

Capital Area Workforce Development Board

Annual Report



Capital Area Workforce System PY 08 Accomplishments
and Workforce Investment Act Results



Our Mission

The mission of the Capital Area Workforce Development Board is to create a highly skilled workforce system. This system will provide employers with productive, skilled workers and offer citizens training and employment opportunities that promote job satisfaction and economic stability. The accomplishment of this mission will enable all citizens to contribute to the prosperity of the community.

*"Connecting Workforce and Economic Development
in Wake & Johnston Counties"*





MESSAGE FROM THE BOARD CHAIR

Dear Colleagues, Partners and Friends,

With our local as well as our global economy falling abruptly in late 2008 and first quarter 2009, we find many people out of work and businesses trying to keep their doors open. There is no greater time than now to emphasize the importance of the workforce initiatives the Capital Area Workforce Consortium administers to support economic growth. The Consortium has stayed focused on its mission during these tumultuous times *...to create a highly skilled workforce system. This system will provide employers with productive, skilled workers and offer satisfaction and economic stability. The accomplishments of this mission will enable all citizens to contribute to the prosperity of the community.*

The Consortium embarked on several new initiatives this past year to support its mission and expand its efforts to affect more people and businesses.

- ❖ Published the State of the Region report - an industry and occupational report that focuses on identifying high growth, high demand industries in our local area.
- ❖ Applied for and was awarded an AmeriCorps Grant in August 2008 in the amount of \$420,249 that included an additional match of 35% with the majority of the funds provided by Vocational Rehabilitation and a contribution from Builders of Hope. **This was the first time a local workforce development board has applied for and received the AmeriCorps grant in North Carolina.**
- ❖ Opened six additional Access Points in Wake and Johnston Counties.
- ❖ Received American Recovery and Reinvestment (ARRA) funds to operate a summer youth employment program and an adult and dislocated worker program – 562 youth in Wake and Johnston Counties participated in the program.
- ❖ Launched a Senior Workforce Initiative to provide awareness, information, training and advocacy on behalf of the 50+ year old job seeker utilizing the Capital Area JobLink Career Centers.
- ❖ Applied for and was awarded a \$250,000 Allied Healthcare grant to address the shortage in the healthcare industry by promoting training and employment opportunities in allied healthcare professions.
- ❖ Coordinated a regional Biotech Forum to discuss employer workforce concerns related to the biotech industry.
- ❖ Partnered with Durham and Kerr-Tar Workforce Development Boards to create “Triangle WorkSource”, a regional web based access point for businesses and job seekers to connect to labor resource opportunities. *This project is not complete.*

The Capital Area Consortium will continue to support its mission and think of new and creative ways to have a positive impact on the residents and communities of Wake and Johnston Counties. When I think about HOW we will continue to make a difference, I think of my colleague and friend Regina Crooms’ favorite charge, “Onward and Upward”.

Sincerely,

Susan E. Jackson, Board Chair
Capital Area Workforce Consortium



IN MEMORY
REGINA M. CROOMS



The Power is Within
by Regina M. Crooms

*Often times we obsessively seek answers to life's challenges
by looking to external vices when the best thing
we can do is search inside ourselves.*

*You possess within you the power to change the world,
to chart your own course and to shape your own destiny.
As the saying goes: Whether you think you can, or whether
you think you can't - you're right.
Why not believe in The Power of You?*

*Purpose in your mind that you will receive
what you need...and YOU WILL.*

*Regina M. Crooms
Executive Director
Capital Area Workforce Development Board
June 2004 – November 2009*



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Capital Area Workforce Development Board began the Access JobLink AmeriCorps program through a \$420,249 grant awarded by the North Carolina Commission on Volunteerism and Community Service. In partnership with North Carolina Division of Vocational Rehabilitation Services, Builders of Hope (a local nonprofit organization), and local JobLink Career Centers, Access JobLink AmeriCorps engages individuals in meaningful service opportunities focusing on persons with disabilities and/or significant barriers to employment (ex-offenders, at-risk youth, and older workers).

The Access JobLink AmeriCorps team consisted of 18 members that completed over 28,000 hours of service between October 13, 2008 and August 31, 2009. Members began the year with a week of training, information sessions and team building activities. Topics included JobLink 101, Disability Program Navigator, effective communications, diversity/cultural awareness, first aid, financial management and community outreach. After completing the pre-service orientation, members wasted no time in achieving the AmeriCorps motto of "Getting Things Done". Here are a few specifics about the PY 2008 Access JobLink AmeriCorps team:



AmeriCorps members participate in National Volunteer Week at Community Partnerships, Inc.

- Performed over 7500 hours of general job search assistance to JobLink Career Center customers
- Provided over 5000 hours of one-on-one job search assistance to persons with disabilities and/or barriers to employment (ex-offenders, at-risk youth, older workers)
- Conducted 2800 one-on-one job search assistance and skill building activities with persons with disabilities and/or barriers to employment (ex-offenders, at-risk youth, older workers)
Established relationships with local libraries to provide job search assistance at library locations
- Conducted over 175 outreach and community awareness activities
- Trained 14 Access JobLink AmeriCorps members in disaster response that served on the local CERT (Community Emergency Response Team)

Additional community activities included:

Martin Luther King, Jr. National Service Day: Access JobLink AmeriCorps members participated in the Martin Luther King, Jr. National Service Day on January 19, 2009. As a team, AmeriCorps members provided nearly 40 hours of service through sorting thousands of pounds of salvaged food at the Food Bank of Central and Eastern North Carolina. The service that the AmeriCorps members provided on Martin Luther King, Jr. National Service Day supported food assistance programs for various organizations and families in need.

National Volunteer Week: Access JobLink AmeriCorps members participated in National Volunteer Week on Tuesday, April 21, 2009. The Access JobLink AmeriCorps team provided 100 hours of service by helping with the beautification of the Community Partnership, Inc. building and grounds.

Raleigh Rescue Mission: The Access JobLink AmeriCorps team also served 75 hours preparing and serving lunch for individuals receiving services at the Raleigh Rescue Mission on April 22, 2009. The Raleigh Rescue Mission offers both a long-term recovery program and emergency shelter for men, women and children.

JobLink Career Expo: Access JobLink AmeriCorps members provided 75 hours of service to the Spring 2009 JobLink Career Expo held on March 11th. Members assisted with loading and unloading vendors and served as Career Expo Ambassadors assisting attendees and providing break relief to employers as needed.

Capital Area Business Services strive to reach the business community as a bridge to available programs and services, and to ascertain the needs of local employers.

To meet these challenges, three local areas (Capital Area, Durham and Kerr-Tar) are working to brand themselves as one entity – Triangle WorkSource (TWS). TWS is developing a regional, web-based central access point for businesses and job seekers to connect to labor resource opportunities. When fully implemented, companies will be able to communicate their specific workforce needs. The information will then be seamlessly funneled to the local area servicing that particular business.

The Healthcare Works! Regional Partnership is another major regional initiative involving Capital Area Business Services. This employer-driven partnership is working to grow its membership. Capital Area Business Services have been instrumental in its service on the Membership committee which is charged with implementing strategies for marketing and branding the partnership.

Marketing professionals have been hired to design a logo and introductory brochure with content provided by the committee as the first critical component necessary for business outreach.

Business Services are also heavily engaged with the local chambers of commerce. Capital Area supported three Executive Orientation seminars at the Raleigh Chamber. These all-day seminars are for executives and corporate decision-makers who have recently relocated to the area.

Capital Area also partnered with the Morrisville Chamber for “Ask it Here”, a community resource event to assist citizens with making career and financial decisions. The event featured workshops and organizations to help with job search efforts, starting a business, education planning, debt management, professional networking, and much more.

WorkKeys is the foundation of North Carolina’s Career Readiness Certification which Capital Area supports by offering WorkKeys Job Profiling as a fee-for-service. WorkKeys is a comprehensive assessment system for measuring, communicating and improving real-world job skills critical for success. Companies report that using the WorkKeys system reduces turnover, results in fewer production errors, reduced training time, and decreased time to full competency in their corporate workforce.

In February 2009, Capital Area and Wake Tech partnered and held a WorkKeys Information Session attended by approximately 30 companies’ human resources and training representatives. Speakers included HR professionals from local businesses who already embrace the system. Afterwards, several in attendance requested personal appointments to discuss how WorkKeys could help their company. Covidien, a medical equipment manufacturer in Raleigh, utilized Capital Area to complete job profiles for two positions in their filling and packing departments. They plan to profile at least two more of their jobs.



Local employers attend a WorkKeys Information Session at Wake Tech.

WorkKeys

Capital Area’s business service representative also presented WorkKeys to the GMP Forum, a newly formed association of training managers representing the biotech industry. From this event, pharmaceutical giant Novo Nordisk of Johnston County contacted Capital Area to begin use of WorkKeys at their company. Job profiles are due to begin soon for several jobs including warehouse, filling, formulation, assembly and packing.

SPECIAL REPORT: Regional Healthcare Partnership Solutions Forum “The Cost of Doing Nothing”

The challenges facing the healthcare industry are no secret. A shortage of skilled workers, retiring baby-boomers, and a rapidly aging population are just some of the things exacerbating the issue on a national level. The Research Triangle area is no exception, and regional solutions are the key.

On August 14, 2008, Capital Area, Durham and Kerr-Tar Workforce Development Boards, in conjunction with Research Triangle Regional Partnership, hosted a Regional Partnership Healthcare Solutions Forum: “The Cost of Doing Nothing”. Over 60 healthcare professionals, educators, hospital representatives, recruiters, workforce and economic development professionals participated.

Attendees included public and private sector representatives from WakeMed, Duke University Health Systems, Greensboro Allied Health Education Center, the Federal Medical Center, Durham Tech, Wake Tech, NCSU, REX, Durham Chamber of Commerce, Moore County Chamber of Commerce, Futures, Inc., Local Eyesight, JobLink, NC Dept. of Labor, NC Dept. of Commerce and many others.

Kevin Dick, Director of Durham WDB, presented data on the number of qualified, healthcare professionals registered in the JobLink system. Most were aware of JobLink, and they were able to take away a detailed report of 2500+ available healthcare workers in our region.

Regina Crooms, Director of Capital Area, presented a model of regional collaboration implemented by the Workforce Boards of Metro Chicago. Information included how to improve the retention of nursing students, promote healthcare awareness in K-12 educational systems, and how to entice businesses to invest resources in new healthcare-related projects and programs.

Ted Abernathy, EVP of Research Triangle Regional Partnership, facilitated large and small group discussions that brought several local issues to light. More importantly, the groups came up with actionable solutions to those problems.

The best ideas included 1) Consolidating training efforts to include a Regional Simulation Hospital and clinical sites; 2) More healthcare apprenticeship programs; 3) Target marketing for career awareness; and 4) Retention Specialists on the job and at community colleges with training programs. Surveys collected after the forum indicated that 93% of the attendees wanted ongoing participation in the implementation phase of these solutions.



Forum attendees learn about available healthcare workers in the region.



Attendees discuss solutions to reduce the healthcare shortage.



The Capital Area JobLink System continues to show continuous improvement and growth. For the fiscal year July 1, 2008 through June 30, 2009 there were 24 centers offering JobLink Services within the Capital Area region serving Wake and Johnston Counties.

Capital Area JobLink Career Centers at	Chartering Level	County
Comprehensive		
Cary ESC	Level II	Wake
Johnston Community College*	Level III	Johnston
Raleigh ESC*	Level III	Wake
Smithfield ESC	Level II	Johnston
Swinburne	Level III	Wake
Non-Comprehensive		
Clayton Corners*	Level I	Johnston
WC Eastern Regional Center	Level II	Wake
WC Southern Regional Center	Level II	Wake
Information Site		
WC Northern Regional Center	N/A	Wake
Millbrook Human Services Center	N/A	Wake
Youth Information Site		
Not Just Another Community Center	N/A	Johnston
Princeton HS/Public Library	N/A	Johnston
Business Information Site		
Raleigh Business & Technology Center	N/A	Wake
Access Points		
Celebration Community Church**	N/A	Wake
Christian Community in Action	N/A	Wake
The Hope Center at Pullen, Inc.**	N/A	Wake
Johnston County Industries**	N/A	Johnston
Kenly Church of God Worship Center**	N/A	Johnston
Mitchener Memorial Baptist Church**	N/A	Johnston
Pleasant Grove Missionary Baptist Church	N/A	Wake
Restoration CDC, Inc/New Bethel Baptist Church	N/A	Wake
Saint Matthew A.M.E. Church	N/A	Wake
Urban Ministries of Wake County**	N/A	Wake
Workforce Empowerment Alliance Community Team (WEACT)	N/A	Wake

*Includes a SAVVYouth Center within the Center

** Opened June 25, 2009

JOBLINK SYSTEM STATISTICS PY 2008	
PROGRAM	NUMBER OF CUSTOMERS SERVED
JobLink Career Centers	139,332
Access Points	546
JL Career Fairs – Job Seekers	2,462
JL Career Fairs – Employers	110
Totals*	142,450

This total does not include JobLink Information Sites or community activities such as Rapid Response visits, workshops & information sessions conducted at libraries, agencies, schools, etc.

JobLink System Highlights

Career Fairs

The Capital Area JobLink System hosts two Career Fairs each year, one in the spring and one in the fall. The events were held at the McKimmon Center in Raleigh from 9 am – 1 pm. Radio advertising packages were offered allowing for more marketing of the event at no additional cost to the system. The Mobile JobLink Unit was on hand with JobLink staff available for assistance and review.

Workshops were made available throughout the event covering such topics as: Older Worker Job Search, Beyond the Criminal Record, The Big Picture of Networking and more. New activities were added for the spring event including: a computer lab, where job seekers could complete online applications or file for unemployment insurance and “Ask an HR Rep”. Human Resource Professionals were on hand to answer questions for job seekers one-on-one.



Local media prepare to interview job seekers at the March 11, 2009 Career Expo. Event drew 1650 job seekers.



Area job seekers meet with local employers during one of Capital Area’s bi-annual Career Fairs.

Career Fair	Job Seekers	Booths	Workshops
September 17, 2008	812	41	6
March 11, 2009	1650	69	6
Totals	2472	110	12

- In addition to the System Career Fairs, Johnston County JobLink Centers held a Career Fair at Johnston Community College on May 20, 2009.
- The JobLink Center at Wake County Southern Regional Center held a Career Summit at Wake Technical Community College on June 9, 2009.
- Capital Area JobLink System assisted at the Wake County Public School System’s Extreme Beginnings on April 17, 2009 by hosting a career fair for students.

Progress continues on the JobLink System Action Plan implemented as a result of a retreat held on January 19, 2007; work on the Action Plan is taking place in Committees. There are 7 areas of concentration: Accountability & Improved Partnerships, Branding/Marketing, Continuing Education, Customer Service, Definition of JobLink System, and Technology.

To date some of the items implemented as a result of the Action Plan are:



A job seeker at the JobLink Career Center at Johnston Community College receives help from staff member Phyllis Ferguson.

- New system-wide customer service survey card
- New quarterly report template
- Memorandum of understanding process for centers
- Letters of support process
- Continuing education plan for all JobLink staff
- Marketing materials for job seekers
- Marketing materials for employers/businesses
- New JobLink system letterhead

Charters

The Capital Area Workforce Development Board approved the following JobLink Charter in 2008/2009: The JobLink Center at Swinburne was approved for continued Level III status and was recognized at the North Carolina Partnership Conference in Greensboro in October 2009.

Information Site

The Capital Area Workforce Development Board JobLink Committee approved a new Information Site at the Millbrook Human Services Center, which opened in June 2009.

SHARENetwork

Capital Area added six new Access Point Centers in June 2009 with three opening in Wake County and three in Johnston County. There are two components to SHARENetwork, an online database of services, and Access Points, mini-JobLink Centers housed and staffed by community or faith-based organizations.

Staff conducted a Request for Application process for organizations that were interested in becoming an Access Point. Criteria were established for these Access Points. Information Sessions were held in both counties on February 5, 2009.

Applications were accepted in March and site visits were conducted at each location. The JobLink Committee of the Board reviewed the applications and approved six locations.

Training of volunteers took place in May, which included job shadowing at an assigned Capital Area JobLink Center. Equipment, supplies and resources were ordered and centers were set-up in May.

Grand Openings for all of the Access Points took place on June 25, 2009 at 11:00 am. Staff and Board members were assigned to each location to assist with the openings.



Capital Area Board members, staff and partners celebrate the Grand Opening of the JobLink Access Point at The Hope Center at Pullen, Inc. on June 25, 2009.

Capital Area Sponsors 5th Annual Youth Summit

Capital Area Workforce Development Board and Capital Area Workforce Youth Council sponsored the 5th Annual Wake/Johnston County Youth Summit on March 12, 2009. The purpose of the summit was to equip youth for future success in educational and employment pursuits. The theme "The Power of Me" drew 184 youth ages 14 – 21 to the event.

The youth in attendance were treated to four exciting workshops entitled: **Let's Talk Cake** (Learn how to prioritize and manage your money through an interactive hands on workshop.); **Babies Are Us** (Teen parents leading panel discussion, sharing real life experiences and their ups and downs. Pregnancy prevention information was available.); **First Impressions** (Get prepared for your new job! Stand out from the rest! Helpful hints on interviewing techniques, public image, completing applications, mock interviews and career assessment.); and **The 411** (Youth had an opportunity to meet over 23 local employers, colleges and community resources.)



Opening Session of the Capital Area 5th Annual Youth Summit.

Award winning, radio personality Cy Young was the keynote speaker. Cy says "We are on our way to the top! I know which way it is ... we can get there together. I will see you at the top!" He challenged youth to put their best foot forward and encouraged them to achieve their goals.

Global Youth Service Day

In April 2009, Capital Area's three WIA youth contractors participated in Global Youth Service Day (GYSD) - an annual global event that highlights and celebrates the contributions of youth to their communities through volunteer service.

Johnston County Industries' Yes I Can program sponsored a Teen Driver Safety Awareness Day while the Community Partnerships, Inc. YES program joined forces with AmeriCorps for Operation Beautification. Telamon Project P.R.I.D.E. youth celebrated GYSD by volunteering at the Crosby Head Start Center.

A total of 36 youth from the three contractors participated in the event.

CAPITAL AREA YOUTH COUNCIL

Established in October 1999, the Capital Area Youth Workforce Council, a standing committee of the Capital Area Workforce Development Board, is responsible for the planning and oversight of Workforce Investment Act (WIA) funded services and activities offered to youth ages 14 – 21 in Wake and Johnston Counties. Some projects include WIA Youth Programs, SAVVYouth College and Career Resource Centers and an Annual Johnston/Wake County Youth Summit.

Capital Area Youth Workforce Council members are professionals and community volunteers, including parents and youth, from Wake and Johnston Counties, who have a special interest or expertise in youth development and youth services.

Capital Area Youth Workforce Council members serve as advocates for youth to help them achieve educational goals, grow and develop as responsible members of their community and pursue fulfilling career opportunities.



A Telamon Project P.R.I.D.E. youth assists pre-schoolers at Crosby Head Start.

Capital Area Workforce Investment Act Youth Program

Total Served	253
Total Exiters 04/08-03/09	113
Placement in Employment/Education	78.13%
Attainment of Degree/Certificate	54.17%
Numeracy/Literacy	50.00%

Capital Area's Workforce Investment Act Youth Programs assist in-school and out-of-school eligible youth ages 14 - 21 who are low income and have at least one other employment or educational barrier. Barriers include basic skills deficient, school dropout, homeless, runaway, foster child, pregnant or parenting youth, and/or offender.

In Wake County, two organizations deliver WIA services to in-school and out-of-school youth: Telamon Corporation (Project P.R.I.D.E.), and Community Partnership (YES), and in Johnston County, Johnston County Industries, (Yes I Can Program) is our youth services contractor. Each program offers educational services, employment services, support services, leadership development opportunities, and follow-up services.

Success Happens Here!

Victor Blanco came to the Yes I Can Program with a goal to obtain his GED. After completing his GED, Victor worked as a bilingual tax preparer during the 2009 tax season. He enjoyed this position so much that decided to pursue a career in banking and clerical work. Victor finished a work experience at Johnston County Industries as an office assistant while working towards completing a bank teller certificate from Johnston Community College. He has since completed this certification and is now searching for a job in the banking industry.



Adriana Lopez came to the Yes I Can program with the goal of obtaining her GED and CNA. While in the program, Adriana completed her GED earlier this year and then immediately began work on her CNA I certification. While studying for her CNA, Adriana volunteered at a local retirement home and managed her own household with her first child. She has now completed her CNA and is almost finished with her medication aide certification. Adriana just had her second child and will be starting her career as a CNA soon.

American Recovery and Reinvestment Act Funds at Work

Capital Area Workforce Development Board accepted the challenge to utilize American Recovery and Reinvestment Act (ARRA) funds to implement a Summer Youth Employment Program (SYEP) in Wake and Johnston Counties for young adults age 16-24.

Capital Area, along with the support of Johnston County Industries located in Selma, NC, Manpower and 165 employment worksites, successfully engaged 562 young adults from Wake and Johnston Counties into positive and meaningful work experiences.

Capital Area Workforce Development Board commends our employment worksites for their enthusiasm and dedication in making the Summer Youth Employment Program successful. These worksites recognize that this program is an excellent way to mold our future workforce while providing opportunities to gain knowledge and skills in a structured work environment.

A variety of employment sites participated including public agencies, community camps, libraries, recreational facilities and private sector employers representing high growth industries. These experiences enriched the understanding of work ethics, employer expectations, as well as the rigors, demands and rewards to holding a job.

Johnston County Department of Social Services was one of the numerous worksites that participated in Johnston County, and they employed 32 youth. As part of the Green Jobs Initiative, the youth converted paper documents to an electronic filing system. Upon completion of the program, Johnston County Department of Social Services was so pleased with the work ethics, quality of work and production; they hired 6 of the 32 youth assigned to their worksite. This is an excellent example of stimulus at work.



Three SYEP participants proudly display their certificates.

CAPITAL AREA CONCLUDES SUMMER YOUTH EMPLOYMENT PROGRAM WITH RECOGNITION CEREMONY

Capital Area hosted a recognition ceremony on August 14, 2009 at St. Augustine's College. More than 150 youth and guests attended the event.

The event acknowledged Summer Youth Employment Success Stories and culminated in the awarding of Certificates of Participation for the youth.

In addition, two organizations were recognized as exceptional worksites - St. Augustine's CDC and RLCB, Inc. Both organizations received Certificates of Recognition for making a wonderful investment in the lives of our youth who are our future workforce.

Capital Area Workforce Development Board operated the program in Wake County while Johnston County Industries managed the program in Johnston County.

With the support of Capital Area Workforce Development Board, Community Success Initiative (CSI) has been able to begin a systematic approach to connect ex-offender men and women to resources. Although CSI considers its work in the infrastructure stage, they are currently onsite at the Capital Area JobLink at Raleigh ESC to offer assistance Monday - Friday from 9am – 12 noon.

During this program year, CSI has seen well over 700 participants, and current data indicates that about half of every four people seem “get serious” about the program. CSI has also been able to bring together over 40 men and women from the community that have agreed to volunteer their time as mentors for clients, as well as support from the City of Raleigh and Wake County Human Services.

Through a network of community partners, CSI works with formerly incarcerated individuals thru "Resource Center without Walls". Small group trainings and individual mentoring in leadership, entrepreneurship, financial literacy, general life skills and areas related to transitioning back into family and community life are provided.

Gatherings that provide the opportunity for people with life experiences within the criminal justice and prison systems to network with each other, exchange knowledge and resources, and solve problems are offered. These gatherings usually take the shape of family sessions to strengthen family relationships, as well as support and empowerment groups are also offered for prisoners and former prisoners.



Partners and community agencies gather at one of CSI's Signature Roundtables.

There are many challenges to this process. One is the reluctance of employers to hire ex-offenders due to their criminal history. Employers don't want to be exposed to liability, especially if the person returns to old habits of criminal behavior. Another major obstacle is the lack of self-confidence, self-esteem and lack of overall personal development of those who have been incarcerated (and other issues such as anger management and substance abuse issues that may have never been addressed). After being turned down, time after time, morale is low, and many times this leads to a sense of “why even bother” which may subsequently cause a return to criminal activity in order to sustain themselves.

Perhaps the work of Community Success Initiative may best be summed up by one of their success stories:

Rebecca P. came to CSI seeking assistance with her job search. After completing some classes suggested by the CSI Intake Specialist, she became a CSI volunteer and began utilizing her administrative skills to provide assistance to the CSI program. Because of her willingness to volunteer to gain additional skills and experience, Rebecca has obtained paid employment and is now working full-time.

Community Success Initiative roundtables are for people to learn more about the criminal justice and prison system from people with real life experiences and to organize advocacy efforts around related issues. Additionally, they bring together ex-offenders that are currently leading positive, productive, and "successful" lives, or are "on the path" to do so, for mutual sharing. These individuals serve as role models to youth and as advisors to community volunteers and partners who wish to learn more about how to deal with the problems that ex-offenders face.

A strong partnership with Wake County Human Services addresses many of these needs through individual and family counseling, as well as access to additional services. One critical component that comes from this partnership is the beginning of a collaborative called the Hammond Road Project, an initiative that works with young adult offenders ages 17 –21 who upon release will come to the Capital Area JobLink to seek employment assistance.

Community Success Initiative continues to identify community resources and broker relationships, and monitors, as appropriate, individual ex-offenders and the needed resources as they specifically connect people to:

- Businesses that may hire ex-offenders
- Training programs that enhance the participants opportunities of obtaining a good job with opportunities for advancement and career development
- Housing programs
- Family counseling programs
- Substance abuse counseling and recovery programs
- Mental health counseling



CSI Employer/Mentor Gathering at the JobLink Career Center at Raleigh ESC.

CSI's Re-Entry Curriculum

REENTRY ORIENTATION

Initial Interview
Orientation Session

PERSONAL DEVELOPMENT

15 Principles of Personal Growth/Development
Goal Setting
Cognitive Behavioral Training and Workshops
Spirituality
Mindfulness

JOB EDUCATION

Job Readiness Training
Resume Prep
Interviewing Techniques
Career Assessment Tools
How to Use JobLink Center
Employer Incentives, Bonding, Work Tax Credit
Dressing for Success Classes
Entrepreneurship Workshops

EDUCATION

GED
Community College Partnership
St. Augustine's College Gateway Program
Shaw University Cape Program
Career Readiness Certification

HOUSING

Ready to Rent Certification
Homebuyer Workshop
Transitional Housing

HUMAN SERVICES

Family Support
Anger Management
Medical
Substance Abuse
Mental Health

MENTORING

Mentor Orientation
Connecting Mentors to Mentees
Ongoing Recruitment

FAMILY/CHILDREN ISSUES

Reconnecting With Family
Family Counseling

COMMUNITY OUTREACH

Re-entry Resource Roundtables
Networking
Exchanging Knowledge and Resources

CIVIC EDUCATION

Ex-offender Right to Vote
Engagement in the Electoral Process

Capital Area Workforce Development Board in partnership with Durham Workforce Development Board received a grant from the Department of Commerce, Division of Workforce Development to implement the Disability Program Navigator Initiative September, 2007. The Boards have received continuation funds through June 2010 with three Disability Program Navigators (DPN) implementing activities in Wake, Johnston, and Durham Counties.

This initiative develops new/ongoing partnerships to achieve seamless, comprehensive and integrated access to services, creating systemic change, and expanding the workforce development system's capacity to serve customers with disabilities and employers.

The DPN Position

- Guides JobLink staff in helping people with disabilities access and navigate the complex provisions of various programs that impact their ability to gain/retain employment.
- Develops linkages and collaborates on an ongoing basis with employers to facilitate employment for persons with disabilities.
- Develops partnerships to achieve integrated services, systematic change and expands the capacity to serve customers with disabilities.
- Facilitates the transition of in-or-out of school youth with disabilities to obtain employment and economic self-sufficiency.
- Conducts outreach to agencies that serve people with disabilities.
- Serves as resources on Social Security Administration's: work incentives/employment support programs through its Work Incentives, Planning and Assistance program; Protection and Advocacy systems; and employment demonstration projects.
- Serves as a resource on programs that impact the ability of persons with disabilities to enter and remain in the workforce.

DPN Activities for PY 2008

- Provided disability related training to JobLink staff & partners.
- Participated in local Chamber of Commerce events to meet and speak with employers about the benefits of hiring persons with disabilities.
- Developed partnerships with disability agencies/organizations such as the Mayor's Committee for persons with disabilities, NC Services for the Blind, NC Division of Vocational Rehabilitation Services, local Community Rehabilitation Programs, Independent Living Center, NC Assistive Technology, Power of the Dream, etc.
- Coordinated with Vocational Rehabilitation Services and the local Social Security Administration to provide training to JobLink staff and customers with disabilities the Work Incentives and Employment Supports as well as Ticket to Work information.
- Participated on committees to plan activities for youth with disabilities and other employment barriers.
- Guided persons with disabilities to access services at the JobLink Career Centers with resources needed to "navigate" all the programs and services at the centers.

DPNs on the Job



DPN Shirley Chamberlain assists customer at the JobLink at Raleigh ESC.



DPNs attend State Planning Meeting.

Capital Area Rapid Response Aids Local Employer

Fowler Contracting, a site development and construction company in Cary, North Carolina closed its doors in April 2009. Prior to the Fowler closing, the Capital Area Local Rapid Response Team provided a Rapid Response orientation session to the 246 affected employees. Local media from WRAL and the News and the Observer also covered the event.

Fowler's Human Resources Director Marty Joyner said the company chose to arrange a session for employees because executives wanted to help make the transition as smooth as possible. "We just wanted to help them the best we can," she said. "We've got people who have been here since day one."



Fowler employees attend Rapid Response orientation session.

Representatives from the JobLink Career Center at Swinburne, Wake Technical Community College, Wake County Human Services and the Employment Security Commission provided information on health benefits, applying for unemployment insurance and available resources in finding a new job or receiving training assistance.

The construction company was hit by the downturn in the economy and the corresponding decline of the building sector.

Capital Area Rapid Response Team

Capital Area Local Rapid Response Team consists of the following agencies/representatives:

- Workforce Investment Act/JobLink Career Center
- Employment Security Commission – Unemployment Insurance and Trade Adjustment Act
- NC Community College System
- Department of Social Services (NC Health Choice for Children, Food Stamps)

Thirteen businesses were affected by closings and layoffs in the Capital Area during PY 2008.

GOVERNOR'S RAPID RESPONSE

The Governor's Rapid Response is an action mandated by the federal Workforce Investment Act. When a company anticipates a layoff or closure, it sends an official notice called the Worker Adjustment and Retraining Notification (WARN) to North Carolina Department of Commerce, Division of Workforce Development's Dislocated Worker Unit. When the North Carolina Department of Commerce receives this official notice from the company, it activates a joint State/Local Rapid Response Team.

The Worker Adjustment and Retraining Notification Act (WARN) protects workers by requiring employers to provide notice 60 days in advance of covered plant closings and mass layoffs.

Notices must be given to affected workers or their representative (e.g. a labor union), State Dislocated Worker Unit and unit of local government. Employers are covered by WARN if they have 100 or more full-time, permanent workers.

Capital Area Incumbent Workforce Development Outcomes for PY 2008

Fourteen businesses were awarded contracts for PY 2008. Twelve businesses were located in Wake County, and two were in Johnston County. The grant recipients were:

Ajinomoto AminoScience, LLC	Community Workforce Solutions
Anderson Homes	Covidien
Boylan Medical Associates, LLC	Joe Moore & Company, Inc.
Brogden Logistics *	MicroMass Communications
Burt's Bees Inc.	Rex Healthcare Foundation
Clinsys Clinical Research, Inc.	RLCB, Inc.
Colonial Carton*	WingSwept Communication

* Johnston County

The funding amount total for the fourteen contracts was \$314,159.00 with an average grant award of \$20,944.00.

Incumbent Workforce Spotlight

Clinsys Clinical Research, Inc., a therapeutically focused global research organization received an Incumbent Workforce Development Program grant from Capital Area to provide 20 Clinsys employees Six Sigma Green Belt training. The employees participated in a two part training program directed by North Carolina State University's (NCSU) College of Textiles and Industrial Extension Services departments.

Clinsys Clinical Research provides pharmaceutical, biotechnology and medical device companies with a full range of clinical research services in support of Phase I-IV drug and device development.

"We are grateful to the staff of the Capital Area Workforce Development Board and NCSU for all the guidance and support provided to Clinsys," said David E. Williams, Chief Executive Officer of Clinsys. "Clinsys is dedicated to continuous quality improvement, and our talented trainees will apply what they have learned to further ensure customer satisfaction every step of the way."

INCUMBENT WORKFORCE DEVELOPMENT PROGRAM

North Carolina's Incumbent Workforce Development Program under the federal Workforce Investment Act, provides funding to established businesses for educational and occupational skills training for their workers. Funding applications must be from businesses that are unable to otherwise make the training available.

Approximately three million dollars in Workforce Investment Act funds was designated for the implementation of the Incumbent Workforce Development Program through the state's twenty-four Local Areas for PY 2008. Current maximum funding per grant project is \$25,000.00 with a lifetime funding limit of \$40,000.00.

Eligibility Requirements

- Businesses must be private for profit or private non-profit.
- Have been in operation in the state of North Carolina for the entire twelve months immediately preceding the date of application.

Allowable Training

- **Occupational Skills Training**
Training designed to meet the special requirements of a business or a group of businesses. (Example: Lean Manufacturing)
- **Educational Training**
Training which includes workplace literacy, basic skills, "soft skills" (i.e. Leadership Training and English as a Second Language).

Project NewBuild targets high school dropouts and other at-risk populations 17-24 years of age to provide GED classes and construction skills training. The program enables young people to gain useful job skills while working toward their GED. This will allow them to play a respected role in their communities and build the most essential safe and affordable housing needed by their families and neighbors.

Project NewBuild “Builds” New Partnerships

Project NewBuild expanded outreach efforts with community involvement, linkages, and collaborations that have been critical to providing a comprehensive system of learning support and resulted in better outcomes for our youth. **The Raleigh Rescue Mission** continues to offer LifeSkills training every other month. **Haven House Services (Second Round Program)** offers assistance with the leadership development training through workshops to aid the participants in learning employability skills. **Second Round** is also assisting with housing for participants in need. Project NewBuild has also created great partnerships with **Telamon Corporation (Project Pride) and Community Partnerships, Inc. (YES Program)** to work with their WIA participants. Other partnering agencies include: **Neighbor-to-Neighbor**, a non-profit agency that assists with recruiting of youth. **Builders of Hope, Inc.** has reached way beyond partnering and teamed with Project NewBuild to assist with the recruitment of employers to assist youth in finding employment. **Wake Technical Community College Adult Education Center** offers a referral source for potential youth that are interested in the program. **Wake County TASK (SouthLight)** provides alcohol and drug abuse prevention and treatment. **The Literacy Council of Wake County** has partnered to provide literacy services and free one-on one tutoring in reading and writing to youth needing to improve their skills. **Visions of Hope, Inc.** assists with gang prevention and mental health services, and the **Raleigh Police Department** conducts routine and regular security checks in an attempt to address the gang-related issues of the program.

Project NewBuild Outcomes for PY 2008

- 39 participants were served through the program
- 17 participants obtained a GED
- 16 participants obtained employment
- 3 participants enrolled in post-secondary educational

PROJECT NEWBUILD PARTICIPATES IN COMMUNITY PROJECT

Project New Build in conjunction with Builders of Hope, Inc. participated in the renovation of homes in the Barrington Drive community.

Homes for single-family lots were donated and moved to the subdivision for rehabilitation. The homes in this non-profit project were utilized to increase the availability of affordable housing in Raleigh. One hundred percent of the houses were reserved for families that fall under the median household income for Raleigh.

A student mentoring program for on-site work opportunities was also included as part of the project. Youth received skills assessments, weekly evaluations, feedback and encouragement that continued to inspire them in achieving their goal of securing marketable job skills and a potential career in construction.



Project NewBuild participants learn construction skills at Barrington Drive worksite.

To assist in meeting the needs of the increasing number of older workers utilizing the JobLink Career Centers, Capital Area Workforce Development Board launched a Senior Workforce Initiative in January 2009. This initiative was designed to provide awareness, information, training and advocacy on behalf of the 50+ year old job seeker utilizing the Capital Area JobLink Career Centers as the catalyst to provide these resources.

Based upon research conducted by AARP, statistics show that we are faced with an aging workforce, as nearly one in three workers will be 50+ years of age by 2016. We are headed for a skill shortage, the loss of organizational knowledge and experience and the increased competition for talent. Industries identified as having impending skill shortages include: healthcare, teaching, public administration, information technology, manufacturing, skilled crafts, engineering and science.

According to the US DOL Bureau of Labor Statistics, by 2012, 20% of the US labor force will be 55 years of age or older. There is evidence to support these statistics in the Capital Area. According to the JobLink Management Information System, in 2008 Capital Area JobLink Career Centers provided services to 47,980 customers. Of this total, 9,672 or 20.2% of the total customers were age 50 and older. In comparison, from January 1, 2009 - June 30, 2009, the JobLink Career Centers provided services to a total of 31,155 customers with 7,297 or 23.4% being 50 years of age and older.

There has also been an increase in each individual age group when comparing 2008 and 2009 timeframes respectively with 25% more customers receiving services in the 50-59 years of age category, 33.5% more customers receiving services in the 60-69 years of age category, and 38.2% more customers receiving services in the 70+ years of age category.

The first goal of the Senior Workforce Initiative was to educate JobLink Career Center staff on the impending skill shortage and its implications in the future job market and the affect it will have on workforce development programs. Presentations were held at each Capital Area JobLink Career Center and included information on statistics, resources and plans to meet the needs of an older workforce.



Access JobLink AmeriCorps member Dennis Hickey assists older worker at the JobLink at the Southern Regional Center.

In March 2009, two focus groups were conducted with job seekers age 50 and older to discuss their viewpoints on the ability to navigate the JobLink Career Center System, as well as the resources and services that JobLink Career Centers should provide to meet their needs. A combined total of 33 job seekers participated in the hour long discussion offering the two most common suggestions: provide one-on-one job search assistance and workshops designed specifically for the 50+ year old worker.

Suggestions from the focus groups were implemented, and at the Capital Area JobLink Career Expo in March 2009, a workshop called Checklist for Job Search: Tips and Tools for the Older Worker drew over 100 job seekers in attendance. Community resources for the 50+ year old worker were also offered and included AARP-NC, National Caucus & Center on Black Aged and Senior Counseling and Employment participating in the Career Expo.

In May 2009, Older Americans Month was recognized in the JobLink Career Centers by introducing ASSETS (Ageless Seniors Seeking Employment and Training Services) resources geared toward the 50+ year old job seeker. These resources include information on age friendly employers, websites, job search tips and upcoming events.

Through partnering with AARP-NC, job seeking workshops called “Steps to Finding the Work You Want after 50” were offered at the JobLink Career Centers resulting in over 93 job seekers in attendance. “Steps to Finding the Work You Want after 50” workshops provide information on AARP resources including the Work Search Assessment, National Employer Team, Annual AARP Best Employers for Over 50, Retirement Jobs.com and national and local resources and websites.

Subsequent workshops continue to be offered by Volunteer Specialists of the AARP-NC Mature Workforce Speaker’s Bureau at JobLink Career Centers, JobLink Career Expos, libraries, churches and networking/job seeking clubs throughout Wake and Johnston Counties.

Future goals of Capital Area’s Senior Workforce Initiative included identifying and providing information regarding local age-friendly employers and seeking funding opportunities to provide “Older Worker Specialists” in the JobLink Career Centers.

RESULTS HAPPEN HERE!

As a result of partnering with AARP-NC in meeting the needs of the 50+ year older worker, a customer was able to receive assistance that might not have otherwise been possible. A recent JobLink Career Center customer says:

“I just wanted to thank you for getting me in touch with an attorney from the AARP listing. Yesterday I spoke with DW in Raleigh. Because I have AARP (membership), she gave me a free 30-45 minute consultation. I was laid off from my job a few weeks ago and couldn’t afford to pay her, so this was a great blessing. She was also wonderful to work with. Thank you for your help.” - JP

Helping Older Workers

■ Lisa Ramsey sees firsthand how the slumping economy impacts older workers in North Carolina.

Her organization, the Capital Area Workforce Development Board, oversees JobLink Career Centers at eight sites in Wake and Johnston counties. Increasingly, jobless workers over 50 turn to her agency for help.

Ramsey met recently with a 65-year-old woman who’d worked at one job for 30 years and was unsure how to begin her search for another. “We’ll help her create a custom resumé and handle interviews,” said Ramsey, a workforce development specialist. “We’re seeing that more and more.”

Ramsey said the board served 9,672 residents age 50-plus in

2008, accounting for more than 20 percent of those who sought help, and she expects that trend to increase.

“We’re already starting to see the influx of those boomers,” Ramsey said.

North Carolina’s unemployment rate hit 10.8 percent in March, when the state had the nation’s fourth highest unemployment rate.

The Capital Area board, the largest of 24 across North Carolina, hosts job fairs in the spring and fall. In March, for the first time ever, the board included job tips and other assistance specifically tailored for older job seekers. AARP was there. The fall job fair in Raleigh will expand those offerings for older workers, and

AARP will again participate.

Ramsey has become an AARP Mature Workforce volunteer speaker for the state AARP office. She and a dozen others—including counselors from other agencies—completed training in early April. Their message to human resources managers and business groups on behalf of older workers comes as the state’s jobless rate continues to rise.

In North Carolina, the 55-to-64 workforce grew by more than 44 percent from 2000 to 2007. Nationally, those 55 and over are expected to account for 90 percent of the nation’s labor force growth from 2006 to 2016, according to the Bureau of Labor Statistics. More than one in five workers is expected to be over 55.

24 AARP BULLETIN JUNE 2009

Capital Area Workforce Development Board receives national recognition in the June 2009 AARP Bulletin.

“Connecting Workforce and Economic Development in Wake & Johnston Counties”

Capital Area Workforce Development Board in partnership with Workforce Investment Act (WIA) Service Providers once again met PY 2008 Final Performance Goals. Even with economic challenges facing our region, Capital Area was still able to meet or exceed seven out of nine final performance measures.

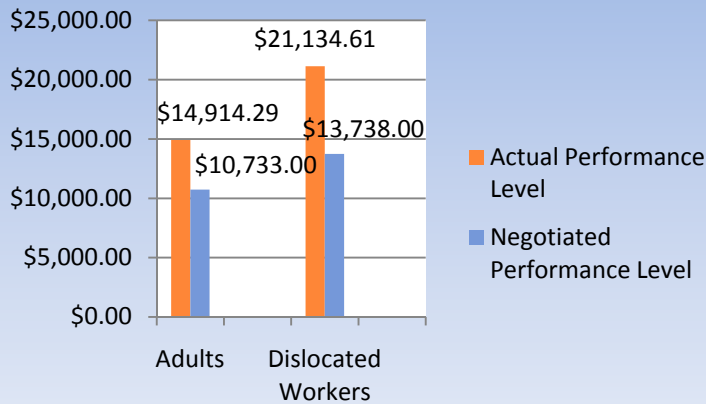
Below are the Workforce Investment Act results and outcomes for Capital Area Workforce Development Board for PY 2008:

PY 2008 Final Performance

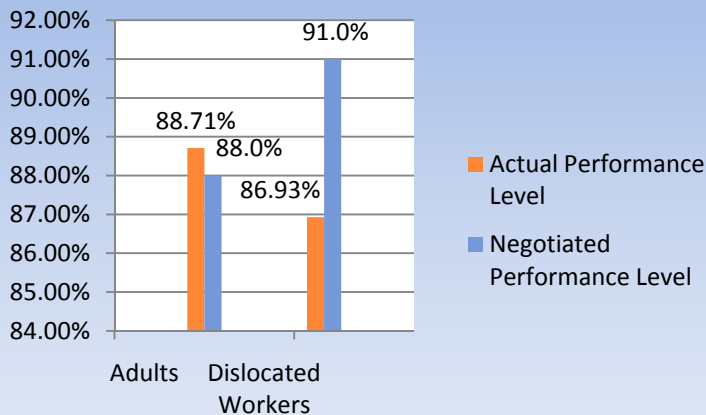
Total Exitters 4/08-3/09	Adults	75			
	Dislocated Workers	141			
	Younger Youth (14-18)	53			
	Older Youth (19-21)	60			
Total Participants Served	Adults	178			
	Dislocated Workers	435			
	Youth	253			
Common Measure	Program Group	Actual Performance Level	Negotiated Performance Level	Variance	<u>Numerator</u> <u>Denominator</u>
Entered Employment Rate 10/07-9/08	Adults	88.71%	88.0%	100.81%	55
	Dislocated Workers	86.93%	91.0%	95.58%	62
Retention Rate 4/07-3/08	Adults	94.38%	87.5%	107.87%	153
	Dislocated Workers	89.58%	92.92.0%	97.37%	176
Adult/DW Average Earnings 4/07-3/08	Adults	\$14,914.29	\$10,733.00	138.96%	147
	Dislocated Workers	\$21,134.61	\$13,738.00	153.84%	161
Placement in Employment or Education 10/07-9/08	Youth 14-21	78.13%	71.0%	110.04%	172
					192
Attainment of a Degree or Certificate 10/07-9/08	Youth 14-21	54.17%	49.35%	109.75%	\$1,208,057.36
					81
Numeracy/Literacy 7/07-6/08	Youth 14-21	50.00%	35.0%	142.86%	\$3,318,133.28
					157

For PY08, Capital Area attained a performance variance (actual divided by negotiated) of more than 100% on 7 of 9 goals and 97.37% and 95.58% on 2 goals respectively.

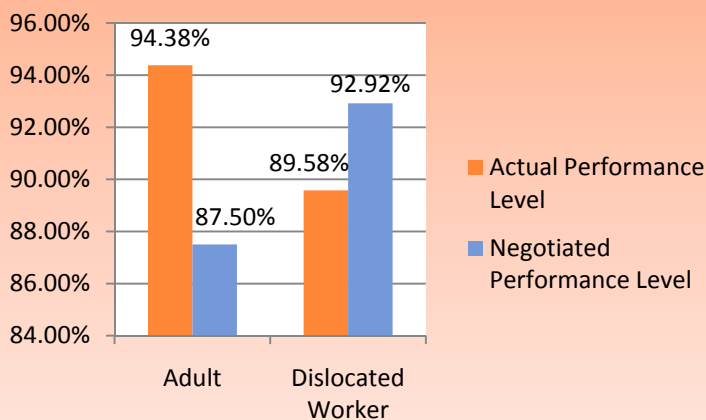
Average Earnings



Entered Employment Rate



Retention Rate



DREAMS COME TRUE FOR DISLOCATED WORKER

AP is a woman of much compassion and love for the field of nursing. She graduated in May 2009 from Wake Technical Community College with her Associate’s Degree in Nursing. After receiving her degree, AP was eligible to apply to take the National Council Licensure Examination (NCLEX-RN) which is required to practice as a Registered Nurse. AP received her licensure and is now working at Johnston Health as an RN.

After devoting 13 years to her previous employer, AP was laid off in 2004. She had a strong desire to attend school, but because of the drastic cut in their income, had many doubts. When AP applied for unemployment insurance (UI) benefits she was introduced to the WIA Program. She began to feel more at ease, knowing there was a program that could assist her with funding to attend school. AP and her case manager set goals and discussed what would be expected in the timeframe of completing the program.

Although AP had a wonderful support system at home, her duties consisted of more than just school. After her UI ended, AP eventually had to get a part-time job to assist with responsibilities at home, which required her to work every Friday and Saturday from 6pm to 6am.

AP stated that she had many countless nights of being overwhelmed and was in tears from school, studying, clinicals and family matters. But her desire and goal was to become an RN, so she persevered and made it happen. She also stated that without the support and professionalism from the Johnston County Job Training staff, there is no way this dream could have come true.

Adult & Dislocated Worker WIA Highlights

Older Worker Overcomes Barriers to Achieve Employment

The Workforce Investment Act Program at Wake County Human Services (WCHS) assists a wide variety of people from varying backgrounds. Recent events in the economy have resulted in a large number of persons seeking help that might not have considered such actions in earlier decades. One such customer and her story follow:

AK came to the WCHS WIA program through the JobLink Career Center at Swinburne in the fall of 2008. AK was a graduate of DePaul University with a BA degree in Business Management and had recently been laid off from a local hospital in Raleigh. It would be easy to say, this person has a degree and a good work history, why is WIA assistance necessary? However, we must remember the events of the time. Also another factor that often is not looked at in statistical studies is age; AK was 59.

AK found the work search difficult faced with the declining economic environment, her age and her desire to remain in the work field of Emergency Management and Special Operations. She sought assistance through WIA to help improve her skills in this area and provide her with updated certifications to go along with her recent work history. She continued to believe that her experience would be valuable if “updated” despite the narrowness of her field of search.

AK’s case manager, Hugh Dowdy, supported her efforts to remain in her designated field and helped her with the process of seeking areas where training and certification related to Emergency Management might be found. He assisted her with getting approval through the NCStars System for the Community Preparedness and Disaster Management training program at UNC-Chapel Hill. The program consisted of three semesters of training directly in the area where AK had worked and wanted to continue her career.

Once training began, AK performed well, completing the first semester with high marks and even more importantly obtaining a new position as a Project Manager at Texas State Technical College in Waco, Texas at a very good salary plus benefits.

AK is an excellent example of how determination and dedication can help people dislocated from their jobs. Her determination to continue to pursue her current career course despite a very bad economy and the stigma of being “a little older” resulted in a success story, one that WIA happily played a background role.

Adult & Dislocated Worker

WIA Highlights

Dislocated Worker Credits Employment Success to WIA

Although many recent WIA participants have found their way back into the workforce, one participant, JB, represents an outcome that deserves some recognition. His commitment, enthusiasm, and willingness to involve himself in the total WIA process were instrumental to his successful reentry into the labor market. Given his result, JB is clearly a success story candidate.

JB was laid off from a local company in June 2008 when his position as Global Account Manager was eliminated. Although JB held a BS & MS in Engineering his extensive efforts to find work were consistently unsuccessful. JB had heard of a possible program offered through the JobLink at the Cary Employment Security Commission that might provide him with some help in securing employment, and he signed up to attend a WIA orientation session on August 29, 2008.

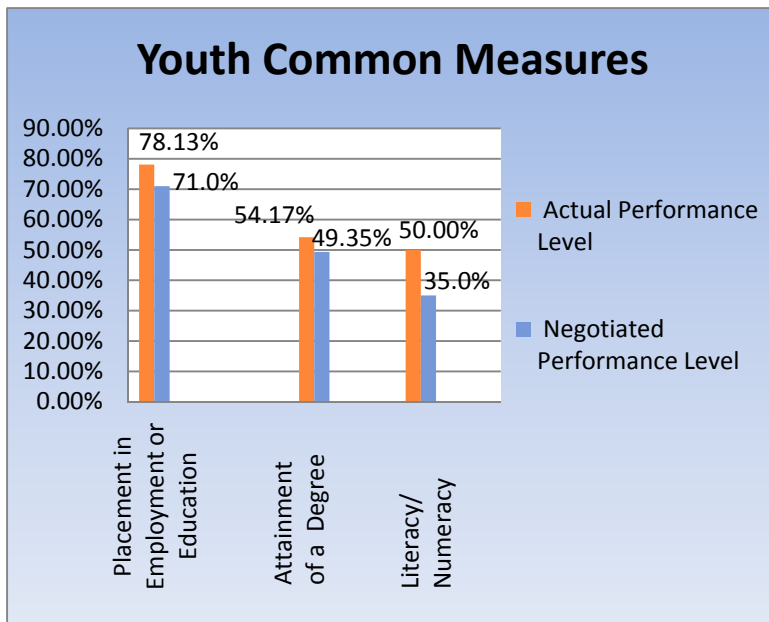
JB attended the WIA presentation and after hearing the details of what would be required, he determined that he was definitely interested in going forward. After completing the various required program assessments and continued job search, JB was formally enrolled in WIA on October 28, 2008.

JB found that his lack of a Project Management Planning certification was a major barrier to his being considered for employment and began training through the WIA in November 2008 to secure a PMP certification. On November 15, 2008 JB successfully completed his course work at Wake Technical Community College and began preparation to take the Project Management Institute exam which was scheduled for January 16, 2009. In order to sustain some level of income and benefits for himself and his family during this period, JB managed to obtain part time employment with Harris Teeter in Cary as a delicatessen employee. Finally, on January 16, 2009 JB took and passed the PMI exam and gained his PMP Certification. With his certification fresh in hand, JB updated his resume and renewed his work search confident that his additional training would result in employment.

On March 31, 2009 JB called to say that he was being flown to Florida for an interview with Florida Governor Control Systems. After the interview JB enthusiastically reported that the meeting seemed to go very well, and on May 1, 2009 JB notified the JobLink at Cary ESC that he had been offered and accepted the position of Account Manager for Florida Governor Control Systems effective May 4, 2009. The job offer was very attractive with a good base salary, commission, plus car and full benefit package. As an added bonus JB would not have to relocate from North Carolina and would be able to setup his own business office in Cary where he could operate out of his home.

JB fully credits his success to the support that he received through the WIA program and his active involvement with Colonial Baptist Church in Cary, a large well regarded job support network group which he chaired.

Today, JB operates out of his Cary office, but is no longer the Account Manager for Virginia and Georgia. Instead, through a recent promotion, JB is now the Regional Manager for Florida Governor Control Systems. JB was very grateful for the help that he received and the difference that it made in his life. The progress he made since being dislocated from the workforce would very likely not have been possible without the resources and assistance provided through WIA.



Youth Workforce Investment Act Highlights

Youth Achieves Goals

Stephanie McDonald is a participant of Johnston County Industries Inc. Yes I Can program, a WIA youth program funded through the Capital Area Workforce Development Consortium. Focused, driven and destine to achieve her educational and employment goals best described this young and eager youth. Though Stephanie had many educational and employment obstacles to overcome; she took advantage of the strategies, resources and tools provided by the Yes I Can Program. At times she grew frustrated; however, through supportive comprehensive guidance and counseling, tutoring, and leadership development opportunities Stephanie has remain focused.

In spite of her educational challenges, she went on to obtain her Certified Nursing Assistant certificate and is currently receiving tutorial services in preparation of retaking the Math portion for her GED. Stephanie's perseverance and determination shine strong. She stated she is not going to be defeated, but she will get her GED. While continuing to work towards her GED, Stephanie was fortunate to have completed a work experience in her field of expertise which lead to her obtaining full time employment and purchasing her first automobile.



"Connecting Workforce and Economic Development in Wake & Johnston Counties"