WORKFORCE INVESTMENT ACT
PROGRAM YEAR 2005
Annual Report

State of North Carolina
Department of Commerce

Division of Employment
and Training

NORTH CAROLINA
the state of minds

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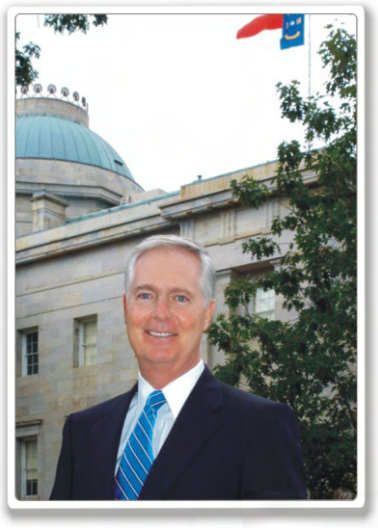
Governor's Message



"North Carolina attracts companies that lead the nation in growing industries such as biopharmaceuticals, finance and information technology."

Dear Friends:

In 2005, North Carolina businesses created 53,000 new jobs, earning our state a 12th place national ranking for new job creation. These jobs would not have been possible without our smart, targeted investments in education, infrastructure and workforce development.

As we complete the transition from a manufacturing-based to a knowledge-based economy, we have worked together to make investments that drive the skills of our workforce up while the costs for our businesses go down. As a result, North Carolina attracts companies that lead the nation in growing industries such as biopharmaceuticals, finance and information technology. These accomplishments have not gone unnoticed. North Carolina earned numerous accolades in 2005 including a 4th place national ranking for workforce training programs from *Expansion Management*, a national trade publication focused on business site development.

We cannot afford to be content with our present success. To continue the progress we have made, more workers must develop and improve the skills demanded by high-tech, knowledge-based and rapidly changing industries. I am committed to ensuring the training that delivers these skills will be available to all North Carolinians so every citizen in every county has the opportunity to compete for a well paying job in the 21st century.

The Workforce Investment Act Program Year 2005 Annual Report details the many accomplishments made possible with federal funding from the Workforce Investment Act. In this report, you will read stories of individuals and businesses benefiting from job-training programs and you will see the important role these programs play in building a workforce that will continue to foster North Carolina's innovation and success in the global economy.

With kindest regards, I remain

Very truly yours,

Michael F. Easley

Secretary's Message

"These initiatives not only help displaced or unemployed workers, but often can enhance the quality of life for their families."

The Department of Commerce is perhaps best known for its recruitment, retention and tourism marketing programs, all of which are very important. However, much of our ability to recruit and retain quality companies depends on the very fundamental work of making our state a good place to live, work and invest. And at the very foundation of those efforts is the need for a quality, well-trained workforce.

In 2005, North Carolina added 53,000 new jobs and unemployment declined to 4.6 percent. These figures quantify the success of thousands of hard-working North Carolinians who were able to find substantive employment after gaining valuable skills through initiatives supported by the federal Workforce Investment Act. These initiatives not only help displaced or unemployed workers, but often can enhance the quality of life for their families. These numbers tell the story of a year of accomplishments of which we can be proud.

As you read this report, you will see that it reflects the creativity, hard work and dedication of our Workforce Division, which works with many partners to improve the economic well being and quality of life for all North Carolinians. I am proud to be associated with my colleagues in this work and congratulate them on the accomplishments documented in the following pages.

Letter to Stakeholders

Thomas J. White
Director, Division of
Employment and Training

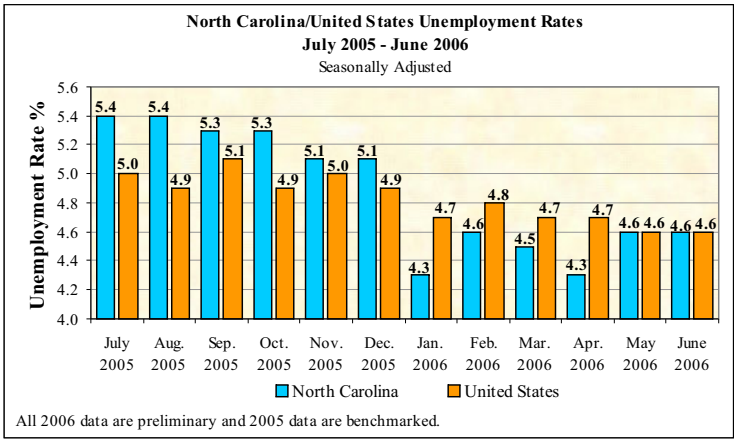
On behalf of the State of North Carolina and the Division of Employment and Training, we are pleased to submit North Carolina's Workforce Investment Act Annual Report for Program Year 2005. We are excited about our accomplishments during this program year, and feel that the workforce development system in North Carolina is uniquely positioned to continue our expanded impact on local and regional labor markets to promote economic prosperity in our communities. Even a cursory glance at North Carolina's plethora of economic development announcements over the past year affirms workforce development as a key contributor to our State's stellar performance in attracting high-quality corporate investment. Almost without exception, business leaders and site selection consultants cite our high quality workforce as a definitive attribute that convinced them to select North Carolina for their new and expanding industry projects. Our employment and training system, led by our North Carolina Commission on Workforce Development, is proud to be included in the wide array of institutional and organizational assets that help produce such phenomenal economic success. When you factor in our superior quality of life, North Carolina is proven ground for the establishment of new corporate entities as we facilitate and nurture the expansion of existing enterprise, both of which contribute to a higher standard of living for all North Carolinians.

DET Director Tom White (left) and Workforce Development Commission Executive Director Roger Shackleford (right) greet Regional Administrator of the U.S. Department of Labor, Helen Parker, during a visit to North Carolina to inform the group of regional and national employment and training initiatives.

Our North Carolina JobLink Career Centers are widely available to residents seeking access to the variety of excellent employment and training opportunities being created as a result of Gov. Mike Easley's and Commerce Secretary Jim Fain's remarkable leadership in sustaining North Carolina's #1 national ranking in economic development (*Site Selection* magazine, 2006). Our Division of Employment and Training is honored and privileged to be able to play a supporting role within this high-performing system. Our local area Workforce Development Boards and their respective professional staff throughout North Carolina welcome the opportunity to support building the academic and occupational skills of our youth, adults and dislocated workers in North Carolina. We will continue to provide employment and training assistance to workers and employers in cooperation with our system partners including the North Carolina Community College System, the North Carolina Employment Security Commission, and the North Carolina Department of Health and Human Services. We all share a common goal of developing and sustaining a globally competitive workforce that will impact upon the economic well being and quality of life for all North Carolinians.

Highlights

- North Carolina added 82,400 net new jobs during PY2005 (July 1, 2005 - June, 2006). The unemployment rate dropped from 5.4 to 4.6 percent during that span of time.
- The Division granted $66.7 million in federal funds to 24 local Workforce Development Boards for worker training programs.
- The Division and Local Boards awarded training grants totaling more than $3 million to 113 companies in 51 counties, training 7,395 employees through the Incumbent Worker Training Initiative.
- The Division received a $3 million National Emergency Grant for education, training and employment, enrolling 459 Katrina evacuees residing in North Carolina. The grant is projected to serve a total of 625 individuals.
- The 12 county Piedmont Triad Region was selected in February 2006 by the U.S. Department of Labor as one of 13 regions nationwide to receive a three-year, $15 million Workforce Innovation and Regional Economic Development grant to assist in transforming its regional economy.
- In Py2005, the state served 10,631 Dislocated Workers, a decrease from the 12,097 served in PY2004. Expenditures in the Workforce Investment Act Dislocated Worker Program (excluding Rapid Response) totaled $24,316,670.
- Adults served in PY2005 totaled 11,377, an increase over the 11,329 Adults served in PY2004. Adult WIA expenditures rose to $27,322,955.
- In PY2005, the state served 8,145 Youth participants compare to 8,464 in PY2004. WIA Youth Program expenditures rose to $23,870,930.



Local Area Unemployment Statistics, Labor Market Information Division, Employment Security Commission of North Carolina

- For PY2005, all local areas met their performance levels and will be receiving $1 million in incentive funds.
- The State reviewed 25,934 individual data elements in 1,526 participant files for Program Year 2004 data element validation. The overall pass rate for the data element validation increased 9 percent.
- Rapid Response totaled $5,627,796 for PY2005 compared to $1,405,929 in PY2004, an increase of 25 percent.
- *Expansion Management* magazine ranked North Carolina 4th in the nation in workforce training programs[1].
- North Carolina had a total of 117 Worker Adjustment and Retraining Notification (WARN) notices impacting 16,465 dislocated workers.

WARN Notice Summary 1997-2006

Time Period	# of WARN Notices	# of Employees Affected
97-98	110	16,905
98-99	140	22,610
99-00	108	15,110
00-01	163	27,806
01-02	203	28,172
02-03	184	24,378
03-04	129	21,479
04-05	121	16,059
05-06	**117**	**16,465**
Total	**1,275**	**188,984**

1. Expansion Management - http://www.expansionmanagement.com/smo/newsviewer/default.asp?cmd=articledetail&articleid=17712&st=3

Employer Spotlight

Credit Suisse

The Capital Area Workforce Board, Durham Local Area Workforce Board and the Regional Partnership Board have underwritten a total of 125 On-the-Job Training (OJT) contracts with total expenditures of $737,000 with Credit Suisse, a world-renowned bank that has established a major financial services operation in the Research Triangle Park. These 125 individuals are enrolled in OJT contracts via an exemplary partnership among local boards, the North Carolina Commission on Workforce, the Division of Employment and Training, the Employment Security Commission and the Community College System. This support enabled Credit Suisse to expand with an announcement of 400 additional jobs and $100 million in increased capital investment in the Research Triangle Park.

"Coming into an employment market in which we had very little experience, and with a need to hire a high number of people with varied skill sets, the direct support we received from North Carolina's workforce network of partners was both welcomed and needed. The local Capital Area, Durham and Regional Partnership Workforce Development Boards, the JobLink Career Centers, the Employment Security Commission and North Carolina Department of Commerce, Division of Employment and Training all played a key role. They helped us to achieve our hiring targets and to find the right talent for the jobs that we created in this marketplace, and they continue to do so. Their contribution to our success thus far should not be underestimated."

– Jim Captain, Credit Suisse Securities (USA) LLC.

Dell Opens North Carolina Manufacturing Facility in Winston-Salem

Dell

The Piedmont Triad Area Workforce System partners enrolled 175 Dell employees through on-the-job training with total PY2005 expenditures of $311,192 Dislocated Worker funds and $191,438 in Adult funds, totaling $502,630.

This world-class workforce development regional collaboration in the Piedmont Triad has enabled WIA participants to pursue, secure and retain excellent assembly and manufacturing job opportunities at the Dell manufacturing plant in Forsyth County. The outstanding coordination across both geographic boundaries and organizational lines included the full-fledged support of the North Carolina Employment Security Commission and the North Carolina Community College System. This exceptional joint venture was led by the Northwest Piedmont Workforce Development Board ably assisted by the Greensboro/Guilford/High Point Board and the Davidson County Workforce Development Board.

"Dell has found an incredible workforce in North Carolina. Our team members are hard working, skilled and dedicated to building the best computers in the world, and providing the best customer experience. Our team is truly the soul of Dell."

– Donna E. Oldham, APR Senior Communications Manager

Employer Spotlight

Bridgestone-Firestone Plant in Wilson, NC

Bridgestone Firestone

The Workforce Development & Training Center (WDTC) of Rocky Mount (Edgecombe Community College is contractor) provided 12 on-the-job training slots to Bridgestone Firestone from February, 2006 through June, 2006. The 12 clients were classified in the eligibility categories of four Dislocated Workers and eight Adults. Each OJT contract was written for $2,010 per client resulting in $24,120 WIA training dollars to underwrite two bundler positions and 10 power truck operator positions.

BRIDGESTONE Firestone

OJT students Tammy Parker and Alvin Johnson with team leader Larry Woodard (behind Tammy), inspect tires for Firestone Complete Care Centers across the United States.

"The Bridgestone Firestone manufacturing facility in Wilson has been using the OJT referral/hire/train program for almost a year and the process is proceeding efficiently and effectively. We have found the OJT organization to be a professional group that partners with us to determine the requirements of our business and to satisfy those needs. Customer satisfaction is our priority and the OJT program is helping us hire, retain and promote the best in talent to enable us to better serve our customers. The program also allows Bridgestone Firestone to better serve the community by allowing the company to more effectively hire and train teammates. In summary, we firmly believe that the OJT program is making this plant more globally competitive in the world market in which we compete".

– David Byerly HR Manager - Bridgestone Firestone

Tammy Parker (OJT Student) and Jim Pridgen (Plant Manager) at the Vision/Barcode reader system. This equipment scans bar code labels on tires prior to shipment. Bar codes track tires from raw materials to finished product and are an integral part of the company's quality system.

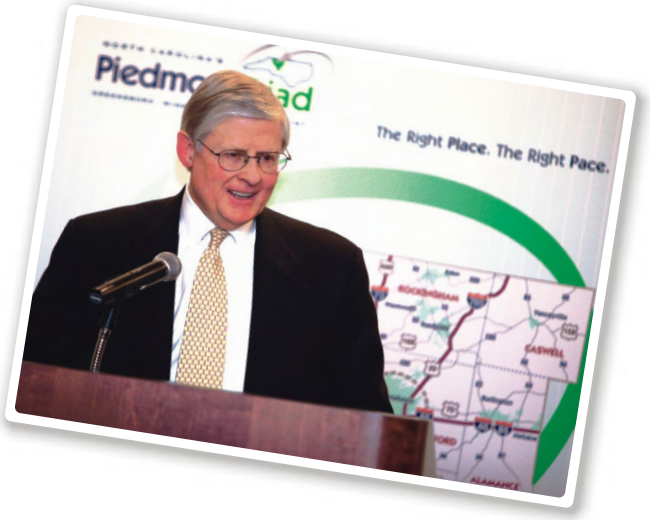
OJT students Kobe Kent (left), April Skerrett (right), Cornelius Johnson (front right), and team leader Larry Woodard display bundled tires going to an auto manufacturer's facility.

Accomplishments: Program Year 2005

Workforce Innovation and Regional Economic Development (WIRED) Grant

The 12- county Piedmont Triad was selected in February 2006 by the U.S. Department of Labor as one of 13 regions nationwide to receive a three-year, $15 million Workforce Innovation and Regional Economic Development (WIRED) grant to assist in transforming its regional economy. The WIRED program reflects Washington's belief that the nation can best compete in the global economy by focusing assets on regions and regional competitiveness when it comes to economic and workforce development. The Piedmont Triad's implementation plan emphasizes the transitional nature of the region's economy from textiles, furniture and tobacco to a modern economy focused on logistics, transportation, advanced manufacturing, health care and cultural entrepreneurism and the arts, among other high-skill sectors. The WIRED funds will be allocated to develop services and programs to prepare the local workforce for jobs in the new economy, and to determine how educational institutions can support innovation in targeted industry clusters. The grant program will be structured around a series of “roundtables” in four targeted industry clusters. The roundtables will meet regularly over the life of the grant to identify the skills workers will need to secure employment in the region's growth clusters. The roundtables will include industry leaders and entrepreneurs, educators from K-12 through post-graduate, economic developers, workforce development professionals, chamber of commerce executives and others.

Assistant Secretary, Employment and Training Administration, U.S. Department of Labor, Emily Stover DeRocco congratulates the Piedmont Triad community.



Secretary Fain addresses the audience at the Piedmont Triad Region WIRED Kickoff event in March.

The grant further provides for a regional leadership program to be developed by the Center for Creative Leadership, which will teach key Piedmont Triad leaders in business, government, civic affairs and education to think and plan with a more regional outlook. The WIRED proposal includes a strategy to extend the benefits of the region's economic transformation to rural counties and minority populations. The grant will also be used for a regional outreach program to include billboard and cable television advertising that will emphasize the importance of education to rebuilding the Piedmont Triad economy.

“The best way to help American workers remain competitive in the worldwide economy is to ensure that they have the skills that are in demand in America's rapidly changing economy,"

– Elaine L. Chao
U.S. Secretary of Labor

Accomplishments: Program Year 2005

New Technology

Nanotechnology

Nanotechnology refers to technology on the smallest scale at which matter can be studied and manipulated. Using nanotechnology, researchers can build materials molecule by molecule. According to scientists, this method will have an impact on virtually every commercial sector. North Carolina is a national leader in nanotechnology research and development utilizing nanotechnology in motorsports.

High Performance Coatings, a Utah-based company that uses nanotechnology to produce coatings for a variety of industries will open a new facility in Guilford County. The company will invest $3.5 million during the next three years, creating 214 new jobs.

Economic Development - Region C Workforce Development Consortium

Economic development activities have increased dramatically in the Region C Workforce Development Consortium, resulting in a number of announcements of new business opportunities, creating 1,125 job openings. Governor Mike Easley announced in July, 2006 that Chris-Craft Corporation and Indian Motorcycle Company will open facilities in Kings Mountain, investing approximately $42 million in Cleveland County and creating 807 jobs during the next five years.

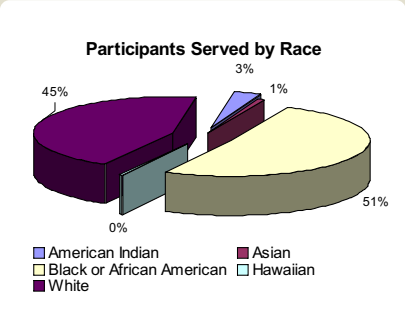
Sharing How Access to Resources Empowers (SHARE) - SHARE Network North Carolina

Through an exciting new partnership between the U.S. Department of Labor, the North Carolina Governor's Office of Workforce Training, and the Governor's Office of Faith-Based and Community Initiatives, SHARE network is a unique resource to help job seekers become self-sufficient. The network consists of two parts: An online resource directory and access points. SHARE Network is designed to improve the effectiveness of the JobLink system by building linkages between faith-based and community organizations. The SHARE Network goal is to become fully utilized throughout the JobLink system and allows non-profit service providers and governmental agencies to fully share resources through:

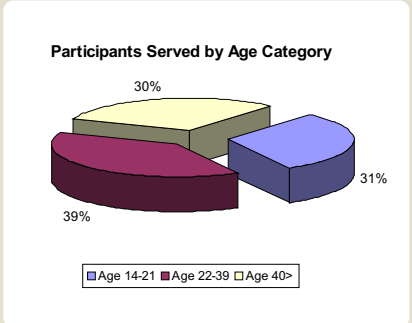
- An online resource directory of service providers
- Workforce Development system partners
- Faith-based organizations
- Community organizations
- Businesses/Employers
- Government agencies

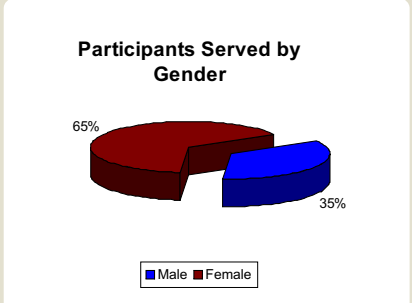
TOUCHING LIVES & COMMUNITIES SHARE NETWORK

For more information on SHARE Network visit: http://ncsharenetwork.com/



The pie charts reflect the total population of Adults, Dislocated Workers and Youth participants served during the time period July 1, 2005 through June 30, 2006.





Accomplishments: Program Year 2005

Fairway Outdoor Advertising donated 100 Billboards throughout the state to promote JobLink Services to Hurricane Katrina evacuees.

National Emergency Grant

The Division received a $3 million National Emergency Grant from the U.S. Department of Labor to assist Hurricane Katrina evacuees in North Carolina. Awarded in November 2005, the grant provides assistance to 459 Katrina evacuees now residing in North Carolina. The grant is projected to serve a total of 625 individuals.

Six local areas are assisting Katrina evacuees by actively engaging in case management, job search and placement. Services include counseling, networking with other agencies, and financial service. Training opportunities have been well received throughout the state.

Hurricane Katrina Participants Per Local Workforce Area

Local Area Number	Local Area	Total Participants Enrolled	Total Participants Exited
34	Capital Area Workforce Consortium Development	138	30
35	Durham Local Area	63	1
37	Charlotte-Mecklenburg Workforce Development Consortium	165	21
38	Cumberland County Local Area	16	8
42	Greensboro/High Point/Guilford County Workforce Development Consortium	70	16
49	Region D Workforce Development	7	3
	TOTAL	**459**	**79**

National Emergency Grants Performance Levels

	Entered Employment Rate	Employment Retention Rate	Earnings Gain
Pillowtex	84.44%	91.39%	$893.50
Isabel	60.00%	80.00%	$2,740.10
Frances/Ivan	49.55%	64.00%	$2,149.00
Total	**61.97%**	**90.61%**	**$3,009.40**

Photos depicting flood damage in Foscoe, Biltmore area, and Castleford road in western North Carolina receiving NEGs (National Emergency Grants Performance Levels Table).

Accomplishments: Program Year 2005

Natasha Ben, Hurricane Katrina Participant, and U.S. Congressman David E. Price

On-the-job training (OJT) is one of several opportunities for Hurricane Katrina Evacuees - Capital Area Workforce Development Consortium

Natasha Ben arrived in North Carolina on September 2, 2005. The University of North Carolina at Chapel Hill welcomed her and several evacuated students during the Fall semester to continue their education. In January, she returned to Tulane University via on-line courses and completed her Master of Public Health degree. Her relocation process was smooth with assistance from several local agencies and countless volunteers from the Triangle Area including the Capital Area Workforce Development Consortium. She registered with the JobLink Career Center. Ben interviewed with INC Research and began employment on April 3, 2006. On-the-job training was provided through the Capital Area Workforce Development Consortium.

With substantial information obtained through a financial seminar on home ownership and full-time employment, Ben purchased her first home. Although a tragic event such as Hurricane Katrina left Ben struggling to rebuild her life, she is very appreciative of all the assistance she has received from various agencies within North Carolina, especially the Capital Area Workforce Development Consortium. Her journey has taken her from devastation to a first time homeowner. *"Katrina has turned out to be a blessing in disguise for me"*, she said.

Hurricane Katrina near peak strength on August 28, 2005.
Image courtesy of NASA

Division of Employment and Training - Capital Area Workforce Development Consortium

Waldeen Mitchell, with Capital Area Workforce Board and the Division of Employment and Training, keeps a scrapbook in her office as a reminder of the losses she has suffered as a result of Hurricane Katrina. Mitchell and her college-bound son are one of several hundred families that relocated to North Carolina.

More than 5,000 applications were filed with the Federal Emergency Management Agency (FEMA) listing North Carolina as their home.

A tribute...

Lisa Glee lived in Gulfport, Miss., but was in Newton County when Hurricane Katrina hit the Gulf Coast. White Oak Missionary Baptist Church in Apex went to Mississippi and took Glee's children to North Carolina while Lisa contemplated relocating to North Carolina. The church provided shelter, clothing, food, and placed the children in school. Glee's arrived in North Carolina on October 16, 2005, where she obtained employment with the Department of Commerce, Division of Employment and Training Dislocated Worker Unit. Glee's, Anya Meyers (a friend), and Glee's daughter, Shayla, were tragically killed in an automobile accident this past spring.

Programs - Dislocated Worker

Dislocated Worker

In contrast to the trends of recent years, the number of Dislocated Worker (DW) participants served in North Carolina decreased (approximately 12 percent) over the number served in the previous year. In PY2005, the state served 10,631 DWs, a decrease from the 12,097 served in PY2004. Expenditures in the WIA DW Program (excluding Rapid Response) totaled $24,316,670.

The Dislocated Worker Unit (DWU) received 117 Worker Adjustment and Retraining Act (WARN) filings during PY2005 affecting 16,465 employees. The traditionally strong North Carolina industries of tobacco, furniture, apparel, and textiles continued to be heavily impacted by job eliminations.

In addition to responding to the 117 WARN notices, the DWU, learning of additional layoffs/closures through a combination of research, press releases, and collaborations with ESC, Local Areas, other partners, and government officials, responded to 35 dislocations which did not meet federal WARN filing requirements.

For these additional responses, the DWU provided early intervention Rapid Response outreach and support services, resulting in an additional 23 local level Rapid Response interventions and 12 state level facilitated Rapid Response meetings.

Caldwell Works - Western Piedmont Jobs Training Consortium

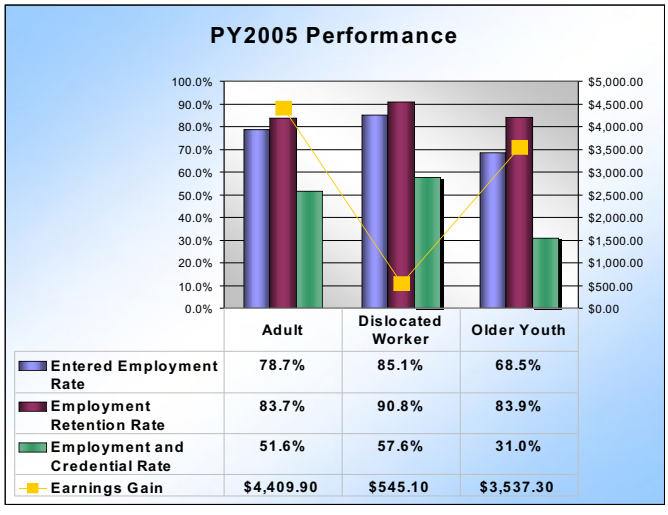
Caldwell Works, a pilot project that started in January 2006, began as a partnership between Caldwell Community College, the Western Piedmont Workforce Development Board and Connect Inc. This project offers dislocated Caldwell County residents the opportunity to explore careers in three areas: Horticulture, Medical and Education. Participants are assigned to a worksite based on their area of interest for career exploration. Caldwell Works has been a life changing experience to all involved. It has provided many dislocated workers the confidence to explore their future in pursuit of a new beginning. To date, this project has served 46 individuals, many of which have obtained employment, pursued post-secondary education careers, and/or received their General Educational Development (GEDs).

Earlene Luther, dislocated worker, graduated from Montgomery Community College

Regional Employment Fair - Northwest Piedmont Job Training Workforce Development Board

Northwest Piedmont Workforce Development Board focused heavily on business services for this program year. As a result, nine businesses have been awarded Incumbent Worker Grants. Such grants allowed the businesses to upgrade skills of their workforce and departments to become more efficient. In addition, on-the-job training programs have been successful assisting ten businesses hiring over 250 Adults and Dislocated Workers. In the continual efforts to support Adults and Dislocated Workers, NWPWDB sponsored a regional Employment Fair. This event allowed employers and job seekers to network and learn more about each other.

Enhancing business services collaboration, partnerships with the Greensboro/High Point/Guilford and Davidson County Workforce Development Boards, have allowed the successful marketing of www.triadjoblink.com, a web-based tool created to assist businesses in recruiting the right employee.



	Adult	Dislocated Worker	Older Youth
Entered Employment Rate	78.7%	85.1%	68.5%
Employment Retention Rate	83.7%	90.8%	83.9%
Employment and Credential Rate	51.6%	57.6%	31.0%
Earnings Gain	$4,409.90	$545.10	$3,537.30

Programs - Dislocated Worker

Bettie Fisher of Eastern Carolina Local Area stands beside one of the aircraft structural parts machines at Lenoir Community College.

WIA participant recipient for 2006 Governor's Award for Excellence - Eastern Carolina Workforce Development Board, Inc

Bettie Fisher was working as a production operator that made small AC/DC motors for automobiles when the company announced its closure and relocation to Mexico.

Having lost the job she loved and performed for 20 years, Fisher was devastated. She contacted the Lenoir County JobLink Center at Lenoir Community College (LCC). After discussion with the staff at LCC, and independent research, Fisher elected to enter the non-traditional field of Machining Technology. "*There were mainly only men in the tool and machine shops, but I decided there is nothing we women can't do. Someone had to stand tall and lead the way for women",* Fisher said.

On January 7, 2004, Fisher entered the Machining Technology Program at Lenoir Community College under the sponsorship of WIA. Having been out of school for 20 years, returning to an academic setting required a significant adjustment, and she entered college with apprehension and anxiety. During her two years of participation, Fisher cared for her ailing mother and lost a brother to cancer. She is also a wife, mother, and "fulltime grandma" to her four grandchildren ages 2 - 12. Despite these hardships and the emotional pull of her family's needs, Fisher persevered.

Her fellow students quickly recognized Fisher's drive and determination. She was elected president of the machining class. Even during difficult times, Fisher always maintained her optimism and her smile, which served as an inspiration to those around her. Melanie McTaggart, President of WorkHorse Aviation Manufacturing, noticed this inspirational quality immediately when she met Fisher. Fisher became the company's first employee to complete Lenoir Community College's Advanced Machinist Program, a new training program housed at the Global TransPark Education and Training Center. She is a machinist making structural parts for out-of-production as well as existing military and commercial aircraft. On May 12, 2006, Fisher graduated with her Associate in Applied Science degree in Machining Technology.

Fisher currently is enrolled in an aviation course at LCC sponsored by her employer. She hopes to continue to grow with WorkHorse Aviation and play a vital role in the company's success.

Dislocated Worker Obtains Technical Skills Through On-the-Job Training - Regional Partnership Consortium

Brenda Kessler was laid off in August 2005 from Sara Lee, a textile manufacturing facility, where she had worked for almost 13 years. Kessler heard about the Workforce Investment Act (WIA) through a Rapid Response /Employee Session conducted by the Randolph County JobLink at the Sara Lee plant.

Kessler completed her on-the-job training at Academy Eye Center and was accepted for full-time employment as an Optical Lab Technician. Commenting on her position, Kessler says, "*This job is great and I appreciate the opportunities the WIA program provides.*"

Brenda Kessler, Optical Lab Technician at Academy Eye Center

Programs - Dislocated Worker

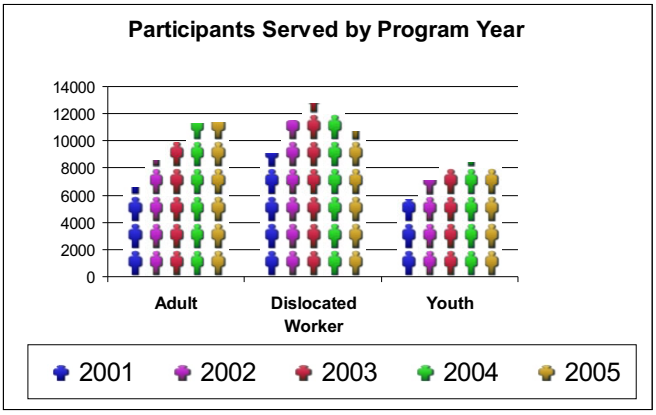
WIA Participant earns Dean's List - Southwestern Workforce Development Consortium

Valerie Ball is a second-year human services technology major at Southwestern Community College. She attends college with financial assistance from the Swain County WIA Adult Program. Ball says she chose her major because of her love for helping people and her curiosity regarding"*...learning why people are the way they are.*"

Valerie Ball receives a Certificate of Achievement from Todd Douglas, WIA Employment Consultant (Swain County), and Vicki Greene, Workforce Development Director.

Along with being married and having three children, Ball is very active in the Human Services Club and Student Support Services at Southwestern Community College. Even with family commitments, Ball devotes considerable time to studying, has made the Dean's List the past three semesters and was inducted into the Phi Theta Kappa National Honor Society.

Ball said,*"The WIA Program has provided me with the support that I needed to be able to go back to school. For years I tried to find a way to continue my education on my own but had no success. This program has made all of that possible and has opened many avenues for me."*



Dislocated Worker's Successful Re-entry Into The Workforce - Regional Partnership Consortium

Rickey Burns' journey began with a visit to Randolph County JobLink after having been unemployed for several months. Burns was employed at Manpower Temporary Services where he worked for Caterpillar as an assembler laborer from May 2005 to October 2005. He was notified of the layoff in October. Prior to his employment at Manpower Temporary Services he worked for Mega Force as a utility laborer from May 2004 until he was laid off in March 2005. He was the manager for Leader Home Sales for two years until the company closed in March 2004. Burns applied for an OJT position with Triad Trucking as a diesel mechanic. Triad Trucking is a small business in Asheboro, that partners with the JobLink for its hiring needs. Burns completed his OJT on April 24, 2006, and was retained as a full-time employee. He has since been promoted to shop manager after overcoming personal family obstacles and employment barriers.

Ricky Burns, shop manager with Triad Trucking.

Programs - Adult

Adult

For the sixth consecutive year, the WIA Adult Program saw an increase in its customer base. Adults served in PY2005 total 11,377, an increase over the 11,329 Adults served in PY2004. Adult WIA expenditures rose to $27,322,955.

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

Alicia Eberhardt - WIA Adult Program participant working as a Bilingual Parent Educator with the Children and Family Resource Center.

WIA Adult Program Graduate - Mountain Local Area

Alicia Eberhardt was born the oldest of nine children to a single parent family in Guadalajara, Mexico. She was given up for adoption, and was placed in 10 different foster homes before being adopted at the age of 11. "*It was quite an adjustment for me and my adoptive family,*" Eberhardt recalls.

Eberhardt graduated high school at Fletcher Academy and then enrolled in a program to teach English as a Second Language in Taiwan and to learn Mandarin Chinese. She is now fluent in three languages. Eberhardt returned to Hendersonville after an earthquake and the SARS epidemic hit Taiwan.

Eberhardt needed guidance in choosing a career and sought assistance through the WIA Adult Program at Henderson County JobLink Career Center. She enrolled in the Community Spanish Interpreter Program and graduated with honors in 2006. She received a full time position for a Bilingual Parent Educator with the Children and Family Resource Center.

As the Bilingual Parent Educator, Eberhardt visits Hispanic families and educates the parents about developmental skill levels and screens the children for appropriate physical and mental development. Eberhardt educates parents on how to become involved with their children's development at an early age. Eberhardt has a true passion for working with children and families.

Eberhardt is able to use the adversity of her childhood as inspiration for her new job. "*I love my job,*" says Eberhardt. "*It is my dream job. I know I'm making a difference. Starting at an early age with parental involvement in a child's development assures a much better future for the child.*"

A Career Consultant provides English as a second language (ESL) classes at Beaufort County JobLink Career Center.

JobLink Centers serving the Hispanic Communities in North Carolina - Region Q Workforce Investment Consortium

JobLink Centers throughout North Carolina have been actively pursuing outreach to the Hispanic communities. The JobLink Career Center strives to provide career assessment, job placement and to improve the education and skills of customers in various ways. The JobLink Career Center assists customers by providing access to computer programs, job referrals and classes on topics from customer service skills to English as a second language. Staff also work with Hispanic customers to build resumes, apply for financial aid and access other services needed to help them gain successful employment. In addition, the centers actively engage local Hispanic business owners as part of expanding business services.

Programs -Youth

Youth

In PY2005, the state served 8,145 Youth participants. WIA Youth Program expenditures rose to $23,870,930.

North Carolina is committed to the success of all youth in the global workplace. Given the dynamics of a rapidly changing economy, advances in technology and shifting demographics, tomorrow's workplace will need and all of the skills and talents of our youth.

Local Workforce Boards, through Youth Councils, are involved in the planning and oversight of youth funds under the Workforce Investment Act, as well as in examining workforce issues affecting youth in their communities. Reaching out to community leaders and a wide variety of partner agencies, Youth Councils fill a key leadership role in rallying communities in support of youth, and building an awareness of the critical workforce issues facing youth.

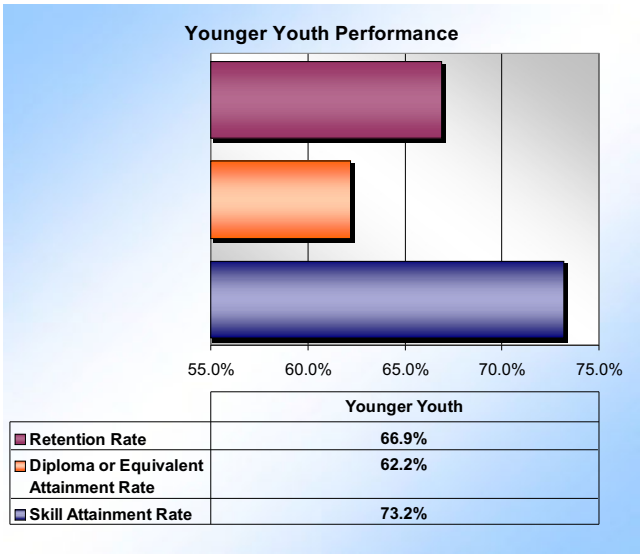
Programs provide a variety of activities designed to help youth make decisions about life, education and careers. Together, program staff and youth develop an individualized service plan based in the youth's career goal. With a positive youth development approach, activities are intended to build on a young person's strengths and passions, and allow youth to empower themselves.

North Carolina Collaborative on Youth in Transition

At the state level, a Youth Collaborative is emerging to share information and examine policies and resources that enhance or impede our collective capacity to effectively prepare young adults for the workplace. The Collaborative includes representatives from Health and Human Services-Division of Social Services, Department of Juvenile Justice and Delinquency Prevention, Department of Commerce-Division of Employment and Training, the Community College System and others. The initiative is, in part, an extension of the federal youth vision launched in 2004 to better serve youth at risk.

Focus on Foster Youth

In partnership with the Department of Health and Human Services, the Division has launched a series of training sessions bringing together county LINKS staff and WIA youth service providers.



	Younger Youth
Retention Rate	66.9%
Diploma or Equivalent Attainment Rate	62.2%
Skill Attainment Rate	73.2%

North Carolina's LINKS program, funded through the federal John H. Chaffee Foster Care Independence Act, provides services to foster teens and youth aging out of foster care. These combined training sessions have provided an opportunity for the two systems to work together and better focus limited federal funds in providing services to foster youth. Referrals between the two systems should continue to increase, and expansion with this initiative should continue throughout next year.

North Carolina Youth Leads

The North Carolina Youth Leads Group, with representatives from each of the State's 24 workforce areas, meets quarterly to exchange ideas and share promising practices. This year, the group gathered in Charlotte, Greensboro, Durham and Boone. The year's highlights included the annual Youth Council Forum, a facilitated training for Youth Leads, Workforce Directors and Youth Council Members. The Greensboro gathering for Youth Leads was held as a pre-conference session to the Governor's Annual Workforce Development Partnership Conference and included remarks from the Davidson County Workforce Development Chairman. The agenda also included a presentation from the Workforce Development Southeast Region Manager for CVS Pharmacy.

Tennessee Connection

In early May, the North Carolina Youth Lead and the Davidson County Youth Lead traveled to Nashville to exchange ideas and share promising practices with Tennessee colleagues. Two weeks later, Tennessee representatives came east to Boone to complete the exchange with a presentation to the North Carolina Youth Lead Group.

Programs - Youth

Seven WIA and Vocational Skills Application Project (VSAP) participants received their high school diplomas.

Mapping Your Future - Cape Fear Workforce Development Consortium

The Cape Fear Workforce Development Youth Council (CFWDYC) sponsored the annual Cape Fear Young Adult Conference "Mapping Your Future." The conference provided valuable information that youth can apply to everyday life. Topics included: Controlling My Attitude, Fitness for Life, I'm on a Budget, How to Deal with Stress, Respect Yourself and Staying Focused. The conference was very successful, with eleven partner participating agencies, twelve workshop presenters and three exhibitors, serving approximately 110 youth.

Funded by the Cape Fear Workforce Development Board, and sponsored by CFWDYC, the Vocational Skills Application Project (VSAP) has been successful providing youth with disabilities workshops and summer employment opportunities related to their interests and abilities. These specialized local workshops, projects and conferences provide North Carolina's youth the opportunity to acquire the necessary skills for the workforce.

Youth's New Career in Air Conditioning, Heating & Refrigeration Technology - Northwest Piedmont Job Training Consortium Workforce Development Board

WIA funds assist Rockingham County youth transition from GED attainment to community college graduates. Michael Serdar benefited tremendously from WIA assistance. After receiving his GED, Serdar enrolled in Rockingham Community College learning new skills in Air Conditioning Technology. His instructor, Keith Sigmon said, "*Serdar works a full time job that has him on the road quite a bit but he always makes it to class. I can place him in a good job as he closes in on graduation.*" Ann Shelton, Coordinator of the WIA Youth Services Program at Rockingham Community College, is very pleased with Serdar and his success.

E-Link Program - Northwest Piedmont Job Training Consortium Workforce Development Board

This fall Shontella Neal begins as a freshman at Guilford College in Greensboro. She is attending night classes caring a full schedule of classes. The college has a daycare for their students. Neal has two little girls. She can use her student ID to go anywhere around Greensboro on public transit. She received the support of the Youth Service E-Link program and the support of her church community. To attend Guilford College, Neal had to relocate to live and work in Greensboro. She will be majoring in Psychology. "*Neal has always had as her goal to get her GED and then attend a four year university*", said Ann Shelton, Program Coordinator. "*I am proud that our youth services program has helped her make the successful transition to self-sufficiency, career, and adulthood.*" All services for Neal were based on her individual needs and goals.

Davidson County Local Area Staff with E-Link Participants at NASCAR Technical Institute

Programs - Youth

Thomasville High School youth dreams of being a firefighter

Youth Student of Project Succeed - Davidson County Local Area

Eighteen-year old Marcus Hert is a student of Project Succeed at Thomasville High School, a dropout prevention program funded through the Davidson County Local Area. Hert is different from most participants in this program because of his desire to be a firefighter after graduation, and his eagerness and drive to make this dream a reality.

A few years ago, Hert considered dropping out of high school because of his continual struggle with academic achievement. Project Succeed intervened and worked with the Thomasville Fire Department to allow Hert to intern with the Department. Hert's attitude towards school changed because to participate in the Project Succeed internship program, participants are required to attend school and maintain satisfactory grades in every subject.

As a rising senior, Hert indicated that he would like to join the fire department when he graduates but the minimum age requirement for firefighters in Thomasville was 21. Recognizing Hert's enthusiasm and commitment to this dream, the Thomasville Fire Chief approached the City Council about changing its policy. Concerns arose that lowering the age requirements would entice high school graduates to enter the workforce, rather than go to college. However, with successful interns such as Hert, the department is trying to inspire young people to seek careers, not just jobs.

Due to his persistence, Hert can now pursue his dream of being a firefighter in June 2007 after his graduation.

2005 Governors Award WIA Youth participant - Get REAL - High County Workforce Development Board

WIA Youth participant Candinda McCurdy, a strong leader, sets examples through hard work and determination not only for youth in the High Country, but for her peers and family as well. Overcoming the many trials that life brings, McCurdy graduated from Wilkes Central High School and began attending Wilkes Community College to pursue an Associate Degree in Art. She has been an outstanding participant by constantly working on her goals, participating in workshops, team building activities and leadership/volunteer opportunities. She even assists with the recruitment of other youth for WIA services.

While working full-time and assisting her family she has been a successful, active member of the High Country's youth services, which has been branded as Get REAL. In October 2005, McCurdy's hard work paid off as she was proudly recognized at the North Carolina Partnership Conference as the state's award winner for younger youth in Workforce Development.

Currently, McCurdy is working for Wilkes Community College as a Security Officer and plans to continue her education through the Basic Law Enforcement Training program.

McCurdy has truly been a shining example of success for the High Country's Get REAL youth services.

North Carolina Workforce Development Chair Chris Rolfe (right) presents 2005 Governor's Award for Workforce Development to High Country youth Candinda McCurdy.

Programs - Youth

WIA Program at Vance Granville Community College (VGCC) is Student's Path to Successfully Reaching Her Goal - Kerr-Tar Interlocal Cooperative Consortium for Job Training

Jameshia L. Johnson, while attending Bunn High School, learned that the Workforce Investment Act (WIA) high school program operated by Franklin County Schools, provides financial assistance to low-income individuals who want to attend college. Wanting to utilize the WIA program for financial assistance, Johnson also sought exposure through WIA, to job opportunities within the community. The program provided employment with a dental office, the Franklin County Chamber of Commerce, and the WIA office at West River Road Annex.

"I had experiences I never would have received at a fast food restaurant or grocery store. The WIA experience gave me exposure to a wide variety of people and business activities and made me much more well-rounded."

Johnson applied to and was accepted for WIA assistance at Vance Granville Community College. The program provided Johnson with financial assistance for tuition and books at Bennett College, from which she graduated in December 2005, with a B.A. in English Education.

While she enjoys teaching at her high school alma mater, Johnson plans to attend East Carolina University to obtain a Master's Degree in Counseling.

"The financial assistance was beneficial, of course, but even more important was the guidance I received. It helped me make decisions for myself and to meet the challenges I faced in achieving my educational goals."

Building Futures Program - Regional Partnership Consortium

Reuben McMilan enrolled in the Building Futures Program from the Regional Partnership Consortium. McMilan is the sole provider of his household and provides support for his older sister and her three children.

Prior to enrolling in the WIA program, he had no work experience in order to gain employment. However, he was able to obtain a job with Roses for a short period. He had to leave Roses after he became injured in a car accident. Frustrated with no employment and a lack of education and training, McMilan sat in meetings hosted by Department of Social Services' Single Father's Program. These meetings were a positive force for him and instilled in him the importance of remaining focused and motivated in order to accomplish his goals. He enrolled in training at Carolina Trucking Academy and received his Commercial Drivers License (CDL).

Services for Businesses

Business Services

The Workforce Development Business Services initiative for the State of North Carolina assists business and industry in optimizing connections to WIA services offered by Local Workforce Development Boards and JobLink Career Centers. Business Services has completed a second year of evolving and integrating within the North Carolina workforce development system. Business Services offer multiple strategic business solutions including needs assessment, targeted outreach, and creating employer alliances.

Business Services representatives across the state are a fully engaged community of professionals that meet to share best practices, leverage resources, dialogue with business and Industry, as well as develop an effective branding mechanism that articulates the strength of the North Carolina workforce development system. A steering committee constituting local workforce business services representatives serves as a catalyst for the statewide group. Representatives from the North Carolina Commission on Workforce Development, Division of Employment and Training, and Workforce Development Training Center are supporters to this group.

A significant objective throughout the year for Business Services is to promote the value of training. Training has included a "*Training Series for Business Services*" constructed through the Workforce Development Training Center held during November 2005 and facilitated by national consultants. Presentations and training by the North Carolina Department of Commerce Business and Industry Division, North Carolina Community College System Economic and Workforce Development Division, and Employment Security Commission Labor Market Information Division were held in early 2006.

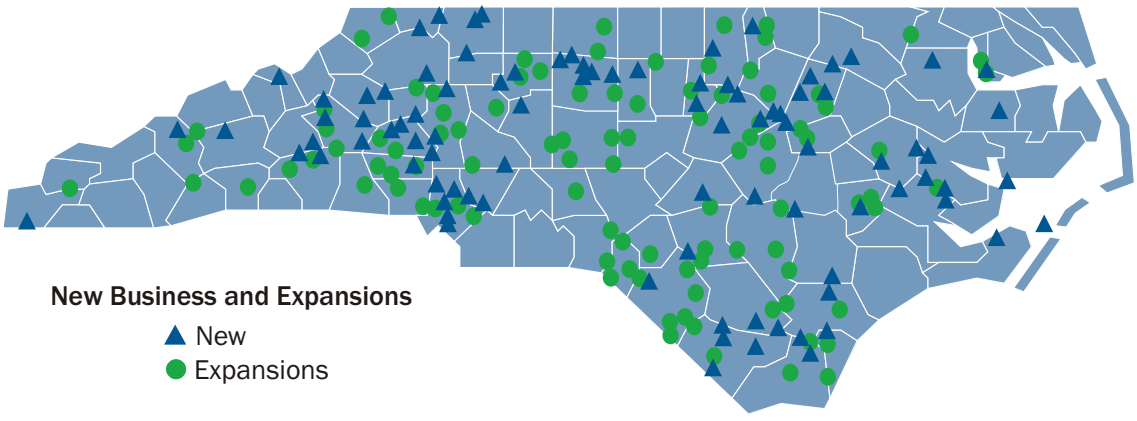
Incumbent Worker Training Program

North Carolina's ability to attract and retain high growth industries and existing businesses increasingly depends on the capacity to supply a skilled labor force. North Carolina Department of Commerce supports innovation, resource-leveraging, service integration and responsiveness to the needs of business and industry.

The Incumbent Workforce Development Program is designed to help businesses train their employees in new and/or enhanced occupational and educational skills with 6,284 workers being trained from July 1, 2005 to June 30, 2006. The training has afforded businesses the opportunity to remain competitive and, in some instances, to avoid major layoffs and/or closures. While workers gain portable skills that may assist in the transition to other jobs or professions should their companies suffer mass layoffs or plant closings, much of the training has focused on enhancing occupational skills of the workers, a focus which has created greater efficiency and productivity.

Incumbent workforce grants may not exceed $37,500, with a lifetime maximum of $50,000 per business. A grant is first approved locally by the Workforce Development Board, and then at the state level. For PY 2005, $3 million was designated for the Incumbent Workforce Development Program. The Incumbent Workforce Development Program application and guidelines are available at http://www.nccommerce.com/workforce/.

Workers across North Carolina are learning new skills to help them and their companies become more efficient and competitive. The company profiles on the following pages are a small sampling of the Incumbent Workforce Program success stories representing the initiative's achievements across North Carolina's 24 Workforce Development Board Areas.



Services for Businesses

Dantherm Filtration, Inc. - Davidson County Local Area

Dantherm Filtration produces and distributes dust collection equipment. The dust collection equipment is assembled locally and sold through an established dealer network. The target market is in the wood industry.

During the economic downturn, Dantherm took a proactive approach to strengthen the company's ability to compete globally by recognizing the value of retraining and empowering its workforce. Lean Manufacturing, which reduces set-up time and real time production, was the beginning of this new approach.

"The Incumbent Workforce grant has enabled us to train 40 Dantherm employees in the principles of lean manufacturing. The results have been outstanding. As a grass-roots manufacturing organization, we are cognizant of the fact that we have continuously improve our operation. The program has helped us immensely in our efforts in North Carolina."

– Dantherm Filtration,
Steven Moore, Plant Manager

Dantherm Filtration, Inc.
Of Thomasville, North Carolina

Katrina Disaster Puts Firm to the Test
Centralina Workforce Development Consortium

Preformed Line Products is a major manufacturer of parts for electrical distribution and communication lines, supplying customers such as Alltel and Duke Energy. The company employs about 160 people at its facility in Albemarle, NC. The company was awarded a $37,500 grant through Centralina Workforce Development Board's Incumbent Workforce Development Program. Thirty-seven (37) manufacturing employees were trained in Lean Manufacturing Principles and Leadership Skills.

Manufacturing employees training in Lean Manufacturing Principles and Leadership

In August 2005, the Hurricane Katrina disaster meant the demand for Preformed Line Products would balloon overnight as utility companies supplying electricity, telephone and cable scrambled to get distribution lines back to functionality. The company was able to put into practice what they just learned through the Lean Manufacturing training. The company received "Hurricane Hero" awards from BellSouth and Arkansas Electric Co-Op. *"The training was perfect,"* said Beth Hinson, Training Facilitator for the company. *"I'm glad we were able to do our part in helping the Katrina victims."*

The company continues to apply the techniques learned and to date has documented over $2,000,000 in improvements. *"The training they received put the company at a distinct advantage over the competition. The company is using the training as a sales tool and proudly shows sales and marketing executives exactly how the training is applied on the plant floor."*

– Preformed Line Products
John Ziebarth, Plant Manager

Services for Businesses

North Carolina JobLink Career Center

Career Planning, Training & Placement Services

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

JobLink Career Centers

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

There are 100 chartered JobLink Career Centers strategically located across the state. Additionally, Youth Centers are opening at various locations across North Carolina. Some JobLink Career Centers are co-located with other service providers; some are independently located; some are staffed by agency staff; some are staffed by agency staff and private contractors; some are urban; some are rural; all are focused on delivering customer success. Each is overseen by a local WDB.

Rapid Response Teams

Rapid Response Team Mobilizes to Help Transition Workers into a Global Economy Research Triangle Region

When Collins & Aikman announced in April 2006 that it would close its 545-employee automotive fabrics plant in Roxboro in August, state and regional workforce officials and local economic developers swung into action to help the company's soon-to-be displaced workers find new jobs in the region.

Within 48 hours of receiving notice from the company, the Governor's Rapid Response Team, a unit of the N.C. Department of Commerce's Division of Employment and Training, was coordinating the response with Kerr-Tar Region Workforce Development and Person County Economic Development Commission. The team began working with Collins & Aikman officials, workers and a regional network to identify the needs of affected workers and began planning how to help them shift to jobs in growing companies elsewhere.

"These plant closings pose formidable challenges as our region and state continue a shift from an 'Old Economy' to a 'New Economy' due to globalization and related factors," said Tom White, director of the Division of Employment and Training.

"Our number one priority is to help workers displaced by these closings and downsizing find new jobs in growing industries as quickly and easily as possible," White said. *"We're very fortunate in this region to have such a robust and diverse economy, with growing companies that employ a wide range of workers and skill types coupled with a tight network of public and private organizations that work well together in this type of effort."*

Workforce teams offer displaced workers a wide range of services provided by the federal Workforce Investment Act offered through JobLink Career Centers located throughout the region. JobLink Career Centers located at Piedmont Community College in Yanceyville and the Employment Security Commission in Roxboro are particularly involved in this initiative.

Affected workers may apply for services at JobLink Career Centers located closest to their home or the county in which the dislocation occurs. A complete list of JobLink centers can be found at www.ncjoblink.com/centers/.

An online Dislocated Worker Transitional Tool Kit (www.dwtoolkit.com) pulls resources together in one location and includes steps that affected workers may want to consider prior to and after they have become dislocated.[2]

2. Research Triangle- http://www.researchtriangle.org/news%20and%20events/NewsReleases_detail.php?recordID=1106 May 9, 2006.

Statewide Service Delivery

Career Readiness Certification

North Carolina's Career Readiness Certificate initiative was implemented in 19 pilot sites. The successful implementation was accomplished through a partnership with the JobLink Centers and support from the following agencies: North Carolina Employment Security Commission, North Carolina Department of Commerce, Division of Employment and Training, North Carolina Commission on Workforce Development, Division of Vocational Rehabilitation, North Carolina Community Colleges, and North Carolina Workforce Boards.

The North Carolina Career Readiness Certificate (CRC) is a portable credential that promotes career development and skill attainment for the individual, and confirms to employers that an individual possesses basic workplace skills in reading, applied math, and locating information skills that most jobs require. The resulting database provides an up-to-the minute snapshot of North Carolina's skilled workforce and is searchable by many different parameters including geographical location and skill level. There are currently over 1400 certificate holders in the database. 10 additional sites will be added to the CRC Initiative in 2007. For more information visit: www.crcnc.org

Hispanic/Latino Initiative

Four eastern counties (Johnston, Brunswick, Duplin and Wayne) collaborated to improve services to the local Hispanic/Latino community. State funds were provided to support a variety of initiatives including the creation of a mobile computer lab built from a surplus bus provided by a local public school.

The mobile unit is used to provide basic job seeking skills in Hispanic/Latino communities and to promote JobLink services at local festivals and fairs. Local Hispanic/Latino community leaders named the lack of access to services as one of the main barriers to employment.

Workforce Development Training Center (WDTC)

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

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

Staff development training is offered through a combination of core workshops conducted regionally during the calendar year, customized events requested by system partners, and seminars in response to new and relevant topics that arise on the workforce development scene. The WDTC is also available to assist local staff with logistical planning of events, registration and data collection, and contracting for the services of professional trainers.

During this program year, nearly 2500 individuals attended sessions sponsored by the WDTC. Successful training events included core workshops such as “The 3M's of Case Management”, “Excellent Customer Service Skills”, and “Cultural Competence: Serving North Carolina's Latino Community”. In addition, the WDTC supported special projects such as those providing assistance to Hurricane Katrina survivors and staff serving areas affected by Base Realignment and Closure (BRAC).

The WDTC also plans and hosts the annual North Carolina Workforce Development Partnership Conference. This conference is the premier event of the year for the state's workforce development system, offering opportunities to attend workshops presented by professional trainers and peer training by many of the local staff from around the state. The 2005 conference, “Creating the North Carolina Advantage”, had over 1000 attendees that included frontline staff of JobLinks, Workforce Board Directors and staff, private sector business representatives, and staff and management of partner agencies and non-profit organizations. The highlight of the conference is the Governor's Awards Banquet, where individuals are recognized for their success in workforce development programs and businesses are awarded for contributions to the community and workforce development.

NC WORKFORCE DEVELOPMENT Training Center

Statewide Service Delivery

Project HEALTH - Helping Employers and Labor Transition to Healthcare

In January 2004, the U.S. Department of Labor and the North Carolina Department of Commerce awarded North Carolina a $1.6 million grant from President Bush's High Growth Job Training Initiative. This grant, called Project HEALTH is a partnership between various educational, employment, and healthcare agencies which will address North Carolina's critical shortage of registered nurses and direct care workers in hospitals and long term care facilities/agencies, as well as address the shortage of nursing educators. The key stakeholders are the North Carolina Community College System, North Carolina Hospital Association, North Carolina Area Health Education Centers, North Carolina Division of Facility Services, and the North Carolina Commission on Workforce Development.

The program has been successful. To date, 1,487 individuals have inquired about Project HEALTH. After 2 ½ years, 436 students have enrolled in healthcare career exploration classes 327 of whom enrolled in further training. A total of 185 students have obtained employment and of those, 148 of them in related healthcare occupations. Three community colleges Bladen Community College in Dublin, Mitchell Community College in Statesville and Lenoir Community College in Kinston served as demonstration sites and developed customized training programs targeted to dislocated workers.

"The North Carolina Community College System has been more than generous to me in my educational endeavors, asking only that I repay the loan in service. I cannot think of a better way to spend the remainder of my career as a nurse; turning out good nurses into the community. This is a program that should definitely be continued in the future. It is money well spent."

–Vickie Lester

Project HEALTH funded educational fellowships to 22 registered nurses who enrolled in Master's Degree nursing programs. Each fellowship came with the commitment to teach at a local community college for a designated period of time. To date, 18 students have graduated, with two projected to graduate in December 2006, and the remaining two to graduate in August 2007.

Workforce Development Program sponsor 18 nursing graduates Spring 2006- Gaston County Local Area

Area residents in Gaston County now have access to a new pool of nurses to assist them in care at local hospitals. Gaston Local Workforce Development programs are having tremendous success meeting the need for nurses in the local area. Eighteen (18) nurses graduated from nursing programs at Gaston College, Mercy Hospital School of Nursing, and Gardner Webb University School of Nursing. All 18 nurses were sponsored by the Workforce Development Programs and graduated in the spring of 2006.

Students in Workforce Development programs are eligible to receive tuition assistance, books and supplies, travel reimbursement, uniforms and supplies specific to the program they are training for. All of Gaston's 18 spring nursing graduates were employed within a week of graduation. *"We are doing our best to provide dislocated workers in our area with the training they desire while helping local healthcare businesses and hospitals with extremely well qualified applicants for immediate employment. We are also working to be sure that unemployed and under-employed participants in our programs not only get a minimum of training skills, but are able to advance to a wage needed to support their families. An example of this is the many certified nursing assistant participants that choose to continue training while working in the area with a goal of completing a program in Licensed Practical Nursing or a two year Registered Nurse program,"* said Julie Armstrong, Gaston Local Area WDB Director.

Nursing Graduates from the Workforce Development Programs in Gaston County.

Statewide Service Delivery

New Opportunities for Workers

The New Opportunities for Workers (NOW) program is designed to assist dislocated workers in becoming entrepreneurs. NOW is a collaborative effort of the NC Commission on Workforce Development, the Division of Employment and Training, the NC Small Business Center Network and NC REAL Enterprises developed a program of training and encouragement for dislocated workers who dream of starting and running a business.

NOW was piloted in 2004 at 13 community colleges. During PY2005, it was expanded to 22 community colleges, serving 43 counties. Program sponsors indicate that 72 dislocated workers have started a new business this past year. The businesses range from electrical contracting and HVAC repair to baking, child care, website development, construction, hair braiding, a parcel shipping franchise and auto repair. Another 39 NOW participants are already operated businesses, mostly on a part-time basis, and had sought help making those operations more profitable.

More Initiatives Across The State

National Customer Service Week

Mid-Carolina Local Workforce Investment Area

Mid-Carolina JobLink Career Center staff and Workforce Investment Act service providers observed National Customer Service Week during the first week of October 2006. This week was a time to boost morale, motivation, and teamwork. Raising awareness of the importance of customer service and informing customers of Mid-Carolina Local Workforce Investment Area's commitment to customer satisfaction was also very important during this week. The celebration consisted of a variety of fun activities, games, contests and other expressions of appreciation for customers, partners, and staff in the four-county workforce areas.

Customer Service Week promotional activities included: announcements in local newspapers, live remote broadcast by a local radio station, and free hot dogs and drinks for customers. City officials and representatives from the Chamber of Commerce were present to help kickoff the celebration.

Focus on customer service will continue as local area staff maintain interactive training to Mid-Carolina JobLink Career Center partners and staff in other local workforce development areas throughout the state.

Outstanding Employer of the Year

Northeastern Workforce Investment Consortium

In April 2006, Nottoway Properties was recognized as the Northeastern Workforce Investment Consortium's Outstanding Employer of the Year. Nottoway Properties has not only promoted workforce development within the Local Area, but as appropriate, has also sought workforce development in the Pee Dee Workforce Consortium since the business is located there. Northeastern Workforce Investment Consortium's goal is to have Nottoway Properties serve on the Youth Council and the Workforce Development Board, because of its continuous efforts in building a partnership with the Northeastern Workforce Development Board by hiring WIA participants and utilizing on-the-job (OJT) training contracts.

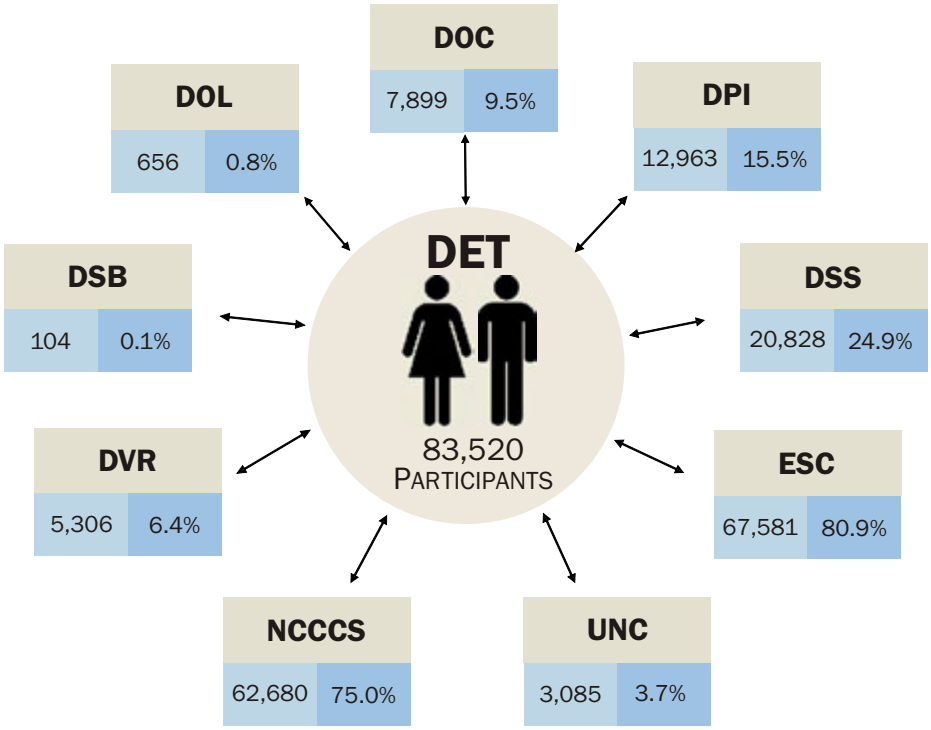
Having a particular interest in youth, Nottoway Properties has improved workforce development opportunities by providing full-time employment to youth program participants at a livable wage. They have also offered no cost on-the-job training to program participants prior to graduation. This OJT included job shadowing during the day and mentoring by supervisors and workers in the evenings when needed. So far, five participants have obtained full-time employment earning $10/hour. Nottoway also encourages completion of education by allowing time off to complete tests or tutoring.

The Northeastern Workforce Investment Consortium greatly appreciates Nottoway Properties' contributions not only to youth of the Northeastern's Workforce Investment Consortium, but to youth of the Pee Dee Workforce Consortium as well, by serving as mentors, providing work experience and full-time employment.

Statewide Service Delivery

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

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



Participants Served by the Division of Employment and Training During the 5-year Time Period July 1, 2000 through June 30, 2005, by the Agencies and Number of Agencies Providing Services

Participants Served by Other Agencies

Agency		Participants	Percent
DOC	*Department of Correction*	*7,899*	*9.5%*
DOL	*Department of Labor*	*656*	*0.8%*
DPI	*Department of Public Instruction*	*12,963*	*15.5%*
DSB	*Division of Services for the Blind*	*104*	*0.1%*
DSS	*Division of Social Services*	*20,828*	*24.9%*
DVR	*Division of Vocational Rehabilitation*	*5,306*	*6.4%*
ESC	*Employment Security Commission*	*67,581*	*80.9%*
NCCCS	*North Carolina Community College System*	*62,680*	*75.0%*
UNC	*University of North Carolina*	*3,085*	*3.7%*

Number of Agencies Providing Service

Number of Agencies	Participants	Percent
DET Only	*3,991*	*4.8%*
DET + 1 other agency	*13,533*	*16.2%*
DET + 2 other agencies	*39,225*	*47.0%*
DET + 3 or more other agencies	*26,771*	*32.1%*
Total Unique Participants	***83,520***	***100.0%***

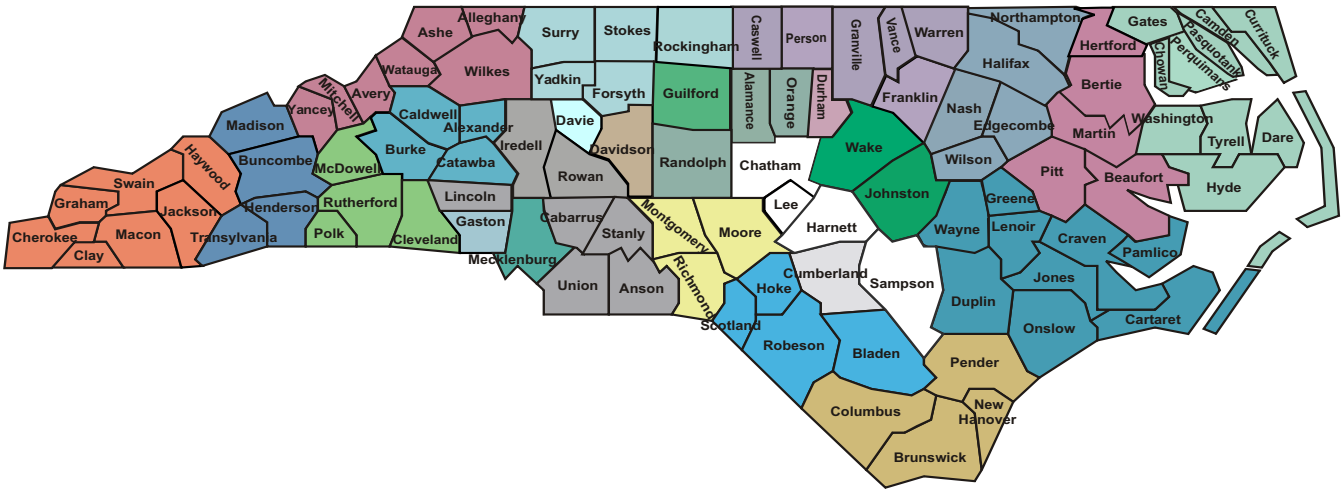
North Carolina Local Area Map

Workforce Development Boards

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

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

Using continuous quality improvement techniques, North Carolina's Local Areas administer WIA Adult, Dislocated Worker, and Youth funds. In addition to coordinating community 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.



- 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

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Table A
Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	**80.0%**	**81.9%**	**3,878.0**	**5,504.0**	**5,504.0**	**70.5%**
Employers	**78.0%**	**85.6%**	**253.0**	**348.0**	**348.0**	**72.0%**

TIME PERIODS USED FOR PERFORMANCE DATA:

TOTAL PARTICIPANTS	JUL 2005	JUN 2006
TOTAL EXITERS	APR 2005	MAR 2006
CUSTOMER SATISFACTION	JAN 2005	DEC 2005
ENTERED EMPLOYMENT RATE	OCT 2004	SEP 2005
RETENTION RATE	APR 2004	MAR 2005
EARNINGS CHANGE / EARNINGS REPLACEMENT	APR 2004	MAR 2005
CREDENTIAL RATE	OCT 2004	SEP 2005
DIPLOMA OR EQUIVALENT RATE	APR 2005	MAR 2006
SKILL ATTAINMENT RATE	APR 2004	MAR 2005

Table B
Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	80.0%	**78.7%**	2,260 / 2,873
Employment Retention Rate	84.0%	**83.7%**	2,602 / 3,107
Earnings Change in Six Months	$3,700.00	**$4,409.90**	13,189,975 / 2,991
Employment and Credential Rate	52.0%	**51.6%**	1,801 / 3,487

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	**74.6%**	393 / 527	**76.9%**	210 / 273	**76.8%**	139 / 181	**72.3%**	60 / 83
Employment Retention Rate	**81.5%**	488 / 599	**82.6%**	237 / 287	**76.1%**	124 / 163	**81.9%**	59 / 72
Earnings Change in Six Months	**$4,617.60**	2,664,371 / 577	**$4,827.90**	1,318,027 / 273	**$3,817.30**	584,051 / 153	**$3,298.90**	224,325 / 68
Employment and Credential Rate	**48.7%**	289 / 593	**52.0%**	154 / 296	**41.7%**	48 / 115	**45.2%**	38 / 84

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	78.9	1,930	77.5	330
		2,447		426
Employment Retention Rate	84.1	2,290	81.0	312
		2,722		385
Earnings Change in Six Months	4,459.8	11,689,189	4,056.2	1,500,786
		2,621		370

Table E
Dislocated Worker Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	89.0%	**85.1%**	3,420
			4,019
Employment Retention Rate	89.0%	**90.8%**	3,761
			4,140
Earnings Replacement in Six Months	$-200.00	**$545.10**	2,198,573
			4,033
Employment and Credential Rate	59.0%	**57.6%**	2,211
			3,836

Table F
Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	**83.7%**	440	**78.9%**	56	**71.5%**	226	**64.2%**	34
		526		71		316		53
Employment Retention Rate	**90.7%**	603	**87.0%**	47	**84.6%**	209	**92.3%**	48
		665		54		247		52
Average Earnings	**$655.30**	423,984	**$-271.30**	-14,381	**$-1,868.30**	-444,659	**$2,436.80**	121,841
		647		53		238		50
Employment And Credential Rate	**58.6%**	294	**55.4%**	36	**46.4%**	130	**42.1%**	16
		502		65		280		38

Table G
Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	**85.3%**	3,116	**82.8%**	304
		3,652		367
Employment Retention Rate	**91.0%**	3,344	**89.7%**	417
		3,675		465
Earnings Replacement Rate	**$430.30**	1,537,984	**$1,439.20**	660,589
		3,574		459

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

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	N/A	**62.9%**	1,458
			2,317
Attainment of Degree or Certificate	N/A	**40.8%**	711
			1,744
Literacy and Numeracy Gains	N/A	N/A	N/A
			N/A

Table H.2
Older Youth (19 – 21) Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	71.0%	**68.5%**	278
			406
Employment Retention Rate	84.0%	**83.9%**	296
			353
Six Months Earnings Increase	$3,164.00	**$3,537.30**	1,188,525
			336
Credential Rate	41.0%	**31.0%**	145
			467

Table I
Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	**74.0%**	71 96	**58.3%**	7 12	**66.7%**	22 33	**69.9%**	248 355
Employment Retention Rate	**88.5%**	77 87	**100.0%**	12 12	**81.5%**	22 27	**83.1%**	276 332
Six Months Earnings Increase	**$3,481.00**	288,921 83	**$4,760.80**	57,130 12	**$3,857.00**	104,138 27	**$3,403.60**	1,072,138 315
Credential Rate	**29.2%**	31 106	**35.7%**	5 14	**33.3%**	13 39	**29.1%**	120 412

Table J
Younger Youth (14 – 18) Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	68.0%	**73.2%**	3,471 4,745
Youth Diploma or Equivalent Rate	69.0%	**62.2%**	920 1,480
Retention Rate	71.0%	**66.9%**	970 1,449

Table K
Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment Rate	**73.0%**	770 1,055	**79.1%**	688 870	**72.5%**	1,715 2,367
Youth Diploma or Equivalent Rate	**56.8%**	162 285	**68.1%**	158 232	**51.2%**	376 734
Retention Rate	**67.1%**	241 359	**63.7%**	163 256	**65.5%**	506 773

Table L
Other Reported Information

Reported Information	12 Month Employment Retention Rate		12 Months Earnings Increase (Adults and Older Youth) or 12 Months Earnings Replacement (Dislocated Workers)		Placements in Non-traditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	**82.7%**	2,701 3,266	**$4,092.30**	12,792,484 3,126	**2.4%**	55 2,260	**$4,290.40**	9,413,107 2,194	**38.3%**	740 1,930
Dislocated Workers	**90.7%**	3,952 4,357	**$104.80**	53,648,526 51,186,133	**1.5%**	51 3,420	**$6,121.30**	20,555,284 3,358	**41.7%**	1,300 3,116
Older Youth	**77.3%**	259 335	**$3,249.40**	1,020,296 314	**1.1%**	[redacted]	**$2,564.60**	679,611 265		

Table M
Participation Levels

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	**23,795**	**11,195**
Total Adults (self-service only)	**0**	**0**
WIA Adults	**11,377**	**4,311**
WIA Dislocated Workers	**10,631**	**4,225**
Total Youth (14 – 21)	**8,145**	**2,880**
Younger Youth (14 – 18)	**6,533**	**2,354**
Older Youth (19 – 21)	**1,612**	**526**
Out-of-School Youth	**5,005**	**1,601**
In-School Youth	**3,140**	**1,279**

Table N
Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		**$27,322,955.00**
Local Dislocated Workers		**$24,316,670.00**
Local Youth		**$23,870,930.00**
Rapid Response (up to 25%) Sec.134 (a)(2)(A)		**$5,627,796.00**
Statewide Required Activities (up to 15%) Sec.134(a)(2)(B)		**$5,554,804.00**
Statewide Allowable Activities Sec.134(a)(3)	**Program Activity Description**	
	Capacity Building and Technical Assistance	**$2,439,249.00**
	Incumbent Worker	**$2,994,598.00**
	Pilot/Demonstration	**$1,772,960.00**
Total of All Federal Spending Listed Above		**$93,899,962.00**

Table O – Local Performance

Local Area Name			
Cape Fear Workforce Development Consortium	Total Participants Served	Adults	**519**
		Dislocated Workers	**166**
		Older Youth (19 - 21)	**97**
		Younger Youth (14 - 18)	**261**
ETA Assigned# 37120	Total Exiters	Adults	**71**
		Dislocated Workers	**36**
		Older Youth (19 - 21)	**10**
		Younger Youth (14 - 18)	**47**
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	81.0%	**81.9%**
	Employers	79.0%	**0.0%**
Entered Employment Rates	Adults	81.9%	**92.9%**
	Dislocated Workers	89.0%	**100.0%**
	Older Youth	71.0%	**57.1%**
Retention Rates	Adults	85.7%	**85.7%**
	Dislocated Workers	89.0%	**92.4%**
	Older Youth	85.6%	**90.0%**
	Younger Youth	71.0%	**64.7%**
Average Earnings *(Adults/DWs)* Six Months Earnings Increase*(Older Youth)*	Adults	$3,802.50	**$4,526.90**
	Dislocated Workers	$1,671.10	**$2,591.50**
	Older Youth	$3,164.00	**$5,158.20**
Credential/Diploma Rates	Adults	53.9%	**54.7%**
	Dislocated Workers	59.0%	**77.4%**
	Older Youth	41.0%	**44.4%**
	Younger Youth	69.0%	**76.0%**
Skill Attainment Rate	Younger Youth	70.2%	**91.0%**
Placement in Employment or Education	Youth	N/A	70.1%
Attainment of Degree or Certificate	Youth	N/A	29.8%

Overall Status of Local Performance	**Not Met**	**Met**	**Exceeded**
		X	

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

For PY05, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance

Local Area Name			
Capital Area Workforce Development Consortium	Total Participants Served	Adults	**358**
		Dislocated Workers	**701**
		Older Youth (19 - 21)	**134**
		Younger Youth (14 - 18)	**127**
ETA Assigned# 37215	Total Exiters	Adults	**98**
		Dislocated Workers	**245**
		Older Youth (19 - 21)	**27**
		Younger Youth (14 - 18)	**16**
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	81.0%	**77.4%**
	Employers	79.0%	**82.0%**
Entered Employment Rates	Adults	80.0%	**82.0%**
	Dislocated Workers	90.9%	**91.8%**
	Older Youth	73.5%	**75.0%**
Retention Rates	Adults	84.0%	**89.2%**
	Dislocated Workers	90.7%	**90.4%**
	Older Youth	85.6%	**100.0%**
	Younger Youth	73.0%	**82.9%**
Average Earnings *(Adults/DWs)* Six Months Earnings Increase*(Older Youth)*	Adults	$3,803.00	**$5,433.80**
	Dislocated Workers	$-1,187.10	**$-656.40**
	Older Youth	$3,164.00	**$2,978.60**
Credential/Diploma Rates	Adults	52.0%	**53.6%**
	Dislocated Workers	59.0%	**58.2%**
	Older Youth	43.3%	**46.7%**
	Younger Youth	70.9%	**70.0%**
Skill Attainment Rate	Younger Youth	70.2%	**76.6%**
Placement in Employment or Education	Youth	N/A	70.0%
Attainment of Degree or Certificate	Youth	N/A	62.5%

Overall Status of Local Performance	**Not Met**	**Met**	**Exceeded**
		X	

Capital Area Workforce Development Consortium
Post Office Box 550
300 South Salisbury
Raleigh, NC 27602
Counties: Johnston; Wake
Director: Regina Crooms
rmcrooms@co.wake.nc.us
http://web.co.wake.nc.us/capitalarea/

CAPITAL AREA
WORKFORCE DEVELOPMENT BOARD
...serving Wake and Johnston counties

For PY05, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance

Local Area Name			
Centralina Workforce Development Consortium	Total Participants Served	Adults	**884**
		Dislocated Workers	**1,056**
		Older Youth (19 - 21)	**58**
		Younger Youth (14 - 18)	**570**
ETA Assigned# 37225	Total Exiters	Adults	**18**
		Dislocated Workers	**45**
		Older Youth (19 - 21)	**2**
		Younger Youth (14 - 18)	**16**
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	81.0%	**72.4%**
	Employers	79.0%	**77.8%**
Entered Employment Rates	Adults	80.0%	**96.8%**
	Dislocated Workers	89.5%	**89.7%**
	Older Youth	71.0%	**0.0%**
Retention Rates	Adults	85.8%	**84.4%**
	Dislocated Workers	89.0%	**93.0%**
	Older Youth	85.6%	**50.0%**
	Younger Youth	71.0%	**90.0%**
Average Earnings *(Adults/DWs)* Six Months Earnings Increase*(Older Youth)*	Adults	$3,700.00	**$2,386.20**
	Dislocated Workers	$185.60	**$-145.80**
	Older Youth	$3,164.00	**$-956.70**
Credential/Diploma Rates	Adults	52.0%	**66.7%**
	Dislocated Workers	59.0%	**74.6%**
	Older Youth	41.0%	**100.0%**
	Younger Youth	69.0%	**50.0%**
Skill Attainment Rate	Younger Youth	68.0%	**33.9%**
Placement in Employment or Education	Youth	N/A	83.3%
Attainment of Degree or Certificate	Youth	N/A	71.4%
Overall Status of Local Performance		**Not Met**	**Met** / **Exceeded**
			X

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

For PY05, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance

Local Area Name			
Charlotte-Mecklenburg Workforce Development Consortium	Total Participants Served	Adults	**524**
		Dislocated Workers	**605**
		Older Youth (19 - 21)	**104**
		Younger Youth (14 - 18)	**540**
ETA Assigned# 37045	Total Exiters	Adults	**144**
		Dislocated Workers	**240**
		Older Youth (19 - 21)	**30**
		Younger Youth (14 - 18)	**259**
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	81.0%	**69.2%**
	Employers	79.0%	**85.2%**
Entered Employment Rates	Adults	80.0%	**73.3%**
	Dislocated Workers	89.0%	**89.3%**
	Older Youth	71.0%	**64.7%**
Retention Rates	Adults	84.0%	**85.7%**
	Dislocated Workers	89.0%	**85.7%**
	Older Youth	85.6%	**50.0%**
	Younger Youth	71.0%	**63.0%**
Average Earnings *(Adults/DWs)* Six Months Earnings Increase*(Older Youth)*	Adults	$3,700.00	**$3,465.40**
	Dislocated Workers	$-2,061.60	**$-2,267.00**
	Older Youth	$3,261.00	**$4,882.80**
Credential/Diploma Rates	Adults	54.0%	**61.0%**
	Dislocated Workers	60.7%	**70.8%**
	Older Youth	41.0%	**5.9%**
	Younger Youth	69.0%	**38.3%**
Skill Attainment Rate	Younger Youth	70.2%	**82.9%**
Placement in Employment or Education	Youth	N/A	53.8%
Attainment of Degree or Certificate	Youth	N/A	27.6%

Overall Status of Local Performance	**Not Met**	**Met**	**Exceeded**
		X	

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

Charlotte-Mecklenburg Workforce Development Board

For PY05, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance

Local Area Name			
Cumberland County	Total Participants Served	Adults	**203**
		Dislocated Workers	**146**
		Older Youth (19 - 21)	**51**
		Younger Youth (14 - 18)	**146**
ETA Assigned# 37015	Total Exiters	Adults	**80**
		Dislocated Workers	**75**
		Older Youth (19 - 21)	**13**
		Younger Youth (14 - 18)	**50**
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	81.0%	**80.2%**
	Employers	79.0%	**75.3%**
Entered Employment Rates	Adults	80.0%	**63.8%**
	Dislocated Workers	89.0%	**89.2%**
	Older Youth	71.0%	**66.7%**
Retention Rates	Adults	84.0%	**81.5%**
	Dislocated Workers	90.7%	**87.7%**
	Older Youth	85.6%	**41.7%**
	Younger Youth	73.0%	**72.2%**
Average Earnings *(Adults/DWs)* Six Months Earnings Increase*(Older Youth)*	Adults	$3,803.00	**$5,042.10**
	Dislocated Workers	$968.00	**$1,331.50**
	Older Youth	$3,253.90	**$2,952.10**
Credential/Diploma Rates	Adults	52.0%	**38.9%**
	Dislocated Workers	59.0%	**43.1%**
	Older Youth	41.0%	**20.0%**
	Younger Youth	70.9%	**85.7%**
Skill Attainment Rate	Younger Youth	68.0%	**64.6%**
Placement in Employment or Education	Youth	N/A	52.3%
Attainment of Degree or Certificate	Youth	N/A	18.2%

Overall Status of Local Performance	**Not Met**	**Met**	**Exceeded**
		X	

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

For PY05, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance

Local Area Name			
Davidson County Local Area	Total Participants Served	Adults	**153**
		Dislocated Workers	**124**
		Older Youth (19 - 21)	**34**
		Younger Youth (14 - 18)	**183**
ETA Assigned# 37020	Total Exiters	Adults	**64**
		Dislocated Workers	**75**
		Older Youth (19 - 21)	**9**
		Younger Youth (14 - 18)	**77**
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	81.0%	**88.9%**
	Employers	79.0%	**85.2%**
Entered Employment Rates	Adults	80.0%	**84.8%**
	Dislocated Workers	90.3%	**88.2%**
	Older Youth	73.5%	**50.0%**
Retention Rates	Adults	84.0%	**83.3%**
	Dislocated Workers	90.6%	**96.4%**
	Older Youth	84.0%	**100.0%**
	Younger Youth	71.0%	**57.9%**
Average Earnings *(Adults/DWs)* Six Months Earnings Increase*(Older Youth)*	Adults	$3,700.00	**$3,825.60**
	Dislocated Workers	$-68.60	**$65.50**
	Older Youth	$3,164.00	**$1,812.80**
Credential/Diploma Rates	Adults	54.0%	**71.6%**
	Dislocated Workers	60.7%	**73.3%**
	Older Youth	41.0%	**50.0%**
	Younger Youth	69.0%	**38.1%**
Skill Attainment Rate	Younger Youth	70.2%	**69.4%**
Placement in Employment or Education	Youth	N/A	15.4%
Attainment of Degree or Certificate	Youth	N/A	13.6%

Overall Status of Local Performance	**Not Met**	**Met**	**Exceeded**
		X	

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

For PY05, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance

Local Area Name			
Durham Local Area	Total Participants Served	Adults	**424**
		Dislocated Workers	**287**
		Older Youth (19 - 21)	**26**
		Younger Youth (14 - 18)	**91**
ETA Assigned# 37140	Total Exiters	Adults	**212**
		Dislocated Workers	**105**
		Older Youth (19 - 21)	**6**
		Younger Youth (14 - 18)	**27**
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	81.0%	**73.4%**
	Employers	79.0%	**86.4%**
Entered Employment Rates	Adults	80.0%	**77.3%**
	Dislocated Workers	89.0%	**79.4%**
	Older Youth	71.0%	**46.2%**
Retention Rates	Adults	84.0%	**84.9%**
	Dislocated Workers	89.0%	**90.5%**
	Older Youth	84.0%	**80.0%**
	Younger Youth	73.0%	**67.5%**
Average Earnings *(Adults/DWs)* Six Months Earnings Increase*(Older Youth)*	Adults	$3,700.00	**$4,186.00**
	Dislocated Workers	$616.30	**$672.20**
	Older Youth	$3,164.00	**$3,055.90**
Credential/Diploma Rates	Adults	52.0%	**46.5%**
	Dislocated Workers	59.0%	**46.6%**
	Older Youth	41.0%	**15.4%**
	Younger Youth	69.0%	**26.1%**
Skill Attainment Rate	Younger Youth	70.2%	**48.9%**
Placement in Employment or Education	Youth	N/A	39.6%
Attainment of Degree or Certificate	Youth	N/A	7.1%

Overall Status of Local Performance	**Not Met**	**Met**	**Exceeded**
		X	

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

DURHAM WORKFORCE DEVELOPMENT BOARD

For PY05, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance

Local Area Name			
Eastern Carolina Workforce Development Board, Inc	Total Participants Served	Adults	**922**
		Dislocated Workers	**688**
		Older Youth (19 - 21)	**135**
		Younger Youth (14 - 18)	**511**
ETA Assigned# 37125	Total Exiters	Adults	**292**
		Dislocated Workers	**263**
		Older Youth (19 - 21)	**62**
		Younger Youth (14 - 18)	**229**
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	81.0%	**82.2%**
	Employers	79.0%	**90.7%**
Entered Employment Rates	Adults	80.5%	**77.9%**
	Dislocated Workers	90.9%	**88.8%**
	Older Youth	71.0%	**75.0%**
Retention Rates	Adults	85.8%	**83.8%**
	Dislocated Workers	90.7%	**91.2%**
	Older Youth	84.0%	**86.7%**
	Younger Youth	71.0%	**66.7%**
Average Earnings *(Adults/DWs)* Six Months Earnings Increase*(Older Youth)*	Adults	$3,803.00	**$5,443.90**
	Dislocated Workers	$352.00	**$573.30**
	Older Youth	$3,164.00	**$2,896.00**
Credential/Diploma Rates	Adults	54.0%	**50.4%**
	Dislocated Workers	59.0%	**64.1%**
	Older Youth	41.0%	**39.6%**
	Younger Youth	69.0%	**64.7%**
Skill Attainment Rate	Younger Youth	69.3%	**82.3%**
Placement in Employment or Education	Youth	N/A	56.3%
Attainment of Degree or Certificate	Youth	N/A	35.5%
Overall Status of Local Performance		**Not Met**	**Met** / **Exceeded**
			X

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

Eastern Carolina
WORKFORCE DEVELOPMENT BOARD, INC.

For PY05, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance

Local Area Name			
Gaston County Local Area	Total Participants Served	Adults	**471**
		Dislocated Workers	**1,043**
		Older Youth (19 - 21)	**27**
		Younger Youth (14 - 18)	**316**
ETA Assigned# 37035	Total Exiters	Adults	**166**
		Dislocated Workers	**396**
		Older Youth (19 - 21)	**6**
		Younger Youth (14 - 18)	**54**
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	81.0%	**75.0%**
	Employers	79.0%	**0.0%**
Entered Employment Rates	Adults	80.0%	**92.6%**
	Dislocated Workers	90.9%	**90.8%**
	Older Youth	73.5%	**66.7%**
Retention Rates	Adults	85.4%	**83.6%**
	Dislocated Workers	90.7%	**93.3%**
	Older Youth	85.6%	**100.0%**
	Younger Youth	73.0%	**80.0%**
Average Earnings *(Adults/DWs)* Six Months Earnings Increase*(Older Youth)*	Adults	$3,700.00	**$4,933.90**
	Dislocated Workers	$3,463.70	**$3,968.00**
	Older Youth	$3,261.00	**$8,736.90**
Credential/Diploma Rates	Adults	54.0%	**65.5%**
	Dislocated Workers	59.0%	**69.7%**
	Older Youth	43.3%	**37.5%**
	Younger Youth	70.9%	**68.4%**
Skill Attainment Rate	Younger Youth	68.0%	**94.9%**
Placement in Employment or Education	Youth	N/A	67.2%
Attainment of Degree or Certificate	Youth	N/A	21.6%

Overall Status of Local Performance	**Not Met**	**Met**	**Exceeded**
		X	

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

GASTON
WORKFORCE DEVELOPMENT BOARD

For PY05, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance

Local Area Name			
Greensboro/High Point/Guilford County Workforce Development Consortium	Total Participants Served	Adults	**531**
		Dislocated Workers	**358**
		Older Youth (19 - 21)	**111**
		Younger Youth (14 - 18)	**157**
ETA Assigned# 37040	Total Exiters	Adults	**155**
		Dislocated Workers	**148**
		Older Youth (19 - 21)	**7**
		Younger Youth (14 - 18)	**36**
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	81.0%	**82.0%**
	Employers	79.0%	**88.9%**
Entered Employment Rates	Adults	81.9%	**79.7%**
	Dislocated Workers	90.9%	**83.7%**
	Older Youth	73.5%	**80.0%**
Retention Rates	Adults	84.0%	**86.9%**
	Dislocated Workers	90.7%	**92.9%**
	Older Youth	85.6%	**71.4%**
	Younger Youth	73.0%	**72.1%**
Average Earnings *(Adults/DWs)* Six Months Earnings Increase*(Older Youth)*	Adults	$3,700.00	**$3,975.10**
	Dislocated Workers	$2,570.90	**$3,357.10**
	Older Youth	$3,261.00	**$3,978.70**
Credential/Diploma Rates	Adults	54.0%	**51.0%**
	Dislocated Workers	59.0%	**53.2%**
	Older Youth	43.3%	**52.4%**
	Younger Youth	70.9%	**75.0%**
Skill Attainment Rate	Younger Youth	70.2%	**72.5%**
Placement in Employment or Education	Youth	N/A	78.8%
Attainment of Degree or Certificate	Youth	N/A	38.1%
Overall Status of Local Performance		**Not Met**	**Met** / **Exceeded**
			X

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

For PY05, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance

Local Area Name			
Kerr-Tar Interlocal Cooperative Consortium for Job Training	Total Participants Served	Adults	**186**
		Dislocated Workers	**367**
		Older Youth (19 - 21)	**71**
		Younger Youth (14 - 18)	**251**
ETA Assigned# 37195	Total Exiters	Adults	**113**
		Dislocated Workers	**205**
		Older Youth (19 - 21)	**38**
		Younger Youth (14 - 18)	**87**
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	81.0%	**84.6%**
	Employers	79.0%	**92.6%**
Entered Employment Rates	Adults	81.9%	**84.8%**
	Dislocated Workers	89.0%	**91.6%**
	Older Youth	73.5%	**92.9%**
Retention Rates	Adults	85.8%	**86.7%**
	Dislocated Workers	90.7%	**86.8%**
	Older Youth	85.6%	**100.0%**
	Younger Youth	73.0%	**76.2%**
Average Earnings *(Adults/DWs)* Six Months Earnings Increase*(Older Youth)*	Adults	$3,700.00	**$2,694.90**
	Dislocated Workers	$579.90	**$851.90**
	Older Youth	$3,261.00	**$5,475.40**
Credential/Diploma Rates	Adults	54.0%	**50.9%**
	Dislocated Workers	59.0%	**59.6%**
	Older Youth	43.3%	**35.3%**
	Younger Youth	70.9%	**88.7%**
Skill Attainment Rate	Younger Youth	68.0%	**92.7%**
Placement in Employment or Education	Youth	N/A	82.5%
Attainment of Degree or Certificate	Youth	N/A	65.4%

Overall Status of Local Performance	**Not Met**	**Met**	**Exceeded**
		X	

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

For PY05, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance

Local Area Name			
Lumber River Job Training Consortium	Total Participants Served	Adults	**747**
		Dislocated Workers	**270**
		Older Youth (19 - 21)	**97**
		Younger Youth (14 - 18)	**610**
ETA Assigned# 37115	Total Exiters	Adults	**513**
		Dislocated Workers	**137**
		Older Youth (19 - 21)	**59**
		Younger Youth (14 - 18)	**304**
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	81.0%	**83.8%**
	Employers	79.0%	**93.8%**
Entered Employment Rates	Adults	81.9%	**75.8%**
	Dislocated Workers	90.9%	**81.3%**
	Older Youth	73.5%	**57.1%**
Retention Rates	Adults	85.8%	**82.0%**
	Dislocated Workers	90.3%	**87.1%**
	Older Youth	85.6%	**83.8%**
	Younger Youth	73.0%	**70.3%**
Average Earnings *(Adults/DWs)* Six Months Earnings Increase*(Older Youth)*	Adults	$3,803.00	**$4,669.50**
	Dislocated Workers	$-580.20	**$-746.30**
	Older Youth	$3,261.00	**$4,180.20**
Credential/Diploma Rates	Adults	52.0%	**51.8%**
	Dislocated Workers	59.0%	**55.4%**
	Older Youth	43.3%	**21.1%**
	Younger Youth	70.9%	**65.8%**
Skill Attainment Rate	Younger Youth	68.0%	**64.4%**
Placement in Employment or Education	Youth	N/A	58.6%
Attainment of Degree or Certificate	Youth	N/A	48.8%

Overall Status of Local Performance	**Not Met**	**Met**	**Exceeded**
		X	

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

For PY05, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance

Local Area Name			
Mid-Carolina Local Workforce Investment Area	Total Participants Served	Adults	**317**
		Dislocated Workers	**256**
		Older Youth (19 - 21)	**25**
		Younger Youth (14 - 18)	**140**
ETA Assigned# 37220	Total Exiters	Adults	**230**
		Dislocated Workers	**167**
		Older Youth (19 - 21)	**12**
		Younger Youth (14 - 18)	**55**
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	81.0%	**85.0%**
	Employers	79.0%	**91.9%**
Entered Employment Rates	Adults	80.0%	**70.6%**
	Dislocated Workers	89.0%	**69.5%**
	Older Youth	71.0%	**80.0%**
Retention Rates	Adults	84.0%	**81.5%**
	Dislocated Workers	89.0%	**88.1%**
	Older Youth	84.0%	**76.5%**
	Younger Youth	73.0%	**57.6%**
Average Earnings *(Adults/DWs)* Six Months Earnings Increase*(Older Youth)*	Adults	$3,700.00	**$3,096.80**
	Dislocated Workers	$256.30	**$274.70**
	Older Youth	$3,261.00	**$3,214.00**
Credential/Diploma Rates	Adults	52.0%	**43.5%**
	Dislocated Workers	59.0%	**41.7%**
	Older Youth	43.3%	**11.1%**
	Younger Youth	69.0%	**67.5%**
Skill Attainment Rate	Younger Youth	70.2%	**72.0%**
Placement in Employment or Education	Youth	N/A	73.9%
Attainment of Degree or Certificate	Youth	N/A	53.8%

Overall Status of Local Performance	**Not Met**	**Met**	**Exceeded**
		X	

Mid-Carolina Local Workforce Investment Area
130 Gillespie Street
Fayetteville, NC 28302
Counties: Sampson; Lee; Chatham; Harnett
Director: Denise Day
deniseday@mccog.org
http://mccog.org/workforcedevelopment.html

Mid-Carolina
Workforce Development Board

For PY05, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance

Local Area Name			
Mountain Local Area	Total Participants Served	Adults	**194**
		Dislocated Workers	**403**
		Older Youth (19 - 21)	**17**
		Younger Youth (14 - 18)	**112**
ETA Assigned# 37190	Total Exiters	Adults	**119**
		Dislocated Workers	**160**
		Older Youth (19 - 21)	**4**
		Younger Youth (14 - 18)	**60**
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	81.0%	**83.6%**
	Employers	79.0%	**77.8%**
Entered Employment Rates	Adults	80.0%	**80.6%**
	Dislocated Workers	89.0%	**80.4%**
	Older Youth	71.0%	**60.0%**
Retention Rates	Adults	84.0%	**83.1%**
	Dislocated Workers	90.4%	**91.2%**
	Older Youth	84.0%	**100.0%**
	Younger Youth	71.0%	**65.7%**
Average Earnings *(Adults/DWs)* Six Months Earnings Increase*(Older Youth)*	Adults	$3,700.00	**$2,249.50**
	Dislocated Workers	$-3,949.70	**$-3,912.50**
	Older Youth	$3,261.00	**$467.20**
Credential/Diploma Rates	Adults	54.0%	**59.1%**
	Dislocated Workers	59.0%	**44.5%**
	Older Youth	41.0%	**40.0%**
	Younger Youth	70.9%	**88.2%**
Skill Attainment Rate	Younger Youth	70.2%	**78.9%**
Placement in Employment or Education	Youth	N/A	61.7%
Attainment of Degree or Certificate	Youth	N/A	48.3%

Overall Status of Local Performance	**Not Met**	**Met**	**Exceeded**
		X	

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

For PY05, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance

Local Area Name			
Northeastern Workforce Investment Consortium	Total Participants Served	Adults	**189**
		Dislocated Workers	**75**
		Older Youth (19 - 21)	**58**
		Younger Youth (14 - 18)	**204**
ETA Assigned# 37130	Total Exiters	Adults	**26**
		Dislocated Workers	**19**
		Older Youth (19 - 21)	**0**
		Younger Youth (14 - 18)	**9**
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	81.0%	**86.1%**
	Employers	79.0%	**67.9%**
Entered Employment Rates	Adults	80.0%	**73.9%**
	Dislocated Workers	89.0%	**65.5%**
	Older Youth	73.3%	**0.0%**
Retention Rates	Adults	85.8%	**85.3%**
	Dislocated Workers	90.7%	**84.2%**
	Older Youth	84.0%	**100.0%**
	Younger Youth	73.0%	**66.7%**
Average Earnings *(Adults/DWs)* Six Months Earnings Increase*(Older Youth)*	Adults	$3,803.00	**$6,492.60**
	Dislocated Workers	$445.40	**$-30.70**
	Older Youth	$3,164.00	**$1,292.70**
Credential/Diploma Rates	Adults	52.0%	**34.3%**
	Dislocated Workers	59.0%	**42.3%**
	Older Youth	43.3%	**0.0%**
	Younger Youth	70.9%	**0.0%**
Skill Attainment Rate	Younger Youth	70.2%	**77.4%**
Placement in Employment or Education	Youth	N/A	33.3%
Attainment of Degree or Certificate	Youth	N/A	**N/A**
Overall Status of Local Performance		**Not Met**	**Met** / **Exceeded**
			X

Northeastern Workforce Investment Consortium
512 South Church Street
P. O. Box 646
Hertford, NC 27944
Counties: Washington; Tyrrell; Perquimans; Pasquotank; Hyde; Gates; Dare; Currituck; Chowan
Director: Carter C. Dozier
ccdozier@ncjoblink.org

For PY05, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance

Local Area Name			
Northwest Piedmont Job Training Consortium Workforce Development Board	Total Participants Served	Adults	**859**
		Dislocated Workers	**879**
		Older Youth (19 - 21)	**80**
		Younger Youth (14 - 18)	**263**
ETA Assigned# 37235	Total Exiters	Adults	**211**
		Dislocated Workers	**378**
		Older Youth (19 - 21)	**23**
		Younger Youth (14 - 18)	**127**
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	81.0%	**77.3%**
	Employers	79.0%	**81.5%**
Entered Employment Rates	Adults	80.0%	**58.8%**
	Dislocated Workers	89.0%	**85.5%**
	Older Youth	71.0%	**61.1%**
Retention Rates	Adults	84.0%	**76.7%**
	Dislocated Workers	90.7%	**91.6%**
	Older Youth	85.6%	**93.3%**
	Younger Youth	71.0%	**67.4%**
Average Earnings *(Adults/DWs)* Six Months Earnings Increase*(Older Youth)*	Adults	$3,700.00	**$3,519.10**
	Dislocated Workers	$-1,057.70	**$-1,354.50**
	Older Youth	$3,261.00	**$4,047.40**
Credential/Diploma Rates	Adults	52.0%	**28.3%**
	Dislocated Workers	59.0%	**53.7%**
	Older Youth	41.0%	**38.1%**
	Younger Youth	69.0%	**60.7%**
Skill Attainment Rate	Younger Youth	70.2%	**82.1%**
Placement in Employment or Education	Youth	N/A	69.9%
Attainment of Degree or Certificate	Youth	N/A	53.0%

Overall Status of Local Performance	**Not Met**	**Met**	**Exceeded**
		X	

Northwest Piedmont Job Training Consortium Workforce Development Board
400 West Fourth Street
Winston-Salem, NC 27101
Counties: Rockingham; Yadkin; Surry; Stokes; Forsyth; Davie
Director: Theresa Reynolds
treynolds@nwpcog.org
http://www.nwpcog.dst.nc.us/

For PY05, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance

Local Area Name			
Pee Dee Region Workforce Consortium	Total Participants Served	Adults	**132**
		Dislocated Workers	**168**
		Older Youth (19 - 21)	**10**
		Younger Youth (14 - 18)	**73**
ETA Assigned# 37230	Total Exiters	Adults	**34**
		Dislocated Workers	**72**
		Older Youth (19 - 21)	**3**
		Younger Youth (14 - 18)	**15**
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	81.0%	**82.9%**
	Employers	79.0%	**90.7%**
Entered Employment Rates	Adults	81.9%	**82.5%**
	Dislocated Workers	90.9%	**92.9%**
	Older Youth	71.0%	**66.7%**
Retention Rates	Adults	85.8%	**86.0%**
	Dislocated Workers	90.7%	**94.5%**
	Older Youth	84.0%	**0.0%**
	Younger Youth	73.0%	**53.8%**
Average Earnings *(Adults/DWs)* Six Months Earnings Increase*(Older Youth)*	Adults	$3,700.00	**$3,964.50**
	Dislocated Workers	$319.20	**$630.50**
	Older Youth	$3,164.00	**$-261.00**
Credential/Diploma Rates	Adults	54.0%	**50.0%**
	Dislocated Workers	59.0%	**68.6%**
	Older Youth	41.0%	**50.0%**
	Younger Youth	70.9%	**80.0%**
Skill Attainment Rate	Younger Youth	70.2%	**84.4%**
Placement in Employment or Education	Youth	N/A	66.7%
Attainment of Degree or Certificate	Youth	N/A	41.2%

Overall Status of Local Performance	**Not Met**	**Met**	**Exceeded**
		X	

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

For PY05, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance

Local Area Name			
Region C Workforce Development Consortium	Total Participants Served	Adults	**509**
		Dislocated Workers	**898**
		Older Youth (19 - 21)	**40**
		Younger Youth (14 - 18)	**214**
ETA Assigned# 37075	Total Exiters	Adults	**311**
		Dislocated Workers	**429**
		Older Youth (19 - 21)	**15**
		Younger Youth (14 - 18)	**86**
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	81.0%	**83.2%**
	Employers	79.0%	**94.4%**
Entered Employment Rates	Adults	80.0%	**71.5%**
	Dislocated Workers	90.9%	**81.0%**
	Older Youth	71.0%	**76.9%**
Retention Rates	Adults	84.0%	**85.7%**
	Dislocated Workers	89.0%	**92.6%**
	Older Youth	85.6%	**92.9%**
	Younger Youth	73.0%	**60.0%**
Average Earnings *(Adults/DWs)* Six Months Earnings Increase*(Older Youth)*	Adults	$3,803.00	**$6,499.50**
	Dislocated Workers	$1,039.60	**$1,396.70**
	Older Youth	$3,164.00	**$2,140.50**
Credential/Diploma Rates	Adults	54.0%	**55.3%**
	Dislocated Workers	60.7%	**52.7%**
	Older Youth	43.3%	**35.3%**
	Younger Youth	70.9%	**79.7%**
Skill Attainment Rate	Younger Youth	70.2%	**62.9%**
Placement in Employment or Education	Youth	N/A	73.3%
Attainment of Degree or Certificate	Youth	N/A	55.1%

Overall Status of Local Performance	**Not Met**	**Met**	**Exceeded**
		X	

Region C Workforce Development Consortium
111 West Court Street
Rutherfordton, NC 28139
Counties: Rutherford; McDowell; Cleveland; Polk
Director: Bill Robertson
brobertson@regionc.org
Http://www.regionc.org

For PY05, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance

Local Area Name			
Region D Workforce Development Consortium	Total Participants Served	Adults	**522**
		Dislocated Workers	**499**
		Older Youth (19 - 21)	**60**
		Younger Youth (14 - 18)	**123**
ETA Assigned# 37080	Total Exiters	Adults	**267**
		Dislocated Workers	**253**
		Older Youth (19 - 21)	**28**
		Younger Youth (14 - 18)	**40**
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	81.0%	**83.0%**
	Employers	79.0%	**82.3%**
Entered Employment Rates	Adults	81.9%	**73.8%**
	Dislocated Workers	90.9%	**81.2%**
	Older Youth	73.5%	**58.3%**
Retention Rates	Adults	85.8%	**78.6%**
	Dislocated Workers	90.7%	**87.4%**
	Older Youth	84.0%	**87.5%**
	Younger Youth	71.0%	**69.8%**
Average Earnings *(Adults/DWs)* Six Months Earnings Increase*(Older Youth)*	Adults	$3,803.00	**$4,084.20**
	Dislocated Workers	$580.20	**$373.50**
	Older Youth	$3,164.00	**$3,432.60**
Credential/Diploma Rates	Adults	54.0%	**54.3%**
	Dislocated Workers	60.7%	**56.3%**
	Older Youth	41.0%	**26.7%**
	Younger Youth	69.0%	**70.0%**
Skill Attainment Rate	Younger Youth	69.1%	**69.6%**
Placement in Employment or Education	Youth	N/A	63.4%
Attainment of Degree or Certificate	Youth	N/A	38.1%
Overall Status of Local Performance		**Not Met**	**Met** / **Exceeded**
			X

Region D Workforce Development Consortium
Post Office Box 1820
719-A Greenway Road
Boone, NC 28607
Counties: Yancey; Mitchell; Avery; Ashe; Alleghany; Watauga; Wilkes
Director: Carole Coates
ccoates@regiond.org
http://www.regiond.org

HIGH COUNTRY JobLink WORKFORCE DEVELOPMENT BOARD

For PY05, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance

Local Area Name			
Turning Point Workforce Development Board	Total Participants Served	Adults	**935**
		Dislocated Workers	**426**
		Older Youth (19 - 21)	**56**
		Younger Youth (14 - 18)	**882**
ETA Assigned# 37105	Total Exiters	Adults	**527**
		Dislocated Workers	**194**
		Older Youth (19 - 21)	**24**
		Younger Youth (14 - 18)	**314**
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	81.0%	**84.9%**
	Employers	79.0%	**87.5%**
Entered Employment Rates	Adults	81.8%	**79.5%**
	Dislocated Workers	90.9%	**83.6%**
	Older Youth	71.0%	**62.5%**
Retention Rates	Adults	84.0%	**77.0%**
	Dislocated Workers	90.7%	**91.4%**
	Older Youth	84.0%	**83.3%**
	Younger Youth	71.0%	**52.1%**
Average Earnings *(Adults/DWs)* Six Months Earnings Increase*(Older Youth)*	Adults	$3,700.00	**$3,598.30**
	Dislocated Workers	$1,268.70	**$1,344.50**
	Older Youth	$3,164.00	**$2,786.60**
Credential/Diploma Rates	Adults	52.0%	**45.5%**
	Dislocated Workers	59.0%	**50.5%**
	Older Youth	41.0%	**18.8%**
	Younger Youth	69.0%	**57.8%**
Skill Attainment Rate	Younger Youth	68.0%	**66.3%**
Placement in Employment or Education	Youth	N/A	65.5%
Attainment of Degree or Certificate	Youth	N/A	47.8%
Overall Status of Local Performance		**Not Met**	**Met** / **Exceeded**
			X

Turning Point Workforce Development Board
1309 South Wesleyan Blvd
Rocky Mount, NC 27802
Counties: Wilson; Nash; Edgecombe;
Halifax; Northampton
Director: Pamela Whitaker
pwhitaker@turningpointwdb.org
http://www.ucpcog.org

For PY05, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance

Local Area Name			
Region Q Workforce Investment Consortium	Total Participants Served	Adults	**688**
		Dislocated Workers	**242**
		Older Youth (19 - 21)	**196**
		Younger Youth (14 - 18)	**291**
ETA Assigned# 37160	Total Exiters	Adults	**265**
		Dislocated Workers	**96**
		Older Youth (19 - 21)	**78**
		Younger Youth (14 - 18)	**147**
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	81.0%	**83.9%**
	Employers	79.0%	**87.3%**
Entered Employment Rates	Adults	81.9%	**89.6%**
	Dislocated Workers	90.9%	**94.2%**
	Older Youth	73.5%	**74.4%**
Retention Rates	Adults	85.8%	**89.1%**
	Dislocated Workers	90.7%	**92.0%**
	Older Youth	84.0%	**82.9%**
	Younger Youth	73.0%	**77.6%**
Average Earnings *(Adults/DWs)* Six Months Earnings Increase*(Older Youth)*	Adults	$3,803.00	**$5,531.10**
	Dislocated Workers	$309.90	**$857.80**
	Older Youth	$3,164.00	**$3,764.80**
Credential/Diploma Rates	Adults	54.0%	**49.8%**
	Dislocated Workers	60.7%	**67.3%**
	Older Youth	43.3%	**18.3%**
	Younger Youth	69.9%	**64.8%**
Skill Attainment Rate	Younger Youth	68.0%	**72.1%**
Placement in Employment or Education	Youth	N/A	73.8%
Attainment of Degree or Certificate	Youth	N/A	45.0%

Overall Status of Local Performance	**Not Met**	**Met**	**Exceeded**
		X	

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

Region Q
Workforce Development Board

For PY05, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance

Local Area Name			
Regional Partnership Consortium	Total Participants Served	Adults	**173**
		Dislocated Workers	**235**
		Older Youth (19 - 21)	**47**
		Younger Youth (14 - 18)	**68**
ETA Assigned# 37205	Total Exiters	Adults	**42**
		Dislocated Workers	**89**
		Older Youth (19 - 21)	**9**
		Younger Youth (14 - 18)	**17**
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	81.0%	**79.4%**
	Employers	79.0%	**92.6%**
Entered Employment Rates	Adults	80.0%	**77.8%**
	Dislocated Workers	89.0%	**92.7%**
	Older Youth	73.5%	**75.0%**
Retention Rates	Adults	85.8%	**97.9%**
	Dislocated Workers	90.7%	**93.7%**
	Older Youth	85.6%	**66.7%**
	Younger Youth	71.0%	**62.5%**
Average Earnings *(Adults/DWs)* Six Months Earnings Increase*(Older Youth)*	Adults	$3,803.00	**$5,732.30**
	Dislocated Workers	$1,474.70	**$2,046.50**
	Older Youth	$3,261.00	**$5,340.00**
Credential/Diploma Rates	Adults	52.0%	**55.8%**
	Dislocated Workers	60.7%	**68.4%**
	Older Youth	43.3%	**40.0%**
	Younger Youth	69.0%	**60.0%**
Skill Attainment Rate	Younger Youth	70.2%	**70.9%**
Placement in Employment or Education	Youth	N/A	78.3%
Attainment of Degree or Certificate	Youth	N/A	37.5%
Overall Status of Local Performance		**Not Met**	**Met** / **Exceeded**
			X

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

For PY05, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance

Local Area Name			
Southwestern Workforce Development Consortium	Total Participants Served	Adults	**336**
		Dislocated Workers	**177**
		Older Youth (19 - 21)	**55**
		Younger Youth (14 - 18)	**212**
ETA Assigned# 37065	Total Exiters	Adults	**192**
		Dislocated Workers	**48**
		Older Youth (19 - 21)	**55**
		Younger Youth (14 - 18)	**208**
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	81.0%	**85.1%**
	Employers	79.0%	**84.9%**
Entered Employment Rates	Adults	80.8%	**81.6%**
	Dislocated Workers	90.9%	**88.0%**
	Older Youth	73.5%	**65.8%**
Retention Rates	Adults	85.8%	**82.1%**
	Dislocated Workers	90.7%	**93.5%**
	Older Youth	85.6%	**96.0%**
	Younger Youth	73.0%	**76.1%**
Average Earnings *(Adults/DWs)* Six Months Earnings Increase*(Older Youth)*	Adults	$3,803.00	**$5,628.50**
	Dislocated Workers	$851.00	**$1,190.30**
	Older Youth	$3,223.30	**$5,235.90**
Credential/Diploma Rates	Adults	54.0%	**59.8%**
	Dislocated Workers	60.7%	**70.6%**
	Older Youth	43.3%	**61.0%**
	Younger Youth	70.9%	**67.3%**
Skill Attainment Rate	Younger Youth	70.2%	**80.7%**
Placement in Employment or Education	Youth	N/A	62.4%
Attainment of Degree or Certificate	Youth	N/A	38.3%

Overall Status of Local Performance	**Not Met**	**Met**	**Exceeded**
		X	

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

For PY05, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance

Local Area Name			
Western Piedmont Jobs Training Consortium	Total Participants Served	Adults	**599**
		Dislocated Workers	**525**
		Older Youth (19 - 21)	**23**
		Younger Youth (14 - 18)	**188**
ETA Assigned# 37210	Total Exiters	Adults	**157**
		Dislocated Workers	**214**
		Older Youth (19 - 21)	**6**
		Younger Youth (14 - 18)	**74**
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	81.0%	**87.3%**
	Employers	79.0%	**84.3%**
Entered Employment Rates	Adults	81.9%	**86.8%**
	Dislocated Workers	90.9%	**83.7%**
	Older Youth	73.5%	**50.0%**
Retention Rates	Adults	85.8%	**95.6%**
	Dislocated Workers	89.9%	**91.3%**
	Older Youth	84.0%	**100.0%**
	Younger Youth	71.0%	**63.4%**
Average Earnings *(Adults/DWs)* Six Months Earnings Increase*(Older Youth)*	Adults	$3,803.00	**$6,523.30**
	Dislocated Workers	$1,129.10	**$967.70**
	Older Youth	$3,164.00	**$538.20**
Credential/Diploma Rates	Adults	54.0%	**60.7%**
	Dislocated Workers	60.7%	**61.7%**
	Older Youth	41.0%	**66.7%**
	Younger Youth	69.0%	**45.7%**
Skill Attainment Rate	Younger Youth	70.2%	**56.9%**
Placement in Employment or Education	Youth	N/A	51.6%
Attainment of Degree or Certificate	Youth	N/A	35.1%

Overall Status of Local Performance	**Not Met**	**Met**	**Exceeded**
		X	

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

For PY05, if the Local Area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

History of the Workforce Investment Act in North Carolina

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

1993 - North Carolina established the Commission on Workforce Development. The Commission was charged with strengthening connections and improving coordination between workforce programs (Dislocated Worker, Adult, 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 USDOL One-Stop Implementation grant, the state funded an initiative to establish a statewide service delivery system to provide workforce development service at strategically located centers across the state. North Carolina named its one-stop system "JobLink Career Centers". Workforce Development Boards at the Local Area level, (formerly local, private-industry councils), became responsible for governance of the JobLink Career Centers.

1998 - The Workforce Investment Act was 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 data collection system that supports WIA, and the North Carolina State Training Accountability and Reporting System (NC STARS), an Internet-based, Eligible Training Provider (ETP) system. With almost $29 million in federal expenditures, WIA funds 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).

2001 - The United States experienced terrorist attacks that left thousands dead, hundreds wounded, and businesses blown apart. These attacks left the Nation in emotional turmoil. The economy entered a period of widespread layoffs, uncertainty, and financial turbulence. With an unemployment rate of 6th highest nationally, North Carolina WIA expenditures rose to $41.2 million as the state 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).

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

2003 - North Carolina again saw an increase in the number of WIA participants served. In the Dislocated Worker Program, 12,736 were served (3,647 exited); in the Adult Program, 9,871 were served (3,270 exited); and in the Youth Program, 8069 were served (2,232 exited). WIA expenditures rose to $72.4 million and the state's unemployment rate was 5.78% (July 03 / Jun 04).

2004 - North Carolina again saw an increase in the number of WIA participants served. In the Dislocated Worker Program, 10,631 were served (4,225 exited); in the Adult Program, 11,377 were served (4,311 exited); and in the Youth Program, 8,145 were served (2,880 exited). WIA expenditures rose to $93.9 million and the state's unemployment rate was 4.6% (June 06).

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

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

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

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

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