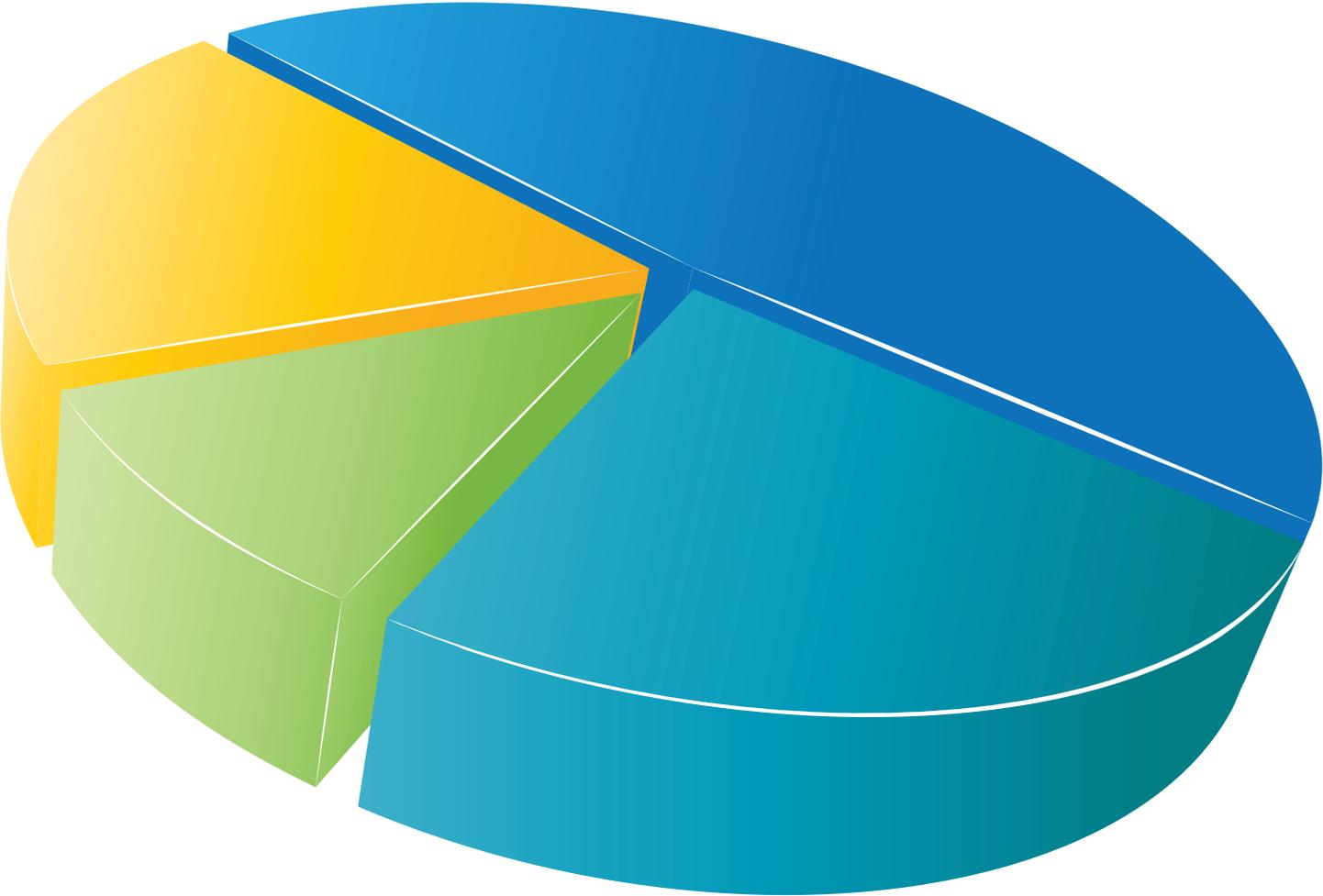


MEASURING THE PERFORMANCE OF NORTH CAROLINA'S WORKFORCE DEVELOPMENT SYSTEM: A First Look



**NORTH
CAROLINA**
DEPARTMENT OF COMMERCE
Division of Workforce Solutions



“Preparing North Carolina’s Workforce and Businesses
for the Global Economy”

This report is a product of the
North Carolina Commission on Workforce Development,
under the direction of the Evaluation and Performance Task Force,
chaired by J. Paul Combs.

Special thanks to:

The Policy and Governance Staff of the Division of Workforce
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both of the North Carolina Department of Commerce.

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Executive Summary

In 2013, North Carolina's workforce development programs received \$1.4 billion in federal, state, and local funding. Six state agencies and the N.C. Rural Economic Development Center used these funds to assist North Carolinians with obtaining and maintaining employment through workforce services, training programs, and education. The agencies and programs comprising North Carolina's workforce system serve businesses, adults, dislocated workers, and youth.

Session Law 2012-131 required the N.C. Commission on Workforce Development to develop, continuously improve, and report on system-wide performance measures to assess the effectiveness of the entire workforce development system. The commission responded by convening a task force of its members and an advisory group representing each of the State workforce agencies. After extensive stakeholder work, core measures were developed to provide a common framework to analyze the performance of the State's workforce development system. The working group identified five questions to begin to assess the performance of the system:

- How many individuals participated in the workforce development system?
- How many individuals continued to participate in the system after the base year?
- How many individuals were employed?
- What were the average wages of those employed?
- How many individuals continued their education in the public higher education system in North Carolina?

Staff from the Labor and Economic Analysis Division in the Department of Commerce analyzed data from the Common Follow-up System to answer the questions above. This analysis found:

- 1.6 million people benefited from the workforce development system in Fiscal Year 2009-10;
- 59% continued to participate one year later and 43% were participating two years later;
- over half of workforce development participants work during the same year they received workforce services;
- wages increased for both adults and youth after their initial year of participation; and
- two years after participation in the system, 27% of youth were enrolled in public higher education.

The information contained in this report provides the initial phase in the development of a performance metric system for North Carolina's Workforce Development System. The task force and advisory group will continue to meet to address questions related to:

- program specific measures,
- expected performance levels,
- levels of employer participation, and
- customer satisfaction.

The Program Evaluation Division of the General Assembly released a report in March 2012 on the performance of the State's workforce development system. This report identified a number of deficiencies within the system and provided recommendations to improve workforce services to North Carolina businesses and citizens. These recommendations led to the passage of the workforce reform legislation (Session Law 2012-131).

The Program Evaluation Division identified performance measurement as one area in need of improvement. The division found that each workforce program had its own performance measures (see Appendix A), however there were no statewide performance measures for the entire workforce development system. The division recommended that the N.C. Commission on Workforce Development develop performance measures and Session Law 2012-131 clarified the commission's role:

To develop and continuously improve performance measures to assess the effectiveness of workforce training and employment in the State. The Commission shall assess and report on the performance of workforce development programs administered by the Department of Commerce, the Department of Health and Human Services, the Community Colleges System Office, the Department of Administration, and the Department of Public Instruction in a manner that addresses at least all of the following:

- a. Actual performance and costs of State and local workforce development programs.
- b. Expected performance levels for State and local workforce development programs based on attainment of program goals and objectives.
- c. Program outcomes, levels of employer participation, and satisfaction with employment and training services.
- d. Information already tracked through the common follow-up information management system created pursuant to G.S. 96-32, such as demographics, program enrollment, and program completion.

The commission recognizes that North Carolina's public workforce development system is a key part of the State's economy. It is comprised of a variety of programs with a broad range of activities that serve a diverse group of people (see Appendix B for a description of programs). It includes a group of interactive and interdependent entities, programs, and services. Activities range from self-service activities online, to staff assisted services in a workforce office, to multi-year training programs at a public school or community college. In addition, programs serve people with varying levels of education, employment experience, and barriers. Individuals may participate in a single program or activity or may be eligible to receive services through a variety of programs and entities. The system exists to help businesses find qualified workers to meet their present and future workforce needs and to help individuals gain the skills and training they need to obtain and maintain employment.

Developing meaningful system-wide performance measures to determine the effectiveness of the system is no easy task. Nevertheless, the Commission on Workforce Development set out to accomplish this assignment by establishing a working group comprised of a task force of its members, and

an advisory group of State workforce agency representatives (Departments of Administration, Commerce, Health and Human Services, Labor, Public Instruction, and the N.C. Community College System Office). This group met to develop an initial set of performance measures as well as to determine next steps to improve them.

Methodology

To measure the performance of North Carolina's workforce development system the Commission on Workforce Development's performance measures working group (task force and advisory group members) determined the programs, measures, and time frame needed to analyze the performance of the workforce development system. The working group also discussed the limitations of the workforce development system data and how it would affect the results. Each of these areas is described below.

Programs

The first task of the performance measures working group was to identify which programs to include in the analysis. The working group established two criteria to determine the programs to include in the performance measures: meeting the workforce program definition and participating in the Common Follow-up System (CFS).

The workforce system was defined as:

The programs, systems, and networks primarily designed: to enable individuals to succeed in the workplace by providing skills development, training, or employment services; and to help businesses obtain a skilled workforce by providing employment services, training programs, or subsidized employment.¹

In addition to meeting the definition above, only programs reporting data to the N.C. Department of Commerce Common Follow-up System (CFS), administered by the Labor and Economic Analysis Division (LEAD), were included in the performance measures. CFS is a database containing information on:

- individuals that have participated in publically supported education, employment, and training programs in North Carolina;
- services received by each individual; and
- wages from employers covered by North Carolina's Unemployment Insurance Laws.

Staff from LEAD use CFS to match information from an individual's workforce development system participation with wage records to determine the employment status and wages of each individual. It is the only database currently available in North Carolina that collects workforce data from multiple agencies and can be used to determine the employment status of individuals participating in the workforce development system.

Based on the criteria of meeting the workforce definition and participation in CFS, five agencies and 15 programs were included in this report (see Exhibit 1).

¹ Source: Program Evaluation Division, *State and Local Improvements Needed for Workforce Development System Integration and Accountability*, Report Number 2012-04, March 28, 2012.

Exhibit 1 – Programs Included in the Performance Measures of the Workforce Development System

Agency	Workforce Program
Dept. Commerce	Wagner-Peyser Workforce Investment Act
Dept. of Labor	Apprenticeship
Dept. of Health and Human Services	Food and Nutrition Services, Employment and Training Services for the Blind, Employment and Training Work First, Employment and Training Vocational Rehabilitation, Employment and Training
Dept. of Public Instruction	Career and Technical Education
N.C. Community College System	Basic Skills BioNetwork Customized Training Human Resource Development Small Business Center Network Workforce Continuing Education Postsecondary Career, Technical, and Vocational Education

Notes: The Apprenticeship program moved to the Department of Commerce on January 1, 2014 from the Department of Labor. Food and Nutrition Services is also known as the Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps. WorkFirst is the name of North Carolina's Temporary Assistance to Needy Families (TANF).

Measures

Although North Carolina's workforce development programs offer a wide variety of services to a broad range of individuals, the overall goals were generally consistent: to help individuals obtain and/or maintain adequate employment through training, education, and/or support. As a result, the group determined the performance measures should report on:

- participation,
- skills obtained,
- employment, and
- average wages.

To best address the wide range of activities and the diversity of participants, the performance measures working group agreed to provide information on subsets of those served by age because employment and wage outcomes for youth participants would likely be different than for adult participants. Therefore participants were divided by:

- individuals aged 18 and younger, and
- individuals over age 18.

Participants were further defined by their participation in various workforce development activities. For this analysis there are three categories of activities:

- **Services** – activities ranging from staff assisted job search to support services to the use of the on-line labor exchange system

(e.g., job referral, assessment interviews, assistance with transportation costs, career counseling).

- **Training** – training programs that do not lead to the receipt of an Associate’s Degree, post-secondary certificate or diploma, high school diploma, or GED. These training programs range from 2-hour training classes offered at a workforce office to multi-year programs through a community college (e.g., on-the-job training, apprenticeships, cash register training).
- **Education** – educational programs that lead to the receipt of an Associate’s degree, post-secondary certificate or diploma, or high school diploma or equivalency (e.g., post-secondary Career, Technical and Vocational Education program at the community college, Career and Technical Education program in the Department of Public Instruction, basic skills program).

Time frame

Workforce development program outcomes are traditionally based on the performance of individual participants after they leave a program. However, since many of the State’s workforce development participants receive services from a variety of programs, transition from one type of service to another, work while enrolled in training, or return to the workforce development system, the working group agreed to use a cohort based approach and follow a cohort of the workforce development system participants across three years. The cohort was defined by their participation in a workforce development system program during a fiscal year (base year). Participation in workforce development services can span a variety of activities and time periods ranging from one job referral to ongoing enrollment in a community college curriculum program.

The length of participation varies with individuals participating in one year while others continue their participation across multiple years. In order to provide further information on the those individuals who continue to participate in the system and those no longer receiving services, the working group determined that information should be provided separately for those who stayed in the system as well as those who no longer participated. The cohort was tracked for two years after the base year to determine their employment and education status. Information is presented for two subsets of the cohort:

- individuals who continue to participate, and
- individuals after their participation has ended.

Once the programs, measures, cohort subset, and time frame were determined, LEAD staff analyzed the data from CFS and provided the results to the working group. This information is presented below in tables which are separated by subset based on age (adult and youth) and type of activity in which the individual participated (all activities, service, training, and education) in the base year. The following chart provides a guide to the eight performance measures tables found in this report (see Exhibit 2).

Exhibit 2 – Guide to Performance Tables

Table Number	Type of Activity	Age Group
1	All Activities	
2	Service	Adult
3	Training	
4	Education	
5	All Activities	
6	Service	Youth
7	Training	
8	Education	

Each table has the same format and page 18 provides a guide on how to read the information located in the tables.

Data Limitations

The new system-wide performance measures are limited by the data submitted to CFS by State workforce agencies. Because of the wide variety of types of activities, different data collection techniques used by each workforce program, lack of access to other data sets, and the restricted use of the data, there are limitations which are outlined below.

The data available from the N.C. Department of Public Instruction's, Career and Technical Education program is limited due to the Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) which is a federal law that protects the privacy of student education records. As a result of the school district's interpretation of the law 83% of the State's school districts reported social security numbers to CFS in Fiscal Year 2011-2012. The number of social security numbers submitted to CFS has steadily decreased over the last four years from a high of 92% in Fiscal Year 2008-2009.² The social security number is the only unique identifier available to track advancement into secondary education, publically supported workforce development services, or covered employment in North Carolina. Therefore, only records with social security numbers could be used in the analysis.

Also, only information from publically supported workforce development programs is included in CFS. Neither North Carolina's private colleges and universities nor out-of-state colleges and universities submit data to CFS. Therefore, the number of individuals matriculating into higher education outside of North Carolina's public higher education system cannot be determined.

² Although approximately 85% of school districts report social security numbers, the percentage of students from the Career and Technical Education program in the Department of Public Instruction in CFS is less than that because two of the largest school districts (Mecklenburg and Wake) no longer report social security numbers.

Further, CFS only includes employment and wage data for individuals who are employed with organizations covered under North Carolina Unemployment Insurance Laws.³ Individuals who participate in the workforce development system may obtain employment with organizations that are not covered; therefore their employment status cannot be determined. These include individuals:

- working in jobs that are not covered by North Carolina's Unemployment Insurance Laws (e.g., individuals working in other states and individuals working for the federal government, including VA hospitals and the military); and
- who are self-employed

In addition, wage and employment records submitted to CFS does not contain information on whether an individual is working full- or part-time.

CFS does not contain information on individuals who are no longer seeking work (e.g., retirees), individuals who left North Carolina, and individuals who have died.

While there are inherent data limitations, the working group is confident that the results reflect the overall performance of the state's workforce system. To further strengthen North Carolina's new workforce measures, the commission supports efforts to expand the scope of CFS or other multi-agency data gathering initiatives within the State.

Continuous Improvement Plan

Even as this report provides an initial set of measures, the working group continues to meet to strengthen the performance measures for the workforce development system to include:

- inclusion of additional workforce programs,
- improvements to CFS,
- access to additional data,
- development of program specific measures,
- identification of expected performance levels,
- reports on levels of employer participation, and
- analysis of customer satisfaction.

Inclusion of Additional Data

The North Carolina Department of Commerce is undertaking several initiatives to improve CFS, including the expansion of information currently contained in the system, as well as the inclusion of information from programs that do not currently provide information to CFS.

Currently, CFS does not contain information for several workforce development programs including:

- Trade Act program (Dept. of Commerce);
- Veteran's Employment and Training Service program (Dept. of Commerce);

³ A business or not-for-profit that met specific requirements for number of workers during a defined period of time based on the type of organization.

- Agricultural Employment Program (Dept. of Commerce);
- American Indian Workforce Development Program (Dept. of Administration);
- Community Service Block Grant (Dept. of Health and Human Services);
- Senior Community Service Employment Program (Dept. of Health and Human Services); and
- Long-Term Vocational Support Services (Dept. of Health and Human Services).

In addition to the expansion of information from the State's workforce development programs, the Department of Commerce is working to expand the employment and wage information available through CFS. This information includes out-of-state and federal employment and wage data from the Wage Record Interchange System 2 (WRIS 2) and the Federal Employment Data Exchange System (FEDES), respectively.

WRIS 2 system is a voluntary effort established through the U.S. Department of Labor's Employment and Training Administration that allows for sharing of unemployment insurance wage information across states. North Carolina has signed the data sharing agreement, completed the testing of the exchange of data from North Carolina's unemployment insurance wage information, and is scheduled to begin integration of out-of-state wage information into CFS. However, WRIS 2 is a voluntary effort and not all states are currently participating in the system. Presently, 34 states have signed the data sharing agreement but several are still working on the programming and testing of the unemployment insurance wage data exchange.

The FEDES system is funded through the U.S. Department of Labor and operated by the state of Maryland. FEDES allows for the matching of employment and wage information from federal sources. This data includes information from the U.S. Office of Personnel Management, U.S. Department of Defense, and the U.S. Postal Service. The N.C. Attorney General's Office worked with the N.C. Department of Commerce on the review and modification of the FEDES data sharing agreement. The Department of Commerce expects to have an executed agreement in place and to begin receiving data from FEDES in early 2014.

Improvements to CFS

In April 2013, the North Carolina Department of Commerce applied for and received a competitive grant from the U.S. Department of Labor's Employment and Training Administration through their Workforce Data Quality Initiative (WDQI). The grant covers a 3-year period ending June 2016. Grant funds will be used to carry out a system redesign and transform CFS into a fully operational comprehensive workforce longitudinal system. Specifically the WDQI grant funds will be used to:

- expand the workforce longitudinal data contained in CFS;
- improve the data quality and breadth of information contained in CFS;
- expand the capacity of CFS to match workforce and education data;

- design, develop, and implement analysis that will help policymakers and practitioners understand the performance of workforce and education programs; and
- develop a web-based reporting system for disseminating performance and reporting output.

Program Specific Measures

The performance measures working group will develop performance measures for each program in the workforce development system. These measures will report participation, employment, wages, and enrollment in public higher education for each workforce development system program. By using common metrics and applying them across a wide range of workforce programs, the performance measures will offer a comprehensive program-by-program look at North Carolina's workforce system.

Expected Performance Levels

The Commission on Workforce Development is currently developing a system-wide strategic plan for 2014-2016. As part of this effort, the commission will identify expected performance levels for State and local workforce development programs in conjunction with leadership from State workforce agencies. The commission will use the information presented in this report as baseline information. Recognizing the variety of workforce programs serving complex populations with various goals and measures, the commission will explore ways of using CFS to report on the performance of the workforce system.

Levels of Employer Participation

Businesses are a vital partner in the workforce development system, however programs that provide assistance to businesses do not currently submit data regarding these services to CFS. Due to the lack of systematic data on employer participation from all programs and the potential cost for creating a new database with this information, the working group determined a first step to capture this information is to hold regional focus groups. These focus groups will not only help determine participation rates but also identify levels of satisfaction and discover areas of needed improvement.

Customer Satisfaction

Currently, there is no common portal used by all State workforce development programs. Programs use separate registration systems to enroll individuals and track their services. As a result, there is no state-wide database containing contact information for every workforce development participant. However, most workforce programs collect contact information and several already survey their customers to determine customer satisfaction. The working group will identify a set of questions that each program can use to survey their participants. These results will then be compiled to produce program specific and system-wide customer satisfaction levels.

This report provides the first system-wide analysis of North Carolina's workforce development system. The performance measures working group expects to improve upon the metrics to further strengthen accountability and efficiency statewide.

Performance Analysis

To understand better the performance of the workforce development system, this report tracks a cohort of individuals, both adults and youth, who participated in the system in Fiscal Year 2009-10 (base year). The performance measures working group identified five key questions to help assess the performance of the workforce system:

- How many individuals participated in the workforce development system?
- How many individuals continued to participate in the system after the base year?
- How many individuals were employed?
- What were the wages of those employed?
- How many individuals continued their education in the public higher education system in North Carolina?

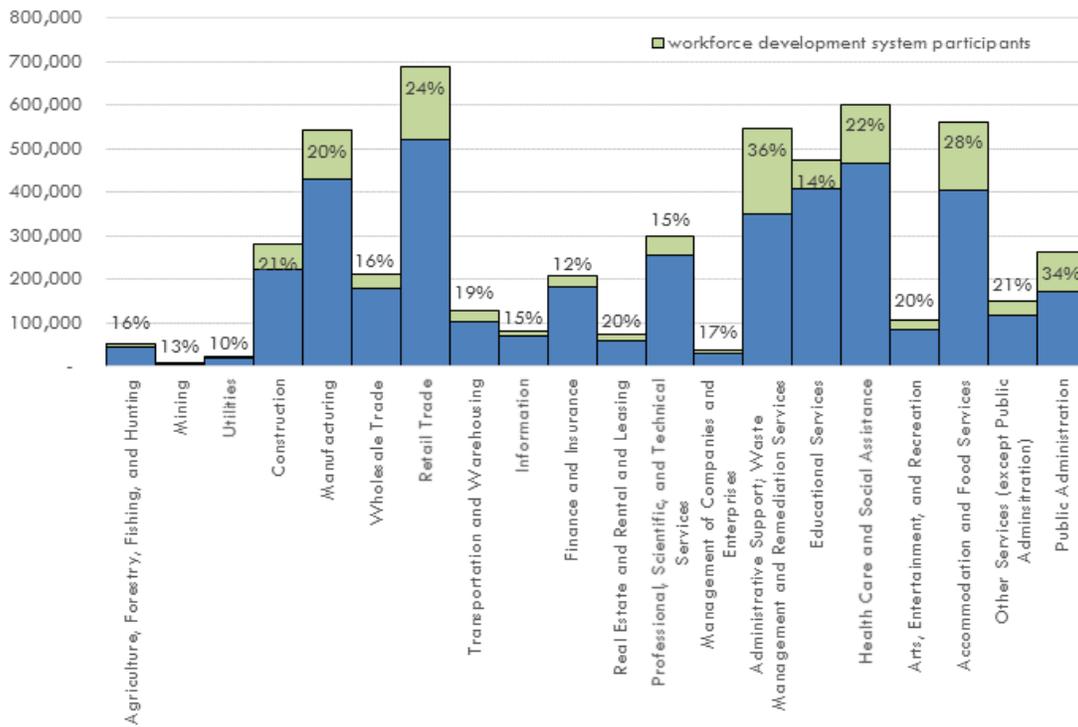
An overview is provided below and data tables with detailed information on each subset follow.

How many individuals participated in the workforce development system?

North Carolina's workforce development system served 1.6 million individuals in Fiscal Year 2009-10.⁴ Participants of the system were employed in every sector of North Carolina's economy and accounted for 20% of all individuals working in jobs covered by the State's unemployment insurance laws in Fiscal Year 2010-11 (see Exhibit 3).

⁴ Using the performance measures working group definition of workforce development programs.

Exhibit 3 – Workforce Development System Participants Represent 20% of the Workforce, FY 2010-11



Individuals participated in workforce development programs in five State agencies (see Exhibit 4). Some workforce development participants received only one service from one program, while others may have received multiple services from several agencies. Dual enrollment in a variety of programs often ensures the individual is benefitting from the different types of activities. For example, an individual may go to a local workforce office of the Department of Commerce (formerly known as JobLink) for career counseling and help searching for employment, while attending a training program through the community college.

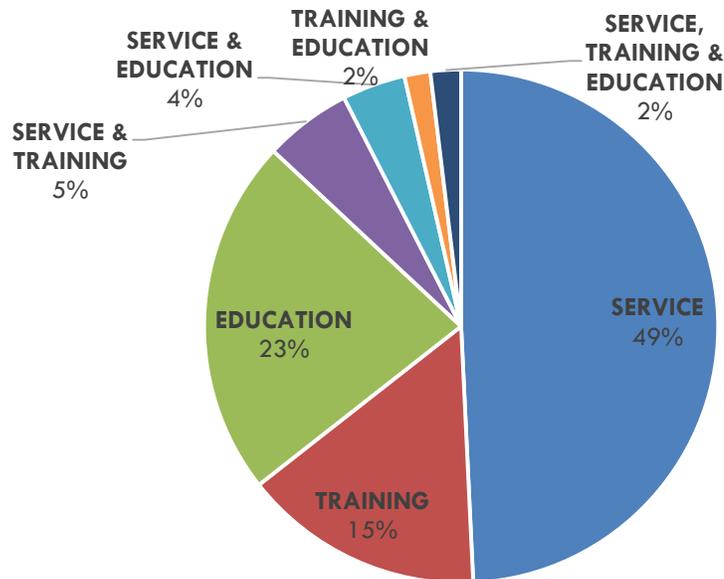
Exhibit 4 – Number of Participants by State Agency, FY 2009-10

Agency	Number Served	Percentage of Cohort
Dept. of Commerce	804,082	50%
Community College System	610,034	38%
Dept. of Health and Human Services	289,287	18%
Dept. of Public Instruction	192,711	12%
Dept. of Labor	8,353	0.5%

Note: Percentage of cohort does not add up to 100% because individuals may have participated in programs in multiple agencies.

The majority (87%) of individuals participated in one type of activity (49% only received services, 15% only participated in training programs, and 23% only participated in education programs) while 13% participated in more than one type of activity (e.g., service and training, see Exhibit 5). In Fiscal Year 2009-10, 80% of participants were adults and 20% were youth.

Exhibit 5 – Workforce Development System Participation by Type of Activity, FY 2009-10



How many individuals continued to participate in the system after the base year?

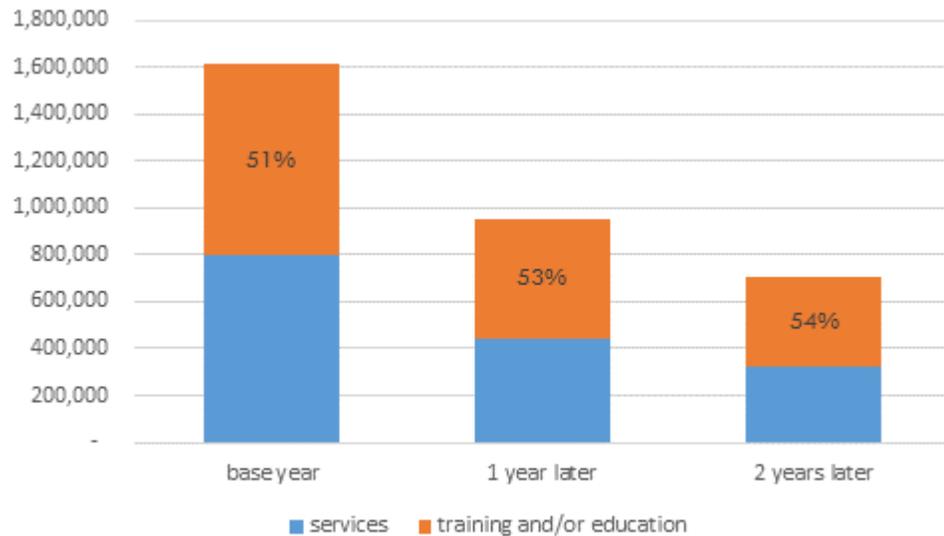
The speed of change in the economy is increasing. Not only has the North Carolina economy shifted from one focused on agriculture and manufacturing to one that is focused on the knowledge economy, but the types of jobs have also changed. Employers want people with more education and training than was required in the past. Today, middle-skill jobs, which require more than a high school education, but less than a four-year degree, make up the largest segment of jobs.⁵ Seeking good-paying jobs, workers are increasing their skills by accessing continuing education services through the workforce development system.

One year after the base year 955,569 individuals continued to participate in the workforce development system and two years later 702,705 continued to participate. Given the changing economy and the need for employees to continuously improve their skills, continued participation in the workforce development system is a strong indicator of the citizen’s commitment to life-long learning.

⁵ Source: Hoke, L., Abernathy, Doron. Southern Growth Policies Board, 2013 Report on the Future of the South: Re-imagining Workforce Development (8).

Each year, over half of the participants in the workforce development system (adults and youth) were working to improve their skills through a training or education program (see Exhibit 6). In the base year, 51% participated in a training or education program. For those who continued participating in workforce development activities, the percentage of individuals participating in training or education increased one and two years later to 53% and 54% respectively.

Exhibit 6 – Over Half of Workforce Development System Participants Were Working to Improve their Skills



While some individuals in the cohort continued to participate in the workforce development system, others did not participate after the base year for a variety of reasons. Some individuals completed their program, some obtained employment, while others left their program prior to completion. Of the 1.6 million participants, over 660,000 were not participating in a workforce program one year later. This number rises to over 914,000 two years later.

How many individuals from the cohort were employed?

Many individuals who participated in the workforce development system were employed during the same year as their participation. This analysis determined employment of workforce participants by matching workforce development system program participation records with wage data. An individual was considered employed if the person had wage data in at least one quarter of the program year. Therefore several different situations exist that would consider a person employed including:

- an individual who was working at the beginning of the program year, was laid off, then participated in the workforce development system after the layoff;
- an individual that participated in the workforce development system at the beginning of the year, then found a job within the same year; and

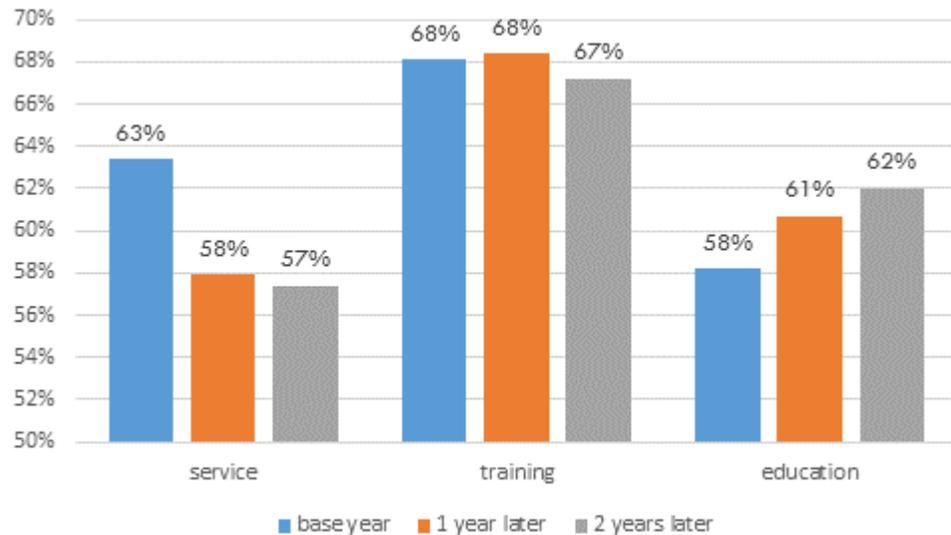
- an individual who participated in the workforce development system and worked at the same time.

Employment records do not include individuals who were employed, but working for an organization that was not covered under North Carolina’s Unemployment Insurance Laws (see Appendix C for a definition of which organizations are covered).

In the base year, 58% of the whole cohort (adults and youth) were employed while 57% were employed one year later and 59% were employed two years later. It is important to note that while some workforce development system activities are employment based (e.g., on-the-job training) many other individuals work during participation to help support their family or pay for their program of study. Individuals may be working part- or full-time, but as stated above in the data limitations section, employment and wage records submitted to CFS do not contain this information.

There is variation in the percentage employed by the type of activity. Adults that received services have a high rate of employment during the base year, but that rate declines one year and two years later (see Exhibit 7). Individuals in this group may have been employed at the beginning of the base year, then sought services after a layoff.

Exhibit 7 – Employment Rates of Adults by Type of Activity



Note: This chart shows the employment rates for all members of the cohort, both those that continue to participate and those that are no longer participating.

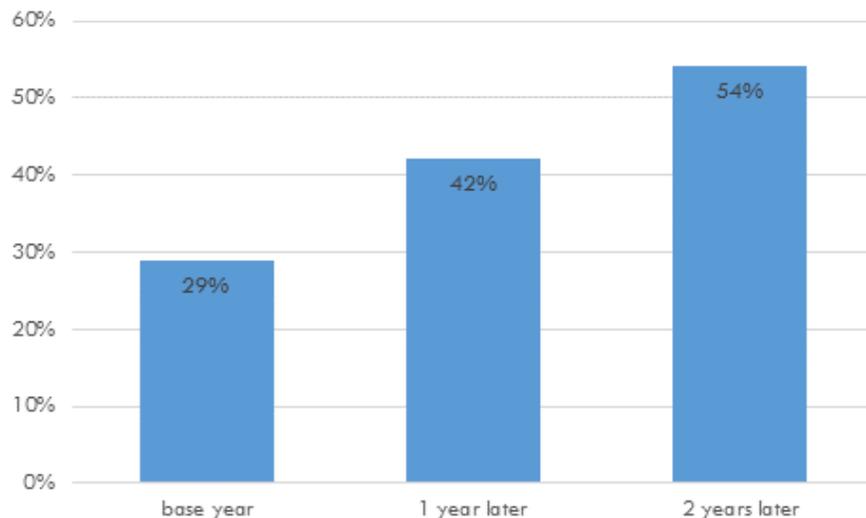
Adults that participated in a training program had the highest rate of employment. As noted previously, some of the training programs in the workforce development system are established through an employer, such as the Apprenticeship program in the Department of Labor, which combines on-the-job training with classroom instruction.

Adults participating in education programs were found to have the greatest increase in percentage employed of the three areas. Education programs are programs that lead to the receipt of an Associate’s degree, post-

secondary certificate or diploma, or high school diploma or equivalency. Fewer individuals work while participating in these programs and employment of this cohort increases over time.

Results also indicate that there is variation between youth and adult participants. Youth participants may be enrolled in a high school or community college or they may have left the education system. Not surprisingly, employment rates for this subset of participants were much lower than the rates for adults because youth are not traditionally expected to work while enrolled in training or education. Also, employment rates are typically lower for youth who have left the education system prior to completion, due to lack of skills or experience required to obtain employment, especially in a tough economy. However, while employment rates for the cohort start low, the percentage employed increases one and two years later (see Exhibit 8). In addition to employment, positive outcomes for youth participants include continuing in education and training programs through the workforce system or in higher education.

Exhibit 8 – Employment Rates for Youth Increases



Note: Chart above shows employment rate for all youth in the cohort (individuals that continued to participate and those that are no longer participating).

Employment rates may be higher than reported in this report. As stated above, CFS only has wage data for individuals who are employed by organizations covered under North Carolina Unemployment Insurance Laws. Therefore, employment records for individuals employed by organizations not covered under these laws are not included in CFS. For example, employment and wage records for individuals who were workforce development participants but are now working out-of-state, working for the federal government (including the military), or are self-employed are not included in the database.

For this report, many of these working individuals may be included in the tables below in the category “no record” (see Appendix C for definition of no record). CFS does not have wage data for approximately one-third of

the individuals (adults and youth) after they have participated. Therefore, the employment status of these individuals is not known. Improvements in CFS will allow staff to access additional data from other states and the federal government to determine the employment status of more workforce development system participants.

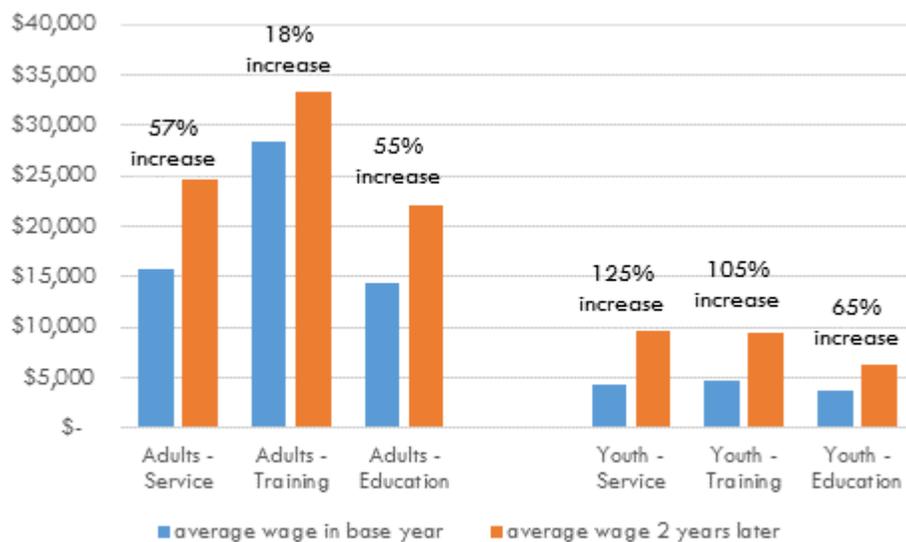
What were the wages of those employed?

During Fiscal Year 2009-10 (base year), over 945,000 people in the cohort were employed and earned nearly \$16.4 billion. Two years later, the total wages of the cohort increased by 20% to nearly \$19.7 billion. This wage increase is higher than the average wage increase experienced in North Carolina during this time period which was a 6% increase for all wage earners.

Wages typically decrease during participation in the workforce development system. This decrease may be due to the individual's participation in a training or education program which limits the person's ability to work full-time, or because the person had been laid off prior to participation, but in the same program year.

As stated above, many individuals participating in the workforce system may only be working part-time due to the time requirements for participation in their program. Therefore, the performance measures working group was especially interested in the wages of the individuals after participation. All subsets of the cohort experienced increases in average wage greater than the increase in average wage for all wage earners in North Carolina (see Exhibit 9).

Exhibit 9 – After Participation, Wages Increase for All Subsets of the Cohort



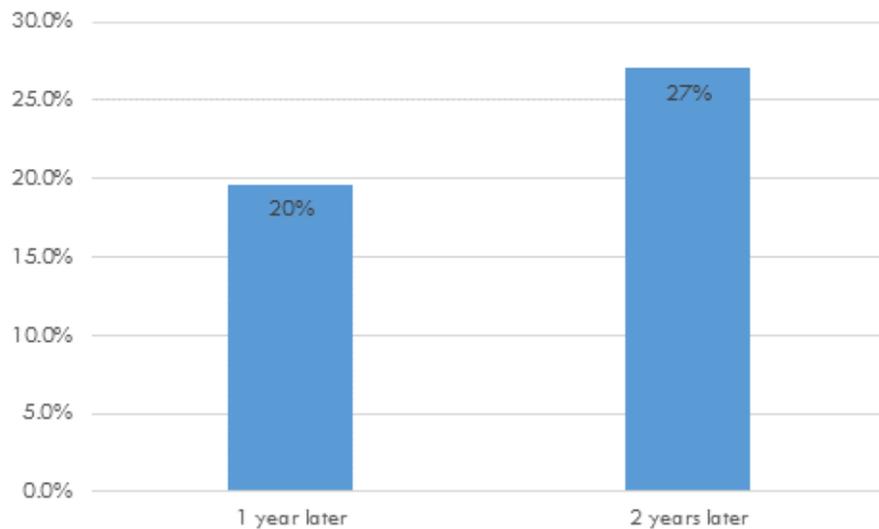
Adults in training programs had the smallest increase in average wage (18%), although still higher than the increase experienced by all wage earners during this time period (6%). Also, of the three activity subsets (service, training, and education), adults participating in training programs had the highest average wages.

As expected, youth wages are lower than adult wages. Many youth that participate in the workforce development system are not working full-time and therefore the average wage of youth participants are lower than the average wages for adults. In the base year, the average wage for adults was \$18,432, while youth wages averaged \$3,719. However, youth participants experienced a higher percentage increase in wages after participating.

How many individuals from the cohort continued their education in the public higher education system?

As stated above, continuous learning is essential for workers to stay well-informed of new technology and to gain the skills needed to find good jobs. Therefore, a positive outcome for workforce development system participants, especially youth, is to continue in the public higher education system.⁶ After participating in the workforce development system, 20% of youth were enrolled in public higher education one year later and 27% were enrolled two years later (see Exhibit 10).

Exhibit 10 – After Participating in the Workforce Development System 27% of Youth Enrolled in Public Higher Education



The following data sheets provide a consistent frame to view the workforce development system data for both adult and youth populations. The data is also separated by the three types of activities (service, training, and education). Each data sheet is titled with the cohort, age, and activity information. The following page provides a guide on how-to-read the tables.

⁶ The public higher education system refers to enrollment in an academic, non-workforce development program of the North Carolina Community College System and/or enrollment in a degree program in the University of North Carolina System. Most programs in the community college system are considered workforce development programs. To see a [list of programs that are not considered part of the workforce development system](#) see Appendix C.

Performance Tables

The following provides a guide to interpreting the performance measures tables. The Fiscal Year 2009-2010 cohort is broken down into eight subsets as described in the following chart.

All Adults	Information on the status of each subset of the cohort population is provided in three sections of the Performance Measures Tables.
Adults Service	
Adults Training	
Adults Education	
All Youth	
Youth Service	
Youth Training	
Youth Education	

Exhibit 11 – Guide to Reading the Performance Measures Tables

Fiscal Year 2009-2010 Cohort Table 1. All Adults Subset (1,377,339)			
	FY2009-10 Base Year	1 Year Later	2 Years Later
The percentage of the subset continuing in the workforce system.	1,377,339	59%	42%
The percentage of the subset no longer participating in the workforce system.		41%	58%
During Participation			
	FY2009-10 Base Year	1 Year Later	2 Years Later
Participation in Workforce Development System – the number of individuals in the subset who participated in the workforce system.	1,377,339	806,535	583,251
Obtained Skill or Education – the number of individuals in the subset who participated in a training or education program in the workforce system.	597,349	379,007	280,857
Number Employed – the number of individuals in the subset who participated in the workforce system that were employed.	875,667 (64%)	502,483 (62%)	380,054 (65%)
Wages – the average earned wage for individuals in the subset who participated in the workforce system.	\$18,432	\$17,998	\$19,470
After Participation			
	FY2009-10 Base Year	1 Year Later	2 Years Later
Number Leaving the System – the number of individuals in the subset who did not participate in the workforce system after the base year.		570,804	794,088
Number Employed – the number of individuals in the subset who did not participate in the workforce system after the base year that were employed.		324,233 (57%)	437,920 (55%)
Wages – the average earned wage for individuals in the subset who did not participate in the workforce system after the base year.		\$24,456	\$26,203
Number Enrolled in Public Higher Education – the number of individuals in the subset who did not participate in the workforce system after the base year that were enrolled in North Carolina's university system or one of the few non-workforce development programs in the community college system.		25,602 (5%)	29,846 (4%)
Number with No Record – the number of individuals in the subset who did not participate in the workforce system after the base year and are not found in other data including higher education or wage records.		165,759 (29%)	278,678 (35%)

The specific subset of the cohort measured is labeled here.

The first section provides a snapshot of the subset of the cohort population for which data is provided on this page. This section provides information on the percentage of people who stayed in the system and those who no longer participated in the workforce development system.

The second section, **During Participation**, provides information on the status of the subset of the cohort that continues to participate in the workforce development system. The percentages relate to the first row of data in this section.

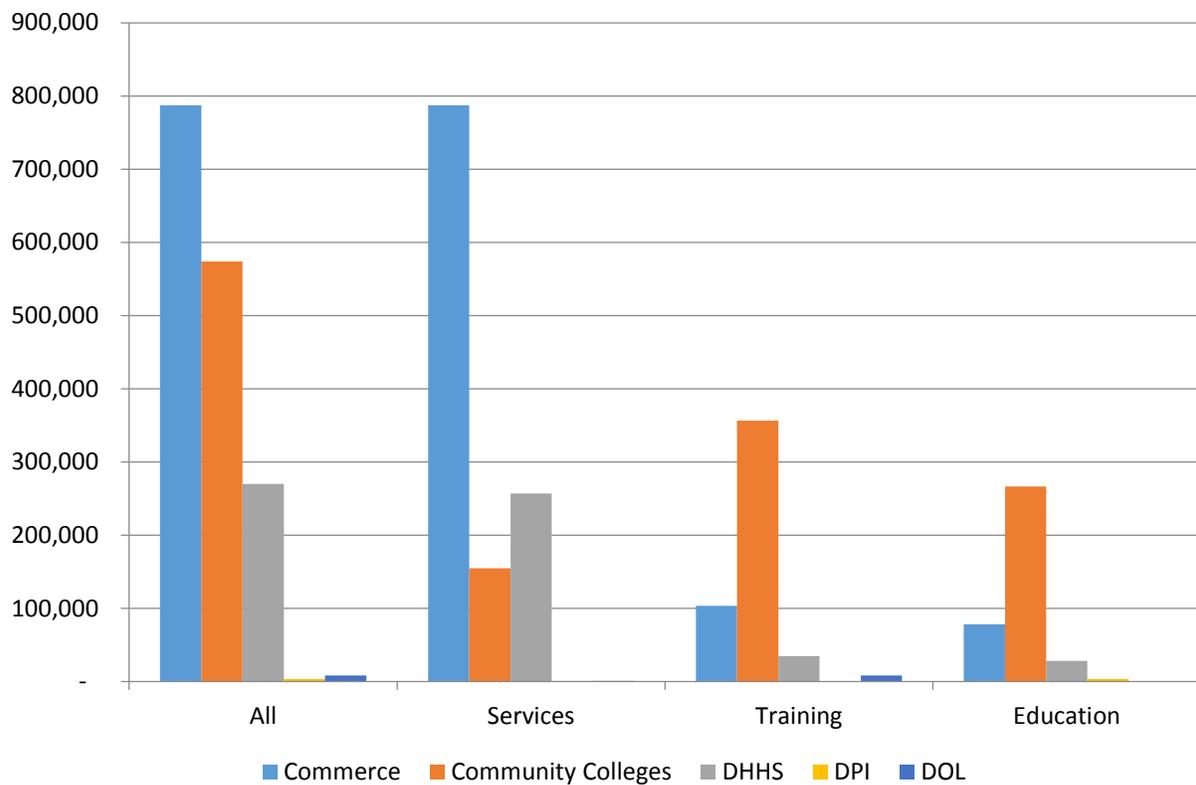
The third section, **After Participation**, provides information on the status of the subset of the cohort after their participation in the workforce development system. The percentages relate to the first row of data in this section.

Summary Table

Adults

Cohort members	Base Year
All Adults	1,377,339
Adults receiving services	951,019
Adults participating in training programs	376,587
Adults participating in education programs	269,876

Adult Participants by Agency in Fiscal Year 2009-2010



Fiscal Year 2009-2010 Cohort
Table 1. All Adults Subset (1,377,339)

	FY2009-10 Base Year	1 Year Later	2 Years Later
The percentage of the subset continuing in the workforce system.	1,377,339	59%	42%
The percentage of the subset no longer participating in the workforce system.		41%	58%

During Participation

	FY2009-10 Base Year	1 Year Later	2 Years Later
Participation in Workforce Development System – the number of individuals in the subset who participated in the workforce system.	1,377,339	806,535	583,251
Obtained Skill or Education – the number of individuals in the subset who participated in a training or education program in the workforce system.	597,349	379,007	280,857
Number Employed – the number of individuals in the subset who participated in the workforce system that were employed.	875,667 (64%)	502,483 (62%)	380,054 (65%)
Wages – the average earned wage for individuals in the subset who participated in the workforce system.	\$18,432	\$17,998	\$19,470

After Participation

	FY2009-10 Base Year	1 Year Later	2 Years Later
Number Leaving the System – the number of individuals in the subset who did not participate in the workforce system after the base year.		570,804	794,088
Number Employed – the number of individuals in the subset who did not participate in the workforce system after the base year that were employed.		324,233 (57%)	437,920 (55%)
Wages – the average earned wage for individuals in the subset who did not participate in the workforce system after the base year.		\$24,456	\$26,203
Number Enrolled in Public Higher Education – the number of individuals in the subset who did not participate in the workforce system after the base year that were enrolled in North Carolina’s university system or one of the few non-workforce development programs in the community college system.		25,602 (5%)	29,846 (4%)
Number with No Record – the number of individuals in the subset who did not participate in the workforce system after the base year and are not found in other data including higher education or wage records.		165,759 (29%)	278,678 (35%)

Fiscal Year 2009-2010 Cohort
Table 2. Adults Receiving Services Subset (951,019)

	FY2009-10 Base Year	1 Year Later	2 Years Later
The percentage of the subset continuing in the workforce system.	951,019	58%	42%
The percentage of the subset no longer participating in the workforce system.		41%	58%

During Participation

	FY2009-10 Base Year	1 Year Later	2 Years Later
Participation in Workforce Development System – the number of individuals in the subset who participated in the workforce system.	951,019	554,680	397,657
Obtained Skill or Education – the number of individuals in the subset who participated in a training or education program in the workforce system.	171,029	148,854	122,284
Number Employed – the number of individuals in the subset who participated in the workforce system that were employed.	602,648 (63%)	326,389 (59%)	243,079 (61%)
Wages – the average earned wage for individuals in the subset who participated in the workforce system.	\$13,744	\$11,940	\$12,978

After Participation

	FY2009-10 Base Year	1 Year Later	2 Years Later
Number Leaving the System – the number of individuals in the subset who did not participate in the workforce system after the base year.		396,339	553,362
Number Employed – the number of individuals in the subset who did not participate in the workforce system after the base year that were employed.		223,954 (57%)	303,013 (55%)
Wages – the average earned wage for individuals in the subset who did not participate in the workforce system after the base year.		\$21,714	\$24,058
Number Enrolled in Public Higher Education – the number of individuals in the subset who did not participate in the workforce system after the base year that were enrolled in North Carolina's university system or one of the few non-workforce development programs in the community college system.		14,963 (4%)	16,719 (3%)
Number with No Record – the number of individuals in the subset who did not participate in the workforce system after the base year and are not found in other data including higher education or wage records.		105,281 (27%)	190,753 (35%)

Fiscal Year 2009-2010 Cohort
Table 3. Adults Participating in Training Programs Subset (376,587)

	FY2009-10 Base Year	1 Year Later	2 Years Later
The percentage of the subset continuing in the workforce system.	376,587	65%	49%
The percentage of the subset no longer participating in the workforce system.		35%	51%

During Participation

	FY2009-10 Base Year	1 Year Later	2 Years Later
Participation in Workforce Development System – the number of individuals in the subset who participated in the workforce system.		244,143	184,053
Obtained Skill or Education – the number of individuals in the subset who participated in a training or education program in the workforce system.	376,587	199,280	137,609
Number Employed – the number of individuals in the subset who participated in the workforce system that were employed.	256,308 (68%)	177,867 (73%)	140,866 (77%)
Wages – the average earned wage for individuals in the subset who participated in the workforce system.	\$28,582	\$28,442	\$30,489

After Participation

	FY2009-10 Base Year	1 Year Later	2 Years Later
Number Leaving the System – the number of individuals in the subset who did not participate in the workforce system after the base year.		132,444	192,534
Number Employed – the number of individuals in the subset who did not participate in the workforce system after the base year that were employed.		79,585 (60%)	112,147 (58%)
Wages – the average earned wage for individuals in the subset who did not participate in the workforce system after the base year.		\$33,649	\$33,416
Number Enrolled in Public Higher Education – the number of individuals in the subset who did not participate in the workforce system after the base year that were enrolled in North Carolina's university system or one of the few non-workforce development programs in the community college system.		6,268 (5%)	7,827 (4%)
Number with No Record – the number of individuals in the subset who did not participate in the workforce system after the base year and are not found in other data including higher education or wage records.		41,722 (32%)	64,751 (34%)

Fiscal Year 2009-2010 Cohort

Table 4. Adults Participating in Education Programs Subset (269,876)

	FY2009-10 Base Year	1 Year Later	2 Years Later
The percentage of the subset continuing in the workforce system.	269,876	69%	49%
The percentage of the subset no longer participating in the workforce system.		31%	51%

During Participation

	FY2009-10 Base Year	1 Year Later	2 Years Later
Participation in Workforce Development System – the number of individuals in the subset who participated in the workforce system.	269,876	185,273	132,658
Obtained Skill or Education – the number of individuals in the subset who participated in a training or education program in the workforce system.	169,876	153,894	95,011
Number Employed – the number of individuals in the subset who participated in the workforce system that were employed.	157,037 (58%)	115,741 (63%)	87,686 (66%)
Wages – the average earned wage for individuals in the subset who participated in the workforce system.	\$13,565	\$14,467	\$15,788

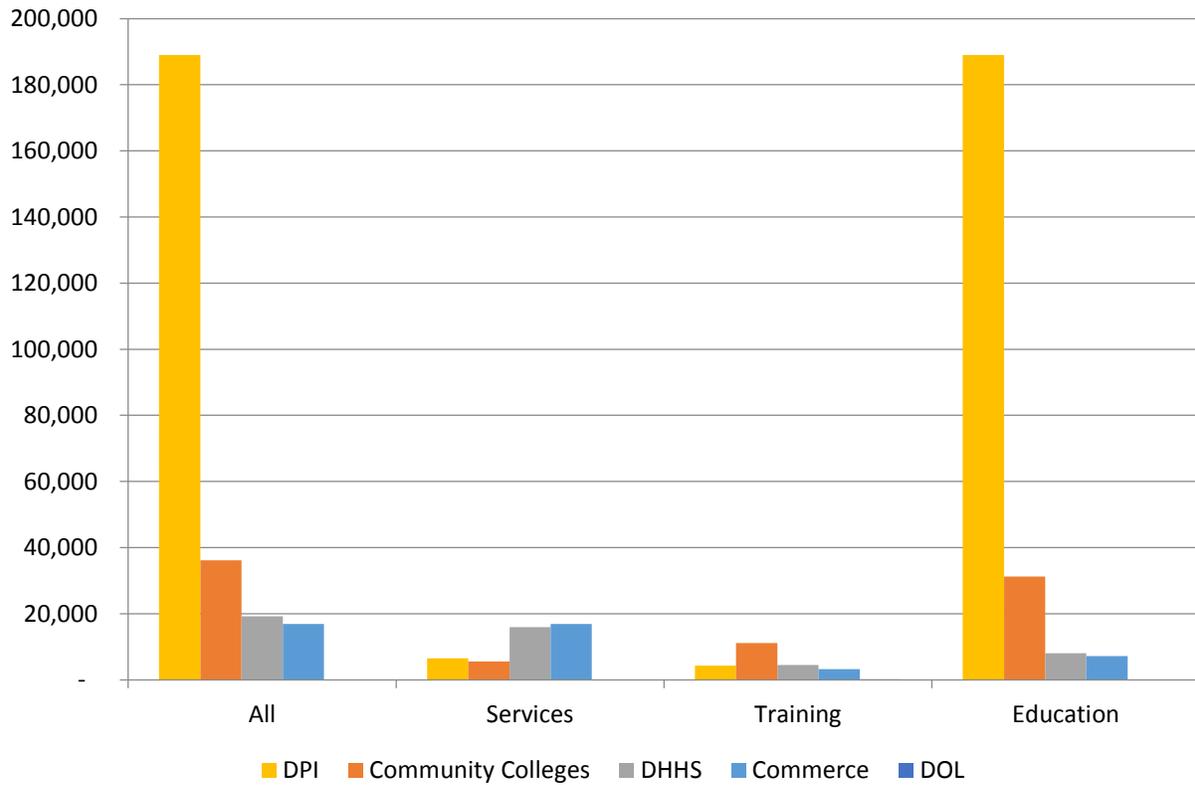
After Participation

	FY2009-10 Base Year	1 Year Later	2 Years Later
Number Leaving the System – the number of individuals in the subset who did not participate in the workforce system after the base year.		84,603	137,218
Number Employed – the number of individuals in the subset who did not participate in the workforce system after the base year that were employed.		48,065 (57%)	79,524 (58%)
Wages – the average earned wage for individuals in the subset who did not participate in the workforce system after the base year.		\$19,802	\$22,112
Number Enrolled in Public Higher Education – the number of individuals in the subset who did not participate in the workforce system after the base year that were enrolled in North Carolina's university system or one of the few non-workforce development programs in the community college system.		6,842 (8%)	9,651 (7%)
Number with No Record – the number of individuals in the subset who did not participate in the workforce system after the base year and are not found in other data including higher education or wage records.		27,196 (32%)	44,459 (32%)

Summary Table Youth

Cohort members	Base Year
All Youth	239,833
Youth receiving services	29,848
Youth participating in training programs	15,304
Youth participating in education programs	216,626

Youth Participants by Agency in Fiscal Year 2009-2010



Fiscal Year 2009-2010 Cohort
Table 5. All Youth Participants Subset (239,833)

	FY2009-10 Base Year	1 Year Later	2 Years Later
The percentage of the subset continuing in the workforce system.	239,833	62%	50%
The percentage of the subset no longer participating in the workforce system.		38%	50%

During Participation

	FY2009-10 Base Year	1 Year Later	2 Years Later
Participation in Workforce Development System – the number of individuals in the subset who participated in the workforce system.	239,833	149,034	119,454
Obtained skill or education – the number of individuals in the subset who participated in a training or education program in the workforce system.	223,422	130,630	95,845
Number Employed – the number of individuals in the subset who participated in the workforce system that were employed.	69,520 (29%)	60,572 (41%)	63,327 (53%)
Wages – the average earned wage for individuals in the subset who participated in the workforce system.	\$3,719	\$4,564	\$5,631
Number Enrolled in Public Higher Education – the number of individuals in the subset who participated in the workforce system after the base year that were enrolled in North Carolina’s university system or one of the few non-workforce development programs in the community college system.	5,999 (3%)	7,437 (5%)	9,748 (8%)

After Participation

	FY2009-10 Base Year	1 Year Later	2 Years Later
Number Leaving the System – the number of individuals in the subset who did not participate in the workforce system after the base year.		90,799	120,379
Number Employed – the number of individuals in the subset who did not participate in the workforce system after the base year that were employed.		40,649 (45%)	66,675 (55%)
Wages – the average earned wage for individuals in the subset who did not participate in the workforce system after the base year.		\$4,917	\$6,517
Number Enrolled in Public Higher Education – the number of individuals in the subset who did not participate in the workforce system after the base year that were enrolled in North Carolina’s university system or one of the few non-workforce development programs in the community college system.		17,764 (20%)	32,524 (27%)
Number with No Record – the number of individuals in the subset who did not participate in the workforce system after the base year and are not found in other data including higher education or wage records.		25,727 (28%)	31,889 (27%)

Fiscal Year 2009-2010 Cohort
Table 6. Youth Receiving Services Subset (29,848)

	FY2009-10 Base Year	1 Year Later	2 Years Later
The percentage of the subset continuing in the workforce system.	29,848	74%	62%
The percentage of the subset no longer participating in the workforce system.		26%	38%

During Participation

	FY2009-10 Base Year	1 Year Later	2 Years Later
Participation in Workforce Development System – the number of individuals in the subset who participated in the workforce system.	29,848	22,061	18,406
Obtained skill or education – the number of individuals in the subset who participated in a training or education program in the workforce system.	13,437	11,723	9,44
Number Employed – the number of individuals in the subset who participated in the workforce system that were employed.	14,239 (48%)	11,854 (54%)	10,845 (59%)
Wages – the average earned wage for individuals in the subset who participated in the workforce system.	\$3,835	\$5,174	\$6,438
Number Enrolled in Public Higher Education – the number of individuals in the subset who participated in the workforce system after the base year that were enrolled in North Carolina’s university system or one of the few non-workforce development programs in the community college system.	2,808 (9%)	2,445 (11%)	1,981 (11%)

After Participation

	FY2009-10 Base Year	1 Year Later	2 Years Later
Number Leaving the System – the number of individuals in the subset who did not participate in the workforce system after the base year.		7,797	11,442
Number Employed – the number of individuals in the subset who did not participate in the workforce system after the base year that were employed.		4,687 (60%)	6,593 (58%)
Wages – the average earned wage for individuals in the subset who did not participate in the workforce system after the base year.		\$7,229	\$9,413
Number Enrolled in Public Higher Education – the number of individuals in the subset who did not participate in the workforce system after the base year that were enrolled in North Carolina’s university system or one of the few non-workforce development programs in the community college system.		1,575 (20%)	2,040 (18%)
Number with No Record – the number of individuals in the subset who did not participate in the workforce system after the base year and are not found in other data including higher education or wage records.		1,921 (25%)	3,642 (32%)

Fiscal Year 2009-2010 Cohort
Table 7. Youth Participating in Training Programs Subset (15,304)

	FY2009-10 Base Year	1 Year Later	2 Years Later
The percentage of the subset continuing in the workforce system.	15,304	81%	64%
The percentage of the subset no longer participating in the workforce system.		19%	36%

During Participation

	FY2009-10 Base Year	1 Year Later	2 Years Later
Participation in Workforce Development System – the number of individuals in the subset who participated in the workforce system.	15,304	12,225	9,645
Obtained skill or education – the number of individuals in the subset who participated in a training or education program in the workforce system.	15,304	10,371	6,621
Number Employed – the number of individuals in the subset who participated in the workforce system that were employed.	6,653 (44%)	6,752 (55%)	5,925 (61%)
Wages – the average earned wage for individuals in the subset who participated in the workforce system.	\$4,155	\$5,888	\$7,822
Number Enrolled in Public Higher Education – the number of individuals in the subset who participated in the workforce system after the base year that were enrolled in North Carolina’s university system or one of the few non-workforce development programs in the community college system.	1,466 (10%)	1,630 (13%)	1,104 (11%)

After Participation

	FY2009-10 Base Year	1 Year Later	2 Years Later
Number Leaving the System – the number of individuals in the subset who did not participate in the workforce system after the base year.		2,809	5,389
Number Employed – the number of individuals in the subset who did not participate in the workforce system after the base year that were employed.		1,492 (53%)	2,982 (55%)
Wages – the average earned wage for individuals in the subset who did not participate in the workforce system after the base year.		\$7,790	\$9,547
Number Enrolled in Public Higher Education – the number of individuals in the subset who did not participate in the workforce system after the base year that were enrolled in North Carolina’s university system or one of the few non-workforce development programs in the community college system.		618 (22%)	1,123 (21%)
Number with No Record – the number of individuals in the subset who did not participate in the workforce system after the base year and are not found in other data including higher education or wage records.		965 (34%)	1,823 (34%)

**Table 8. Fiscal Year 2009-2010 Cohort
Youth Participating in Education Programs Subset (216,626)**

	FY2009-10 Base Year	1 Year Later	2 Years Later
The percentage of the subset continuing in the workforce system.	216,626	62%	49%
The percentage of the subset no longer participating in the workforce system.		38%	51%

During Participation

	FY2009-10 Base Year	1 Year Later	2 Years Later
Participation in Workforce Development System – the number of individuals in the subset who participated in the workforce system.	216,626	133,434	107,065
Obtained skill or education – the number of individuals in the subset who participated in a training or education program in the workforce system.	216,626	123,106	89,571
Number Employed – the number of individuals in the subset who participated in the workforce system that were employed.	58,168 (27%)	52,073 (39%)	55,924 (52%)
Wages – the average earned wage for individuals in the subset who participated in the workforce system.	\$3,575	\$4,350	\$5,408
Number Enrolled in Public Higher Education – the number of individuals in the subset who participated in the workforce system after the base year that were enrolled in North Carolina’s university system or one of the few non-workforce development programs in the community college system.	2,506 (1%)	5,009 (4%)	8,158 (8%)

After Participation

	FY2009-10 Base Year	1 Year Later	2 Years Later
Number Leaving the System – the number of individuals in the subset who did not participate in the workforce system after the base year.		83,192	109,561
Number Employed – the number of individuals in the subset who did not participate in the workforce system after the base year that were employed.		36,245 (44%)	60,679 (55%)
Wages – the average earned wage for individuals in the subset who did not participate in the workforce system after the base year.		\$4,601	\$6,224
Number Enrolled in Public Higher Education – the number of individuals in the subset who did not participate in the workforce system after the base year that were enrolled in North Carolina’s university system or one of the few non-workforce development programs in the community college system.		16,091 (19%)	30,289 (28%)
Number with No Record – the number of individuals in the subset who did not participate in the workforce system after the base year and are not found in other data including higher education or wage records.		23,587 (28%)	28,185 (26%)

Appendix A: Program Specific Performance Goals

Agency	Program	Performance Measures
N.C. Dept. of Labor	Apprenticeship	Increase new programs and apprentice registrations
		Improve customer service
		Maintain a safe and healthy work environment for the employees
		Pre- and post-wages for individuals participating in the Apprenticeship program
		Overall completion rate of Apprenticeship participants
N.C. Community College System	Customized training programs	Percentage of companies rating the Customized Training Program a 4 or 5 on a five-point scale annually
	Basic skills	Percentage of exiters enrolled in a Tier 2 Continuing Education course or a Postsecondary Career program the following academic year.
		Percentage of exiters not transferring or transitioning into other college programs earning at least 100% of the poverty level (based on family of two) six months after program exit.
	Workforce Continuing Education	Percentage of first-time test-takers passing a State Required Licensure Exam associated with Continuing Education instruction
Postsecondary Career, Technical and Vocational Education (PCTVE)	Percentage of first-time fall career credential seeking students who attempt and successfully complete (grade of C or better) twelve hours including developmental in their first academic year.	

Agency	Program	Performance Measures
N.C. Community College System		<p>Percentage of first-time test-takers passing a State Required Licensure Exam associated with Curriculum instruction.</p> <hr/> <p>Percentage of first-time fall career credential seeking students who graduate, transfer, or are still enrolled with 36 hours after six years.</p> <hr/> <p>Percentage of career credential seeking exiters not completing or transferring who earn at least 150% of the poverty level (based on family of two) six months after program exit.</p> <hr/> <p>Percentage of career credential seeking graduates not transferring who earn at least 150% of the poverty level (based on family of two) six months after program exit.</p> <hr/> <p>Mean wages of career credential seeking graduates six months after program exit.</p>
N.C. Dept. of Public Instruction	Career & Technical Education	<p>Percentage of CTE Concentrators who left secondary education in the reporting year will have met the proficient or advanced level on the statewide high school reading/language arts assessment.</p> <hr/> <p>Percentage of CTE Concentrators who left secondary education in the reporting year will have met the proficient or advanced level on the statewide high school mathematics.</p> <hr/> <p><i>Proposed</i> - Percentage of CTE participants will have met the proficiency on CTE post assessments or received selected industry recognized credentials or counted as proficient using the postsecondary technical attainment measure in the reporting year.</p> <hr/> <p><i>Proposed</i> - Percentage of CTE Concentrators leaving secondary education in the reporting year will have earned a diploma.</p>

Agency	Program	Performance Measures
N.C. Dept. of Public Instruction	Career & Technical Education	<p>Percent of CTE Concentrators will count as graduated in the state's computation of its cohort graduation rate for NCLB</p> <hr/> <p><i>Proposed</i> - Percent of CTE Concentrators who left secondary education in the previous school year will be in postsecondary education or advanced training, in military service, or in employment.</p> <hr/> <p><i>Proposed</i> - Percent of the students who completed a program that leads to employment in nontraditional fields are of the nontraditional gender.</p>
N.C. Dept. of Commerce	Workforce Investment Act	<p>The percent of adults who find employment in the first quarter after exit.</p> <hr/> <p>The percent of adults who are employed in both the second and third quarters after exit.</p> <hr/> <p>Total earnings in the second quarter plus the total earnings in the third quarter after the exit quarter.</p> <hr/> <p>The percent of youth participants who are employed (including the military) or enrolled in post-secondary education and/or advanced training/occupational skills training in the first quarter after the exit quarter.</p> <hr/> <p>The percent of youth participants who attain a diploma, GED, or certificate by the end of the third quarter after the exit quarter.</p> <hr/> <p>The percent of youth participants who increase one or more educational functioning levels</p>
	Wagner-Peyser	<p>The percent of adults who find employment in the first quarter after exit.</p> <hr/> <p>The percent of adults who are employed in both the second and third quarters after exit.</p> <hr/> <p>Total earnings in the second quarter plus the total earnings in the third quarter after the exit quarter.</p>

Agency	Program	Performance Measures
N.C. Dept. of Health and Human Services	Food and Nutrition Services, Employment and Training	Number of Food & Nutrition Services recipients who participate in the Employment and Training Program.
		Number of Food and Nutrition Services recipients who participate in the Workfare Program.
		Number of participants referred for additional skills training.
		Number of job referrals for participants who are job ready.
		Number of participants who receive assessments within 14 calendar days of referral from local DSS offices.
		Number of participants who receive job search assistance.
		Number of participants referred to JobLink Career Center.
		Number of participants who receive 30-day job search follow-up.
		Percentage of participants who become employed.
	Number of adults entering employment.	
	WorkFirst, Employment and Training	Number of adults remaining off Work First cash assistance for 12 months.
		Number of adults served.
		Number of participants who complete 1 hour of scheduled work activities each month.
		Percent of participants who successfully complete their employment plan.
		Participation rate of adults engaged in work activities.
		Number of individuals receiving vocational, trade, or business training.

Agency	Program	Performance Measures	
N.C. Dept. of Health and Human Services		Number of individuals receiving post-secondary academic training at colleges or universities.	
		Number of individuals receiving other academic training, training in targeted populations schools, or miscellaneous training.	
		Number of clients receiving personal and work adjustment training.	
		Number of clients receiving on-the-job training.	
		Number of clients receiving in-high school work adjustment training.	
		Number of individuals receiving one or more support services.	
		Number of clients receiving one or more restoration services.	
		Vocational Rehabilitation, Employment and Training	Number of individuals receiving one or more modification and technology services.
			Number of individuals receiving one or more job placement or job support services.
			Number of applications for vocational rehabilitation services processed.
			Number of individuals establishing an individualized plan for employment (IPE) including service planning for vocational rehabilitation services.
			Number of clients receiving one or more diagnostic and assessment services.
			Number of diagnostic and assessment services purchased.
			Number of auxiliary services purchased as a part of an individualized plan for employment (IPE).
Number of individuals receiving one or more auxiliary services.			
Number of modifications and assistive technology services purchased as a part of an individualized plan for employment.			

Agency	Program	Performance Measures	
N.C. Dept. of Health and Human Services		Number of consumers served in the Easter Seals/UCP North Carolina CBS program.	
		Number of consumers served in the in the Easter Seals/UCP North Carolina durable medical equipment program.	
		Number of information and referral contacts made regarding durable medical equipment program through Easter Seals/UCP North Carolina.	
		Percent increase of time individuals served in community activities versus day services, above the established baseline, for the Easter Seals/UCP North Carolina program.	
		Number of consumers served by the NC Assistive Technology Program.	
	Vocational Rehabilitation, Employment and Training		Number of people attending training/awareness seminars provided through the NC Assistive Technology Program.
			Number of requests for information/consultation services to the NC Assistive Technology Program.
			Number of total services provided (individual contacts, loan equipment, training participants) provided by the NC Assistive Technology Program.
			The number of individuals exiting the VR program who achieved an employment outcome during the current performance period compared to the number of individuals who exit the VR program after achieving an employment outcome during the current performance period.
			Of all individuals who exit the VR program after receiving services, the percentage who are determined to have achieved an employment outcome.

Agency	Program	Performance Measures
N.C. Dept. of Health and Human Services	Vocational Rehabilitation, Employment and Training	<p>Of all individuals determined to have achieved an employment outcome, the percentage who exit the VR program in competitive, self- or business enterprise program (BEP) employment with earnings equivalent to at least the minimum wage.</p>
		<p>Of all individuals who exit the VR program in competitive, self- or BEP employment with earnings equivalent to at least the minimum wage, the percentage who are individuals with significant disabilities.</p>
		<p>The average hourly earnings of all individuals who exit the VR program in competitive, self- or BEP employment with earnings equivalent to at least the minimum wage as a ratio to the State's average hourly earnings for all individuals.</p>
		<p>Of all individuals who exit the VR program in competitive employment, self- or BEP employment with earnings equivalent to at least the minimum wage, the difference between the percentage who report their own income as the largest single source of support, and the percentage that reported their personal income as the largest single source of support at program exit.</p>
		<p>The service rate for all individuals with disabilities from minority backgrounds as a ratio to the service rate for all individuals with disabilities from nonminority backgrounds.</p>
		<p>Number of VR cases closed where the individual exited the VR Program with an employment outcome after receiving vocational, trade, or business training was provided as part of the client's individualized plan for employment.</p>

Agency	Program	Performance Measures
N.C. Dept. of Health and Human Services	Vocational Rehabilitation, Employment and Training	<p>Number of VR cases closed where the individual exited the VR Program with an employment outcome after post-secondary academic training at a college or university was provided as part of the client's individualized plan for employment.</p>
		<p>Number of VR cases closed where the individual exited the VR Program with an employment outcome after other types of academic training, training in targeted population schools, or miscellaneous training was provided as part of the client's individualized</p>
		<p>Number of VR cases closed where the individual exited the VR Program with an employment outcome after personal and work adjustment training was provided as part of the client's individualized plan for employment.</p>
		<p>Number of VR cases closed where the individual exited the VR Program with an employment outcome after maintenance services were provided as part of the client's individualized plan for employment.</p>
		<p>Number of VR cases closed where the individual exited the VR Program with an employment outcome after transportation services were provided as part of the client's individualized plan for employment.</p>
		<p>Number of VR cases closed where the individual exited the VR Program with an employment outcome after restoration services were provided as part of the client's individualized plan for employment.</p>
		<p>Number of VR cases closed where the individual exited the VR Program with an employment outcome after receiving restoration services funded by non-VR sources as part of the client's individualized plan for employment.</p>

Agency	Program	Performance Measures	
N.C. Dept. of Health and Human Services		Number of VR cases closed where the individual exited the VR Program with an employment outcome after assistive technology devices were provided as part of the client's individualized plan for employment.	
		Number of VR cases closed where the individual exited the VR Program with an employment outcome after rehabilitation technology was provided as part of the client's individualized plan for employment.	
		Number of VR cases closed where the individual exited the VR Program with an employment outcome after occupational license, tools, and/or other placement equipment were provided as part of the client's individualized plan for employment.	
	Vocational Rehabilitation, Employment and Training		Number of VR cases closed where the individual exited the VR Program with an employment outcome after job placement assistance services were provided as part of the client's individualized plan for employment.
			Number of VR cases closed where the individual exited the VR Program with an employment outcome after supported employment services were provided as part of the client's individualized plan for employment.
			Number of VR cases closed where the individual exited the VR Program with an employment outcome after job search assistance was provided as part of the client's individualized plan for employment.
			Number of VR cases closed where the individual exited the VR Program with an employment outcome after on-the-job supports were provided as part of the client's individualized plan for employment.

Agency	Program	Performance Measures
N.C. Dept. of Health and Human Services	Vocational Rehabilitation, Employment and Training	Number of VR cases closed where the individual exited the VR Program with an employment outcome after diagnostic/assessment services were provided as part of the client's individualized plan for employment.
		Number of VR cases closed where the individual exited the VR Program with an employment outcome after interpreter services as part of the client's individualized plan for employment.
		Satisfaction Survey: Consumers' rating of their overall experience with the VR Program
		Satisfaction Survey: Consumers' rating of response time for services provided by VR Staff.
		Satisfaction Survey: Consumers' rating of satisfaction with their counselor in terms of understanding their needs.
		Satisfaction Survey: Consumers' rating of satisfaction with their counselor in terms of being easy to contact.
		Satisfaction Survey: Consumers' rating of satisfaction with their counselor in terms of working with them as an equal partner.
		Satisfaction Survey: Consumers' rating of satisfaction with their counselor in terms of offering options to meet their needs.
	Services for the Blind, Employment and Training	Number of individuals receiving deaf blind job development placement services.
		Number of individuals receiving supported employment placement services.
		Number of individuals who are provided assistance with specialized job placement with consideration of low vision, blindness or deaf blindness, and may include job modifications related to their low vision, blindness or deaf blindness.
		Number of transition students receiving job placement/development as part of their plan of services.

Agency	Program	Performance Measures
N.C. Dept. of Health and Human Services	Services for the Blind, Employment and Training	<p>Number of eligible individuals who receive assistance from DSB in researching, developing, and obtaining employment congruent with the individual's chosen job goal.</p> <hr/> <p>Number of individuals closed successfully that received job development/placement as part of their plan of services.</p> <hr/> <p>Number of individuals that became successfully closed and received restoration services</p> <hr/> <p>Number of eligible individuals who receive DSB assistance for eye treatment and other medical services that are required to achieve an employment outcome.</p> <hr/> <p>Number of individuals receiving guidance and counseling services about their impediments to employment related to low vision, blindness, or deaf/blind.</p> <hr/> <p>Number of individuals successfully employed who received training services.</p> <hr/> <p>Number of individuals who completed training at the Rehabilitation Center for the Blind.</p> <hr/> <p>Number of transition students who received training as a service.</p> <hr/> <p>Number of transition students who participated in on-the-job training.</p> <hr/> <p>Number of individuals receiving rehabilitation center evaluation unit comprehensive evaluation.</p> <hr/> <p>Number of eligible individuals receiving diagnostic and assessment services from DSB VR.</p> <hr/> <p>Number of eligible individuals who are blind, deaf/blind, or visually impaired that received assistive technology services.</p>

Agency	Program	Performance Measures
N.C. Dept. of Health and Human Services		<p>The number of individuals exiting the VR program who achieved an employment outcome during the current performance period compared to the number of individuals who exit the VR program after achieving an employment outcome during the current performance period.</p>
		<p>Of all individuals who exit the VR program after receiving services, the percentage who are determined to have achieved an employment outcome.</p>
		<p>Of all individuals determined to have achieved an employment outcome, the percentage who exit the VR program in competitive, self- or business enterprise program (BEP) employment with earnings equivalent to at least the minimum wage.</p>
	Services for the Blind, Employment and Training	<p>Of all individuals who exit the VR program in competitive, self- or BEP employment with earnings equivalent to at least the minimum wage, the percentage who are individuals with significant disabilities.</p>
		<p>The average hourly earnings of all individuals who exit the VR program in competitive, self- or BEP employment with earnings equivalent to at least the minimum wage as a ratio to the State's average hourly earnings for all individuals.</p>
		<p>Federal Standard 1.6. Of all individuals who exit the VR program in competitive employment, self- or BEP employment with earnings equivalent to at least the minimum wage, the difference between the percentage who report their own income as the largest single source of support, and the percentage that reported their personal income as the largest single source of support at program exit.</p>

Agency	Program	Performance Measures
N.C. Dept. of Health and Human Services	Services for the Blind, Employment and Training	<p>The service rate for all individuals with disabilities from minority backgrounds as a ratio to the service rate for all individuals with disabilities from nonminority backgrounds.</p> <hr/> <p>Number of individuals successfully employed after receiving orientation and mobility services.</p> <hr/> <p>Number of individuals who are deaf blind that became successfully closed after receiving job development/placement services.</p> <hr/> <p>Number of successful closures after receiving supported employment services.</p> <hr/> <p>Number of successful closures that received orientation and mobility as part of their plan of services.</p> <hr/> <p>Number of successful closures that received services for the rehabilitation center evaluation unit.</p> <hr/> <p>Number of transition students who became successfully employed.</p> <hr/> <p>Number of individuals successfully closed that received guidance and counseling services.</p> <hr/> <p>Number of individuals successfully closed that received training services.</p> <hr/> <p>Number of individuals that became successfully employed with diagnostic and assessment as part of services received.</p> <hr/> <p>Number of individuals receiving assistive technology services who attended an institution of higher learning and successfully completed their education.</p>

Appendix B: Workforce Development System Program Information

Department of Commerce

Wagner-Peyser – provides all job seekers access to self-service or staff-assisted job search preparation and placement assistance. Employers may receive general or specialized recruitment services through self-service or staff-assisted job referral and placement.

Workforce Investment Act – Adult & Dislocated Worker – prepares individuals for participation in the labor force by providing access to employment planning, job training, and workforce services ranging from skill assessment, labor market information, consumer reports on training programs, job search, placement assistance, and literacy activities.

Workforce Investment Act – Youth – prepares low-income youth, ages 14 to 21, with barriers to success for academic and employment success. Eligible youth may receive counseling, tutoring, job training, mentoring, and/or work experience opportunities.

Department of Labor

Apprenticeship – provides on-the-job learning with job related education experience. Working with the community colleges, technical institutions, universities, and individual employers, registered apprentices are provided a structured training that enhances their skills on the job.

Department of Health and Human Services

Food and Nutrition Services, Employment and Training – prepares adult Food and Nutrition Services recipients' for employment through assistance with job searches and other work activities as well as short-term training opportunities. The Division of Social Services has contracted employment services for program participants with the Division of Workforce Solutions since 1987. Currently, 10 counties are participating in this program.

WorkFirst, Employment and Training – provides work experience opportunities for recipients to gain skills for employment, become employed, keep a job and become self-sufficient.

Services for the Blind, Employment and Training – provides counseling, training, education, transportation, job placement, assistive technology, and other support services for blind and visually impaired people as well as people with vision and hearing loss to assist them with living independently and with finding and maintaining employment.

Vocational Rehabilitation, Employment and Training – provides counseling, training, education, transportation, job placement, assistive technology and other support services for people with physical, psychiatric, or intellectual disabilities as well as those who are deaf or hard of hearing or have other communicative disorders to assist them with living independently and with finding and maintaining employment.

Department of Public Instruction

Career and Technical Education – provides middle and high school students the opportunity to take Career and Technical Education courses which are aligned with the 16 National Career Clusters. In addition to classroom and lab instruction, students participate in work-based learning experiences and in student organization activities.

N.C. Community College System

BioNetwork – provides life science skill development for workers and citizens of N.C., curriculum development for community college faculty, and outreach services for middle and high school students and adults.

Customized Training – supports the economic development efforts of the State by providing education and training opportunities for individuals at eligible businesses and industries.

Small Business Center Network – provides education and training, counseling, referral, and information to prospective and existing North Carolina small business owners.

Basic Skills – provides adult education and literacy services to assist adults to complete a secondary school education and/or become literate and obtain the knowledge and skills necessary for employment and self-sufficiency. In addition, the program assists adults who are parents to obtain the educational skills necessary to become full partners in the educational development of their children.

Workforce Continuing Education – provides post-secondary students the opportunity to attain education and training through participation in one of 800+ short-term training courses. These programs lead to Certificates, Diplomas and Degrees.

Post-Secondary Career, Technical, and Vocational Education – provides individuals the opportunity to expand their education in one of the 260 programs aligned with diverse industries across North Carolina. Currently, PCTVE programs include Agricultural and Natural Resources, Biological and Chemical Technologies, Business Technologies, Commercial and Artistic Production, Construction Technologies, Engineering Technologies, Health Sciences, Industrial Technologies, Public Services Technologies, and Transportation Systems Technologies.

Human Resource Development – provides skill assessment services, employability skills training, and career development counseling to unemployed and underemployed adults based on six core components of assessment, positive self-concept, employability skills, communication skills, problem-solving skills, and awareness of the impact of information technology in the workplace.

Appendix C: Definitions

Participant	Individual participating in any of the identified workforce programs during the program year of July 1, 2009 through June 30, 2010.
Cohort	The number of people who participated in the workforce development system in Fiscal Year 2009-2010. This group of people are tracked from year to year to determine their workforce participation, employment, and education status.
Adult	An individual over age 18.
Youth	An individual age 18 or younger but old enough for eligibility in a workforce program (typically 9 th grade and/or 14 years of age).
Service Recipient	Individual receiving a workforce development service through one of the publically supported workforce programs identified in this report. This category includes a variety of activities ranging from staff assisted job search to support services to use of the on-line labor exchange system. (e.g., job referral, assessment interviews, assistance with transportation cost, career counseling).
Training Participant	Individual enrolled in a workforce development training program that does not lead to the receipt of an Associate's Degree, post-secondary certificate or diploma, high school diploma, or GED. These training programs range from 2-hour training classes offered at a workforce office to multi-year programs through a community college (e.g., on-the-job training, apprenticeships, cash register training).
Education Participant	Individual enrolled in an workforce development educational program that leads to the receipt of an Associate's degree, post-secondary certificate or diploma, or high school diploma or equivalency (e.g., Post-secondary Career, Technical and Vocational Education program at the community college, Career and Technical Education program in the Department of Public Instruction, basic skills program).
Employed	An individual with wage data in the unemployment insurance wage records from covered North Carolina employers during any quarter of the applicable program year.

Covered Employment	<p>As determined by Chapter 96, Article 2 of the NC General Statutes:</p> <ol style="list-style-type: none"> 1. A general business employer with at least one worker in 20 different calendar weeks during a calendar year, or with a payroll of at least \$1,500 in any calendar quarter; 2. An employer who acquires substantially all or any portion of a liable business in North Carolina; 3. If approved by DES, an employer voluntarily choosing coverage not required by law; 4. An employer subject to the Federal Unemployment Tax Act, 26 U.S.C. § 3301 et seq.; 5. A 501(c)(3) non-profit organization with at least four workers in 20 different calendar weeks during a calendar year; 6. An employer with agricultural labor of 10 or more workers on any day during 20 different weeks in a calendar year, or with \$20,000 or more in gross payroll for any calendar quarter; 7. An employer with domestic employment in a private home, college club, fraternity or sorority with a payroll of at least \$1,000 in any calendar quarter; 8. A state or local government agency or department; 9. An employee leasing company or temporary help company that, under contract, supplies individuals to perform services for clients or customers. 10. Any Indian Tribe as defined in FUTA.
Wage	<p>The average (mean) wage earned by individuals with the available wage records in the applicable program year.</p>
Public Higher Education	<p>Enrollment in an academic, non-workforce development program of the North Carolina Community College System and/or enrollment in a degree program in the University of North Carolina System. The non-workforce development programs of the North Carolina Community College System include Agricultural & Natural Resources, Arts & Sciences, and General Occupational Technology Curriculum programs only.</p>

No Record

Individual that had no matching record within the Common Follow-up System programmatic data during the specified program year and no matching wage record for the specified wage quarters. Individuals with “no record” could include:

- Individuals employed by companies that are not covered by North Carolina’s Unemployment Insurance Laws (e.g., individuals working in other states and individuals working for the federal government, including VA hospitals and the military)
 - Individuals who are self-employed
 - Individuals who are incarcerated in federal jails and prisons
 - Students enrolled full- or part-time in private higher education colleges and universities
 - Students enrolled in an out-of-state public or private college or university
 - Individuals who are not employed in jobs covered by North Carolina’s Unemployment Insurance Laws and not participating in publically supported education, employment or training programs.
 - Individuals who are no longer seeking work (e.g., retirees).
 - Individuals who have left North Carolina
 - Individuals who have died
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