

# 2015-2016 Annual Report



Eastern Carolina  
WORKFORCE DEVELOPMENT BOARD, INC.

**Preparing Our Workforce. Creating Career Pathways.**



Eastern Carolina  
WORKFORCE DEVELOPMENT BOARD, INC.

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*An Equal Opportunity / Affirmative Action Employer*

**Train.  
Educate.**

**Prepare.**

**Sustain.  
Hire.**



**CORE BELIEFS**

The Board is accountable for providing leadership in building & maintaining a quality workforce delivery system.

The development of a strong economy for NC depends upon having a supply of educated and well-trained workers who possess the skills needed to make NC's business and industry globally competitive.

Public institutions and public resources play a critical role in the development of an educated, well-trained workforce.

Improvements to the NC workforce development delivery system must focus on the needs of job seekers and be based on factual, relevant and timely data.

The Career Center System is the primary portal that directs job seekers to employment and training, provides business services to employers and links those seeking employment with those seeking to hire.

NC workers and the workforce development system must adapt quickly to the demands of the 21<sup>st</sup> Century economy and embrace continuous learning.

The North Carolina Workforce Development Delivery System includes all agencies and organizations involved in increasing the quantity and quality of workers in North Carolina, improving worker access to jobs and increasing worker access to information about the availability of jobs and training opportunities.



*On behalf of the Eastern Carolina Workforce Development Consortium, I would like to take this opportunity to commend the Board and staff, career center partners, and WIOA service providers for another very successful year in serving the citizens of our region.*

*~ Joseph Wiggins, Chairman,  
Eastern Carolina Workforce Development Consortium*

The Eastern Carolina Workforce Development Board, Inc., extends a special thank you and recognition to the following WIOA service providers who provided quality career planning, counseling services and training opportunities for Eastern Carolina's Adult and Dislocated Worker WIOA participants:

Carteret Community College  
Greene Lamp, Inc.  
Lenoir Community College

Coastal Carolina Community College  
James Sprunt Community College  
Pamlico Community College  
Wayne Community College



We are grateful to the staff and partners of the Career Centers in our nine-county region who served over 38,205 individuals through their NCWorks Career Centers.

Carteret County  
NCWorks Career Center

Lenoir County  
NCWorks Career Center

Craven County  
NCWorks Career Center

Onslow County  
NCWorks Career Center

Duplin County  
NCWorks Career Center

Pamlico County  
Career Center

Greene County  
Career Center

Wayne County  
NCWorks Career Center

Jones County  
Career Center

# Acknowledgements

*To the Board of Directors:*

*We would like to express our sincerest appreciation for your dedication to our organization and the community. Our vision is about providing hope in finding employment and creating a place where our future children can find meaningful employment. Your efforts play a huge part in making that vision come to life. The commitment you put into improving the Eastern Carolina workforce is more than an investment in time, it is an investment into the people of our community.*

On behalf of the board, we would like to express our sincere appreciation to our staff for their dedication and contributions, and to our NCWorks career center partners and service providers for the quality services they provided to the citizens of the nine-county region. We would like to thank our Board of Directors and the Eastern Carolina Workforce Development Consortium for their leadership, invaluable counsel and commitment toward achieving our mission of developing a skilled workforce for Eastern North Carolina. Thank you all for believing in our vision and for giving us the opportunity to help our community thrive.

Thank you to the following Youth Services Providers who made a positive difference in the lives of youth served through the local Workforce Innovation and Opportunity Act programs:

Carteret Community College  
Craven County Schools  
Jones County Schools  
Onslow County Schools

Coastal Carolina Community College  
Greene Lamp, Inc.  
Lenoir Community College  
Wayne Community College

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## Mission Statement



### *Our Mission*

*Our mission is to ensure that our workforce development system is customer focused, demand-driven and accountable in preparing our current and future workforce to meet the changing needs of a highly competitive global economy.*



### *Our Purpose*

*Our purpose is to assure that the workforce in Eastern Carolina communities matches the skills needed by employers to help them thrive and grow.*



### *Our Vision*

*Our vision for the eastern counties of North Carolina is a highly skilled workforce with an educational attainment level that meets the needs of the 21st Century workplace, so that local firms can compete in a technologically enhanced global economy.*

## Occupational Outlook

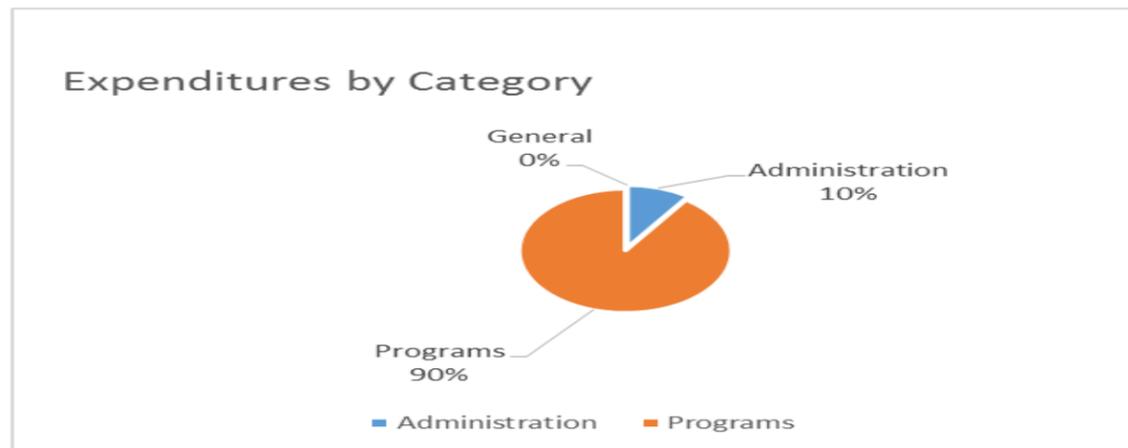
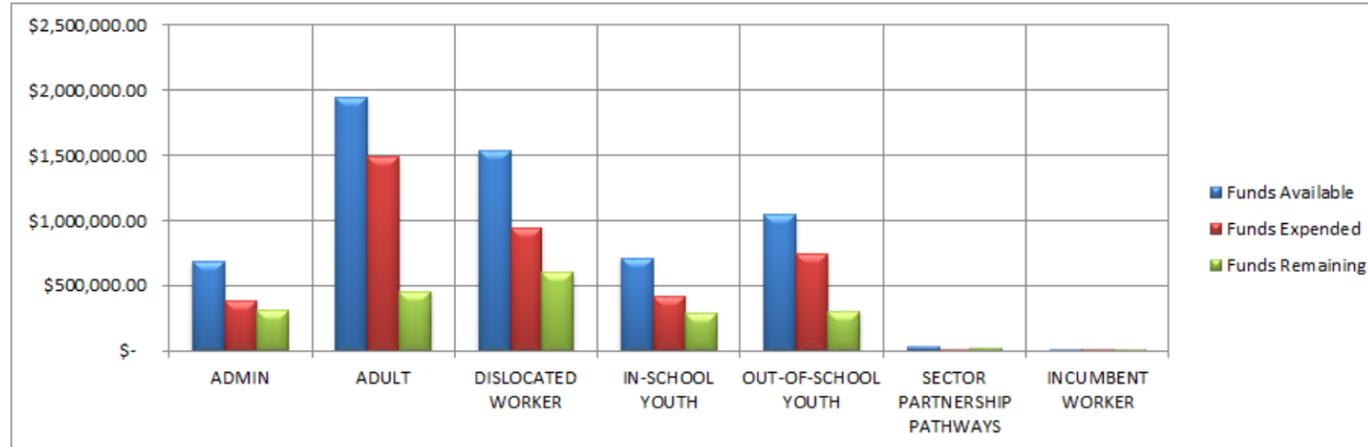
### OCCUPATIONAL OUTLOOK 2015 - 2025 Projections by Industry



Sources: emsi [www.economicmodeling.com](http://www.economicmodeling.com)

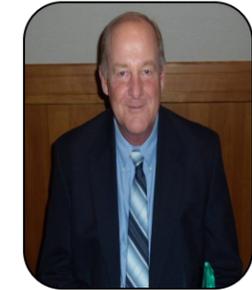
# 2015 - 2016 Financial Report

| PY 2015-2016            | Admin.       | Adult          | Dislocated Worker | In-School Youth | Out-of-School Youth | National Emergency Grant | Incumbent Worker | Total          |
|-------------------------|--------------|----------------|-------------------|-----------------|---------------------|--------------------------|------------------|----------------|
| <b>Funds Available</b>  | \$688,580.38 | \$1,946,385.66 | \$1,538,877.20    | \$708,227.80    | 1,042,039.58        | \$30,000.00              | \$8,856.00       | \$5,962,966.62 |
| <b>Funds Expended</b>   | \$383,609.98 | \$1,492,528.62 | \$ 941,931.00     | \$420,551.71    | \$743,341.32        | \$9,062.41               | \$7,998.98       | \$3,999,024.02 |
| <b>Funds Remaining</b>  | \$304,970.40 | \$ 453,857.04  | \$ 596,946.20     | \$287,676.09    | \$298,698.26        | \$20,937.59              | \$857.02         | \$1,963,942.60 |
| <b>Percent Expended</b> | 56%          | 77%            | 61%               | 59%             | 71%                 | 30%                      | 90%              | 67%            |



**“THE MISSION OF THE WORKFORCE INNOVATION AND OPPORTUNITY ACT IS TO... INCREASE THE EMPLOYMENT, RETENTION, AND EARNINGS OF PARTICIPANTS AND, AS A RESULT, IMPROVE THE QUALITY OF THE WORKFORCE, REDUCE WELFARE DEPENDENCY, AND ENHANCE THE PRODUCTIVITY AND COMPETITIVENESS OF THE NATION.”**

# Message from the Board Chair & Executive Director



Mike Kraszeski  
Chairman



Tammy Childers  
Executive Director

## To Our Stakeholders:

We are pleased to present this 2015-2016 annual report. During the past year, we have remained steadfast in our mission to meet the changing employment of a highly competitive global economy. We have transitioned into the Workforce Innovation and Opportunity Act, continuing to build upon the strong partnerships that bring a better understanding of how to prepare students and job seekers for competitive employment. By ensuring that quality education, job training and employment opportunities are available, we improve the quality of life for our citizens throughout the region.

This annual report is a record of the impact that we have had over the past year. This record could not have occurred without the dedication and contributions of our staff and the NCWorks career center partners and service providers who deliver quality services to the citizens of the nine-county region.

We are extraordinarily grateful for the active and generous support of our Board of Directors and the Eastern Carolina Workforce Development Consortium and the countless hours they have devoted over the last year to help us accomplish our mission.

Sincerely,

Mike Kraszeski  
Chairman

Tammy Childers  
Executive Director

## Board of Directors

### Carteret County:

Mike Kraszeski, Atlantic Veneer, VP

Greg Lewis, Carteret Co. Economic Development, Interim Director

Dwayne Oglesby, Fleet Readiness Center East, Organization & Workforce Planner & Analyst

Paula Dickson, Coastal Community Action Inc., Executive Director

### Craven County:

John Wilson, BSH Home Appliances Corporation, HR Manager

Anthony Cruz, International Machinist & Aerospace Workers Union

Bill Green, Business Services, Branch Banking & Trust Co., VP

### Duplin County:

Dr. Gregory Bounds, Goshen Medical Center, Inc., CEO

Dr. Lawrence Rouse, James Sprunt Community College, President

Al Searles, Murphy Brown, LLC, VP, Transportation

### Greene County:

Angela Bates, Greene Lamp, Inc., Executive Director

Judy Darden, Darden Bookkeeping, Owner

Rick Davis, Tide Tamer Waterfront Products, Operations Manager

### Jones County:

Frank Emory, Emory Construction, Owner

Dr. Norma Sermon-Boyd, Jones County Partnership for Children, Director

Olin Wes Stewart, Jones County Dept. of Social Services, Executive Director

### Lenoir County:

Dr. Brantley Briley, Lenoir Community College, President

Bruce Parson, Blind Shop, Owner

Keith Montgomery, West Pharmaceutical, HR Manager

### Onslow County:

Richard Stout, Onslow County Schools, Superintendent

Shannon Vitak, NC Dept. of Health and Human Services, Vocational Rehabilitation

Karl Zurl, Southeast Division of Workforce Solutions, Regional Operations Director

### Pamlico County:

Wayne Brackin, Tideland EMC, Job Training & Safety Director

Carla Byrnes, B & B Yacht Designs, Owner

Kelly Wilkinson, EAS Global, V.P. Operations/ Owner

### Wayne County:

Fletcher Bizzell, Excel-Linde, Human Resource & Safety Manager

Charles Brogden, Franklin Baking Company, LLC Director of Human Resources

Melanie Sanders, Caswell Development Center, Human Resources

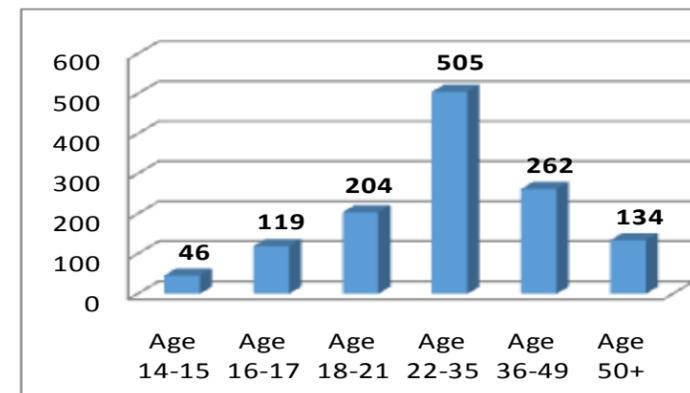


## WIOA Title I Participant Information

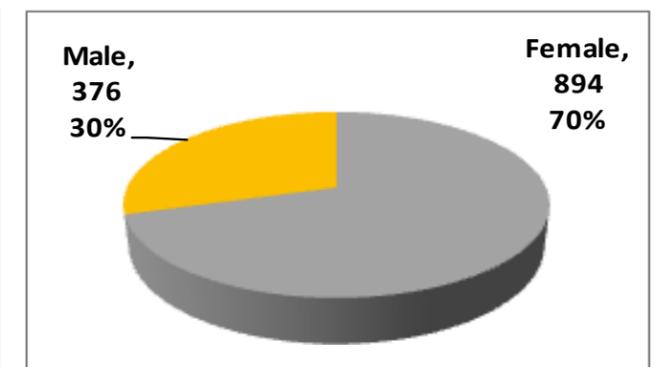
### WIOA Enrollments

| County             | Adult      | Dislocated Worker | Youth      | Total       |
|--------------------|------------|-------------------|------------|-------------|
| Carteret           | 56         | 25                | 44         | 125         |
| Craven             | 164        | 35                | 90         | 289         |
| Duplin             | 68         | 36                | 44         | 148         |
| Greene             | 10         | 5                 | 2          | 17          |
| Jones              | 12         | 4                 | 46         | 62          |
| Lenoir             | 109        | 35                | 46         | 190         |
| Onslow             | 76         | 51                | 69         | 196         |
| Pamlico            | 21         | 5                 | 4          | 30          |
| Wayne              | 140        | 38                | 35         | 213         |
| <b>Grand Total</b> | <b>656</b> | <b>234</b>        | <b>380</b> | <b>1270</b> |

### WIOA Enrollments by Age



### WIOA Enrollments by Gender



### ECWDB Youth Leadership Award - Rytravious Jones



Rytravious Jones was accepted into the WIOA Out-of-School Youth program located at Wayne Community College in October 2015. Two years prior, his family discovered he had a tumor on his brain. This situation created an educational barrier for Rytravious and it took a year for Rytravious to heal and another to figure out that public school wasn't the answer after returning to school. According to Rytravious, "There was a lack of communication between the teachers and the students."

Behind in educational skills, Rytravious and his family set up a meeting at Wayne Community College with Mona Stephens, WIOA Youth Career Advisor to find out more about the program. Rytravious has continued to work hard at Wayne Community College each semester improving his educational functioning level and gaining occupational skills. Rytravious has obtained his Human Resource Development certificate as well as his Career Readiness Certificate.

During the month of August, Rytravious worked in the summer work experience program at Wayne Community College as a Summer Camp Counselor to develop good communication, interpersonal and leadership skills. He also discovered his desire to assist with technology and had an opportunity to help Foster Grand Parents with the use of computers. With each of his roles, Rytravious' self-esteem increased while gaining a positive attitude. He's developed an openness to work with individuals from different backgrounds. He has gained leadership skills to help with decision making, promoting employability and encouraging responsibility.

The WIOA Out-Of-School Youth Program has been a great resource for Rytravious. Since entering the program, he has gained the necessary skills to become a productive member of our society. According to Rytravious, the program has taken him from level 1 to 10. He says he has increased his work and educational skills, and the program is allowing him to set and meet goals.

## WIOA Training Opportunities

### PY 2015 - 2016 WIOA Sponsored Career Pathways

WIOA training programs are invaluable pathways that provide employers with a work-ready workforce. Individuals enrolled in WIOA programs within the nine-county region have the opportunity to select from over 70 approved community college training programs in a variety of fields. Training programs are geared toward people who need to learn new skills or update their current skills in order to become employed.

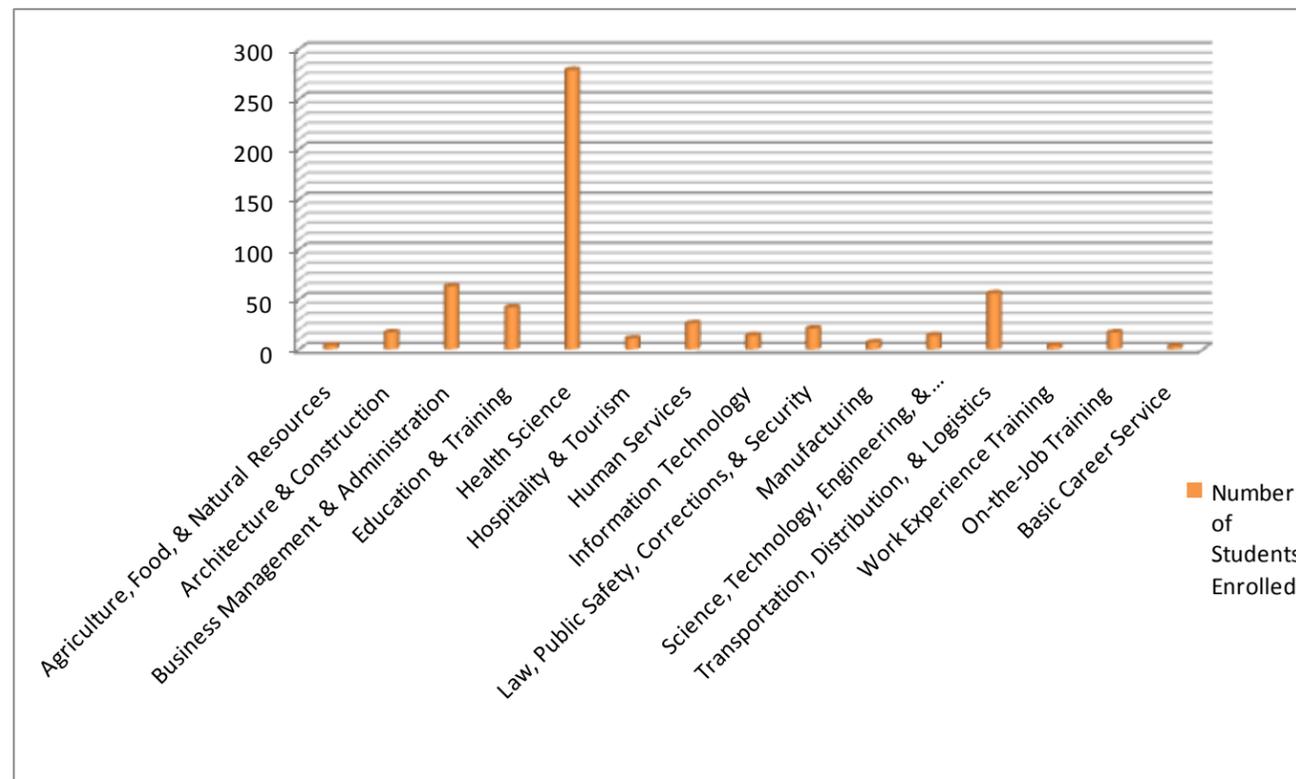
Historically, workers with higher levels of education consistently fare better in the labor market. With good jobs becoming harder to find for people with a high school diploma or less, it is critical to help low-skilled workers and/or dislocated workers transition to employment.

Approved training programs are updated as the needs of employers change, requiring a skilled workforce.

Funding assistance for items such as registration, tuition, textbooks, fees, and required supplies is made available through Individual Training Accounts to assist students with the opportunity to reach career goals they might not have been able to obtain otherwise.

Upon completion of the training program, a student is empowered with the skills to become a self-sufficient wage-earner. A total of 578 students were enrolled in WIOA approved training programs during the 2015-2016 year.

### PY 2015 - 2016 Students Enrolled within a Career Pathways Program



## Chief Elected Officials and Staff

### Eastern Carolina Job Training Consortium

#### Chief Elected Officials

Terry Frank, Carteret County Commissioner  
 Johnnie Sampson Jr., Craven County Commissioner  
 Kennedy Thompson, Duplin County Commissioner  
 Jerry Jones Greene County Commissioner  
 Joseph Wiggins, Jones County Commissioner  
 Roland Best, Lenoir County Commissioner  
 Jack Bright, Onslow County Commissioner  
 Christine Mele, Pamlico County Commissioner  
 Bill Pate, Wayne County Commissioner

### Eastern Carolina Workforce Development Board, Inc.

#### Management Staff

Tammy Childers, Executive Director  
 Robert Kehres, Assistant Director  
 Anita Bradley, Administrative Assistant  
 Trina Hale, Accounting Technician  
 Lisa Harvey, WIOA Program Coordinator  
 Debbie Simpkins, Fiscal Monitor  
 George Kramer, Business Services Representative  
 Carol Barron, Program Assistant  
 Joanne Payne, Program Assistant

## Statement from NC Governor Pat McCrory



*“Over the last three years we have made a lot of progress in education and workforce development. We need to keep the momentum going and close the skills gap by working together to improve education at all levels to help meet the needs of businesses.”*

*North Carolina Governor Pat McCrory  
October 28, 2015 – NCWorks Leadership Summit*



NCWorks  
CAREER CENTER

## ECWDB 2015 Youth Award Winners

### Tyshicka Crouell In School Youth



Tyshicka Crouell has been in the WIOA Program for two years and reflects the ideals and purpose of the WIOA Program. Her WIOA goals include attaining a high GPA, achieving the status of a CTE Completer in the Health Science Career Pathway, and receiving her CNA-1 certification prior to graduation. Upon completion of her sophomore year, she had a weighted GPA of 3.2, had completed 2 of the 3 required classes to be classified as a CTE completer, and had completed her first college course.

Tyshicka is a success story because of her work experience. She has been working at Pollocksville Presbyterian Child Care Center. In the summer of 2015, she began working at that site and performed so well, that the director asked if there was a possibility of her being able to work during the year. With the additional funding that was received in February of 2016, she was placed at the Child Care Center upon the request of her supervisor. She worked as a teaching assistant, however, after one month of starting back, she had some difficulty maintaining the balance between completing her homework assignments, taking care of her family responsibilities, and participating in her work experience. After several conversations with her WIOA Youth Advisor where finding the proper balance was discussed and tools were provided to help in the endeavor, Tyshicka was able to work through her difficulties with the patience and encouragement of her supervisor, Felicia Klingensmith. As a result of her perseverance, Tyshicka was given even more responsibility at the beginning of the 2016 summer season, which included assisting with the opening of the facility at 6 a.m. She has become such an asset to the Child Care Center that the Daycare Board found funding to hire her to work on a part time basis, her academics and family life permitting.

Tyshicka said, “The WIOA program has greatly impacted my life. It has helped me to mature, given me a clear focus and taught me the importance of self-discipline. That combined with keeping God first in my life gives me great joy as I look forward to what is ahead.”

### Kadijah King Out of School Youth



Kadijah King came to Lenoir Community College in January 2015, shy and unsure of what she wanted from life. She had moved to Kinston from Georgia, was living with her grandmother, and was found to be basic skills deficient in reading. By July 2015, having worked in the lab diligently to bring her reading scores up, she was no longer considered deficient.

Kadijah was first interested in pursuing a career in Early Childhood Education and was placed at a work experience at the Boys & Girls Club. As an Activity Leader for over 25 children, Kadijah received firsthand experience in the field she believed she wanted to work in, but when her work experience ended, Kadijah decided she wanted to explore other options. After reviewing her career interests and abilities profile, she chose to enroll in Nurse Aid I class. The decision was insightful as Kadijah did well in her class and became a certified NAI in December, 2015. Now on the right track, Kadijah enrolled in Nurse Aid II class in February 2016 and successfully completed NAI in June 2016. During this time, Kadijah was placed in a work experience at Spring Arbor, an assisted living center in Kinston. She did a great job at the worksite and after her work experience ended on June 30, 2016, Spring Arbor hired her on July 1, 2016 at a salary \$9.25 per hour. As a Nurse Aide, Kadijah provides basic medical care and physical assistance to patients.

Outside of working and education, Kadijah also attended meetings for the Youth Program and participated in a plethora of activities. Among those activities were the Zumbathon Youth Fundraiser for student scholarships, Lenoir Community College’s Job Fair, the NC Youth Summit in Greensboro, NC, and the Youth Summit in New Bern, NC. Kadijah says that, “[The WIOA Program] will truly help make anyone who feels like they can’t accomplish anything accomplish the most. If you feel like you wouldn’t be able to afford it, that’s no problem. The program will help take care of you and will not make you feel bad for needing help. This program is truly a life saver and is the best way to get on the right path.”

## Youth Activities



Eastern Carolina Workforce Development Board and Youth Council sponsored the Eastern Carolina Real World Event on Tuesday, April 26, 2016. The event was held at the New Bern Riverfront Convention Center located in New Bern, NC.

The event consisted of Mini Workshops and a Real World Exhibit. The participants were separated into groups and throughout the day had chances to attend workshops covering Banking, Social Skills, Insurance, and Budgeting. At the Real World Exhibits, participants were given a task to test their newly learned knowledge in budgeting by creating a monthly budgeting plan to include their NEEDS of housing, insurance, transportation, phone, utilities, and... surprises! After completing a budget, participants turned in their budgeting sheets for evaluation at the “Auditing Booth” in order to receive “stamps” on their exhibit cards.

The event was a great success enjoyed by all and the youth were able to practice and improve applicable skills used in the Real World!

## STARS Make a Difference

For more than two decades USA Today, in partnership with Points of Light, has sponsored Make A Difference Day, the largest national day of community service. On the fourth Saturday of October, millions of volunteers around the world unite in a common mission to improve the lives of others. The activity can be almost anything. From clean-up, fix-up, painting and repair of neighborhoods, parks and municipal facilities to volunteering time at a local non-profit organization, the premise and what matters most is participation.



On Saturday, October 24<sup>th</sup> members of the Students Transcending and Reaching Success [STARS] Program set out to visit with Onslow House, an assisted living community, to make a difference in the lives of its residents. What initially began as an opportunity to reach out to the community resulted in a partnership with lasting impressions. STARS participants led and assisted with resident BINGO. Participants and residents, though shy at first, quickly warmed to each other as the energy in the room began to bustle with excitement.

“Bingo!” bellowed one young man of the STARS program as the women at his table cheered. “It’s my birthday!” the winner explained. “He must be my good luck charm!”



In the end, it was difficult to tell who benefited more. As the time was up for their scheduled visit, participants thanked residents for spending time with them as residents clasped the hands of participants echoing the same and sneaking a genuine hug and pat on the cheek. STARS participants will return to Onslow House on Thursday, December 10<sup>th</sup>, as part of an ongoing community outreach project. Or, perhaps more accurately stated, to visit their new friends at Onslow House.

## About ECWDB

The Eastern Carolina Workforce Development Board (ECWDB) is a non-profit organization located in New Bern, North Carolina. It is the designated administrative fiscal agent for the Federal and State workforce development funds appropriated by the North Carolina Department of Commerce to operate employment and training services in a nine-county local area. A twenty-eight member board of directors governs the ECWDB in partnership with local elected officials. The ECWDB’s role is to ensure that the local workforce development system is business driven and responsive to meeting the employment and training needs of both job seekers and employers.

The ECWDB contracts its programs with reputable organizations throughout the nine counties who provide services in local career centers serving both the job/training seeker and the employer populations. Members of the ECWDB are appointed by the elected officials of their respective counties in accordance with criteria established by the Governor. They include representatives from business and industry, education agencies, economic development agencies, vocational rehabilitation, and labor organizations. Membership is drawn from individuals who have optimum policy-making authority from their organization.

## KEY STRATEGIES

Engage business and community leaders in addressing workforce issues and promote strategies to improve education levels and basic workplace skills by:

- Coordinating rapid response meetings with employers who are downsizing or facing a plant closure
- Promoting strategies to encourage life-long learning and improve workplace skills

Strengthen alliances with economic development to identify and address the workforce needs of current and future industries by:

- Assisting in the development of new training programs to benefit the region’s workforce
- Coordinating with economic development efforts to promote the region’s availability of qualified workers

Identify and implement effective employment and training strategies that result in employment opportunities for all citizens by:

- Conducting planning, oversight and evaluation of local workforce development programs to include the career center system

Implement a community awareness plan that promotes education, life-long learning, and the workforce development services available for job seekers and employers by:

- Serving as a point of contact for business, industry and the public sector to identify solutions that address their workforce needs

Establish an accountability system that builds the capacity of the Workforce Development Board and staff by:

- Offering advice regarding workforce policy and programs to local elected officials, employers, education and employment agencies, and citizens
- Reviewing local agency plans and grant applications for workforce development to ensure coordination of services

## Regional Information

### Total Population by County

| County              | Population     |
|---------------------|----------------|
| Carteret            | 69,530         |
| Craven              | 105,052        |
| Duplin              | 60,446         |
| Greene              | 21,309         |
| Jones               | 10,490         |
| Lenoir              | 58,780         |
| Onslow              | 194,607        |
| Pamlico             | 13,158         |
| Wayne               | 125,912        |
| <b>Grand Total:</b> | <b>659,284</b> |

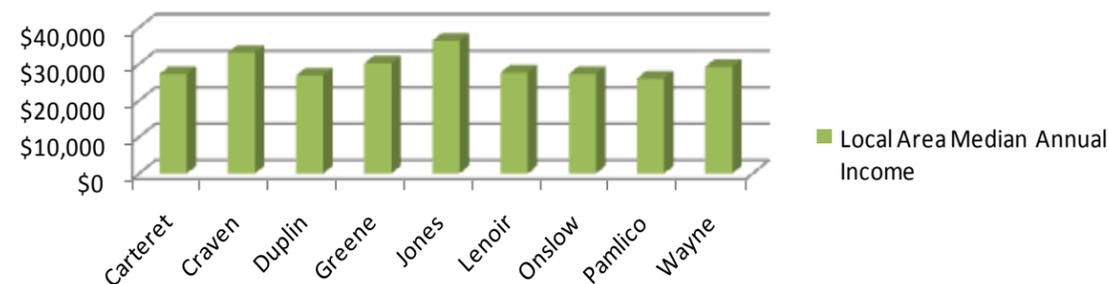
Source: North Carolina State Demographics as of July 1, 2015

### Workforce Area

The Eastern Carolina Local Area is comprised of nine of the twelve counties located within the Southeast Prosperity Zone. There are four military bases in the three highest populated counties of Craven, Onslow, and Wayne. The counties located within the area are primarily rural and the populations range from Jones and Pamlico, with less than 20,000 each, to Craven, Onslow and Wayne, with more than 100,000 each.



### Local Area Median Annual Income



Source: North Carolina Department of Labor Statistics

## Youth Services

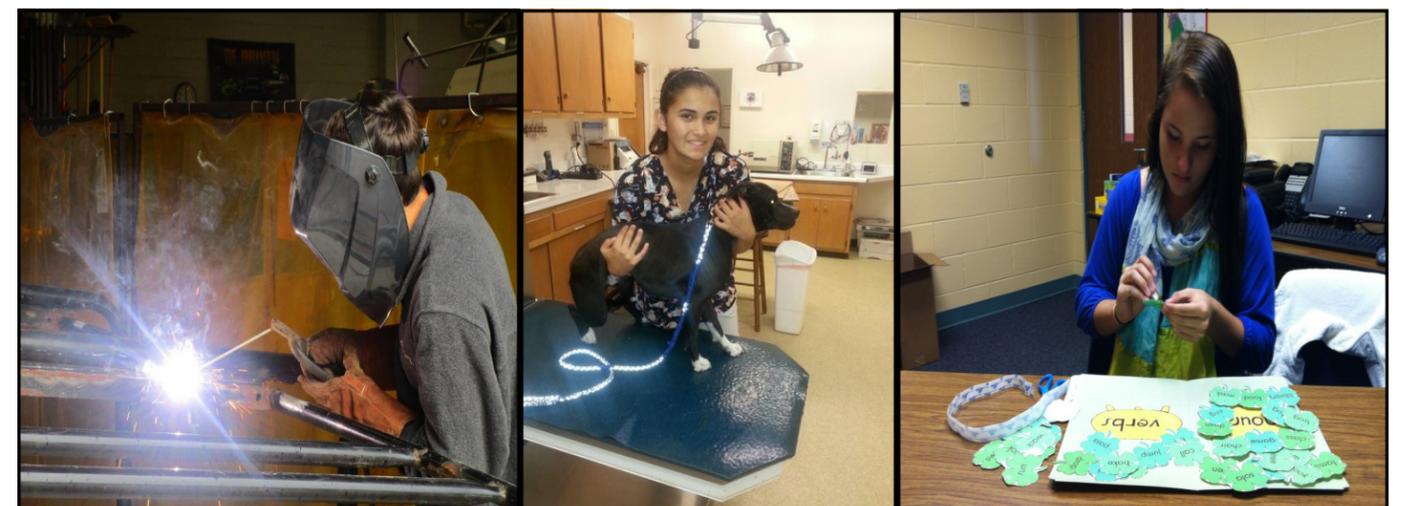
The Workforce Innovation and Opportunity Act (WIOA) Youth Services Program seeks to assist eligible youth in achieving academic and employment success through effective and comprehensive activities. The program emphasizes the long-term development of youth by expanding upon successful youth development programs.

Youth programs serve eligible low-income youth between the ages of 16-24 who face barriers to employment, including those who have deficiencies in basic skills or meet one or more of these criteria: homeless, a runaway, pregnant, parenting, an offender, school dropout, or a foster child. The programs also serve youth with disabilities and others who may require additional assistance to complete an educational program to secure and hold employment. This can be done either through the program itself or through program partners.

Under WIOA, comprehensive youth services consist of fourteen program elements. These include:

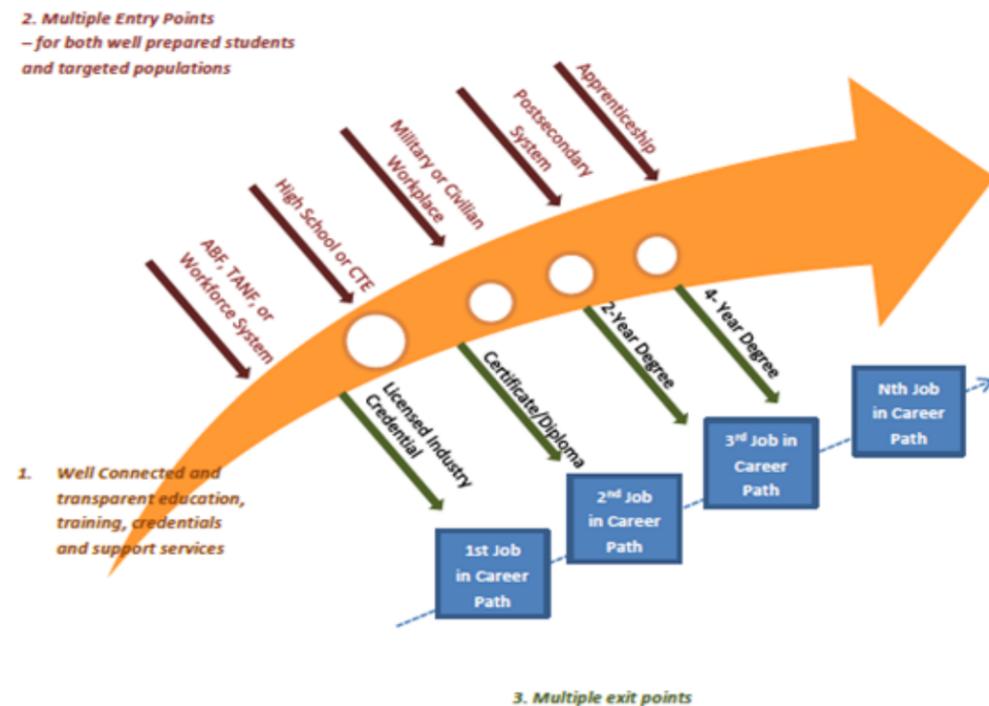
- 1) Tutoring, study skills training, instruction and evidence-based dropout prevention
- 2) Alternative secondary school services
- 3) Paid and unpaid work experiences including pre-apprenticeship programs, internships and job shadowing and on-the-job training opportunities.
- 4) Occupational skill training
- 5) Education offered concurrently with and in the same context as workforce preparation activities
- 6) Leadership development opportunities
- 7) Supportive services
- 8) Adult mentoring for a duration of at least 12 months
- 9) Follow-up services
- 10) Comprehensive guidance and counseling
- 11) Financial literacy education
- 12) Entrepreneurial skills training
- 13) Services that provide labor market and employment information
- 14) Activities that help youth prepare for and transition to post-secondary education and training

The ECWB has a record of success in serving the individuals enrolled in the youth program. The Board has exceeded all of the federally established performance goals. These goals include placement into a job, post-secondary education, military service or advanced occupational training, completion of a high school diploma and improvements in literacy skills.



## Career Pathways - Connecting Employers To Future Workers by...

- Offering a clear sequence, or pathway, of education coursework and/or training credentials aligned with *employer-validated* work readiness standards and competencies
- Aligning educational offerings with *business needs*
- *Engaging business* in the development of educational programs up front
- Transforming the role of employers from a customer to partner to a co-leader/co-investor in the development of the workforce, your future pipeline of qualified workers
- Offering an approach to education that links what happens in schools with opportunities in the *real-work economy*, rather than simply preparing students for the next grade or for post-secondary education
- Carrying students through a planned series of educational experiences culminating in *rewarding careers* and independent adulthood
- Making it easier for people to earn *industry-recognized credentials* through avenues that are more relevant, more flexible, and more transferable
- Providing services to a *diverse group of learners*: adults, youth, dislocated workers, veterans, individuals with disabilities, public assistance recipients, new immigrants, English language learners, and justice-involved individuals



Through the NC Works Certified Career Pathways initiative, the ECWDB is partnering with the region's employers, seven community colleges and nine public school systems to develop a pipeline to fill current and future high demand occupations.

## NCWorks Certified Work Ready Communities



In November of 2011, the Eastern Carolina Workforce Development Board, in partnership with North Carolina's Eastern Region, North Carolina's Community College System, North Carolina's Rural Center and Corporation of Enterprise Development launched a pilot program to encourage communities to increase the employment opportunities of their workforce by meeting high school graduation and Career Readiness Certificate benchmarks. The pilot was to assess and award communities that meet Work

Ready goals, evaluate the standards for certification, motivate rural county participation and introduce Work Ready Communities to employers.

The National Work Ready Communities initiative began in 2012, and since that time 143 communities in 24 states have achieved Work Ready status. Achieving certification means that the community has a robust, connected workforce development program in place. The availability of a skilled and ready workforce drives economic development activities throughout North Carolina. The Work Ready Community Certification demonstrates the employability of a local workforce, which strengthens the important connection with economic development.

This initiative rewards the many workforce partners and local employers who have committed to improving the skill level of its workforce and achieves high standards of workforce quality. Local businesses benefit from this partnership through lower employee turnover, decreased training time and costs, and related efficiencies that enhance North Carolina's global competitiveness.

In North Carolina, there are 14 out of 100 counties that have achieved Work Ready Community Certification. Eight of the 9 counties within the ECWCB region are Work Ready Certified. In 2015, Wayne and Lenoir counties were the first in the state to receive Certification. In 2016, Craven, Pamlico, Jones, Greene, Duplin, and Onslow counties were recognized as Certified Work Ready Communities.

The benefits of the Work Ready Community certification extend across communities to employers, students and job seekers. As job seekers earn Career Readiness Certificates (CRC's) and demonstrate their employment skills, employers win with productive and committed employees.

### Eastern Carolina Goes for the Gold! Eight out of Nine Counties Recognized as ACT Certified Work Ready Communities



# NCWorks Career Center System

NCWorks Career Centers provide integrated services to better serve customers – both individuals and businesses. The system features an integrated customer flow that responds to customer need(s), fulfilled by cross-trained teams, with functional and formal leadership funded by both Wagner-Peyser and WIOA Title I, and other partners.

The NCWorks Career Center System was established to provide improved performance, more coordinated access to services, and accountability of workforce development service delivery in North Carolina. The vision for the Career Center System is that all customers of the system will be served by staff organized by function, rather than by program or funding source, through a customer-focused, skill-based, integrated service delivery strategy.

## NCWorks Career Center Services:

- Eligibility Determination
- Job search and placement assistance
- Career counseling and planning
- Appropriate recruitment and other business services on behalf of employers
- Referrals to and coordination of activities with partner programs and services
- Workforce and labor market employment statistics
- Information relating to the availability of supportive services or assistance provided by partners
- Referrals to supportive services or other needed assistance
- Information and assistance regarding filing claims for unemployment compensation
- Information and assistance regarding financial aid assistance for training and education programs
- Short-term pre-vocational services
- Internships, work experiences that are linked to careers
- On-the-job search assistance and relocation services
- Financial literacy services
- Follow-up services, including counseling regarding the workplace
- And much more...



### CAREER CENTER LOCATIONS:

- Carteret County NCWorks Career Center**
- Craven County NCWorks Career Center**
- Duplin County NCWorks Career Center**
- Greene County Career Center**
- Jones County Career Center**
- Lenoir County NCWorks Career Center**
- Onslow County NCWorks Career Center**
- Pamlico County Career Center**
- Wayne County NCWorks Career Center**

# Career Pathways



The ECWDB, in coordination with local employers and education partners, continues to lead efforts in the region to develop and implement career pathways by aligning the employment, training, education and supportive services that are needed by adults and youth to gain employment.

The term “career pathway” means a combination of rigorous and high-quality education training and other services that:

- Aligns with skill needs of industries in the region
- Prepares an individual to be successful in any of a full range of secondary or post-secondary education options, including apprenticeships
- Includes counseling to support an individual in achieving education and career goals
- Organizes education, training, and other services to meet the particular needs of an individual in a manner that accelerates the educational and career advancement of the individual to the extent practicable
- Enables an individual to attain a secondary school diploma or its recognized equivalent, and at least one recognized post-secondary credential
- Helps an individual enter or advance within a specific occupation or occupational cluster



The Region’s Career Pathways efforts will serve youth, adults, dislocated workers and veterans entering post-secondary education and/or sector-related employment, as well as employers and their incumbent workforces. The initiative strives to target employers within these pathways as well as to ensure that enrollees have access to education, training and work-based learning to prepare them for careers in high-demand occupations.

Beginning as early as middle school, students and their parents are given information about career pathways and encouraged to think about career options. Once in high school, students begin taking a planned series of courses required at the high school and college level to complete a pathway to a variety of vocations.

Adult Career Pathways are available to help adult learners attain secondary credentials, transition to post-secondary programs, achieve industry credentials and secure family-sustaining employment.

The ECWDB was recently awarded two \$30,000 planning grants; one for Health Sciences and one for Advanced Manufacturing.

## WIOA Success Stories...

### Deborah Elks



Deborah Elks had to overcome a lot of obstacles to get where she is today. She was born with deafness in both ears and left high school early, choosing to obtain her GED and complete a Phlebotomy program, as a result of her difficulties.

After 8 years of working in Phlebotomy, Deborah was forced to quit her job because she couldn't afford daycare for her 3 children. Unable to go back to work because medical offices were now hiring Medical Assistants instead of Phlebotomists, Deborah began researching other education options. When she spoke with the director of the Medical Assisting program at Pamlico Community College, Deborah knew that the program was for her but that she would require assistance with training. She was referred to the Pamlico County Career Center and was enrolled in the WIOA Adult program which helped pay for her books and tuition. However, her hearing continued to be an issue as she couldn't use a standard stethoscope because of her hearing aids. Deborah approached the Center Manager, Eric Cedars, to see if she could receive assistance. As a result, an adaptive stethoscope was purchased using WIOA funds. Deborah believes she could not have finished school without the stethoscope.

Deborah went on to earn a diploma in Medical Assisting in May 2016 with a GPA of 3.75 and was inducted into the Phi Theta Kappa Honor Society while she was in training. Deborah gained full time employment as a Medical Assistant/Front Office Clerk with NOVA Urgent Care in Bayboro, NC on June 10, 2016. She loves this job and couldn't be happier with her work. "I am setting a good example for my kids. They have enjoyed watching me succeed," said Deborah.

### Teri Mendez



Teri Mendez is married with one child. She received food stamps and was desperately in need of a full time job. After Teri Mendez completed a Pharmacy Technician course at Lenoir Community College in August 2015, she received job search assistance at the Greene County Workforce Career Center. After months of contacting pharmacies, and sometimes calling the same ones over, Teri and Ika Grant, WIOA staff, had no luck landing Teri a pharmacy technician job. It took time, effort, and persistence with her job search but Teri never gave up. She stated, "My daughter is the one that keeps me going". She was adamant about working to help provide for her family.

Finally, Ika Grant contacted Neil Medical Group. Teri was enrolled into the WIOA Adult Program and entered into an On The Job Training Agreement with Neil Medical Group. Teri was hired and trained as a Pharmacy Floor Technician/ Pharmacy Aide on February 8, 2016. Some of her work duties include; returning medications, sorting for credit, packaging medications in appropriate unit-dose, filling controlled substance medications and other work under the supervision of a Floor Technician Supervisor. Teri enjoys her job and receives life, dental, and vision benefits.

## NCWorks... Connecting Talent to Jobs!

**NCWorks Career Centers** are user friendly facilities which provide job seekers, training seekers and employers access to a variety of employment and training services all under one roof.

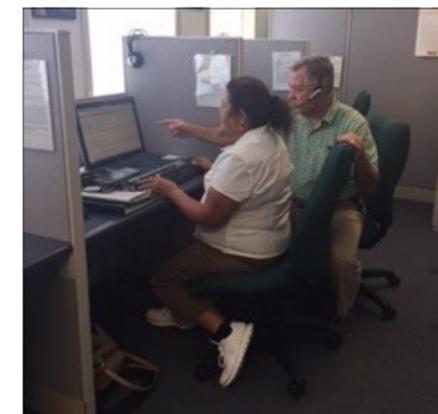
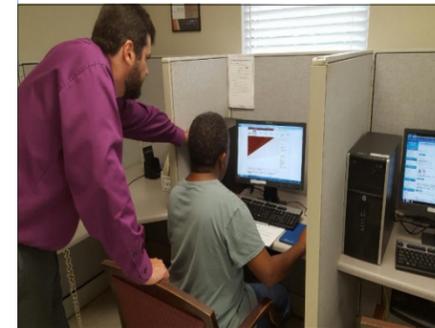
**NCWorks Career Centers** provide employers a single place to address their employment and training needs. Local workforce development professionals from various partner agencies work together to provide the best service for all customers.

**NCWorks Career Centers** assist employers from a broad range of leading industries that need workers with the training, skills and dedication to produce products for a global marketplace.

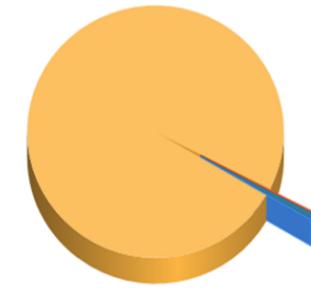
**NCWorks Career Centers** offer comprehensive training and employment services to the community. Staff from different agencies work together as a team to provide the most comprehensive and efficient workforce development system possible.

**NCWorks Career Centers** assist Eastern North Carolina employers to locate, train and retain the right talent for the right careers, assuring that employers will have a well-skilled workforce over the long term.

**NCWorks Online** is the resource where employers can post jobs, find candidates for jobs and search labor market information. It is also a resource for job seekers to search for jobs, create resumes and find education and training.

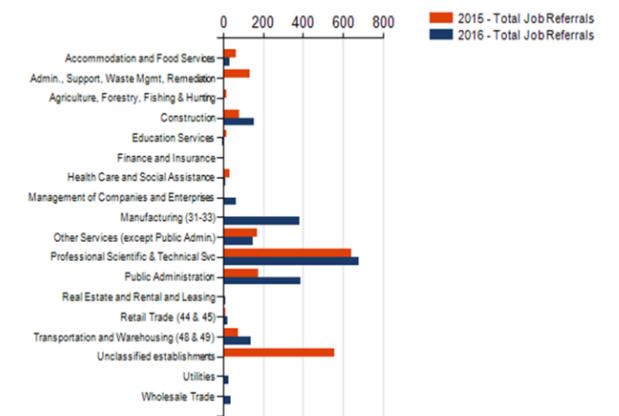


### Type of Job Referral administered by NCWorks

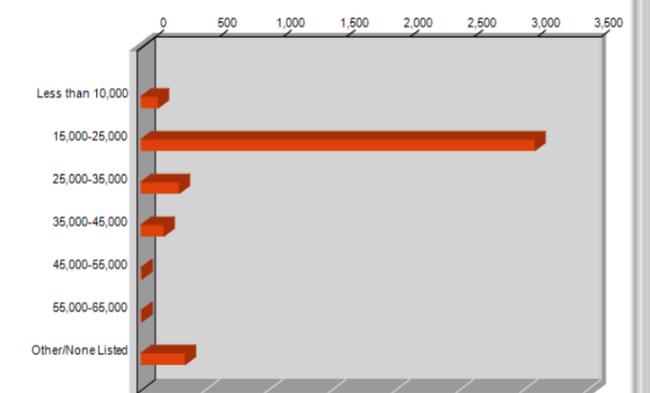


Contract - Total Job Referrals Seasonal - Total Job Referrals  
Regular - Total Job Referrals Temporary - Total Job Referrals

### Industry Trend of Job Referrals administered by NCWorks



### Minimum Salary of Total Job Referrals



### Pollocksville Presbyterian Child Care Center



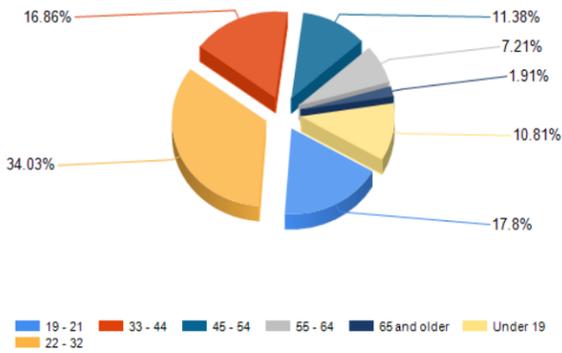
Pollocksville Presbyterian Child Care Center has been a vital business partner with the Jones County Schools WIOA In-School Program for 3 years. The center under the direction of Felicia Klingensmith, provides a safe environment for the care of children from birth through elementary age. Located in rural Jones County, it has greatly impacted the lives of many residents but, more importantly their children, by providing quality day care, which makes it possible for parents to be engaged in the workforce in the local communities and surrounding counties.

In the third year of partnership with Jones County Schools WIOA Program, the center increased its commitment to support the WIOA Program by providing a work experience for 3 students. Two of the students worked as teaching assistants, while the third worked as a Custodial Technician. Additionally, one of the teaching assistants was given greater responsibility to assist in opening or closing the center. Because of the student's ability to handle the additional responsibilities, the Day Care Board found the funding to employ the student on a part time basis after the work experience ended. Felicia said "The students that Mrs. LeBlanc places in this work experience have been excellent. Our center has benefitted from their presence, but more importantly, the lives of the children we care for have been impacted significantly. It gives me great confidence to know that the program is effectively preparing students for the workforce, especially here in Jones County."

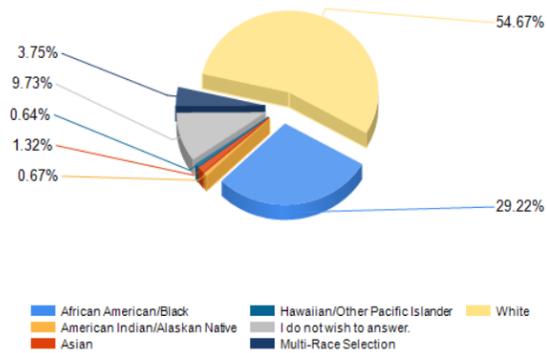
Pollocksville Presbyterian promotes positive community/public relations through its expansive relationship with Jones County Schools.

## NCWorks... Where Job Seekers and Employers Connect!

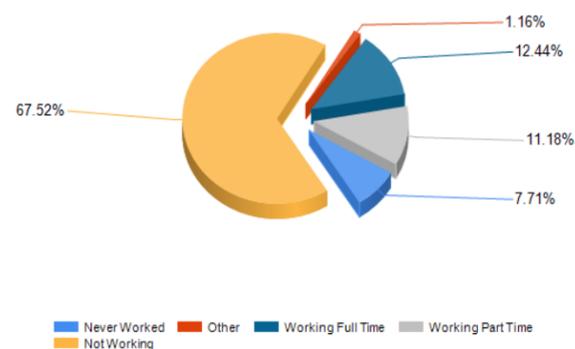
### NCWorks Job Seekers by Age



### NCWorks Job Seekers by Race



### NCWorks Job Seekers by Employment Status



### ECWDB Employer Award

Atlantic Veneer corporation, one of the largest manufacturing employers in Carteret County, places top priority on training their employees and encouraging their employees to be proactive in local civic responsibilities. The employer is a supporter of Career & Technical Education, in both secondary education and post-secondary education, and has partnered with Carteret County Schools and Carteret Community College on a number of endeavors.

The company has long provided ongoing classes to employees to upgrade technical skills, including lean manufacturing and safety, and also to enhance leadership and supervisory skills in partnership with Carteret Community College. Most recently Atlantic Veneer Corporation has donated funds to the Carteret Community College Foundation to be the major sponsor of the college's NexGen manufacturing event for local high school students. This one day hands-on event is a collaboration between the college and Carteret County Schools to create an awareness of manufacturing as a career pathway for young people.

As an outcome of the training provided by the college and the NexGen event, Atlantic Veneer Corporation worked with Carteret Community College staff and Carteret County Schools to develop an apprenticeship program that was launched last spring and approved by the NC Department of Commerce. High school juniors can apply and receive pre-apprenticeship status, and upon graduation from high school, be accepted for employment and full apprentice status at the company.

Not only do several employees of Atlantic Veneer Corporation hold officer positions in local civic groups, but as a company, the employees are encouraged to volunteer with nonprofits and receive paid wages for their time. Additionally, on a quarterly basis, the employees nominate and select non-profit agencies to receive a percentage of the company's profits. Carteret Community College and Carteret County Schools graciously nominated Atlantic Veneer Corporation for the award of Outstanding Workforce Development Employer.

## ECWDB 2015 Adult and Dislocated Worker Award Winners

### Julia Mathis Adult Program



Julia Mathis, over the course of many years, has shown outstanding work ethic, attention to detail, and determination to succeed. Julia has always been an impressive individual. She has demonstrated that she is capable of holding down two to five jobs at a time, all while continuing to care for her grandchildren and completing her education with honors.

Julia Mathis participated in a work study at the NCWorks Career Center in Carteret County. While she was a work study, she instantly made herself a valuable asset in the office. As a student, Julia was honored two years in a row by receiving the Recognition of Academic Excellence Award associated with the 17<sup>th</sup>, 18<sup>th</sup>, and 19<sup>th</sup> Annual Black History celebrations. She has obtained an Associate Degree in Business Administration, Medical Office Administration, and is recognized as a Microsoft Office Specialist. Her academic accomplishments are numerous. Julia maintained a 3.00 GPA and was honored by being on the Vice President's List repeatedly.

Her position with G.A. Jones Construction as the Office Manager involves maintaining the payroll for three divisions of the company. In addition, she also holds the responsibility for accounts receivable and payable. This is all of course accomplished while also maintaining a fast paced office and performing the associated tasks necessary for its smooth operation. Julia answers customer inquiries, gets estimates for repairs and jobs, and maintains customer files. Julia Mathis has accomplished much in the realm of education and work. She has been raising two granddaughters while obtaining her degrees. "I am so proud to have been able to go to school with both of them," Julia said.

### Emanuel Santiago Dislocated Worker Program



Emanuel Santiago is a veteran and received a notice of military separation before enrolling into the WIOA program. He was separated from the military on December 2, 2013. Emanuel evaluated his options and felt that he needed to find a solution after being separated from the workforce because he had his family's needs that

had to be met. At the time of enrollment, Emanuel resided in Jones County. Emanuel enrolled into the Dislocated Worker Program in July 2014 and began pursuing his Automotive Systems Technology degree. Automotive Systems peaked Emanuel's interest because he was previously employed through the military as a Motor Transport Operator, a position in which he supervised and provided technical guidance to soldiers.

Throughout the duration of his training, Emanuel remained focused on his studies and succeeded in all coursework he was enrolled in. When Emanuel had almost completed his training goal, he was assisted with resume building and job search by his WIOA Career Advisor. During his search he was very persistent and refused to give up on finding employment to help support his family.

Emanuel began working at Auto Generator and Starter Services in Kinston, NC in October 2015, and his starting salary was \$9.00/hr. Emanuel completed all of his coursework for his Associate's Degree in Automotive Systems in December 2015 and walked for graduation in May 2016. Since Emanuel has received his credentials, his current pay rate was increased to \$15.00/hr, and he currently resides in New Bern, NC. "The WIOA program has opened up doors that I never imagined. I am thankful for the opportunity to be able to enjoy work," Emanuel said.