

NCWORKS COMMISSION

February 12, 2020
Winston-Salem, NC

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Welcome

**NCWORKS
COMMISSION**

Tony Copeland, Secretary NC Department of Commerce



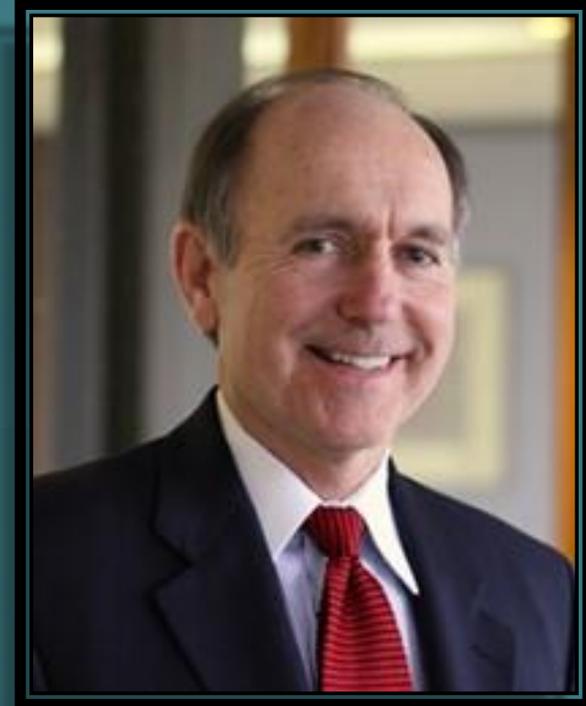
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**NC
works**

Opening Remarks

NCWORKS
COMMISSION

Tom Rabon Chair



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NCWORKS COMMISSION

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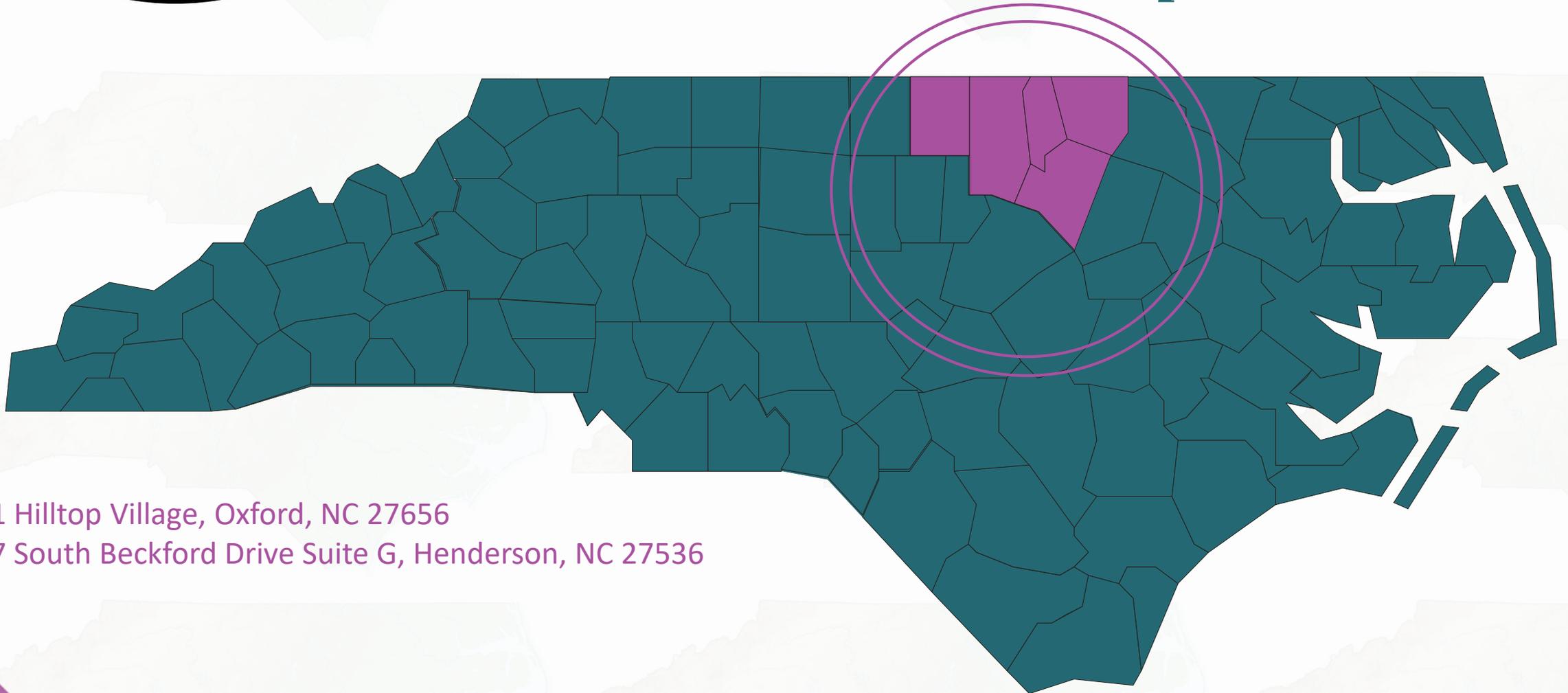


High Country Workforce Development Board



626 Ashe Central School Road, Jefferson, NC 28640
200 Mayland Drive, Spruce Pine, NC 28777
130 Poplar Grove Road Connector, Boone, NC 28607
1320 West D Street, Suite 2, North Wilkesboro, NC 28659
1040 East US Highway 19E, Suite L, Burnsville, NC 28714

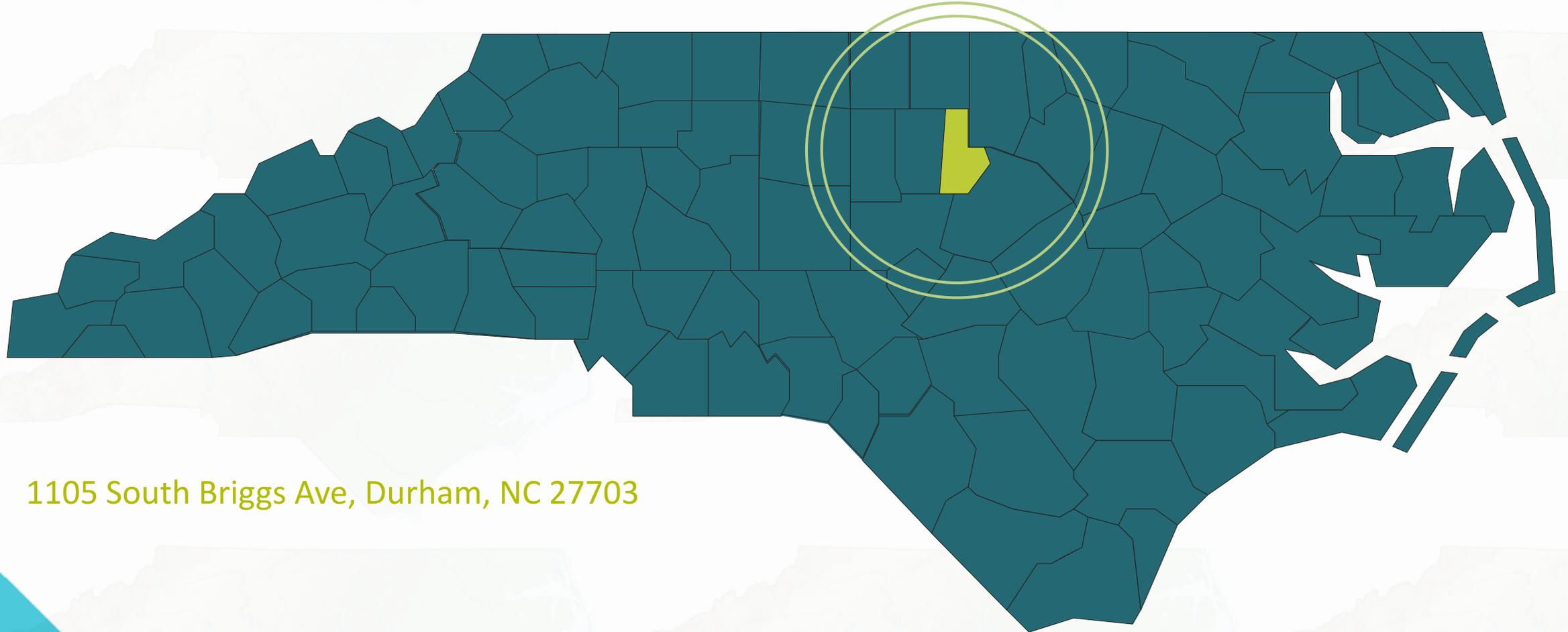
Kerr Tarr Workforce Development Board



111 Hilltop Village, Oxford, NC 27656

857 South Beckford Drive Suite G, Henderson, NC 27536

Durham Workforce Development Board



1105 South Briggs Ave, Durham, NC 27703

Gaston Workforce Development Board



1391 Bessemer City Road, Gastonia, NC 28052

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myFutureNC

NCWORKS
COMMISSION



Cecilia Holden

President, CEO
myFutureNC

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A CALL TO
ACTION

for

NORTH CAROLINA

CECILIA HOLDEN

CECILIA@MYFUTURENC.ORG

WWW.MYFUTURENC.ORG

*my***FUTURE**NC
2 million by 2030.

THE PROBLEM

THE PROBLEM: A LEAKY EDUCATION PIPELINE

FEWER THAN

1/2



North Carolinians [25 - 44]

COMPLETE HIGHER EDUCATION

39%

North Carolinians

REPORT THEY HAVE NOT YET REACHED THEIR DESIRED LEVEL OF EDUCATION



1/4

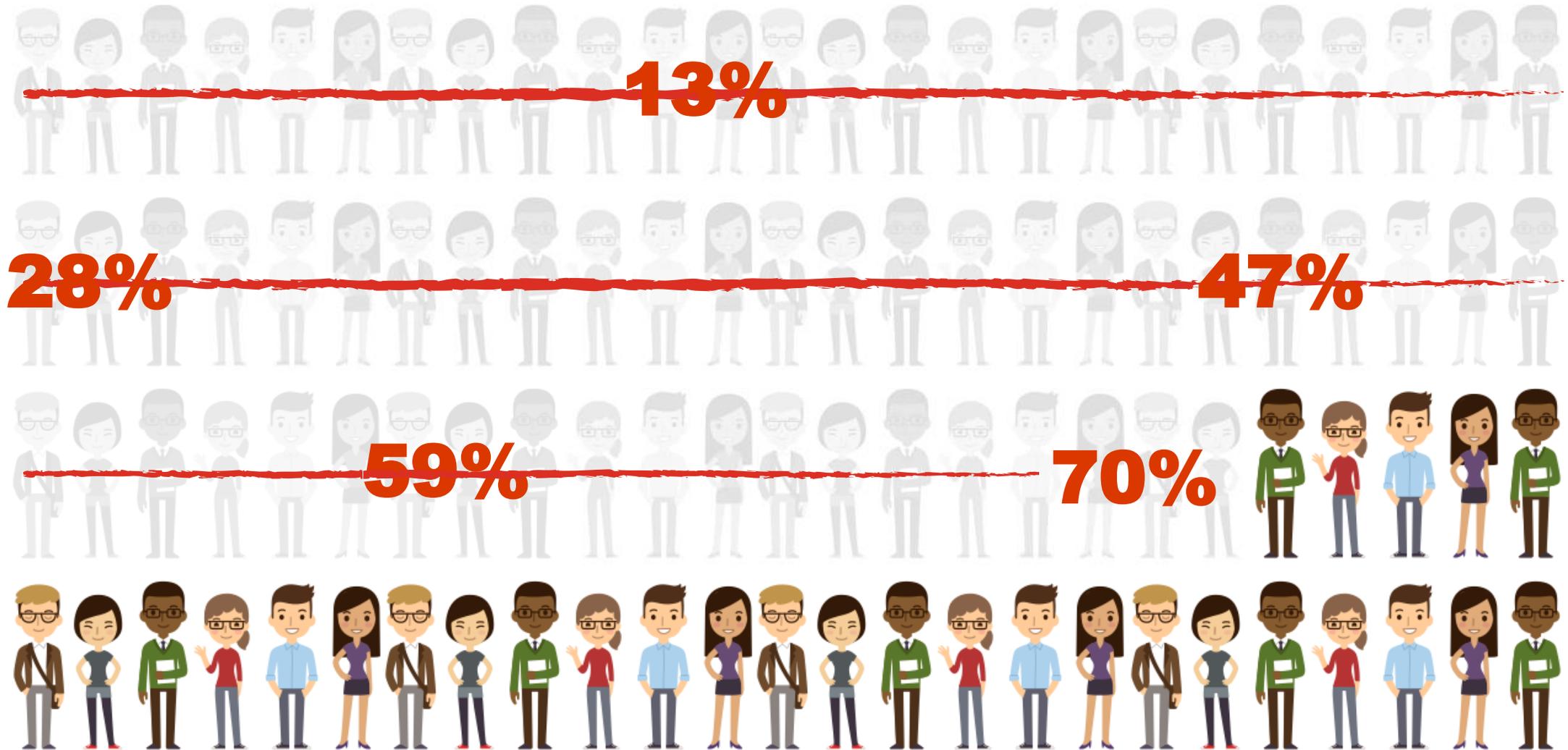
DON'T COMPLETE THEIR DEGREE

2/3

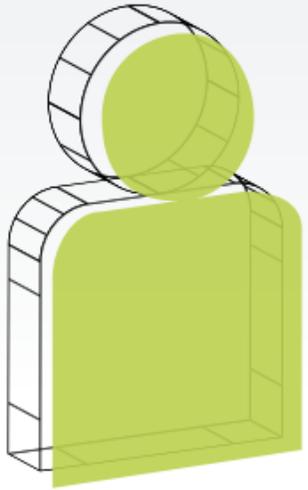
DON'T COMPLETE THEIR DEGREE



THE PROBLEM: A LEAKY EDUCATION PIPELINE



THE PROBLEM: A SKILLS GAP



1/2

NC EMPLOYERS

WHO NEED MORE
HIRE-ABLE WORKERS

67% **Jobs in NC**
THAT ARE PROJECTED

TO REQUIRE HIGH-QUALITY POSTSECONDARY
DEGREE OR CREDENTIAL BY 2020

49% **North Carolinians**
[25 - 44]

WHO'VE COMPLETED THAT LEVEL OF EDUCATION

EMPLOYERS CITE LACK OF:

- Employability skills
- Technical skills
- Overall education

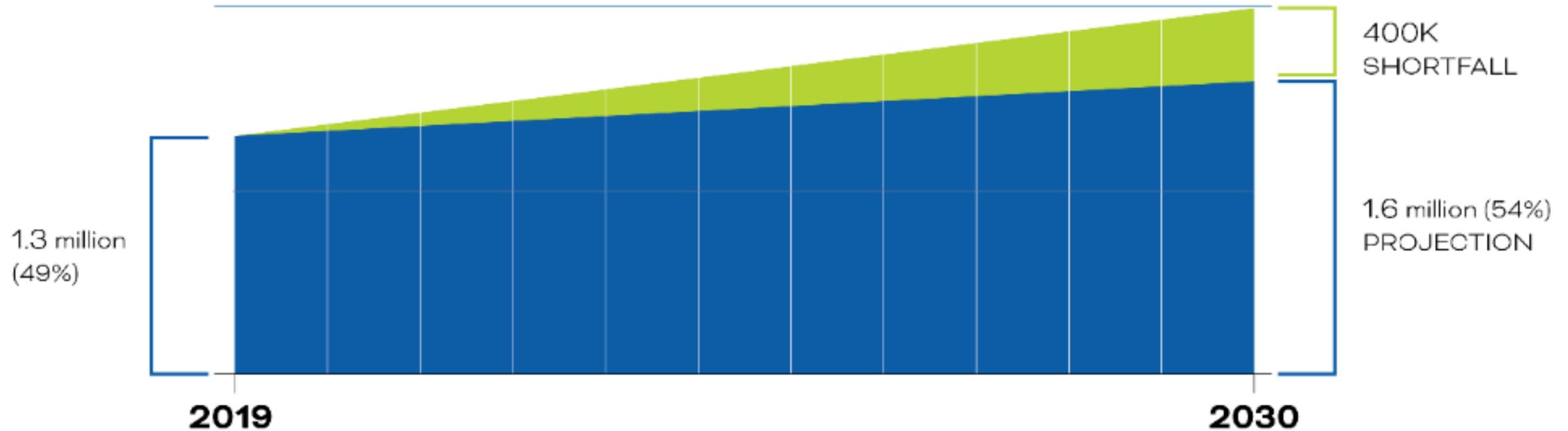
THE GOAL

THE GOAL: CLOSING THE ATTAINMENT GAP

NC DEGREES/ CREDENTIALS - INDIVIDUALS AGE 25-44

TODAY'S TRAJECTORY VS. 2030 NEEDS

2 MILLION GOAL (66%)



THE WAY FORWARD

myFutureNC Board of Directors

NC Governor

NC Senate Member

NC House Member

NC Community Colleges System President

UNC System President

NCICU Association President

NC Public Schools Superintendent

NC State Board of Education Chair

NC Chamber President

Business Leaders from Farming, Banking, Health & IT

Philanthropic Leaders

(2)At-Large Members

myFutureNC Funders

John M. Belk Endowment

Goodnight Educational Foundation

Bill & Melinda Gates Foundation

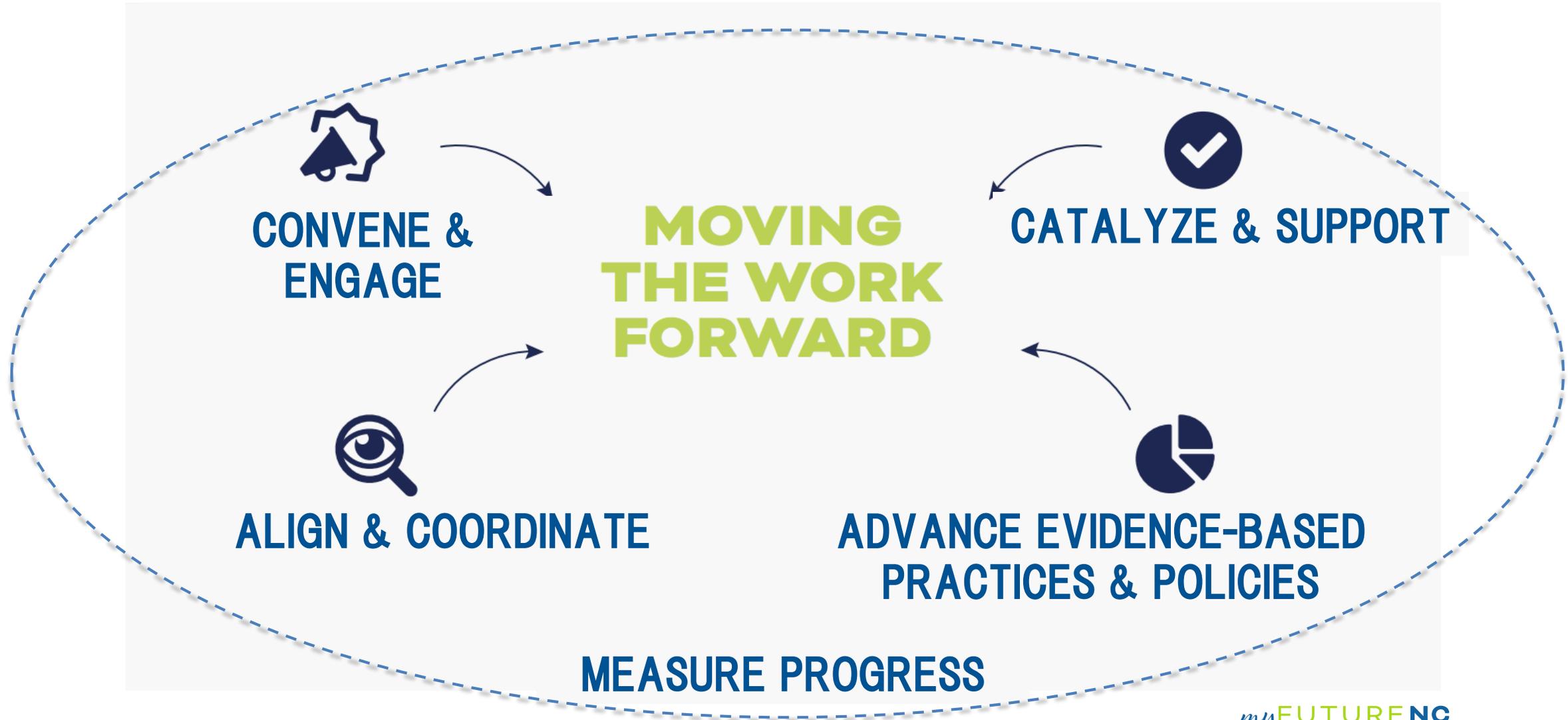
C.D. Spangler Foundation

OUR GOAL



North Carolinians (25-44) with **high-quality**
postsecondary degrees or credentials

BUILDING & SUSTAINING MOMENTUM



CONVENE & ENGAGE

KEY PARTNERS
AND
THE PUBLIC

GOAL ENDORSEMENTS

Statewide

1. HB 664 (Codification)
2. North Carolina Independent Colleges and Universities
3. North Carolina State Board of Education
4. North Carolina Board of Community Colleges
5. University of North Carolina Board of Governors
6. North Carolina School Superintendents Association
7. Governor's Education Cabinet
8. North Carolina Chamber of Commerce
9. NCWorks Commission
10. North Carolina Business Committee for Education
11. North Carolina Association of Workforce Development Boards
12. North Carolina School Boards Association
13. BEST NC
14. North Carolina Economic Development Association

Regional

21 Local Workforce Boards

ALIGN & COORDINATE

ATTAINMENT AND TALENT INITIATIVES

myFutureNC

Credentials of Value Institute

Identify high quality credentials valued by NC employers that support North Carolinians in obtaining in-demand living wage jobs

Determining what counts

NC Credentials of Value

High-quality credentials valued by NC employers that support North Carolinians in obtaining in-demand living wage jobs

High Value

- ✓ Demand
- ✓ Wages

Types of Credentials

- ✓ State Agency
- ✓ Industry Developed
- ✓ Workforce Defined

Credential Role

- ✓ Building Blocks
- ✓ Stackable
- ✓ Career
- ✓ Growth

Credentials must

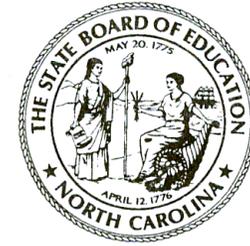
- ✓ Build into our accountability systems
- ✓ Count toward attainment goals
- ✓ Embed in career pathways and guided pathways
- ✓ Signal to learners what has a value to their careers

CATALYZE & SUPPORT

NEW AND ONGOING ATTAINMENT
INITIATIVES

STATE-LEVEL PARTNER ENGAGEMENT

- NC State Board of Education
- NC Association of County Commissioners
- Golden LEAF Foundation
- NC Association of Community College Presidents and NC School Superintendents Association



ADVANCE EVIDENCE-BASED PRACTICES & POLICIES

DEVELOP, IMPLEMENT & PROMOTE

ATTAINMENT ACADEMY

Goal: Through cross-state learning opportunities, refine a cross-sector action plan that identifies North Carolina's highest impact strategies to meet "2 Million by 2030"

Participating States: CA, IN, LA, MI, NC, NJ, TN

Priorities Under Consideration:

- Statewide campaign
- Increase access and affordability through state student aid & FAFSA participation
- Focus on some-college-no-degree adult students
- Remediation
- Align pathways with workforce demand
- Innovations in postsecondary education

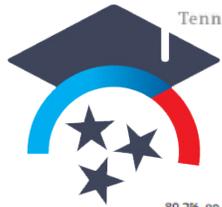
MEASURING OUR PROGRESS

STATE-LEVEL INDICATORS: MYFUTURENC ATTAINMENT DASHBOARD

Developed and monitored in partnership with key in-state research and data organizations and our state agencies.

Sector	Indicator	Baseline	Target (2030)	Included in Dashboard?
Overall Goal	25-44-Year-Old North Carolinians with associates degree or higher or credential	51% (2017)	67%	Yes
Early Childhood Indicator	Eligible children enrolled in NCPreK by 2025	47% (2018)	75% in every county	Yes (NC data only)
K-12 Indicators	4th grade NAEP proficiency, reading	36% (2019)	42%	Yes
	8th grade NAEP proficiency, math	37% (2019)	42%	Yes
	K-12 Student Chronic Absenteeism Rate	15% (2016)	11%	Yes
	Share of ACT test takers with composite mean score of 17 or above (UNC Minimum)	56% (2019)	70%	Yes (NC data only)
	High school seniors completing the FAFSA	64% (2019)	80%	Yes
	4-year cohort high school graduation rate	87% (2017)	95%	Yes
Postsecondary Indicators	Postsecondary enrollment rate (ages 18-24)	39% (2017)	47%	Yes
	Postsecondary persistence rate	77% (2018)	80%	Yes
	Postsecondary completion rate (2yr)	38% (2018)	45%	Yes
	Postsecondary completion rate (public 4yr)	74% (2018)	80%	Yes
	Postsecondary completion rate (private 4yr)	72% (2018)	80%	Yes
Labor Market Outcomes	Share enrolled in school or working (ages 16-24)	88% (2017)	To be determined in partnership with NC Works	No. No goal to track towards yet.
	Labor force participation rate (ages 25-44)	83% (2017)		
	Share with family income > 300% FPL (ages 25-44)	53% (2017)		

LOCAL COUNTY PROFILES



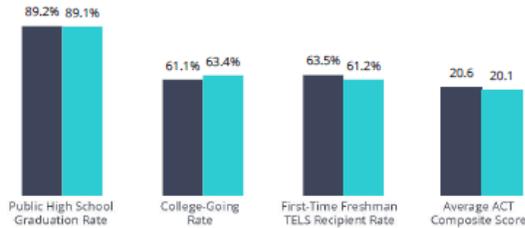
Tennessee Higher Education Commission & Tennessee Student Assistance Corporation

2019 Higher Education County Profile

Sevier County

County Education Snapshot

● County ● Tennessee



Note: 2017 Public High School Graduation Rate and 2017 Average ACT Composite Score provided by TDOE. 2017 College-Going Rate and Fall 2017 First-Time Freshman TELS Recipient Rate provided by TNCC.

76.8%

filed the FAFSA in 2017-18 compared with the statewide rate of **83.7%**.

Note: Overall submission rate for the 2017-18 FAFSA from schools.

By the Numbers

30
County rank in educational attainment

26
TSAC events in 2017-18

690
attendance at TSAC events in 2017-18



Top Colleges Selected by 2017 High School Graduates

1. Walters State Community College - 294
2. UT Knoxville - 80
3. East Tennessee State University - 33
4. Pellissippi State Community College - 28
5. Carson-Newman University - 22

Educational Attainment Rate	County	TN
Adults with HS+ (age 25-64)	85.5%	88.7%
Adults with some college, no degree (age 25-64)	22.4%	21.5%
Adults with AA+ (age 25-64)	26.3%	35.3%
Adults with BA+ (age 25-64)	18.1%	27.6%
Socioeconomic Profile	County	TN
Population in Poverty Rate	15.3%	16.7%
Unemployment Rate	3.9%	4.0%
Population Age 25-64	50,081	3,465,094
Rate of Population Growth (2012-2016)	4.7%	3.1%
Population Projections (2012-2026)	13.9%	8.2%
Median Household Income	\$44,473	\$48,708

TSAC Outreach Specialist for Sevier County:

Erika Adams
Erika.Adams@tn.gov

Develop County Profiles with State Sectors and Local Leaders:

1. Tied to career- and college-ready success
2. Rigorous and consistent
3. Collected and compiled yearly
4. Specific to North Carolina
5. Disaggregated to regional, county, district or school level (based on availability of data).

To increase the county's college-going rate by **5** percentage points, **48** additional students must enroll in college.

CONNECT WITH US



@myFutureNC



@myFutureNC



www.myFutureNC.org



#myFutureNC
#2MillionBy2030

THANK YOU

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DHHS Health Opportunities

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COMMISSION



**Erika Ferguson, Director
Office of Healthy Opportunities
NC Department of Health and Human Services**

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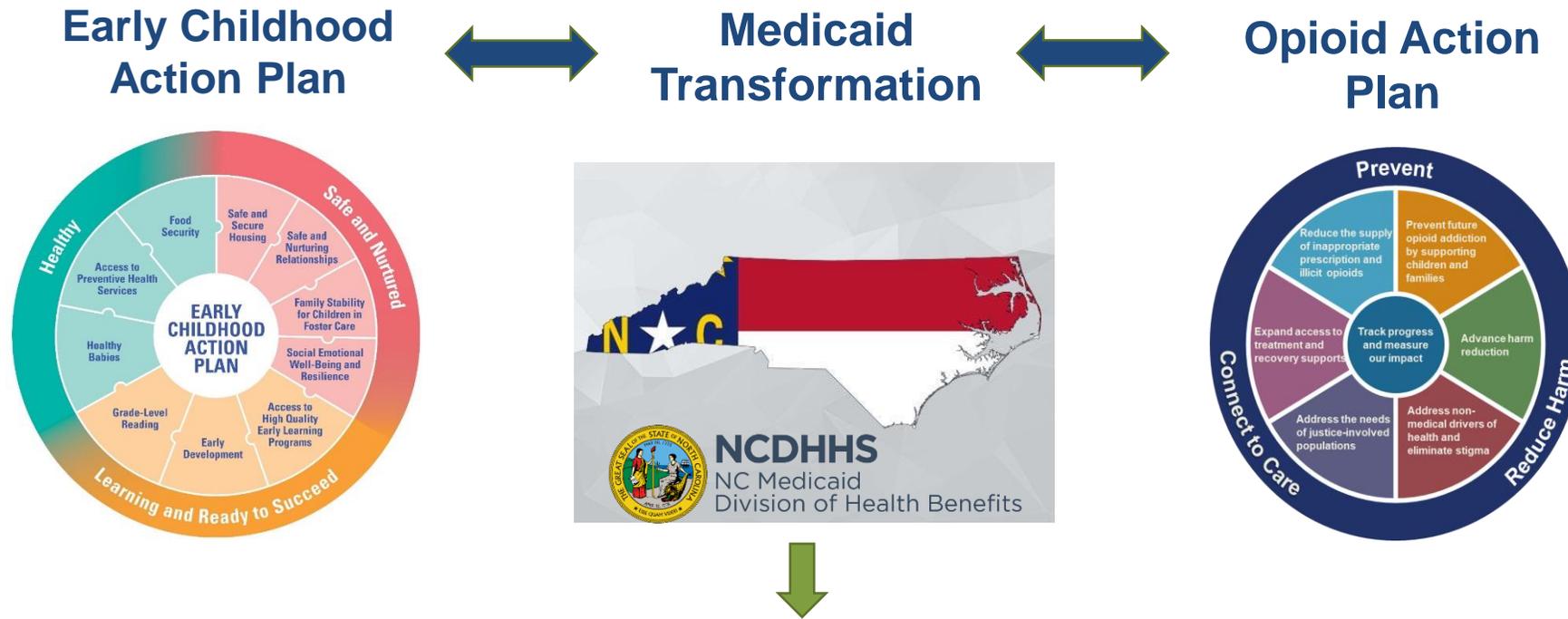


NCCARE360 Overview

Erika Ferguson
Director, Healthy Opportunities, NC DHHS

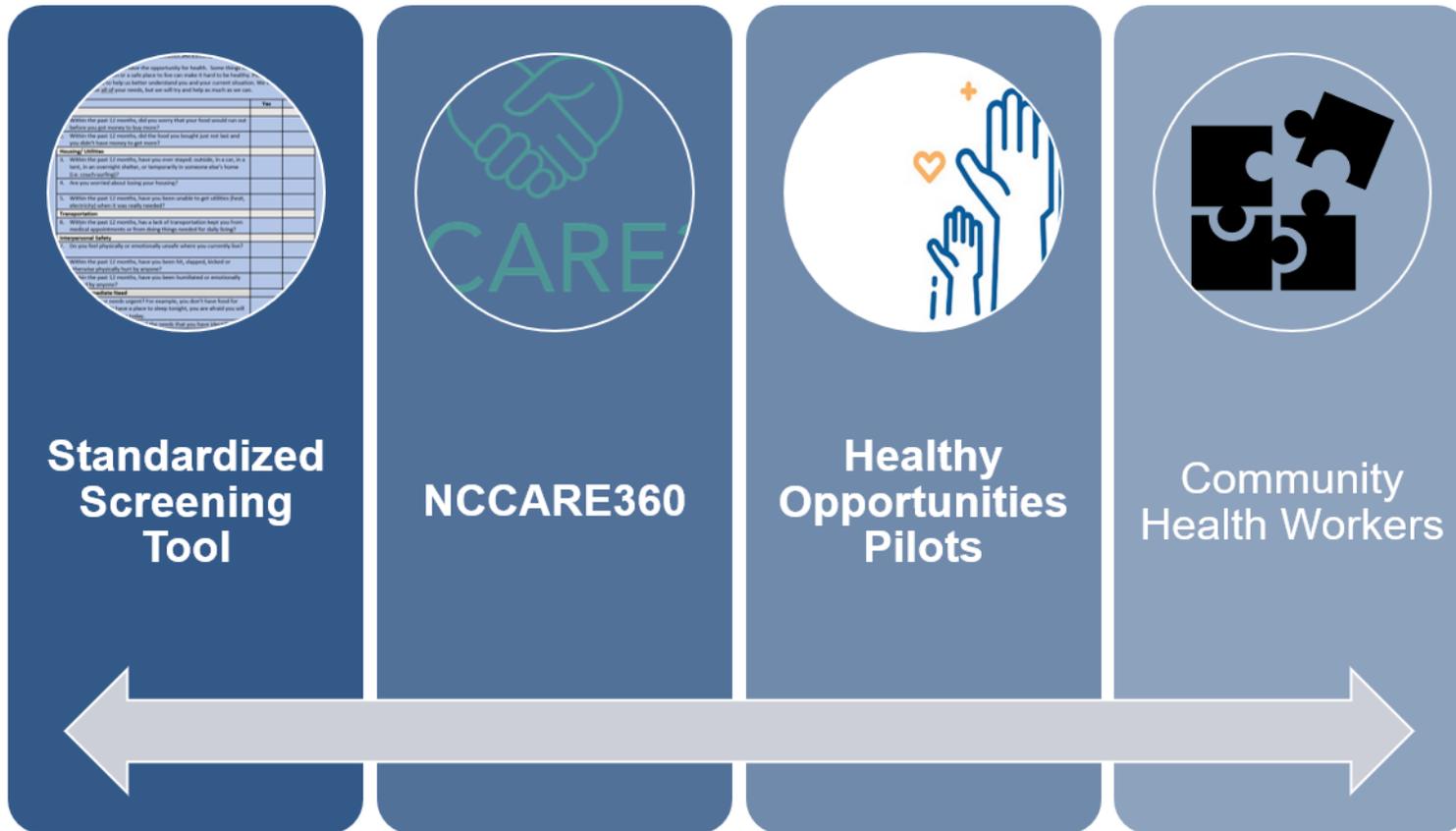
February 12, 2020

“Buying Health” Across Our Department



“To improve the health of North Carolinians through an innovative, whole-person centered, and well-coordinated system of care that addresses both the medical and non-medical drivers of health.”

Building the Infrastructure to “Buy Health”



NCCARE360

NCCARE360 is the first statewide coordinated network that unites health care and human services organizations with a shared technology platform allowing for a coordinated, community-oriented, person-centered approach to delivering care in North Carolina.



NCCARE360 Functionalities

Resource	Functionality	Partner	Timeline
Resource Directory & Call Center	Directory of statewide resources that will include a call center with dedicated navigators, a data team verifying resources, and text and chat capabilities.		Phased update 2019 – Spring 2020 * Currently has verified resources across all counties and all domains
Resource Repository	APIs integrate NCCARE360 directory with resource directories across the state to share resource data in one repository.		Phased Approach
Referral & Outcomes Platform	An intake and referral platform to connect people to community resources and allow for a feedback loop.		Rolled out by county January 2019 – December 2020
Hands on, in-person technical assistance and training to on-board providers and community organizations.			

NCCARE360 Coordinated Network

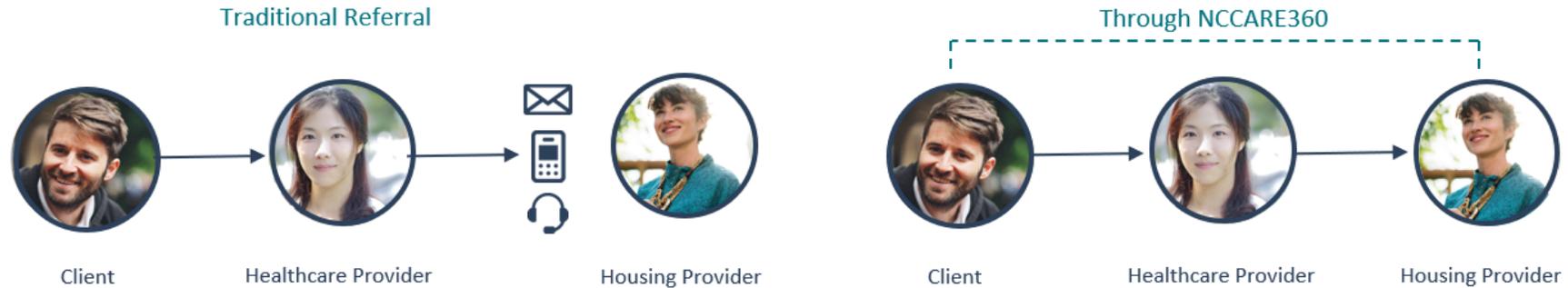
A **coordinated network** connects providers (such as health care providers, insurers, or community organizations) through a shared technology platform to:

- **Screen** for unmet resource needs
- **Communicate** in real-time
- Make **electronic referrals**
- Securely share client information
- Track **outcomes together**



Coordination Platform at Work

Improving coordination efficiency and accuracy

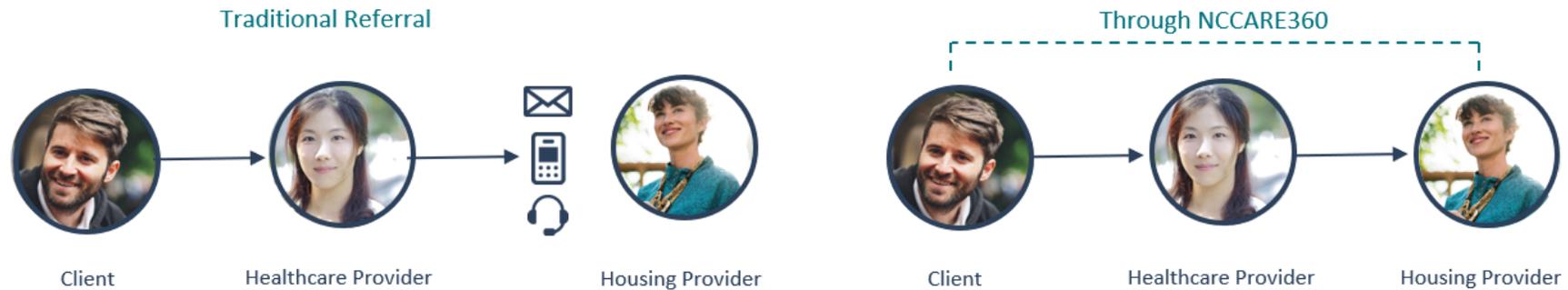


- ✗ Service provider cannot always exchange PII or PHI via a secure method
- ✗ Limited prescreening for eligibility, capacity, or geography
- ✗ Onus is usually on the client to reach the organization to which he/she was referred
- ✗ Service providers have limited insight or feedback loop
- ✗ Client data is siloed & transactional data is not tracked

- ✓ All information is stored and transferred on HIPAA compliant platform
- ✓ Client is matched with the provider for which he/she qualifies
- ✓ Client's information is captured once and shared on his/her behalf
- ✓ Service providers have insight into the entire client journey
- ✓ Longitudinal data is tracked to allow for informed decision making by community care teams

Coordination Platform at Work

Improving coordination efficiency and accuracy



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No Wrong Door Approach



Configurable & Structured Data

Real-time reporting of outcomes, performance & efficiency

Close Case

Is Resolved? *

Resolved

Outcome *

Select...

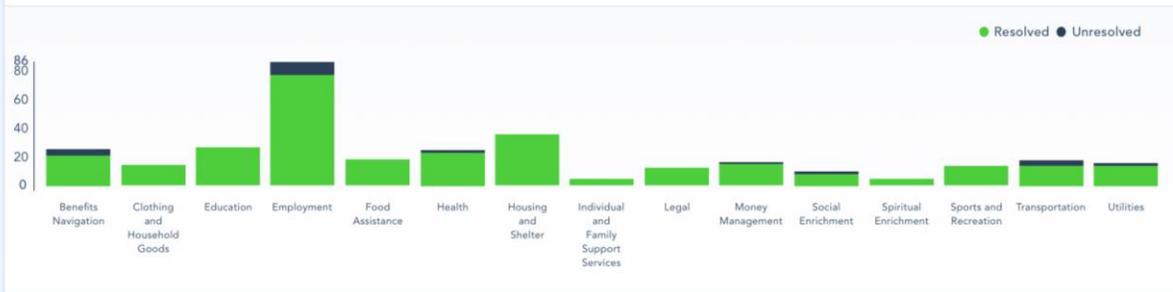
- Client Self-Resolved
- Referred out of Network
- Received Information
- Employed Part Time
- Employed Full Time
- Received Job Training
- Received Job Counseling/Coaching

Exit Date *

07-07-2017

CANCEL CLOSE CASE

Closed Cases by Resolution and Service Type

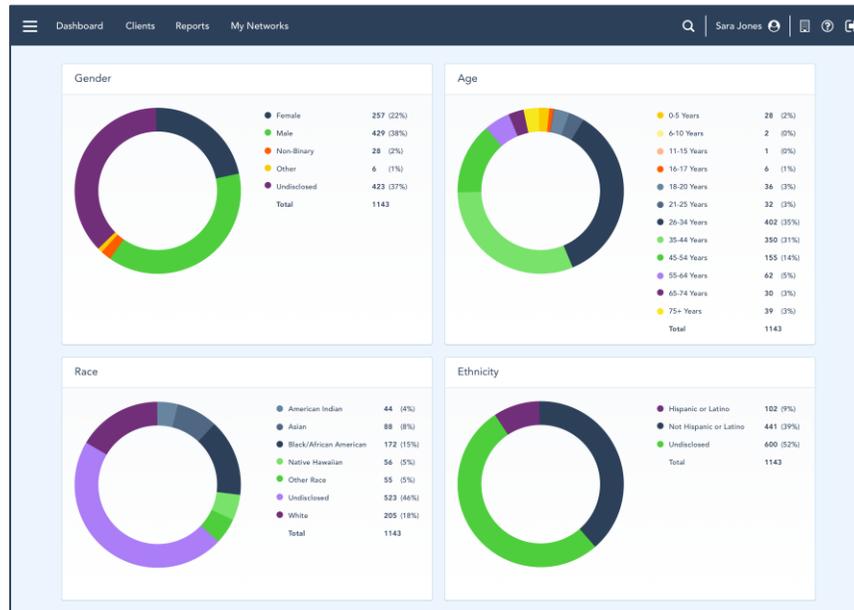


Closed Cases by Outcome for Employment



Configurable & Structured Data

Real-time reporting of outcomes, performance & efficiency



Patient Level Coordination & Tracking
 Patient Demographics, Access Points,
 Service Delivery History, Outcomes



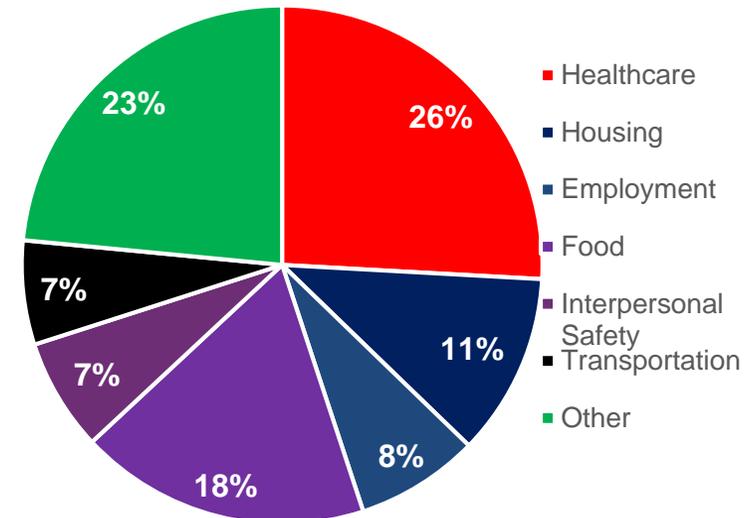
Network Level Transparency & Accountability
 Service Episode history, Referrals Created,
 Structured Patient Outcomes

Status Update (as of 1/28/20)

NCCARE360 Implementation Status Update	
50	Counties launched
25	Counties started on implementation
716	Organizations with NCCARE360 licenses
2503	Active Users
2300	Referrals Sent

NCCARE360 Resource Repository	
3047	Organizations verified
9465	Programs verified

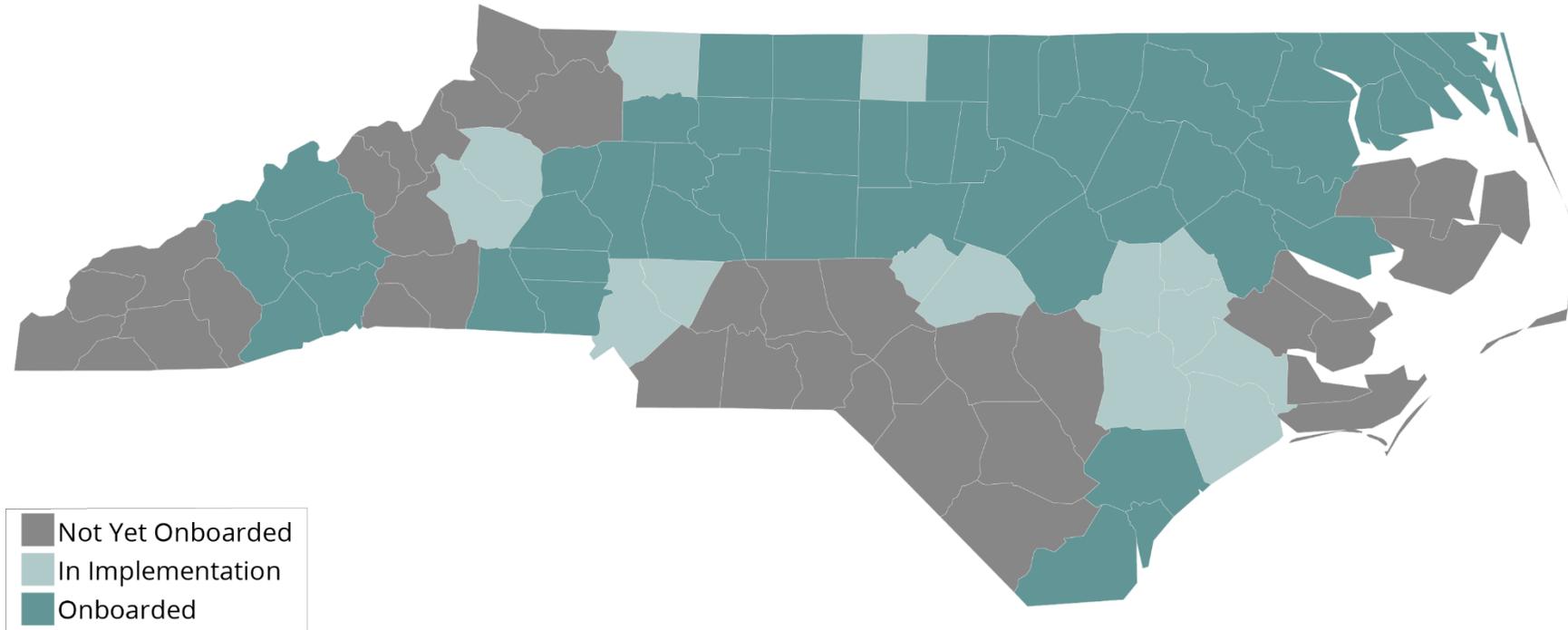
Engaged Organizations by Service Type



NCCARE360 will be implemented statewide by end of 2020

State Coverage

Began rollout January 2019, statewide by December 2020

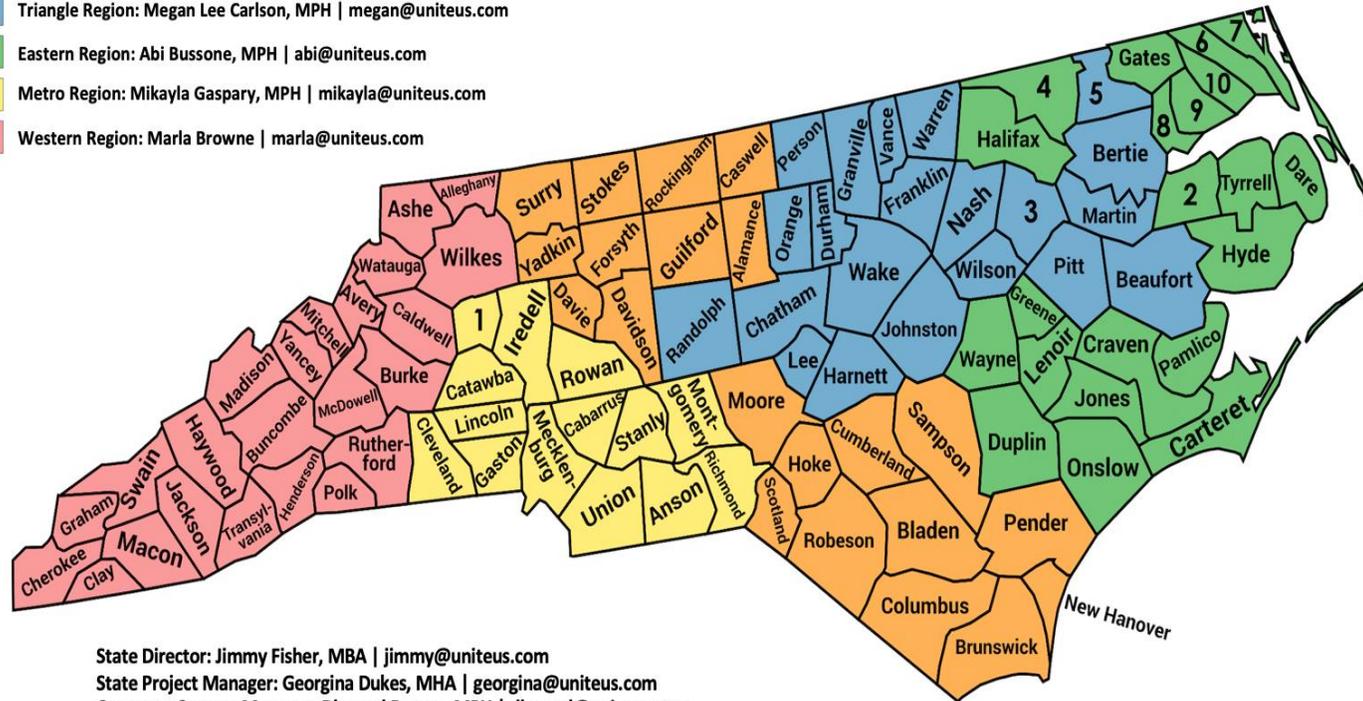


NCCARE360 Community Engagement

NCCARE360 Regional Map

Community Engagement Managers

- Central Region: Abigail Szymanski | abbie@uniteus.com
- Triangle Region: Megan Lee Carlson, MPH | megan@uniteus.com
- Eastern Region: Abi Bussone, MPH | abi@uniteus.com
- Metro Region: Mikayla Gaspary, MPH | mikayla@uniteus.com
- Western Region: Marla Browne | marla@uniteus.com

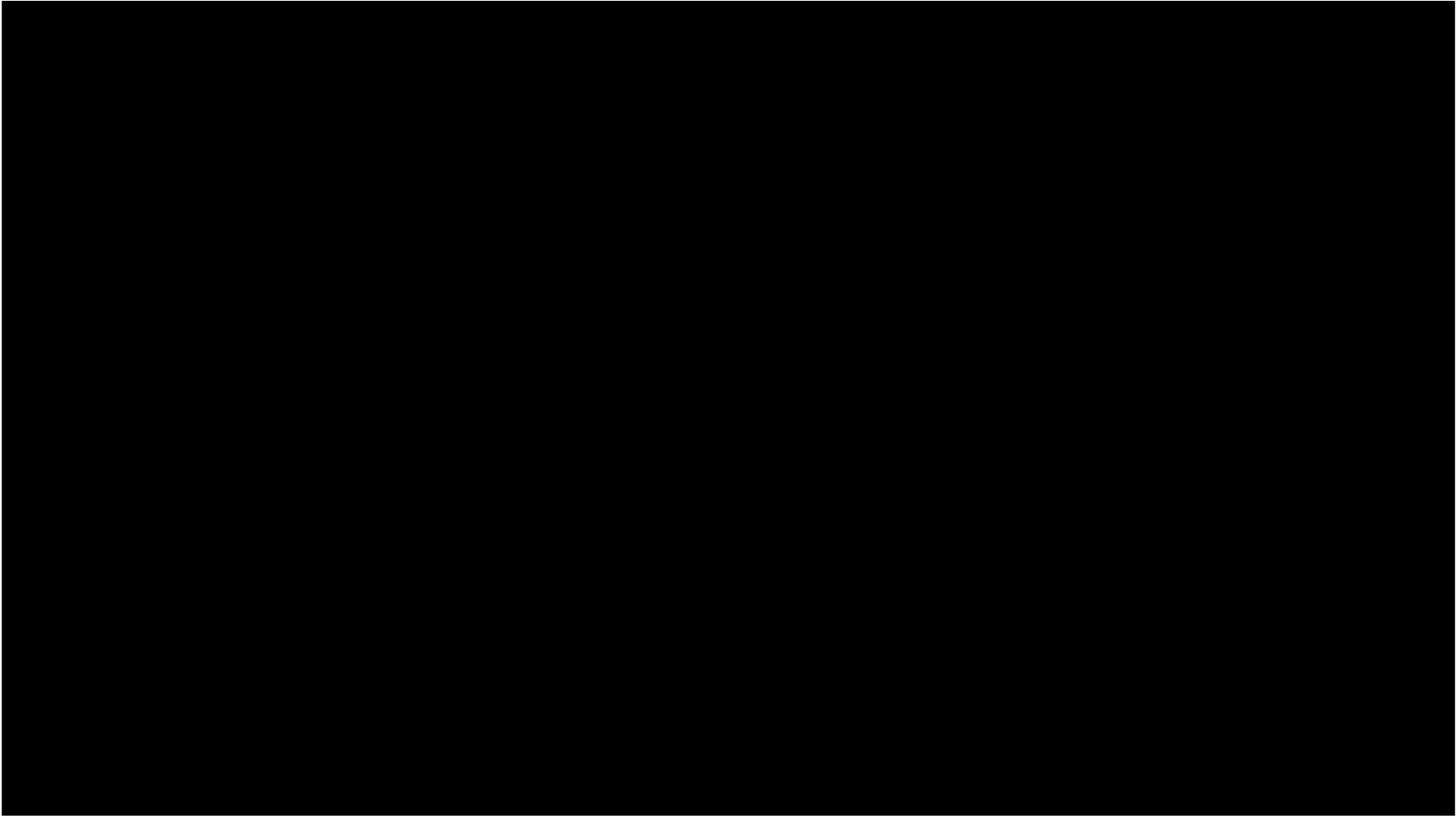


- 1 Alexander
- 2 Washington
- 3 Edgecombe
- 4 Northampton
- 5 Hertford
- 6 Camden
- 7 Currituck
- 8 Chowan
- 9 Perquimans
- 10 Pasquotank

State Director: Jimmy Fisher, MBA | jimmy@uniteus.com
 State Project Manager: Georgina Dukes, MHA | georgina@uniteus.com
 Customer Success Manager: Dhanyel Barnes, MPH | dhanyel@uniteus.com
 Customer Success Manager: Kate Brown | kate@uniteus.com
 Customer Success Manager: TBD
 Customer Success Representative: Kristena Armwood | kristena@uniteus.com
 Customer Success Representative: Hannah Sawyer | hannah@uniteus.com

Questions

Appendix



**Building Connections for a
Healthy North Carolina**
www.nccare360.org



NCCARE360 **Stories from the Community**

NCCARE360's 1000th referral was a Piedmont resident referred to social services case management by a local health department's WIC & Nutrition Services. As a result of the referral, the resident received diapers, bedding, and other necessities for the resident's home.





NCCARE360

Health Care

Referral for Dental Care. Client had never been to a dentist, so this would be their very first visit. It was accepted the next day. Case closed 3 days later with the client having had their first dentist appointment.

Transportation

Referral for Transportation. Patient with multiple chronic medical conditions who kept missing appointments at the local free clinic. The closest bus stop was 1 mile away and she could not walk there with her medical conditions. Referral made to local LINC transportation service who arranged pick up at her house. Was able to start making her outpatient appointments again.

Interpersonal Violence

Referral for employment services. A woman was fleeing domestic violence and came to a church in the Triangle region for safety and refuge. She needed employment assistance and the church submitted an employment assistance referral through NCCARE360 and, within hours, the resident was contacted by an employment agency.

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Annual Workforce Development System Performance Report

NCWORKS
COMMISSION

Dr. Betty McGrath

Director of BLS Programs



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MEASURING THE
PERFORMANCE OF
NORTH CAROLINA'S
**WORKFORCE
DEVELOPMENT
SYSTEM**



JANUARY 2020



NC works COMMISSION

ANNUAL PERFORMANCE REPORT

*FEBRUARY 12, 2020
WINSTON-SALEM
NORTH CAROLINA*

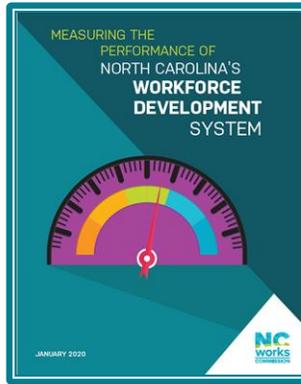


**NORTH CAROLINA
DEPARTMENT of
COMMERCE**

PERFORMANCE REPORT BACKGROUND

N.C. G.S. § 143B-438.10 OUTLINES THE CREATION AND DUTIES OF THE NCWORKS COMMISSION

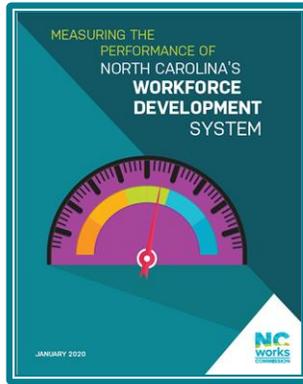
- ❖ To develop and continuously improve performance measures to assess the effectiveness of workforce training and employment in the State. The Commission shall assess and report on the performance of workforce development programs administered by the Department of Commerce, the Department of Health and Human Services, the Community Colleges System Office, the Department of Administration, and the Department of Public Instruction
- ❖ To collaborate with the Department of Commerce on the common follow-up information management system.



PERFORMANCE REPORT BACKGROUND

NCWORKS ACCOUNTABILITY COMMITTEE AND NCWORKS STAFF

- ❖ **Convened a Task Force and Advisory Committee**
- ❖ **Defined a Methodology**
 - Cohort Analysis of Former Program Participants
- ❖ **Defined a Set of Core Measures**
 - Percent of Former Program Participants Employed
 - Average Wage
 - Enrollment in NC Public Higher Education
 - Enrollment in Other Workforce Programs
- ❖ **Data Source**
 - North Carolina Common Follow-up System (CFS)



NORTH CAROLINA COMMON FOLLOW-UP SYSTEM

LONGITUDINAL DATA SYSTEM

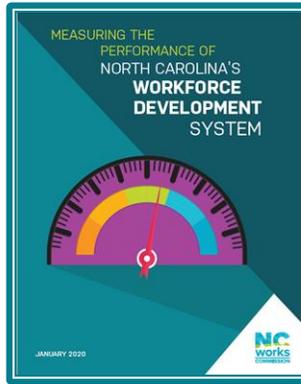
❖ Education, Employment and Training Agencies

- Individual Participant Level Information
 - Program Participation
 - Services / Courses
 - Institution
 - Participation Dates
 - Completions
 - Demographics

❖ Division of Employment Security

- Unemployment Insurance Wage
- Unemployment Insurance Claims
- Unemployment Insurance Benefit Payment

❖ Labor and Economic Analysis Division



WORKFORCE PROGRAMS INCLUDED IN THE REPORT

❖ Department of Commerce

- Wagner Peyser
- Workforce Investment Act & Workforce Innovation and Opportunity Act – Adult
- Workforce Investment Act & Workforce Innovation and Opportunity Act – Dislocated Worker
- Workforce Investment Act & Workforce Innovation and Opportunity Act – Youth
- Veteran’s Employment

❖ Department of Health and Human Services

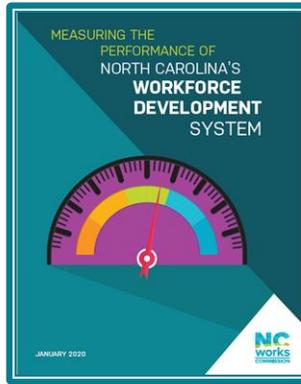
- Services for the Blind
- Vocational Rehabilitation
- Work First

❖ NC Community College System

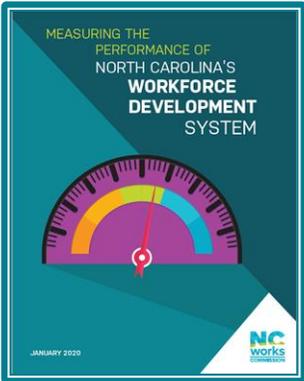
- Apprenticeship
- Basic Skills
- Customized Training
- Human Resources Development
- Workforce Continuing Education
- Postsecondary Career, Technical and Vocational Education

❖ Department of Public Instruction

- Secondary Career and Technical Education



INTERPRETING THE REPORT



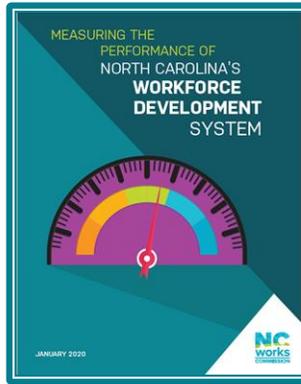
*Workforce Development System Participants
PY 2010 through PY 2018*



INTERPRETING THE REPORT

DEPARTMENT OF COMMERCE

Workforce Investment Act and Workforce Innovation and Opportunity Act Dislocated Worker Program 2011-2012

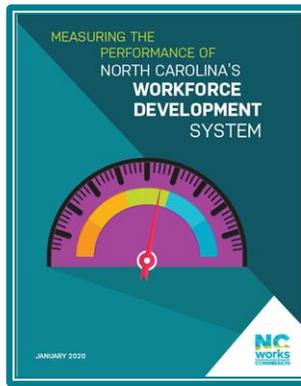


		Base Year 2011-2012	1 Year Later 2012-2013	2 Years Later 2013-2014	3 Years Later 2014-2015	4 Years Later 2015-2016	5 Years Later 2016-2017	6 Years Later 2017-2018
Number of Participants	N	7,365						
Number of Participants Enrolled in same program in the following year	N	3,319						
Number of Participants not Enrolled in same program in the following year	N	4,046						
Employed	%	81%	82%	79%	77%	76%	74%	72%
Average Wage		\$17,556	\$25,660	\$28,513	\$31,267	\$33,488	\$35,510	\$37,159
Enrolled in Public Higher Education and/or Workforce Development	%		41%	31%	27%	29%	27%	26%
Enrolled in UNC	%		2%	1%	2%	1%	1%	1%
Enrolled in NCCCS	%		19%	15%	13%	11%	10%	8%
Enrolled in Other Workforce Program	%		28%	20%	18%	21%	20%	20%
Not Found	%		5%	15%	19%	19%	21%	23%

Note: WIOA was enacted in July 2014 and implemented in July 2015, therefore post-exit wage and employment outcomes for the first WIOA exit cohort were included in the 2016-2017 period.

INTERPRETING THE REPORT

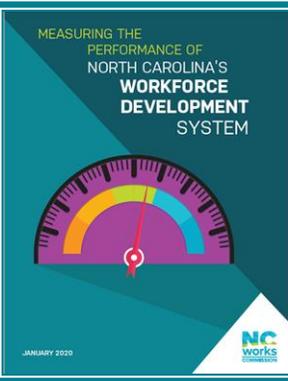
NORTH CAROLINA COMMUNITY COLLEGE SYSTEM Customized Training Program 2012-2013



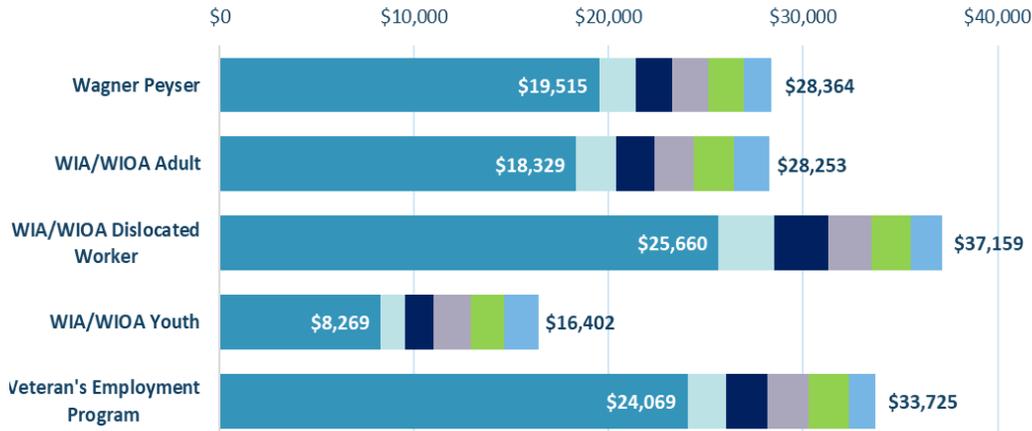
		Base Year 2012-2013	1 Year Later 2013-2014	2 Years Later 2014-2015	3 Years Later 2015-2016	4 Years Later 2016-2017	5 Years Later 2017-2018
Number of Participants	N	19,986					
Number of Participants Enrolled in same program in the following year	N	5,225					
Number of Participants not Enrolled in same program in the following year	N	14,761					
Employed	%	88%	86%	82%	79%	77%	74%
Average Wage		\$44,555	\$45,902	\$47,737	\$49,417	\$51,246	\$53,284
Enrolled in Public Higher Education and/or Workforce Development	%		18%	29%	22%	22%	19%
Enrolled in UNC	%		<1%	<1%	<1%	<1%	<1%
Enrolled in NCCCS	%		9%	21%	15%	16%	13%
Enrolled in Other Workforce Program	%		11%	10%	8%	8%	7%
Not Found	%		12%	16%	19%	21%	24%

INTERPRETING THE REPORT

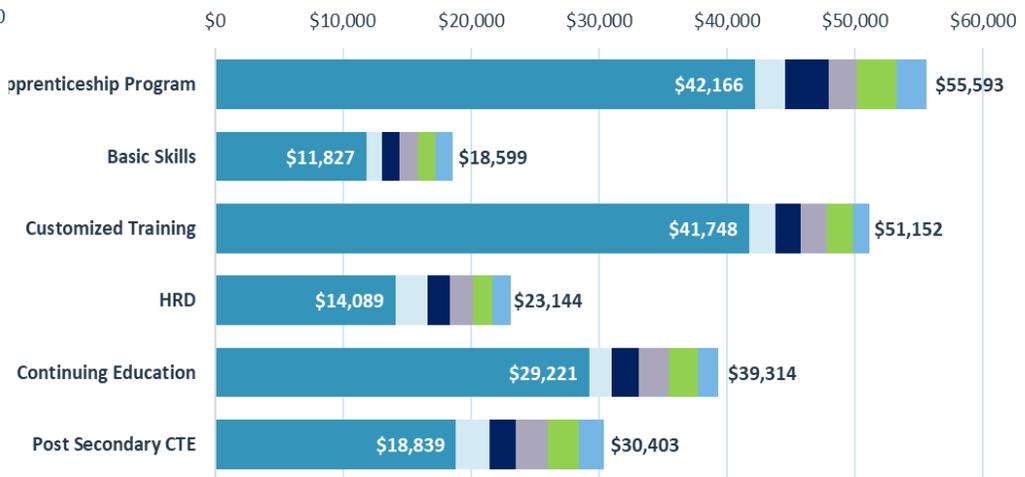
PROGRAM COHORT WAGE PROGRESSION BY YEAR COHORT ONE 2011-2012



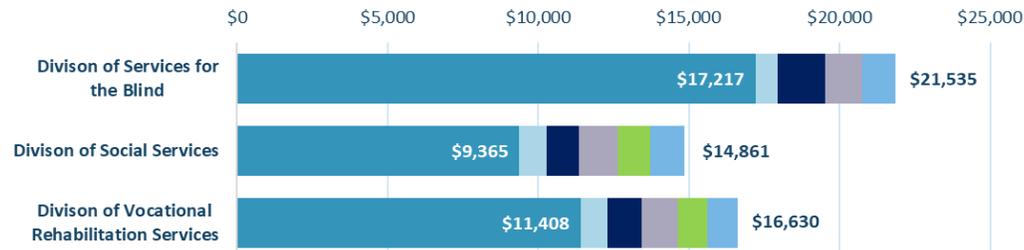
NC Department of Commerce: Cohort One (2011-2012) Wage Progression by Year



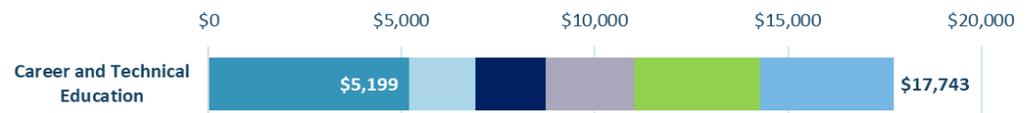
NC Community College System: Cohort One (2011-2012) Wage Progression by Year



NC Department of Human and Health Services: Cohort One (2011-2012) Wage Progression by Year



NC Department of Public Instruction: Cohort One (2011-2012) Wage Progression by Year



■ Average Wage 2012-2013
 ■ Average Wage 2013-2014
 ■ Average Wage 2014-2015
■ Average Wage 2015-2016
 ■ Average Wage 2016-2017
 ■ Average Wage 2017-2018

MEASURING THE
PERFORMANCE OF
NORTH CAROLINA'S
**WORKFORCE
DEVELOPMENT
SYSTEM**



JANUARY 2020



MORE INFORMATION



NORTH CAROLINA
**DEPARTMENT of
COMMERCE**

North Carolina Department of Commerce
www.nccommerce.com

NC Works 2020 Performance Report
[*NCWorks 2020 Performance Report*](#)

North Carolina Common Follow-up System
[*North Carolina Common Follow-up System*](#)

NC TOWER
www.nctower.com

Dr. Betty McGrath
betty.mcgrath@nccommerce.com



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Workforce Updates

NCWORKS
COMMISSION

Annie Izod
Executive Director

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North Carolina WDB Dashboard

Impacts Summary | Individuals Served | Services Provided | Outcomes | Technical Notes

North Carolina WDB Dashboard Outcomes

Welcome to the North Carolina Workforce Development Board (WDB) Dashboard. This tool displays information on the services rendered, participants served, and outcomes achieved through the state's WDBs. Please select a WDB and a Program Year below.

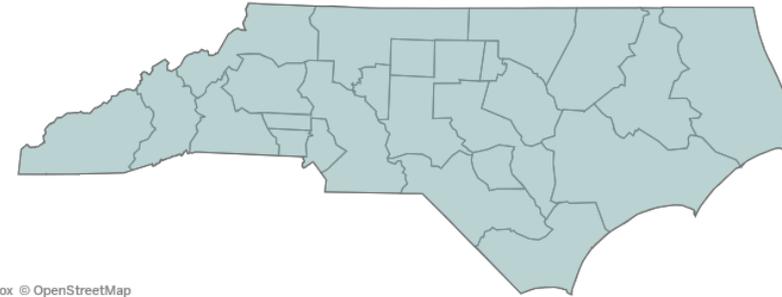
Select a Region

North Carolina

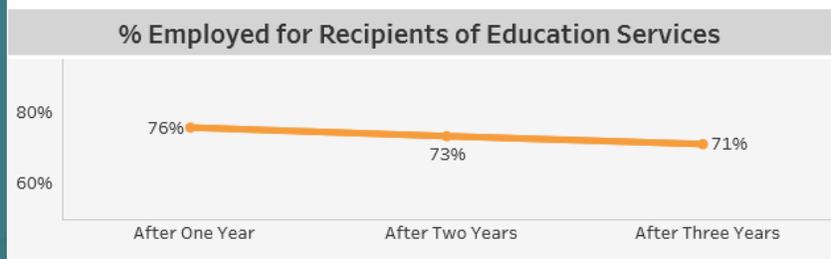
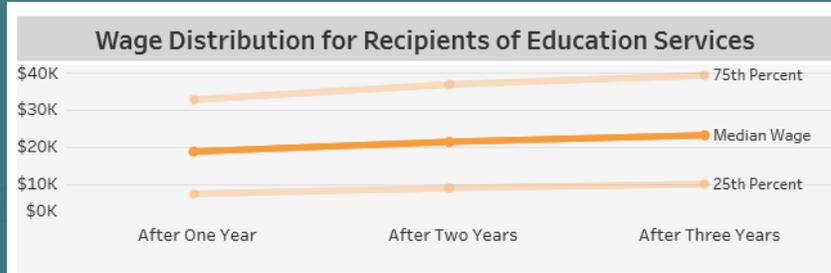
Select a Program Year

- 2016
- 2017
- 2018

North Carolina WDB Regions



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	Completers by Highest Level of Service	Total Wages Earned after 1 Year
Education Services	8,748	\$158.5M
Career Services	89,271	\$1,437.9M
Basic Services	193,024	\$3,024.0M
Total	291,043	\$4,620.4M



We're here to help you work on what's next.

Whether you're an organization interested in strengthening your **workforce** or a North Carolinian looking for employment, NCWorks has the resources to help you reach your goals.

[I'm An Employer](#)

[I'm A Jobseeker](#)

Find a Career Center

Workforce Innovation and Opportunity Act Unified State Plan 2020-2024

Workforce Innovation and Opportunity Act
Unified State Plan
North Carolina
2020



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Skills and Education Attainment – Sherry Carpenter

Governance and System Alignment – Chris Egan

Employer Leadership – Jeff Frederick

Local Innovation – Mel Chernoff

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Chair Tom Rabon

Next Meeting

May 13, 2020

Raleigh, NC

**May 13, 2020
Raleigh, NC**

**August 12, 2020
Beaufort, NC**

**November 18, 2020
TBD**