

**67%**

of programs surveyed respond to service requests within 36 hours.

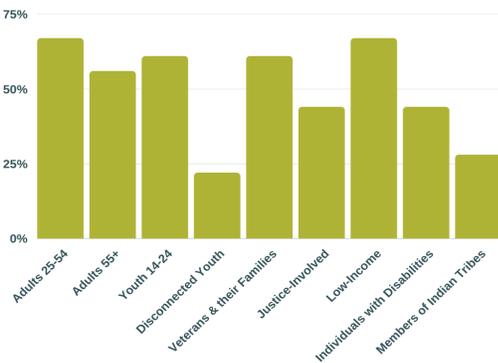
**100%**

of programs surveyed collaborate with other agencies, community based organizations or non-profits.

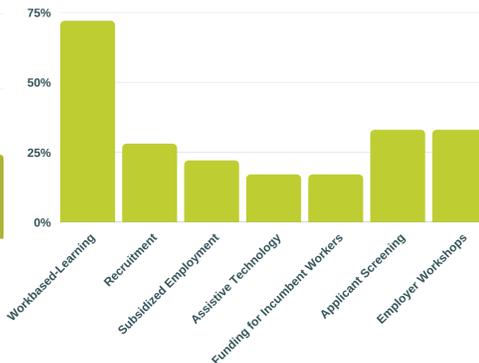
**83%**

of programs surveyed offer employability and soft skills training.

## Target Populations Served



## Employer Services



## Top Industries Served



Healthcare

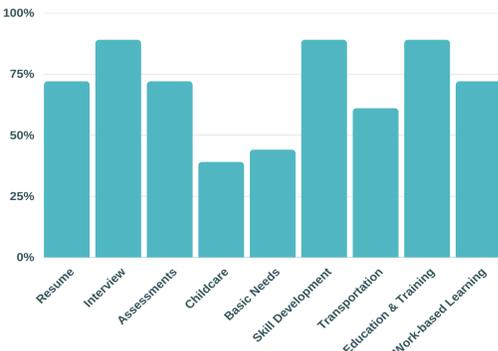


Manufacturing



Hospitality & Food

## Services for Individuals



## Work-based Learning

- 11 programs offered work-based learning to individuals.
- 7 programs offered work-based learning to employers.
- Most popular activities included mock interviews, pre-apprenticeships, and worksite visits.
- 470 K-12 students participated in pre-apprenticeships or apprenticeships.

## Covid-19 Workforce Solutions

- Programs leveraged virtual technology to support job-seekers and employers, but identified a continued need to provide staff with appropriate technology to serve job-seekers virtually.
- Programs used CARES Act funding to scaffold support for individuals and employers, including short-term training, rental assistance, and specialized counseling for businesses.

## Supporting Equity

- Programs provided Diversity, Equity & Inclusion (DEI) training for staff.
- Programs shared specific resources for business owners of color and women.
- Programs expanded current work to engage more North Carolinians and the development of new initiatives such as Title II's "Digital Equity Project" to support digital access to devices for adults.
- Programs identified new needs to support businesses in hiring individuals with disabilities.

According to North Carolina Session Law 2012-131, the NCWorks Commission is responsible for reviewing and evaluating the programs and plans of agencies operating federally-or State-funded workforce development programs.

The following programs within the listed agencies were surveyed:

### Department of Public Instruction

- Career and Technical Education

### NC Community College System

- Apprenticeship
- Customized Training
- Small Business
- Basic Skills
- Occupational Career Education
- Post-secondary Career, Technical & Vocational Education

### Department of Administration

- American Indian Workforce Development Program

### Department of Commerce

- WIOA Title I
- WIOA Title III
- Trade Adjustment Assistance
- Veterans Program

### Department of Health and Human Services

- Community Services Block Grant
- Food & Nutrition Services
- TANF (WorkFirst)
- Vocational Rehabilitation
- Services for the Blind
- Long Term Vocational Support Service
- Senior Community Service Employment