

ANNUAL PROGRAM REVIEW

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 for effectiveness, duplication, fiscal accountability, and coordination. The following agencies/programs were surveyed:

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

NC Community College System

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

Department of Public Instruction

- Career and Technical Education

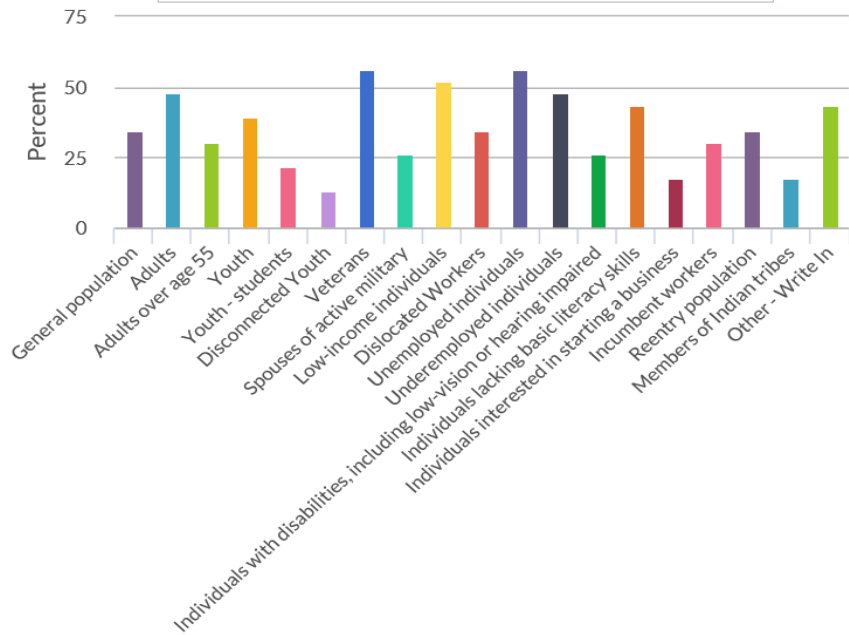
Department of Administration

- Native American Workforce Development Program

Department of Commerce

- Workforce Innovation & Opportunity Act (WIOA) Title I
- WIOA Title III
- Trade Adjustment Assistance

Target Populations for State Workforce Agencies



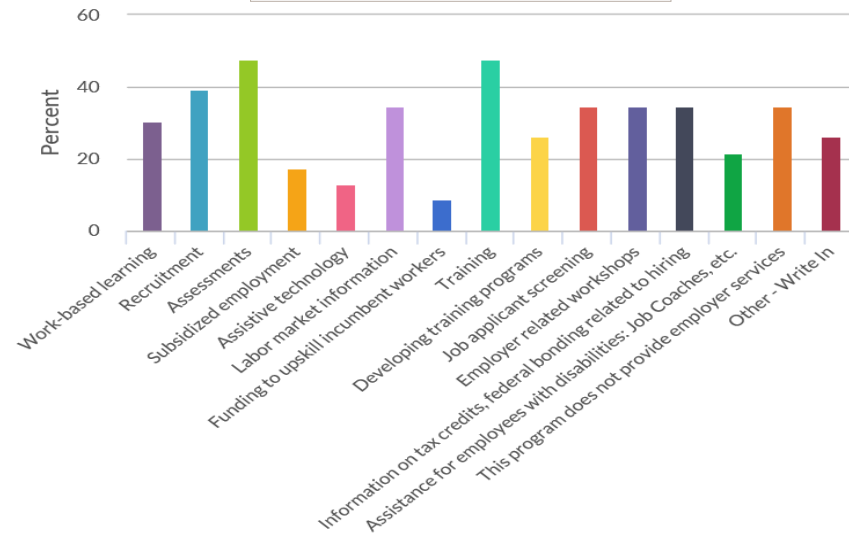
Largest Target Service Populations

- Veterans
- Unemployed Individuals
- Underemployed Individuals
- Adults
- Low-Income Individuals
- Basic Skills Deficient Individuals

Smallest Target Service Populations

- Disconnected Youth
- Entrepreneurs
- In-School Youth
- Members of Native American Tribes
- Individuals with Disabilities
- Spouses of Active Military

Services Provided to Businesses



Most Provided Business Services

- Assessments
- Training
- Recruitment
- Labor Market Information
- Job Applicant Screening
- Info on Tax Credits, Federal Bonding

Least Provided Business Services

- Developing Training Programs
- Assistance for Disabled Employees
- Subsidized Employment
- Assistive Technology
- Incumbent Worker Training
- Referral of Older Workers

- Several agencies have received CARES Act Federal funds to support individuals and businesses impacted by the COVID-19 pandemic.
- Many agencies have switched to primarily providing virtual and online services.
- Staff roles and responsibilities have shifted to meet increased demand for services.
- Participants have received additional funding to assist with an increased financial burden.
- Technology has become integral to continued daily operations.

Typical agency response times to inquiries for service are usually **24-48 hours**, with some agencies requiring up to a **maximum of 72 hours** due to the COVID-19 pandemic.

**RESPONSE
TIME**

Outreach



- ⇒ Attending Industry Events—69.6%
- ⇒ Agency Website—65.2%
- ⇒ Printed Materials—65.2%
- ⇒ LinkedIn—47.8%
- ⇒ Facebook—43.5%
- ⇒ Twitter—39.1%
- ⇒ YouTube—39.1%
- ⇒ Radio/TV Advertisements—34.8%
- ⇒ Instagram—21.7%

Coronavirus Response

