

## Governance and System Alignment

### Susan Jackson, Chair

This committee supports strategies and oversees activities that foster a more aligned and responsive system that is easy to access and customer-oriented. The committee promotes collaboration, policy alignment, innovation, and communication among workforce system agencies and partners.

### Current Activities

1. **Workforce Innovation and Opportunity Act (WIOA) Unified State Plan**
  - In concert with the WIOA State Steering Council, the committee will oversee the 2 year update to the WIOA Unified State plan to ensure successful submission to the Department of Labor due in March 2018.
2. **NCWorks Career Center System Certification**
  - New criteria for the career centers were approved by the commission in 2017 and the committee continues to explore areas for driving the career centers to higher quality operations and customer service, especially as it pertains to business services.
3. **State Agency Collaboration**
  - To ensure a consistent and comprehensive approach to workforce development, the committee will oversee the convening of state agency representatives from the departments of Commerce, Public Instruction (DPI), Health and Human Services (DHHS), and the UNC and Community College Systems (NCCCS) to discuss business outreach and engagement, system alignment, performance, and setting a shared vision for the system.

## Business Engagement

### Marti Matthews, Chair

This committee supports strategies to ensure the workforce development system is visible, relevant, efficient, and easy to access by employers. The committee strives to connect employers to qualified, work-ready employees through meaningful partnerships with the workforce system.

### Current Activities

1. **Employer needs survey**
  - This committee oversees the biennial employer needs survey to understand the factors impacting hiring and attrition. Jeff DeBellis from Commerce's Labor and Economic Analysis Division (LEAD) will present on preliminary findings at the February 14th commission meeting.
2. **Joint Marketing Group**
  - This group works to create a shared vision and universal marketing campaign to provide information about the workforce system to businesses. The NCWorks Menu of Business Services tool, which was developed in 2017 as an overview of workforce system services available to businesses, has been published online and the committee is working to further develop the tool.
3. **Knowledge-exchange videos**
  - In an effort to cross-train state agencies that provide workforce development services to businesses, the committee is working with agency officials to create 5-10 minute educational videos describing the workforce services within the following categories on the NCWorks Menu of Business Services: Recruiting and Screening, Training, Pipeline Development, and Transition Services.
4. **Soft skills study**
  - The committee is working with LEAD to learn about employer needs for specific soft skills, examine all the state's resources, and make recommendations for our state based on this analysis.

## Performance and Accountability

Mel Chernoff, Chair

This committee focuses on using data to drive strategies, measure performance, increase transparency, and improve accountability of the system. The committee works collaboratively with North Carolina's system partners to ensure that all available workforce development data is timely, accurate, easily accessible, and useable.

### Current Activities

- 1. NCWorks Commission Local Workforce Development Board Performance Measures**
  - Monthly data is collected and reported on the 23 local workforce development boards on eight performance measures related to services provided to jobseekers and employers. These process measures have been collected since July 2015. The committee has worked with local workforce development board directors and chairs to revise some of the targets and now performance will be tracked in terms of year-over-year growth for some of the measures.
- 2. NC's Workforce Development System Fifth Annual Performance Report**
  - The NCWorks Commission is charged to develop an annual workforce development system report card with universal success metrics. The lead entity is the commission, and the committee will work with Commerce, DHHS, DPI, and NCCCS to collect the data.
- 3. 2018 Annual Workforce Development Program Review**
  - The committee will collect data this Spring on funding levels, funds distributions, target populations, services to individuals and employers, program goals and performance measures, and types of outreach strategies, along with work-based learning information from the 19 agency programs that provide workforce development services.

## Education and Training

Chris Watters, Chair

This committee identifies strategies, policies, and other activities to ensure North Carolina has the workforce needed for a strong and vibrant economy. It also seeks to identify and promote strategies that support credential attainment and career advancement.

### Current Activities

- 1. Best Practices**
  - The committee is drafting a scope of work to collect and share best practices of workforce development initiatives across the state. The committee will share this information with local and state workforce leaders and will investigate opportunities for scaling and replicating these best practices.
- 2. Research on the supply and demand of the workforce**
  - Working with data provided by the Labor and Economic Analysis Division (LEAD), the committee seeks to identify any mismatches between education and training programs, and the needs of N.C. employers; and to determine if N.C. educational institutions are providing the training needed for students and job seekers to be qualified for current and future job openings.
- 3. Support of NCWorks Career Pathways**
  - The committee continues to explore how the commission can promote, endorse, and monitor the certification process and implementation of NCWorks Certified Career Pathways, to identify areas for enhancements either to the process, to the criteria itself, and/or regarding future performance metrics.