the leadership responsibility during our food drive.

Despite his early doubts about his worth as a student, Lambert has excelled academically. He was on the Dean’s List Fall 2009 and the President’s List Spring 2010. Lambert is presently pursuing a Business Administration degree and has set his next goal to be an entrepreneur with the desire to start his own welding business. He plans to graduate May 2011.

Greensboro • High Point • Guilford County Workforce Development Board

The Greensboro • High Point • Guilford County Workforce Development Board sponsored 550 kids in their annual Summer Youth Employment Program in Program Year 2009-2010. This included 405 individuals in the ARRA funded youth program, 49 individuals from the year-round program, 53 individuals from a grant from the Governor's Crime Commission, and 43 individuals from the older youth program. The youth worked in a variety of public and private organizations. The WDB collaborated with the five other workforce development boards in the region, part of TriadWorks, to see over 1,300 of the Piedmont Triad's youth placed at over 500 worksites across the region.

As part of the summer program, the youth were exposed to Animation and Game Design, a fast growth global industry with strong roots in North Carolina. Everyone was offered an opportunity to learn Scratch software and practice basic elements of animation. Scratch is a new program for creating interactive stories, animations, games, music, and art. It is designed to help young people develop 21st century learning skills. Two students who took advantage of learning the Scratch program were Tirrell Harris and Cedric Ingram.

At the end of the summer program, TriadWorks held a celebration for the 1,300 youth who participated regionally in the Summer Youth Employment Program. The theme of the program was "Career Paths of the Future." As part of the program, highlights of the student's animation work were shown and Tirrell and Cedric received the top prize of new Apple laptops.



Faith Barber, store associate at Food Lion Store #593

Northwest Piedmont Job Training Consortium Workforce Development Board

As the next to the youngest of eight children in a single-parent home, Faith Barber struggled with several barriers to education and employment. Despite her struggles, Barber's strong determination and hopes for a bright future enabled her to set the following goals for herself when she enrolled on August 6, 2009, in the Forsyth County eLink Youth Program: improve her grades at school, increase one Education Function Level (EFL), complete the eLink Job Readiness Training course, graduate from high school, and obtain employment. She has accomplished all of these goals and more!

Barber completed the 36-hour Job Readiness Training class and later began a 4-month paid work experience as a Store Associate at Food Lion Store #593. Second, not only did she improve her grades in school, but she also increased three grade levels from her initial testing at enrollment in the eLink program. On April 23, 2010, the eLink Youth Program assisted her financially as she completed her Nursing Aide I certificate. On June 12, 2010, she was the first in her family to be awarded her high school diploma and be accepted into a university. She will be attending North Carolina A&T State University majoring in Nursing. Finally, because of her display of hard work and integrity, the managers at Food Lion decided to hire her permanently to work weekends while attending college.

Barber has displayed determination through all she has faced and has worked hard to get where she is today. When asked about her barriers and accomplishments, Barber stated, "It's not about where you come from, but where you're going that matters".

Adult Program

In Program Year 2009 a total of 10,638 participants were served in the WIA Adult Program in North Carolina. The addition of American Recovery and Reinvestment Act funds enabled increased enrollments and service delivery across the state.

Eligible participants included individuals aged eighteen and over in need of training, employment or both. Workforce Development professionals assisted participants with identifying and resolving barriers, assessing job search and career path needs, skill assessment, career readiness training, basic skills training, basic education skills improvement and assistance, on-the-job training, and occupational skills training.

High Country Workforce Development Consortium

Amanda Bentley, twenty-eight-year-old, moved to Burnsville, NC to live with her parents after her second marriage ended. She was a single parent with no home of her own, no work experience and no income to support herself and her daughter. Bentley knew she wanted to become a nurse but faced many barriers. Having no education beyond high school, she knew that more education was required to support her family.

In October 2006 Bentley enrolled in Mayland Community College's WIA Adult Program. Taking advantage of every available resource, she put her education first, even holding a full-time night shift Certified Nursing Assistant (CNA) job to get through the nursing program.

In August 2009 Bentley completed her nursing degree and earned her state license. She works as a full-time Registered Nurse at High Point Regional Hospital in the post-surgical unit, earning \$21.00 an hour. She hopes to begin studies for a bachelor's degree in the Fall 2010 semester.



Amanda Bentley, Registered Nurse at High Point Regional Hospital

Adult Performance

Program Year	Adult Entered Employment Rate	Adult Employment Retention Rate	Adult Average Earnings in Six Month
PY2005	78.7%	83.7%	----
PY2006	75.9%	84.5%	\$10,259
PY2007	76.6%	85.8%	\$11,634
PY2008	76.7%	86.7%	\$12,450
PY2009	65.3%	84.7%	\$11,715

Mountain Local Area

Jessica Fitzgerald completed her Nurse Aide I class from Blue Ridge Community College with the assistance of the Henderson County JobLink Career Center. Prior to enrolling into the WIA Adult Program, Fitzgerald had previously worked in the healthcare field as an Activity Assistant. However, the last two years she was a stay-at-home mom with her son. After unsuccessful attempts to get back into the healthcare field without a credential, she decided to return to school and enrolled in the Nurse Aide I program.

She was so determined to get into the nurse aide class that she paid for tuition herself. A month later her husband lost his job, so she was unable to pay for her books and uniforms. She came back into the Henderson County JobLink Career Center to request funding for the books, uniforms and state testing fee. With her determination to get back into the healthcare field, she quickly completed the steps to be enrolled in the WIA Adult Program to make sure that she could continue her quest for success.

During her class she also took the North Carolina Career Readiness Assessments earning a Gold Certificate. Because of her hard work during clinical at the Laurels of Hendersonville, she was offered and accepted a Nurse Aide job before even taking the state test to become certified.

“I am very thankful that there is a program like the Workforce Investment Act available to assist with training expenses, especially in today’s economy.”

- Jessica Fitzgerald



Jessica Fitzgerald, Nurse Aide at the Laurels of Hendersonville

Cumberland County Local Area

Bernette Robinson, a 39-year-old works as a dental assistant. In January 2009 she completed dental assistant classes at Sunshine Dental School in Fayetteville. In March she was then hired by Village Family Dental.



Bernette Robinson, dental assistant at the Village Family Dental

Robinson’s background was in manufacturing, where she worked as a machine operator for 13 years. Her health was suffering. She was hospitalized with high blood pressure as a result of the stress she was under. Robinson, who is one of 12 children, graduated from Douglas Byrd High School in 1990. She worked at Black & Decker as a machine operator for seven years before that plant closed. She then moved to Union Corrugating as a machine operator and inspector where she worked from 2004 until she accepted the position at Village Dental. Robinson brought her teen-age daughter into the Workforce Development Center to sign up for the Summer Youth Employment Program in 2009. She is a single mother with two children.

A year ago, Bernette Robinson was in a job she described as stressful. Her blood pressure was off the charts and she was not happy. What a difference a year makes. Last fall she enrolled in a 16-week course at Sunshine Dental School and now she is employed as a dental assistant. *“I felt like I was being held back because I had to work and couldn’t go to school,”* she said. She was released from the hospital where she was treated for high blood pressure the day she started school. Today her health has improved *“because I’m doing what I want to do,”* she says.

DavidsonWorks, Inc.

Sandra Spangle, an unemployed, single mother of two, had a GED and work experience as a cashier and sales clerk. She had been searching for a job without success when she heard about the JobsNOW “12 in 6” program through DavidsonWorks during the summer of 2009. She quickly identified the Medical Billing and Coding training as a good fit for her career goals and interests.



Sandra Spangle, Medical Office Assistant at the Daymark Center in Winston-Salem

At Davidson County Community College, Spangle earned a JobsNOW “12 in 6” Certificate of Completion in Healthcare Billing and Coding and received a Gold Career Readiness Certificate. As a result of her training, she became a Certified Medical Reimbursement Specialist acknowledged by the American Medical Billing Association.

After successfully completing her JobsNOW “12 in 6” training, Spangle was offered a Work Experience Internship developed by DavidsonWorks at Daymark Recovery Services, a behavioral healthcare provider. At her worksite, Spangle quickly impressed her colleagues with her commitment and skills.

internship. She now works as a Medical Office Assistant at the Daymark Center in Winston-Salem.

Spangle’s abilities were so impressive that Daymark hired her as a permanent employee at the end of her

Pee Dee Region Workforce Consortium

In 2006 Thomas Steele, a 68-year-old retired factory worker, made the decision to go to college. He enrolled at Montgomery Community College (MCC) and chose Human Services Technology as his major. College proved to be a struggle for him and he experienced a few bumps. However, when he would stumble and take a spill, Steele would get right up, brush himself off and try again. He was determined to finish what he started.

Just before the 2008 summer session started, Steele became a WIA Adult participant, he participated in activities on and off campus. At the college, he was a member of the Student Government Association, the Minority Male Mentoring Program and the Human Services Club. He also assisted with a number of other campus activities and programs. In the community, he assists with the “Back Pack” Project that serves elementary and middle school children and he volunteers at the Partnership for Children, where he enjoys working with the staff, the children and their parents.



Thomas Steele, Human Services Technology, counsels youth

On May 12, 2010, Steele graduated with a diploma in Human Services Technology. He was 72 years old, though he neither looks nor acts his age. He wants to find a job that will allow him to work with the elderly.

Dislocated Worker Program

North Carolina served 14,482 participants in the WIA Dislocated Worker program in Program Year 2009. The addition of American Recovery and Reinvestment Act funds enabled increased enrollments and service delivery.

Eligible participants included individuals who were unemployed due to being terminated or laid off, or had received notice of termination or layoff, those who were no longer self-employed due to a natural disaster or economic conditions, or those considered to be a displaced homemaker. Workforce Development professionals assisted participants with identifying and resolving barriers, assessing job search and career path needs, skill assessment, career readiness training, basic skills training, basic education skills improvement and assistance, on-the-job training, and occupational skills training.

Mountain Local Area

In June 2009 Kim Arrowood came to the Henderson County JobLink Career Center looking for a new direction. Arrowood's life had drastically changed. She had worked for an accountant firm, as an office manager/network administrator since Aug 1998 and truly enjoyed her job. However, her life changed when she was informed that she was being laid off.

Through WIA counseling Arrowood decided that she wanted to get a certificate in the Office Administration with a Medical Office Certificate so she could make herself the most marketable individual in a wide variety of fields while also using her existing office background.

She enrolled in the Office Administration Medical Office Certificate program at Blue Ridge Community College. She excelled in all of her classes and constantly demonstrated the desire to be successful in every possible task. In May 2010 she graduated and earned her certificate.

Shortly after completing the program, Arrowood was offered and accepted a position with Minute Man Products as an Administrative Assistant to the Executive Officers. This was made possible because of her previous office experience, her recent dedication to completing a certificate program, and above all, a positive can do attitude that she has carried through this entire process.



Kim Arrowood, Administrative Assistant, talking to suppliers

Eastern Carolina Workforce Development Board, Inc

On November 16, 2007, Roger Lewis was enrolled into the WIA Dislocated Worker program after being laid off from a manufacturing company. He was sponsored for training in the HVAC program at Wayne Community College by the WIA Dislocated Worker Program. He earned his certification and is currently a Weatherization Specialist with WAGES (Wayne County’s Community Action Agency) in Goldsboro, NC. Now that he has accomplished his training goal, he is looking forward to a brighter future and greater opportunities ahead.

When discussing his new job, Lewis says he is very happy in his new career. He states, that he finds the work at WAGES particularly rewarding because he is helping the neediest in his community and the environment at the same time. The WAGES Weatherization Program is involved in reducing the energy burden for low-income households through client education, air sealing, and adding insulation where practical. To insure client safety, the program also checks for hazards, lead-based paint, mold and mildew, carbon monoxide, and ventilation. Once a program that just replaced windows and doors, weatherization is now more involved with evaluation of the home and client as it relates to overall energy usage.

Lewis said, *“I would like to thank those in the WIA program and Wayne Community College who gave me this chance to pursue a new career. I came to the Wayne County JobLink at the age of 57, a high school graduate and an unemployed factory worker. I want to thank the WIA staff who encouraged and guided me throughout my journey toward a successful career change. Being HVAC trained and certified has opened up many new opportunities for me”.*



Roger Lewis, Weatherization Specialist, in Goldsboro, NC



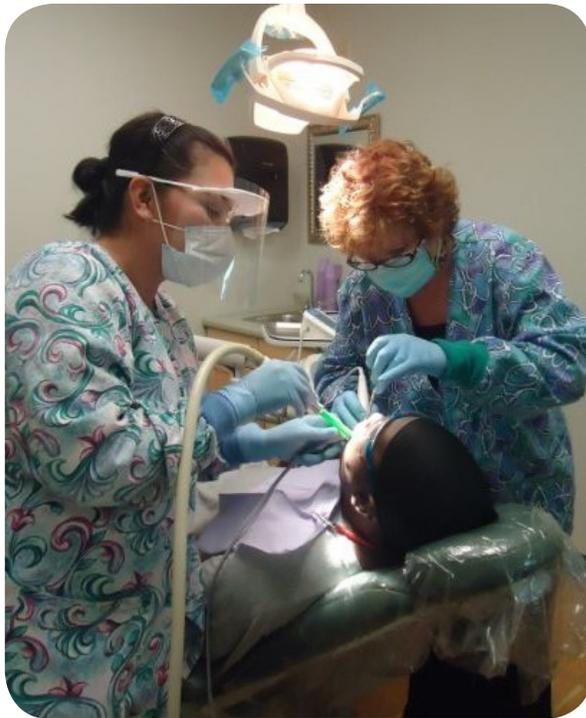
Jennifer Fox, Teacher Assistant at A Better Place Christian Academy, reading a book to the children.

Centralina Workforce Development Consortium

Jennifer Fox’s past work history consisted of several manufacturing jobs which have resulted in lay-offs. After her last lay-off in 2008, she explored the idea of returning to school to be a teacher in hopes this would provide her with a steady career in a field she would enjoy.

She enrolled at Mitchell Community College and earned an Associate Degree in Elementary Education. After graduation, she began seeking employment in the local school systems as a teacher assistant. Unfortunately, school budgets were being cut at that time and the opportunity to work in this area did not materialize.

She began working in a part-time teacher assistant position at A Better Place Christian Academy where she has been for the past eight months. Fox enjoys her interaction with the children. WIA provided her the opportunity to move into a more fulfilling career. Her long-term goal is to continue on for a Bachelor Degree in Education to be a licensed teacher.



Magdalena Little, Dental Assistant at Sparkling Smiles of Asheboro, NC

Dislocated Worker Program Success Stories (continued)

Pee Dee Region Workforce Consortium

Magdalena Little came to the Montgomery County JobLink Career Center after losing her job at a hosiery manufacturer. She received assistance through the WIA Dislocated Worker Program.

Little enrolled in the Dental Assisting Curriculum at Montgomery Community College.

On July 29, 2009, Little completed the requirements for an Associate's Degree in Dental Assisting. On October 2, 2009, she met the requirements of the Dental Assisting National Board's (DANB) Certified Dental Assistant (CDA) or General Chairside (GC) examinations.

On November 30, 2009, she entered training related employment with Sparkling Smiles of Asheboro, NC as Certified Dental Assistant. In March 2010 she began employment with Moore County Dental Care Center in Southern Pines, NC and received a substantial increase in salary.

Cumberland County Local Area

In June 2009 Derwin Roberson applied for WIA services in the Dislocated Worker Program and started classes in August. He was one of the first participants to receive training assistance under the American Recovery and Reinvestment Act from the Cumberland County Local Area. He was fortunate to enter the WIA Dislocated Worker Program at just the right time.

In December 2009 Roberson graduated with honors and his grades placed him on both the Dean's and President's Lists. In May 2010 he obtained a Basic Plumbing Certificate and became a Licensed General Contractor. He was hired with Coffman Plumbing as a full-time plumber earning \$12.00 an hour in June.

Derwin Roberson, plumber with Coffman Plumbing working on water line.



Kerr-Tar Interlocal Cooperative Consortium for Job Training

Jennifer Collier worked many jobs in retail, fast food, and manufacturing businesses, but always had a desire to become a registered nurse. She took the first step to achieve this goal in 2001, enrolling in nursing assistant classes at Piedmont Community College (PCC). Over several years, she took all of the prerequisites for entrance into the nursing program. The goal of a nursing degree, however, was out of her reach; Jennifer was married and raising a family and she could not afford to attend school while working full-time.

In August 2005 Collier’s job in manufacturing was downsized, and she was suddenly without employment. She had faced unemployment before and she was always able to find another job at another place, but she wanted this time to be different. Collier did not want just another job; she wanted a career. She enrolled in nursing classes at PCC and was assisted for a period of time with tuition and supplies from the Employment Security Commission. As she entered her final year of nursing school, those benefits ran out, and she was left wondering how she could afford to make her dream a reality. Collier hated the thoughts

that all of her hard work and time were about to go to waste. She then received information about Human Resources Development classes offered at the Caswell County JobLink Career Center. She completed the Orientation to Health Care Careers and was referred to Workforce Investment Act program for additional assistance.



Jennifer Collier on the job at Duke University Hospital in Durham, NC.

In 2009 Collier received the Bachelor of Science degree in Nursing from North Carolina Central University. She graduated Cum Laude and was inducted into the international nursing honor society, Sigma Theta Tau. She went to work at Duke University Hospital and plans to continue on her path of education in 2011 with Grand Canyon University online courses to acquire a Master of Science in Nursing-Nursing in Leadership in Health Care Systems. She is also enrolled in the final two classes at PCC to receive an Associate Degree in Business Administration.

Collier credits the WIA Dislocated Worker Program and services she received at the Caswell County JobLink Career Center with helping her to get to where she is now. She said *“she now has an exciting, fulfilling career that enables her to make a difference in the lives of many”*

Dislocated Worker Performance

Program Year	Dislocated Worker Entered Employment Rate	Dislocated Worker Employment Retention Rate	Dislocated Worker Average Earnings in Six Month
PY2005	85.1%	90.8%	----
PY2006	83.3%	90.6%	\$13,487
PY2007	83.8%	92.2%	\$13,683
PY2008	83.2%	91.3%	\$13,594
PY2009	74.4%	87.8%	\$13,559

The following table shows the total WIA participants (in the Adult, Dislocated Worker and Youth Programs) from Program Year 2005 to Program Year 2009. The comparison shows an increase of 38.3% increase in Adult participants in PY2009 from PY2008; 46.2% increase in Dislocated Worker participants in PY2009 from PY2008; and 8.7% increase in Youth participants in PY2009 from PY2008.

Table M 5-Year Performance

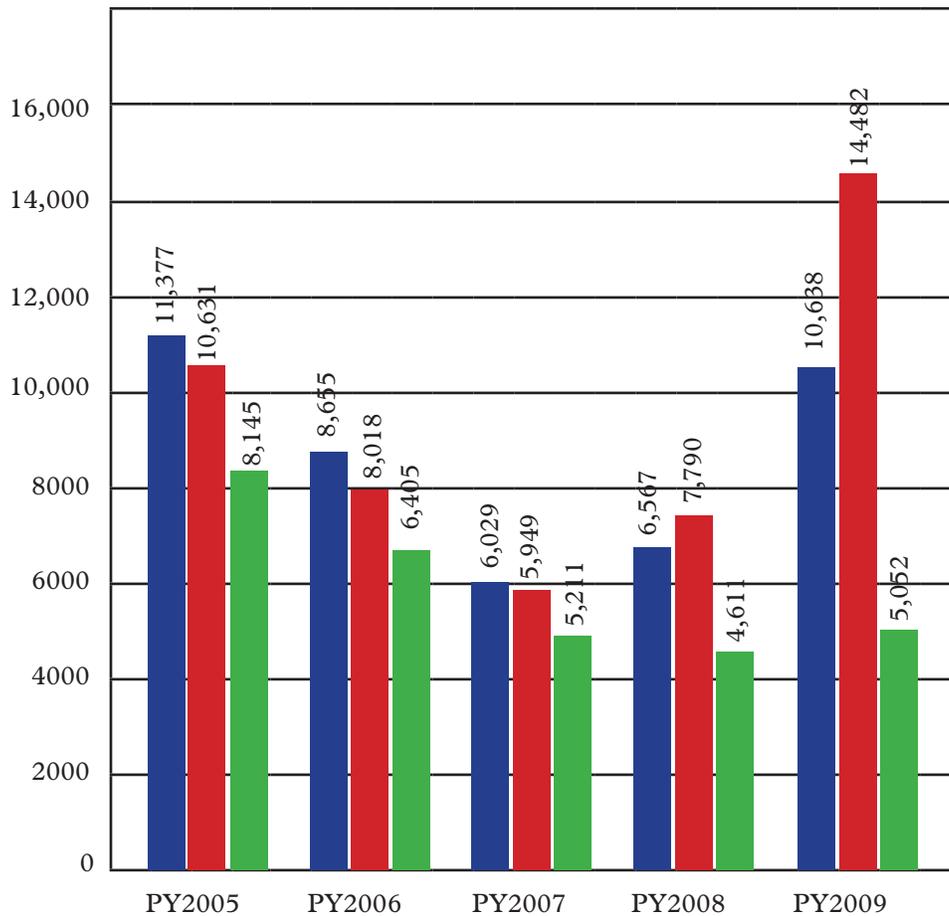


Table M 5-Year Performance

Program Year	Adult	Dislocated Worker	Youth (14-21)	Total
PY2005	11,377	10,631	8,145	23,795
PY2006	8,655	8,018	6,405	16,576
PY2007	6,029	5,949	5,211	11,930
PY2008	6,567	7,790	4,611	14,301
PY2009	10,638	14,482	5,052	25,031

Mountain Local Area

In July 2007 Kim Cox found herself one of many textile workers who had lost their job due to plant operations being moved overseas. The plant where she was working as a Production Scheduler. Representatives from the Mountain Area JobLink Career Center met with Cox, and many of her co-workers on site, to discuss the options available to them through the JobLink Career Center and the WIA Dislocated Worker Program. Although she had over ten years of office experience, she knew a degree would be invaluable to compete successfully in today's tough job market. In addition to being given the opportunity to obtain an Associate's Degree in Office Systems Technology, Cox was encouraged to take classes in Medical Office Administration, because of the concentration of medical offices and facilities in the Asheville area. After starting classes, former Anvil employees were awarded the TAA Petition, which helped with both educational and living expenses while she completed her degree. In May 2009 Cox graduated with high honors from the Office Systems Technology Program. In April 2009 the department accredited her with the Academic Achievement Award.



Kim Cox, MIS Specialist, at the Mountain Area Workforce Development Board

Prior to graduation, Cox was hired to assist with the ARRA Summer Youth Employment Program putting her newly acquired database skills to work. While she completed the Medical Office Administration Diploma, she continued to work at the JobLink Career Center. In January 2010 the Mountain Area Workforce Development Board hired Cox on a permanent basis as an MIS Specialist. In May of 2010 she graduated from the Medical Office Administration Program. She continues her education on a part-time basis in the Web Technologies Associate Degree Program at Asheville-Buncombe Technical Community College where she anticipates graduating in 2012.

In addition to working as the MIS Specialist, she maintains five web sites including her own and her husband's who is a chainsaw artist.

Michael O'Kane Programming Logic Instructor said, *"It is a pleasure to work with her"*. After reviewing an assignment Cox had submitted. He said, *"A lot of people struggle with this material but even those who got everything working did not come up with the best, most elegant solutions...except for you! Nicely done."*

Pee Dee Region Workforce Consortium



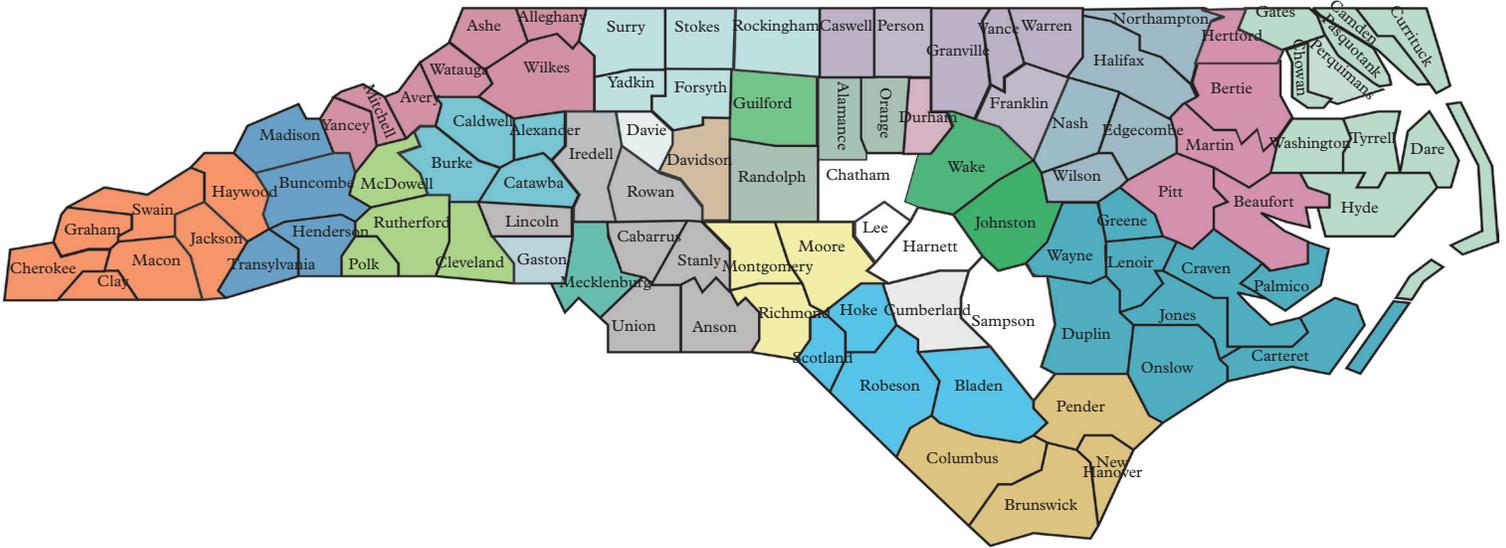
Johnathan Horne, Health Care Specialist at Sandy Ridge Assisted Living in Candor, NC

Johnathan Horne was laid off from a local mill just over a year ago. He went to the Employment Security Center (ESC) where a representative from Montgomery JobLink suggested he take a skills assessment. The assessment indicated his strengths were in the nursing field.

He studied for and obtained his Medication Technician license. He applied at Sandy Ridge Assisted Living in Candor and was hired as a Medication Technician/Patient Care Assistant.

"I never pictured myself making a living in the nursing field," said Horne. It turns out he really enjoyed his work, so he decided to learn more.

He inquired about a Health Care Specialist class offered at Montgomery Community College (MCC). In six months, he earned a certificate in Nurse Assisting I, Medication Aide and Geriatric Aide.



North Carolina Local Area Map

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

Performance Measure Outcomes

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Table B Adult Program Results			
Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	79.0%	65.3%	1,057
			1,619
Employment Retention Rate	85.0%	84.7%	1,645
			1,942
Average Earnings	\$10,500.00	\$11,714.70	18,966,138
			1,619

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	59.3%	102	62.1%	72	62.1%	59	63.3%	50
		172		116		95		79
Employment Retention Rate	82.0%	159	71.8%	84	61.3%	46	81.5%	53
		194		117		75		65
Average Earnings Rate	\$10,035.10	1,585,538	\$13,510.70	1,094,364	\$7,563.60	325,234	\$10,376.10	529,181
		158		81		43		51

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	66.6%	836	60.7%	221
		1,255		364
Employment Retention Rate	86.3%	1,428	75.3%	217
		1,654		288
Average Earnings Rate	\$11,900.60	16,768,014	\$10,467.30	2,198,124
		1,409		210

**Table E
Dislocated Worker Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	86.5%	74.4%	1,670
			2,244
Employment Retention Rate	91.0%	87.8%	1,489
			1,696
Average Earnings	\$13,700.00	\$13,558.70	19,822,853
			1,462

**Table F
Outcomes for Dislocated Worker Special Populations**

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	71.6%	197	64.9%	24	68.5%	176	35.7%	5
		275		37		257		14
Employment Retention Rate	81.9%	118	80.0%	20	87.6%	134	100.0%	9
		144		25		153		9
Average Earnings	\$15,609.80	1,795,122	\$12,248.40	244,967	\$11,484.40	1,458,524	\$14,709.40	132,385
		115		20		127		9

**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	76.2%	1,339	68.0%	331
		1,757		487
Employment Retention Rate	88.0%	1,251	86.5%	238
		1,421		275
Average Earnings Rate	\$13,754.80	16,863,355	\$12,540.20	2,959,498
		1,226		236

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

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	64.0%	63.1%	805
			1,276
Attainment of Degree or Certificate	51.0%	59.8%	680
			1,138
Literacy and Numeracy Gains	34.0%	39.9%	351
			880

**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	
	%	Count	\$	Count	%	Count	\$	Count	%	Count
Adults	83.7%	1,758	\$4,844.20	10,013,014	1.9	20	\$4,301.00	4,473,023	60.5%	506
		2,100		2,067		1,057		1,040		836
Dislocated Workers	86.5%	1,589	\$92.40	21,443,463	2.2	37	\$5,752.40	9,491,495	57.9%	775
		1,837		23,207,074		1,670		1,650		1,339

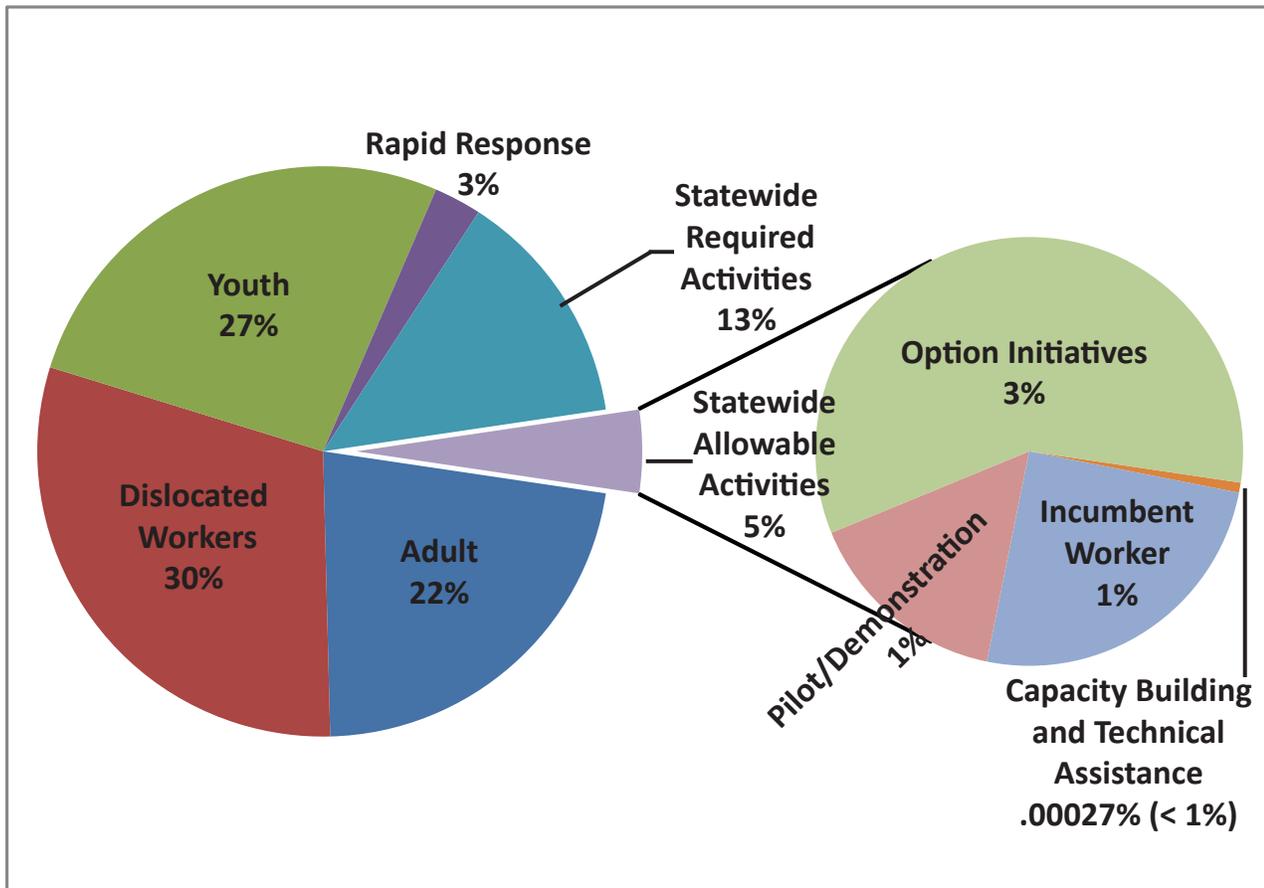
**Table M
Participation Levels**

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	25,031	6,912
Total Adults (self-service only)	0	0
WIA Adults	10,638	3,430
WIA Dislocated Workers	14,482	3,499
Total Youth (14 – 21)	5,052	1,575
Out-of-School Youth	2,869	983
In-School Youth	2,183	592

Table N Cost of Program Activities		
Program Activity		Total Federal Spending
Local Adults		\$ 24,667,374
Local Dislocated Workers		\$ 33,439,245
Local Youth		\$ 29,589,266
Rapid Response (up to 25%) Sec.134 (a)(2)(A)		\$ 2,982,077
Statewide Required Activities (up to 15%) Sec.134(a)(2)(B)		\$ 14,961,607
	Program Activity Description	
Statewide Allowable Activities Sec.134(a)(3)	Capacity Building and Technical Assistance	\$ 39,176
	Incumbent Worker	\$ 1,304,051
	Pilot/Demonstration	\$ 812,340
	Option Initiatives	\$ 3,047,790
Total of All Federal Spending Listed Above		\$ 110, 842, 926

The following graph shows the cost of the Program activities for PY2009. The mix of services within North Carolina is proportional with the total spending in the Youth, Adult, and Dislocated Worker activities.

Table N Cost of Program Activities



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



Table 0 - Local Performance

Table 0 - Local Performance				
Local Area Name		Adults	315	
Cape Fear Workforce Development Consortium (33)	Total Participants Served	Dislocated Workers	316	
		Youth	300	
		ETA Assigned#		
37120	Total Exiters	Adults	36	
		Dislocated Workers	30	
		Youth	45	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	88.0%	85.0%	
	Dislocated Workers	92.0%	100.0%	
Retention Rates	Adults	87.4%	76.6%	
	Dislocated Workers	92.2%	72.7%	
Average Earnings (Adults/DWs)	Adults	\$9,662.00	\$12,509.10	
	Dislocated Workers	\$12,605.00	\$16,404.00	
Placement in Employment or Education	Youth (14 - 21)	68.4%	66.7%	
Attainment of Degree or Certificate	Youth (14 - 21)	39.5%	50.0%	
Literacy or Numeracy Gains	Youth (14 - 21)	35.0%	30.1%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

For PY09, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Capital Area Workforce Development Consortium

2321 Crabtree Blvd., Suite 200

Raleigh, NC 27604

Counties: Johnston; Wake

Director: Pat Sturdivant

pat.sturdivant@co.wake.nc.us

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



Table O – Local Performance

Table O – Local Performance				
Local Area Name		Adults	391	
Capital Area Workforce Development Consortium (34)	Total Participants Served	Dislocated Workers	983	
		Youth	257	
		ETA Assigned#		
37215	Total Exiters	Adults	70	
		Dislocated Workers	181	
		Youth	133	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	88.0%	60.4%	
	Dislocated Workers	91.0%	80.2%	
Retention Rates	Adults	87.5%	87.5%	
	Dislocated Workers	92.0%	94.5%	
Average Earnings (Adults/DWs)	Adults	\$10,733.00	\$10255.70	
	Dislocated Workers	\$13,738.00	\$20361.30	
Placement in Employment or Education	Youth (14 - 21)	71.0%	72.3%	
Attainment of Degree or Certificate	Youth (14 - 21)	49.4%	40.8%	
Literacy or Numeracy Gains	Youth (14 - 21)	35.0%	73.1%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

For PY09, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Centralina Workforce Development Consortium

1300 Baxter Street, Suite 450

Charlotte, NC 28235

Counties: Union; Stanly; Rowan;

Lincoln; Iredell; Cabarrus; Anson

Executive Director: David Hollars

dhollars@centralina.org

http://www.centralinaworks.com



Table 0 – Local Performance

Table 0 – Local Performance				
Local Area Name		Adults	470	
Centralina Workforce Development Consortium (36)	Total Participants Served	Dislocated Workers	935	
		Youth	171	
		ETA Assigned# 37225	Total Exitters	Adults
		Dislocated Workers	359	
		Youth	81	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	74.5%	54.1%	
	Dislocated Workers	85.1%	57.9%	
Retention Rates	Adults	88.8%	78.5%	
	Dislocated Workers	92.3%	83.0%	
Average Earnings (Adults/DWs)	Adults	\$9,758.00	\$8,683.60	
	Dislocated Workers	\$13,607.00	\$13,473.20	
Placement in Employment or Education	Youth (14 - 21)	71.0%	63.6%	
Attainment of Degree or Certificate	Youth (14 - 21)	52.0%	34.5%	
Literacy or Numeracy Gains	Youth (14 - 21)	35.0%	29.7%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

For PY09, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

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



Table 0 – Local Performance

Table 0 – Local Performance				
Local Area Name		Adults	384	
Charlotte-Mecklenburg Workforce Development Consortium (37)	Total Participants Served	Dislocated Workers	725	
		Youth	272	
		ETA Assigned# 37045	Total Exitters	Adults
		Dislocated Workers	169	
		Youth	143	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	77.0%	61.2%	
	Dislocated Workers	88.1%	75.2%	
Retention Rates	Adults	84.4%	76.9%	
	Dislocated Workers	92.0%	76.4%	
Average Earnings (Adults/DWs)	Adults	\$10,153.00	\$10,320.40	
	Dislocated Workers	\$13,738.00	\$16,452.00	
Placement in Employment or Education	Youth (14 - 21)	58.0%	51.0%	
Attainment of Degree or Certificate	Youth (14 - 21)	37.5%	65.0%	
Literacy or Numeracy Gains	Youth (14 - 21)	35.0%	43.4%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

For PY09, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Cumberland County Local Area
 Post Office Box 1829
 410 Ray Avenue
 Fayetteville, NC 28302
 County: Cumberland
 Director: Geneva Mixon
 gmixon@county.cumberland.nc.us



Table 0 - Local Performance

Table 0 - Local Performance			
Local Area Name		Adults	645
Cumberland County (38)	Total Participants Served	Dislocated Workers	257
		Youth	191
		ETA Assigned#	
37015	Total Exiters	Adults	144
		Dislocated Workers	67
		Youth	42
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	74.0%	53.8%
	Dislocated Workers	84.0%	67.9%
Retention Rates	Adults	85.3%	78.5%
	Dislocated Workers	92.0%	80.6%
Average Earnings (Adults/DWs)	Adults	\$9,641.00	\$10,460.80
	Dislocated Workers	\$12,104.00	\$11,643.10
Placement in Employment or Education	Youth (14 - 21)	58.0%	70.0%
Attainment of Degree or Certificate	Youth (14 - 21)	37.5%	55.2%
Literacy or Numeracy Gains	Youth (14 - 21)	35.0%	50.0%
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

For PY09, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

DavidsonWorks, Inc
 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 0 – Local Performance

Table 0 – Local Performance				
Local Area Name		Adults	198	
DavidsonWorks, Inc (39)	Total Participants Served	Dislocated Workers	200	
		Youth	85	
		ETA Assigned# 37020	Total Exitters	Adults
		Dislocated Workers	55	
		Youth	16	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	79.6%	85.4%	
	Dislocated Workers	90.6%	87.5%	
Retention Rates	Adults	84.0%	92.4%	
	Dislocated Workers	93.7%	89.7%	
Average Earnings (Adults/DWs)	Adults	\$9,333.00	\$14,861.70	
	Dislocated Workers	\$12,181.00	\$11,937.30	
Placement in Employment or Education	Youth (14 - 21)	58.0%	52.9%	
Attainment of Degree or Certificate	Youth (14 - 21)	37.5%	77.8%	
Literacy or Numeracy Gains	Youth (14 - 21)	35.0%	57.1%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

For PY09, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

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



Table 0 - Local Performance

Table 0 - Local Performance				
Local Area Name		Adults	179	
Durham Local Area (35)	Total Participants Served	Dislocated Workers	260	
		Youth	117	
ETA Assigned# 37140	Total Exiters	Adults	137	
		Dislocated Workers	158	
		Youth	45	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	74.0%	63.6%	
	Dislocated Workers	84.0%	66.3%	
Retention Rates	Adults	84.6%	86.4%	
	Dislocated Workers	92.0%	86.0%	
Average Earnings (Adults/DWs)	Adults	\$8,976.00	\$15,729.60	
	Dislocated Workers	\$13,738.00	\$15,474.70	
Placement in Employment or Education	Youth (14 - 21)	58.0%	70.3%	
Attainment of Degree or Certificate	Youth (14 - 21)	37.5%	54.3%	
Literacy or Numeracy Gains	Youth (14 - 21)	35.0%	47.2%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

For PY09, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Eastern Carolina Workforce Development Board, Inc
 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

Table O – Local Performance				
Local Area Name		Adults	575	
Eastern Carolina Workforce Development Board, Inc (40)	Total Participants Served	Dislocated Workers	812	
		Youth	254	
		ETA Assigned#		
37125	Total Exiters	Adults	163	
		Dislocated Workers	189	
		Youth	76	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	80.9%	71.7%	
	Dislocated Workers	90.2%	74.3%	
Retention Rates	Adults	89.1%	89.8%	
	Dislocated Workers	92.9%	91.7%	
Average Earnings (Adults/DWs)	Adults	\$9,449.00	\$10,288.70	
	Dislocated Workers	\$11,246.00	\$12,144.0	
Placement in Employment or Education	Youth (14 - 21)	60.2%	60.3%	
Attainment of Degree or Certificate	Youth (14 - 21)	43.7%	73.5%	
Literacy or Numeracy Gains	Youth (14 - 21)	35.0%	47.4%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

For PY09, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

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



Table 0 - Local Performance

Table 0 - Local Performance				
Local Area Name		Adults	176	
Gaston County Local Area (41)	Total Participants Served	Dislocated Workers	1296	
		Youth	214	
		Adults	119	
ETA Assigned# 37035	Total Exiters	Dislocated Workers	518	
		Youth	71	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	84.3%	55.7%	
	Dislocated Workers	92.0%	63.8%	
Retention Rates	Adults	88.0%	89.3%	
	Dislocated Workers	93.1%	83.3%	
Average Earnings (Adults/DWs)	Adults	\$10,733.00	\$11,178.70	
	Dislocated Workers	\$13,738.00	\$11,333.30	
Placement in Employment or Education	Youth (14 - 21)	63.4%	45.9%	
Attainment of Degree or Certificate	Youth (14 - 21)	37.5%	46.8%	
Literacy or Numeracy Gains	Youth (14 - 21)	35.0%	11.8%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

For PY09, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Greensboro/High Point/Guilford County
 Workforce Development Consortium
 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

Table O – Local Performance			
Local Area Name		Adults	583
Greensboro/High Point/Guilford County Workforce Development Consortium (42)	Total Participants Served	Dislocated Workers	620
		Youth	273
ETA Assigned# 37040	Total Exitters	Adults	119
		Dislocated Workers	98
		Youth	62
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	80.0%	61.0%
	Dislocated Workers	84.5%	92.0%
Retention Rates	Adults	84.5%	86.3%
	Dislocated Workers	92.8%	89.9%
Average Earnings (Adults/DWs)	Adults	\$10,733.00	\$15,482.90
	Dislocated Workers	\$13,738.00	\$16,604.40
Placement in Employment or Education	Youth (14 - 21)	71.0%	69.8%
Attainment of Degree or Certificate	Youth (14 - 21)	48.0%	48.8%
Literacy or Numeracy Gains	Youth (14 - 21)	35.0%	38.5%
Overall Status of Local Performance		Not Met	Met
			X
		Exceeded	

For PY09, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

High County Workforce Development Board
 468 New Market Blvd.
 Boone, NC 28607
 Counties: Yancey; Mitchell; Avery; Ashe;
 Alleghany; Watauga; Wilkes
 Director: Carole Coates
 ccoates@regiond.org
<http://www.highcountrywdb.com/>



Table 0 - Local Performance

Table 0 - Local Performance			
Local Area Name		Adults	693
High County Workforce Development Board (49)	Total Participants Served	Dislocated Workers	626
		Youth	231
		ETA Assigned#	
37080	Total Exiters	Adults	233
		Dislocated Workers	194
		Youth	65
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	77.9%	73.9%
	Dislocated Workers	87.1%	76.4%
Retention Rates	Adults	86.5%	89.2%
	Dislocated Workers	92.0%	96.7%
Average Earnings (Adults/DWs)	Adults	\$9,458.00	\$13,286.0
	Dislocated Workers	\$11,246.00	\$11,829.50
Placement in Employment or Education	Youth (14 - 21)	64.3%	54.3%
Attainment of Degree or Certificate	Youth (14 - 21)	40.4%	43.5%
Literacy or Numeracy Gains	Youth (14 - 21)	35.0%	38.2%
Overall Status of Local Performance		Not Met	Met
			X
			Exceeded

For PY09, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Kerr-Tar Interlocal Cooperative
 Consortium for Job Training
 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	194	
Kerr-Tar Interlocal Cooperative Consortium for Job Training (43)	Total Participants Served	Dislocated Workers	462	
		Youth	151	
		ETA Assigned# 37195	Total Exiters	Adults
	Dislocated Workers	111		
	Youth	50		
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	88.0%	68.3%	
	Dislocated Workers	89.5%	81.0%	
Retention Rates	Adults	91.0%	88.6%	
	Dislocated Workers	92.0%	88.2%	
Average Earnings (Adults/DWs)	Adults	\$8,976.00	\$11,255.30	
	Dislocated Workers	\$11,791.00	\$12,771.80	
Placement in Employment or Education	Youth (14 - 21)	71.0%	74.2%	
Attainment of Degree or Certificate	Youth (14 - 21)	52.0%	50.0%	
Literacy or Numeracy Gains	Youth (14 - 21)	35.0%	13.3%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

For PY09, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Lumber River Job Training Consortium
 30 CJ Walker Road, COMtech Park
 Pembroke, NC 28372
 Counties: Scotland; Hoke; Bladen; Robeson
 Director: Dana Powell
 dana.powell@lrcog.dst.nc.us
 http://www.lumberriverwdb.org/

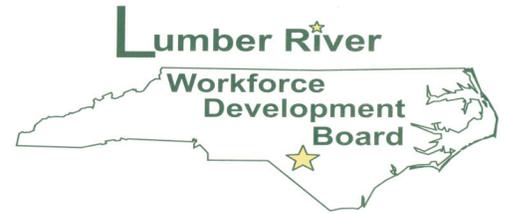


Table 0 – Local Performance

Table 0 – Local Performance				
Local Area Name		Adults	740	
Lumber River Job Training Consortium (44)	Total Participants Served	Dislocated Workers	339	
		Youth	388	
		ETA Assigned# 37115	Total Exitters	Adults
		Dislocated Workers	135	
		Youth	139	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	83.9%	55.1%	
	Dislocated Workers	87.5%	71.6%	
Retention Rates	Adults	90.6%	84.9%	
	Dislocated Workers	92.0%	87.9%	
Average Earnings (Adults/DWs)	Adults	\$10,201.00	\$11,628.50	
	Dislocated Workers	\$11,246.00	\$12,828.50	
Placement in Employment or Education	Youth (14 - 21)	59.8%	72.4%	
Attainment of Degree or Certificate	Youth (14 - 21)	52.0%	72.7%	
Literacy or Numeracy Gains	Youth (14 - 21)	35.0%	18.8%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

For PY09, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Mountain Local Area
 Post Office Box 729
 Asheville, NC 28802
 Counties: Transylvania; Madison;
 Henderson; Buncombe
 Director: Helen Beck
 helen.beck@buncombecounty.org
 http://www.mountainareaworks.org/



Table 0 - Local Performance

Table 0 - Local Performance				
Local Area Name		Adults	371	
Mountain Local Area (46)	Total Participants Served	Dislocated Workers	773	
		Youth	165	
		Adults	114	
ETA Assigned# 37190	Total Exiters	Dislocated Workers	123	
		Youth	61	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	77.3%	73.8%	
	Dislocated Workers	85.5%	93.4%	
Retention Rates	Adults	84.0%	83.0%	
	Dislocated Workers	92.5%	94.8%	
Average Earnings (Adults/DWs)	Adults	\$8,976.00	\$9,812.90	
	Dislocated Workers	\$11,247.00	\$12,701.20	
Placement in Employment or Education	Youth (14 - 21)	67.1%	75.5%	
Attainment of Degree or Certificate	Youth (14 - 21)	52.0%	81.8%	
Literacy or Numeracy Gains	Youth (14 - 21)	35.0%	0.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

For PY09, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

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



Table 0 – Local Performance

Table 0 – Local Performance				
Local Area Name		Adults	374	
Northeastern Workforce Investment Consortium (59)	Total Participants Served	Dislocated Workers	286	
		Youth	115	
		ETA Assigned# 37130	Total Exitters	Adults
		Dislocated Workers	79	
		Youth	28	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	74.0%	63.9%	
	Dislocated Workers	84.0%	66.7%	
Retention Rates	Adults	90.2%	78.3%	
	Dislocated Workers	93.9%	77.3%	
Average Earnings (Adults/DWs)	Adults	\$8,976.00	\$10,275.20	
	Dislocated Workers	\$11,246.00	\$10,873.40	
Placement in Employment or Education	Youth (14 - 21)	58.0%	57.9%	
Attainment of Degree or Certificate	Youth (14 - 21)	37.5%	21.4%	
Literacy or Numeracy Gains	Youth (14 - 21)	35.0%	9.1%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

For PY09, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Northwest Piedmont Job Training
 Consortium 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/



Northwest Piedmont
Workforce Development Board

Table 0 - Local Performance

Table 0 - Local Performance			
Local Area Name		Adults	1347
Northwest Piedmont Job Training Consortium Workforce Development Board (47)	Total Participants Served	Dislocated Workers	1967
		Youth	389
		ETA Assigned# 37235	Total Exitters
		Dislocated Workers	359
		Youth	122
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	74.0%	55.3%
	Dislocated Workers	84.0%	76.7%
Retention Rates	Adults	84.0%	72.9%
	Dislocated Workers	93.3%	89.1%
Average Earnings (Adults/DWs)	Adults	\$9,281.00	\$9,836.50
	Dislocated Workers	\$12,169.00	\$13,625.90
Placement in Employment or Education	Youth (14 - 21)	64.6%	47.1%
Attainment of Degree or Certificate	Youth (14 - 21)	45.2%	39.6%
Literacy or Numeracy Gains	Youth (14 - 21)	35.0%	31.3%
Overall Status of Local Performance		Not Met	Met
			X
			Exceeded

For PY09, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

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



Table 0 – Local Performance

Table 0 – Local Performance				
Local Area Name		Adults	158	
Pee Dee Region Workforce Consortium (58)	Total Participants Served	Dislocated Workers	275	
		Youth	64	
		ETA Assigned#		
37230	Total Exiters	Adults	46	
		Dislocated Workers	39	
		Youth	13	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	88.0%	87.5%	
	Dislocated Workers	91.6%	59.1%	
Retention Rates	Adults	91.0%	94.7%	
	Dislocated Workers	94.0%	85.7%	
Average Earnings (Adults/DWs)	Adults	\$8,976.00	\$15,915.90	
	Dislocated Workers	\$11,246.00	\$14,315.30	
Placement in Employment or Education	Youth (14 - 21)	71.0%	80.0%	
Attainment of Degree or Certificate	Youth (14 - 21)	40.6%	100.0%	
Literacy or Numeracy Gains	Youth (14 - 21)	35.0%	63.6%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

For PY09, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Region C Workforce Development Consortium
 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

Local Area Name		Adults	445	
Region C Workforce Development Consortium (48)	Total Participants Served	Dislocated Workers	928	
		Youth	147	
		ETA Assigned# 37075	Total Exiters	Adults
	Dislocated Workers	130		
	Youth	50		
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	74.0%	68.3%	
	Dislocated Workers	84.0%	79.5%	
Retention Rates	Adults	84.0%	84.0%	
	Dislocated Workers	92.0%	87.5%	
Average Earnings (Adults/DWs)	Adults	\$10,733.00	\$12,533.90	
	Dislocated Workers	\$12,550.00	\$13,828.50	
Placement in Employment or Education	Youth (14 - 21)	69.4%	79.4%	
Attainment of Degree or Certificate	Youth (14 - 21)	49.7%	86.8%	
Literacy or Numeracy Gains	Youth (14 - 21)	35.0%	26.3%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

For PY09, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

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



Table 0 - Local Performance

Table 0 - Local Performance				
Local Area Name		Adults	569	
Region Q Workforce Investment Consortium (52)	Total Participants Served	Dislocated Workers	423	
		Youth	246	
		Adults	138	
ETA Assigned# 37160	Total Exiters	Dislocated Workers	56	
		Youth	69	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	88.0%	75.4%	
	Dislocated Workers	92.0%	70.7%	
Retention Rates	Adults	91.0%	95.8%	
	Dislocated Workers	93.3%	93.0%	
Average Earnings (Adults/DWs)	Adults	\$10,469.00	\$13,519.70	
	Dislocated Workers	\$11,939.00	\$14,495.90	
Placement in Employment or Education	Youth (14 - 21)	71.0%	80.0%	
Attainment of Degree or Certificate	Youth (14 - 21)	50.3%	60.0%	
Literacy or Numeracy Gains	Youth (14 - 21)	35%	20.7%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

For PY08, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

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



Table 0 – Local Performance

Table 0 – Local Performance				
Local Area Name		Adults	203	
Regional Partnership Consortium (54)	Total Participants Served	Dislocated Workers	446	
		Youth	132	
		ETA Assigned#		
37205	Total Exiters	Adults	54	
		Dislocated Workers	72	
		Youth	23	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	82.3%	73.2%	
	Dislocated Workers	91.9%	90.0%	
Retention Rates	Adults	91.0%	80.6%	
	Dislocated Workers	94.0%	89.1%	
Average Earnings (Adults/DWs)	Adults	\$9,865.00	\$11,583.50	
	Dislocated Workers	\$12,225.00	\$11,467.20	
Placement in Employment or Education	Youth (14 - 21)	69.6%	62.1%	
Attainment of Degree or Certificate	Youth (14 - 21)	37.5%	56.3%	
Literacy or Numeracy Gains	Youth (14 - 21)	35.0%	70.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

For PY09, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Southwestern Workforce Development Consortium

125 Bonnie Lane

Sylva, NC 28779

Counties: Swain; Jackson; Clay; Cherokee;

Graham; Haywood; Macon

Director: Vicki Greene

Vicki@regiona.org

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



Southwestern Commission

Table 0 - Local Performance

Table 0 - Local Performance				
Local Area Name		Adults	227	
Southwestern Workforce Development Consortium (55)	Total Participants Served	Dislocated Workers	342	
		Youth	96	
		ETA Assigned#		
37065	Total Exiters	Adults	87	
		Dislocated Workers	72	
		Youth	63	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	85.0%	64.8%	
	Dislocated Workers	91.7%	90.2%	
Retention Rates	Adults	91.0%	89.0%	
	Dislocated Workers	94.0%	87.0%	
Average Earnings (Adults/DWs)	Adults	\$10,025.00	\$10,902.30	
	Dislocated Workers	\$11,246.00	\$11,074.70	
Placement in Employment or Education	Youth (14 - 21)	62.5%	40.0%	
Attainment of Degree or Certificate	Youth (14 - 21)	49.8%	59.2%	
Literacy or Numeracy Gains	Youth (14 - 21)	35.0%	41.5%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

For PY09, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Triangle South Workforce Development Board
 1105 Kelly Drive
 Sanford, NC 27330
 Counties: Sampson; Lee; Chatham; Harnett
 Director: Cindy Casler
 ccasler@cccc.edu



Table O – Local Performance

Table O – Local Performance				
Local Area Name		Adults	302	
Triangle South Workforce Development Board (60)	Total Participants Served	Dislocated Workers	379	
		Youth	147	
		ETA Assigned#		
37220	Total Exiters	Adults	76	
		Dislocated Workers	56	
		Youth	38	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	74.0%	55.2%	
	Dislocated Workers	84.0%	60.9%	
Retention Rates	Adults	84.0%	81.2%	
	Dislocated Workers	92.0%	87.5%	
Average Earnings (Adults/DWs)	Adults	\$9,033.00	\$10,623.60	
	Dislocated Workers	\$11,304.00	\$11,071.10	
Placement in Employment or Education	Youth (14 - 21)	67.4%	64.5%	
Attainment of Degree or Certificate	Youth (14 - 21)	50.7%	59.3%	
Literacy or Numeracy Gains	Youth (14 - 21)	35.0%	37.5%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

For PY09, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Turning Point Workforce Development 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

Local Area Name		Adults	601	
Turning Point Workforce Development Board (51)	Total Participants Served	Dislocated Workers	401	
		Youth	559	
		ETA Assigned# 37105	Total Exiters	Adults
	Dislocated Workers	72		
	Youth	100		
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	79.1%	67.9%	
	Dislocated Workers	89.5%	82.5%	
Retention Rates	Adults	84.0%	75.0%	
	Dislocated Workers	94.0%	91.4%	
Average Earnings (Adults/DWs)	Adults	\$8,976.00	\$10,163.70	
	Dislocated Workers	\$11,464.00	\$12,931.00	
Placement in Employment or Education	Youth (14 - 21)	68.2%	82.7%	
Attainment of Degree or Certificate	Youth (14 - 21)	45.3%	86.6%	
Literacy or Numeracy Gains	Youth (14 - 21)	35.0%	52.5%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

For PY09, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

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



Table O – Local Performance

Table O – Local Performance				
Local Area Name		Adults	498	
Western Piedmont Jobs Training Consortium (56)	Total Participants Served	Dislocated Workers	431	
		Youth	88	
		ETA Assigned# 37210	Total Exitters	Adults
		Dislocated Workers	177	
		Youth	40	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	88.0%	73.6%	
	Dislocated Workers	89.4%	81.7%	
Retention Rates	Adults	91.0%	93.5%	
	Dislocated Workers	92.0%	89.1%	
Average Earnings (Adults/DWs)	Adults	\$10,733.00	\$14,286.60	
	Dislocated Workers	\$12,159.00	\$13,187.60	
Placement in Employment or Education	Youth (14 - 21)	58.0%	40.7%	
Attainment of Degree or Certificate	Youth (14 - 21)	37.5%	63.2%	
Literacy or Numeracy Gains	Youth (14 - 21)	35.0%	50.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

For PY09, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

North Carolina Department of Commerce Division of Workforce Development

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