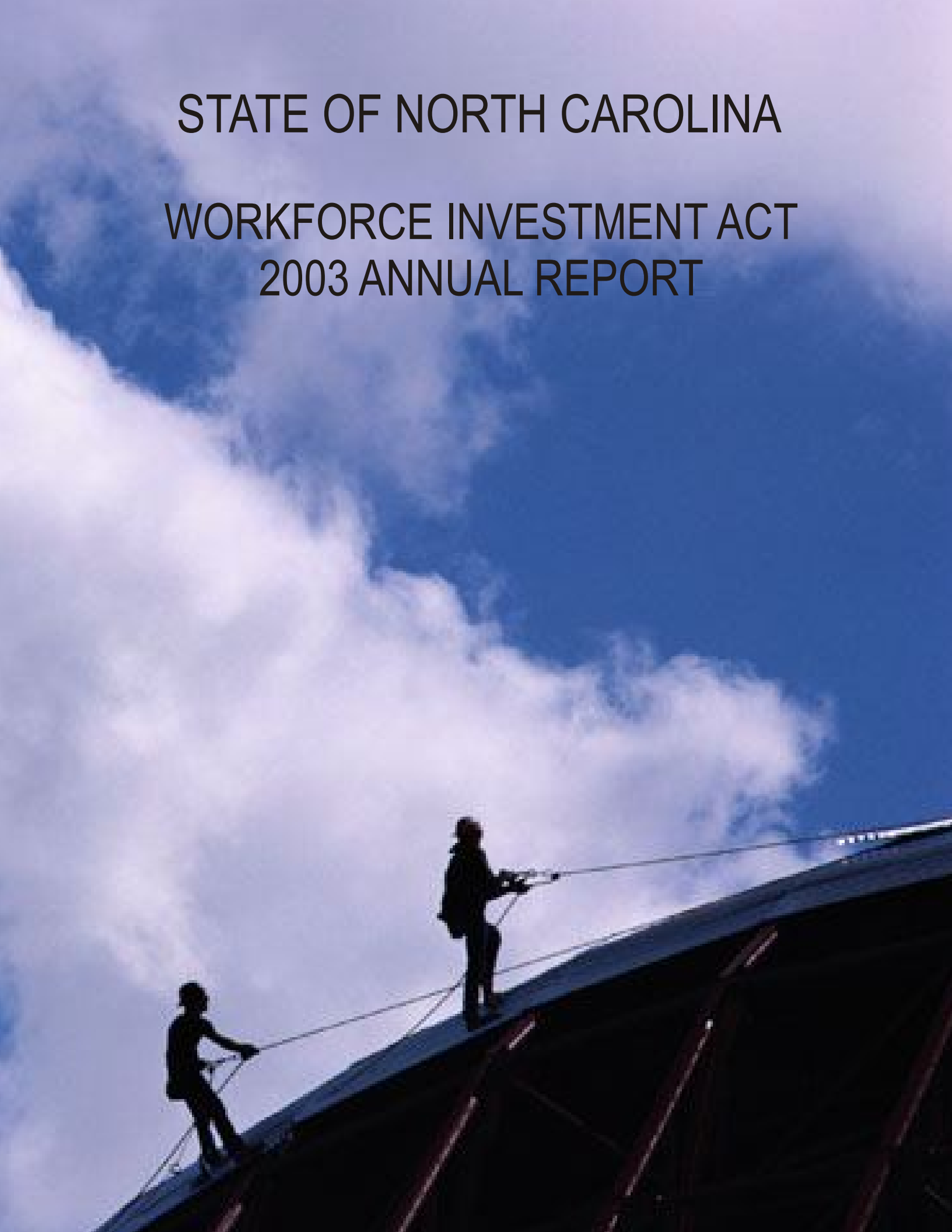
STATE OF NORTH CAROLINA

WORKFORCE INVESTMENT ACT
2003 ANNUAL REPORT



S T A T E M E N T O F B U S I N E S S

North Carolina's ability to attract and retain high growth industries and existing businesses increasingly depends on our capacity to supply a skilled labor force. The North Carolina Department of Commerce supports programs that upgrade the skills of our existing workers, prepare youth and other emerging workers to enter the labor force, and reconnect dislocated workers and economically disadvantaged persons to the workforce.

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Executive Messages

Michael F. Easley
Governor
State of North Carolina

North Carolina's economic health depends on the knowledge, talent and skills of its workforce to attract and retain business in our state. A well-trained workforce complements our top-rated business climate to provide for the state's long-term economic growth. Moreover, to remain competitive in the global marketplace, our workers must have those skills that are in demand by employers.

This 2003 Annual Report documents the activities made possible through funding from the Workforce Investment Act. As a result of these educational and job training programs, the lives of thousands of our citizens across the state have been improved. Our investment in a skilled workforce is ensuring our citizens reach their full potential and keep pace with the world's rapidly changing economy.

The programs offered through the Workforce Investment Act provide vital employment and training services to our state's workforce. These activities are geared toward preparing workers to meet the job demands of employers in both new and existing businesses.

The information in this Annual Report provides many facts and figures, but behind the numbers are real people who have benefited from these workforce services, through new educational and occupational skills. This workforce preparation is crucial to the success of the state's economy for today and for the future.

James T. Fain, III
Secretary of Commerce
State of North Carolina

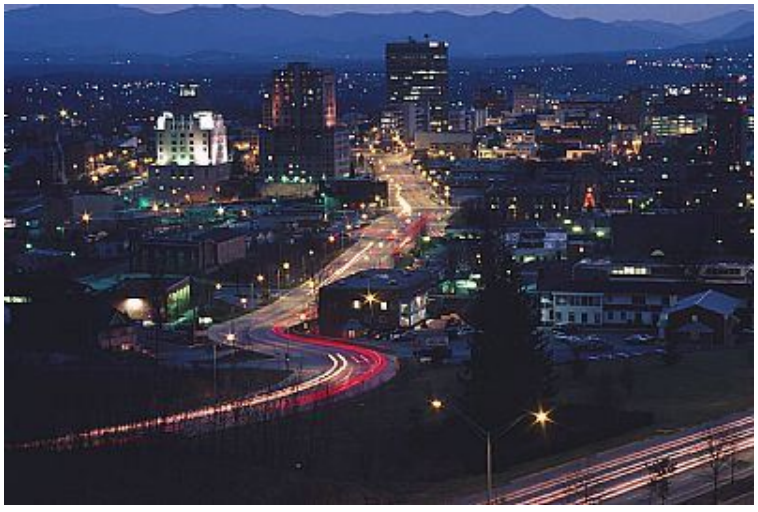
Executive Summary

Program Year 2003 (PY03, July 1, 2003 to June 30, 2004) produced significant accomplishments for the State of North Carolina, and realized State and local performance levels above the standard. The volatile national and international economic climate presented North Carolina with a complex mix of challenges and opportunities. Our customers and our staff responded with increased levels of achievement and service that produced, once again, outcomes beyond expectations.

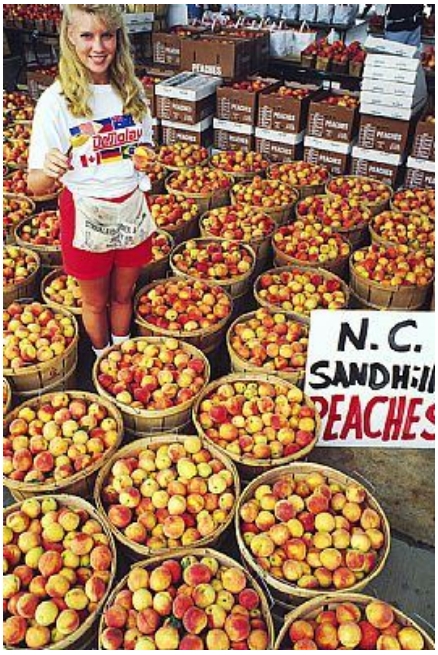
Notable highlights of our PY03 service delivery include the following:

- Enhanced capacity to assist our customers - the delivery of employer services including funding for Incumbent Workforce Development Training and on-the-job training, Rapid Response and disaster response assistance, as well as services for individuals including core, intensive, training, and youth-specific activities.
- Increased customer base for all programs.
- Success stories from businesses, communities, and individuals in all areas of North Carolina.
- High levels of meeting and/or exceeding expected performance measure outcomes, including continued high levels of customer satisfaction.
- Successful re-chartering for JobLink Career Centers across the state.
- Increased Local Area funding to finance staff support to increase accountability for participant data and performance.
- Enhanced capacity to assist our customers and offer services of proven, lasting value.

We have before us the opportunity for an even stronger alignment of services, and we will continue to work for a very positive, very successful impact on workforce development, on services, on policies, and on community and economic development.



North Carolina appreciates the opportunity to showcase our programs, our accomplishments, and our customers. We will continue to provide even more effective, efficient use of federal resources as we strengthen our skilled workforce, and as we assist in enhancing the productivity and competitiveness of the nation. We look forward to PY04 and beyond.

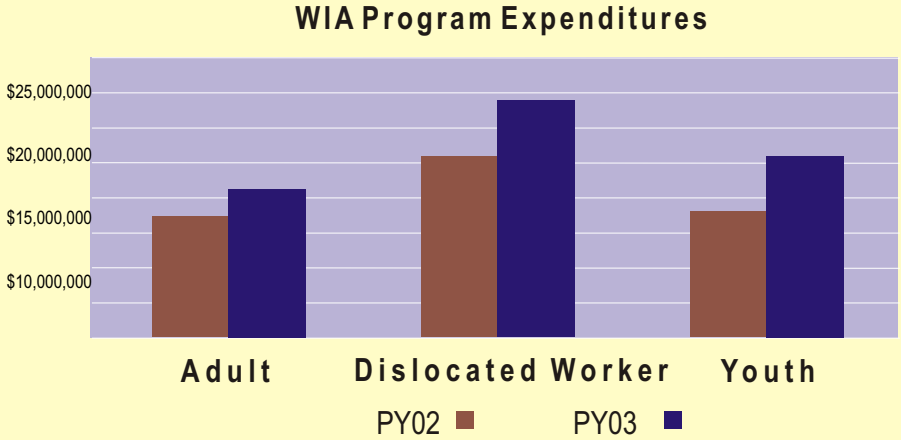


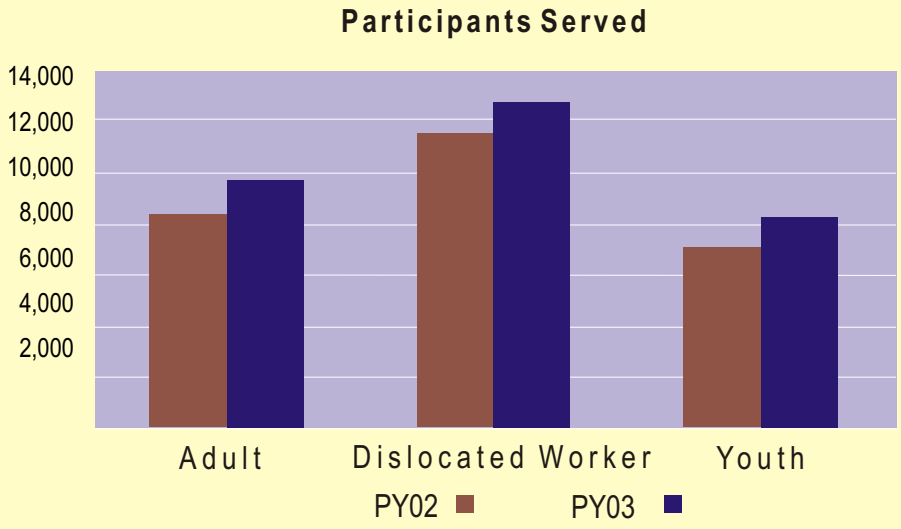
"As WIA 'comes of age', we will continue to focus more and more on our customers in planning, facilitating, and offering assistance services to individuals, businesses, and communities (Local Areas and other partnerships) across the state. The expectations of our JobLink Career Center System, WIA programs, and Workforce Boards are at a higher level now and will continue to grow as we build visibility and value around what we offer to our customers, our service delivery partners, and our other stakeholders."

Roger J. Shackleford
Executive Director
Commission on Workforce Development

Once again, the level of WIA expenditures increased over prior years. The Dislocated Worker program expenditures (including Rapid Response activities) increased to $24.3 million. The Adult program expenditures also showed an increase at $18.3 million for the year. The Youth program expenditures jumped to over $20 million for PY03. These increases in expenditures reflect the increasing demand for workforce activities across the state.

Along with the increased expenditures, North Carolina also experienced a correlating increase in the number of participants served. At 12,736 served, the Dislocated Worker program continued the trend of serving the greatest number of participants (when compared to 9,871 and 8,069 for the Adult and Youth programs, respectively).





Focus on the Future, Program Year 2004

As our State continues to assist customers in a recovering economy, North Carolina will strive to maintain and to grow the capacity of state and local service deliverers to assist and to offer programs of proven value. For existing business and industry, that means a continued focus on programs and services designed to strengthen their capacity to grow and expand. For new business and industry, that means the provision of programs and services designed to strengthen their capacity to be viable contributors to our economy. For our citizens, that means continued provision of opportunities and activities designed to increase their educational levels and portable skills.

A vital part of our focus on the future will center on WIA partnerships, on building and enhancing WIA services, and on expanding our service alignments. With dedicated and talented human resources, and short-term and long-term strategies in place, North Carolina will work toward even more effective, more efficient use of WIA resources.

The following are highlights of our PY04 focus on the future:

- Continued enhancement of demand-driven programs, with emphasis on academic training, technical training, and career pathways.
- Continued provision of WIA programs designed to match international, national, state, and local economic trends.
- Continued enhancement of our partnerships. More important than ever are our links with ESC (Employment Security Commission), VR (Vocational Rehabilitation), North Carolina Community Colleges, and other education, training, and career-centered resources across the state.
- Continued planning for WIA re-authorization efforts by continuing to research and prepare for the federal re-authorization initiative.
- Emphasis on statewide accountability. North Carolina will work with Local Areas to sharpen an across-the-board emphasis on data validation and the associated processes of error analysis and correction.
- Continued assistance for businesses in programs such as Incumbent Workforce Development, on-the-job training, customized training, and other customer-based, production-boosting services.
- Continued strengthening of a growth-oriented business environment. We will continue to provide enhanced support and partnerships with state and local economic planners and developers.
- Continued opportunities for all segments of our workforce - emerging workers, workers in transition, incumbent workers, and current workers.

North Carolina Successes ... A Closer Look

The success stories highlighted in this 2003 Annual Report, while impressive, are but a small sample of the successes enjoyed by our workforce development customers all across North Carolina. These success stories are selected because they help illustrate the range and depth of available WIA services and the range and depth of our statewide workforce development network. We salute these men, women, and businesses, individually and collectively, and the many others like them in the 24 Local Areas and 100 counties of North Carolina, for their hard work, their perseverance, and their vision. We congratulate them for achieving their goals, for adding to their accomplishments, and for exemplifying effective, efficient use of WIA resources.

Two Northwest Piedmont Job Training Consortium projects receive awards for innovation from NADO[1]

Project Fresh Start

This award-winning program offers convicted felons, ages 17 to 25, a chance for a "fresh start" with an intense, 12 week job-readiness and job-retention training program. A collaborative effort between a number of community resources including the Winston Salem State University Center on Community Safety, the Winston Salem Urban League, the Winston Salem Police Department, the North Carolina Attorney General's Office and Court System, and various other Local Area resource groups, this project was selected for its innovative, in-depth, zero-tolerance approach to assisting recently-released felons in their quest for re-entry into the workforce. Project Fresh Start was initially funded with a grant received by the Center for Community Safety; subsequent funding comes from WIA as well as other collaborating agencies.

Mount Airy Youth Resource Center

Since its opening, this Resource Center has provided one-stop employment and support services for over 150 Surry County youth and their parents. Located in a renovated school, the Mount Airy Youth Resource Center features a touch-screen kiosk that advertises Local Area information and referral resources as well as GED (general equivalency diploma) and ESL (English as a second language) programs, both of which are conducted on-site, with childcare. Funding for this project is provided by WIA and several other community agencies.

Visit www.AccessPiedmont.com for more information.

[1] In August of 2004, the National Association of Development Organizations (NADO) announced that these two Northwest Piedmont Local Area projects had won Innovation Awards. "Since 1986, the Innovation Awards Program at NADO has recognized organizations that have demonstrated innovative approaches to economic and community development. Each year the selected projects are highlighted in a special issue of the Economic Development Digest, which is published in July and distributed to NADO members, federal and state officials, the media, and members of Congress." NADO, founded in 1967 as a public interest group, is "… the leading advocate for a regional approach to community and economic development …". For additional information, please visit www.nado.org.

Perdue Farms enjoys the benefits of Incumbent Workforce funding at its Concord location...

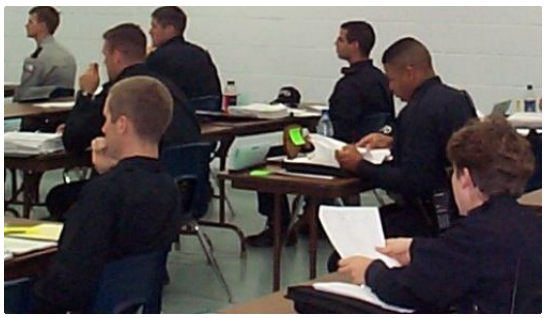
According to Beth Wanke, Human Resources Manager at the Perdue Farms Concord location, the Incumbent Workforce funds that her company received "enabled us to do some additional training we would not have been able to do without that grant. This was especially critical to us this year because we expanded. Even with all the extra hiring we did this year, we were able to improve our efficiency. We added over 100 associates at this 7-day-a-week facility, and we have several very specialized, very specific jobs that we were able to add training for. These jobs are potentially life-threatening as they involve an ammonia refrigeration system."

Perdue used the funds to conduct specialty training for 10 Refrigerator Mechanics and to send an additional 25 employees to the Rowan-Cabarrus Community College for supervisory training.

Ms. Wanke attributed the efficiency at the Concord location in part to the WIA Incumbent Workforce funding, "We could have gotten by without the training but we would not have excelled the way we did without it. In combination with the many improvements and our record at this location, we have gotten approval to expand and install an additional line that will add 100 to 150 jobs this year. This expansion could have gone to [our locations] in Tennessee, Virginia, or Georgia but we were chosen because of everything that happened here so efficiently."

In August 2003, the WIA Incumbent Workforce funding was approved by the Centralina Workforce Development Board and the Centralina Workforce Development Consortium. The training began in October 2003 and ended in May 2004. Staff at the Rowan-Cabarrus Community College and the Centralina Workforce Development Consortium assisted in this project.

From Layoff to Law Enforcement, Davidson County Local Area...



After graduating from high school, Ms. Taylor sought employment in manufacturing positions - the primary type of employment for local citizens in Thomasville, NC. Ms. Taylor was able to support herself and her daughter without child support or public assistance. In addition to her responsibilities as a single parent, Ms. Taylor felt that it was important to provide care to needy children through the foster care program. At age 29, Ms. Taylor was a single parent caring for an eight year old daughter and two foster children. However, Ms. Taylor's financial status changed with her layoff as an inspector at $12.55 per hour from a local furniture manufacturer. Due to limited options in the manufacturing field, Ms. Taylor visited the local JobLink Career Center for help. Through much self-reflection, she decided to pursue a career in law enforcement. Ms. Taylor had a strong desire to give back to her community and she felt this was the best way she could do that. By early 2003, Ms. Taylor had attained the scores necessary to enter the Basic Law Enforcement Training program at Davidson County Community College. The WIA Dislocated Worker fund paid for the training and associated costs of the class. On December 26, 2003, almost one year to the day of being laid off from the furniture plant, Ms. Taylor was sworn in as the newest officer of the local police department. She is currently earning $27,000 per year, nearly an $8,000 increase from her prior employment as an inspector at the furniture plant.

Lumber River Council of Governments' WIA funds assist Robeson County man in career change...

Married with two children ages 15 and 9, Mr. Locklear was working as a teacher assistant with the Robeson County Public Schools. He had formerly worked as a scale technician at $9.65 per hour - a scale technician calibrates, installs, repairs, and programs different kinds of weighing scales but in recent years found that there was no demand for a scale technician in the Lumber River vicinity.

Mr. Locklear came to the JobLink Career Center hopeful that he could find an opportunity to work for a stable company that offered good pay, good benefits, and room for advancement. He entered the Adult WIA program and, after researching the job market, decided to try CSX training at the University of Northern Florida. CSX Corporation is the parent company of a number of subsidiaries that provide freight transportation services across America and around the world.

Honoring its commitment to customer choice, the Lumber River Council of Governments gave its approval for the JobLink Career Center to assist Mr. Locklear in the 5 week, intensive training program. As a condition of acceptance for the training program, a trainee is guaranteed a job interview and must be willing to live within 30 minutes of the city limits of the job. CSX employment opportunities in North Carolina are in Hamlet, Charlotte, Rocky Mount, and Wilmington, and in the southeastern United States, in Florida, Alabama, Maryland, South Carolina, Louisiana, and Virginia.

Immediately upon completing the training in May of 2004, Mr. Locklear was offered a job as a Freight Conductor with CSX in Hamlet. A Freight Conductor is a key member of a train crew, responsible for all aspects of train yard safety and for overseeing road operations for freight trains. A Conductor gives directions and signals to the engineer and other members of the train crew. Being a Freight Conductor requires expertise in teamwork, in problem solving, in communications, and in agility - a Freight Conductor must handle the controlled track switches that change engine and train car routes, must set and release hand brakes by hanging on grab irons or car ladders, and must, in the same manner, perform industrial, station, and yard switching movements.

Mr. Locklear reports that he is happy to be working at his job and is excited about the future. CSX Freight Conductors average a starting wage of more than $15 per hour and earn excellent benefits.

TARHEEL CHALLENGE ACADEMY

Youth Getting Back on Track...

From the age of 12, Mr. Bryant bounced between his divorced parents' homes, moving often and working to support himself. He left high school 4 times, but always returned, determined to complete his education. In May of 1998 at the tender age of 14, Mr. Bryant found himself homeless and without a high school education. For the next several years, he moved about, working odd jobs, and making several unsuccessful attempts to get back on track in school. In the spring of 2001, Mr. Bryant eventually reconnected with his mother and decided to change his life around. He enrolled as a WIA Youth participant with the Scotland High School's Out-of-School Program and obtained his GED at Richmond Community College's Scotland Center. Mr. Bryant became a cadet in the NC Guard Tarheel ChalleNGe Academy and received several awards and recognitions. Mr. Bryant has enlisted in the United States Army and is awaiting certification to Basic Training.

Our Service to Employers

In transition with an economy that continued to show hopeful signs of recovery and growth, North Carolina employers worked to strengthen and expand their businesses in PY03. North Carolina workforce development providers focused their WIA programs on benefiting employers with services such as training, staffing, labor market analysis, and Rapid Response assistance. These WIA program and service options are administered and provided through local Workforce Development Boards, JobLink Career Center systems, and other collaborating agencies across the state. These are some of the employer-directed WIA services and programs available in North Carolina:

- JobLink Career Center services - With this one-stop service delivery system, employers can recruit qualified job candidates, post job listings, and obtain current labor market information.
- Rapid Response services - As soon as the Dislocated Worker Unit of the Division of Employment and Training receives notice of any substantial layoff or plant closure as required by the Worker Adjustment Retraining Notification (WARN), or when North Carolina becomes aware of such an event through other sources, the Governor's Rapid Response Team, a function of the Dislocated Worker Unit, can provide Rapid Response services regardless of the reason (e.g., Trade; NAFTA-TAA; downsizing and/or restructuring; federal action impacting defense, timber or fishing industries; natural disaster; plant relocation; bankruptcy; etc.) for the dislocation. In PY03, the Dislocated Worker Unit received 129 WARN notices[2].

- On-the-job training (OJT) program - In the OJT program, participants can “learn and earn” while they are working. This is an employer-structured service, with WIA funding available in PY03 for up to 50% of an individual's wages for the period of training.
- Incumbent Workforce Development training program - This program is geared toward producing a versatile, more highly skilled workforce that will help create an environment conducive to business expansion and growth. Incumbent Workforce funding is available only to established North Carolina businesses, and offers training funds for current workers to establish and/or upgrade occupational and educational skills. In PY03, North Carolina provided $4 million in statewide Incumbent Workforce funding. Businesses apply through the Local Area Workforce Development Boards for grants (up to $50,000 per training initiative in PY03). A grant is first approved locally by the Board and then at the state level.
- Customized training program - This program is tailored to an employer's unique needs, and is applied for and negotiated through the JobLink Career Center system. In this program, the employer pays not less than 50% of the training costs.

[2]Of these 129 WARN notices, 48 were reported as permanent layoffs, 21 were reported as temporary layoffs, and 60 were reported as permanent closures.

Spotlight on the Incumbent Workforce Development Program

A program being offered through the Davidson County Workforce Development Board aims to help employers train and educate workers …

"I think this is a great economic and workforce resource for our employers", said Pat Everhart, staff director to the Davidson County Workforce Development Board.

Ms. Everhart explained that occupational training can be specialized to a company's needs to better prepare employees for their jobs and that education and training can include literacy, basic skills, and English as a second language. Only one Davidson County company received funding last year, but Everhart anticipates an increase in applications this year.

"I think the program was very successful last year and I think it will continue. Everything we've heard statewide has been very positive. I think the State wants to have as many tools [as possible] out there to help companies be competitive in the new economy. It's all about helping the company and employees improve productivity", Everhart said.

Incumbent Workforce funding is available to any private or private non-profit business that has been in business in North Carolina for the 12-month period prior to the application date. Companies also must be current on state tax payments and training must occur at a facility in North Carolina.

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Our Service Delivery System

The Commission on Workforce Development - The Commission is North Carolina's Workforce Development Board at the state level. The Commission is appointed by the Governor and is responsible for developing strategies to produce a skilled, competitive workforce that meets the needs of the state's changing economy; for advising the Governor, the General Assembly, and state and local government agencies on policies and programs to achieve this goal; and for coordinating the provision of workforce development services between academic, governmental, and business sectors of North Carolina. The 38-member Commission is comprised of state government officials and citizens appointed by the Governor as representatives of education, labor, community-based organizations, and business and industry.

The Commission staff provide support to the Commission and its committees, serve as advisors to the North Carolina Secretary of Commerce on workforce issues, and conduct workforce development research and analysis.

The Commission on Workforce Development's mission:

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

The Division of Employment and Training (DET) - DET is the agency designated by the Governor as the state's administrative agency and grant recipient for Workforce Investment Act funds. With emphasis on results-oriented and customer-focused use of our financial and human resources, DET pilots our workforce development programs in the areas of Planning, Monitoring, Performance Analysis, Dislocated Worker Services (including Rapid Response assistance), Information Systems, and Financial and Administrative duties. In assisting the 24 Local Areas, the Commission, and other workforce partners across the state, DET emphasizes effective, efficient use of resources and service to citizens and businesses alike.

The Workforce Development Institute (WDI) - The WDI provides for the unmet staff development and training needs of staff and volunteers working within the North Carolina workforce development system, in order to enhance the provision of quality employment and training services to customers. The WDI strives to provide meaningful, interactive, quality training and to transfer learning to its customers. WDI offerings are based on job functions, major responsibilities or tasks as prioritized by "best practitioners", and determined by ongoing needs-assessments surveys, needs identified on training evaluations, or direct requests. Beyond development of contracted training, other projects of the Institute are leadership issue forums, coordination of interagency training for One-stop implementation sites, clearinghouse of core curriculum for workforce development direct-services staff, and certification of workforce development professionals. The WDI also hosts North Carolina's annual conference on workforce development. The 2003 North Carolina Workforce Development Partnership Conference emphasized the state's changing economy. The annual conference had over 900 attendees in 2003 with a theme of "Preparing North Carolina's Workforce For A New Economy".

The Local Areas - North Carolina's local delivery system for services under WIA is comprised of 24 Local Areas. Established in accordance with WIA requirements, the Local Areas receive their policy directives from their Workforce Development Boards. The Boards oversee the activities of the Local Areas.

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

The Workforce Development Boards - In partnership with federal, state, and local governments, the local Workforce Development Boards are responsible for planning, overseeing, and coordinating workforce initiatives at the local level. Authorized by the Workforce Investment Act of 1998 and appointed by local elected officials, the Workforce Development Boards are comprised of volunteers from both the private sector and the public sector. By law, every board must have a majority of its members from the private sector. There are 24 Boards that serve North Carolina's 100 counties.

"I'm excited about the progress that North Carolina has made in workforce development. We've come through some real economic struggles and that has just encouraged us to work harder. We are spending our dollars wisely in areas where we need it most. We're prudently expending the public's funds."

"Workforce Development Boards are pulling together all the various functional areas of workforce development into one group effort. We are not duplicating efforts, rather we are complimenting each other's efforts. I think we are seeing some good, positive results. For businesses and individuals, WIA is one of the best pieces of legislation ever passed."

Robert Barham
Current Chair, Capital Area Workforce Development Consortium
Vice-chair, PY03 and PY02
Retired, Personnel Relations Manager, CP&L (a Progress Energy subsidiary)

North Carolina JobLink Career Center

Career Planning, Training & Placement Services

North Carolina's JobLink Career Centers support a “One-stop” network - a cohesive system of workforce development that aligns partner services and programs with WIA services and programs at universally accessible, strategically located facilities across the state. Since partner service providers are co-located in the JobLink Career Centers, both citizens and employers can access a wide range of customer-oriented services in one location. The JobLink Career Centers provide the critical connection between employers and qualified workers and between workforce development staff and the communities we serve.

North Carolina's 110 JobLink Career Centers offer resources such as email access, fax services, skills and interest inventory assessments, testing to determine education levels, current labor market information, career training and counseling, job placement services, resume writing assistance, and access to skills upgrading and re-training. The JobLink Career Centers are staffed by workforce development professionals.

The JobLink Career Centers offer WIA programs that target particular segments of the population - Adults, Dislocated Workers, Older Youth, and Younger Youth. WIA services are available at core, intensive, training, and youth activity levels. Core activities are available at a self-service and/or staff service level and include items such as screened referrals (testing and background checks required by an employer) and follow-up services (including counseling). Intensive services include activities such as comprehensive and specialized assessment and job referral and placement. At the training level, services such as job readiness training and occupational skills training are offered. For youth, services such as leadership development and positive social behaviors are available. For all of these WIA services, the timing and variety of activities depends entirely on the circumstances of the individual WIA participant.

JobLink Career Center Vision

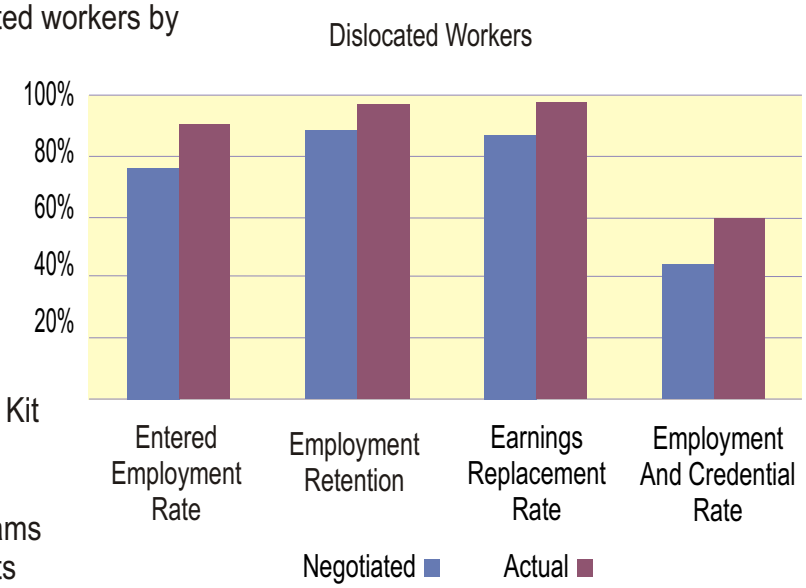
"To improve North Carolina's workforce and strengthen our state's economy by developing a system of JobLink Career Centers that offers labor market information, provides access to career training and job placement services, and serves as the connection between employers and qualified workers.”

Dislocated Workers

For the 4th consecutive year, North Carolina's Dislocated Worker program saw an increase in numbers of individuals served. The rate of increase slowed somewhat over previous years' rates of increase, however, as our jobs market paralleled signs of a slight economic upturn at both the national level and the state level.

The reasons for worker displacement are varied - a permanent layoff, a temporary layoff, a plant closure, a termination, an inability to return to a "usual" occupation or industry because of foreign competition and/or lack of demand for skills, the economy or a natural disaster has put an individual out of work, or a life situation has meant that a displaced homemaker must now re-enter the job market in order to support the household.

Working with displaced workers on an individual basis, North Carolina JobLink Career Centers continued to assist dislocated workers by providing a variety of services and programs. The services might include education and training assistance, career counseling, resume assistance, self-assessment tools, and current labor market information. In addition to these kinds of services and activities, central to the WIA experience for all participants, the Dislocated Worker program offers dislocated worker-targeted assistance services such as Rapid Response and the self-service Dislocated Worker Transitional Tool Kit (see inset).



In PY03, North Carolina's Dislocated Worker programs served 12,736 participants. In number of participants served, this represents a 10%[3] increase over PY02. To assist in serving this increase in number of Dislocated Workers, North Carolina provided supplemental WIA funds in the amount of $8,000,000 to Local Areas.

[3]Dislocated Workers Served in PY03 = 12,736; Dislocated Workers Served in PY02 = 11,540; Dislocated Workers Served Increase = 1,196; Approximate Increase in Percentage Served = 10%.

The *Dislocated Worker Transitional Tool Kit* is an "a to z" of how to get a job in today's market. It is designed for workers who have experienced a layoff or who have been displaced because of divorce or death or other life circumstances.

New in PY03, the Dislocated Worker Transitional Tool Kit offers an online compilation of job search materials. It features a wealth of information including links and/or website addresses for JobLink Career Centers, the Department of Labor (DOL), the Employment Security Commission (ESC), credit counseling organizations, and self-assessment inventories, as well as links to free email accounts, job listings and vacancies, and resume services. It also gives information on obtaining Internet access, steps to take in looking for a job, resume instructions and samples, tips on interviewing, and information about how to explore the hidden job market through networking sources.

The Dislocated Worker Transitional Tool Kit was developed and is maintained by the Dislocated Worker Unit at the Division of Employment and Training. Visit www.dwtoolkit.com for additional details.

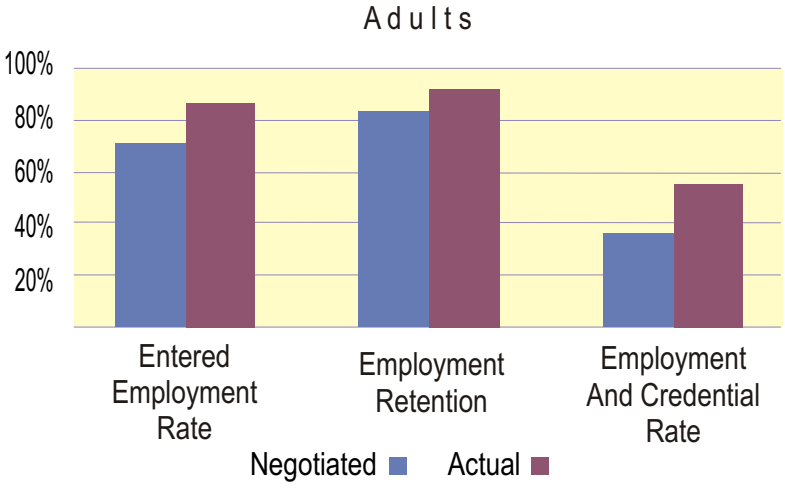
Adults

With the economic climates of North Carolina and the nation both exhibiting hopeful signs of recovery, the Adult WIA program in PY03 continued to experience an increase in its customer base. The JobLink Career Centers, working to deliver a variety of services aimed at adult and economically disadvantaged customers, provided an array of services ranging from education and training assistance to individual career counseling to job referrals and placements. Services such as resume writing, assessment tools, group counseling, current labor market information, and entrepreneurial training are also available. These Adult programs and services, like all WIA programs and services, are designed to boost the educational, vocational, and technical achievements and abilities of North Carolina's workforce, to make it more skilled, more productive, and more competitive in today's global economy.

During PY03, North Carolina determined that financial resources should be made available specifically to sharpen the Local Area focus on accountability in the areas of participant data and performance. To strengthen that effort, North Carolina committed $50,000 per Local Area for two years. These funds are for staff dedicated to this effort, with the expectation that the investment will enhance the overall quality of our (statewide) data and performance.

In PY03, North Carolina's WIA programs for Adults served 9,871 participants. In number of participants served, this represents a 15%[4] increase over PY02. To meet this growing demand and need for services, North Carolina provided $3,000,000 in supplemental WIA funds to Local Area providers of Adult services.

[4]Adults Served in PY03 = 9,871; Adults Served in PY02 = 8,579; Adults Served Increase =1,292; Approximate Increase in Percentage Served = 15%.



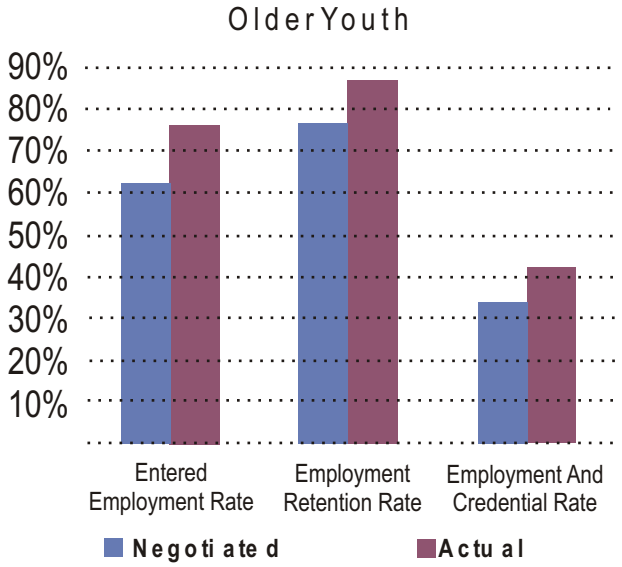
Youth

Education, graduation, work experience, on-the-job training (OJT) - these elements and many more are available to youth as part of North Carolina's WIA service delivery. Our Youth programs provide options such as year-round employment and training services for both in-school and out-of-school youth. Local Areas across North Carolina provide academic and career-related opportunities, both of which are designed to expose youth to the world of education and work. These programs are designed to assist youth in acquiring the skills and knowledge necessary for getting and keeping a job and for advancing in employment. North Carolina is committed to providing youth participants with well organized, market-driven activities and services that will enable them to expand and improve their life skills, employment skills, and employability levels.

North Carolina commends the efforts of the Local Area Workforce Development Boards to design and develop the initial components of a Local Youth Service Delivery System. To support this on-going effort of improving the System, North Carolina committed $700,000 in PY03 (this commitment was in addition to Youth formula funds committed for that program year).

In PY03, North Carolina's WIA programs for Youth served 8,069 participants. In number of participants served, this represents a 14%[5] increase over PY02.

[5]Youth Served in PY03 = 8,069; Youth Served in PY02 = 7,070; Youth Served Increase = 999; Approximate Increase in Percentage Served = 14%.



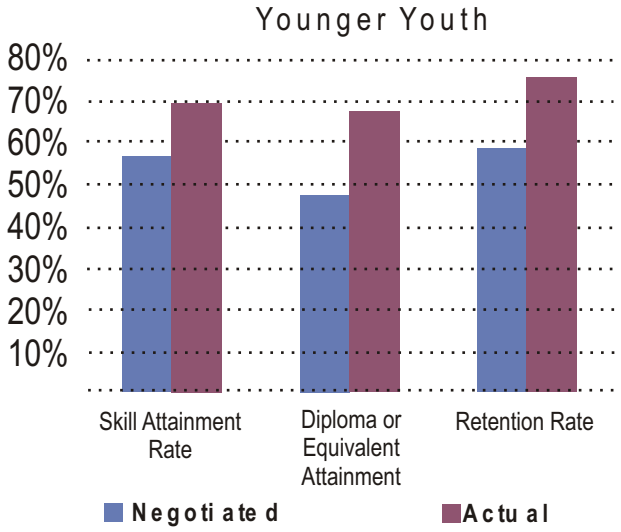


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Table A
Workforce Investment Act Customer Satisfaction Results

	Negotiated Performance Level	Actual Performance Level	Number of Customers Surveyed	Number of Customers Eligible for The Survey
Program Participants	77.10%	79.95%	2,818	3,999
Employers	74.60%	77.45%	459	638

For time period details of dates associated with each performance goal, please refer to the inside back cover of this report.

Table B
Adult Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	71.00%	85.07%	n 1,874 d 2,203
Employment Retention Rate	81.00%	89.43%	n 2,123 d 2,374
Earnings Change in Six Months	$3,350.00	$3,663.17	n 7,864,836 d 2,147
Employment And Credential Rate	38.00%	56.23%	n 1,368 d 2,433

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	81.09%	n 193 d 238	87.68%	n 121 d 138	87.21%	n 150 d 172	78.79%	n 52 d 66
Employment Retention Rate	85.53%	n 201 d 235	92.97%	n 119 d 128	80.36%	n 135 d 168	79.71%	n 55 d 69
Earnings Change in Six Months	$3,737.38	n 751,213 d 201	$2,094.24	n 228,272 d 109	$3,386.61	n 487,672 d 144	$1,911.84	n 128,093 d 67
Employment and Credential Rate	52.09%	n 112 d 215	61.65%	n 82 d 133	48.61%	n 35 d 72	41.51%	n 22 d 53

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	85.96%	n 1,518 d 1,766	81.46%	n 356 d 437
Employment Retention Rate	90.83%	n 1,674 d 1,843	84.56%	n 449 d 531
Earnings Change in Six Months	$3,802.01	n 6,307,532 d 1,659	$3,191.20	n 1,557,304 d 488

n= numerator
d= denominator

For time period details of dates associated with each performance goal, please refer to the inside back cover of this report.

Table E
Dislocated Worker Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	78.00%	91.20%	n 3,130 d 3,432
Employment Retention Rate	88.00%	94.51%	n 2,891 d 3,059
Earnings Replacement Rate	87.00%	96.93%	n 33,201,192 d 34,252,158
Employment and Credential Rate	44.00%	59.50%	n 1,753 d 2,946

Table F
Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	92.39%	n 328 d 355	87.72%	n 50 d 57	82.76%	n 192 d 232	89.86%	n 62 d 69
Employment Retention Rate	92.95%	n 277 d 298	90.38%	n 47 d 52	92.16%	n 188 d 204	87.88%	n 29 d 33
Earnings Replacement Rate	90.21%	n 3,834,667 d 4,250,978	117.67%	n 498,493 d 423,632	77.42%	n 1,904,730 d 2,460,143	128.83%	n 310,993 d 241,401
Employment and Credential Rate	59.50%	n 191 d 321	62.50%	n 30 d 48	49.73%	n 91 d 183	51.67%	n 31 d 60

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	91.55%	n 2,697 d 2,946	89.09%	n 433 d 486
Employment Retention Rate	94.67%	n 2,469 d 2,608	93.57%	n 422 d 451
Earnings Replacement Rate	96.72%	n 28,179,906 d 29,135,144	98.13%	n 5,021,286 d 5,117,014

n= numerator
d= denominator

For time period details of dates associated with each performance goal, please refer to the inside back cover of this report.

Table H
Older Youth Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	62.00%	75.92%	n 227 / d 299
Employment Retention Rate	77.50%	87.17%	n 231 / d 265
Earnings Change in Six Months	$2,250.00	$3,069.11	n 638,375 / d 208
Credential Rate	33.00%	41.18%	n 147 / d 357

Table I
Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	74.00%	n 37 / d 50	100.00%	n 1 / d 1	81.08%	n 30 / d 37	77.44%	n 206 / d 266
Employment Retention Rate	87.50%	n 42 / d 48	0.00%	n 0 / d 2	81.25%	n 26 / d 32	86.38%	n 203 / d 235
Earnings Change in Six Months	$3,830.92	n 137,913 / d 36	-$1,177.50%	n -2,355 / d 2	$3,619.41	n 79,627 / d 22	$3,032.32	n 560,979 / d 185
Employment and Credential Rate	36.84%	n 21 / d 57	100.00%	n 1 / d 1	45.00%	n 18 / d 40	41.56%	n 133 / d 320

n= numerator
d= denominator

For time period details of dates associated with each performance goal, please refer to the inside back cover of this report.

Table J
Younger Youth Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	56.80%	69.67%	n 2,973
			d 4,267
Diploma or Equivalent Attainment Rate	48.70%	68.75%	n 814
			d 1,184
Retention Rate	58.00%	74.28%	n 725
			d 976

Table K
Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment Rate	66.67%	n 394	73.97%	n 554	68.93%	n 1,329
		d 591		d 749		d 1,928
Diploma or Equivalent Attainment Rate	66.14%	n 84	68.45%	n 115	62.43%	n 339
		d 127		d 168		d 543
Retention Rate	66.67%	n 98	69.10%	n 123	71.91%	n 320
		d 147		d 178		d 445

n= numerator
d= denominator

For time period details of dates associated with each performance goal, please refer to the inside back cover of this report.

Table L
Other Reported Information

	12 Month Employment Retention Rate		12 Month Earnings Change (Adults and Older Youth) or 12 Month Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	77.99%	n 1,545 d 1,981	$3,434.00	n $6,094,644 d 1,775	1.33%	n 25 d 1,874	$4,155.28	n $7,309,133 d 1,759	73.03%	n 306 d 419
Dislocated Workers	88.54%	n 2,295 d 2,592	97.66%	n $26,846,104 d 27,488,506	1.47%	n 46 d 3,130	$5,898.24	n $17,594,450 d 2,983	68.92%	n 621 d 901
Older Youth	71.82%	n 158 d 220	$4,106.00	n $706,229 d 172	0.00%	n 0 d 227	$2,688.59	n $510,833 d 190		

Table M
Participation Levels

	Total Participants Served	Total Exiters
Adults	9,871	3,270
Dislocated Workers	12,736	3,647
Older Youth	1,454	410
Younger Youth	6,615	1,822

n= numerator
d= denominator

For time period details of dates associated with each performance goal, please refer to the inside back cover of this report.

Table N
Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		$ 18,308,658.00
Local Dislocated Workers		$ 23,740,368.00
Local Youth		$ 20,025,585.00
Rapid Response (up to 25%) Sec.134(a)(2)(A)		$ 587,164.00
Statewide Required Activities (up to 15%) Sec.134(a)(2)(B)		$ 5,346,860.00
Statewide Allowable Activities Sec.134(a)(3)	*Program Activity Description:*	
	Capacity Building and Technical Assistance	$ 1,679,363 .00
	Incumbent Worker	$ 2,191,211.00
	Pilot/Demonstration	$ 541,345.00
Total of All Federal Spending Listed Above		**$ 72,420,554.00**

Table O - Local Performance

Local Area Name: Cape Fear Workforce Development Consortium	Total Participants Served	Adults	435
		Dislocated Workers	247
		Older Youth	46
		Younger Youth	285
ETA Assigned #: 37120	Total Exiters	Adults	145
		Dislocated Workers	117
		Older Youth	18
		Younger Youth	70

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78.10%	72.92%
	Employers	75.60%	91.11%
Entered Employment Rate	Adults	69.33%	91.94%
	Dislocated Workers	73.04%	95.91%
	Older Youth	61.26%	72.22%
Retention Rate	Adults	80.57%	88.33%
	Dislocated Workers	85.37%	92.23%
	Older Youth	78.56%	90.48%
	Younger Youth	61.35%	68.75%
Earnings Change/Earnings Replacement in Six Months	Adults	$ 3,254.72	$ 3,444.95
	Dislocated Workers	87.45%	120.05%
	Older Youth	$ 2,404.70	$ 2,838.56
Credential/Diploma Rate	Adults	44.55%	54.82%
	Dislocated Workers	48.56%	47.87%
	Older Youth	34.94%	30.00%
	Younger Youth	61.69%	87.50%
Skill Attainment Rate	Younger Youth	68.22%	94.69%

Overall Status of Local Performance	Not Met	Met	Exceeded
			X

Local Area Name: Capital Area Workforce Development Consortium	Total Participants Served	Adults	185
		Dislocated Workers	660
		Older Youth	80
		Younger Youth	114
ETA Assigned #: 37215	Total Exiters	Adults	21
		Dislocated Workers	60
		Older Youth	22
		Younger Youth	44

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78.10%	78.24%
	Employers	75.60%	76.85%
Entered Employment Rate	Adults	78.33%	100.00%
	Dislocated Workers	78.74%	97.01%
	Older Youth	70.78%	83.33%
Retention Rate	Adults	84.47%	80.77%
	Dislocated Workers	90.02%	93.67%
	Older Youth	87.65%	100.00%
	Younger Youth	57.35%	76.47%
Earnings Change/Earnings Replacement in Six Months	Adults	$ 3,809.57	$ 4,115.19
	Dislocated Workers	97.50%	84.93%
	Older Youth	$ 2,578.01	$ 3,495.20
Credential/Diploma Rate	Adults	33.34%	50.00%
	Dislocated Workers	58.27%	48.08%
	Older Youth	42.78%	52.38%
	Younger Youth	37.09%	77.78%
Skill Attainment Rate	Younger Youth	67.56%	72.22%

Overall Status of Local Performance	Not Met	Met	Exceeded
			X

For time period details of dates associated with each performance goal, please refer to the inside back cover of this report.
For PY03, if the Local Area attained performance of at least 80% on nine goals, it is considered to have met performance goals.

Table O - Local Performance

Local Area Name: Durham Local Area	Total Participants Served	Adults	325
		Dislocated Workers	384
		Older Youth	64
		Younger Youth	277
ETA Assigned #: 37140	Total Exiters	Adults	188
		Dislocated Workers	119
		Older Youth	13
		Younger Youth	92
		Negotiated Performance Level	**Actual Performance Level**
Customer Satisfaction	Program Participants	78.10%	66.48%
	Employers	75.60%	72.22%
Entered Employment Rate	Adults	75.41%	79.65%
	Dislocated Workers	78.73%	87.39%
	Older Youth	71.55%	58.33%
Retention Rate	Adults	79.73%	91.43%
	Dislocated Workers	90.99%	87.23%
	Older Youth	71.44%	75.00%
	Younger Youth	59.24%	83.33%
Earnings Change/Earnings Replacement in Six Months	Adults	$ 3,116.92	$2,515.95
	Dislocated Workers	76.76%	73.22%
	Older Youth	$ 2,109.28	$ 3,122.50
Credential/Diploma Rate	Adults	26.23%	49.32%
	Dislocated Workers	30.27%	37.04%
	Older Youth	23.34%	18.75%
	Younger Youth	48.56%	55.93%
Skill Attainment Rate	Younger Youth	47.11%	81.22%
Overall Status of Local Performance		Not Met / Met	Exceeded
			X

Local Area Name: Centralina Workforce Development Consortium	Total Participants Served	Adults	578
		Dislocated Workers	922
		Older Youth	62
		Younger Youth	479
ETA Assigned #: 37225	Total Exiters	Adults	147
		Dislocated Workers	291
		Older Youth	6
		Younger Youth	29
		Negotiated Performance Level	**Actual Performance Level**
Customer Satisfaction	Program Participants	78.10%	73.84%
	Employers	75.60%	74.43%
Entered Employment Rate	Adults	74.44%	76.57%
	Dislocated Workers	82.23%	87.76%
	Older Youth	60.35%	100.00%
Retention Rate	Adults	79.74%	87.65%
	Dislocated Workers	93.59%	92.20%
	Older Youth	68.10%	100.00%
	Younger Youth	55.48%	57.14%
Earnings Change/Earnings Replacement in Six Months	Adults	$ 3,745.30	$ 2,549.68
	Dislocated Workers	94.72%	87.01%
	Older Youth	$ 2,578.01	$ 2,095.20
Credential/Diploma Rate	Adults	50.47%	39.33%
	Dislocated Workers	54.43%	49.69%
	Older Youth	44.00%	33.33%
	Younger Youth	49.66%	71.43%
Skill Attainment Rate	Younger Youth	45.73%	50.58%
Overall Status of Local Performance		Not Met / Met	Exceeded
			X

For time frame details of exit dates associated with each performance goal, please refer to the inside back cover of this report.
For PY03, if the Local Area attained performance of at least 80% on nine goals, it is considered to have met performance goals.

Table O - Local Performance

Local Area Name: Charlotte/Mecklenburg Workforce Development Consortium				
	Total Participants Served	Adults		254
		Dislocated Workers		578
		Older Youth		38
		Younger Youth		227
ETA Assigned #: 37045	Total Exiters	Adults		80
		Dislocated Workers		146
		Older Youth		1
		Younger Youth		14
		Negotiated Performance Level		**Actual Performance Level**
Customer Satisfaction	Program Participants	78.10%		69.10%
	Employers	75.60%		73.61%
Entered Employment Rate	Adults	73.59%		71.79%
	Dislocated Workers	78.94%		87.50%
	Older Youth	71.55%		61.54%
Retention Rate	Adults	85.36%		82.11%
	Dislocated Workers	89.53%		89.66%
	Older Youth	84.28%		72.73%
	Younger Youth	68.65%		61.11%
Earnings Change/Earnings Replacement in Six Months	Adults	$ 3,809.57		$ 1,201.15
	Dislocated Workers	90.07%		82.77%
	Older Youth	$ 2,578.01		$ 2,231.27
Credential/Diploma Rate	Adults	41.04%		67.80%
	Dislocated Workers	29.51%		86.11%
	Older Youth	43.75%		14.29%
	Younger Youth	36.80%		7.69%
Skill Attainment Rate	Younger Youth	47.34%		64.00%
Overall Status of Local Performance		Not Met	Met	Exceeded
				X

Local Area Name: Cumberland County Local Area				
	Total Participants Served	Adults		266
		Dislocated Workers		153
		Older Youth		66
		Younger Youth		292
ETA Assigned #: 37015	Total Exiters	Adults		82
		Dislocated Workers		66
		Older Youth		22
		Younger Youth		99
		Negotiated Performance Level		**Actual Performance Level**
Customer Satisfaction	Program Participants	78.10%		79.45%
	Employers	75.60%		57.41%
Entered Employment Rate	Adults	66.64%		74.19%
	Dislocated Workers	74.84%		94.74%
	Older Youth	52.37%		75.00%
Retention Rate	Adults	80.67%		86.11%
	Dislocated Workers	86.30%		100.00%
	Older Youth	77.08%		75.00%
	Younger Youth	58.84%		66.67%
Earnings Change/Earnings Replacement in Six Months	Adults	$ 3,116.92		$ 5,559.25
	Dislocated Workers	97.50%		86.10%
	Older Youth	$ 2,109.28		$ 2,167.67
Credential/Diploma Rate	Adults	28.84%		64.44%
	Dislocated Workers	58.56%		75.68%
	Older Youth	29.08%		23.81%
	Younger Youth	52.76%		91.89%
Skill Attainment Rate	Younger Youth	46.06%		57.44%
Overall Status of Local Performance		Not Met	Met	Exceeded
				X

For time frame details of exit dates associated with each performance goal, please refer to the inside back cover of this report.
For PY03, if the Local Area attained performance of at least 80% on nine goals, it is considered to have met performance goals.

Table O - Local Performance

Local Area Name: Davidson County Local Area				
	Total Participants Served	Adults		156
		Dislocated Workers		348
		Older Youth		11
		Younger Youth		135
ETA Assigned #: 37020	Total Exiters	Adults		60
		Dislocated Workers		139
		Older Youth		5
		Younger Youth		49
		Negotiated Performance Level		**Actual Performance Level**
Customer Satisfaction	Program Participants	78.10%		84.97%
	Employers	75.60%		72.35%
Entered Employment Rate	Adults	76.66%		69.05%
	Dislocated Workers	79.06%		88.46%
	Older Youth	61.54%		66.67%
Retention Rate	Adults	81.34%		81.82%
	Dislocated Workers	91.85%		97.62%
	Older Youth	77.54%		100.00%
	Younger Youth	56.95%		56.25%
Earnings Change/Earnings Replacement in Six Months	Adults	$ 3,809.57		$ 2,751.09
	Dislocated Workers	91.69%		83.34%
	Older Youth	$ 2,109.28		$ 1,090.58
Credential/Diploma Rate	Adults	42.06%		72.34%
	Dislocated Workers	58.01%		72.41%
	Older Youth	38.50%		40.00%
	Younger Youth	36.95%		40.00%
Skill Attainment Rate	Younger Youth	48.07%		67.54%
Overall Status of Local Performance		Not Met	Met	Exceeded
				X

Local Area Name: Eastern Carolina Job Training Consortium				
	Total Participants Served	Adults		795
		Dislocated Workers		731
		Older Youth		152
		Younger Youth		484
ETA Assigned #: 37125	Total Exiters	Adults		198
		Dislocated Workers		224
		Older Youth		27
		Younger Youth		166
		Negotiated Performance Level		**Actual Performance Level**
Customer Satisfaction	Program Participants	78.10%		83.36%
	Employers	75.60%		79.74%
Entered Employment Rate	Adults	67.58%		91.20%
	Dislocated Workers	72.43%		96.52%
	Older Youth	58.92%		84.62%
Retention Rate	Adults	86.40%		90.04%
	Dislocated Workers	82.38%		96.25%
	Older Youth	68.05%		70.00%
	Younger Youth	47.76%		60.00%
Earnings Change/Earnings Replacement in Six Months	Adults	$ 3,809.57		$ 3,997.60
	Dislocated Workers	80.85%		109.81%
	Older Youth	$ 2,109.28		$ 2,445.84
Credential/Diploma Rate	Adults	44.74%		60.20%
	Dislocated Workers	33.30%		57.95%
	Older Youth	34.05%		28.57%
	Younger Youth	36.90%		65.75%
Skill Attainment Rate	Younger Youth	67.97%		77.96%
Overall Status of Local Performance		Not Met	Met	Exceeded
				X

For time frame details of exit dates associated with each performance goal, please refer to the inside back cover of this report.
For PY03, if the Local Area attained performance of at least 80% on nine goals, it is considered to have met performance goals.

Table O - Local Performance

Local Area Name: Gaston County Local Area				
	Total Participants Served	Adults		328
		Dislocated Workers		1,137
		Older Youth		28
		Younger Youth		145
ETA Assigned #: 37035	Total Exiters	Adults		5
		Dislocated Workers		50
		Older Youth		0
		Younger Youth		4
		Negotiated Performance Level		**Actual Performance Level**
Customer Satisfaction	Program Participants	78.10%		40.74%
	Employers	75.60%		0.00%
Entered Employment Rate	Adults	69.67%		80.00%
	Dislocated Workers	82.23%		99.05%
	Older Youth	55.23%		100.00%
Retention Rate	Adults	82.68%		94.87%
	Dislocated Workers	90.96%		97.06%
	Older Youth	87.65%		100.00%
	Younger Youth	64.80%		75.00%
Earnings Change/Earnings Replacement in Six Months	Adults	$ 3,676.00		$ 2,849.12
	Dislocated Workers	82.68%		110.17%
	Older Youth	$ 2,237.60		$ 3,146.40
Credential/Diploma Rate	Adults	48.68%		88.89%
	Dislocated Workers	58.74%		74.36%
	Older Youth	29.19%		50.00%
	Younger Youth	37.19%		100.00%
Skill Attainment Rate	Younger Youth	47.34%		10.00%
Overall Status of Local Performance		Not Met	Met	Exceeded
				X

Local Area Name: Greensboro/High Point/ Guilford County Job Training Consortium				
	Total Participants Served	Adults		469
		Dislocated Workers		323
		Older Youth		73
		Younger Youth		182
ETA Assigned #: 37040	Total Exiters	Adults		149
		Dislocated Workers		86
		Older Youth		14
		Younger Youth		49
		Negotiated Performance Level		**Actual Performance Level**
Customer Satisfaction	Program Participants	78.10%		75.12%
	Employers	75.60%		76.11%
Entered Employment Rate	Adults	73.05%		85.32%
	Dislocated Workers	79.40%		89.53%
	Older Youth	64.66%		85.71%
Retention Rate	Adults	85.14%		81.45%
	Dislocated Workers	90.36%		95.65%
	Older Youth	78.66%		90.00%
	Younger Youth	63.74%		81.82%
Earnings Change/Earnings Replacement in Six Months	Adults	$ 3,116.92		$ 1,928.94
	Dislocated Workers	81.27%		97.46%
	Older Youth	$ 2,109.28		$ 3,112.78
Credential/Diploma Rate	Adults	25.91%		62.96%
	Dislocated Workers	29.27%		69.23%
	Older Youth	39.42%		44.44%
	Younger Youth	56.72%		81.82%
Skill Attainment Rate	Younger Youth	55.48%		71.54%
Overall Status of Local Performance		Not Met	Met	Exceeded
				X

For time frame details of exit dates associated with each performance goal, please refer to the inside back cover of this report.
For PY03, if the Local Area attained performance of at least 80% on nine goals, it is considered to have met performance goals.

Table O - Local Performance

Local Area Name: Kerr-Tar Interlocal Cooperative Consortium for Job Training	Total Participants Served	Adults	228
		Dislocated Workers	428
		Older Youth	58
		Younger Youth	225
ETA Assigned #: 37195	Total Exiters	Adults	135
		Dislocated Workers	160
		Older Youth	17
		Younger Youth	81

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78.10%	83.80%
	Employers	75.60%	82.41%
Entered Employment Rate	Adults	69.87%	94.59%
	Dislocated Workers	80.24%	91.89%
	Older Youth	72.31%	88.24%
Retention Rate	Adults	84.11%	96.81%
	Dislocated Workers	91.41%	99.04%
	Older Youth	82.95%	100.00%
	Younger Youth	68.59%	85.96%
Earnings Change/Earnings Replacement in Six Months	Adults	$ 3,383.92	$ 2,857.92
	Dislocated Workers	97.50%	95.36%
	Older Youth	$ 2,496.97	$ 5,262.58
Credential/Diploma Rate	Adults	35.02%	72.34%
	Dislocated Workers	53.92%	59.68%
	Older Youth	37.53%	50.00%
	Younger Youth	60.76%	86.54%
Skill Attainment Rate	Younger Youth	64.56%	59.80%

Overall Status of Local Performance	Not Met	Met	Exceeded
			X

Local Area Name: Lumber River Job Training Consortium	Total Participants Served	Adults	1,030
		Dislocated Workers	585
		Older Youth	112
		Younger Youth	811
ETA Assigned #: 37115	Total Exiters	Adults	361
		Dislocated Workers	179
		Older Youth	46
		Younger Youth	187

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78.10%	77.94%
	Employers	75.60%	75.93%
Entered Employment Rate	Adults	74.73%	97.52%
	Dislocated Workers	77.60%	96.22%
	Older Youth	69.96%	90.91%
Retention Rate	Adults	80.51%	97.83%
	Dislocated Workers	84.99%	95.32%
	Older Youth	80.96%	100.00%
	Younger Youth	62.89%	85.12%
Earnings Change/Earnings Replacement in Six Months	Adults	$ 3,310.95	$ 5,051.55
	Dislocated Workers	88.03%	110.20%
	Older Youth	$ 2,578.01	$ 5,200.82
Credential/Diploma Rate	Adults	41.23%	56.39%
	Dislocated Workers	58.53%	56.74%
	Older Youth	43.88%	67.74%
	Younger Youth	60.82%	69.87%
Skill Attainment Rate	Younger Youth	45.61%	60.49%

Overall Status of Local Performance	Not Met	Met	Exceeded
			X

For time frame details of exit dates associated with each performance goal, please refer to the inside back cover of this report.
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Table O - Local Performance

Local Area Name: Mid-Carolina Local Workforce Investment Area				
	Total Participants Served	Adults		361
		Dislocated Workers		481
		Older Youth		57
		Younger Youth		188
ETA Assigned #: 37220	Total Exiters	Adults		156
		Dislocated Workers		188
		Older Youth		22
		Younger Youth		49
		Negotiated Performance Level		**Actual Performance Level**
Customer Satisfaction	Program Participants	78.10%		82.95%
	Employers	75.60%		74.07%
Entered Employment Rate	Adults	74.58%		70.93%
	Dislocated Workers	74.63%		83.66%
	Older Youth	56.48%		69.23%
Retention Rate	Adults	82.19%		88.31%
	Dislocated Workers	87.08%		91.18%
	Older Youth	85.35%		84.21%
	Younger Youth	68.28%		68.85%
Earnings Change/Earnings Replacement in Six Months	Adults	$ 3,116.92		$ 1,985.48
	Dislocated Workers	84.95%		80.84%
	Older Youth	$ 2,515.84		$ 3,679.74
Credential/Diploma Rate	Adults	31.91%		49.57%
	Dislocated Workers	38.00%		50.00%
	Older Youth	22.87%		35.71%
	Younger Youth	37.01%		45.71%
Skill Attainment Rate	Younger Youth	45.45%		85.52%
Overall Status of Local Performance		Not Met	Met	Exceeded
				X

Local Area Name: Mountain Area Service Delivery Area				
	Total Participants Served	Adults		276
		Dislocated Workers		477
		Older Youth		10
		Younger Youth		119
ETA Assigned #: 37190	Total Exiters	Adults		144
		Dislocated Workers		153
		Older Youth		9
		Younger Youth		52
		Negotiated Performance Level		**Actual Performance Level**
Customer Satisfaction	Program Participants	78.10%		84.03%
	Employers	75.60%		77.78%
Entered Employment Rate	Adults	76.72%		80.52%
	Dislocated Workers	81.85%		82.68%
	Older Youth	68.62%		42.86%
Retention Rate	Adults	80.05%		88.17%
	Dislocated Workers	91.26%		93.62%
	Older Youth	73.32%		77.78%
	Younger Youth	56.61%		62.75%
Earnings Change/Earnings Replacement in Six Months	Adults	$ 3,257.48		$ 3,179.81
	Dislocated Workers	84.89%		88.76%
	Older Youth	$ 2,109.28		$ 4,638.67
Credential/Diploma Rate	Adults	27.31%		64.94%
	Dislocated Workers	40.36%		51.09%
	Older Youth	22.00%		12.50%
	Younger Youth	60.63%		73.33%
Skill Attainment Rate	Younger Youth	57.39%		80.00%
Overall Status of Local Performance		Not Met	Met	Exceeded
				X

For time frame details of exit dates associated with each performance goal, please refer to the inside back cover of this report.
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Table O - Local Performance

Local Area Name: Northwest Piedmont Job Training Consortium Workforce Development Board	Total Participants Served	Adults	330
		Dislocated Workers	738
		Older Youth	72
		Younger Youth	275
ETA Assigned #: 37235	Total Exiters	Adults	234
		Dislocated Workers	389
		Older Youth	15
		Younger Youth	59

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78.10%	79.10%
	Employers	75.60%	76.03%
Entered Employment Rate	Adults	75.91%	72.57%
	Dislocated Workers	80.83%	86.77%
	Older Youth	55.92%	40.00%
Retention Rate	Adults	82.57%	81.31%
	Dislocated Workers	86.67%	94.94%
	Older Youth	77.62%	100.00%
	Younger Youth	64.44%	48.65%
Earnings Change/Earnings Replacement in Six Months	Adults	$ 3,679.37	$ 3,083.65
	Dislocated Workers	86.71%	102.72%
	Older Youth	$ 2,109.28	$ 1,986.63
Credential/Diploma Rate	Adults	41.16%	41.06%
	Dislocated Workers	42.34%	60.34%
	Older Youth	29.43%	16.67%
	Younger Youth	52.45%	58.06%
Skill Attainment Rate	Younger Youth	46.12%	66.20%

Overall Status of Local Performance	Not Met	Met	Exceeded
			X

Local Area Name: Region C Workforce Development Consortium	Total Participants Served	Adults	587
		Dislocated Workers	1105
		Older Youth	53
		Younger Youth	320
ETA Assigned #: 37075	Total Exiters	Adults	177
		Dislocated Workers	320
		Older Youth	31
		Younger Youth	139

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78.10%	79.74%
	Employers	75.60%	0.00%
Entered Employment Rate	Adults	76.89%	77.42%
	Dislocated Workers	79.25%	85.98%
	Older Youth	56.26%	80.00%
Retention Rate	Adults	84.25%	82.69%
	Dislocated Workers	90.44%	93.15%
	Older Youth	84.73%	83.33%
	Younger Youth	68.59%	74.51%
Earnings Change/Earnings Replacement in Six Months	Adults	$ 3,116.92	$ 7,160.25
	Dislocated Workers	88.70%	98.92%
	Older Youth	$ 2,578.01	$ 1,058.00
Credential/Diploma Rate	Adults	37.63%	68.06%
	Dislocated Workers	45.96%	71.54%
	Older Youth	43.05%	54.55%
	Younger Youth	60.61%	84.55%
Skill Attainment Rate	Younger Youth	46.34%	65.27%

Overall Status of Local Performance	Not Met	Met	Exceeded
			X

For time frame details of exit dates associated with each performance goal, please refer to the inside back cover of this report.
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Table O - Local Performance

Local Area Name: Region D Workforce Development Consortium	Total Participants Served	Adults	241
		Dislocated Workers	649
		Older Youth	32
		Younger Youth	125
ETA Assigned #: 37080	Total Exiters	Adults	96
		Dislocated Workers	198
		Older Youth	9
		Younger Youth	48

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78.10%	81.60%
	Employers	75.60%	78.40%
Entered Employment Rate	Adults	77.92%	80.60%
	Dislocated Workers	78.22%	93.15%
	Older Youth	67.70%	68.75%
Retention Rate	Adults	85.76%	96.55%
	Dislocated Workers	90.57%	99.24%
	Older Youth	81.99%	85.71%
	Younger Youth	58.75%	59.26%
Earnings Change/Earnings Replacement in Six Months	Adults	$ 3,809.57	$ 2,862.62
	Dislocated Workers	97.50%	113.04%
	Older Youth	$ 2,578.01	$ 1,981.02
Credential/Diploma Rate	Adults	28.86%	61.11%
	Dislocated Workers	51.55%	75.44%
	Older Youth	34.05%	23.53%
	Younger Youth	36.80%	38.89%
Skill Attainment Rate	Younger Youth	68.77%	56.99%

Overall Status of Local Performance	Not Met	Met	Exceeded
			X

Local Area Name: Region L Workforce Development Consortium	Total Participants Served	Adults	1,091
		Dislocated Workers	690
		Older Youth	100
		Younger Youth	824
ETA Assigned #: 37105	Total Exiters	Adults	452
		Dislocated Workers	336
		Older Youth	45
		Younger Youth	260

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78.10%	82.07%
	Employers	75.60%	77.61%
Entered Employment Rate	Adults	65.18%	84.15%
	Dislocated Workers	78.02%	92.55%
	Older Youth	69.45%	67.50%
Retention Rate	Adults	77.99%	81.62%
	Dislocated Workers	89.06%	96.72%
	Older Youth	74.67%	75.56%
	Younger Youth	66.37%	69.81%
Earnings Change/Earnings Replacement in Six Months	Adults	$ 3,116.92	$ 3,211.51
	Dislocated Workers	86.71%	104.13%
	Older Youth	$ 2,109.28	$ 1,941.78
Credential/Diploma Rate	Adults	37.85%	34.41%
	Dislocated Workers	46.06%	40.65%
	Older Youth	22.00%	35.56%
	Younger Youth	36.83%	59.15%
Skill Attainment Rate	Younger Youth	45.69%	70.42%

Overall Status of Local Performance	Not Met	Met	Exceeded
			X

For time frame details of exit dates associated with each performance goal, please refer to the inside back cover of this report.
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Table O - Local Performance

Local Area Name: Region Q Workforce Investment Consortium				
	Total Participants Served	Adults		812
		Dislocated Workers		311
		Older Youth		207
		Younger Youth		412
ETA Assigned #: 37160	Total Exiters	Adults		162
		Dislocated Workers		85
		Older Youth		28
		Younger Youth		95
		Negotiated Performance Level		**Actual Performance Level**
Customer Satisfaction	Program Participants	78.10%		77.92%
	Employers	75.60%		84.07%
Entered Employment Rate	Adults	70.57%		94.74%
	Dislocated Workers	80.81%		100.00%
	Older Youth	52.63%		100.00%
Retention Rate	Adults	80.92%		96.00%
	Dislocated Workers	90.05%		97.56%
	Older Youth	68.28%		75.00%
	Younger Youth	47.77%		88.46%
Earnings Change/Earnings Replacement in Six Months	Adults	$ 3,809.57		$ 5,974.68
	Dislocated Workers	86.04%		97.46%
	Older Youth	$ 2,109.28		$ 1,421.00
Credential/Diploma Rate	Adults	50.47%		70.42%
	Dislocated Workers	54.97%		64.86%
	Older Youth	22.67%		52.63%
	Younger Youth	36.83%		58.18%
Skill Attainment Rate	Younger Youth	61.57%		61.92%
Overall Status of Local Performance		Not Met	Met	Exceeded
				X

Local Area Name: Regional Partnership Consortium				
	Total Participants Served	Adults		141
		Dislocated Workers		355
		Older Youth		18
		Younger Youth		38
ETA Assigned #: 37205	Total Exiters	Adults		30
		Dislocated Workers		62
		Older Youth		5
		Younger Youth		12
		Negotiated Performance Level		**Actual Performance Level**
Customer Satisfaction	Program Participants	78.10%		83.92%
	Employers	75.60%		79.95%
Entered Employment Rate	Adults	67.17%		94.74%
	Dislocated Workers	84.30%		90.91%
	Older Youth	63.60%		100.00%
Retention Rate	Adults	88.18%		100.00%
	Dislocated Workers	87.92%		98.28%
	Older Youth	83.28%		100.00%
	Younger Youth	52.46%		100.00%
Earnings Change/Earnings Replacement in Six Months	Adults	$ 3,809.57		$ 7,316.18
	Dislocated Workers	89.84%		89.01%
	Older Youth	$ 2,282.48		$ 6,357.33
Credential/Diploma Rate	Adults	34.62%		54.17%
	Dislocated Workers	48.00%		70.37%
	Older Youth	28.95%		80.00%
	Younger Youth	40.80%		100.00%
Skill Attainment Rate	Younger Youth	63.41%		63.64%
Overall Status of Local Performance		Not Met	Met	Exceeded
				X

For time frame details of exit dates associated with each performance goal, please refer to the inside back cover of this report.
For PY03, if the Local Area attained performance of at least 80% on nine goals, it is considered to have met performance goals.

Table O - Local Performance

Local Area Name: Southwestern Workforce Development Consortium	Total Participants Served	Adults	310
		Dislocated Workers	264
		Older Youth	60
		Younger Youth	209
ETA Assigned #: 37065	Total Exiters	Adults	126
		Dislocated Workers	112
		Older Youth	17
		Younger Youth	98

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78.10%	81.08%
	Employers	75.60%	77.78%
Entered Employment Rate	Adults	74.13%	96.25%
	Dislocated Workers	83.76%	97.60%
	Older Youth	63.60%	93.75%
Retention Rate	Adults	77.49%	97.18%
	Dislocated Workers	91.59%	98.11%
	Older Youth	85.09%	85.71%
	Younger Youth	54.67%	85.19%
Earnings Change/Earnings Replacement in Six Months	Adults	$ 3,809.57	$ 6,861.93
	Dislocated Workers	95.30%	111.59%
	Older Youth	$ 2,410.39	$ 3,459.76
Credential/Diploma Rate	Adults	37.47%	72.22%
	Dislocated Workers	43.16%	80.17%
	Older Youth	43.72%	88.89%
	Younger Youth	60.71%	92.00%
Skill Attainment Rate	Younger Youth	68.56%	93.58%

Overall Status of Local Performance	Not Met	Met	Exceeded
			X

Local Area Name: Western Piedmont Jobs Training Consortium	Total Participants Served	Adults	362
		Dislocated Workers	774
		Older Youth	12
		Younger Youth	186
ETA Assigned #: 37210	Total Exiters	Adults	37
		Dislocated Workers	81
		Older Youth	4
		Younger Youth	34

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78.10%	100.00%
	Employers	75.60%	63.70%
Entered Employment Rate	Adults	76.78%	97.78%
	Dislocated Workers	79.19%	98.47%
	Older Youth	67.21%	66.67%
Retention Rate	Adults	81.79%	94.12%
	Dislocated Workers	87.63%	91.74%
	Older Youth	79.99%	0.00%
	Younger Youth	68.77%	45.00%
Earnings Change/Earnings Replacement in Six Months	Adults	$ 3,809.57	$ 3,802.63
	Dislocated Workers	80.50%	103.08%
	Older Youth	$ 2,109.28	$ 0.00
Credential/Diploma Rate	Adults	43.54%	76.56%
	Dislocated Workers	40.75%	70.75%
	Older Youth	24.70%	33.33%
	Younger Youth	37.37%	50.00%
Skill Attainment Rate	Younger Youth	45.96%	71.43%

Overall Status of Local Performance	Not Met	Met	Exceeded
			X

For time frame details of exit dates associated with each performance goal, please refer to the inside back cover of this report.
For PY03, if the Local Area attained performance of at least 80% on nine goals, it is considered to have met performance goals.

Table O - Local Performance

Local Area Name: Pee Dee Region Workforce Consortium				
	Total Participants Served	Adults		149
		Dislocated Workers		284
		Older Youth		9
		Younger Youth		115
ETA Assigned #: 37230	Total Exiters	Adults		27
		Dislocated Workers		43
		Older Youth		7
		Younger Youth		42
		Negotiated Performance Level		**Actual Performance Level**
Customer Satisfaction	Program Participants	78.10%		78.84%
	Employers	75.60%		72.59%
Entered Employment Rate	Adults	73.66%		100.00%
	Dislocated Workers	81.99%		100.00%
	Older Youth	58.30%		0.00%
Retention Rate	Adults	81.51%		94.12%
	Dislocated Workers	89.32%		100.00%
	Older Youth	79.43%		0.00%
	Younger Youth	48.21%		97.56%
Earnings Change/Earnings Replacement in Six Months	Adults	$ 3,116.92		$ 4,625.77
	Dislocated Workers	86.31%		159.66%
	Older Youth	$ 2,507.53		$ 0.00
Credential/Diploma Rate	Adults	39.19%		63.16%
	Dislocated Workers	58.09%		53.33%
	Older Youth	42.72%		0.00%
	Younger Youth	54.14%		84.00%
Skill Attainment Rate	Younger Youth	48.55%		82.95%
Overall Status of Local Performance		Not Met	Met	Exceeded
				X

Local Area Name: Northeastern Workforce Investment Consortium				
	Total Participants Served	Adults		162
		Dislocated Workers		112
		Older Youth		34
		Younger Youth		148
ETA Assigned #: 37130	Total Exiters	Adults		58
		Dislocated Workers		43
		Older Youth		27
		Younger Youth		50
		Negotiated Performance Level		**Actual Performance Level**
Customer Satisfaction	Program Participants	78.10%		85.00%
	Employers	75.60%		77.45%
Entered Employment Rate	Adults	73.21%		73.08%
	Dislocated Workers	77.02%		88.89%
	Older Youth	57.24%		75.00%
Retention Rate	Adults	81.25%		91.18%
	Dislocated Workers	83.64%		95.83%
	Older Youth	67.56%		100.00%
	Younger Youth	66.46%		86.67%
Earnings Change/Earnings Replacement in Six Months	Adults	$ 3,809.57		$ 5,072.69
	Dislocated Workers	97.50%		119.75%
	Older Youth	$ 2,124.47		$ 1,438.69
Credential/Diploma Rate	Adults	48.32%		48.39%
	Dislocated Workers	52.97%		54.05%
	Older Youth	41.73%		80.00%
	Younger Youth	60.67%		81.58%
Skill Attainment Rate	Younger Youth	67.77%		75.00%
Overall Status of Local Performance		Not Met	Met	Exceeded
				X

For time frame details of exit dates associated with each performance goal, please refer to the inside back cover of this report.
For PY03, if the Local Area attained performance of at least 80% on nine goals, it is considered to have met performance goals.

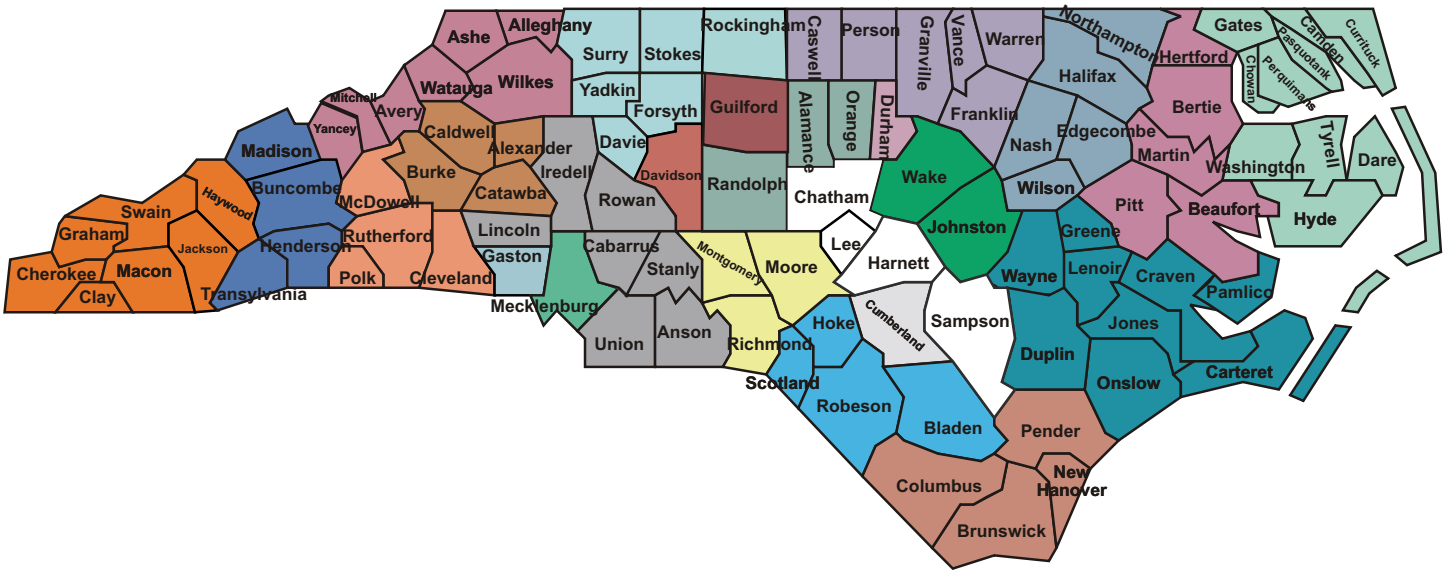
Performance Results Per Local Area

Local Area	Adult Entered Employment Rate	Dislocated Workers Entered Employment Rate	Older Youth Entered Employment Rate		Adult Employment Retention Rate	Dislocated Worker Employment Retention Rate	Older Youth Employment Retention Rate	Younger Youth Employment Retention Rate
CAPE FEAR	91.94%	95.91%	72.22%		88.33%	92.23%	90.48%	68.75%
CAPITAL AREA	100.00%	97.01%	83.33%		80.77%	93.67%	100.00%	76.47%
DURHAM	79.65%	87.39%	58.33%		91.43%	87.23%	75.00%	83.33%
CENTRALINA	76.57%	87.76%	100.00%		87.65%	92.20%	100.00%	57.14%
CHARLOTTE/ MECKLENBURG	71.79%	87.50%	61.54%		82.11%	89.66%	72.73%	61.11%
CUMBERLAND	74.19%	94.74%	75.00%		86.11%	100.00%	75.00%	66.67%
DAVIDSON	69.05%	88.46%	66.67%		81.82%	97.62%	100.00%	56.25%
EASTERN CAROLINA	91.20%	96.52%	84.62%		90.04%	96.25%	70.00%	60.00%
GASTON	80.00%	99.05%	100.00%		94.87%	97.06%	100.00%	75.00%
GREENSBORO	85.32%	89.53%	85.71%		81.45%	95.65%	90.00%	81.82%
KERR TAR	94.59%	91.89%	88.24%		96.81%	99.04%	100.00%	85.96%
LUMBER RIVER	97.52%	96.22%	90.91%		97.83%	95.32%	100.00%	85.12%
MID-CAROLINA	70.93%	83.66%	69.23%		88.31%	91.18%	84.21%	68.85%
MOUNTAIN AREA	80.52%	82.68%	42.86%		88.17%	93.62%	77.78%	62.75%
NORTHWEST PIEDMONT	72.57%	86.77%	40.00%		81.31%	94.94%	100.00%	48.65%
REGION C	77.42%	85.98%	80.00%		82.69%	93.15%	83.33%	74.51%
REGION D	80.60%	93.15%	68.75%		96.55%	99.24%	85.71%	59.26%
REGION L	84.15%	92.55%	67.50%		81.62%	96.72%	75.56%	69.81%
REGION Q	94.74%	100.00%	100.00%		96.00%	97.56%	75.00%	88.46%
REGIONAL PARTNERSHIP	94.74%	90.91%	100.00%		100.00%	98.28%	100.00%	100.00%
SOUTHWESTERN	96.25%	97.60%	93.75%		97.18%	98.11%	85.71%	85.19%
WESTERN PIEDMONT	97.78%	98.47%	66.67%		94.12%	91.74%	0.00%	45.00%
PEE DEE	100.00%	100.00%	0.00%		94.12%	100.00%	0.00%	97.56%
NORTHEASTERN	73.08%	88.89%	75.00%		91.18%	95.83%	100.00%	86.67%
STATEWIDE	**85.07%**	**91.20%**	**75.92%**		**89.43%**	**94.51%**	**87.17%**	**74.28%**

Performance Results Per Local Area

Local Area	Adult Earnings Change	Dislocated Worker Earnings Replacement Rate	Older Youth Earnings Change		Adult Credential Rate	Dislocated Worker Credential Rate	Older Youth Credential Rate	Younger Youth Diploma Rate	Younger Youth Skill Attainment Rate
CAPE FEAR	$3,444.95	120.05%	$2,838.56		54.82%	47.87%	30.00%	87.50%	94.69%
CAPITAL AREA	$4,115.19	84.93%	$3,495.20		50.00%	48.08%	52.38%	77.78%	72.22%
DURHAM	$2,515.95	73.22%	$3,122.50		49.32%	37.04%	18.75%	55.93%	81.22%
CENTRALINA	$2,549.68	87.01%	$2,095.20		39.33%	49.69%	33.33%	71.43%	50.58%
CHARLOTTE/ MECKLENBURG	$1,201.15	82.77%	$2,231.27		67.80%	86.11%	14.29%	7.69%	64.00%
CUMBERLAND	$5,559.25	86.10%	$2,167.67		64.44%	75.68%	23.81%	91.89%	57.44%
DAVIDSON	$2,751.09	83.34%	$1,090.58		72.34%	72.41%	40.00%	40.00%	67.54%
EASTERN CAROLINA	$3,997.60	109.81%	$2,445.84		60.20%	57.95%	28.57%	65.75%	77.96%
GASTON	$2,849.12	110.17%	$3,146.40		88.89%	74.36%	50.00%	100.00%	10.00%
GREENSBORO	$1,928.94	97.46%	$3,112.78		62.96%	69.23%	44.44%	81.82%	71.54%
KERR TAR	$2,857.92	95.36%	$5,262.58		72.34%	59.68%	50.00%	86.54%	59.80%
LUMBER RIVER	$5,051.55	110.20%	$5,200.82		56.39%	56.74%	67.74%	69.87%	60.49%
MID-CAROLINA	$1,985.48	80.84%	$3,679.74		49.57%	50.00%	35.71%	45.71%	85.52%
MOUNTAIN AREA	$3,179.81	88.76%	$4,638.67		64.94%	51.09%	12.50%	73.33%	80.00%
NORTHWEST PIEDMONT	$3,083.65	102.72%	$1,986.63		41.06%	60.34%	16.67%	58.06%	66.20%
REGION C	$7,160.25	98.92%	$1,058.00		68.06%	71.54%	54.55%	84.55%	65.27%
REGION D	$2,862.62	113.04%	$1,981.02		61.11%	75.44%	23.53%	38.89%	56.99%
REGION L	$3,211.51	104.13%	$1,941.78		34.41%	40.65%	35.56%	59.15%	70.42%
REGION Q	$5,974.68	97.46%	$1,421.00		70.42%	64.86%	52.63%	58.18%	61.92%
REGIONAL PARTNERSHIP	$7,316.18	89.01%	$6,357.33		54.17%	70.37%	80.00%	100.00%	63.64%
SOUTHWESTERN	$6,861.93	111.59%	$3,459.76		72.22%	80.17%	88.89%	92.00%	93.58%
WESTERN PIEDMONT	$3,802.63	103.08%	$0.00		76.56%	70.75%	33.33%	50.00%	71.43%
PEE DEE	$4,625.77	159.66%	$0.00		63.16%	53.33%	0.00%	84.00%	82.95%
NORTHEASTERN	$5,072.69	119.75%	$1,438.69		48.39%	54.05%	80.00%	81.58%	75.00%
STATEWIDE	**$3,663.17**	**96.93%**	**$3,069.11**		**56.23%**	**59.50%**	**41.18%**	**68.75%**	**69.67%**

North Carolina Local Areas



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

Cape Fear Workforce Development Consortium

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Chair: Craig Umstead
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JobLink Career Centers:
Brunswick County JobLink Career Center
Columbus County JobLink Career Center
New Hanover County JobLink Career Center
Pender County JobLink Career Center

Capital Area Workforce Development Consortium

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Capital Area JobLink Career Center - Smithfield ESC
Capital Area JobLink Career Center - Swinburne
Capital Area JobLink Career Center - Cary ESC
Capital Area JobLink Career Center - Raleigh ESC

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JobLink Career Centers:
Anson County JobLink Career Center
Cabarrus County JobLink Career Center
Iredell County JobLink Career Center - Moorseville
Iredell County JobLink Career Center - Statesville
Lincoln County JobLink Career Center
Rowan County JobLink Career Center
Stanly County JobLink Career Center
Union County JobLink Career Center

Charlotte/Mecklenburg Workforce Development Consortium

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JobLink Career Centers:
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Charlotte/Mecklenburg County JobLink Career Center - South Blvd.
Charlotte/Mecklenburg County JobLink Career Center - Uptown
Charlotte/Mecklenburg County JobLink Career Center - Arrowood Road

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JobLink Career Centers: Cumberland County JobLink Career Center

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Thomasville JobLink Career Center

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Counties: Durham

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Craven County JobLink Career Center
Duplin County JobLink Career Center
Greene County JobLink Career Center
Jones County JobLink Career Center
Lenoir County JobLink Career Center
Onslow County JobLink Career Center
Pamlico County JobLink Career Center
Wayne County JobLink Career Center

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Greensboro/High Point/Guilford County Job Training Consortium

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342 North Elm Street
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Counties: Guilford

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Guilford County JobLink Career Center-High Point

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JobLink Career Centers: Caswell County JobLink Career Center
Franklin County JobLink Career Center
Granville County JobLink Career Center
Person County JobLink Career Center - ESC
Person County JobLink Career Center - Piedmont CC
Vance County JobLink Career Center
Vance County JobLink Career Center - Vance-Granville CC
Warren County JobLink Career Center - ESC
Warren County JobLink Career Center - Green Duke
Warren County JobLink Career Center - Vance-Granville CC

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Chair: John Wishart
Alamac Knits
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Lumberton, NC 28359

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Hoke County JobLink Career Center
Robeson County JobLink Career Center
Scotland County JobLink Career Center

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Email: Rhchieb@nceye.net

Counties: Chatham, Harnett, Lee, Sampson

JobLink Career Centers:
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Harnett County JobLink Career Center
Harnett County JobLink Career Center - Dunn
Lee County JobLink Career Center
Sampson County JobLink Career Center

Mountain Area Service Delivery Area

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Keen Impressions
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Madison County JobLink Career Center
Mountain Area JobLink Career Center - Buncombe Co.
Transylvania County JobLink Career Center

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Counties: Camden, Chowan, Currituck, Dare, Gates, Hyde, Pasquotank, Perquimans, Tyrrell, Washington

JobLink Career Centers:
Chowan County JobLink Career Center
Currituck County JobLink Career Center
Dare County JobLink Career Center
Pasquotank County JobLink Career Center
Tyrrell County JobLink Career Center
Washington County JobLink Career Center

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

JobLink Career Centers:
Davie County JobLink Career Center
Forsyth County JobLink Career Center
Forsyth County JobLink Career Center - JLCC
Rockingham County JobLink Career Center
Stokes County JobLink Career Center
Surry County JobLink Career Center
Yadkin County JobLink Career Center

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Counties: Montgomery, Moore, Richmond

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JobLink Career Centers:
Montgomery County JobLink Career Center
Moore County JobLink Career Center
Richmond County JobLink Career Center

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McDowell County JobLink Career Center
Rutherford County JobLink Career Center

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Fax: 828-265-5439
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Alleghany County JobLink Career Center
Ashe County JobLink Career Center
Avery County JobLink Career Center
Mitchell County JobLink Career Center
Watauga County JobLink Career Center
Wilkes County JobLink Career Center
Yancey County JobLink Career Center

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Counties: Edgecombe, Halifax, Nash, Northampton, Wilson

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Northampton/Halifax County JobLink Career Center
Wilson County JobLink Career Center

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Counties: Beaufort, Bertie, Hertford, Martin, Pitt

JobLink Career Centers:
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Bertie County JobLink Career Center
Hertford County JobLink Career Center
Martin County JobLink Career Center
Pitt County JobLink Career Center

Regional Partnership Consortium

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Counties: Alamance, Orange, Randolph

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Alamance County JobLink Career Center
Orange County JobLink Career Center
Randolph County JobLink Career Center

Southwestern Workforce Development Consortium

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Counties: Cherokee, Clay, Graham, Haywood, Jackson, Macon, Swain

JobLink Career Centers:
Cherokee County JobLink Career Center
Clay County JobLink Career Center
Graham County JobLink Career Center
Haywood County JobLink Career Center
Jackson County JobLink Career Center
Macon County JobLink Career Center
Swain County JobLink Career Center

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Counties: Alexander, Burke, Caldwell, Catawba

JobLink Career Centers:
Burke County JobLink Career Center
Caldwell County JobLink Career Center
Catawba County JobLink Career Center

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Background

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

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

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

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

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

2000 - Under the guidance of Workforce Development Boards at the Local Area level, North Carolina implemented Title I of the Workforce Investment Act of 1998. The Division of Employment and Training (DET), a branch of the State Department of Commerce, became the administrative agency for WIA Title I funds. North Carolina implemented Workforce*Plus*, the management information system that supports WIA, and the North Carolina State Training Accountability and Reporting System (STARS), an internet-based, Eligible Training Provider (ETP) system. With almost $29 million in federal expenditures, the WIA program in North Carolina served 5,500 Dislocated Workers (1,200 were exited), 4,100 Adults (1,200 were exited), and 3,500 Youth (500 were exited)[6].

2001 - The United States experienced terrorist attacks that left thousands dead, hundreds wounded, and businesses blown apart. These attacks left our Nation in emotional turmoil. The economy entered a period of widespread layoffs, uncertainty, and financial turbulence. With an unemployment rate of 6th highest in the country, North Carolina WIA expenditures rose to $41.2 million - with those funds we served increasing numbers of program participants. In the Dislocated Worker program, 9,000 were served (2,400 were exited); in the Adult program, 6,600 were served (1,900 were exited); in the Youth program, 5,600 were served (1,300 were exited)[6].

2002 - North Carolina continued to serve increasing numbers of program participants. In the Dislocated Worker program, 11,500 were served (2,800 exited); in the Adult program, 8,500 were served (2,500 exited); in the Youth program, 7,000 were served (1,900 exited). WIA expenditures rose to $53.4 million and our unemployment rate stood at 5th highest, nationally[6].

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

Time periods used for performance data:

Total Participants	July 2003	June 2004
Total Exiters	April 2003	March 2004
Customer Satisfaction	January 2003	December 2003
Entered Employment Rate	October 2002	September 2003
Retention Rate	April 2002	March 2003
Earnings Change/Earnings Replacement	April 2002	March 2003
Credential Rate	October 2002	September 2003
Diploma or Equivalent Rate	April 2003	March 2004
Skill Attainment Rate	April 2003	March 2004

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

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

For area maps of the 110 JobLink Career Centers across the state, and/or to access a particular JobLink Career Center, please visit www.ncjoblink.com.

NORTH CAROLINA DEPARTMENT OF COMMERCE
DIVISION OF EMPLOYMENT & TRAINING
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