



# 2022-23 ANNUAL PROGRAM REVIEW

71% of programs use NCWorks.gov

82% of programs use NCCareers.org

71% of programs offer services virtually to customers.

## TOP 3 INDUSTRIES SERVED



Transportation

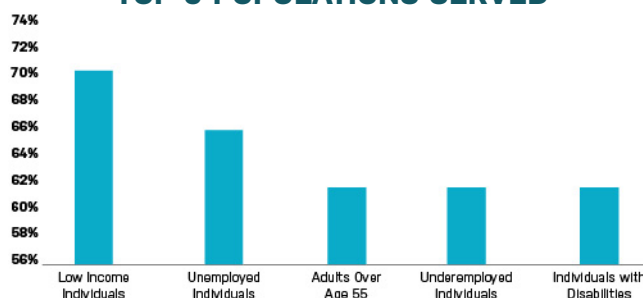


Manufacturing



Healthcare

## TOP 5 POPULATIONS SERVED



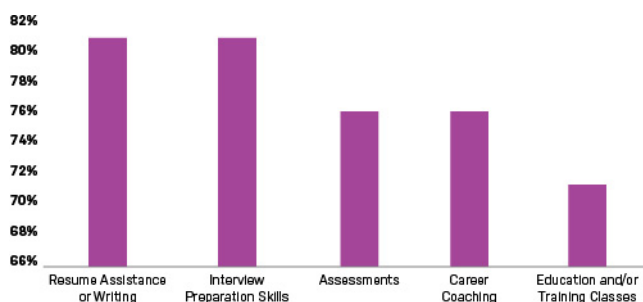
## PROGRAM IMPROVEMENTS COMPLETED

- Increased enrollments via partner referrals.
- Developed of industry association partnerships.
- Used customer feedback to improve core programs.
- Worked to ensure staff have adequate training, support & resources.

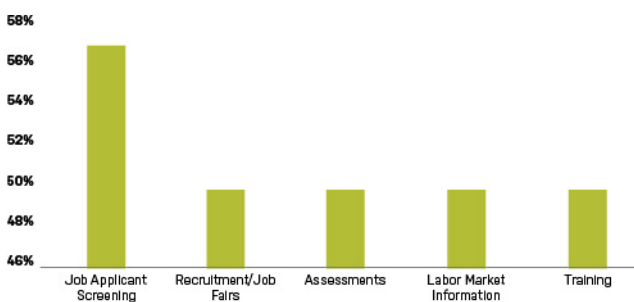
## CHALLENGES

- Staffing recruitment/retention with the programs.
- Obtaining upgraded technology
- Service areas need greater broadband access.
- Finding talent for employers.
- Mental health and/or substance abuse barriers for participants.

## TOP 5 EMPLOYER SERVICES



## TOP 5 INDIVIDUAL SERVICES



## WORK-BASED LEARNING

- Top Three Work-Based Learning activities included: Career Fairs, Worksite tours, Guest speakers.
- Six programs offer Paid Internships.
- Four programs offer or refer individuals to Apprenticeships.

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 Administration

- American Indian Workforce Development Program

### Department of Commerce

- WIOA Title I
- WIOA Title II
- Trade Adjustment Assistance
- Veterans Services

### Department of Public Instruction

- Career and Technical Education

### Department of Health and Human Services

- Community Services Glick Grant
- Food & Nutrition Services
- TANF (WorkFirst)
- Vocational Rehabilitation

- Services for the Blind
- Long Term Vocational Support Service

### NC Community College System

- Apprenticeship
- Customized Training
- Small Business
- Basic Skills

- Occupational Career Education
- Post-Secondary Career, Technical & Vocational Education