

North Carolina Workforce Investment Act



ANNUAL REPORT
Program Year 2012



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**NORTH
CAROLINA**

DEPARTMENT OF COMMERCE

Division of Workforce Solutions



North Carolina Governor, Pat McCrory

October 1, 2013

Dear Reader:

From my first day as governor, I've made it my top priority to bring jobs back to North Carolina. Our state thrives on strong business, and we've already laid the groundwork for an economic comeback. Since I took office, we've created 15,000 jobs and over \$1.5 billion in new investments by business.

As this state cannot compete economically without strong businesses, so it also cannot excel without a talented workforce ready to take those jobs. Thanks to funding from the federal Workforce Investment Act (WIA), North Carolina is able to invest in its citizens by providing them several services that will allow today's job seekers to become tomorrow's top-notch employees.

Here are a few of the services that WIA funds help us provide to North Carolina citizens and employers:

- Training opportunities to adults at our local workforce offices, including career assessment, information on the labor market, and access to workshops and job fairs
- Rapid Response teams that help employees find available tax credits and training opportunities following an employer's reduction in force
- The Incumbent Workforce Development Training Program, which allows us to help companies provide on-the-job training to employees and reduce the likelihood of layoffs

North Carolina continues to find new ways to excel in training its workforce. In 2011, we merged the Employment Security Commission with the North Carolina Department of Commerce. In 2012, we began the preparations to buy and implement NCWorks Online, a job-search website that offers advanced job matching tools and real-time labor market information to both job seekers and employers. Both the merger and the website have boosted our ability to strengthen our state's workforce.

In this report you will find several examples of how WIA funding helps to invest in the future of North Carolina's workforce. Through these efforts, we are building a stronger economy for our state and a brighter future for those who work here.

Governor of the State of North Carolina

Department of Commerce
Sharon Decker, Secretary



October 1, 2013

Dear Colleagues:

The Department of Commerce exists to create economic development to strengthen North Carolina. As we seek to recruit new businesses to our state, as well as develop policies and programs to foster growth of our existing employers, one thing remains constant -- we must have a strong, talented workforce to fill the jobs that will put North Carolina on the road to economy recovery.

Funding available from the Workforce Investment Act makes this possible. This federal money allows us to help prepare and train citizens for today's jobs through programs that assess current skills and provide information on the labor market. Were it not for this type of funding, North Carolina would not be able to invest in its future employees.

We're happy to share with you the many successes of our workforce development programs, all of which could not be possible without the support and dedication of the staff at our local and state offices.

Sincerely,
Sharon Decker

State Plan and Waivers

The Workforce Investment Act (WIA), as amended, requires the governor of each state to submit a WIA/Wagner-Peyser (W-P) State Plan to the U.S. Department of Labor that outlines a five-year strategy for its workforce investment system. States must have approved state plans in place to receive formula allotments under WIA and financial assistance under W-P (WIA Section 112(a) and W-P Section 8 (a)). The State Integrated Workforce Plan Requirements for the WIA Title I/W-P Act is commonly referred to as the Integrated Workforce Plan. North Carolina's Integrated Workforce Plan provides a meaningful strategic planning approach for the State's workforce system. The Plan also incorporates Trade Adjustment Assistance (TAA), the Wagner-Peyser Agricultural Outreach Plan, and WIA Waivers. The Agricultural Outreach Plan provides an aggressive outreach program for migrant and seasonal farmworkers. North Carolina's cross-program planning promotes both a shared understanding of the workforce needs of the State and a comprehensive strategy for addressing those needs and reflects the merger of the WIA and W-P State operations.

North Carolina's long-standing commitments to integrated planning and results-oriented coordination were significantly increased during this recent reporting period, due to factors that include broad-based multi-partner interest and the merging of WIA and Wagner-Peyser services into one division. The goals of this merger include the following:

- To achieve a level of consistency across the organization.
- To provide efficient services to all customers in the state.
- To effectively combine talent to reinforce job creation and training services delivery.

The State Integrated Workforce Plan requirements for the WIA Title I/W-P Act is also the avenue for application and approval of all current WIA waivers.

North Carolina continues to benefit from the U.S. Department of Labor's waiver process, which allows for flexibility to enhance local workforce development area services that best meet the needs of the State. The following waivers were approved for Program Year 2012 (PY 2012).

(a) Waiver to permit the State to replace the performance measures of WIA Section 136(b) with the common performance measures.

This waiver allows North Carolina to renew its performance focus and will facilitate system integration across partner programs. The common measures provide a simplified and streamlined performance measurement system that is more cost effective and understandable to the local Workforce Development Boards (WDBs). Case management, customer services, and operational effectiveness will be enhanced through the implementation of this waiver. This waiver is seen as a continuous improvement measure that has the following far-reaching benefits and outcomes:

- Facilitates the goal of a fully integrated workforce system.
- Provides clear and understandable information to stakeholders concerning the use of public funds and return on investment.
- Improves case management integration, service coordination, and information sharing.
- Assists in the realignment of youth program designs to better implement the Department of Labor's Youth Vision and its targeting of out-of-school youth.
- Uses a single set of measures for youth, thus eliminating the need to track younger versus older youth.
- Reduces labor-intensive data collection.

State Waiver Process

(b) Waiver of the requirements to provide incentive grants for exemplary performance by local areas on the local performance measures.

This waiver allows for an exemption from the provisions of WIA (Section 134 (a) (2) (B) (iii)) and accompanying regulations 665.200(e)(3). The State's ability to effectively fund incentive grants has been limited by the Congressional reduction in Statewide workforce investment activities funds to five percent. The State no longer has the sufficient funds to award performance incentives, which is what prompted the request for the waiver. Even when combined with the previous carry-forward funds as noted above, the annual five percent allotment of \$3,984,562 cannot cover both the annual WIA operating costs of more than \$3.8 million and the integrated and financial system costs. Given that the State requires an annual WIA allocation of nearly \$80 million as well as an additional \$1 million for performance incentives, it is not feasible to perform the required oversight and monitoring of the State's activities. While it is not possible at this time, North Carolina hopes to reinstate performance incentives in future years, if the funds are available.

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

The waiver allows the State to provide an opportunity to re-enroll and be considered enrolled as initial eligible providers.

This waiver allows North Carolina to continue with the initial WIA training providers and to offer continuity in WIA operations. North Carolina's goal is to continue the effective and successful use of the processes for eligible training providers that have served to increase customer choice and the number of eligible training providers while ensuring accountability for those quality providers.

This waiver is expected to result in the following:

- More efficient use of information by customers and staff by reducing unneeded data.
- Increased accountability for delivery of needed services at the State-, local-, and service-provider levels will continue by reducing large amounts of time and resources that would be expended on implementing the eligibility process in place after the initial eligibility process.
- Continued benefits to all WDBs and their customers.
- Enhanced use of resources, resulting in more customers served.

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

This waiver allows the increased transfer authority of up to 50 percent between local Dislocated Worker and Adult programs, providing additional flexibility while ensuring consistency with the Congressional intent of the funding appropriated for WIA Adult and Dislocated Worker programs.

To meet increased demand, areas with increased numbers of Dislocated Workers were able to transfer Adult funds to Dislocated Worker programs. Areas with low-to-moderate dislocated work populations were able to transfer Dislocated Workers funds to Adult programs, helping them to more effectively serve their adult populations.

State Waiver Process

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

Under this waiver, North Carolina is permitted to use up to 20 percent of Rapid Response funds for IWDP training as part of its strategies for layoff aversion. All training delivered under this waiver is restricted to skill-attainment activities.

A company's ability to compete, expand, and retain workers can be compromised by both workers lacking training and skills gaps. North Carolina's IWDP addresses such needs. This program helps established businesses to provide training and education for their current workers, which can improve employee productivity, reduce employee turnover, and increase business competitiveness. The IWDP's specific objectives include upgrading employee skills, increasing employee wages, providing training in portable (transferable) skills, and promoting business retention and competitiveness. North Carolina has extensive guidelines and policies to address the selection criteria, including the following guidelines:

- Maximum funding allowed per grant.
- Maximum lifetime per company.
- Local program focus/priorities narrative (certain industry sectors, size of businesses, etc.).
- Program outcome measures.
- Application process.
- Applicant criteria, including qualifications, eligibility, and any restrictions for the business and employees.
- Project reimbursements (description of training to be provided, duration of training, eligibility for individuals, etc.).
- Reimbursable and non-reimbursable costs.
- Evaluation procedures.
- Layoff aversion and how an applicant business intends to use the funds to avert eminent layoffs.

The waiver benefits all WDBs and their customers. The positive impacts include the following:

- Program participants can choose programs based on local needs.
- North Carolina will increase the effective and efficient use of resources, resulting in more customers served.
- WDBs will have the flexibility to move funds where they are most needed and can provide the greatest benefit in their respective regions.

(f) Waiver of WIA Section 101(31)(B) to increase the employer reimbursement for On-the-Job Training (OJT).

Under the waiver, the following sliding scale will be implemented:

- Up to 90 percent reimbursement for employers with 50 or fewer employees.
- Up to 75 percent reimbursement for employers with 51-250 employees.
- No more than 50 percent reimbursement for employers with more than 250 employees.

State Waiver Process

This waiver requested has been developed in accordance with the WIA guidelines in Section 189(i)(4)(B) and the WIA federal regulations at 20 CFR 661.420. The waiver is for use with WIA Adult and Dislocated Worker formula funds and Statewide activities funds.

As North Carolina continues to be negatively impacted by the lagging economy, the Statewide unemployment rate remains above the national rate. The State has an urgent need to implement additional programs and services that best serve unemployed workers. This waiver allows the State's workforce system to continue to more effectively market WIA-funded OJT to support job creation, while providing training and transitional employment opportunities for the unemployed. The waiver increases business usage of the local workforce system by providing added incentives for businesses, especially small businesses, to hire and train new workers.

The sliding scale will provide an additional marketing tool by providing attractive cost-effective financial incentives to offset training costs, which is especially helpful to the small- and mid-sized employers. Companies will be able to hire employees sooner than planned, stimulating the local and national economies. The sliding scale is also needed to provide an incentive to employers to hire long-term unemployed persons who have exhausted their unemployment benefits.

The waiver strengthens North Carolina's ability to more effectively direct resources to individuals and businesses where the need is greatest. It will benefit eligible WIA adults and dislocated workers who are seeking employment and new and improved skill levels. The waiver has also increased training options for participants, since workforce development areas are able to offer more OJT opportunities to WIA-eligible adults and dislocated workers.

Small- to mid-sized businesses also benefit from the waiver. By providing attractive cost-effective financial incentives, the sliding scale for reimbursement will persuade small- and mid-sized businesses to participate in the program. Companies will be able to hire employees sooner than planned, thereby stimulating the local and national economies.

The waiver will be used to target small- and mid-sized businesses with North Carolina's fastest-growing jobs. Skills training will be based upon specific high-growth jobs in each local area. North Carolina's high-growth industries include ambulatory health-care services, educational services, professional and technical services, and nursing and residential-care facilities.

Certification will depend upon the targeted area for OJT. The Career Readiness Certification will be encouraged for all OJT participants.

Small- and mid-sized employers in high-growth industries will be targeted for use of the OJT sliding-scale reimbursement. They will be selected if they meet the criteria as outlined on the OJT Pre-Award Analysis and successfully complete the employer agreement. Factors that will be considered include general business practices in terms of working conditions (e.g., safety and health), the availability of health benefits, sustainable wage structure, turnover rates, adequate staff, and equipment to carry out the training, as well as compliance with federal, State, and local laws.

(g) Waiver to enable WDBs to expand Statewide training activities by allowing up to 10 percent of both Adult and Dislocated Worker funds, as described by WIA Section 133(b)(2), to be expended on IWDP activities in accordance with Statewide activities, described by WIA Section 134(a)(3), as part of a layoff aversion plan.

State Waiver Process

The option of using workforce development area funds for IWDP training will advance the State's ability to help citizens and businesses in partnership with local workforce development areas and strengthen both the areas and the State workforce system.

The intent of the IWDP training is to provide services for current workers in established North Carolina businesses. Participating businesses must be current on all tax obligations. The IWDP training policy should be designed to enhance the skills and earnings of employees and position employers to achieve increased competitiveness and profitability, thereby averting a potential layoff. WDBs must develop IWDP policies and submit them to the Division's Business Services section for review and approval before they implement the local program.

The State's most recent IWDP policy is available and can be used as a template for other plans. The policies from each WDB must address, at minimum, the following elements:

- Amount designated as available with local area funds (not to exceed 10 percent of local Adult and Dislocated Worker allocated formula program funds each).
- Maximum funding allowed per grant, including maximum lifetime per company.
- Local program focus/priorities narrative.
- Program outcome measures.
- Application process.
- Applicant criteria, including qualifications, eligibility, and any restrictions for the business and employees.
- Project requirements, including description of training to be provided, duration of training, eligibility for individuals (age, citizenship, Selective Service registration).
- Reimbursable and non-reimbursable costs.
- Evaluation procedures.

The waiver's additional goals include the following:

- Provide more funding flexibility to meet the workforce demands and challenges encountered by North Carolinians.
- Enhance the skills and earnings of employees and position employers to realize increased competitiveness and profitability, thereby increasing the retention of existing jobs.
- Target specific industries. In recent years, these specific sectors have included manufacturing, health care, and information technology. The relevant sectors are determined by the WDBs, while the businesses determine the necessary skills, training, and certifications that are needed to avert layoffs. North Carolina believes its partners and its WDBs are ready to embrace IWDP training as an activity integrated into the state's industry sector/layoff aversion strategies. The State expects training funds to benefit key industries and local economies by providing a means to upgrade the skills critical to employers. By building business partnerships within both regions and industry sectors, the State expects that there will also be substantial savings in training expenses. Local boards will be required partners at the regional level. The partnerships of Sector Strategies Initiatives across the State's local areas will ensure that critical skills within key industries will be upgraded. If granted, this waiver will allow local areas to use IWDP funding for a variety of industries and sectors that will be determined by labor market information, as well as employer identification of needed skills. Having more flexibility within WIA regulations through this waiver is critical to this effort.

State Waiver Process

- Serve as a bridge between the workforce development and economic development communities.
- Increase layoff aversion. This is a key component of IWDP. An applicant business must justify how the requested training will avert eminent layoffs. Layoff aversion is defined as when a worker's job is saved with an existing employer that is at risk of downsizing or closing, or when a worker at risk of dislocation transitions to a different job with the same employer or a new job with a different employer and experiences little or no unemployment. Local workforce development areas will be able to use the IWDP to provide businesses and individuals with needed resources to train existing employees in an effort to retain them. Also, the program will benefit individuals as they will receive additional training that will help them retain employment and not be on unemployment compensation. If granted, this waiver will ultimately enhance the State's efforts at job retention, thereby avoiding layoffs. The State and national economies will benefit from the increased productivity and upward mobility of workers. The State knows from experience that there is a deep reservoir of demand for IWDP training. This waiver will provide additional resources for a key State initiative to boost creativity and innovation in IWDP training and to supply the skills that challenge the State's employers.

The State has used this waiver to create a bridge between economic development and workforce development. The waiver will help all WDBs and their customers. The positive effects will include the following:

- Program participants will have program choices based on local needs.
- North Carolina will more effectively use its resources, resulting in more customers served.
- WDBs will have the flexibility to move funds where they are most needed and can provide the greatest benefit.

Commission



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

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

The Commission is designated as the State's Workforce Investment Board under the WIA. Led by a private sector chair, the Commission includes representatives from the business community, heads of State workforce agencies, educators, community leaders, and representatives from

organized labor. All members are appointed by the Governor.

The Commission believes the following:

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



Biz Boost

The Commission is committed to the retention of existing jobs through the allocation of resources and technical assistance for small- to mid-sized businesses, helping them sustain and grow their operations. WIA funds support layoff aversion strategies through partnerships between the Commission, the Business and Industry Division of the N.C. Department of Commerce, and the Small Business and Technology Development Centers (SBTDC) across the State. Partners identify small- to mid-sized businesses that might benefit from this initiative, assess their needs, and provide the appropriate services.

The chart below shows the impact of Biz Boost for PY 2012.

Statewide Biz Boost	
Client Businesses Served:	465
Total Jobs Created or Retained:	1040
# Loans Obtained:	120

Incumbent Workforce Development Program

The Incumbent Workforce Development Program (IWDP) is a competitive grant opportunity that provides funding to businesses for implementing a layoff aversion strategy through training its incumbent workers. Since 2002, the program has awarded nearly \$24 million in training funds to hundreds of established North Carolina businesses.

During PY 2012, the training focused on skill attainment for employees, which helped retain jobs and maintain company competitiveness. The Commission announced more than \$166,000 in grant awards through the program. IWDP funds are helping more than 240 North Carolina-based employees from 16 companies.

State Initiatives Funds



Photo courtesy of U.S. Department of Veteran Affairs.

N.C.'s veteran employment program consistently ranks as one of the best in the nation. In addition to the high number of job placements and assistance already noted for the PY 2012, 312 veterans and other eligible persons were enrolled in state training programs. An additional 6,627 veterans were approved for the VA Veterans Retraining Assistance Program (VRAP), and DWS Employment Services offices partnered with the U.S. Veteran's Administration, civic and community organizations, and other service agencies to conduct 11 Stand Downs for homeless veterans and worked with employers throughout the state to hold 79 job fairs/employment workshops. The Enhanced Outreach and Employment Services for Ex-Service Members and the Gold Card Initiatives are a few of programs offered to veterans.

Enhanced Outreach and Employment Services for Ex-Service Members

The Division received a two-year WIA Dislocated Worker National Reserve Demonstration federal grant to develop collaborative strategies that support improved outreach to veterans receiving unemployment benefits, referred to as Unemployment Compensation for Ex-Military members (UCX). The Enhanced Outreach and Employment Services for Ex-Service Members Initiative specifically targets U.S. Army veterans receiving unemployment benefits and is a pilot program offered in four states. This initiative targets veterans from the Active Army, as well as those who meet veteran criteria from the Army Reserves and the N.C. National Guard.

The project's main goal is to reduce the claim duration for Army veterans who are receiving unemployment benefits by providing re-employment services, job referrals, and job development contacts commensurate with the veterans' skills, experience, and interests in order to help participants obtain suitable employment.

North Carolina's outreach efforts began in March 2013. The State has already contacted more than 3,200 unemployed Army veterans. The UCX initiative provides an opportunity for the State's workforce system to "serve those who served for us".

Gold Card Initiative

In November 2011, North Carolina quickly implemented the Gold Card Initiative as part of its efforts to provide intensive employment-related services to veterans. Supervisors, partners, and veteran and local workforce office staff members received the steps and procedures to implement the program. North Carolina implemented the Gold Card Initiative after it received DOL Training and Employment Notice 15-11 and Veterans' Program Letter (VPL) 01-12.

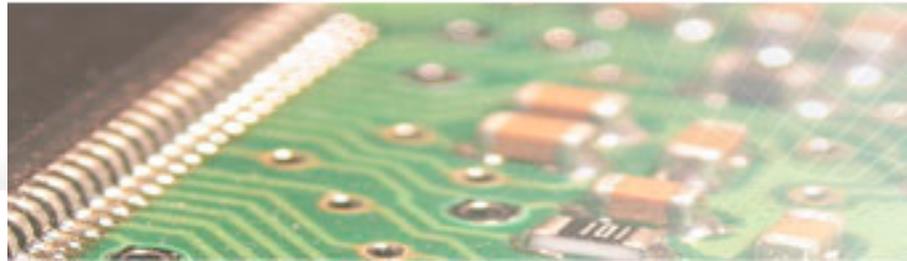


Photo and logo courtesy of 3 Phoenix Inc.

Incumbent Workforce Development Program Grant

Capital Area WDB

Founded in 2003, 3 Phoenix Inc. (3Pi) is a small, Wake Forest-based business focused on providing technology products and services to the U.S. Department of Defense and prime contractors. 3 Phoenix has core competencies in the following areas: real-time system architecture, sonar signal processing, imaging, sonar and radar systems, and telecommunications. In 2012, 3 Phoenix realized it needed to better train its technical staff but had limited training funds because money for that purpose had not been the subject of negotiations or included in the company's most-recent contracts. The company turned to the Capital Area Workforce Development Board for assistance and applied for an IWDP training grant. In fall 2012, the company was awarded the grant. As a result, six engineering technicians completed a two-day training course and gained IPC certifications for IPC standard 7711/7721 (Requirements for Rework, Modification and Repair of Electronic Assemblies). The course was taught by Angel DeLuna from Circuit Technology Inc.



Angel DeLuna from Circuit Technology Inc., teaching technicians at 3 Phoenix Inc. for IPC certification.

Brandon Waters, manufacturing engineer at 3Pi, participated in the training sessions. "The instructor demonstrated in-depth knowledge and experience in the course, and his teaching style was a perfect fit for the technicians in our group," he said. "The instructor kept everyone engaged and interested throughout the two-day course." The course was mostly hands-on, and many technicians described it as some of the most beneficial training they have received during their time at 3Pi.

State Initiatives Funds

State Energy Sector Partnership Training Grant (SESP)

In January 2010, the Division embarked on a unique challenge. Its mission was to turn “green into gold”, and this endeavor ended on a very successful note in June 2013.

The State Energy Sector Partnership Training Grant (SESP) was awarded \$5.9 million in American Recovery and Reinvestment Act funds from the U.S. Department of Labor’s Employment and Training Administration. Through the SESP grant, more than 1,700 participants were trained for success in the State’s fast-growing green industries in the emerging energy efficiency and renewable energy fields. Of the participants, 1,250 received an industry-recognized certification, and 978 participants became gainfully employed as a direct result of the SESP grant.

Four regional teams participated in the three-year sector initiative. These teams represented six WDBs—Lumber River, Region Q, Northeastern, High Country, Region C, and Western Piedmont—and included members from 38 rural counties. The teams represented training and certification in the areas of weatherization, solar voltaic installation, sustainable agriculture, or green construction and deconstruction.

Enhanced WIA and TANF Work First Collaboration

The Division is working with Economic and Family Services of the N.C. Division of Social Services to improve the employment outcomes of WIA and Temporary Assistance to Needy Families (TANF) clients. The social services division is housed in the N.C. Department of Health and Human Services.

The two State agencies have formed a collaborative workgroup that meets quarterly to exchange information and promote sharing best practices throughout the State to more effectively serve participants. The workgroup consists of staff from State and local agencies who also participate in conferences and webinars sponsored by both the U.S. Department of Labor and the U.S. Department of Health and Human Services. The workgroup communicates with its constituent organizations to broaden awareness and interactions.

The Division’s local offices, WDBs, and JobLink Career Centers are encouraged to continue working with local social services departments to both serve recipients of public assistance and establish protocols that help facilitate job referrals for clients of WIA and TANF.

Customer Satisfaction Measures

In 2012, the Division began to survey customers who had registered with North Carolina’s job matching portal to ask about their experiences with the state’s workforce delivery system. This survey is sent via email to thousands of customers on a monthly basis and asks questions related to access of services, why customers visited or called workforce centers, and how they rate the service delivery.

By gathering feedback from its clients, the Division hopes to better respond to customer needs and continually improve the services it offers, both online and at the local workforce offices.



Photo and logo courtesy of Strata Solar.

STRATA SOLAR Hires **51** for solar energy installation

Cape Fear Workforce Development Board

The Columbus County JobLink Career Center hosted a job fair and hiring event for Strata Solar at Southeastern Community College in Whiteville. Located near Whiteville, Strata Solar is a solar energy installation that is producing enough power to serve electricity to 750 homes in Columbus County. Of the 118 job seekers who attended the job fair, 51 were hired on the spot, and 10-15 were placed on a list of alternates with a high probability that they will be called to work before the project is completed. The representatives of Strata Solar were very pleased with the job seekers and their qualifications. The event was organized by Jackie Freeman, a staff member of the career center who completed the initial contacts, resume collections, and interviewing and hiring process in 13 working days.

About Strata Solar LLC

Strata Solar LLC is a leading provider of complete solar energy systems and installations. It provides turnkey services for the complete design, construction, and installation of utility, commercial, and residential photovoltaic and solar thermal systems. The company also provides a full array of engineering, procurement, and construction (EPC) services, separately, as needed to solar developers and companies interested in clean renewable energy. Headquartered in its LEED Silver certified office and showroom in Chapel Hill, and its nearby expansive warehouse, Strata Solar also has operations in California. For more information, visit <http://stratasolar.com>.

— “We are very proud of the jobs we are creating,” said Markus Wilhelm, CEO, Strata Solar. —



Capital Area Workforce Development Board

Raleigh Precision Products is a custom manufacturer of injection molded plastic materials and components in Kenly, NC. The company has been in business for more than 20 years and touts itself as one of the Mid-Atlantic's most cost-effective suppliers of injection molded plastics. The company uses custom injection molding machines that range in capacity from 20 to more than 400 tons and feature the latest digital processing controls and statistical data gathering software. Incorporating advanced technology in its business model has allowed Raleigh Precision Products to consistently deliver high-quality products to companies such as Andromeda Training, Inc., Stanley Hand Tools, Del-Tec, Hampton Rubber, Screen Tight, The Godfrey Group, and the U.S. Historical Society.

In fall 2012, the Capital Area Workforce Development Board (CAWDB), Johnston County Economic Development, and Johnston Community College began hosting industry roundtable meetings with area manufacturers to better understand industry workforce trends, challenges, and opportunities. The owners of Raleigh Precision Products attended the first meeting. Ever since this first meeting, the CAWDB has continued to support Raleigh Precision



Photo and logo courtesy of Raleigh Precision Products.

Products with a multitude of services that the company's owners had not known were available to them.

Through the JobLink Career Center in Smithfield, the CAWDB has worked closely with Raleigh Precision Products to successfully refer qualified talent to support their hiring needs, including customer service positions and other hi-tech positions. In addition, One-Stop staff referred the company to Johnston Community College's DALT (Developing a Lifelong Trade) program professionals to help them take advantage of the college's student talent pool. The CAWDB has since facilitated an internship experience for a graduate of the DALT program at Raleigh Precision Products.

Since the fall, Johnston County Economic Development has also had multiple follow-ups with Raleigh Precision Product's owners to stay abreast of their growth plans. Johnston Community College has been successful in providing training to Raleigh Precision Products employees. Because of the collaboration between the CAWDB, Johnston County Economic Development, and Johnston Community College, this partnership model is working to stay attuned to the needs of area businesses to provide them with timely and customized workforce solutions.

Businesses



Logo courtesy of Machine Specialties, Inc. (MSI)



Matt Edwards with Machine Specialties, Inc. (MSI).

Greensboro/High Point/Guilford County Workforce Development Board

In an industry that has seen its ups and downs, Machine Specialties, Inc. (MSI) is providing a major spark for the advanced/innovative manufacturing industry in Guilford County. MSI has been recognized as one of the fastest-growing private sector companies in Greensboro, NC. With this growth, they recognized the need to create a pipeline for skilled workers in the area of CNC machining. This huge demand for skilled workers helped MSI jumpstart its collaboration with the Greensboro/High Point/Guilford County Workforce Development Board and Guilford Technical Community College (GTCC). These entities created the initial customized entry-level CNC Machinist Operator curriculum and model. MSI has been the primary employer hiring WIA participants from this training program. This year, MSI has employed and/or provided work experience opportunities for WIA participants, including direct hires and work experience opportunities. The work experience participants continue to train as they receive some on-the-job experience. Matt Edwards, human resources manager for MSI, said, “Due to our highly skilled workforce, we were able to grow our business from \$25 million in annual sales to approximately \$30 million. We hired an additional 10+ employees this year, with the majority coming from our partnership with Workforce Development/JobLinks/GTCC.”

MSI currently sits on an advisory board and participates in employer panels for the selection of candidates for upcoming CNC machining classes. MSI continues to be instrumental in its involvement and feedback with the Greensboro/High Point/Guilford County WDB and GTCC on ways to enhance the training as industry needs change. Most recently, MSI participated in “A Salute to Manufacturing” breakfast, which was sponsored by the WDB with other area employers from the industry, and provided feedback on both its hiring practices and needs and the training participants it recently hired. This feedback from the employer’s perspective has played a vital role as this model continues to evolve into a regional program.



Mountain Area Workforce Development Board

In 2012, Sierra Nevada and Legacy Paddlesports moved to Henderson County. The Henderson County JobLink Career Center and Blue Ridge Community College, along with other partners, have played a vital role in assisting the companies with all aspects of the hiring process.

Sierra Nevada received help with prescreening applications, enrolling potential applicants in the Career Ready 101 software (for the required Career Readiness Certificate), contacting the selected applicants to schedule Sierra Nevada specific testing sessions, and scheduling pre-hire classes.



The local workforce partners helped Legacy Paddlesports with a fast-paced employee ramp-up by managing application completions and resume submissions, helping with I-9 verifications and background checks, and scheduling weekly interviews and an eight-hour pre-hire class entitled "Pathway to Advanced Manufacturing." Thanks to this assistance, Legacy Paddlesports interviewed approximately 1,000 people and hired 88 job applicants, including 51 dislocated workers.



Photo and logo courtesy of Sierra Nevada.



Triangle South Workforce Development Board

Located in the Research Triangle Park, Cree is a market-leading innovator of LED lighting and semiconductor solutions for wireless and power applications. As Cree began to expand its product lines, the need arose for dozens of additional employees to fill the company's growing production needs. Cree reached out to the Triangle South Workforce Development Board (TSWDB) for assistance. In collaboration with Mike Peluso, the board's business services coordinator, as well as the Chatham County JobLink Career Center, Cree was able to hire the employees it needed for its product expansion.

Cree's workforce requirements were specific: the company was looking for employees with a high dexterity level, a manufacturing background, a high school diploma, and a willingness to work 12-hour days. To meet these requirements, Peluso worked with the Chatham County JobLink coordinator to host multiple job fairs. Each attendee received a background check, a pre-screening interview, and a dexterity assessment. The pre-screening interview confirmed the prospective employee's willingness to travel to the worksite in Durham, as well as their ability to meet the shift demands of the position. The pre-screening process used the Minnesota Manual Dexterity Test to confirm if the prospects would be efficient on the high-speed manufacturing lines at Cree's plant.

Several area residents possessed a high speed manufacturing background. The numbers of individuals hired from the Chatham County area, however, were limited by both language barriers and the lack of a high school diploma or GED. Officials re-analyzed the workforce pool and determined that they would increase their chances of finding qualified workers if they adjusted the hiring criteria to better fit the area's demographics. This approach would also serve as a catalyst for the reemploying many citizens of Chatham County, who were looking for manufacturing jobs after the closing of



several high-speed food processing plants. More job fairs were held, with more members of the community in attendance. As a result, Cree increased the number of people it hired.

At the time of this writing, the TSWDB and the Chatham County JobLink Career Center facilitated five job fairs for Cree, with an average of 10 to 25 people being hired from each fair. Thanks to its collaboration with the TSWDB, Cree has shifted from using staffing agencies to meet its workforce needs and relies almost exclusively on WDBs for help.



Photo and logo courtesy of Cree LED Lighting.

On-the-Job Training Success Story



Photo and logo Courtesy of Regulator Marine in Edenton, NC.

Northeastern Workforce Development Board

The recession devastated the boat building industry in northeastern North Carolina. Some companies, like Regulator Marine of Edenton, managed to stay open with a drastic workforce reduction.

In late 2012, Regulator Marine needed to add more staff to meet an increase in boat orders. The company met with Sarah Jorejsi and Phil Thomason, a business services representative of the Northeastern Workforce Development Board (NWDB) and veteran's representative for the Division, respectively. The group discussed the On-the-Job Training (OJT) program and services the Division can provide to businesses to help with recruitment. As a result, Bobby Densmore, vice president of operations for Regulator Marine, asked for help with recruiting boat assemblers and boat laminators. Densmore was also interested in OJT and other Division services.

Thomason became the main contact for the company. Since Regulator Marine does not have its own human resources department, Densmore quickly saw the value of the services the Division provided to his company, including recruitment assistance, scheduling drug tests, background checks, and interviews, and pre-screening candidates. Job applicants were screened for OJT eligibility and sent to an OJT job seeker orientation. Kathy Nixon, NWDB training and employment specialist, served as the contact for all eligible OJT candidates who wanted to apply for a position at Regulator Marine.

Since then, Regulator Marine has hired six employees, four of whom were hired through the OJT program. Thanks to these four OJT contracts, Regulator Marine will receive approximately \$22,000 in reimbursements for providing occupational training to these new employees. All employees are still in their OJT contracts, and Regulator Marine has been very pleased with the employees and the process.

“The OJT program has provided us the opportunity to reach out to some very talented people who just needed a little extra training,” Densmore said. “Each time, the process has been smooth and flawless.”

In addition to recruiting and training new employees, Regulator Marine needed to train incumbent workers. Dave Whitmer, NWDB director of business and career services, helped Densmore understand his training needs and identify solutions. Whitmer connected Densmore with an agency that is currently working with Regulator Marine to provide this needed training.

There are a lot of people involved in the workforce system with different roles and responsibilities, but when everyone works together as a team, the benefits to local businesses are tremendous.

Program Success Story



Western Piedmont Workforce Development Board

When manufacturing industries had trouble finding skilled workers, the Western Piedmont Workforce Development Board (WPWDB) and Burke County organizations helped them find a solution.

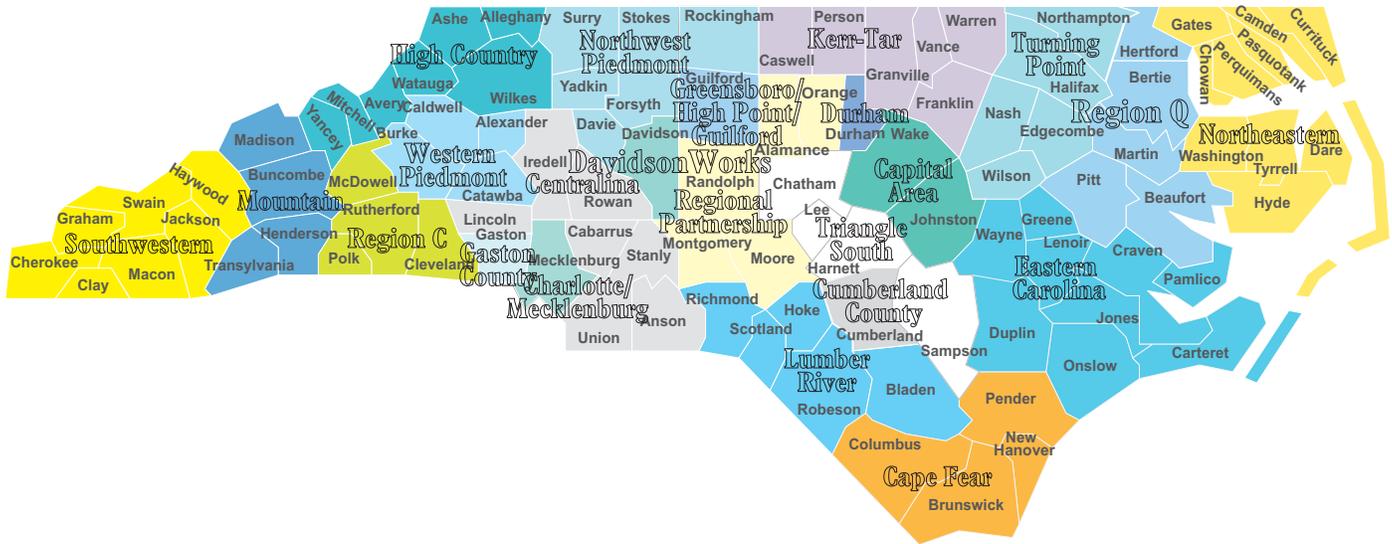
The result was RENEW, a program developed to address gaps in manufacturing skills. A manufacturing training program was launched to help build a more highly skilled workforce for manufacturing companies in Burke County. Seven Burke County manufacturing companies made the commitment to partner on the project. They helped develop the program to ensure that graduates would meet requirements for both technical and soft skills. The partnership included the WPWDB, Burke Development, Inc. (BDI), Western Piedmont Community College, Burke County DWS, JobLink Career Center, and the Cognitive Connection. RENEW was initially funded by the N.C. Rural Center.

The first training program was so successful that it exceeded the expectations of participating companies, community leaders, and graduates. Out of the 50 inaugural participants, 44 graduated from the program. By October 2012, 38 graduates had found employment. The third class began on April 26, 2013, and 22 of the 25 participants graduated—a success rate of 88 percent. Thanks to a grant secured through the Division, the fourth RENEW class began on May 7, 2013. During the next two years, an additional 300 participants will graduate from the program.

“We are looking forward to learning more about Project RENEW’s approach of engaging employers to define the skills needed by the employers, and retraining Dislocated Workers with curriculum designed by employer groups,” said Roger Shackelford, assistant secretary of workforce solutions, when RENEW was awarded the grant from the Division. “We feel that it is this type of community collaborative that will spur solutions to skill issues in North Carolina.”

There will be a significant demand for a new, more highly skilled workforce as approximately 2.7 million manufacturing employees retire over the next decade. By covering topics such as Six Sigma, Lean Manufacturing, ISO 9000, CNC Machining and Metrology, the class prepares RENEW graduates for the modern manufacturing environment. RENEW graduates complete the program with four nationally recognized certifications, including OSHA 10 and Career Readiness Certification. Project RENEW has shown how creating meaningful partnerships can result in success for a community.

Workforce Development Services



Workforce Development Boards

North Carolina has 23 Workforce Development Boards (WDBs), serving all 100 counties in the State. Appointed by local elected officials, WDBs are comprised of individuals representing business and industry, economic development agencies, community-based organizations, educational agencies, vocational rehabilitation agencies, organized labor, public assistance agencies, and the Public Employment Service. A majority of the members represent businesses in the local area. WDBs are charged with planning, overseeing, and coordinating local workforce initiatives, including the JobLink Career Center(s) in their areas.

North Carolina's JobLink Career Center System

The Division and the Commission, in partnership with WDBs and State and local agencies, oversee the workforce delivery (career center) system in North Carolina. JobLink Career Centers are the primary touch points that direct job seekers, workers, and employers to employment and training services. Each career center is staffed by State and agency partners who work together to meet customer needs.

This year, Session Law 2012-131 was passed and expanded the responsibilities of the Commission. The law required the Commission to both set the criteria and standards for North Carolina's JobLink Career Center system and review and revise the Memorandum of Understanding (MOU) among State partners within this system. A task force of Commission members and an advisory group of workforce agency representatives was assembled to meet those charges.

In May 2013, the Commission approved a revised MOU that established areas of collaboration and new criteria for quality service. The MOU took effect July 1, 2013, and the new criteria will be used to certify JobLink Career Centers during the 2013-2014 fiscal year. North Carolina is currently revamping and improving how workforce services are delivered through an integrated services delivery approach. Integrated services delivery will better serve the State's citizens and businesses by responding to customer needs, not just program requirements.



Dislocated Worker Unit

The Dislocated Worker Unit continued to publish *The Rapid Responder* e-bulletin, which highlighted job and community resource fairs and effective Rapid Response service strategies from around the State. The newsletter also featured articles on local area-sponsored workforce development conferences and employer symposiums, employment and training programs and services available to veterans, WIA and TAA integration, integrated service delivery, and best practices used throughout the year. The quarterly Rapid Response Best Practices webinars continued to provide cost effective statewide training to field staff, partners, and other agencies. The webinars shared valuable resources and services available to transitioning workers and job seekers. One session focused on web-based resources for job seekers over 50 years old and was provided by the AARP. Another session discussed financial resources for dislocated workers and was made available through the National Foundation for Credit Counseling and ERISA Benefits and presented by the regional Atlanta office of the U.S. Department of Labor's Employee Benefits Security Administration (EBSA).

The live webinars were recorded and made available for future access at the NC Mobile JobLink website. The Dislocated Worker Unit continued to promote the customized web portal product, EZ Link, which provides access to employer separation benefits and worker transition information. EZ Link currently provides transitional information and support to 664 workers at T-Connectivity in High Point

who were impacted by a phased facility closure that is scheduled for completion in January 2014.

The NC Mobile JobLink Career Center was widely used throughout the program year. The unit supported large local area Rapid Response activities and job/resource fairs, and it also served as an extension of the local JobLink Career Center network through a number of community outreach deployments that included community college marketing activities, targeted events for the homeless, veterans and their families, youth correctional facilities, ex-offender populations, and a United Way Financial Capabilities Initiative.

The Dislocated Worker Unit also produced a recorded webinar, in conjunction with the Workforce Development Training Center, to educate new staff and workforce partners to the Dislocated Worker Unit and Rapid Response process.

Worker Adjustment Retraining Notifications (WARN)

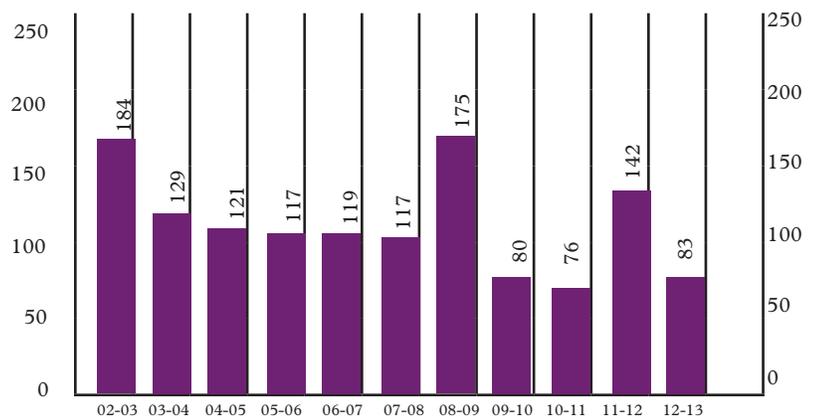
During PY 2012, the State’s Dislocated Worker Unit responded to a total of 83 Worker Adjustment Retraining Notifications (WARN) that covered 9,619 workers across the state. The unit also responded to six company layoffs, which impacted an additional 350 workers, although these dislocations did not meet the WARN threshold. The substantial increase in the number of worker dislocations during the year is largely attributed to mass layoffs/facility closures at Freightliner, TE Connectivity, and House of Raeford, which impacted a combined total of 2,924 workers.

In addition to the significant layoffs—which occurred in the commercial vehicle, communications technology manufacturing, and poultry production industries—NC continued to experience job losses in the government and defense contracting areas of aviation, logistics, tactical training, transportation, maintenance and military combat, and apparel manufacturing. Other sectors heavily impacted by job losses include industrial polyester and resin manufacturing suppliers; electromechanical instrumentation technology manufacturing; automotive industry parts suppliers; commercial, industrial, and residential tool manufacturing; home appliances; consumer affairs; customer care and fulfillment call centers; health claims processing and utilization management; groceries, department stores, and discount retail establishments; and the State’s traditional industries of textiles, hosiery, and apparel.

Table 1. WARN Notice Summary 1997–2012

Time Period	# of WARN Notices	# of Employees Affected
97-98	110	16,905
98-99	140	22,610
99-00	108	15,110
00-01	163	27,806
01-02	203	28,172
02-03	184	24,378
03-04	129	21,479
04-05	121	16,059
05-06	117	16,465
06-07	119	18,028
07-08	117	15,366
08-09	175	25,126
09-10	80	7,683
10-11	76	8,186
11-12	142	9,437
12-13	83	9,619
Total	2,067	282,429

Chart below displays the number of WARN notices from PY 2002 - PY 2012



Workforce Development Services

Workforce Development Training Center (WDTC)

The N.C. Workforce Development Training Center (WDTC) provides a comprehensive array of training options tailored to meet the dynamic needs of the State's 23 WDBs, JobLink Career Centers, the Division, and staff members of partnering agencies. The WDTC promotes staff development by offering a combination of core workshops by professional and peer trainers conducted regionally during the calendar year; customized events requested by system partners; webinars for easy access by larger numbers of staff; and seminars in response to new, relevant topics that arise on the workforce development scene.

During this program year, the WDTC offered more than 139 workshops, events, and webinars that served 5,923 participants—an increase of 132 percent over the previous program year. In addition, the career development facilitator professional certification course produced 169 graduates, for an annual increase of 15 percent.

The WDTC has been a key player in the Division's mission to redesign the workforce system based on the concept of fully integrated services delivery. Beginning in January 2013, the WDTC handled the logistics of six events with a total of 601 participants as the Division and local leadership teams launched a cohesive and collaborate effort to revamp the operations of the State's JobLink Career Center.

To meet the greater demand for staff training that resulted from the merger of WIA and W-P programs and funding, the WDTC developed a Statewide peer training team. This group of 24 trainers, all staff of the Division and located across the state, made it possible to offer workshops in multiple locations, reducing staff travel expenses while training larger numbers of workforce professionals. The peer training team facilitated 97 sessions with 2,594 participants during the year. Team capacity has continued to grow with the inclusion in the spring of



another 20 staff members of the WDBs. This versatile, dynamic team has provided a new dimension to the WDTC. This training approach continues to be successful as it both demonstrates the new integrated services delivery strategy and presents a positive role model to local staff.



The WDTC manages the N.C. Workforce Development Leadership Academy. The goal of the academy and its accompanying Learning Network is to maintain an effective, efficient, and visionary team of WDB leaders for North Carolina, each working to full capacity to build and sustain a high-quality system of workforce services for our citizens. The graduates attend quarterly Learning Network events to maintain a strong peer network, to stay current on workforce issues, and to hone new skills as they tackle new challenges. To date, there have been four classes of the Leadership Academy, with 51 graduates.

professional trainers and peers from within the State. The conference—titled “*The Changing Partnership: 25 Years Later!*”—celebrated 25 continuous years of the annual event. More than 885 participants attended the conference, including WDB members, frontline staff, WDB directors and staff, private sector business representatives, and staff and management from partner agencies and non-profit organizations. The highlights of the conference were the keynote address by Bob Knight, a nationally renowned workforce expert, and the traditional Governor’s Awards Banquet, during which individuals and businesses were recognized for their excellence in and contributions to workforce development programs.

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



The 2012 North Carolina Workforce Development Partnership Conference, planned and hosted by the WDTC, offered opportunities to attend workshops by

Youth Program

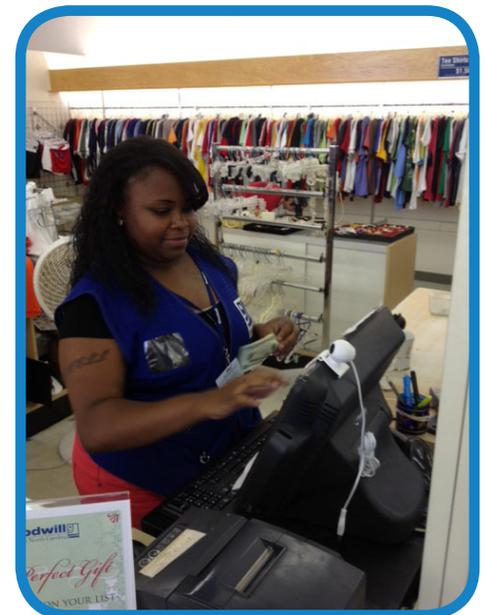
North Carolina served 5,685 WIA youth participants during PY 2012. Youth participants must be low-income in addition to having one of six barriers as identified by the WIA. At a minimum, 30 percent of youth funds received by a local workforce area must be spent on out-of-school youth. In addition to receiving valuable exposure to mentoring, leadership development, tutoring, and other comprehensive services, youth often have the opportunity to participate in paid and non-paid work experiences to include occupational skills training and other employment services. A young person's work experiences are directly linked to his or her academic and occupational interests. Such experiences contribute to making youth ready for careers.

The Great Recession and slow recovery period has had a significant impact on all of North Carolina's subpopulations. During the downturn, unemployment rates increased among all demographics and continue to exceed pre-recession levels. Despite dropping 6.6 percentage points from 2011, unemployment rates among 16-17 year olds remained highly elevated at 25.4 percent in 2012. The unemployment rate among 20-24 year olds dropped from 19.6 percent in 2011 to 16 percent in 2012.

When Shanell Luckey enrolled into the Get REAL program, she was below the basic skills level and needed 14 credits to complete her high school diploma. She had been in the 9th grade for two years and had a poor attitude towards school. It took several months for Luckey to adjust to Get REAL and the structure provided by the program. After she was in the program for several months and had received support from the instructors, WIA staff, and her peers, Luckey's attitude and attendance began to improve.

Luckey's relationships, learning, and attitude towards school improved. Staff began discussing a work experience for her. Luckey and the instructor decided that Goodwill Industries in Thomasville would be a good fit for her. Goodwill interviewed her and offered her a work experience. The job greatly improved Luckey's self-esteem and gave her the courage to excel in other aspects of her life. In response to her positive outlook, Luckey's classmates nominated her to be a part of the Student Government Association at Get REAL. As her test scores have improved, Luckey has also begun to earn credits towards her diploma. With the success she has achieved and the change in her attitude, she will continue to reach her goals.

Luckey earned a part-time job with Goodwill, which hired her before her work experience ended because the company was impressed by her work ethic. Luckey was also selected to attend the 2013 Youth Summit, which was held in Greensboro. She has maintained a positive attitude in the Get REAL program and now knows that her destiny is in her hands.



Shanell Luckey at the cash register, assisting a Goodwill customer.

Youth Program



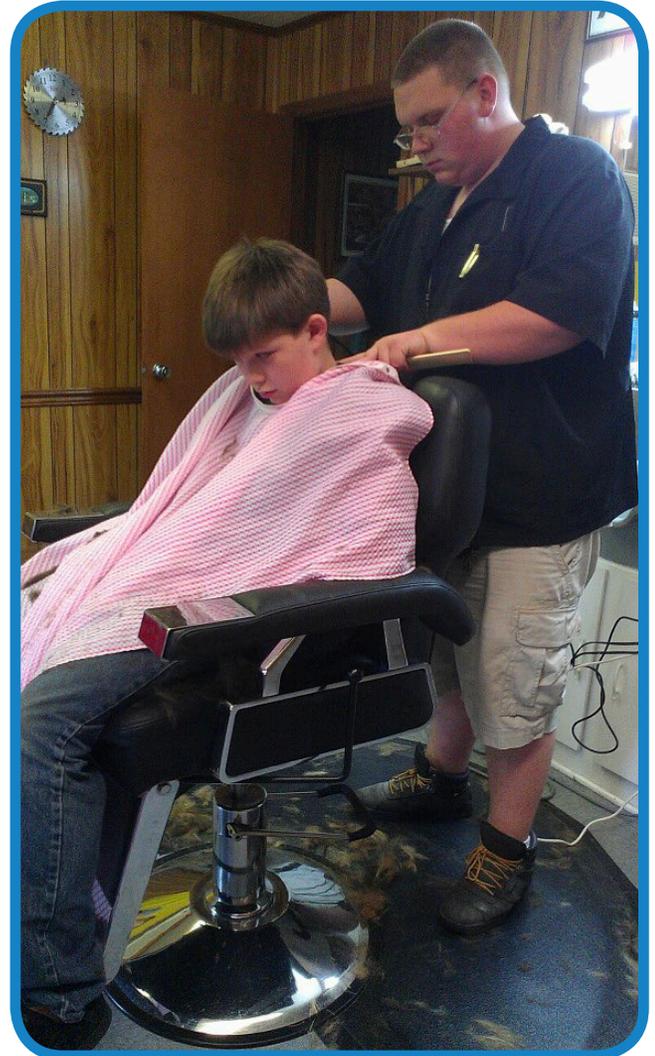
After graduating from high school in Beaufort, James Myrick, Jr. went home—to attend the Beyond Measure Barbering Institute in Alamance County to become a barber. Due to financial issues within the family, money became tight and Myrick was at risk of dropping out of school. He was referred to the Building Futures Youth Center and was enrolled in April 2011.

Building Futures provided occupational skills assistance and supportive services to Myrick, which enabled him to complete his barber training. Myrick attended workshops and activities at the Youth Center on various topics, including employment skills, life skills, leadership opportunities, and peer group activities. As his knowledge base increased, Myrick matured and his self-esteem improved.

When he enrolled in the program, Myrick was basic-skills deficient but worked hard to improve his skills through increasing his self-confidence and self-empowerment. He knew the information, but he needed the confidence to apply it. In one year, Myrick improved his basic skills over four grade levels; when he proudly showed his father his test results, he did so with a bright smile. While participating in WIA activities, Myrick was given the Work Keys Assessment and received a silver-level CRC. His improved basic skills and classroom knowledge enabled him to earn high scores on his barbering exam. Myrick still needed to complete a one-year apprenticeship, so he chose to complete his apprenticeship hours at Kirk's Barbershop in Beaufort.

During the apprenticeship, Myrick kept in contact with his case manager on a regular basis through phone, text, Facebook, and personal visits. He updated his case manager on new and exciting events, such as the time when he became a small-town hero for rescuing a man who had fallen from his truck, accidentally released the brake, and run over himself. Myrick had freed the man from under the vehicle and provided assistance until medical help arrived.

With the help of supportive services for supplies, mileage reimbursement, and license and exam fees, Myrick completed his apprenticeship in October 2012. He put his education to use by opening his own barbershop in Davis in March 2013. Myrick called his business Graham's Barbershop, in honor of the previous barber who had passed away. When he earned his license, Myrick was the youngest registered barber in North Carolina. In March 2013, Myrick graduated from the WIA Youth program with a barber license, his own business—and well-earned pride.



Owner, James Myrick Jr. working at Graham's Barbershop with a young customer.

Youth Program



In August 2012, Michael Sosa joined ResCare Workforce Solutions' Inspire Youth Program, funded in part by Charlotte Works. "When I came to ResCare, things were crazy. I didn't know if I wanted to stay," he said. "I was immature; I wasn't doing what I needed to get done."

Sosa participated in the work-readiness program, which included coaching in resume development and interviewing skills and instruction in math, reading, and computers. In January 2013, he earned his GED.

Sosa has been interested in computers since childhood. He and his brother would take apart old units and connect the pieces and parts to batteries so they could power light bulbs. In March, Sosa began the two-year network system administrator program. After he learns programming, hardware, and wiring and graduates, Sosa hopes to enter the IT field and perhaps work internationally, with a particular interest in China and Japan.



Michael Sosa, 'client of Charlotte Works' Youth Works program, landed a job as a server at a local restaurant and began working toward a two-year computer degree after completing a career readiness program and earning his GED in spring 2013.

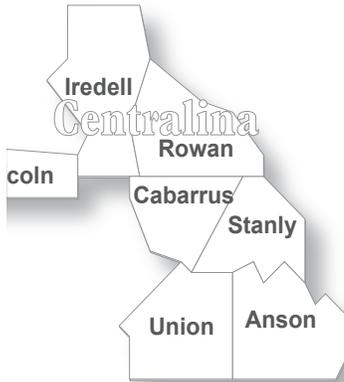
Sosa credited ResCare with his success. He learned how to respond to employers' questions and how to improve his posture during interviews. "But you've got to pull yourself together and do the work yourself," Sosa said. "This is a professional environment. You come here to learn professional skills to give you an extra step up."

Cost Per Participant

Program	Total Participants	Cost	Cost per Participant
Adult	6,234	\$20,449,767.67	\$3,280.36
Dislocated Worker	5,918	\$19,318,807.40	\$3,264.41
Youth	5,685	\$20,587,505.55	\$3,621.37
Average Cost		\$20,118,693.54	\$3,388.71

* total costs excludes rapid response and statewide activities.

Youth Program



After he enrolled in the WIA program, Divante Blackwell set out to earn a job by setting goals to attain his GED, completing an occupational skills training course, and improving his employability skills. He attended GED classes at Mitchell Community College (MCC) and on-site tutoring at I-CARE to address his areas of weakness. In December 2012, Blackwell passed the GED exam.

Blackwell is mechanically inclined and thrives with manual tasks. He was excited about his accomplishments and now had the confidence to take advantage of his mechanical talents. I-CARE helped Blackwell enroll in the Occupational Skills Training - Welding certificate program at MCC. Determined and focused, he earned a welding certification in March 2013. I-CARE sponsored his tuition and material costs.

In June 2013, Blackwell was recognized for his efforts and entered a limited internship with Bill's Welding, LLC. Blackwell used the internship to learn more about and

Divante Blackwell at Bill's Welding, LLC measures, cuts, cleans, and welds metals for a final product.

improve his employability skills in areas such as measurement, cutting, cleaning, and welding metals for a final product. He is also responsible for machine set-up and work-area cleanliness. So far, his performance, evaluations, and feedback have been positive.

Throughout his enrollment, Blackwell has been committed to skill development and prosperity. He has attended numerous leadership development courses to hone his skills and has participated in character development activities. More recently, he completed "Rites of Passage for Males" through Steps By Deziign and "Anger is a Choice" facilitated by Piedmont Mediation. Blackwell is optimistic that his progress will eventually lead to full-time employment.

Youth Program

Success often begins with failure. Terrance Bridgers has stayed committed to his plan to get his GED and develop the necessary skills that will allow him to help not only himself but also his family and community. On a number of occasions, Bridgers discussed how it felt to regularly experience failure. Thanks to the resources provided by the Guilford County Workforce Development Youth Services program, Bridgers now sees himself in a different light. The program helped him transition from homelessness and hopelessness to the career path of his dreams. The program helped him so much that Bridgers referred to it as his “guardian angel” and said that participating in it was a life-changing experience.

Despite the challenges he faced over the past three years, Bridgers never allowed his past to determine his future. After he earned his GED, Bridgers enrolled at Guilford Technical Community College, where he continues to work hard to maintain a respectable 2.75 grade point average. He attended summer school and participated in a Youth Work Experience program with Handicable, a non-profit computer learning center for people with developmental disabilities. This experience will facilitate the application and development of skills he has learned at school.

Guilford
Greensboro/
High Point/
Guilford



Terrance Bridgers working on a computer with Handicable, a non-profit computer learning center for people with developmental disabilities.

Isheima Carr enrolled in the Gaston County WIA YouthWorks program in September 2010 as an out-of-school, parenting youth. She had very low TABE scores and attended review classes at Gaston College from October 4, 2010 until July 2012, at which time she changed to the GED class at the Gaston WIA Youth Vocational Center. It has taken three years, but Carr studied hard and passed all five tests required to obtain her GED between January 2013 and May 2013.

Gaston
Gaston
County

Carr has overcome many obstacles during her time in the Gaston YouthWorks program. She quit school because “it was too hard.” She was shy, had low self-esteem and did not want to ask questions. She did not see herself graduating, much less becoming gainfully employed. She struggled to improve her TABE scores and obtained her GED. She is in the process of enrolling in Gaston College and plans to begin classes in January 2014. She attended adolescent parenting classes offered through the Crisis Pregnancy Center as a single parent. She is currently the front desk receptionist for StaffMark Employment Services.

Youth Program

When Jessica Teague came into the Get REAL WIA Youth program, she was both uncertain of her career path and in the middle of completing her high school diploma after having previously dropped out.

Since then, Teague has worked hard to complete her diploma, earn a silver-level Career Readiness Certificate, hold a part-time job in the fast-food industry, and enroll in Wilkes Community College. Since she has been in the program, Teague has successfully completed two work experiences, which helped her to clarify her career path. The program also made her determined to earn her associate's and bachelor's degrees.



Teague, who is interested in working in human resources, eventually earned a receptionist job with Brock & Scott, PLLC, after she demonstrated that she had the necessary skills for the position. A full-service law firm, Brock & Scott has offices in several states and employs more than 100 people in Wilkesboro. Teague was one of three Get REAL participants who successfully passed the pre-employment assessments required by the law firm for its data entry specialist positions. All three participants, including Teague, are now working and getting paid for 30 hours per week through the Get REAL work experience program.

Describing the skills she has acquired at the firm, Teague said, “I’ve learned about the importance of confidentiality, ensuring my computer is always locked, and that professionalism includes both [the] attire and words I choose.”

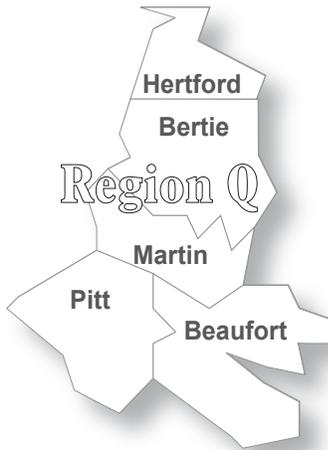
Successful work experiences open doors for young adults to gain practical skills in their chosen career field and plan their career paths. Teague demonstrated true success as a Get REAL participant. She actively engaged to complete her goals, inspired other participants, and continues to be a positive ambassador on work sites for the program. Her hard work hasn’t gone unnoticed by Brock & Scott.

“I am very pleased with the professionalism and dedication that every Get REAL participant has brought to Brock & Scott,” said Tim Kessler, senior operations manager for Brock & Scott. “Their work ethic is outstanding and shows the Get REAL program is a great experience.”



Jessica Teague, Get REAL WIA Youth participant, answers the phone at her job at Brock & Scott, PLLC.

Youth Program



“Strength doesn’t come from what you do; it comes from overcoming the things you once thought you couldn’t.”

The above quote perfectly describes Pierce Godley, a 21-year-old young man from Washington. Godley

is part of a large adopted family of four brothers and two sisters. Even though he lived in a loving environment, Godley still faced multiple barriers and struggles for creating relationships with his biological family.

In high school, Godley began to hang out with older members of the wrong crowd. He got involved in disruptive activities in the classroom and illegal activities outside school. His lack of effort in the classroom forced him to seek out an education at the Beaufort County Ed Tech Center to catch up on the credits needed for graduation. After he graduated, Godley lacked confidence, career direction, work experience, and employment. In October 2011, he enrolled in the Beaufort County Youth@Work program. After weeks of work-readiness training, Godley was placed in a work experience at the City of Washington’s Public Works Division. Throughout the entire work experience, Godley was asked how things were going. He always replied in the same way: “Great, I love my job.” His worksite supervisor reported that Godley was a large asset to their team and that the young man had renewed his faith in this generation.

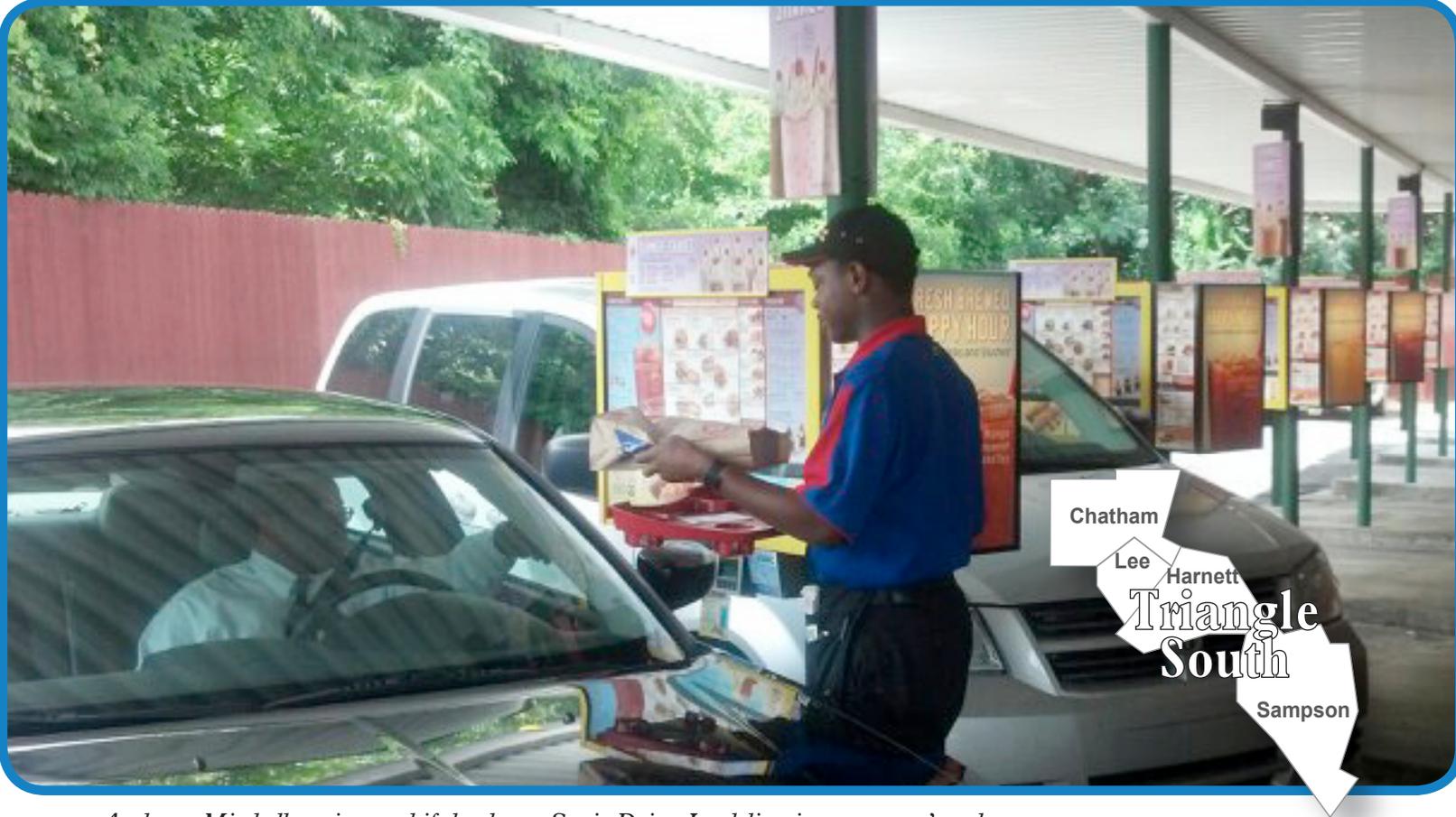
Godley has overcome many obstacles and completed not only program goals but also several personal goals. The City of Washington hired him in December 2012 as a full-time utility maintenance worker. Godley now earns a good wage and benefits.



Pierce Godley digging at a site as an utility maintenance worker for the City of Washington.

Godley continues to use the skills he learned during his time in the Youth@Work program. He secured his driver’s license, moved into his own apartment, bought his first vehicle, and is the main supporter for his fiancée and child. His future goals include learning new tasks at his job.

Youth Program



Anthony Mitchell, assistant shift leader at Sonic Drive-In, delivering customer's order.

Anthony Mitchell was on his way to successfully completing high school and starting college until his mother was injured on the job and was no longer able to provide for their family. To help support his family, Mitchell dropped out of high school and began working full time at a fast-food restaurant. His hard work and dedication led to a quick promotion as an assistant manager. Even after he was promoted, Mitchell was unable to make ends meet. He relocated to Sanford to live with his two sisters and their mother.

Mitchell's sisters told him about the Lee County Department of Youth and Family Services and Geraldine Meadows, the WIA case manager. Mitchell enrolled in the program in hopes of completing his high-school education and gaining work experience in the field of business—the career field he wanted to pursue. Unfortunately, shortly after his WIA enrollment, his entire Sanford family was evicted from their two-bedroom apartment and was forced to live in a local shelter.

Even while he was homeless, Mitchell continued to pursue his education and successfully earned his GED in October 2012. He also completed a career exploration internship as an office assistant for the Triangle South Workforce

Development Board (TSWDB). Throughout his internship, Mitchell exuded excellence with every task he was given. He served the program coordinators, accountability specialist, and program director to the best of his ability and left a lasting impression on both the entire department and the Economic and Community Development Division at Central Carolina Community College. In December 2012, Mitchell became the first person selected to receive the Triangle South Workforce Development Board Older Youth Award of Excellence. In January 2013, he was chosen as the speaker for the Continuing Education Graduation Ceremony.

Mitchell is now enrolled as a freshman at Chowan University in Murfreesboro, studying business administration with a 3.0 GPA. During his summer break, Mitchell returned to Sanford and works a full-time seasonal position as an assistant shift leader at the local Sonic Drive-In, where he makes \$8.00 an hour. He is excited about returning to Chowan in the fall.

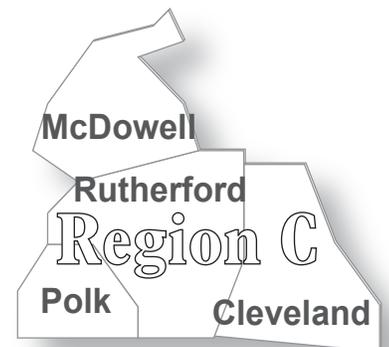
Youth Program

Amy Hensley first visited the McDowell JobLink Career Center because she wanted to receive eligibility for benefits through the Career Start Food and Nutrition program. She expressed interest in receiving her GED, and she immediately became an active student. She took several HRD classes with the college, including Career Planning and Assessment, Workplace Computer Literacy, and Pre-College Training. Her academic appetite became insatiable. She completed her GED and identified a desire and aptitude for the veterinary science field.

Hensley enrolled in the WIA Out-of-School Youth program and performed 20 volunteer hours at the Animal Hospital of Marion. Her passion, intelligence, and commitment were evident to the veterinarian and staff of the hospital, and they quickly hired her.

Hensley completed her general education and competed for a seat in the Veterinary Medical Technology program with Asheville-Buncombe (AB) Technical Community College. Hensley's interests have always surrounded animals, which contributed to a successful volunteer experience at the Animal Hospital of Marion.

Hensley is scheduled to complete an internship with AB Tech this summer semester, earning her an associate of applied science degree in veterinary medical technology. She is now employed as a full time vet assistant with Animal Hospital of Marion, Inc, earning \$11.50 per hour. Following completion of her internship, she is expecting a pay raise.



Patrick Springs enrolled in the Durham YES program in July 2011. A month later, he came to the Achievement Academy to start the pre-GED reading program. When he joined the program, Springs was a 21-year-old who had remained in school until the 11th grade but could only read at a fifth-grade proficiency level. He had been confounding his grandparents with behavior that often seemed immature. After two months of intensive tutoring, Springs's basic reading proficiency was at a high-school level.

However, he still had difficulty with the higher-level interpretive tasks that appear on the GED but are not assessed on the TABE. Local officials who had been working with Springs believed that some of his confusing behaviors might be related to his difficulty with interpretation. They decided to address that alongside his academic instruction. Springs continued to work with a tutor when he began his GED studies, and his reading skills dramatically improved when officials integrated literature and science instruction. In September 2012, after a year of hard work, Springs passed both his GED literature and science tests. In July 2013, he earned his high school equivalency diploma. Springs had shown tremendous growth and enrolled in the college preparatory program at the Achievement Academy in fall 2013. Springs is interested in a career in computer forensics, and officials are looking forward to being his partner as he continues to make progress toward his goals.

Youth Program



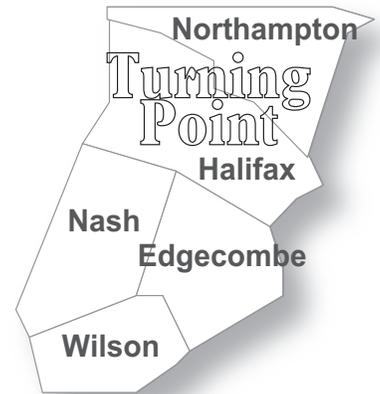
James Byrum, left, a long-time Mini Mart employee, sells some bread to a customer of Conway. Photo and story courtesy of The Daily Herald.

Twenty-year-old James Byrum, with help from his parents and fiancée Farrah Brooke Turner, is now running Kay's Mini Mart in Milwaukee after the previous owner had some financial troubles. The store closed on June 18; Byrum reopened it one day later.

"I hated to see people drive to Conway when they could just stop at the Mini Mart," said Byrum, who had worked at the store for two years.

Byrum borrowed nearly \$3,500 to buy the stock in the store, which sells grocery items, cigarettes, alcohol, and fresh fish. Since the reopening, he has not had operating funds or even enough money to pay himself. Whatever money is made is put back into restocking the store, and sometimes money is so tight that Byrum has to choose between buying gas or drinks. Because of his age, Byrum had to put the store in his mother's. Every Tuesday and Thursday, his father—who uses his past experience as a service manager to help his son—has to sign for the beer, since Byrum can sell it but not buy it. Byrum never thought that he'd run the business at which he worked, although he had always wanted to own a business.

Phyllis Branch, the WIA year-round youth counselor for the Choanoke Area Development Association, helped Byrum find his first job three years ago in the program. The year-round program, funded by the Turning Point Workforce Development Board in Rocky Mount, is designed to help youth, ages 16-21, find jobs. Branch was not surprised by his



accomplishments. In 2012, Byrum faced a problem graduating from his school, but he did not let that stop him. He went to Roanoke Chowan Community College and earned his GED in two weeks and was able to graduate with his class. Branch hopes Byrum will find someone who can provide financial advice or opportunities in Roanoke Valley that will lead to additional funding for the store.

Despite some hardships, Byrum does not regret what he has done, because the store is a meeting spot in the community. Byrum currently rents the store currently and hopes to buy it in the future.

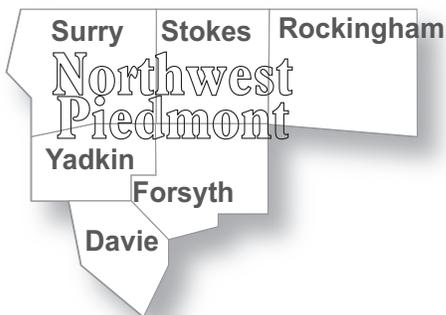
"It's a fun experience," he said. "People stand around and talk."

Adult Program

Adult Program

In PY 2012, a total of 6,234 adults were served in the WIA Adult program in North Carolina. Eligible adults included individuals who were at least 18 years old, registered with the Selective Service, and needed training, help finding employment—or both. North Carolina workers and job seekers want to increase their skills by earning industry-recognized credentials and/or completing education beyond high school. WIA places an emphasis on universal service, accountability, customer choice, and integration of services through a one-stop approach where service partners join together in the State’s career centers.

Through the career centers, workforce development professionals help adults to identify and resolve barriers, assess job-search and career-path needs, as well as provide skill assessment, career readiness training, basic skills training, basic education skills improvement and assistance, On-the-Job Training (OJT), and occupational skills training to meet the needs of employers.



When Brenda Leal first visited the WIA office at the Stokes Resource Center, she had just moved from Fayetteville, where she had been working for a local food bank. She had a four-year degree in business administration, and she was looking for a service-oriented job. So the WIA staff referred her to a job at Monarch, Inc., where she could work with adults with intellectual disabilities. Leal immediately applied for the job.

After she completed her WIA enrollment, Leal used her skills and positive energy to help clients at the Stokes Opportunity Center to obtain jobs. She also serves as a liaison to the county schools and businesses, promoting more employment opportunities for the population.

“As soon as I walked into the Stokes Opportunity Center, I felt at home,” she said. “I knew this would be a great fit for me.”



Brenda Leal at Monarch, Inc., working with adults with intellectual disabilities.

Adult Program



**More than 140,000
truck driving jobs
available nationwide!**

After he was laid off from his job at an auto parts store in January 2013, Jon-Paul Jones went to Charlotte Works, following the advice of a friend who served as an instructor at TransTech's Charlotte Diesel Driving School. Jones met with Sylvia Jones (no relation), the senior training coordinator. She described Jones as very detailed and enthusiastic. Jones complimented the service he received at Charlotte Works.

"Sylvia Jones was super helpful," he said. "I am full of questions, so I would send her an e-mail and she'd get right back to me. She would set up appointments during my lunch breaks from school and got me processed as quickly as possible. The WIA process couldn't have been easier."

TransTech's program involved four weeks of training. Participants spent the first week in the classroom, where they learned the Department of Transportation's rules and laws and gleaned helpful hints from experienced driver-instructors. During the second week, students drove in "the yard" and learned how to maneuver big rigs. Participants spent the last two weeks on the road, where they actually drove the trucks. The driving test was held on the final day of the program.

In May 2013, Jones earned his Commercial Driver's License with the help of WIA training funds from Charlotte Works. Since then, Jones has been driving OTR (over the road) for Schneider National. He has driven to Ohio, South Carolina, Florida, Indiana, and Illinois. His father was a truck driver, and his brothers were diesel mechanics. Jones knew the lifestyle he was choosing—and loves it.

"If you're willing to put in the time and do the process right, truck driving has come a long way in terms of technology and benefits. It's a great-paying job," he said. "And there are jobs available—more than 140,000 nationwide."

SCHNEIDER[®]
NATIONAL



Jon-Paul Jones boards his big rig at Schneider National in Charlotte. He earned his commercial driver's license with WIA training funds from Charlotte Works.

Adult Program



Aaron Carr had recently left the military and joined nearly 844,000 unemployed veterans in looking for work. Carr was faced with the challenge of both transitioning from military to civilian life and overcoming the obstacles that many veterans face in the labor market. To give himself an edge, Carr sought re-employment services. His goal was to acquire the training and certifications needed to obtain a position overseas, which required a minimum of an associate's degree in networking technology or a certification in certain Internet technology (IT) classes.

From May through August 2012, Carr attended the InovaTech College of Business and Technology. He never missed an appointment or a class; unlike most students, he never had to retake a course or certification exam. Carr kept in regular contact with his case manager, who focused her efforts on making sure she was providing the best mix of services to help him re-enter the workforce as quickly as possible. Carr maintained his determination and focus, and in August 2012, he completed his training with the help of a WIA sponsorship. Carr was offered a full-time position with Emergent, Inc., as an intelligence analyst overseas. He accepted the position—which pays more than \$93,000 per year—and left for Afghanistan in September 2013.

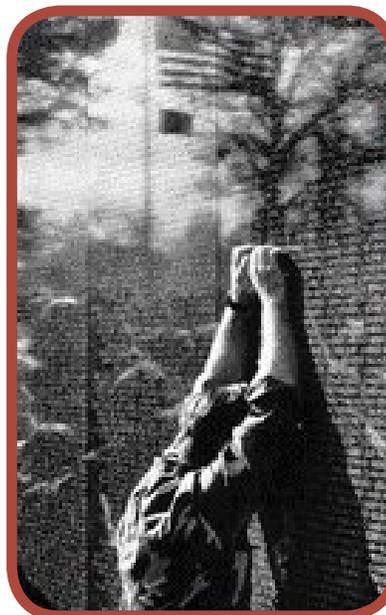


Photo and logos courtesy of the U.S. Veterans Department.

Adult Program



Robert Price sitting in his cab of his truck using his prosthetic on his left hand. Price uses his prosthetic to move (swivel) the wheel.

In 1990, Robert Price lost his left hand in a machining accident while on the job at a local manufacturing company. He did not, however, let his loss get in the way of future employment. Following the accident, Price worked the next 12 years as a plumber for a commercial plumbing company. When he was laid off in 2012, Price decided to pursue his lifelong dream of becoming a truck driver.

Price faced a setback: he was not able to drive a truck with only one hand. Price contacted the State and federal transportation offices regarding truck driving guidelines as they pertained to his disability. After countless hours on the phone with transportation offices, he was ready to move forward with his dream.

Price located a biotech company in Winston-Salem that would design a prosthetic that would allow him to drive a truck with one hand. After many months of waiting, a prosthetic was ready and designed to help Price swivel the knob of a truck wheel. During this time, Price also worked with DavidsonWorks and the WIA program and enrolled in the DCCC Truck Driver Training program.

Price graduated fourth in his class and received his federal and State waivers allowing him to drive across the country with his prosthetic. Months of determination, patience, and persistence paid off. Price purchased his own truck and hauls loads all over the United States.

Cost Per Participant

Program	Total Participants	Cost	Cost per Participant
Adult	6,234	\$20,449,767.67	\$3,280.36

Adult Program



For three years, Kebin Robinson previously worked as a stem line press operator at U.S. Flue Cured Tobacco in Roxboro. Typically, these positions are seasonal, and employees at U.S. Flue are laid off at the end of each season. Robinson wanted to be trained in logistics and find a full-time position so he would not be laid off from his job every December. Even though Robinson had some manufacturing experience, his limited skills seemed to prevent him from moving forward in obtaining full-time employment.

In January 2013, he attended the orientation to certified logistics technician class and received his gold-level Career Readiness Certificate, successfully completed his computer assessment, and developed new cover letters and a resume. After he completed the orientation,

Robinson was funded through the WIA and enrolled in the certified logistics technician class, which was held during February 2013. Robinson scored an 81 in the certified logistics associates assessment and an 82 in the certified logistics technician assessment. He attended forklift training and received his forklift certification while also participating in job-search classes at the Workforce Training Center.

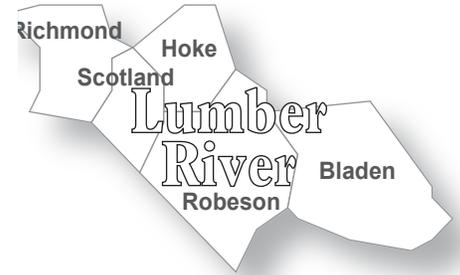
In March 2013, Robinson gained employment as a material handler with RandStaff/GKN in Mebane, making \$10.00 per hour and working 40 hours each week. He found that the travel back and forth to Mebane from Roxboro to be a real hardship, so he worked with company officials to obtain another position. In April 2013, he was hired by Adecco/GKN in Roxboro with the same rate of pay and hours. He is now eligible for full benefits with GKN.

Adult Performance (Table B)

Program Year	Adult Entered Employment Rate	Adult Employment Retention Rate	Adult Average Earnings in Six Month
PY 2007	76.6%	85.8%	\$11,634
PY 2008	76.7%	86.7%	\$12,450
PY 2009	65.3%	84.7%	\$11,715
PY 2010	62.8%	83.7%	\$10,774
PY 2011	67.1%	84.1%	\$11,014
PY 2012	70.9%	85.8%	\$11,731

Adult Program

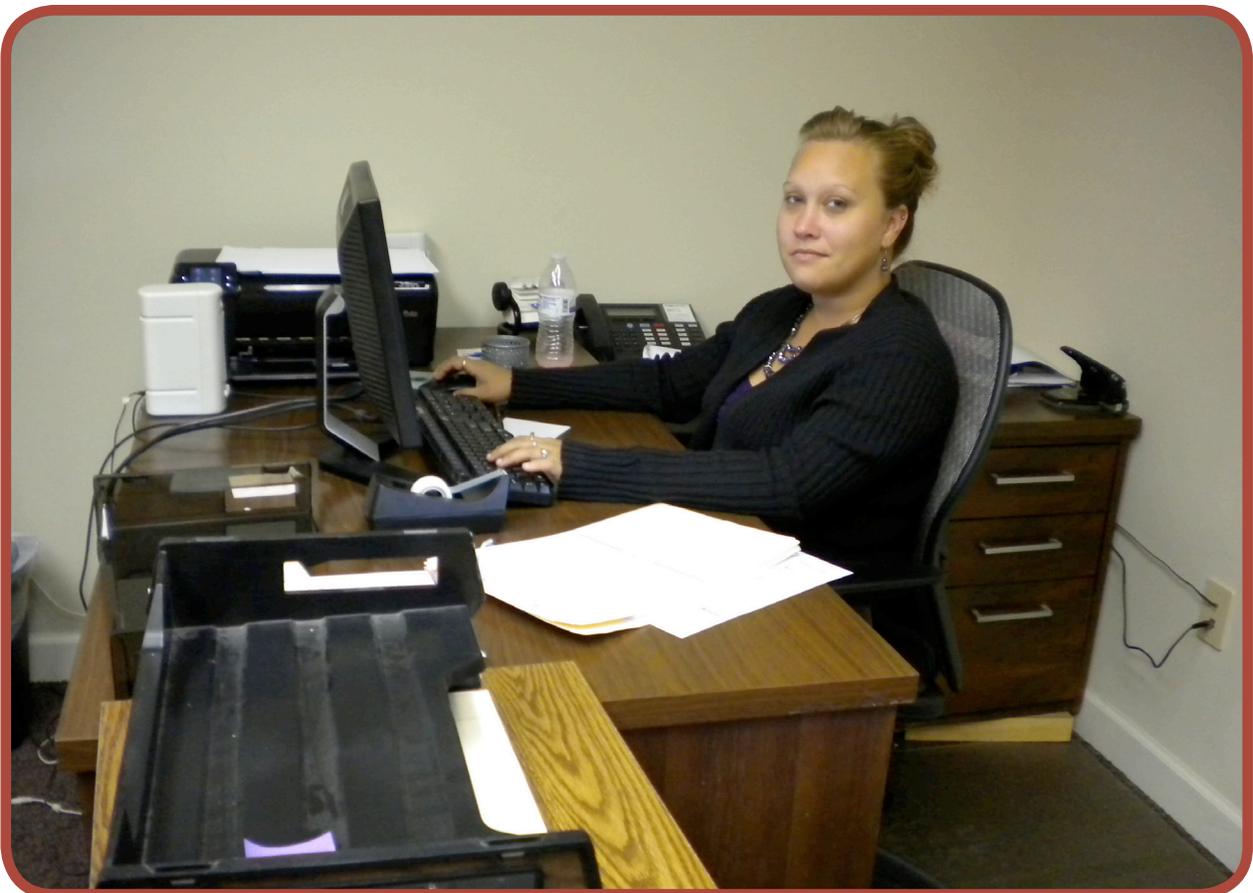
Ashley Giddens worked part-time as a waitress at a local eatery to support her family and pay for school expenses. She was looking forward to becoming a paralegal but did not have the hands-on experience that would make her more marketable. As a result, she sought assistance at the Scotland County JobLink Career Center. There, she enrolled in the WIA Adult program and began a work experience at the Law Office of Christopher Wood in Laurinburg. This opportunity allowed her to practice her paralegal studies on a daily basis, and she was able to both increase her employability skills and broaden her knowledge of the field.



In September 2012, Ashley accomplished one of her goals when she graduated with honors from ITT Technical Institute and earned an associate's degree in paralegal studies. She continued to gain work experience at the law office. The firm noted her skills and work ethic and hired her as a legal office assistant. Giddens had finally accomplished her second goal, and she attributes it all to the WIA program.

"I love my job and would not be where I am today without the WIA program," she said.

Ashley Giddens, legal office assistant at the Law Office of Christopher Wood.



Adult Program

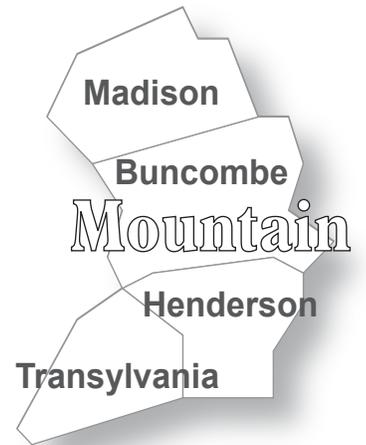
The following table displays the participants in training and percentage of training in relation to the business industry. The highest occupations for training are the health-care support occupations and health-care practitioner and technical occupations industries, which make up 40.2 percent of participants' training opportunities.

O*Net Family	O*Net Desc	Part in Training	Percent of Training
00	* Other/General Education or Training	156	1.6%
11	Management Occupations(11)	238	2.4%
13	Business and Financial Operations Occupations(13)	640	6.5%
15	Computer and Mathematical Occupations(15)	573	5.8%
17	Architecture and Engineering Occupations(17)	193	2.0%
19	Life, Physical, and Social Science Occupations(19)	120	1.2%
21	Community and Social Services Occupations(21)	262	2.7%
23	Legal Occupations(23)	113	1.1%
25	Education, Training, and Library Occupations(25)	271	2.7%
27	Arts, Design, Entertainment, Sports, and Media Occ(27)	52	0.5%
29	Healthcare Practitioner and Technical Occupations(29)	1829	18.5%
31	Healthcare Support Occupations(31)	2141	21.7%
33	Protective Service Occupations(33)	174	1.8%
35	Food Preparation and Serving Related Occupations(35)	85	0.9%
37	Building and Grounds Cleaning and Maintenance Occu(37)	34	0.3%
39	Personal Care and Service Occupations(39)	101	1.0%
41	Sales and Related Occupations(41)	32	0.3%
43	Office and Administrative Support Occupations(43)	701	7.1%
45	Farming, Fishing, and Forestry Occupations(45)	20	0.2%
47	Construction and Extraction Occupations(47)	162	1.6%
49	Installation, Maintenance, and Repair Occupations(49)	624	6.3%
51	Production Occupations(51)	641	6.5%
53	Transportation and Material Moving Occupations(53)	702	7.1%
		9864	100.0%

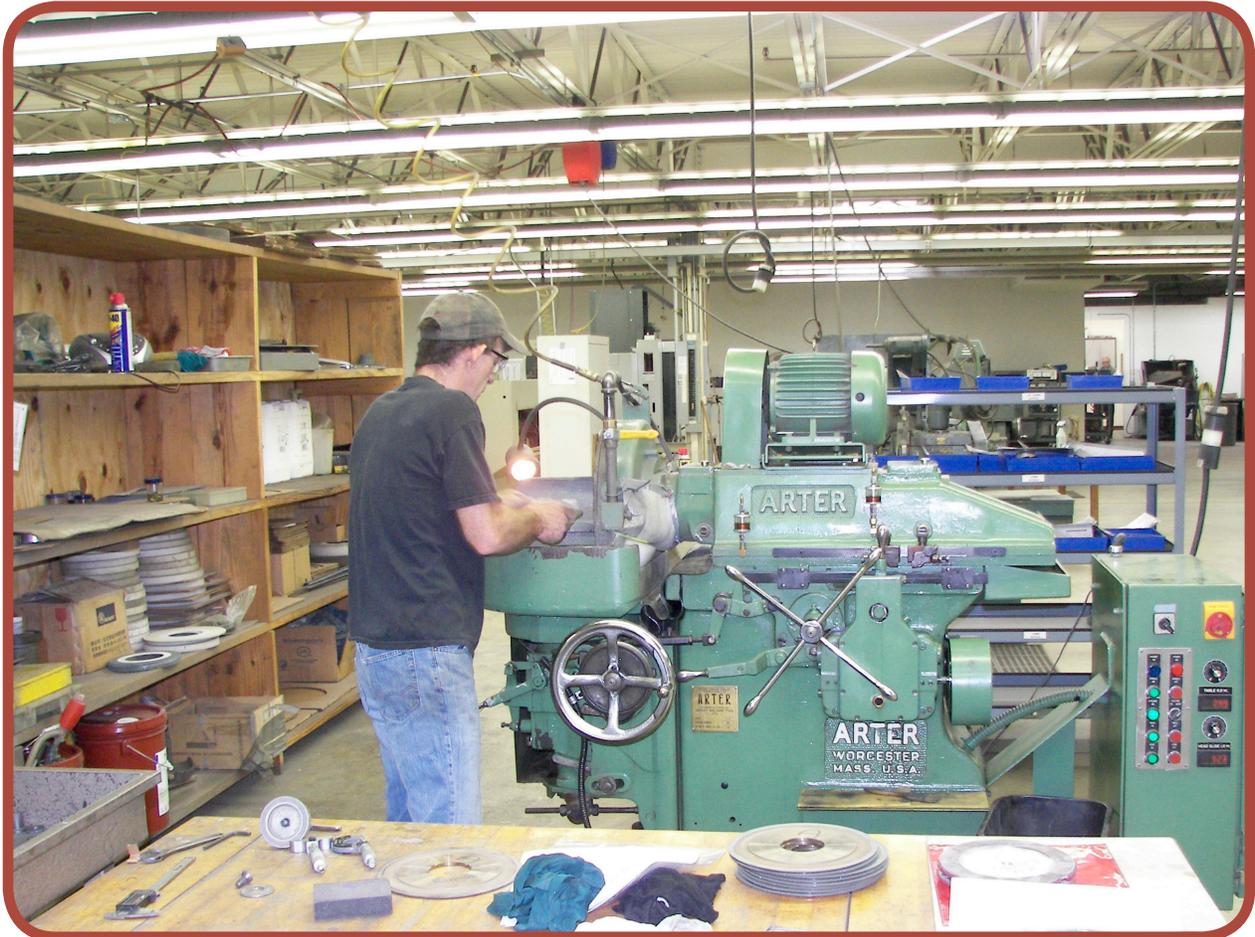
Adult Program

After he was laid off from his job at Arvato Digital Services in Weaverville, Michael Medford sought to re-enter the workforce with the help of the JobLink Career Center in Marshall. In an effort to enhance his skills and marketability, Medford used WIA tuition assistance funding to complete the Fundamentals of Automated Machining class at AB Technical Community College.

Medford was later referred to the center's On-the-Job Training (OJT) program and accepted a grinding machine operator trainee position at Advanced Superabrasives, Inc., in Mars Hill. This opportunity enabled Medford to invest in his own tools and to develop additional skills such as manual lathe operation, a specialty that he enjoys. Not only did the OJT program secure a new career path for Medford, but it also helped Advanced Superabrasives find a well-trained employee.



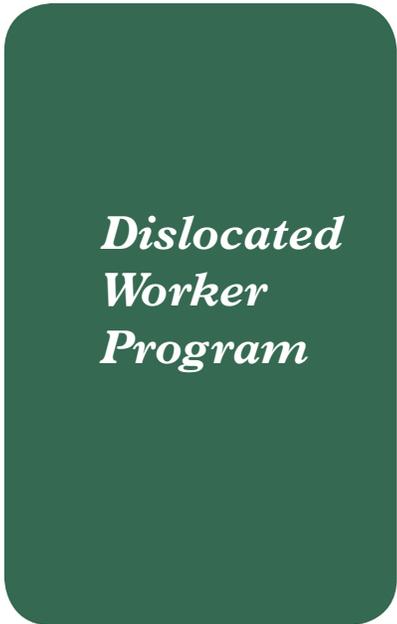
Michael Medford operating a Grinding machine that is used to finish the abrasive grinding wheels manufactured by Advanced Superabrasives, Inc.



Dislocated Worker Program

Dislocated Worker

In PY 2012, North Carolina served 5,918 dislocated workers in the WIA Dislocated Worker program. Eligible job seekers included individuals who were unemployed due to being terminated or laid off or who had received notice of termination or layoff. This group also included job seekers who were no longer self-employed due to a natural disaster or economic conditions, as well as displaced homemakers. Workers in today's labor force are at an advantage when they are capable of doing multiple jobs. Using federal WIA Title I funds and other leveraged resources, the local workforce development areas support programs and activities that upgrade workers' skills and reconnect dislocated workers to the workforce. The goal of these activities is to prepare workers to meet the job demands of new and existing businesses, thereby increasing employment, providing higher earnings, improving educational and occupation skills, and promoting a more competitive business market.



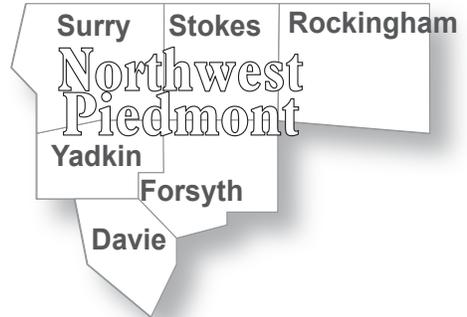
Cost Per Participant			
Program	Total Participants	Cost	Cost per Participant
Dislocated Worker	5,918	\$19,318,807.40	\$3,264.41

Dislocated Worker Performance (Table E)			
Program Year	Dislocated Worker Entered Employment Rate	Dislocated Worker Employment Retention Rate	Dislocated Worker Average Earnings in Six Month
PY 2008	83.2%	91.3%	\$13,594
PY 2009	74.4%	87.8%	\$13,559
PY 2010	73.2%	89.4%	\$14,093
PY 2011	77.2%	90.5%	\$15,212
PY 2012	79.6%	90.8%	\$14,992

Dislocated Worker Program



Jamey Jones at the Neuro Critical Care Unit at Forsyth Hospital.



After she was laid off as an administrative assistant for a local sign company in 2010, Jamey Jones decided to fulfill her lifelong dream of being a nurse. She started taking prerequisite courses at Surry Community College, and in January 2012, she enrolled in the nursing program.

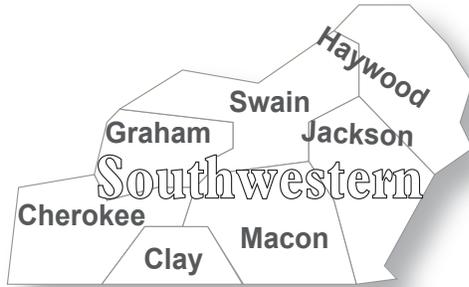
Jones decided to first earn her licensed practical nursing diploma, so that she could maintain work as a nurse as she furthered her education in the field. She was supported by both the staff at the Northwest Piedmont Workforce Development Board and the instructors at Surry Community College. The WIA staff at the JobLink Career Center in Mount Airy worked with Jones and developed a plan for her to accomplish her goal. Jones received help with applying for financial aid. She received vouchers to pay for

her classes when the financial aid did not get there in time for her start date. She also received help with her job search, resume development, paying for supplies for school, and gas cards to pay for her transportation costs for her school and clinical commute.

During her last semester of the LPN program, Jones was offered a position in the Neuro Critical Care unit at Forsyth Medical Center. In December 2012, Jones graduated from the LPN program. In February 2013, she completed the N.C. State Board Exam. She is currently enrolled at Surry Community College working towards an associate's degree in nursing.



Dislocated Worker Program



Troy Burt had worked steadily since dropping out of high school in 1986, at the end of his tenth grade year. He managed a roofing company in Macon County for 11 years, but in November 2011, he received the news that he was being laid off, even though his employer told him, “On a scale of 1 to 10, you are an 11.” His employer hated to let him go, but poor economic conditions had left him no choice.

Burt filed for unemployment benefits and thought seriously about his future employment options. While he looked for another job, he decided to complete his GED. “I was scheduled for an appointment with the REA program for unemployment assistance,” he said. “We discussed my GED and that I expressed an interest in going to school for law enforcement.”

“Without the WIA program, I would not have been able to even consider going back to school. With WIA’s help and assistance I was able to complete the BLET program, was successful in my job search and I am now a School Resource Officer with the Macon County School System. It is not just a job but a career.” -- Troy Burt



Troy Burt arriving at Franklin High School to begin his day as the School Resource Officer.

The REA job coach explained the benefits of the WIA program and how it could help him with training after he finished his GED. Burt met with the Macon County WIA case manager for more information on the program. After meeting the eligibility requirements, he enrolled in the WIA Dislocated Worker program. His WIA case manager authorized Basic Law Enforcement Training (BLET) for Burt, who registered for classes at Southwestern Community College.

In March 2012, Burt entered the BLET program. With the help of his WIA case manager, Burt also applied for assistance from the North Carolina Home Foreclosure Assistance Program, from which he received mortgage assistance until his graduation from BLET.

In November 2012, the Macon County Sheriff’s Department hired Burt as a deputy. He currently serves as a school resource officer in the Macon County School System and is assigned to Franklin High School.

“Without the WIA program, I would not have been able to even consider going back to school,” he said. “With [the] WIA’s help and assistance, I was able to complete the BLET program ... and I am now a school resource officer with the Macon County School System. It is not just a job but a career.”

Dislocated Worker Program



Myra Cabot, working full-time as a nurse aide in the Cardiovascular Care Unit at WakeMed Health and Hospitals.

Myra Cabot's success story is not like any other. A single parent to nine children, Cabot had her first child at a very young age but never lost sight of her dream of pursuing a career in the health-care industry. As her children grew older and started to leave home, Cabot finally had an opportunity to work. She drove a bus for Triangle Transit for four years, but she always knew she had the ability to do more.

Cabot enrolled in the Dislocated Worker program through the Capital Area Workforce Development Board. In July 2012, Cabot started CNA I training at Care One Health Training Institute. After she completed the CNA I training and talked with her WIA case manager, Cabot continued to pursue training opportunities to increase her chances of gaining employment at a livable wage. With the necessary tools and support, she completed CNA II and Medication Aide training.

Cabot really began to take ownership of her career as she continued to meet with her case manager. She researched different career paths and labor market information and made full use of the resources available to her at her local

career center in Cary. Cabot decided to become certified medical assistant (CMA), which would enhance her chances of both finding employment with the potential for significant earnings. Noting Cabot's drive and desire to reach her career goals, Cabot's case manager approved the training.

Cabot was committed to doing whatever it took to complete the training, including studying late nights, during lunch breaks, or whenever she had a moment to spare—all while she was working two part-time jobs as a CNA I. She found the strength and courage to persevere and overcome any obstacles that were in her way. With the support of the Dislocated Worker program, Cabot learned that it wasn't too late to pursue her dreams and that

hard work pays off.

Cabot is currently employed as a nursing assistant by WakeMed Health and Hospitals. She thoroughly enjoys her work and makes a livable wage that allows her to provide for her family. Sandra Wheaton, MSN, RN, clinical educator at WakeMed Health and Hospitals, is Cabot's supervisor and is delighted with her support.

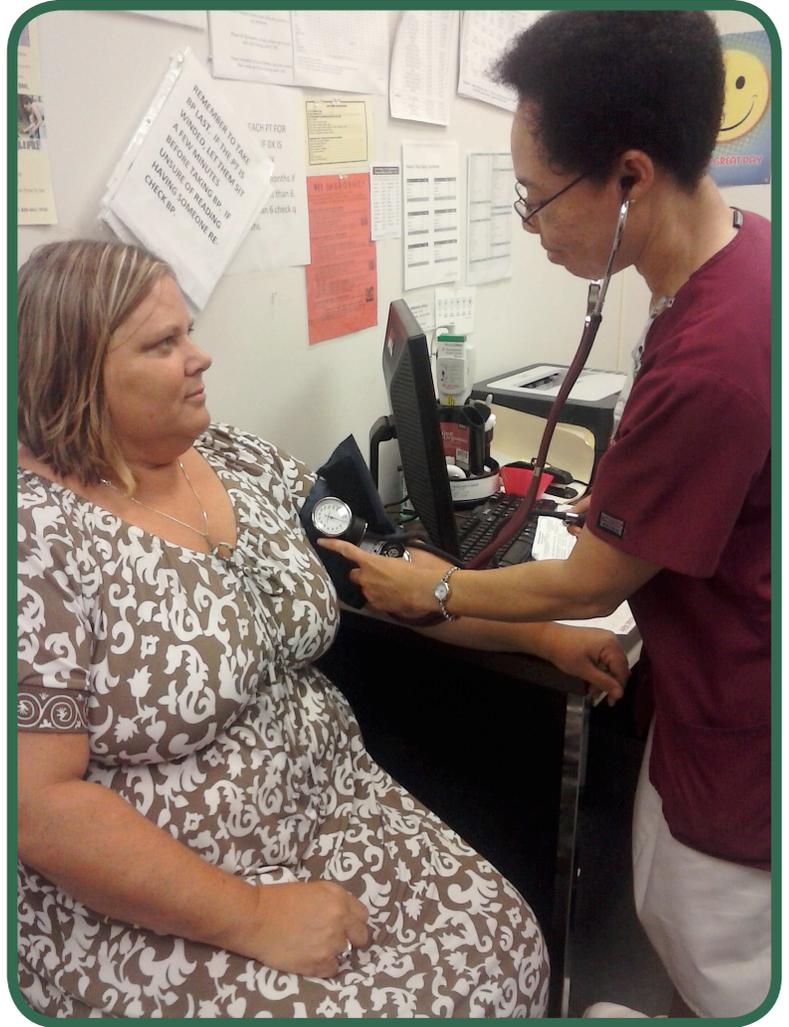
"It is workforce development programs like these that continue to feed the hospitals with qualified health-care workers," Wheaton said.

Dislocated Worker Program



When Judy Snowden was laid off from her job in manufacturing due to a reduction in workforce, she had a high school diploma and a limited skill set. She knew she had to retrain into another field that would lead into a lasting career, so she majored in medical assisting at Lenoir Community College. Snowden takes care of her elderly mother, but she overcame the challenges and completed the program. In May 2012, Snowden received her medical assisting pin at LCC's Class of 2012 pinning ceremony and graduated with an AAS degree in medical assisting. Snowden was ecstatic and pleased she had received such an accomplishment.

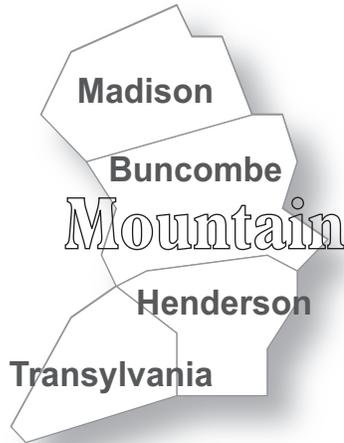
Snowden was relieved school had ended, but she still had to study and prepare for the State Exam while caring for her mother. Snowden did not pass the exam on her first attempt, but she did not give up. She knew she didn't have to be certified to get a job in this field. She submitted her resumes and cover letters to employers in Greene, Lenoir, and Pitt counties. She preferred to work in Greene County so she could be closer to her mother, if needed. She didn't find a job right away. Snowden decided to volunteer at Kate B. Reynolds Medical Center, where she did her clinical assignments while in the medical assisting program at LCC. A few months later, Snowden applied and interviewed for a medical assisting position at K.B. Reynolds Medical Center. In July 2012, she was hired for the position.



Judy Snowden, taking patient's blood pressure at Kate B. Reynolds Medical Center.

Snowden's duties include taking and recording patients' vital signs, performing lab testing, notifying patients of lab results, inputting patient data into the computer, preparing patients for examination, taking patients' medical history, assisting physicians as needed, helping providers with pelvic and breast examinations, performing health and preventative screenings (including vision, hearing, and/or TB Sking tests), scheduling referral appointments, and sending patient records to referral physician. Snowden is currently making \$10 per hour, with the opportunity to earn more once she re-tests for her State Exam.

Dislocated Worker Program



While he lived in Virginia, Joshua Shreve was unable to complete high school and worked as a cashier to help support his family. After he moved to western North Carolina, Shreve approached one of the Mountain Area Workforce Development Board's JobLink Career Centers for career guidance.

The career center staff conducted several assessments and determined that Shreve possessed high mechanical reasoning and spatial relation skills. As a result, the On-the-Job Training (OJT) program placed him in employment as a machine operator with MetalCraft, Inc.

The Joshua Shreve story is an example of how training can change lives. For the first time in his life, he is on a career path that he enjoys and has a promising future.

Joshua Shreve, a machine operator at MetalCraft, Inc., is operating a Mori Seiki twin spindle CNC Lathe.



The following chart and table displays the total WIA participants (in the Adult, Dislocated Worker, and Youth programs) from PY 2008 to PY 2012. The comparison displays PY 2012 Adult, Dislocated Worker, and Youth programs comparable to PY 2008 levels.

Table M 5-Year Performance

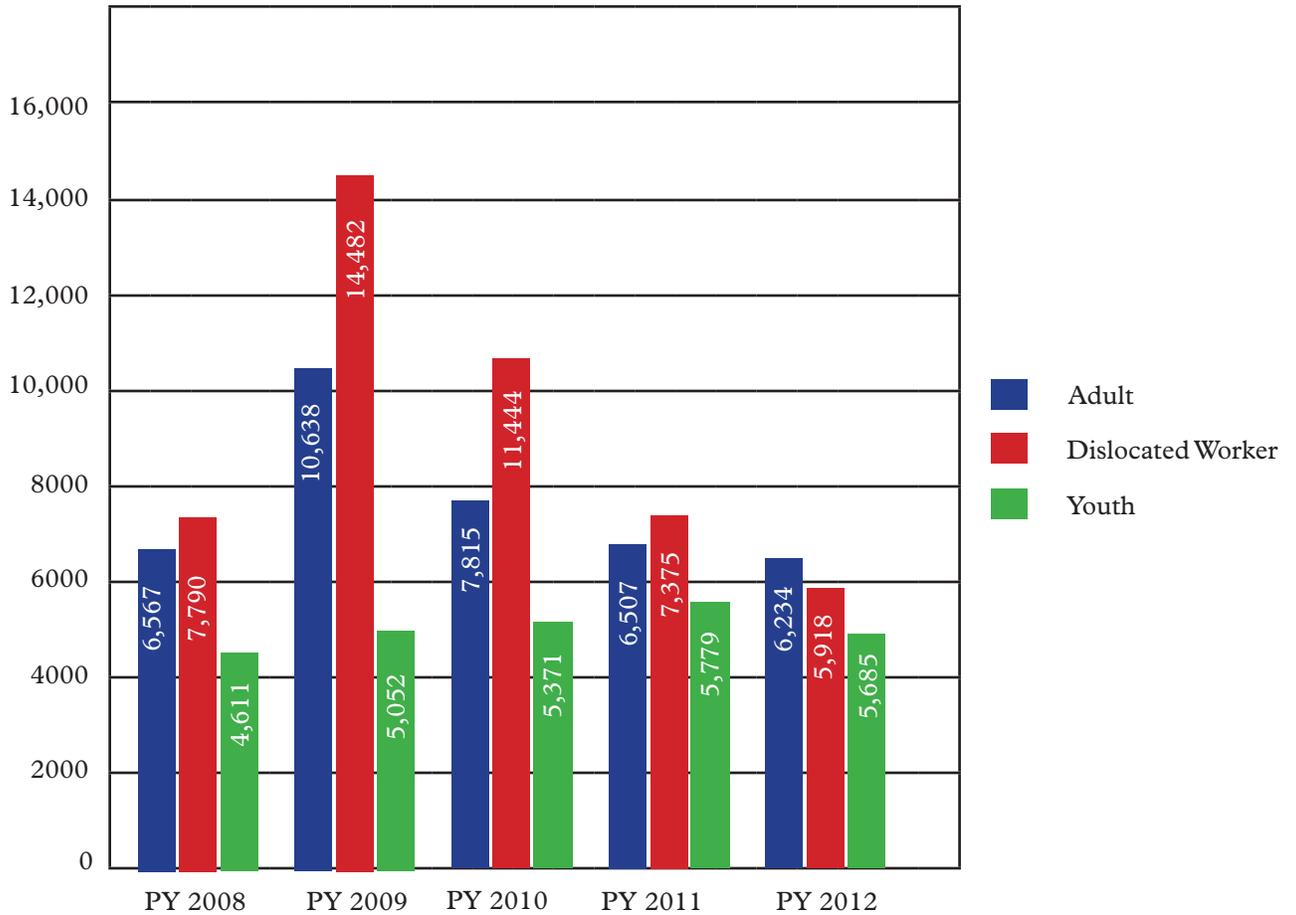
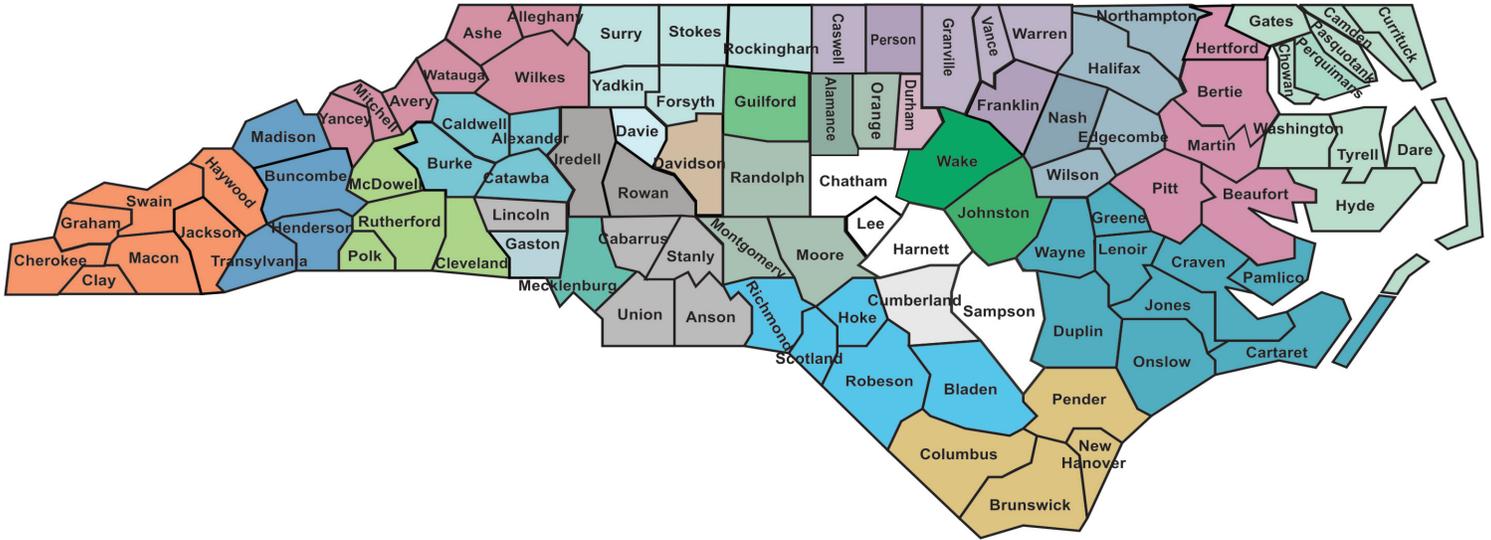


Table M 5-Year Performance				
Program Year	Adult	Dislocated Worker	Youth (14-21)	Total
PY 2008	6,567	7,790	4,611	18,968
PY 2009	10,638	14,482	5,052	30,172
PY 2010	7,815	11,444	5,371	24,630
PY 2011	6,507	7,375	5,779	19,661
PY 2012	6,234	5,918	5,685	17,837



North Carolina Local Area Map

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

Performance Measure Outcomes

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Table B Adult Program Results				
Reported Information	Negotiated Performance Level		Actual Performance Level	
Entered Employment Rate	69.0%		70.9%	1,599
				2,256
Employment Retention Rate	86.0%		85.8%	2,088
				2,433
Average Earnings	\$11,400.00		\$11,731.30	23,837,935
				2,032

Table C Outcomes for Adult Special Populations								
Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	68.1%	788	67.5%	129	71.9%	69	63.3%	93
		1,157		191		96		147
Employment Retention Rate	83.6%	975	87.1%	135	74.1%	60	85.3%	93
		1,166		155		81		109
Average Earnings Rate	\$10,392.50	9,872,871	\$14,322.60	1,861,937	\$8,883.40	506,355	\$11,342.70	986,815
		950		130		57		87

Table D Other Outcome Information for the Adult Program				
Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	70.8%	1,265	71.1%	334
		1,786		470
Employment Retention Rate	86.8%	1,782	80.3%	306
		2,052		381
Average Earnings Rate	\$12,009.50	20,788,419	\$10,131.30	3,049,516
		1,731		301

**Table E
Dislocated Worker Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	79.0%	79.6%	2,762
			3,468
Employment Retention Rate	91.0%	90.8%	3,369
			3,709
Average Earnings	\$15,500.00	\$14,992.40	49,564,974
			3306

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

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	78.5%	248	67.9%	36	71.1%	345	80.0%	16
		316		53		485		20
Employment Retention Rate	88.0%	314	90.2%	37	88.1%	349	92.3%	24
		357		41		396		26
Average Earnings	\$16,953.50	5,255,573	\$12,825.70	461,724	\$14,257.20	4,918,718	\$12,394.60	285,075
		310		36		345		23

**Table G
Other Outcome Information for the Dislocated Worker Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	80.2%	2,399	75.9%	363
		2,990		478
Employment Retention Rate	91.1%	2,979	89.0%	390
		3,271		438
Average Earnings Rate	\$14,979.20	43,739,266	\$15,092.50	5,825,708
		2,920		386

Table H.1 Youth (14 – 21) Program Results			
Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	63.3%	62.4%	1,281
			2,054
Attainment of Degree or Certificate	63.4%	64.4%	1,261
			1,957
Literacy and Numeracy Gains	46.0%	45.8%	559
			1,221

Table L Other Reported Information										
Reported Information	12-Month Employment Retention Rate		12 Months Earnings Increase (Adults and Older Youth) or 12 Months Earnings Replacement (Dislocated Workers)		Placements in Non-traditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	83.7%	2,138	\$5,522.40	13,833,491	1.8	29	\$4,660.80	7,298,761	50.8%	643
		2,554				2,505				1,599
Dislocated Workers	90.7%	3,741	\$126.90	56,725,087	1.8	49	\$6,589.00	17,895,732	55.2%	1,323
		4,123				44,689,513				2,762

Table M Participation Levels		
Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	12,120	6,126
Total Adults (self-service only)	0	0
WIA Adults	6,234	2,999
WIA Dislocated Workers	5,918	3,149
Total Youth (14 – 21)	5,685	2291
Out-of-School Youth	3,245	1,407
In-School Youth	2,440	884

Table N Cost of Program Activities		
Program Activity		Total Federal Spending
Local Adults		\$20,449,767.67
Local Dislocated Workers		\$19,318,807.40
Local Youth		\$20,587,505.55
Rapid Response (up to 25%) Sec.134 (a)(2)(A)		\$11,103,384.80
Statewide Required Activities (up to 15%) Sec.134(a)(2)(B)		\$569,166.21
	Program Activity Description	
Statewide Allowable Activities Sec.134(a)(3)	Capacity Building and Technical Assistance	-
	Incumbent Worker	\$93,414.65
	Pilot/Demonstration	\$237,741
	Option Initiatives	\$133,345.78
	Other	\$250,992.44
Total of All Federal Spending Listed Above		\$72,744,126

The following graph shows the cost of the program activities for PY 2012. The mix of services within North Carolina is proportional with the total spending in the Youth, Adult, and Dislocated Worker activities.

Table N Cost of Program Activities

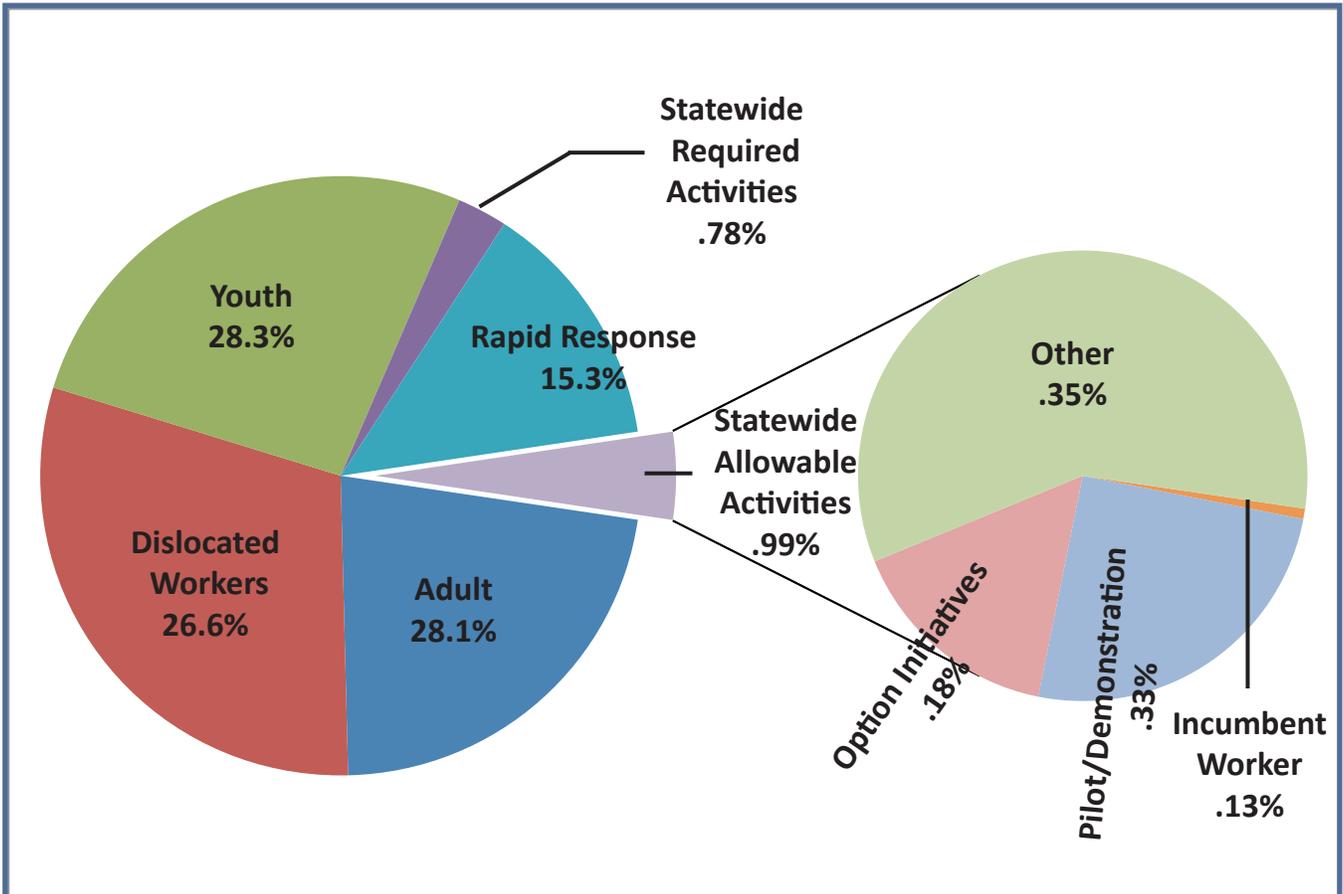
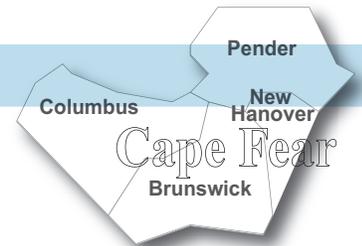


Table O – Local Performance



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

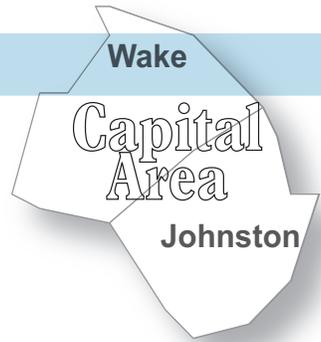


Table O – Local Performance

Table O – Local Performance			
Local Area Name		Adults	298
Cape Fear Workforce Development Board (33)	Total Participants Served	Dislocated Workers	140
		Youth	424
ETA Assigned# 37120	Total Exiters	Adults	22
		Dislocated Workers	25
		Youth	62
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	62.0%	70.8%
	Dislocated Workers	73.4%	84.6%
Retention Rates	Adults	81.7%	85.1%
	Dislocated Workers	89.7%	91.5%
Average Earnings (Adults/DWs)	Adults	\$9426.40	\$9,790.00
	Dislocated Workers	\$12,763.30	\$12,763.50
Placement in Employment or Education	Youth (14 - 21)	57.1%	65.5%
Attainment of Degree or Certificate	Youth (14 - 21)	47.0%	58.8%
Literacy or Numeracy Gains	Youth (14 - 21)	27.9%	36.1%
Overall Status of Local Performance		Not Met	Met
			X

For PY 2012, if the local area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance



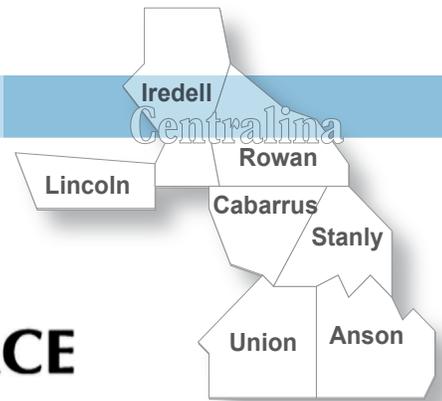
Capital Area Workforce Development Board
 2321 Crabtree Blvd., Suite 200
 Raleigh, NC 27604
 Counties: Johnston; Wake
 Director: Pat Sturdivant
 pat.sturdivant@wakegov.com
<http://web.co.wake.nc.us/capitalarea/>



Table O – Local Performance			
Local Area Name		Adults	781
Capital Area Workforce Development Board (34)	Total Participants Served	Dislocated Workers	904
		Youth	549
		ETA Assigned# 37215	Total Exitters
		Dislocated Workers	441
		Youth	274
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	67.4%	79.9%
	Dislocated Workers	81.0%	88.8%
Retention Rates	Adults	93.1%	84.9%
	Dislocated Workers	91.7%	90.6%
Average Earnings (Adults/DWs)	Adults	\$10,587.20	\$12,842.90
	Dislocated Workers	\$19,460.70	\$17,078.10
Placement in Employment or Education	Youth (14 - 21)	79.0%	58.7%
Attainment of Degree or Certificate	Youth (14 - 21)	59.7%	64.0%
Literacy or Numeracy Gains	Youth (14 - 21)	64.0%	43.2%
Overall Status of Local Performance		Not Met	Met
			X
			Exceeded

For PY 2012, if the local area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance



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



Table O – Local Performance			
Local Area Name		Adults	343
Centralina Workforce Development Board (36)	Total Participants Served	Dislocated Workers	463
		Youth	204
		ETA Assigned# 37225	Total Exiters
	Dislocated Workers	298	
	Youth	115	
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	51.6%	63.8%
	Dislocated Workers	58.6%	75.1%
Retention Rates	Adults	70.6%	79.5%
	Dislocated Workers	84.5%	86.4%
Average Earnings (Adults/DWs)	Adults	\$7,973.50	\$10,793.60
	Dislocated Workers	\$14,018.40	\$15,250.70
Placement in Employment or Education	Youth (14 - 21)	66.2%	58.8%
Attainment of Degree or Certificate	Youth (14 - 21)	64.9%	55.7%
Literacy or Numeracy Gains	Youth (14 - 21)	23.9%	68.1%
Overall Status of Local Performance		Not Met	Met
			X
			Exceeded

For PY 2012, if the local area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance



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



CHARLOTTE
 WORKS

Table O – Local Performance			
Local Area Name		Adults	144
Charlotte-Mecklenburg Workforce Development Board (37)	Total Participants Served	Dislocated Workers	317
		Youth	408
ETA Assigned# 37045	Total Exitters	Adults	96
		Dislocated Workers	168
		Youth	231
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	70.7%	63.8%
	Dislocated Workers	76.3%	75.6%
Retention Rates	Adults	89.5%	86.4%
	Dislocated Workers	89.5%	88.4%
Average Earnings (Adults/DWs)	Adults	\$11,710.70	\$12,956.20
	Dislocated Workers	\$19,527.40	\$18,143.30
Placement in Employment or Education	Youth (14 - 21)	44.6%	57.5%
Attainment of Degree or Certificate	Youth (14 - 21)	34.1%	59.9%
Literacy or Numeracy Gains	Youth (14 - 21)	59.7%	66.0%
Overall Status of Local Performance		Not Met	Met
			X

For PY 2012, if the local area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance



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

Table O – Local Performance				
Local Area Name		Adults	315	
Cumberland County Workforce Development Board (38)	Total Participants Served	Dislocated Workers	195	
		Youth	263	
		ETA Assigned# 37015	Total Exiters	Adults
		Dislocated Workers	106	
		Youth	101	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	45.0%	54.2%	
	Dislocated Workers	50.9%	73.6%	
Retention Rates	Adults	79.9%	84.0%	
	Dislocated Workers	85.8%	81.8%	
Average Earnings (Adults/DWs)	Adults	\$8,855.30	\$9,461.60	
	Dislocated Workers	\$11,364.90	\$11,255.80	
Placement in Employment or Education	Youth (14 - 21)	56.3%	57.8%	
Attainment of Degree or Certificate	Youth (14 - 21)	57.2%	49.2%	
Literacy or Numeracy Gains	Youth (14 - 21)	56.6%	34.1%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

For PY 2012, if the local area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance



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

DavidsonWorks



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

Table O – Local Performance

Table O – Local Performance				
Local Area Name		Adults	136	
DavidsonWorks Workforce Development Board (39)	Total Participants Served	Dislocated Workers	179	
		Youth	99	
		ETA Assigned# 37020	Total Exitters	Adults
	Dislocated Workers	119		
	Youth	56		
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	84.0%	75.9%	
	Dislocated Workers	93.5%	89.2%	
Retention Rates	Adults	93.4%	88.3%	
	Dislocated Workers	93.5%	91.7%	
Average Earnings (Adults/DWs)	Adults	\$16,265.60	\$12,857.60	
	Dislocated Workers	\$16,685.80	\$13,446.90	
Placement in Employment or Education	Youth (14 - 21)	48.1%	52.3%	
Attainment of Degree or Certificate	Youth (14 - 21)	53.9%	51.1%	
Literacy or Numeracy Gains	Youth (14 - 21)	63.7%	50.0%	
Overall Status of Local Performance	Not Met		Met	Exceeded
			X	

For PY 2012, if the local area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance



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



Table O – Local Performance			
Local Area Name		Adults	118
Durham Workforce Development Board (35)	Total Participants Served	Dislocated Workers	168
		Youth	111
ETA Assigned# 37140	Total Exiters	Adults	82
		Dislocated Workers	120
		Youth	32
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	67.4%	76.9%
	Dislocated Workers	70.1%	76.3%
Retention Rates	Adults	83.0%	85.5%
	Dislocated Workers	86.3%	89.6%
Average Earnings (Adults/DWs)	Adults	\$11,900.00	\$13,547.90
	Dislocated Workers	\$15,574.10	\$15,476.60
Placement in Employment or Education	Youth (14 - 21)	69.0%	81.3%
Attainment of Degree or Certificate	Youth (14 - 21)	56.4%	60.0%
Literacy or Numeracy Gains	Youth (14 - 21)	39.2%	45.9%
Overall Status of Local Performance		Not Met	Met
			X

For PY 2012, if the local area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance



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

Table O – Local Performance			
Local Area Name		Adults	461
Eastern Carolina Workforce Development Board (40)	Total Participants Served	Dislocated Workers	283
		Youth	297
ETA Assigned# 37125	Total Exiters	Adults	184
		Dislocated Workers	167
		Youth	105
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	67.0%	61.9%
	Dislocated Workers	77.7%	72.1%
Retention Rates	Adults	87.3%	95.1%
	Dislocated Workers	88.8%	93.5%
Average Earnings (Adults/DWs)	Adults	\$10,179.10	\$11,656.80
	Dislocated Workers	\$12,341.60	\$13,478.60
Placement in Employment or Education	Youth (14 - 21)	58.5%	61.8%
Attainment of Degree or Certificate	Youth (14 - 21)	58.9%	71.2%
Literacy or Numeracy Gains	Youth (14 - 21)	28.2%	41.9%
Overall Status of Local Performance		Not Met	Met
			X

For PY 2012, if the local area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance



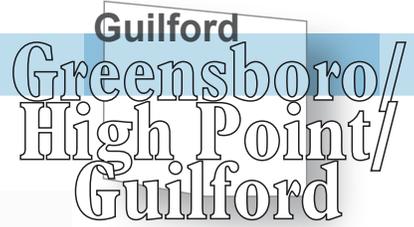
Gaston County Workforce Development Board
 330 N. Marietta Street
 Gastonia, NC 28052
 County: Gaston
 Director: Angela Karchmer
 angela.karchmer@co.gaston.nc.us
 http://www.gastonworks.com



Table O – Local Performance			
Local Area Name		Adults	74
Gaston County Workforce Development Board (41)	Total Participants Served	Dislocated Workers	159
		Youth	87
		ETA Assigned# 37035	Total Exiters
Dislocated Workers	99		
Youth	23		
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	32.7%	85.0%
	Dislocated Workers	67.7%	78.6%
Retention Rates	Adults	74.7%	89.3%
	Dislocated Workers	93.3%	95.8%
Average Earnings (Adults/DWs)	Adults	\$11,954.40	\$9,841.40
	Dislocated Workers	\$14,663.80	\$23,218.90
Placement in Employment or Education	Youth (14 - 21)	53.2%	40.0%
Attainment of Degree or Certificate	Youth (14 - 21)	65.1%	54.2%
Literacy or Numeracy Gains	Youth (14 - 21)	58.0%	29.4%
Overall Status of Local Performance		Not Met	Met
			X

For PY 2012, if the local area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance



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



Table O – Local Performance			
Local Area Name		Adults	366
Greensboro/High Point/Guilford County Workforce Development Board (42)	Total Participants Served	Dislocated Workers	285
		Youth	336
ETA Assigned# 37040	Total Exitters	Adults	155
		Dislocated Workers	149
		Youth	78
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	72.0%	72.0%
	Dislocated Workers	76.1%	80.1%
Retention Rates	Adults	88.9%	87.2%
	Dislocated Workers	88.1%	92.5%
Average Earnings (Adults/DWs)	Adults	\$13,305.20	\$12,155.10
	Dislocated Workers	\$16,747.90	\$16,004.10
Placement in Employment or Education	Youth (14 - 21)	83.2%	71.7%
Attainment of Degree or Certificate	Youth (14 - 21)	66.3%	79.6%
Literacy or Numeracy Gains	Youth (14 - 21)	33.8%	36.1%
Overall Status of Local Performance		Not Met	Met
			X
			Exceeded

For PY 2012, if the local area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance

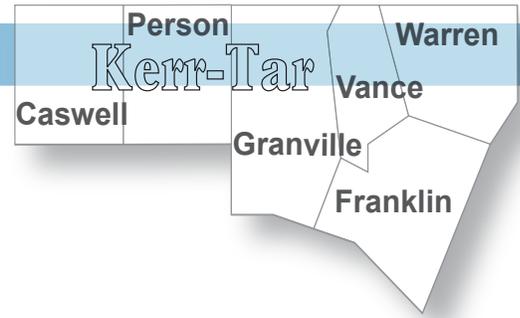
High County Workforce Development Board
 468 New Market Blvd.
 Boone, NC 28607
 Counties: Yancey; Mitchell; Avery; Ashe;
 Alleghany; Watauga; Wilkes
 Director: Adrian Tait
 adrian.tait@highcountrywdb.com
 http://www.highcountrywdb.com/



Table O – Local Performance			
Local Area Name		Adults	364
High County Workforce Development Board (49)	Total Participants Served	Dislocated Workers	291
		Youth	223
ETA Assigned# 37080	Total Exiters	Adults	164
		Dislocated Workers	148
		Youth	80
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	67.5%	66.4%
	Dislocated Workers	82.0%	79.2%
Retention Rates	Adults	88.4%	87.8%
	Dislocated Workers	89.4%	93.9%
Average Earnings (Adults/DWs)	Adults	\$11,371.50	\$12,341.30
	Dislocated Workers	\$12,491.70	\$12,099.90
Placement in Employment or Education	Youth (14 - 21)	46.7%	68.0%
Attainment of Degree or Certificate	Youth (14 - 21)	37.9%	67.2%
Literacy or Numeracy Gains	Youth (14 - 21)	33.2%	71.4%
Overall Status of Local Performance		Not Met	Met
			X

For PY 2012, if the local area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance

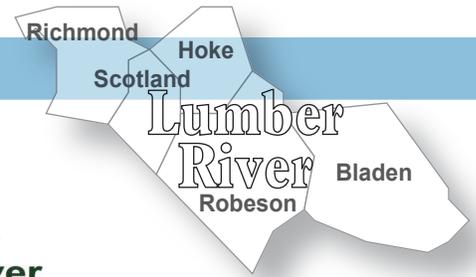


Kerr-Tar Workforce Development Board
 P.O. Box 709
 1724 Graham Avenue
 Henderson, NC 27536
 Counties: Caswell; Vance; Warren;
 Person; Granville; Franklin
 Director: Vincent Gilreath
 vgilreath@kerrtarcog.org
<http://www.kerrtarcog.org/workforce/>

Table O – Local Performance			
Local Area Name		Adults	135
Kerr-Tar Workforce Development Board (43)	Total Participants Served	Dislocated Workers	170
		Youth	131
		ETA Assigned#	
37195	Total Exiters	Adults	70
		Dislocated Workers	115
		Youth	48
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	79.5%	72.6%
	Dislocated Workers	89.8%	82.0%
Retention Rates	Adults	94.9%	86.2%
	Dislocated Workers	85.9%	87.3%
Average Earnings (Adults/DWs)	Adults	\$11,060.70	\$11,773.10
	Dislocated Workers	\$12,100.00	\$13,139.20
Placement in Employment or Education	Youth (14 - 21)	56.8%	64.5%
Attainment of Degree or Certificate	Youth (14 - 21)	59.7%	50.0%
Literacy or Numeracy Gains	Youth (14 - 21)	47.6%	54.5%
Overall Status of Local Performance		Not Met	Met
			X
		Exceeded	

For PY 2012, if the local area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance



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



Table O – Local Performance				
Local Area Name		Adults	303	
Lumber River Workforce Development Board (44)	Total Participants Served	Dislocated Workers	151	
		Youth	351	
		ETA Assigned# 37250	Total Exiters	Adults
	Dislocated Workers	76		
	Youth	202		
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	75.4%	62.6%	
	Dislocated Workers	81.2%	65.9%	
Retention Rates	Adults	85.9%	82.9%	
	Dislocated Workers	90.0%	88.8%	
Average Earnings (Adults/DWs)	Adults	\$11,106.21	\$12,747.20	
	Dislocated Workers	\$11,411.62	\$12,431.00	
Placement in Employment or Education	Youth (14 - 21)	57.5%	53.6%	
Attainment of Degree or Certificate	Youth (14 - 21)	72.2%	68.5%	
Literacy or Numeracy Gains	Youth (14 - 21)	12.3%	54.1%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

For PY 2012, if the local area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance

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

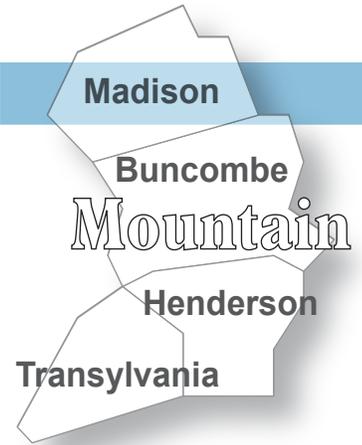
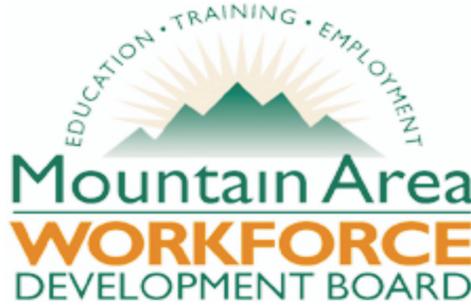


Table O – Local Performance

Table O – Local Performance			
Local Area Name		Adults	228
Mountain Area Workforce Development Board (46)	Total Participants Served	Dislocated Workers	338
		Youth	261
		ETA Assigned# 37190	Total Exitters
		Dislocated Workers	166
		Youth	157
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	75.0%	88.0%
	Dislocated Workers	88.3%	84.9%
Retention Rates	Adults	86.8%	85.7%
	Dislocated Workers	93.4%	90.7%
Average Earnings (Adults/DWs)	Adults	\$8,599.60	\$10,845.30
	Dislocated Workers	\$14,148.40	\$13,078.00
Placement in Employment or Education	Youth (14 - 21)	74.4%	72.2%
Attainment of Degree or Certificate	Youth (14 - 21)	80.8%	79.7%
Literacy or Numeracy Gains	Youth (14 - 21)	88.8%	12.5%
Overall Status of Local Performance		Not Met	Met
			X
			Exceeded

For PY 2012, if the local area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance

Northeastern Workforce Development Board
 512 South Church Street
 Post Office Box 646
 Hertford, NC 27944
 Counties: Camden; Chowan; Currituck; Dare;
 Hyde; Gates; Pasquotank; Perquimans; Tyrrell;
 Washington
 Director: Natalie Rountree
 nroundree@albemarlecommission.org
 http://www.nwdb.org

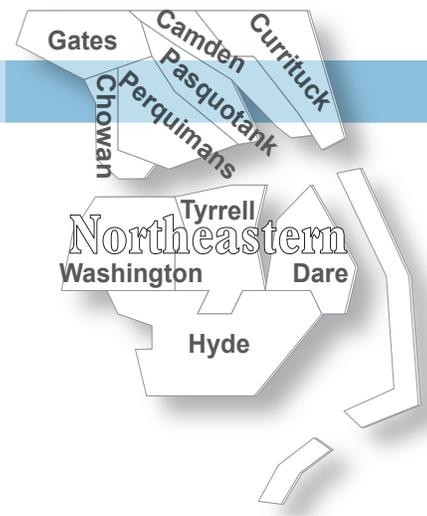
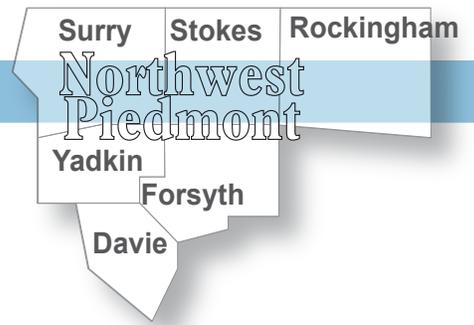


Table O – Local Performance			
Local Area Name		Adults	200
Northeastern Workforce Development Board (59)	Total Participants Served	Dislocated Workers	79
		Youth	80
ETA Assigned# 37130	Total Exiters	Adults	48
		Dislocated Workers	30
		Youth	18
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	50.3%	84.2%
	Dislocated Workers	76.3%	73.2%
Retention Rates	Adults	73.3%	82%
	Dislocated Workers	88.2%	82.1%
Average Earnings (Adults/DWs)	Adults	\$9,074.20	\$9,955.20
	Dislocated Workers	\$12,384.60	\$13,585.80
Placement in Employment or Education	Youth (14 - 21)	46.0%	60.0%
Attainment of Degree or Certificate	Youth (14 - 21)	40.8%	80.0%
Literacy or Numeracy Gains	Youth (14 - 21)	17.2%	0%
Overall Status of Local Performance		Not Met	Met
			X
			Exceeded

For PY 2012, if the local area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance



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



Table O – Local Performance			
Local Area Name		Adults	235
Northwest Piedmont Workforce Development Board (47)	Total Participants Served	Dislocated Workers	311
		Youth	448
		ETA Assigned# 37235	Total Exiters
	Dislocated Workers	214	
	Youth	173	
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	58.4%	62.4%
	Dislocated Workers	71.4%	73.0%
Retention Rates	Adults	84.5%	85.6%
	Dislocated Workers	92.7%	91.2%
Average Earnings (Adults/DWs)	Adults	\$10,514.00	\$10,234.50
	Dislocated Workers	\$14,075.70	\$13,800.30
Placement in Employment or Education	Youth (14 - 21)	64.6%	72.7%
Attainment of Degree or Certificate	Youth (14 - 21)	45.9%	56.2%
Literacy or Numeracy Gains	Youth (14 - 21)	21.4%	33.3%
Overall Status of Local Performance		Not Met	Met
			X
			Exceeded

For PY 2012, if the local area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance

McDowell

Rutherford

Region C

Polk

Cleveland

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

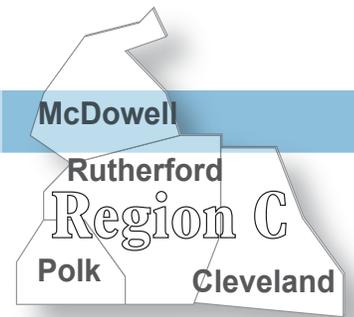


Table O – Local Performance

Table O – Local Performance			
Local Area Name		Adults	241
Region C Workforce Development Board (48)	Total Participants Served	Dislocated Workers	414
		Youth	115
		ETA Assigned# 37075	Total Exiters
	Dislocated Workers	191	
	Youth	41	
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	62.2%	70.1%
	Dislocated Workers	77.0%	78.2%
Retention Rates	Adults	87.6%	74.5%
	Dislocated Workers	89.6%	90.6%
Average Earnings (Adults/DWs)	Adults	\$11,908.90	\$11,727.90
	Dislocated Workers	\$11,907.40	\$13,603.90
Placement in Employment or Education	Youth (14 - 21)	83.3%	73.5%
Attainment of Degree or Certificate	Youth (14 - 21)	89.6%	71.1%
Literacy or Numeracy Gains	Youth (14 - 21)	38.6%	13.8%
Overall Status of Local Performance		Not Met	Met
			X
			Exceeded

For PY 2012, if the local area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance

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



Region Q
 Workforce Development Board

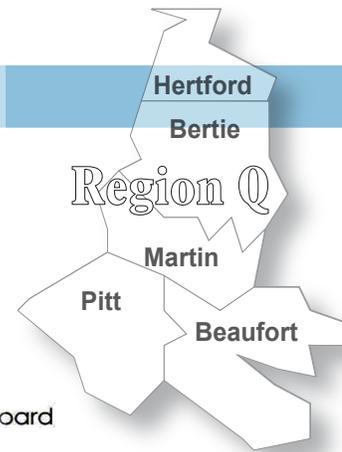


Table O – Local Performance			
Local Area Name		Adults	214
Region Q Workforce Development Board (52)	Total Participants Served	Dislocated Workers	189
		Youth	183
		ETA Assigned# 37160	Total Exitters
		Dislocated Workers	70
		Youth	69
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	66.3%	81.4%
	Dislocated Workers	85.2%	97.1%
Retention Rates	Adults	88.4%	95.1%
	Dislocated Workers	85.0%	95.2%
Average Earnings (Adults/DWs)	Adults	\$11,819.60	\$13,946.50
	Dislocated Workers	\$12,778.80	\$14,182.00
Placement in Employment or Education	Youth (14 - 21)	78.4%	71.6%
Attainment of Degree or Certificate	Youth (14 - 21)	52.1%	47.3%
Literacy or Numeracy Gains	Youth (14 - 21)	33.1%	28.6%
Overall Status of Local Performance		Not Met	Met
			X
			Exceeded

For PY 2012, if the local area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance

Alamance
Orange



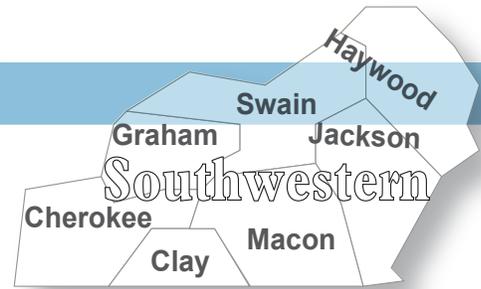
Regional Partnership Workforce Development Board
 Post Office Box 1883
 221 South Fayetteville Street
 Asheboro, NC 27204
 Counties: Alamance; Montgomery; Moore; Orange; Randolph
 Director: Kathy Slovak
 KSlovak@regionalcsls.org
 http://www.regionalpartnershipwdb.org/



Table O – Local Performance			
Local Area Name		Adults	232
Regional Partnership Workforce Development Board (54)	Total Participants Served	Dislocated Workers	279
		Youth	220
		ETA Assigned# 37240	Total Exiters
Dislocated Workers	126		
Youth	58		
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	78.1%	70.2%
	Dislocated Workers	86.9%	81.6%
Retention Rates	Adults	89.5%	85.9%
	Dislocated Workers	91.7%	86.0%
Average Earnings (Adults/DWs)	Adults	\$10,294.25	\$11,470.00
	Dislocated Workers	\$12,677.63	\$13,110.90
Placement in Employment or Education	Youth (14 - 21)	77.3%	75.8%
Attainment of Degree or Certificate	Youth (14 - 21)	50.5%	62.8%
Literacy or Numeracy Gains	Youth (14 - 21)	62.3%	75.6%
Overall Status of Local Performance		Not Met	Met
			X

For PY 2012, if the local area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance



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



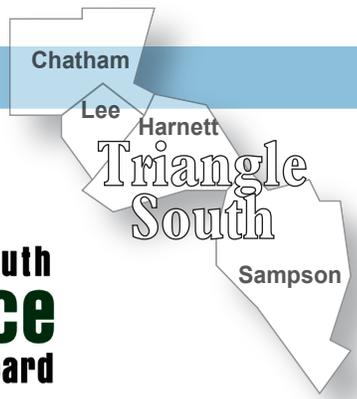
Southwestern Commission

Table O – Local Performance

Table O – Local Performance				
Local Area Name		Adults	182	
Southwestern Workforce Development Board (55)	Total Participants Served	Dislocated Workers	129	
		Youth	97	
		ETA Assigned# 37065	Total Exiters	Adults
	Dislocated Workers	76		
	Youth	48		
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	86.4%	66.0%	
	Dislocated Workers	96.0%	78.8%	
Retention Rates	Adults	80.6%	88.1%	
	Dislocated Workers	90.9%	92.1%	
Average Earnings (Adults/DWs)	Adults	\$10,228.10	\$10,503.40	
	Dislocated Workers	\$11,681.50	\$10,870.70	
Placement in Employment or Education	Youth (14 - 21)	58.4%	65.6%	
Attainment of Degree or Certificate	Youth (14 - 21)	70.6%	86.4%	
Literacy or Numeracy Gains	Youth (14 - 21)	33.3%	53.8%	
Overall Status of Local Performance	Not Met		Met	Exceeded
			X	

For PY 2012, if the local area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance



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



Table O – Local Performance			
Local Area Name		Adults	211
Triangle South Workforce Development Board (60)	Total Participants Served	Dislocated Workers	197
		Youth	199
ETA Assigned# 37220	Total Exitters	Adults	104
		Dislocated Workers	76
		Youth	97
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	63.5%	53.7%
	Dislocated Workers	72.4%	71.4%
Retention Rates	Adults	89.2%	84%
	Dislocated Workers	87.5%	93.6%
Average Earnings (Adults/DWs)	Adults	\$9,712.20	\$8,576.50
	Dislocated Workers	\$14,715.90	\$12,974.90
Placement in Employment or Education	Youth (14 - 21)	60.1%	48.8%
Attainment of Degree or Certificate	Youth (14 - 21)	48.6%	58.6%
Literacy or Numeracy Gains	Youth (14 - 21)	69.8%	70.6%
Overall Status of Local Performance		Not Met	Met
			X

For PY 2012, if the local area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance

Turning Point Workforce Development Board
 Post Office Box 7516
 4036 Capital Drive
 Rocky Mount, NC 27804
 Counties: Wilson; Nash; Edgecombe;
 Halifax; Northampton
 Director: Michael Williams
 mwilliams@turningpointwdb.org
 http://www.turningpointwdb.org/

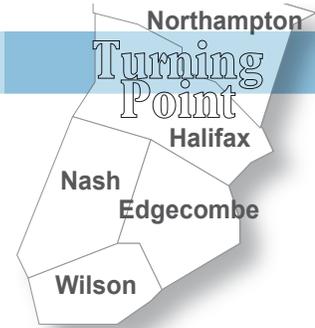
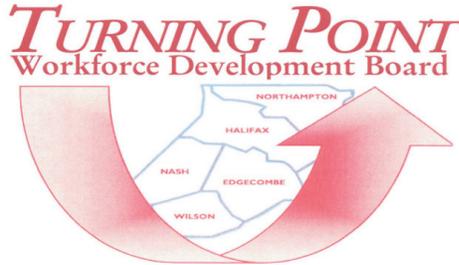
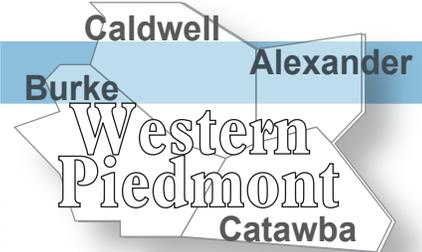


Table O – Local Performance

Table O – Local Performance			
Local Area Name		Adults	364
Turning Point Workforce Development Board (51)	Total Participants Served	Dislocated Workers	162
		Youth	473
ETA Assigned# 37105	Total Exiters	Adults	159
		Dislocated Workers	82
		Youth	170
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	81.1%	78.0%
	Dislocated Workers	81.1%	79.8%
Retention Rates	Adults	71.0%	79.4%
	Dislocated Workers	88.1%	87.0%
Average Earnings (Adults/DWs)	Adults	\$8,396.10	\$9,979.70
	Dislocated Workers	\$11,584.20	\$15,001.10
Placement in Employment or Education	Youth (14 - 21)	76.1%	66.8%
Attainment of Degree or Certificate	Youth (14 - 21)	67.2%	66.3%
Literacy or Numeracy Gains	Youth (14 - 21)	47.5%	21.9%
Overall Status of Local Performance		Not Met	Met
			X

For PY 2012, if the local area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

Table O – Local Performance



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

Table O – Local Performance				
Local Area Name		Adults	289	
Western Piedmont Workforce Development Board (56)	Total Participants Served	Dislocated Workers	115	
		Youth	126	
		ETA Assigned# 37210	Total Exiters	Adults
	Dislocated Workers	87		
	Youth	53		
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	74.4%	92.9%	
	Dislocated Workers	81.7%	93.6%	
Retention Rates	Adults	86.8%	94.2%	
	Dislocated Workers	90.2%	95.0%	
Average Earnings (Adults/DWs)	Adults	\$13,845.20	\$15,099.50	
	Dislocated Workers	\$12,495.30	\$13,101.40	
Placement in Employment or Education	Youth (14 - 21)	43.9%	61.0%	
Attainment of Degree or Certificate	Youth (14 - 21)	57.6%	82.9%	
Literacy or Numeracy Gains	Youth (14 - 21)	47.3%	81.8%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

For PY 2012, if the local area attained a performance variance (actual divided by negotiated) of at least 80% on nine goals, it is considered to have met performance goals.

NORTH CAROLINA

DEPARTMENT OF COMMERCE

Division of Workforce Solutions

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