



ECWDB/Consortium Meeting Packet July 13, 2023

Table of Contents

- 1 | Agenda**
- 2 | ECWDB/Consortium Meeting Minutes, May 4, 2023**
- 6 | Youth Council Report, May 18, 2023**
- 8 | Career Pathways Report, June 8, 2023**
- 11 | Executive Committee Meeting Report, June 22, 2023**
- 14 | PY 2023-2024 Strategic Plan**
- 15 | PY 2022-2023 Budget Revisions**
- 16 | PY 2023-2024 Draft Budget**
- 17 | PY 2022-2023 Program Budget Summary**
- 18 | PY 2023-2024 Program Budget Summary**
- 19 | Financial Report, April 30, 2023**
- 21 | IT Career Pathways Application**

Our Vision

Our vision for Eastern North Carolina is a qualified workforce with an educational attainment level that meets the needs of local firms so they can compete in today's marketplace.

Our Mission

Our mission is to develop the workforce through a collaborative, customer-focused approach that facilitates partnerships between job seekers, workers, employers, and educators, aligning workforce requirements to economic needs.

Our Value

We add economic value to our community by ensuring that our public workforce system is responsive in meeting the education and training needs of our job seekers and employers alike, thereby leading to a better quality of life and ensuring employers have access to the skilled workforce they need, resulting in a thriving economy.



ECWDB/Consortium Meeting

July 13, 2023, 6:00 P.M.

Meeting Location: The Flame, 2301 Neuse Blvd., New Bern, NC

- I. Meeting Call to Order/Pledge of Allegiance Al Searles, Chairman
- II. Special Welcome to the Flame Mr. James Boyd, Owner
- III. Adoption of Agenda
- IV. Consent Agenda
- V. Approval of May 4, 2023, ECWDB and Consortium Meeting Minutes
 - a. Youth Council Report of May 18, 2023
 - 1. OurFutureENC Opportunity Youth
 - 2. ARPA Substance Abuse Project CARE, ARPA Project HIRE, Peer Support Training
 - 3. Youth Service Providers Updates, Success Stories, and Open Discussion
 - b. Career Pathways Committee Report of June 8, 2023
 - 1. Program Monitoring, Updates, and Financial Review
 - 2. Pamlico Community College- Consideration for Not Extending Contract
 - 3. Cosmetology, Barber, Esthetics Technology, and Aviation Maintenance Technology – Consideration for Approval
 - 4. Information Technology Career Pathways Application – Consideration for Approval
 - 5. Open Discussion
 - c. Executive Committee Report of June 22, 2023
 - 1. PY2023-2024 Strategic Focus
 - 2. Annual Business Meeting Celebration, July 13, 2023
 - 3. Budget/Personnel
 - 4. ECWDB Appointments/Reappointments
 - 5. Updates: NCWorks System Continuous Improvement, ARPA/Program Updates, OurFutureENC, Opportunity Youth
- VI. Chairman’s Remarks Al Searles, Chairman
- VII. Innovation and Meal
- VIII. Special Awards Recognition Tammy Childers, Executive Director
- IX. Adjournment



1341 S. Glenburnie Road, New Bern, NC 28562 | (252) 636-6901 | www.ecwdb.org

ECWDB/Consortium Meeting
May 4, 2023, 5:00 p.m.
Met virtually through GoToMeeting.

Members Present

Board:

Judy Darden
Frank Emory
Anthony Cruz
Amy Hartley
Dr. Norma Sermon-Boyd
Brenda Upchurch
Joe Wood
Bill Green
Carla Byrnes
David Hill
Dr. Jim Ross
Dr. John Black (Dr. Rusty Hunt)
Jason Trull
Jessica Adams
Lindsay Gress
Henry Rice (Lisa Jackson)
Mike Kraszeski
Rick Davis
Shannon Vitak

Consortium:

Lisa Carpenter
Beatrice Smith

Members Absent

Board:

Al Searles
Angela Bates
Charles Brogden
James Wolfe
Jenna Stafira
Melanie Sanders
Trapas Pratt
Veronica Perez

Consortium:

Bevan Foster
Bob Cavanaugh
Jerry Jones
Kennedy Thompson
Mike Haddock
Roland Best
Candy Bohmert

Staff/Guests Present

Tammy Childers
David Jones
Phillip Prescott
George Kramer
Cindy Webb
Perry Harker
Shaquita Hatcher
Tracy Mancini
Bob Witchger
Dawn Kerr
Debra Blondin
Debbie Simpkins
Erik Heck
Jamie Gibbs
Kittrell Melvin
Josephine Wallace-Koonce
Shastine Lee
Lisa Harvey
Lori Giles
Lynn Creech
Maureen Bell
Reeshema Walker
Tony Reggi
Tony Bello
Tracy Taylor
Trina Hale

Introduction

Chairman Al Searles was unable to attend, so Mr. Jason Trull served as acting Chairman for the first half of the meeting, then Mr. Trull had to leave, so Mr. Bill Green served as acting chair for the remainder of the meeting. **Chairman Trull called the May 4, 2023, Board/Consortium meeting to order with a quorum.**

Adoption of Agenda/Consent Agenda

Chairman Trull asked if there were any changes to the agenda. **Hearing none, he entertained a motion to accept the agenda as presented. Dr. Norma Sermon-Boyd motioned. Ms. Carla Byrnes seconded. Motion passed.**

Chairman Trull read the Disclosure of Potential Conflict of Interest and asked if anyone present would like to be excluded from voting. **Hearing none, Chairman Trull moved to the next item.**

Chairman Trull asked if there were any items needing to be considered separately from the consent agenda. **Hearing none, he entertained a motion to accept the consent agenda as presented. Dr. Jim Ross motioned. Ms. Lindsay Gress seconded. Motion passed.**

Treasurer's Report

Mr. Bill Green presented the financial report of February 28, 2023, which showed that \$1,769,033.20, or 26.77%, of the budget has been expended to this point, which leaves \$4,869,386.07 remaining. He also presented the Operations Budget for 2022-2023. **Chairman Trull entertained a motion to accept the Treasurer's Report. Dr. Sermon-Boyd motioned. Mr. Rick Davis seconded. Motion passed.**

Presentation Carteret County Workforce Development Initiatives

Ms. Tammy Childers introduced the speakers for tonight and emphasized that Carteret Community College, NCWorks, and the WIOA team have been great collaborators and really drive the workforce development initiative in the county.

Dr. Tracy Mancini, President of Carteret Community College, introduced Ms. Cindy Webb, a doctoral student, and briefly discussed her role in their efforts. Dr. Mancini presented on the partnerships and initiatives at Carteret CC. She discussed that they are focusing on Hope, Opportunity, and Jobs and showed their mission statement. They attended the NC Community Colleges Day in March, where the message from the General Assembly was to stay focused on the mission and the strengths of the workforce development team.

Dr. Mancini discussed that they were ranked #2 of all community colleges in America by SmartAsset and what the benefits of their campus and staff are. They also have a very high completion rate and first-year progression. Carteret CC is a military friendly school and has a dedicated Military Business Center. Some other key highlights were their Center of Excellence for Domestic Maritime Workforce Training and Education, their nursing program doubled from 2022, they had six SkillsUSA gold medalists going to finals, and the new registered apprenticeships that were created in 2022-2023. Carteret CC saw enrollment growth of 20% after the pandemic, and Dr. Mancini discussed some other areas of growth.

They launched a number of new programs in 2018 that addressed community needs, which contributed to their growth over the pandemic.

Dr. Mancini introduced Mr. Perry Harker, Vice President of Corporate and Community Education, who discussed the continuing education efforts. They collaborate with community organizations and businesses to help build the workforce pipeline and identify areas of need. He highlighted some programs in the Construction Trade industry and how they are helping students. Mr. Harker discussed that in 2021 they certified 14 CDL students, and in 2022 they certified 60. That growth is due to the addition of two trucks and scheduling classes in the days and evenings. It's also driven by the demand for job opportunities. He also discussed a few of their partnerships in the community and how the college supports workforce development through training opportunities, HRD, the Small Business Center, and the NCWorks Big Rock Career Center.

Ms. Lindsay Gress discussed the partnership with the Carteret Correctional Center. On April 23, they had the opportunity to participate in a Reentry Simulation, which attempts to recreate the experience of justice involved individuals trying to readjust to normal life. They face so many challenges that make it difficult to reenter the workforce and community, and the simulation does a great job in representing their perspective. This helps the Career Advisors and other staff to understand better how they can help those individuals. She discussed that they are planning to hold these simulations again, and encouraged everyone attend if they can. There are also opportunities for local businesses to participate as a partner in providing job and training opportunities to those reentering the workforce.

Ms. Merianne Grigoriuc presented on WIOA outreach. They developed a strategic plan and hired a part-time outreach specialist. They really wanted to focus on getting out into the community and meeting people where they are and sharing about WIOA. Ms. Grigoriuc discussed the traditional strategies they have used in the past. The hurricane, pandemic, and a decrease in post-secondary enrollments and the workforce created a need for change. They researched effectively utilizing social media to target demographics with specialized content, attended training sessions, and created a "boots on the ground" approach. They also use analytics to continuously refine their strategies and content. Ms. Grigoriuc presented examples of their flyers, outreach materials, and success stories. Their focus moving forward will be to create employer success stories, develop work experience outreach materials, establish WIOA ambassadors and peer-to-peer supports, increase video content, and continue engagement beyond outreach.

Executive Director's Report

Ms. Childers commended the Carteret County presenters and discussed that they are a leader for many workforce development initiatives in the region. She provided an update on the three ARPA grants underway in the areas of substance use recovery, reentry efforts, and work-based learning. Staff and partners have been working to get those programs off the ground. The board is partnering with Hope Mission Recovery in Morehead City to provide peer support specialist training for twelve of our career advisors. She also mentioned that the youth service provider, Eckerd, has a reentry grant that they plan to expand into this region.

Ms. Childers discussed a few items that were included in the consent agenda, which was approved earlier in the meeting that included the Form 990, Employee Handbook Update that addressed insurance benefits, and submission of the Local Area Plan update to DWS.

Ms. Childers also discussed the ongoing NCWorks outreach efforts across the region. She mentioned that Craven Commissioner, Ms., Beatrice Smith has invited her and NCWorks manager to present at her last two Town Hall meetings.

Adjournment

There being no other items for discussion, **Chairman Green entertained a motion to adjourn. Ms. Shannon Vitak motioned. Ms. Gress seconded. Motion passed.**

Bill Green, Acting Chair

David Jones, Recorder



1341 S. Glenburnie Road, New Bern, NC 28562 | (252) 636-6901 | www.ecwdb.org

**NCWorks Youth Council Report
May 18, 5:00 p.m. via Zoom**

Members Present

Frank Emory
Anthony Cruz
Melanie Sanders

Members Absent

Dr. Jim Ross
Dr. Norma Sermon-Boyd
Lisa Jackson
Angela Bates
Shannon Vitak

Staff/Guests Present

David Jones
Lisa Harvey
Tammy Childers
Maureen Bell
Merianne Grigoriuc
Josephine Wallace-Koonce
Michael McDowell

The committee met to discuss:

1. OurFutureENC Opportunity Youth
2. ARPA Substance Abuse Project CARE, ARPA Project HIRE, Peer Support Training
3. Open Discussion

Item 1: OurFutureENC Opportunity Youth

Information: OurFutureENC group is still active and recently held a meeting in Wayne County with about 30 local leaders, which was hosted at Wayne Community College. They will be sending out the notes from that meeting soon. They would also like to get those meetings going in the other eight counties as well.

The Opportunity Youth team of the OurFutureENC initiative continue to meet monthly. They had a training session last week on shared measures and what data will be tracked and how to track it. They were able to secure a \$5,000 grant to help with advertising. The next Forum will be virtual.

The NC Rural Center is holding road shows across the state and was in Mt. Olive this morning. The work of OurFutureENC was recognized at that event, which shows that the word is getting out and people are seeing positive change.

Recommendation: N/A

Item 2: ARPA Substance Abuse Project CARE, ARPA Project HIRE, Peer Support Training

Information: For ARPA Substance Abuse Project CARE, they have focused on a peer support specialist training program with the goal of having at least one subject matter expert in each career center to assist individuals with substance use recovery barriers to employment. They discussed the value of peer

support training and how it can be applied to career advising. There are also grants and partnerships that can help create employment opportunities for vulnerable populations, such as those in recovery or at-risk youth.

There are 12 NCWorks advisors taking the Peer Support Specialist Training Certification course at Hope Mission Recovery Center in Moorhead City. They are learning that it doesn't matter if you're an adult or a young adult, these barriers, opioid or alcohol use, or troubles at home with family members are very real topics that hinder our workforce development efforts and there are partner resources to assist customers in need.

The Substance Abuse grant that the ECWDB received with provide training for the Career Center staff on understanding and gaining an awareness of substance abuse and how to effectively work with customers who come into the Career Center who have those barriers to employment and then to equip them with the right tools and resources to help them have a successful transition either into school or into employment. The target goal is to serve 40 participants (youth and/or adults), but they hope that number will be greater.

For ARPA Project HIRE, they are focusing on the transitioning justice involved individuals into education and/or employment . Two Reentry Specialists have been hired through Wayne CC and Carteret CC targeting Wayne, Lenoir, Carteret, and Onslow. The target goal is to serve 40 participants.

Recommendation: N/A

Item 3: Other Discussion

Information: Mr. Michael McDowell, Eckerd Connects, Inc. stated that Eckerd is planning to expand their reentry program into the Eastern Carolina Local Area and will be hiring two staff. They plan to tour the Volt Center with their staff soon. They should be able to start enrolling people in the program soon.

DWS has released local policy that offers flexibility on how to track work-based learning. The law mandates a 20% expenditure rate for youth work experience. In order to meet this rate, youth service providers actually have to meet 35%. DWS is now allowing supportive services to be included that is related to the work experience. The local area has a total of 241 youth enrolled, which has increased by about 130.

Recommendation: N/A



1341 S. Glenburnie Road, New Bern, NC 28562 | (252) 636-6901 | www.ecwdb.org

**NCWorks Career Pathways Committee Report
June 8, 5:00 p.m. via Zoom**

<u>Members Present</u>	<u>Members Absent</u>	<u>Staff/Guests Present</u>
Bill Green	Brenda Upchurch	Phillip Prescott
David Hill	Bruce Parson	Debbie Simpkins
Lindsay Gress	Judy Darden	Lisa Harvey
Veronica Perez	Amy Hartley	Maureen Bell
Jessica Adams		Trina Hale
Carla Byrnes		

The committee met to discuss:

1. Program Monitoring, Updates, and Financial Review
2. Pamlico Community College- Consideration for Not Extending Contract
3. Cosmetology, Barber, Esthetics Technology, and Aviation Maintenance Technology – Consideration for Approval
4. Information Technology Career Pathways Application – Consideration for Approval
5. Open Discussion

Item 1: Program Monitoring, Updates, and Financial Review

Information: Program monitoring was completed with no findings. Wayne County Public Schools has been slow to get their program started, but the staff is in place and things are moving forward.

Financial reviews were completed with no identified findings. The April board report showed slow progress due to delays in reviewing invoices. However, they were ahead of last year's spending for regular programs. The program budget for 2022-2023 was updated to include additional funding received for dislocated workers and admin programs. The draft 23-24 budget was presented with actual totals and estimated carryover, showing that they have enough funding available for contracts and short-term training.

Recommendation: N/A

Item 2: Pamlico Community College- Consideration for Not Extending Contract

Information: Pamlico Community College has seen little to no activity in this program year or the previous year. There were no enrollments, even after many discussions with Dr. Jim Ross and his WIOA (Workforce Innovation & Opportunity Act) staff. Pamlico CC may opt to decline the contract extension due to no enrollments.

Recommendation: Concur with the committee's decision to give Pamlico CC the opportunity to decline the contract, but to not extend the contract if they do not.

Traitify and Lightcast Renewal

Information: The Traitify assessment subscription and Lightcast subscription will expire June 30, 2023. Traitify is a total cost of \$10,500 for 13 counties, 9 for ECWDB (Eastern Carolina Workforce Development Board) and 4 for Cape Fear, and the total cost is prorated for those counties. It totals about \$807 per county. All participants are required to take the Traitify assessment, so all centers are using the program.

Recommendation: Concur with the committee's approval to renew Traitify.

Information: Lightcast, formerly EMSI, is a tool that they use for data collection, economic forecasts, and other workforce statistics that really help employers and the centers.

Recommendation: Concur with the committee's approval to renew Lightcast at \$4,795.

Item 3: Cosmetology, Barber, Esthetics Technology, and Aviation Maintenance Technology – Consideration for Approval

Information: ECWDB has not sponsored Cosmetology, Barber, Esthetics Technology, and other similar training programs in the past, because they often lead to self-employment, appear to be low wage, or result in part-time employment, and are difficult to track. An update to the ITA (Individual Training Account) policy was presented for discussion and consideration. Career advisors may enroll participants in Cosmetology, Barber and Esthetics Technology but must conduct and complete four quarters of follow-up after exit to verify employment and earnings by securing supplemental data. The ECWDB has received a lot of requests for these training programs, so this approval will allow Career Advisors to sponsor participants in these added programs and provide the board with a means to track performance. Aviation Maintenance Technology offered by Embry Riddle University in Jacksonville, is a traditional training program leading to employment and is like other maintenance technology programs sponsored by the ECWDB.

Recommendation: Concur with the committee's approval of the presented training programs.

Item 4: Information Technology Career Pathways Application – Consideration for Approval

Information: The IT (Information Technology) Career Pathways application draft needs to be approved by the board and then submitted to the state for endorsement to have it as a certified career pathway, which would create more training opportunities for this industry. The various sections of the document were presented, including workforce data, their plan for implementation, and the business roundtables held. There is a great need for IT skills in the region, and local businesses were emphatic in supporting the career pathway. Many businesses are recruiting IT talent from out-of-region, or even out-of-state, so promoting this IT pathway as certified could open a lot of career opportunities.

Recommendation: Concur with the committee's approval of the IT Career Pathways Application, pending any final edits and revisions.

Item 4: Other Discussion

Information: ECWDB is ordering outreach materials for the centers.

Recommendation: N/A



1341 S. Glenburnie Road, New Bern, NC 28562 | (252) 636-6901 | www.ecwdb.org

Executive Committee Report
June 22, 2023, 6:00 p.m. via GoToMeeting

<u>Members Present</u>	<u>Members Absent</u>	<u>Staff/Guests Present</u>
Carla Byrnes	Judy Darden	Tammy Childers
Melanie Sanders	Al Searles	David Jones
Frank Emory		Phillip Prescott
Jason Trull		
Mike Kraszeski		
Veronica Perez		
Bill Green		
Bob Cavanaugh		

The committee met to discuss:

1. PY2023-2024 Strategic Focus
2. Annual Business Meeting Celebration, July 13, 2023
3. Budget/Personnel
4. ECWDB Appointments/Reappointments
5. Updates: NCWorks System Continuous Improvement, ARPA/Program Updates, OurFutureENC, Opportunity Youth

Item 1: PY2023-2024 Strategic Focus

Information: The committee was provided with a copy of the PY2023-2024 Strategic Focus developed last October. During the board retreat held last October, the board and staff spent time discussing NCWorks and Title I services and tried to determine the best way to improve outreach. The two-day session resulted in defining the 2023 priority areas of focus to Improve Outreach, Performance, and Outcomes. In December a separate planning session was held with the Title I Service Providers that focused on these same topics for improving our engagement activity to increase adult and youth enrollments, as well as outcomes. The service providers then submitted action plans for the remainder half of the program year to implement. Overall, the board has seen an increase in enrollment and expenditure activities, although they are still not back to pre-pandemic levels.

One of the WIOA Youth criteria is to ensure that 20% of the youth funds are expended on work learning experiences, which the local area has achieved. All the PY21 funds will be expended by June 30.

The local NCWorks Centers are continuing to serve more customers in person but continue to see a trend of more people using virtual services.

The Executive Committee will continue its discussion around the PY2023-2024 Strategic Focus and reassess new goals for the upcoming program year.

Adequate NCWork Center staffing levels are also still a concern at the centers. The board hired two temporary outreach specialists for Duplin and Onslow counties through June 30. Carteret CC was able to fill their position, but Coastal Carolina CC was not. Lenoir Community College has the most Title I staff, but recently lost a full-time DWS employee. Without DWS full-time presence in the Lenoir Center, it could change the Lenoir status from a comprehensive center to a career resource center. The new location for Wayne County Center is almost ready for occupancy, and plans are to move into that building by July 1.

At the requests of Center managers, the board recently purchased one laptop and printer each for Carteret, Craven, Duplin, and Onslow centers to use with customers who desire to work on their resumes. The DWS computers do not have Word on them, making it a challenge to assist customers with creating a resume. They are going to gather a list of pain points from the centers.

It was recommended that the board members from each county attend a meeting at their local Career Centers. This would provide an opportunity for board members to understand the services offered in their county and have a chance to interact with the local staff.

Recommendation: N/A

Item 2: Annual Business Meeting Celebration, July 13, 2023

Information: The July 13, 2023, ECWDB/Consortium meeting is being proposed as a meeting and celebration like that which was held last year. Staff received quotes from Carteret CC, New Bern Convention Center, New Bern History Center, and the Flame. Carteret CC Culinary building and the Convention Center did not have that date available. The Flame was the most reasonably priced with availability on July 13.

Recommendation: Concur with the committee's approval to hold the Annual Board meeting celebration at the Flame on July 13, 2023.

Item 3: Budget/Personnel

Information: The PY22-23 budget revisions included an increase to board travel where the board sponsored Chairman Searles to travel to the first North Carolina Workforce Development Leadership Certification Academy and his travel for NAWB. The other line-item increase was for website maintenance due to the forum page that was created for frontline staff. Both revisions were within the category line items.

Recommendation: Concur with the committee's approval of the budget revisions.

Information: The projected budget for PY23-24 was presented, which included carryover funds. This budget also includes the extra \$60,000 from ARPA to fund a Business Representative position. Ms. Childers would like to offer Mr. Erik Heck a permanent position effective July 1, as he has met the work requirements for Blue Arbor. As close-out requirements are complete in August, additional funding may be added to the budget. When the board receives the October portion of the final allocations in October, the board will be able to finalize the PY23-24 budget.

Recommendation: Concur with the committee's approval of the projected budget.

Item 4: ECWDB Appointments/Reappointments

Information: Board appointments are nearly complete except for Lenoir and Onslow counties. The appointments should be finalized in July.

Recommendation: N/A

Item 5: Updates: NCWorks System Continuous Improvement, ARPA/Program Updates, OurFutureENC, Opportunity Youth

Information: A meeting was held last week with the Center Managers and Wendy Johnson, NCWorks Commission to discuss the NCWorks System Continuous Improvement Plan that will need to be submitted in August to the Commission. Chairman Searles also attended.

The ARPA Substance Use Recovery Grant “PROJECT CARE” has been a success. The grant allowed the board to sponsor peer support specialist training for the career center staff. They had 12 staff participate in the 40-hour training at Hope Mission Recovery Center. It was very impactful to see how Hope Mission interacted with their clients and really attempted to meet their recovery needs. NCWorks doesn’t normally track individuals who are substance users, but this grant allows them to work to identify and serve customers with these barriers. To date, they have served 24 Substance Use Recovery customers, with at least 6 customers enrolled into WIOA training.

The ARPA Re-Entry Grant is also going well. The board has contracted with Wayne and Carteret Community Colleges to hire re-entry specialists and they have hit the ground running. Both individuals have made referrals to the Title I programs to offer further services.

The ARPA Work-Based Learning “START NOW” is getting off to a slow start due to staffing issues at Two Hawk, but they are working to get that grant off the ground. They are exploring opportunities to outreach for this grant to businesses and potential participants. This grant is meant to help small-business with 25 employees or less, so they are working with the small-business centers and other partners to promote services.

OurFutureENC had a meeting in Wayne County with close to 30 businesses and community leaders to formulate ideas on putting together a team and moving objectives forward. They will have these meetings in other counties as well. For Opportunity Youth, they were able to secure an additional \$5,000 grant through UNC for road signs and other outreach materials. There have been three youth focus groups and the grant is also meant to help get youth engaged in educational opportunities.

The Governor’s office selected ECWDB’s nomination for Outstanding Family Friendly Employer, Mr. Jeff Driver, Driver Heating and Cooling.

Recommendation: N/A

PY23-24 Strategic Focus



Vision: Our vision for Eastern North Carolina is a qualified workforce with an educational attainment level that meets the needs of local firms so they can compete in today's marketplace.

Mission: Our mission is to develop the workforce through a collaborative, customer-focused approach that facilitates partnerships between job seekers, workers, employers, and educators, aligning workforce requirements to economic needs.

Value: We add economic value to our community by ensuring our public workforce system is responsive in meeting the education and training needs of our job seekers and employers alike, thereby leading to a better quality of life and ensuring employers have access to the skilled workforce they need.

2023 PRIORITY FOCUS—IMPROVE WORKFORCE INNOVATION AND OPPORTUNITY ACT TITLE I PROGRAM OUTREACH, PERFORMANCE, AND OUTCOMES.

OUTREACH – Increase outreach and recruitment efforts.

- Hire county focused outreach specialists.
- Promote education opportunities and access to workforce training programs to students, jobseekers, and businesses.
- Raise visibility and public awareness of the Governor's educational attainment goals through the MyFutureNC and Opportunity Youth Collaboratives to promote the region's community colleges, NCWorks partners, and available WIOA Title I resources.
- Offer Title I eligibility training to NCWorks partners (K-12, community colleges, DSS, Community Partners) on career pathways resources, services, labor market data, etc.

PERFORMANCE - Ensure accountability.

- Improve communication at all levels.
- Reexamine and improve policies for clarity and efficiency.
- Ensure NCWorks Career staff & partners are cross trained on Title I eligibility to assist in identifying eligible customers.
- Enforce performance goals and action plans to increase enrollments into training and ensure expenditure goals are met.

OUTCOMES - Increase participant enrollments, credential rates, and employment outcomes.

- Use data to drive operational efficiency. Review service provider data reports and implement action plans.
- Increase outreach and recruitment efforts to ensure an 80% and above target enrollment goals is achieved.
- Increase expenditure levels to 80% and above target.

ECWDB OPERATIONS Budget 2022-2023	2022-2023 BUDGET	Expenses thru 31-May-23	Remaining Balance	Budget Revision	REVISED BUDGET
Personnel Expense:					
Staff Wages	\$ 700,000.00	\$ 443,606.38	\$ 256,393.62		\$ 760,324.72
Staff Benefits	\$ 250,000.00	\$ 152,169.87	\$ 97,830.13		\$ 271,009.00
Contract Labor	\$ 33,000.00	\$ 30,859.25	\$ 2,140.75		\$ 101,080.00
Total Personnel Expense	\$ 983,000.00	\$ 626,635.50	\$ 356,364.50	\$ -	\$ 1,132,413.72
Travel, Training, Mtgs:					
Staff Travel	\$ 30,000.00	\$ 27,797.94	\$ 2,202.06		\$ 49,000.00
Board Travel	\$ 10,000.00	\$ 13,767.74	\$ (3,767.74)	\$ 4,600.00	\$ 10,000.00
Staff & Board Training	\$ 10,000.00	\$ 7,800.00	\$ 2,200.00	\$ (2,200.00)	\$ 15,000.00
WFDB Meetings	\$ 2,000.00	\$ 401.96	\$ 1,598.04	\$ (1,400.00)	\$ 2,000.00
Youth Council Meetings	\$ 1,000.00	\$ -	\$ 1,000.00	\$ (1,000.00)	\$ 1,000.00
Total Travel, Training, Meetings	\$ 53,000.00	\$ 49,767.64	\$ 3,232.36	\$ -	\$ 77,000.00
Occupancy:					
Rent	\$ 38,000.00	\$ 33,433.32	\$ 4,566.68		\$ 38,000.00
Utilities	\$ 9,000.00	\$ 4,900.68	\$ 4,099.32		\$ 9,000.00
Maintenance & Repairs	\$ 3,500.00	\$ 3,152.53	\$ 347.47		\$ 3,500.00
Total Occupancy	\$ 50,500.00	\$ 41,486.53	\$ 9,013.47		\$ 50,500.00
Communications					
Web Site Maintenance	\$ 2,000.00	\$ 2,524.83	\$ (524.83)	\$ 1,000.00	\$ 6,500.00
Equipment/Software	\$ 16,979.00	\$ 9,629.78	\$ 7,349.22	\$ (1,000.00)	\$ 16,979.00
Total Equipment/Software	\$ 18,979.00	\$ 12,154.61	\$ 6,824.39	\$ -	\$ 23,479.00
Professional Services:					
Annual Audit	\$ 28,000.00	\$ 25,795.00	\$ 2,205.00		\$ 28,000.00
Legal Services	\$ 500.00	\$ -	\$ 500.00		\$ 500.00
Consultants	\$ 1,000.00	\$ 179.28	\$ 820.72		\$ 1,000.00
Contract Work--PB Mares	\$ 4,000.00	\$ 3,941.00	\$ 59.00		\$ 4,000.00
Total Professional Services	\$ 33,500.00	\$ 29,915.28	\$ 3,584.72		\$ 33,500.00
Insurance:					
Business Insurance	\$ 13,021.00	\$ 11,420.00	\$ 1,601.00		\$ 13,021.00
Total Business Insurance	\$ 13,021.00	\$ 11,420.00	\$ 1,601.00		\$ 13,021.00
Operating Expense:					
Advertising--RFP's	\$ 2,000.00	\$ 248.40	\$ 1,751.60		\$ 2,000.00
Conference & Banquet	\$ 6,000.00	\$ 4,281.44	\$ 1,718.56		\$ 6,000.00
Consumables	\$ 9,500.00	\$ 4,121.53	\$ 5,378.47		\$ 9,500.00
Dues & Subscriptions	\$ 10,000.00	\$ 7,424.00	\$ 2,576.00		\$ 10,000.00
Equipment Purchases	\$ 5,000.00	\$ -	\$ 5,000.00		\$ 5,000.00
Equipment Lease	\$ 5,000.00	\$ 3,612.96	\$ 1,387.04		\$ 5,000.00
Equipment R & M	\$ 1,500.00	\$ -	\$ 1,500.00		\$ 1,500.00
Outreach	\$ 6,000.00	\$ -	\$ 6,000.00		\$ 6,000.00
Postage	\$ 1,000.00	\$ 397.89	\$ 602.11		\$ 1,000.00
Telephone	\$ 6,000.00	\$ 4,385.41	\$ 1,614.59		\$ 6,000.00
Miscellaneous	\$ 2,578.63	\$ 915.43	\$ 1,663.20		\$ 6,309.63
Total Operating Expense	\$ 54,578.63	\$ 25,387.06	\$ 29,191.57		\$ 58,309.63
ARPA Program Resources & Supplies					
					\$ 38,881.28
Total Operating Budget	\$ 1,206,578.63	\$ 796,766.62	\$ 409,812.01		\$ 1,427,104.63

Funds Available 2022-2023		
WIOA 2022 Administration	\$ 303,460.00	6/30/2024
WIOA 2021 Carryover Admin	\$ 203,559.63	6/30/2023
Program -Adult, DW, Youth	\$ 700,000.00	6/30/2023
ARPA 2022 Administration	\$ 32,500.00	
ARPA 2022 Substance Use	\$ 95,000.00	
ARPA 2022 Small Business WBL	\$ 72,585.00	
Statewide Employer Services	\$ 20,000.00	
Total Funds	\$ 1,427,104.63	

Executive Committee Meeting of 6/22/23

ECWDB OPERATIONS Budget	2022-2023	2023-2024
2023-2024	BUDGET	DRAFT BUDGET
		JULY
Personnel Expense:		
Staff Wages	\$ 700,000.00	\$ 760,000.00
Staff Benefits	\$ 250,000.00	\$ 275,000.00
Contract Labor	\$ 33,000.00	\$ 25,000.00
Total Personnel Expense	\$ 983,000.00	\$ 1,060,000.00
Travel, Training, Mtgs:		
Staff Travel	\$ 30,000.00	\$ 10,000.00
Board Travel	\$ 10,000.00	\$ 5,000.00
Staff & Board Training	\$ 10,000.00	\$ 5,000.00
WFDB Meetings	\$ 2,000.00	\$ 1,000.00
Youth Council Meetings	\$ 1,000.00	\$ 1,000.00
Total Travel, Training, Meetings	\$ 53,000.00	\$ 22,000.00
Occupancy:		
Rent	\$ 38,000.00	\$ 38,000.00
Utilities	\$ 9,000.00	\$ 9,000.00
Maintenance & Repairs	\$ 3,500.00	\$ 3,500.00
Total Occupancy	\$ 50,500.00	\$ 50,500.00
Communications		
Web Site Maintenance	\$ 2,000.00	\$ 2,000.00
Equipment/Software	\$ 16,979.00	\$ 2,000.00
Total Equipment/Software	\$ 18,979.00	\$ 4,000.00
Professional Services:		
Annual Audit	\$ 28,000.00	\$ 28,000.00
Legal Services	\$ 500.00	\$ 500.00
Consultants	\$ 1,000.00	\$ 1,000.00
Contract Work--	\$ 4,000.00	\$ 4,000.00
Total Professional Services	\$ 33,500.00	\$ 33,500.00
Insurance:		
Business Insurance	\$ 13,021.00	\$ 12,000.00
Total Business Insurance	\$ 13,021.00	\$ 12,000.00
Operating Expense:		
Advertising--RFP's	\$ 2,000.00	\$ 2,000.00
Conference & Banquet	\$ 6,000.00	\$ 4,000.00
Consumables	\$ 9,500.00	\$ 5,000.00
Dues & Subscriptions	\$ 10,000.00	\$ 7,500.00
Equipment Purchases	\$ 5,000.00	\$ 5,000.00
Equipment Lease	\$ 5,000.00	\$ 5,000.00
Equipment R & M	\$ 1,500.00	\$ 1,000.00
Outreach	\$ 6,000.00	\$ 1,000.00
Postage	\$ 1,000.00	\$ 500.00
Telephone	\$ 6,000.00	\$ 3,000.00
Miscellaneous	\$ 2,578.63	\$ 404.00
Total Operating Expense	\$ 54,578.63	\$ 34,404.00
Total Operating Budget	\$ 1,206,578.63	\$ 1,216,404.00
Funds Available 2023-2024		
WIOA 2023 Administration	\$ 301,383.00	6/30/2025
WIOA 2022 PROJECTED Carryover Admin	\$ 103,540.00	6/30/2024
ARPA 2022 PROJECTED Carryover Admin	\$ 20,000.00	6/30/2024
PROJECTED Employer Services Carryover	\$ 7,000.00	12/31/2023
Program -Adult, DW, Youth	\$ 703,481.00	6/30/2023
ARPA 2022 PROJECTED Carryover Program	\$ 81,000.00	6/30/2024
Total Funds	\$ 1,216,404.00	

ECWDB 2022-2023 Program Budget Summary

Fund Code	4020/4030/4040	4020	4030	4040	4050	3110	3130	3130	3130	TOTAL	MY
Funding Title	ADMIN	ADULT	DISLOCATED WORKER	YOUTH	STATEWIDE ACTIVITIES	ADMIN ARPA	8152 SB WBL	8154 REENTRY	8156 SUB USE	FUNDS	FUTURE NC
PROGRAM ALLOCATIONS 22-23	\$303,460.00	\$1,367,161.28	\$343,827.72	\$1,020,156.00	\$20,000.00	\$32,500.00	\$427,500.00	\$95,000.00	\$95,000.00	\$3,704,605.00	
CARRYOVER FUNDS 21-22	\$203,559.63	\$1,551,194.22	\$120,822.09	\$1,033,281.26						\$2,908,857.20	\$28,610.34
										\$0.00	
TOTAL ALLOCATIONS	\$507,019.63	\$2,918,355.50	\$464,649.81	\$2,053,437.26	\$20,000.00	\$32,500.00	\$427,500.00	\$95,000.00	\$95,000.00	\$6,613,462.20	\$28,610.34
Service Provider Name											
Carteret Community College		\$267,425.00	\$25,000.00	\$249,526.00				\$47,500.00		\$589,451.00	
Coastal Carolina Community College		\$362,510.00	\$191,940.00	\$216,245.00						\$770,695.00	
Eckerd Connections				\$352,268.00						\$352,268.00	
Greene Lamp, Inc.		\$293,465.00	\$25,000.00							\$318,465.00	
James Sprunt Community College		\$278,967.00								\$278,967.00	
Lenoir Community College		\$341,895.00		\$304,948.00						\$646,843.00	
Pamlico Community College		\$12,282.00								\$12,282.00	
Two Hawk Employment Services		\$573,000.00					\$201,102.00			\$774,102.00	
Wayne Community College		\$435,311.00	\$25,000.00	\$137,585.00				\$47,500.00		\$645,396.00	
Wayne County Public Schools				\$150,000.00						\$150,000.00	
NC IDEA							\$153,813.00			\$153,813.00	
ECWDB ARPA Operations						\$32,500.00	\$72,585.00		\$95,000.00	\$200,085.00	
ECWDB Infrastructure Costs		\$50,000.00	\$35,000.00	\$50,000.00						\$135,000.00	
ECWDB Program Resources & Supplies		\$3,500.50	\$58,734.81							\$62,235.31	
ECWDB Admin/Program Oversight Responsibilities	\$507,019.63	\$300,000.00	\$100,000.00	\$300,000.00	\$20,000.00					\$1,227,019.63	\$28,610.34
Total Service Provider/ECWDB Obligations	\$507,019.63	\$2,918,355.50	\$460,674.81	\$1,760,572.00	\$20,000.00	\$32,500.00	\$427,500.00	\$95,000.00	\$95,000.00	\$6,316,621.94	\$28,610.34
Available for Contract/Unobligated	\$0.00	\$0.00	\$3,975.00	\$292,865.26	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$296,840.26	\$0.00

DRAFT

2023-2024 Program Budget Summary

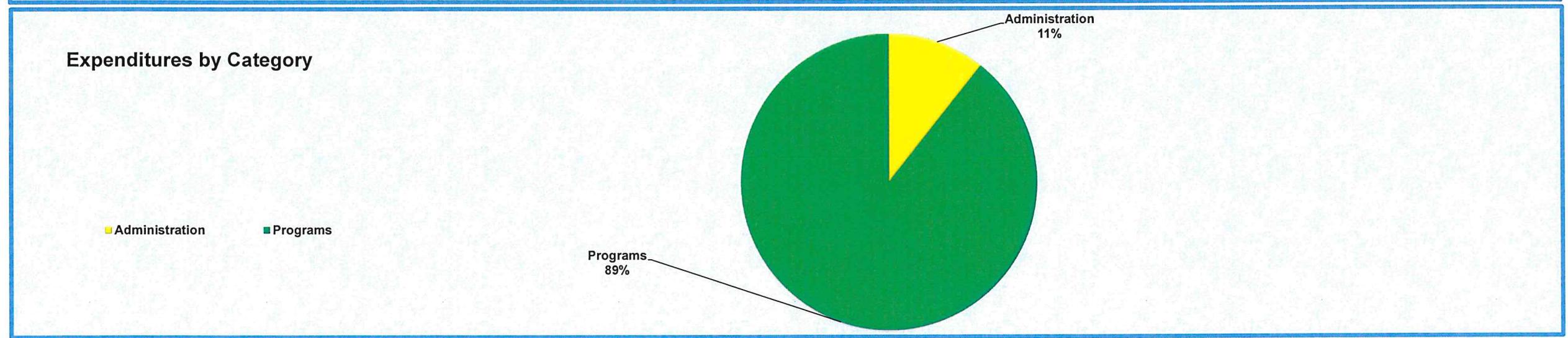
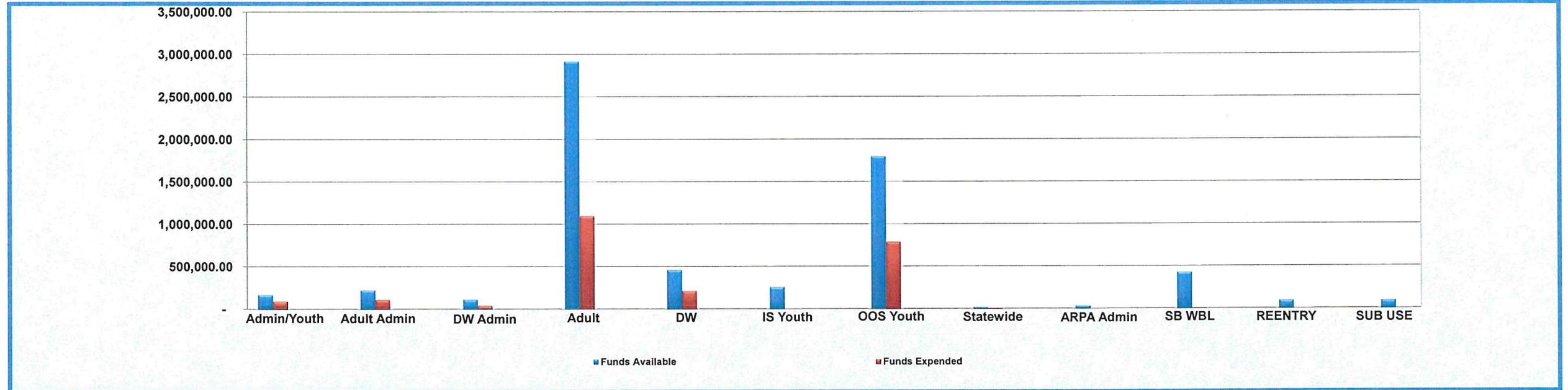
Fund Code	4010	4020	4030	4040	4040	4050	3110	3130	3130	3130	TOTAL	MY
Funding Title	A/DW/Y	ADULT	DISLOCATED	YOUTH	YOUTH	STATEWIDE	ADMIN	8152	8154	8156	FUNDS	FUTURE
	ADMIN		WORKER	IN-SCHOOL	OOS-SCHOOL	ACTIVITIES	ARPA	SB WBL	REENTRY	SUB USE		NC
PROGRAM ALLOCATIONS 23-24	\$ 301,383.00	\$ 1,046,342.00	\$ 650,847.00		\$ 1,015,262.00						\$ 3,013,834.00	
ESTIMATED CARRYOVER FUNDS 22-23		\$ 1,019,265.00		\$ 240,000.00	\$ 500,000.00	\$ 7,000.00	\$ 32,500.00	\$ 427,500.00	\$ 95,000.00	\$ 95,000.00	\$ 2,416,265.00	\$ 10,000.00
TRANSFER OF FUNDS											\$ -	
											\$ -	
PROJECTED Total Allocations	\$ 301,383.00	\$ 2,065,607.00	\$ 650,847.00	\$ 240,000.00	\$ 1,515,262.00	\$ 7,000.00	\$ 32,500.00	\$ 427,500.00	\$ 95,000.00	\$ 95,000.00	\$ 5,430,099.00	\$ 10,000.00
Service Provider Name												
Carteret Community College		\$ 200,000.00		\$ 59,742.00	\$ 249,526.00				\$ 47,500.00		\$ 556,768.00	
Coastal Carolina Community College		\$ 280,000.00	\$ 191,940.00		\$ 216,245.00						\$ 688,185.00	
Eckerd Connects					\$ 352,988.00						\$ 352,988.00	
Greene Lamp, Inc.		\$ 150,000.00									\$ 150,000.00	
James Sprunt Community College		\$ 250,000.00									\$ 250,000.00	
Lenoir Community College		\$ 250,000.00			\$ 304,948.00						\$ 554,948.00	
Pamlico Community College		\$ 12,282.00									\$ 12,282.00	
Two Hawk Employment Services		\$ 250,000.00						\$ 201,102.00			\$ 451,102.00	
Wayne Community College		\$ 200,000.00			\$ 160,000.00				\$ 47,500.00		\$ 407,500.00	
Wayne County Schools				\$ 150,000.00							\$ 150,000.00	
Incumbent Worker Grants		\$ 25,000.00									\$ 25,000.00	
NC Idea								\$ 153,813.00			\$ 153,813.00	
ECWDB Employer Services						\$ 7,000.00					\$ 7,000.00	
ECWDB Admin ARPA							\$ 32,500.00				\$ 32,500.00	
ECWDB Program ARPA								\$ 72,585.00		\$ 95,000.00	\$ 167,585.00	
ECWDB Program Oversight Responsibilities	\$ 301,383.00	\$ 378,325.00	\$ 100,000.00	\$ 30,258.00	\$ 201,555.00						\$ 1,011,521.00	\$ 10,000.00
ECWDB Infrastructure Costs		\$ 70,000.00	\$ 35,000.00		\$ 30,000.00						\$ 135,000.00	
Total Service Provider/ECWDB Obligations	\$ 301,383.00	\$ 2,065,607.00	\$ 326,940.00	\$ 240,000.00	\$ 1,515,262.00	\$ 7,000.00	\$ 32,500.00	\$ 427,500.00	\$ 95,000.00	\$ 95,000.00	\$ 5,106,192.00	\$ 10,000.00
Available for Contract/Unobligated		\$ -	\$ 323,907.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 323,907.00	

DW will have funds available to award contracts if needed

**Eastern Carolina Workforce Development Board, Inc.
Financial Report
April 30, 2023**

Funds Summary	4010	4010	4010	4020	4030	4040	4040	4050	ARPA 3110	ARPA 3130-8152	ARPA 3130-8154	ARPA 3130-8156	Subtotal	General	Total
	Admin/Youth	Adult Admin	DW Admin	Adult	DW	IS Youth	OOS Youth	Statewide	ARPA Admin	SB WBL	REENTRY	SUB USE			
Funds Available	168,416.10	\$ 224,001.59	\$ 114,160.94	2,918,355.50	460,674.81	256,720.65	1,796,716.61	20,000.00	32,500.00	427,500.00	95,000.00	95,000.00	6,609,046.20	29,373.07	6,638,419.27
Funds Expended	95,194.91	\$ 114,986.86	\$ 41,932.12	1,098,692.98	216,088.12	1,818.53	790,935.94	7,041.66	1,498.02	3,818.08	-	1,620.00	2,373,627.22		2,373,627.22
Funds Remaining	73,221.19	109,014.73	72,228.82	1,819,662.52	244,586.69	254,902.12	1,005,780.67	12,958.34	31,001.98	423,681.92	95,000.00	93,380.00	4,235,418.98	29,373.07	4,264,792.05

Note: Funds expended are reduced by interest and/or program income attributed to individual funds in the amount of: 6.96



ECWDB WIOA Expenditure Report

4/30/2023

	YTD	Budget	Amount Remaining	% Spent
4020-WIOA Adult				
4020-6032-Carteret Community College	70,350.16	267,425.00	(197,074.84)	26.31%
4020-6035 Coastal Carolina Community College	155,246.74	362,510.00	(207,263.26)	42.83%
4020-6103 Greene Lamp, Inc.	71,890.89	293,465.00	(221,574.11)	24.5%
4020-6136 James Sprunt Community College	132,652.63	278,967.00	(146,314.37)	47.55%
4020-6169 Lenoir Community College	150,541.36	341,895.00	(191,353.64)	44.03%
4020-6227 Pamlico Community College	3,203.43	12,282.00	(9,078.57)	26.08%
4020-6714 Two Hawk Employment Services	160,339.86	573,000.00	(412,660.14)	27.98%
4020-6331 Wayne Community College	83,606.04	435,311.00	(351,704.96)	19.21%
4020-40 ECWDB	267,264.05	303,500.50	(36,236.45)	88.06%
4020-40 Incumbent Worker Reserve		46,400.00	(46,400.00)	0.0%
4020-0357 NC Manufacturing, Inc.	3,600.00	3,600.00	0.00	100.0%
4020-40 Allocation Held in Reserve			0.00	0.0%
Total 4020-WIOA Adult	1,098,695.16	2,918,355.50	(1,819,660.34)	37.65%
4030-WIOA Dislocated Worker				
4030-6032 Carteret Community College	11,982.96	25,000.00	(13,017.04)	47.93%
4030-6035 Coastal Carolina Community College	65,394.33	191,940.00	(126,545.67)	34.07%
4030-6103 Greene Lamp, Inc.	22,493.20	25,000.00	(2,506.80)	89.97%
4030-6331 Wayne Community College	3,768.08	25,000.00	(21,231.92)	15.07%
4030-40 ECWDB	112,450.29	185,073.87	(72,623.58)	60.76%
4030-40 Infrastructure Reserve		8,660.94	(8,660.94)	0.0%
4030-40 Allocation Held in Reserve			0.00	0.0%
Total 4030-WIOA Dislocated Worker	216,088.86	460,674.81	(244,585.95)	46.91%
4040-WIOA Youth (In-School)				
4040-6101 Wayne County Public Schools	0.00	150,000.00	(150,000.00)	0.0%
4040-40 ECWDB In-School	1,818.54	106,720.65	(104,902.11)	1.7%
4040-40 Allocation In-School Held in Reserve			0.00	0.0%
Total 4040-WIOA Youth (In-School)	1,818.54	256,720.65	(254,902.11)	0.71%
4040-WIOA Youth (Out-of-School)				
4040-6031 Carteret Community College	81,819.57	249,526.00	(167,706.43)	32.79%
4040-6035 Coastal Carolina Community College	81,687.06	216,245.00	(134,557.94)	37.78%
4040-0000 Eckerd Youth Alternatives	197,642.87	352,268.00	(154,625.13)	56.11%
4040-6169 Lenoir Community College	132,904.60	304,948.00	(172,043.40)	43.58%
4040-6331 Wayne Community College	64,331.26	137,585.00	(73,253.74)	46.76%
4040-40 ECWDB Out-of-School	232,552.24	536,144.61	(303,592.37)	43.38%
4040-40 Infrastructure Reserve			0.00	0.0%
4040-40 Allocation Out-of-School Held in Reserve			0.00	0.0%
Total 4040-WIOA Youth (Out-of-School)	790,937.60	1,796,716.61	(1,005,779.01)	44.02%
4050-WIOA Statewide Activities				
4040-40 Employer Services	7,041.66	20,000.00	(12,958.34)	35.21%
Total 4050-WIOA Statewide Activities	7,041.66	20,000.00	(12,958.34)	35.21%
3130-WIA American Rescue Plan Act (ARPA)				
3130-8152-Small Business WBL				
3130-8152 Two Hawk Employment Services		201,102.00	(201,102.00)	0.0%
3130-8152 ECWDB	3,818.08	226,398.00	(222,579.92)	1.69%
Total 3130-8152-Small Business WBL	3,818.08	427,500.00	(423,681.92)	1.69%
3130-8154-WIA Reentry Grant				
3130-8154 Carteret Community College		47,500.00	(47,500.00)	0.0%
3130-8154 Wayne Community College		47,500.00	(47,500.00)	0.0%
Total 3130-8154-WIA Reentry Grant	0.00	95,000.00	(95,000.00)	0.0%
3130-8156-WIA Substance Use Grant				
3130-8156 ECWDB	1,620.00	95,000.00	(93,380.00)	1.71%
Total 3130-8156-WIA Substance Use Grant	1,620.00	95,000.00	(93,380.00)	1.71%
TOTAL PROGRAM	2,120,019.90	6,069,967.57	(3,949,947.67)	34.93%
4010 Administration				
4010 ECWDB Administration	252,116.26	506,578.63	(254,462.37)	49.77%
Total 4010 Administration	252,116.26	506,578.63	(254,462.37)	49.77%
3110 ARPA Administration 2022	1,498.02	32,500.00	(31,001.98)	4.61%
Total 4010/3110 Administration	253,614.28	539,078.63	(285,464.35)	47.05%
TOTAL	2,373,634.18	6,609,046.20	(4,235,412.02)	35.92%
PY22 Allocations & PY21 Carryover funds				
4010 Administration PY 2022	303,019.00			
4010 Administration PY 2021	203,559.63			
4020 Adult PY 2022	1,367,161.28			
4020 Adult PY 2021	1,551,194.22			
4030 DW PY 2022	339,852.72			
4030 DW PY 2021	120,822.09			
4040 Youth PY 2022 In-School	255,039.00			
4040 Youth PY 2021 In-School	280,657.25			
4040 Youth PY 2022 Out-of-School	765,117.00			
4040 Youth PY 2021 Out-of-School	752,624.01			
4050 Statewide Activities 2022	20,000.00			
3110 ARPA Administration 2022	32,500.00			
3130 ARPA Small Business WBL	427,500.00			
3130 ARPA Reentry Grant	95,000.00			
3130 ARPA Substance Use	95,000.00			
	6,609,046.20			
Special Funds				
Partner IFA Cost Sharing	1,991.50	16,524.77	(14,533.27)	12.05%
LEAC-myFutureNC	14,445.45	28,610.34	(14,164.89)	50.49%
Total Special Funds	16,436.95	45,135.11	(28,698.16)	36.42%



Information Technology & Cyber Security Career Pathway

Approved by the Eastern Carolina Workforce Development Board, Inc. on _____

Submitted to the NCWorks Commission for Endorsement

**By:
Eastern Carolina Workforce Development Board, Inc.**

[Date]

DRAFT

NCWORKS COMMISSION ENDORSEMENT FORM

Career Pathway Title:	Information Technology & Cyber Security
Sector/Occupation:	Information Technology
Prosperity Zone:	Southeast
Local Point of Contact:	David Jones
Agency:	Eastern Carolina Workforce Development Board, Inc.
Phone:	252-636-6901
Email:	jones@ecwdb.org

NCWorks Certified Career Pathways Application



Part I: Executive Summary

1. Overview of the economic and workforce development data that demonstrate the need for the career pathway (may include anecdotal feedback from partners).

The presence of the Information Technology industry has been rising for decades across the country, and we see a great need in the Eastern Carolina Workforce Development Board region for a more robust workforce that is prepared to meet the needs of local employers. The discourse in the Eastern Carolina region has indicated a great need for technical skills that are not currently available in the workforce or not available to the extent employers require. The pandemic shifted the landscape of the workforce and drove the need for technological skills to even greater heights. The ECWDB region, and many others, had to adapt to the new workforce environment, implementing new strategies for meetings, career advising, career fairs, etc., as business shifted to the virtual world. Many of the businesses in the region were not equipped to handle that change, and while we did what we could to assist them, it made us realize that the infrastructure for the information technology industry was lacking.

There is a significant skills deficit in this area, as many employers we have spoken to indicate that they lack skilled technology workers or have struggled to adapt to new technologies brought on by the pandemic. The current workforce is not sufficiently meeting the demand of employers. Lightcast data indicates that the national average of employees in this industry for an area this size is 3,746, while there are 688 in Eastern Carolina (Figure 1.a).

Supply Is Lower Than the National Average



The regional vs. national average employment helps you understand if the supply of your industries is a strength or weakness for your area, and how it is changing relative to the nation. An average area of this size would have 3,746* employees, while there are 688 here. This lower than expected supply may make it more difficult to find candidates. The gap between expected and actual employment is expected to increase over the next 5 years.

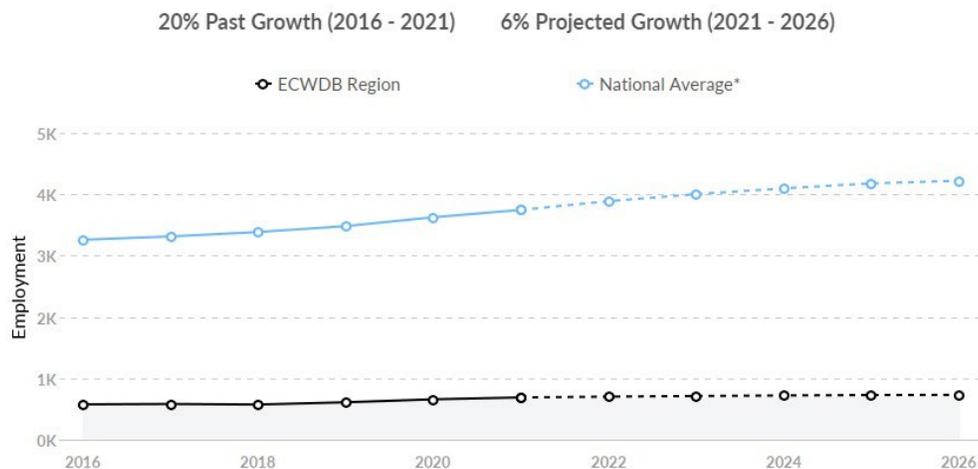


Figure 1.a

Additionally, the growth is expected to increase by 6% from 2021-2026, which is insufficient for the expected increase in jobs requiring these skills. Figure 1.b below shows the trend of job postings for this industry, and while there was a dip recently, the overall trend continues upward at a far higher rate than the available employees.

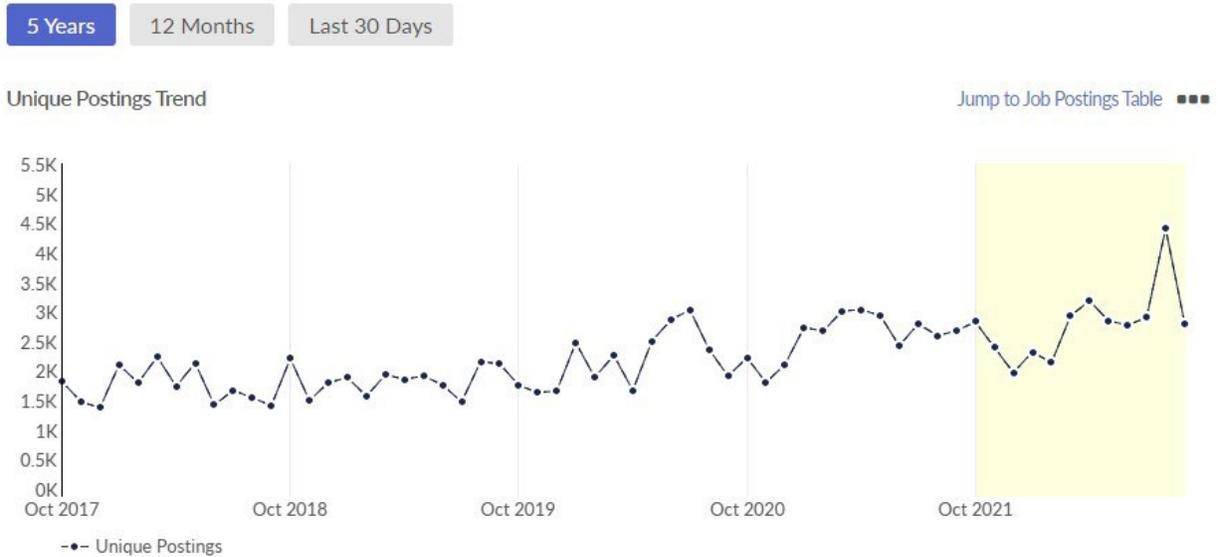


Figure 1.b

The supply does not meet the demand for employees in this industry, as Figure 1.c below shows many job postings and employers competing for the same skills.



Figure 1.c

Additional feedback from local businesses and community partners in the area:

CarolinaEast Medical Center recently had to hire outside of the local area to retain talent in the IT sector at the hospital. The applicant from Texas joined their senior team with the experience and skills needed to fill the position. CarolinaEast noted they not only look for experience in the area but soft skills, which is something that many applicants lacked during the interview process. Many of the staff don't have degrees, but experience demonstrates that they can do the work required. Finding the right person rather than someone that checks all the boxes is what CarolinaEast is looking for. Soft skills being the number one issue with finding new hires, CarolinaEast expressed training the staff once they get there would not be an issue. They are currently looking to hire an additional person in a Cybersecurity Specialist role.

Brad, IT Instructor at Craven CC, spoke about the overwhelming number of requests for talent from recruiters. More jobs than people are available in the local area to fill these IT positions. Positions include helpdesk and IT support at the entry-level. Most recently, he has placed three students through Cisco Pre- Apprenticeship / Apprenticeship Program. The CCMA certificate is a requirement for the program and must be completed within the first six months of training. Students can come in with minimal or no experience, paid on-the-job training through an apprenticeship program leaving with roughly 70,000\$ a year salary.

2. Brief highlights of the implementation and sustainability strategies.

The Eastern Carolina Workforce Development Board conducted two IT meeting roundtables with local businesses and partners to gather information on this project. Based on these meetings, ECWDB has made the following notes on implementation and sustainability strategies:

Employee Testing, Diversity, and Cybersecurity: There are various issues related to employee testing, IT positions, diversity in the workplace, instructional design, and technology fields. There is a great importance in identifying potential for progression within the organization, creating opportunities for apprenticeships and on-the-job learning, and addressing the increase in cybersecurity concerns.

Focus on Training and Skill Sets: They are focusing on training and skill development for support for small businesses. On-the-job training has been successful, leading to business growth and increased employment opportunities. Employers can have more internal promotions in the IT sector within their company and also give training opportunities to new on-the-job training employees.

Use of the ARPA Federal Government Small Business Grant: The grant pays for up to 75% of a person's salary for on-the-job training, with courses provided. It includes work experience, incumbent worker training, and small business entrepreneurial training. The program targets small employers with under 25 employees and workers' compensation insurance. Other businesses are eligible for the On- the-Job training grant which pays up to 50% of employee's wages.

Perception of Jobs in the IT Sector: The group discussed the importance of changing the perception of jobs, especially in the information technology sector. They emphasized the value of jobs and the need to highlight the range of opportunities available in IT beyond programming and software development, including entry level and senior positions.

Eastern North Carolina does not have any major IT companies (google, cisco etc.), which has led to a decrease in the amount of interest in residences attaining a related degree in eastern North Carolina or looking for jobs in the region. Many of these jobs are in hospitals, colleges, warehouses, and plants.

There are many students that may not know the opportunities available to them in eastern North Carolina where they could use their skills gained.

Demand for IT Professionals: The meetings emphasized the high demand for IT professionals across various industries, including healthcare, insurance, and poultry processing. The need for more IT professionals was recognized, considering the potential talent shortage due to an aging workforce and the high cost of living.

Developing Talent Pipeline: There was a discussion on the challenges of hiring mid-level and top managers for manufacturing environments. The idea of developing a talent pipeline by helping entry-level employees grow into higher positions was proposed, emphasizing the importance of the organization's mission in building and training the workforce.

Foundational Knowledge Base: Concerns were raised regarding short-term tech certifications and the lack of a foundational knowledge base in the US. The comparison was made with other countries where IT skills are considered basic literacy and taught in middle schools.

Apprenticeship Programs and Job Transitions: Exploring apprenticeship programs in IT is important, particularly for middle and high school students to start exploring potential career paths in information technology. The groups discussed the value of developing skills in information technology by starting to go into middle schools and investing in the youth. Some students may lose interest by the time they enter high school and that's why it's important to speak to young students on their interest in what they want to be when they enter high school and have clubs and programs available for them to gain these skills.

Paid Internships: Jose Arteaga from Atlantic Casualty mentioned the importance of paid internships and how they can address the barrier of unpaid internships for students. Many of the employers agreed on the importance of internships and the stigma that surrounded the idea that most internships are unpaid. There are many different companies that offer internships in the IT sector including the hospital in Craven County offering summer internships or project-based internships. Overall, for students to gain experience I believe it's important to be able to promote internships and work with employers to make these relatively available upon high school or college attending. Craven Community College is interested in partnering with internships or creating their own to make this happen.

Promoting Education: The value of education in changing lives and the role of employers and educators in shaping society was emphasized. The importance of promoting education to different audiences was also recognized.

3. Brief description of the region's partner agencies, career pathways operating structure, and shared responsibilities.

To build and maintain a robust Information Technology industry workforce, partners must work together to cultivate talent. Proposed partners include, but are not limited to:

- Carteret Community College
- Craven Community College
- Lenoir Community College
- Wayne Community College

- East Carolina University
- Carteret, Craven, Greene, Jones, Lenoir, Onslow, Pamlico, and Wayne County Public Schools
- Eastern Carolina Workforce Development Board
- NCWorks Career Centers
- myFutureNC - UNC

A commitment to developing a pipeline of highly skilled workers who are adaptable to change and are dedicated to life-long learning for the Information Technology industry has been made by regional stakeholders. By working together and joining resources, we can help this industry grow within Eastern North Carolina by ensuring existing businesses remain competitive and profitable and by encouraging new entities to make Eastern North Carolina their home.

Part II: Demand-Driven and Employer Engagement (Aligns with the skill needs of industries in the regional economy involved.)

1. Analysis of industry and occupational projections, employer needs, and other identified education and workforce development activities that explain the need for the pathway. Include Labor Market Information data detailing the sector’s impact on the region and projected growth.

Based on Lightcast data, there has been an increase in the demand for information technology professionals in the region (2019-2022). Specifically, the growing occupations in this field include Web and Digital Interface Designers (74%), Software Developers (65%), Database Architects (45%), Information Security Analysts (40%), Software Quality Assurance Analysts and Testers (31%), Computer Network Support Specialists (17%), Database Administrators (18%), Software Web Developers (7%), Computer Systems Analysts (2%), and Computer and Information Research Scientists by (2%). (Figure 2.a)

SOC	2019 - 2022 % Change	Description
15-1211	2%	Computer Systems Analysts
15-1212	40%	Information Security Analysts
15-1221	(2%)	Computer and Information Research Scientists
15-1231	17%	Computer Network Support Specialists
15-1232	(3%)	Computer User Support Specialists
15-1241	(6%)	Computer Network Architects
15-1242	18%	Database Administrators
15-1243	45%	Database Architects
15-1244	(6%)	Network and Computer Systems Administrators
15-1251	(18%)	Computer Programmers
15-1252	65%	Software Developers
15-1253	31%	Software Quality Assurance Analysts and Testers
15-1254	7%	Web Developers
15-1255	74%	Web and Digital Interface Designers
15-1299	(0%)	Computer Occupations, All Other
15-2031	(7%)	Operations Research Analysts
15-2041	(43%)	Statisticians
15-2051	86%	Data Scientists

Figure 2.a

Information based off the IT roundtable included employers that expressed the need for an increase in IT cybersecurity positions in their companies. Contributing to the overall need for an IT pathway in the eastern region will promote strong growth by helping fill in the gaps. Not having a strong cyber security team for the eastern North Carolina businesses including hospitals, colleges and manufacturing plants could lead to a detrimental impact on the success of the economic infrastructure. For example, there was one employer who expressed how there was a security breach in their warehouse. An unethical hacker hacked into their database resulting in the company having to rely on paper and pencil for three days until the issue was resolved.

2. Describe how you address the specific needs identified from LMI data analysis. Include examples of partner meeting notes/attendance rosters/summaries, etc.

LMI data reflects employer needs. This data enables the BSRs to engage with employers in addressing specific needs to include actual job expectations, skill levels and progression steps. The needs are then matched against available training options offered through educational or vendor programs. WIOA funding programs are presented to encourage engagement and training. Engagements and meeting notes are recorded in the NCWorks system along with potential follow-up plans.

3. Documentation demonstrating the engagement of employers in the creation, implementation, and sustainability of the pathway. Include: Employers identifying skill competencies and associated training needs. Employer commitment to support the pathway to include providing work-based learning opportunities, letter of support, etc.

Two regional roundtable sessions targeted employer engagements in the development of the IT Career Pathways. The BSRs identified employers who used IT in their operations and followed-up to determine the extent of employment. Responses ranged from reading generated data printouts to generating trending performance levels. Invitations were extended to participate in roundtable sessions designed to collect skill competency needs that ensure sustainable careers. Participants included representatives from the manufacturing, medical, financial, government, and educational sectors. They acknowledged how they were coping with their needs. Internships and incumbent worker training are common practices. Each agreed that enhanced levels of workforce-education interface were needed including classroom and work-site visits, and educator internships.

Part III: Collaborative Partnerships (Develop strong partnerships with all levels of education, the workforce community, local government officials and community leaders. Teams will provide students with a consistent, committed message along each career pathway.)

- 1. Description of the region’s collaborative partner agencies and their role in the pathway's creation, implementation, and sustainability. Include examples of ongoing or new collaborative organizations supporting the pathway (narrative description of the diagram). Provide a list of all partner agencies contributing to the pathway.**

The development of the Information Technology & Cyber Security Career Pathway is a demonstration of stakeholders recognizing the need to work together in order to effectively address the IT industry sector employment needs, while providing individuals with a family sustaining wage. The ECWDB and partners will facilitate ongoing dialogue between partners to create continuous collaboration for the long-term sustainment of this pathway. This partnership includes, but will not be limited to:

Industry Input and Guidance (Carteret, Craven, Duplin, Green, Jones, Lenoir, Onslow, Pamlico and Wayne Employers)	Role: To provide industry input on challenges, concerns and possible solutions, and provide assistance with curriculum/training development.
Veterans Representatives (Disabled Veterans Outreach Program, Local Veterans Employment Representative)	Role: To connect eligible veterans with jobs and career advising; to educate employers on hiring veterans.
LEAs with CTE Leadership (Carteret, Craven, Duplin, Greene, Jones, Lenoir, Onslow, Pamlico, and Wayne)	Role: To work with partners to develop courses with employer input that will lead to certifications for high school students enabling them to be job-ready upon graduation; to work with partners on career awareness events and provide these to students.
Community College/University Administrators (Carteret CC, Coastal Carolina CC, Craven CC, James Sprunt CC, Lenoir CC, Wayne CC, and Mount Olive University)	Role: To work with partners to develop industry relevant training with employer input that will lead to certifications for community college students; create customized training plans for employers; assist with career awareness events for the community.
Eastern Carolina Workforce Development Board	Role: To facilitate ongoing collaboration among partners, to assist with development of training programs; to assist individuals, through WIOA contractors, to receive education and training; to work with employers on training development and resources; to provide training on relevant topics to partners to include career advising, case management/notes, NCWorks Online, etc.
WIOA Contractors (Carteret CC, Coastal Carolina CC, James Sprunt CC, Lenoir CC, Wayne CC, Greene Lamp, Inc. and Two Hawk Workforce Solutions)	Role: To assist job seekers in finding employment and/or training; to provide comprehensive career advising; to assist employers with finding talent and access to training programs.

Department of Workforce Solutions NCWorks Career Center (Carteret, Craven, Duplin, Lenoir, Onslow, Wayne)	Role: To assist job seekers in finding employment and/or training; to provide comprehensive career advising; to assist employers with finding talent and access to training programs.
Vocational Rehabilitation (Carteret, Craven, Duplin, Lenoir, Onslow, Wayne)	Role: To assist job seekers with barriers to employment find jobs and/or education opportunities; to educate and assist employers who hire individuals with barriers.
Other Community Partners (USAF, USMC, Army National Guard. Libraries)	Role: To assist with employer relations, promote the industry in the local area.

1. Action steps and timelines to support the partnership’s communication and engagement progress to include working groups/committees, branding/messaging of career pathways, data collection, information sharing, and leveraging resources. Include examples of partner meeting notes/attendance rosters/summaries, etc.

The BSRs identified employers to participate in scheduled roundtable working group sessions to gain insight into IT specific employer needs and marketing strategies. The sessions’ agenda addressed LMI and NCWorks career center data, career pathway development, recognition of regional education training programs, availability of WIOA funding, the need to leverage resources and a desire to understand IT within workplace operations. The participants acknowledged challenges faced when searching for qualified talent and the need for shorter-term skill training. Information was recorded in the NCWorks database.

2. Description of local and regional staff development training activities that are tied to career pathways. Include examples of how partners are trained on pathway to educate participants and other partners on the opportunities and resources available.

- a. The ECWDB provides ongoing training to partners on pathways, including “Career Advising through Career Pathways” which was developed by the ECWDB in collaboration with the NCWorks Training Center. This training is available both online through the training center website and face-to-face.
- b. Career Advising is one of the most important pieces for individuals who are interested in, embarking on, or working through a career pathway. Whether it is a high school student, community college student or a participant in WIOA Title I Adult, Dislocated Worker or Youth programs, comprehensive career advising is imperative to success. Career Advisors offer individuals vital labor market information, training program options, support, insight into what a job entails, and much more as the individual moves through their pathway to employment.
- c. Advisors assist individuals with personality and job preference assessments to identify potential occupations in which the person would succeed. The ECWDB makes available Traitify which is a 90-second personality assessment which links to compatible jobs ([ECWDB Traitify Assessment](#)). This has resulted in participants being placed in work-based learning experiences that best fit

their personality. Most of those taking the assessment have said the outcome fits their personality perfectly. For those individuals who didn't know what they wanted to do job-wise, felt that Traitify gave them a great starting point and opened them up to job options they never thought of.

- d. The ECWDB also provides partners with the "Career Pathways Training Options Guide" that outlines WIOA Title I approved training programs and offering institutions, career center information and occupation and wages. Career Path deliverables are distributed to partners that highlight different paths within a career pathway, education requirements and average wages for the region. (Figure 3.a)

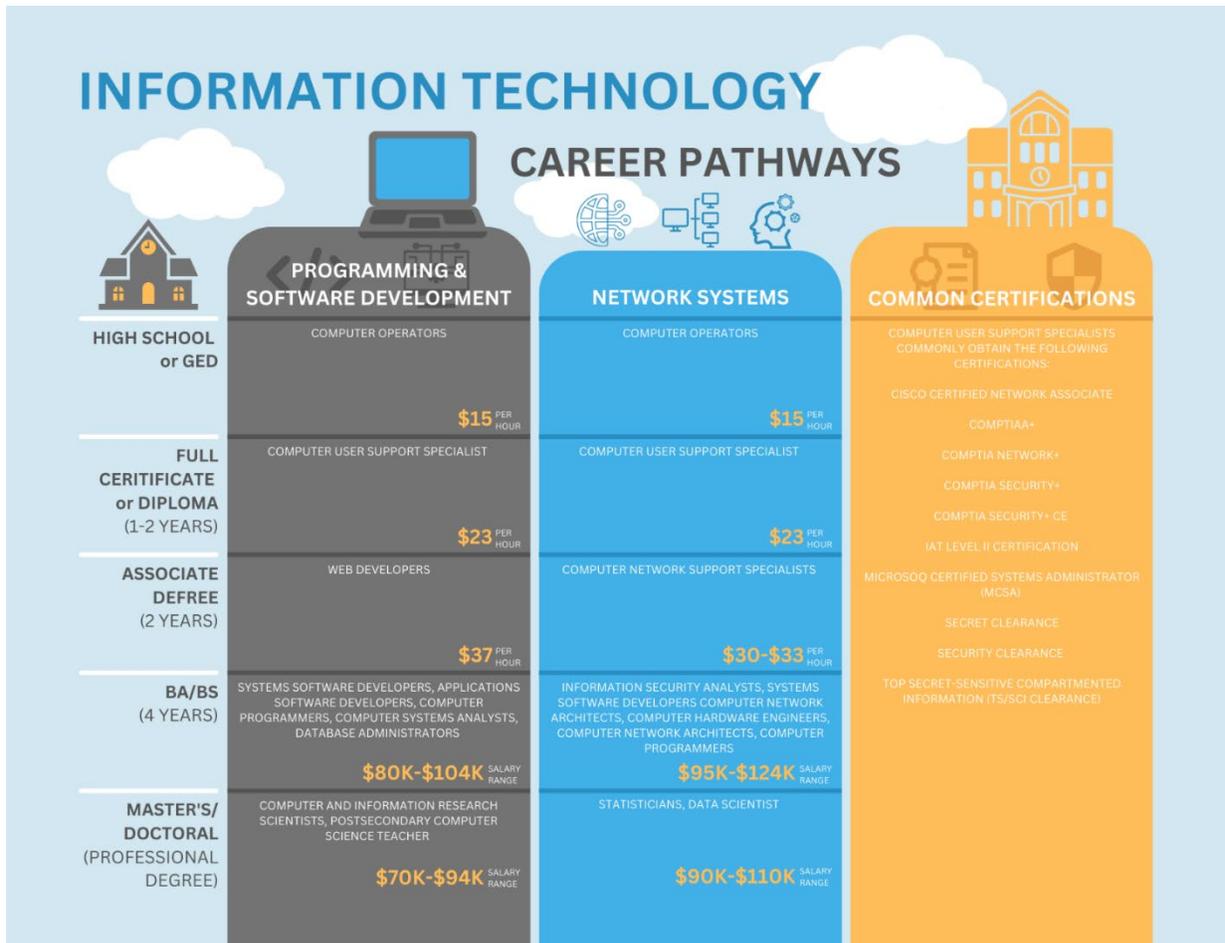


Figure 3.a: Information Technology Career Pathways Flyer

Part IV: Education, Training, and Other Services (A combination of rigorous and high-quality education, training, and other services that prepares an individual to be successful in an of a full range of secondary or postsecondary education options, offered concurrently with workforce preparation activities for a specific occupation or cluster. This includes counseling to support achieving the individual's education and career goals and organizes education, training, and other services to meet the particular needs of an individual in a manner that accelerates the education and career advancement of the individual.)

1. Strategies to help individuals enter and/or advance within a pathway. Include a brief narrative or pictorial career pathway map and career ladders identifying multiple on and off ramps.

It is imperative that individuals have the opportunity to move along a career pathway in a manner that allows them to seamlessly transfer credits should they want to continue their education. These stackable credentials can be earned beginning in high school through [Career and Technical Education \(CTE\)](#) programs.

In the ECWDB region, high school students can take advantage of many Information Technology courses that lead to certifications (Figure 4.a). As the industry grows in the area and more interest is garnered, further courses can be added.

Carteret Community College offers highschoolers the opportunity to select a Career & Technical Education (CTE) Pathway in information technology through their career and college promise program. They can specialize their pathways to include computer science, cyber security, and computer programming. The program provides a transcript for not only public high schools, but private and homeschooled students as well. These classes are transferable college level courses that will jump start their careers with 12 credit courses to go towards an information technology degree. All tuition, books and fees are included and free for all students.

Career and Technical Education Pathway

Information Technology

CTI-120 Network & Security Foundation 3 SHC
NET-125 Introduction to Networks 3 SHC
NOS-110 Operating Systems Concepts 3 SHC
SEC-110 Security Concepts 3 SHC
Total SHC for Core Courses: 12 SHC

Computer Science

CIS-110 INTRO TO COMPUTERS 3 SHC
CIS-115 INTRO TO PROG & LOGIC 3 SHC
CSC-151 JAVA PROGRAMMING 3 SHC
CTS-115 INFO SYS BUSINESS CONCEPTS 3 SHC
Total SHC for Core Courses: 12

Cybersecurity

CTI-120 Network & Security Foundation 3 SHC
NET-125 Introduction to Networks 3 SHC
NOS-110 Operating Systems Concepts 3 SHC
SEC-110 Security Concepts 3 SHC
Total SHC for Core Courses: 12 SHC

Computer Programming

CIS-115 INTRO TO PROG & LOGIC 3 SHC
 CTI-110 WEB, PGM, & DB FOUNDATION 3 SHC
 CSC-151 JAVA PROGRAMMING 3 SHC
 CSC-153 C# PROGRAMMING 3 SHC
 Total SHC for Core Courses: 12 SHC

This is a link to a high school summary report of information technology credentials class that students can earn while in high school with descriptions of the certification and how it helping students become more advanced in technology.

[Eastern Carolina Workforce Development Board High School Courses and Certifications Summary](#)

Some of the descriptions in Information technology related credentials and courses from the school district in the ECWBD region include the following below:

CompTIA IT Fundamentals (ITF+) is the industry standard for an introduction to basic IT knowledge and skills. CompTIA ITF+ establishes an IT education framework for students in middle school, high school and for career changers looking to get into IT. (CompTIA)

Learn more about CompTIA IT Fundamentals (ITF+) below:

[https://www.comptia.org/faq/itf/why-should-i-get-comptia-itf-certified#:~:text=CompTIA%20IT%20Fundamentals%20\(ITF%2B\),looking%20to%20get%20into%20IT](https://www.comptia.org/faq/itf/why-should-i-get-comptia-itf-certified#:~:text=CompTIA%20IT%20Fundamentals%20(ITF%2B),looking%20to%20get%20into%20IT)

MOS 2016 or above PowerPoint

Successful candidates will have a fundamental understanding of the PowerPoint environment and demonstrate the correct application of PowerPoint 2016. Candidates create, edit, and enhance presentations and slide shows. Presentation examples include professional-grade sales presentations, employee training, instructional materials, and kiosk slide shows (PowerPoint, 2016).

In the region, 74 students have taken the MOS 2016 or above PowerPoint Course PY 20-21.

Figure 4.b
 2020-2021

Carteret County Public Schools
CompTIA IT Fundamentals+
MOS 2016 or above Excel Core
MOS 2016 or above excel expert
Adobe Illustrator
MOS 2016 or above PowerPoint
MOS 2016 or above Word

Craven County Public Schools
Certified Cyber Security PCCSA
MOS 2016 or above Excel Core
MOS 2016 or above excel expert

Adobe Illustrator
Intuit QuickBooks Certified User
MOS 2016 or above PowerPoint
MOS 2016 or above Word
Adobe Photoshop
Adobe Premier Pro

Duplin County Public Schools
MOS 2016 or above Excel Core
MOS 2016 or above excel expert
Intuit QuickBooks Certified User
MOS 2016 or above PowerPoint
MOS 2016 or above Word
Adobe Photoshop

Greene County Public Schools
Adobe Illustrator
MOS 2016 or above PowerPoint
MOS 2016 or above Word
Adobe Photoshop
Adobe InDesign
Adobe Dreamweaver

Jones County Public Schools
MOS 2016 or above PowerPoint
MOS 2016 or above Word

Lenoir County Public Schools
CompTIA IT Fundamentals+

Onslow County Public Schools
Certified Cyber Security PCCSA
MOS 2016 or above Excel Core
MOS 2016 or above excel expert
Adobe Illustrator
Adobe Photoshop
Adobe Premier Pro
Adobe InDesign
Adobe Dreamweaver

Wayne County Public Schools
Intuit QuickBooks Certified User
MOS 2016 or above PowerPoint
MOS 2016 or above Word

Courses like those listed above can be transferred to community colleges across North Carolina per the High School to Community College Articulation Agreement. The North Carolina Perkins website offers information on the courses that a student may take in high school that will transfer to community college ([NC Perkins CTE Articulation](#)). The following graphic illustrates high school courses that can be taken at North Carolina Public School System that transfers to the equivalent course at a community college.

Business and Information Technology Education	BP12 Computer Programming II	=	CSC-153 C# Programming
Business and Information Technology Education	BM10 Microsoft Word and Power Point	=	CIS-111 Basic PC Literacy OR CIS-124 DTP Graphics Software OR OST-136 Word Processing
Business and Information Technology Education	BM10 Microsoft Word and Power Point AND BM20 Microsoft Excel and Access	=	OST-137 Office Software Applications
Business and Information Technology Education	BM20 Microsoft Excel and Access	=	CTS-130 Spreadsheet
Business and Information Technology Education	BD10 Multimedia and Webpage Design	=	WEB-110 Internet/Web Fundamentals OR WEB-120 Intro Internet Multimedia
Business and Information Technology Education	BN20 Network Administration I	=	CTI-115 Computer Systems Foundation OR CTI-120 Network and Security Foundation OR NET-110 Networking Concepts OR NOS-110 Operating System Concepts OR SEC-110 Security Concepts
Business and Information Technology Education	BN22 Network Administration II	=	CTS-112 Windows OR (NET-110 Networking Concepts AND NOS-230 Windows Admin I)

Figure 4.a

Input from employers shows that career awareness is the number one solution for creating an Information Technology & Cyber Security workforce pipeline issue. Employers and partners agree that the earlier they can start to expose students to this industry, the better.

2. Description of secondary and postsecondary education and training options to include curriculum, continuing education, grant-funded programs, and other workforce development initiatives.

In addition to the secondary courses identified above, local community colleges in the region offer Information Technology programs to train future employees in the industry. These institutions provide most of the training for WIOA Title I Adult, Dislocated Worker and Youth participants who are seeking educational opportunities to increase their ability to obtain high demand, high wage jobs. Course and program offerings for Information Technology and Cyber Security are outlined below.

https://carteret.edu/wp-content/uploads/2023/04/IT-Pathway_2023FA.pdf

<https://cravencc.edu/information-technology>

<https://www.lenoircc.edu/programsofstudy/informationtechnology/>

<https://www.waynecc.edu/programs/it-business-support/>

<https://www.coastalcarolina.edu/academics/programs/business-technology/information-technology/>

3. Opportunities for individuals to earn high school credentials, academic degrees, industry-recognized credentials, articulation agreements, credit for prior learning, and other third-party certificates/badges. Include samples of related CTE, post-secondary program, articulation agreements, etc., or links to websites.

Articulation agreements also exist between community colleges and universities. Therefore, students may transfer credits from a certificate, diploma or 2-year program to a 2-year degree, again, reducing time to graduate. Community College students can transfer to any North Carolina University system institution that offers programs within this pathway should they decide to obtain further education. More information on the North Carolina Comprehensive Articulation Agreement can be found at [UNC CAA](#).

Craven Community College Transfer Agreement

After completing an associate in applied science in Cyber Security and Networking Degree. Craven, Wayne, and additional Community Colleges established a special relationship for transfer for some of the IT clusters to a BS degree in Industrial Technology with East Carolina University. To receive the Information and Computer Technology Concentration, transfers must have at least one of the following prior to ECU enrollment:

- o Grade of C or higher in NET 125 and NET 126.
- o Current CompTIA Network+ Certification.
- o Current Cisco CCNA Certification.

More information is available on Bachelor of Science in Industrial Technology Transfer Program – Online at:

<https://cet.ecu.edu/techsystems/wp-content/pv-uploads/sites/259/2022/05/BSIT ICT flyer.pdf>

Other approved programs that allow transfer to ECU BSIT program with Information and Computer Technology Concentration include:

- Computer Engineering Technology (A40160)
- Computer Information Technology (A25260)
- Computer Technology Integration (A25500)
- Cyber Crime Technology (A55210)
- Healthcare Business Informatics (A25510)
- Information Systems Security (A25270)
- Networking Technology (A25340)

Other Technologies programs that would qualify for the BSIT transfer to ECU without IT concentrations include some programs such as Air Conditioning, Heating and Repair, Welding Technology, Diesel and Heavy Equipment Technology and Agricultural Systems Technology etc.

The full list to Approved Associate of Applied Science Degrees for the BSIT (Department of Technology Systems) can be found here: <https://cet.ecu.edu/techsystems/wp-content/pv-uploads/sites/259/2022/09/BSIT-admission-handout-v2022.pdf>

4. Opportunities for programs to provide multiple instructional delivery methods to include dual/concurrent enrollment, online training, and accelerated/contextualized learning strategies.

The public high schools in the region have taken note of the growing demand for information technology professionals in fields such as information security, computer science, and web design. To meet this demand, these schools are now offering a range of courses and certifications to high school students.

Students can now earn certifications in CompTIA +, take Computer Science I and II courses, and enroll in information technology college courses that can contribute to an associate, certificate, or diploma program. Additionally, students can a the highly valued PCCSA certification (Palo Alto Networks Certified Cybersecurity Associate).

Furthermore, students can also benefit from courses in Adobe InDesign, Photoshop, Dreamweaver, and other related areas. These courses provide students with essential skills in graphic design, empowering them to leverage these skills even beyond high school.

Public schools in the region are actively investing in the future of their students by providing them with diverse and valuable educational opportunities that equip them with the necessary skills and certifications to succeed in the rapidly growing field of information technology.

Local Community Colleges provide a range of information technology curriculums that can be completed entirely online. By utilizing these online training options, students enjoy the convenience of being able to study from anywhere and participate in internship opportunities while working remotely.

5. Documentation of continued employer involvement and input with curriculum and training development. Include partner meeting notes/attendance rosters/summaries, links to news articles, blogs, etc.

The BSRs engage routinely with area employers through on-site visits, meetings, surveys, and correspondence to determine hiring and training needs. Many of the respondents' report increasing workplace emphasis on information technology applications that run gamut from simple data entry to formalized analysis. This information is shared with school professionals and NCWorks Career Center staff. The schools have responded with curriculum and training offerings that lead to desired certificates and degrees. The NCRC Work Keys programs are promoted to assist with career planning along with Traitify, a personality assessment instrument. The Centers coordinate with job posting process to ensure appropriate placements. Follow-up employer engagements report placement and performance success.

6. Description of opportunities for all workforce populations to participate in work-based learning activities to include strategies for career awareness, career exploration, and real-world career experience. Include a list of current/future programs, tools, and resources. Include examples of ongoing or new career awareness initiative, links to news articles, blogs, etc.

Local Community Colleges provide a range of information technology curriculums that can be completed entirely online. By utilizing these online training options, students enjoy the convenience of being able to study from anywhere and participate in internship opportunities while working remotely.

Community Colleges offer valuable work-based learning opportunities, such as job shadowing and internships, that provide students with hands-on experience in their chosen fields. One such example is Wayne Community College's partnership with Atlantic Casualty Insurance, where information technology students have the opportunity to participate in an internship program. This program equips them with the practical skills and knowledge needed to succeed in the IT industry after completing their degree.

Additionally, Craven Community College offers a hardware/software support course that provides students with hands-on training in building computers within the context of their information technology and cybersecurity curriculum. The CTS-120 course covers a wide range of topics, including component identification, memory-system, peripheral installation and configuration, preventive maintenance, hardware diagnostics/repair, installation and optimization of system software, commercial programs, system configuration, and device-drivers. This comprehensive approach to learning ensures that students are fully prepared to excel in this field upon graduation.

Adult, Dislocated Workers and Out-of-School Youth are eligible to participate in WBLs as well. Through WIOA Title I, these individuals can partake in On-the-Job training with local businesses which assists with job placement and wages while a person gains valuable occupational skills with the goal of unsubsidized employment. Seeking out employers to provide these experiences is on-going as there is an emphasis on working to develop partnerships with Information Technology employers. Moving forward, the intent is to bring more employers to the initiative who will offer work-based learning opportunities for all who are interested in this field.

Career and education fairs are set up across the region for individuals to link them with employers. NCWorks Career Center staff works closely with local community colleges and employers to hold annual job fairs that are open to the public. Most of these job fairs host over 50 local employers seeking candidates for jobs as well as exposing individuals to the different industries in which they can find work. Many of these fairs open their doors early for military affiliated individuals as well as high schoolers like the Craven NCWorks Job and Resource Fair held each March. Career Advisors from the NCWorks Career Centers are on hand to talk about services as well as offer resume writing assistance to all who participate in the event.

- 7. Strategies to provide programs and other workforce development services for veterans. Narrative should include outreach and recruitment activities, credit for prior experience (Military Occupation Specialty), workforce preparation workshops, hiring events, and collaboration with partner agencies.**

NCWorks Veteran's Advisors and Career Advisors actively recruit veterans and spouses to use available resources. The Local Veteran Employment Representative (LVER) for the ECWDB region works with various community partners to hold semi-annual Veteran Career Fairs which feature employers that are committed to hiring veterans and military affiliated individuals. The LVER is integral to business relations and consistently reaches out to employers to inform them of the benefits of hiring veterans.

- 8. Strategies to provide programs and other workforce development services for other special populations to include, but not limited to: vocational-rehabilitation participants, re-entry/justice involved individuals, non-English speaking populations and disconnected youth. Include outreach and recruitment activities to reach these groups.**

The region strives to assist all persons with obtaining high wage, high demand employment. Strong partnerships allow for cross-training with NCWorks staff so Career Advisors are able to refer individuals to the agency that can best serve their needs. One of the vital relationships is with Vocational Rehabilitation that works with individuals who have barriers such as documented disabilities or have been involved with the justice system. NCWorks Career Centers also have re-entry specialists on staff to assist those who have been involved in the justice system. These advisors have a robust list of agencies that can help these justice involved individuals to include Vocational Rehabilitation and various re-entry councils. Other partnerships include, but are not limited to, community action groups, public housing authorities, libraries, and other community-based organizations.

As part of the business services function, the ECWDB Business Services Consultant and NCWorks Career Center designated business relations advisors are responsible for informing employers of the benefits of hiring individuals with barriers to employment such as tax credits, the bonding program and more.

9. Strategies to align regional career pathways system to current state jobs plan and/or economic development priorities.

Aligning the Workforce Board Regional Career Pathways with the NC Works Commission strategic plan involves several steps. Here is the general framework of the alignment process:

ECWDB started by reviewing the NC Works Commission Strategic Plan: understanding the goals, objectives, and priorities outlined in the NC Works Commission's strategic plan paying close attention to specific focus areas related to career pathways.

ECWDB identified areas of alignment: The goals and objectives of the NC Works Commission strategic plan and the existing career pathways offered by the Workforce Board were compared. While IT Career Pathways were not singled out in the state plan high, growth family-sustaining occupations are a priority. The data collected and the information gleaned from roundtable discussions verified that the IT Occupation category was one with potential for growth and advancement.

The State Plan included engaging Stakeholders: ECWDB collaborated with key stakeholders, including representatives from the Workforce Board, local employers, educational institutions, community organizations, and job seekers. Their input and perspectives on aligning the regional career pathways were gathered and incorporated.

ECWDB worked to foster Collaboration and Partnerships: To effectively align the career pathway, collaboration and partnerships among stakeholders is a crucial component of the state plan. ECWDB continually looks to identify opportunities for joint ventures, shared resources, and coordinated efforts. Identifying cross-sector collaborations between employers, educational institutions, and community organizations to ensure a comprehensive and integrated approach.

The State plan encourages incorporating Best Practices: Extensive research was performed to incorporate best practices in career pathway development and implementation. Successful models and strategies from other regions or states that have effectively aligned their pathways with a broader workforce development strategy were reviewed for adaptation to context and priorities.

The state recognizes that Communicating and Advocating for the distribution and use of the IT Career Pathway is crucial to implementation: ECWDB will develop a communication strategy to inform

stakeholders, including employers, educational institutions, policymakers, and the general public about the aligned career pathways and the benefits they offer. ECWDB will advocate for continued support from partners and regional stakeholders to sustain and expand career pathways.

The alignment process requires coordination, collaboration, and flexibility. By closely aligning the Workforce Board Regional Career Pathways with the NC Works Commission strategic plan, ECWDB can ensure that the pathways effectively address the workforce needs of the region while contributing to the broader goals of the state's workforce development efforts.

Part V: Evaluation Plan (Pathway must be evaluable. Develop a plan for assessment that defines success, measures progress towards goal, investigates outcomes and points to opportunities for improvement.)

1. ***Proposed data to evaluate the region’s success indicators. Provide baseline data of metrics used to evaluate success.**

***Examples of evaluation / success indicators and locations**

WIOA participant data: www.ncworks.gov

Carolina Demography: <https://www.ncdemography.org/>

Career Readiness Certificate (CRC) data: <https://www.crcnc.com>

North Carolina Community Colleges:

<https://www.nccommunitycolleges.edu/analytics/dashboards/curriculum-credentials-awarded>

K-12 CTE certificate data: <https://ctelps.dpi.state.nc.us/>

Post-secondary graduation and credential data: NC Tower (www.nccareers.org)

Graduate hiring data: See individual institution to verify they collect that data.

Evaluation

With so many partners, geographical barriers, availability, and differing program years it is difficult to nail down exactly what elements should be evaluated that will yield the most accurate data. Partners have committed to providing as much data as possible to gauge the success of the Information Technology and Cyber Security Career Pathway. Part of the conversation around this pathway included increasing access to IT related CTE courses, creating a youth talent pipeline and attracting adults and dislocated workers to this sector.

Baseline data has been collected for PY 2021 (WIOA Title I) which includes the time period between July 1, 2021 and June 31, 2022. Within this PY, the public school system and community colleges comprise August 2020 to June 2022.

Data was gathered from the following sources:

- ✓ Community College deans
- ✓ Local Education Agency CTE Directors
- ✓ NCWorks.gov
- ✓ FutureWorks
- ✓ [North Carolina Community Colleges Analytics and Reporting Dashboards \(Credentials Awarded\)](#)
- ✓ [Local Businesses](#) (ECWDB region)
- ✓ Lightcast
- ✓ NCCareers.org
- ✓ NCTower
- ✓

Baseline data includes:

- Secondary Education
- Community Colleges
- Adult and Dislocated Workers

Measurable elements include:

- Number of students/WIOA Title I individuals participating in Information Technology & Cyber Security Exploration events
- Number of students/WIOA Title I individuals obtaining a Career Readiness Certificate
- Number of students/WIOA Title I individuals currently enrolled in Information Technology & Cyber Security related courses.
- Number of employers providing Information Technology & Cyber Security related WBL opportunities
- Number of students/WIOA Title I individuals obtaining an Information Technology & Cyber Security industry related credential/diploma/degree
- Number of students/WIOA Title I individuals employed in the Information Technology & Cyber Security industry.

Goal:

- Increase measurable elements by 2% or higher.

Secondary Education – Baseline Data and 3 Year Projections

	Baseline Data 2021 - 2022	2022-2023	2023-2024	2024-2025
Number Of Students Participating in Information Technology Career Exploration Events	0	10	15	20
Number of Students Who Obtained a CRC				
Number of Students Who Earned an Industry-related Credential in Information Technology Industry Courses	6,108	7,000	7,500	8,000
Number of Employers Providing Information Technology Related WBL Opportunities	0	2	4	6

Community College – Baseline Data and 3 Year Projections

	Baseline Data 2021 - 2022	2022-2023	2023-2024	2024-2025
Number of Students Enrolled in Information Technology Related Courses	0	2	4	6
Number of Students Who Obtained Information Technology Industry Related Credential/Diploma/Degree	2,288 NC Tower	2,588	2,888	3,000

--	--	--	--	--

Adult and Dislocated Workers – Baseline Data and 3 Year Projections

	Baseline Data 2021 - 2022	2022-2023	2023-2024	2024-2025
Number of Students Enrolled in Information Technology Related Courses	0	2	4	6
Number of Employers Providing Information Technology related WBL Opportunities	0	2	4	6
Number of Students Who Obtained Information Technology Industry Related Credential/Diploma/Degree	10	20	30	40
Number of Participants Who Obtained a CRC	0	5	10	15
Number of Students Employed in the Information Technology Industry Post Industry-related Training	0	5	10	15

2. Strategies planned that tie evaluation outcomes to continuous improvement and sustainability of the region’s career pathway framework. Include examples of partner meeting notes/attendance rosters/summaries, etc.

Education and awareness play a pivotal role in unlocking the potential of the region's information technology sector. Building apprenticeships and pre apprenticeship for students to be able to gain the necessary experience to gain employment.

ECWDB has fostered collaboration between local universities and community colleges to enable the creation of cost-effective IT programs. For example, The University of Mount Olive is currently underway creating a bachelor’s degree in information technology. By partnering with community colleges like Craven, students can seamlessly transfer credits and save money.

Jonathan Peters, Chatsworth, IT Manager discussed his pathway to obtain his position at Chatsworth, starting with a 2-year degree from a technical IT college and being hired as an entry-level computer support specialist. He obtained his bachelor's at Mount Olive University with a Bachelor of Business Admin. and got an MBA from ECU. Having some experience in web applications and a business degree in

the hope that it would open the door for some Business Analytics/Business Analysts roles. Having the IT Pathways information available from NC works, ECWDB would have helped and made his path smoother had it been available, Jonathan expressed.

Having educational pathways put in place would save students a lot of time by gaining employment more quickly expressed by local employers. **Exposure, Education, and Awareness.** By equipping students with the knowledge and skills required for the IT industry, the ECWDB can help them secure job opportunities more swiftly. Exposing students to educational resources and providing guidance will also aid in overcoming potential barriers or roadblocks they may encounter along the way.

To ensure a smooth transition from high school the implementation of pre-apprenticeship programs created should be made available. Leaving the pre-apprenticeship to directly be coming into that apprenticeship role. This approach would help bridge the skills gaps in the IT sector and increase accessibility to employment opportunities. Several companies from the community roundtable support this idea.

As ECWDB works together with employers and educational institutions in the community discussion including certifications into coursework. Having these certifications such as Google certificates, A+, C+ or CCNA will help in getting job applicants foot in the door and gain experience. In the IT sector experience is weighed heavily and demonstrates that you can do the job correctly. Although many companies still require an Associate to gain employment, having those internships and certifications would be essential to attaining employment in high level positions. Colleges and Business also discussed the flexibility in the field including making total remote programs or remote internships so that students could essentially do both.

The Following Pages are the Supporting Documents...

IT Roundtable Meeting, Craven County
January 31, 2023
Meeting Notes
Time: 9:00-12:00

Mount Olive University

- Discussion about working on building apprenticeships, pre-apprenticeship opportunities and creating that exposure in education. Potentially creating a partnership where students could attend the community college IT program for the first 2 or 3 years, then transfer to Mount Olive University completing their last 1-2 years. (Attaining a bachelor's degree). Working with the high schools, community colleges, and early colleges by offering support, and scholarships. At the same time, junior or senior IT graduates could continue their education to a bachelor's or master's degree level. Creating that partnership would save money and be inexpensive for college students the first few years.
- Strategy to keep IT personnel and education local to our area with cost-effective support.
- In the process of building a cybersecurity program. Many students prefer Hybrid and remote, which is becoming an issue. But willing to meet students where they are. Students have found out they can work part-time jobs and still take courses online.

Craven Community College

- Explained the importance of a career pathway in the IT sector. An example is if an IT graduate applies for a job and HR turns them down. Instead of turning them away, turn that applicant on to an opportunity and discuss other options or partnerships the college may have for them.
- Strategy to keep IT professionals local to our area and expose them to opportunities and partnerships.
- Craven Community College expressed interest in helping prepare students for possible roles to partner with the Hospital (Pre- Apprenticeship to Apprenticeship Program). Community colleges to reach out to high schools for training, informing them about the IT pathways, and preparing high schoolers for positions in the hospital apprenticeship program to gain experience.
- Brad, IT Instructor at Craven CC, spoke about Cisco Program and having sent three people through the program leading to a salary of 70,000\$ in income for students.

Chatsworth Johnathan

- The IT Manager discussed his pathway to obtain his position at Chatsworth, starting with a 2-year degree from a technical IT college and being hired as an entry-level computer support specialist. He obtained his bachelor's at Mount Olive University with a Bachelor of Business Admin. and got an MBA from ECU. Having some experience in web applications and a business degree in the hope that it would open the door for some Business Analytics/Business Analysts roles.
- Having the IT Pathways information available from NC works, ECWDB would have helped and made his path smoother had it been available, Jonathan expressed.
- Potential Pathway: 2 – Year IT Degree = IT Support Specialist to 4 Year Degree = Business Analytics, Business Analysts to 6 Year Masters = IT Manager

- Chatsworth currently has an apprenticeship program for Industrial systems. Jason (HR Specialist) expressed that more HR staff would most likely be more supportive in white collar or business systems type work. Being more acceptable to the businesses and HR departments.
- Hiring Practices:
 - Low turnover in IT and office personnel. Relocation is usually due to money, and the company would match if they were to bring in an offer. Chatsworth has at least 20 job titles throughout the company in manufacturing. IT and Office Personnel work Hybrid, and Application Development and AI typically work Hybrid or remotely.
 - Offers tuition program for continuing education.
 - Will turn in IT Job Descriptions to Phil.

City Of New Bern

- He spoke about the pathways to IT in the past, needing more distance learning, and obtaining his bachelor's degree required night courses after work. In this economy, quitting your job may not be an option for only some.
- Small Group of Staff 6-8 People
- Titles: Senior IT, Senior IT Systems Analyst, Infrastructure Analyst, (2) IT Technicians and Support Staff
- Expressed IT Department newer hires want a more flexible schedule, thinking organizations need to come around to more remote opportunities.
- Offers tuition program for continuing education.
- Will turn in IT Job Descriptions to Phil.

Carolina East Hospital Mike

- Job Titles in IT Department
- Infrastructure Engineers (data centers), Server Analyst (handles more on the back end) ex. new users are coming in, operations, daily operations. Network Team (Network analyst, Senior network analyst) (handling all firewall and route switch all at once)
- The department is set up in three on the network side, three on the server side, and one on the security side and mike is looking to add another person in that role.
- The IT office and help desk are advantages for the Hospital since people come in with associate degrees in IS in different areas, whether networking or standard IT Tech.
- Mike expresses training people over 18 is not a problem, but having trouble finding people with soft skills is.
- Regarding Apprenticeships, the Operations Manager has hired people at their senior or junior level in the IT program for summer training. Nothing currently is set in place for students under the age of 18, and not interested in bringing in students under that age group. There is no set program for students, for example, coming out of New Bern high school to enter training at the Hospital.
- The Summer Jobs at Carolina East Hospital is more project-based or in support of the help desk area at Carolina Health.
- Summer Group is a Small Group – (1 to 2 people)
- Hiring Practices:

- Typically hires 5-6 new staff members annually. Positions mainly support helpdesk staff and even hiring for the senior team. Just recently hired a senior team member from Texas after being unable to find local talent.
- Offers tuition program for continuing education.
- Will turn in IT Job Descriptions to Phil.

Eastern Carolina Workforce Development Board, Inc
IT Roundtable Meeting, Wayne County
Tuesday, April 4, 2023
9:30 AM

The Eastern Carolina Workforce Development Board, IT roundtable meeting was held on April 4th, 2023. The total duration of the meeting was from 9:30 AM - 11:30 AM at Wayne Community College. The opening of the meeting was hosted by Phillip Prescott, assistant director, Eastern Workforce Development Board, Inc.

In Attendance: Yusef Ewis, Charles Brogdon, James Garner, Jenneth Honeycutt, Jose Arteaga, Precious Johnson, Eric Heck, Phillip Prescott

Eric Heck, ECWDB

- Discussed the ARPA federal government small business grant that pays up to 75% of a person's salary for on-the-job training, with courses provided. The grant has three components: work experience, incumbent worker training, and small business entrepreneurial training. The program is open to small employers with under 25 employees who have workers' compensation insurance.
- Discussed the value of jobs and how to change the perception of jobs, especially in the information technology sector.

Phillip Prescott, ECWDB

- Hopes to focus more on training and skill sets for farming communities and help grow small businesses. The on-the-job training has been successful in the past, with some businesses growing from 25 to 50 employees. Also, discussed the reentry program for Wayne, Lenoir, Onslow, and Craven. -grant for substance abuse programs to train individuals in each of their nine career centers.
- Conversation about the need for IT professionals in small businesses and how it's important for them to have a good understanding of the whole system rather than just learning specific parts. The group discusses the breakdown of the 4000 IT jobs from light cast data and how it covers anything related to computer and technology fields. The importance of technical skills and establishing relationships with surrounding businesses is highlighted, and the example of an internship leading to permanent employment.
- Discussion on the importance of having a general contractor in the IT industry who can pull all of the specialized skills together to make a cohesive project.
- Emphasized the importance of IT in various industries, including healthcare, insurance, and even poultry processing. There is a large demand for IT professionals and many job opportunities available in this field. Phil also points out that many people do not realize the variety of IT jobs available, and that there is a misconception that working in IT only involves programming or software development. Phil notes that there is a potential talent shortage in the region due to an aging workforce and the high cost of living. Phil also provided data on the number of IT workers and employers in the region and suggests that there is a need for more IT professionals across various industries.
- Additionally, discussed the role of NC Works

- Discussed a new program that provides job opportunities for those who face barriers to employment, such as minorities and disabled persons, while also helping small businesses find workers. Mentions that the program targets smaller businesses with 25 or fewer employees, and that students with a high work ethic and responsibility are preferred.
- Discussed the evolving nature of jobs and the changing requirements for traditional jobs. Phil shared a success story of a woman who started as a nurse but later transitioned to an administrative role where she works with data and statistics to determine staffing needs. The group discussed the importance of creating a road map of job transitions and exploring apprenticeship programs in IT to help high school students start exploring potential career paths. Phil also touched on the importance of developing skills to maintain printers and software, which would be helpful in getting into the network side of IT.

Jose Arteaga, Atlantic Casualty

- Discussed the misconception that internships are unpaid and how this is a barrier for students (Jenneth Honeycutt).
- Partners with Wayne CC to internship students
- Paid Internships

Jenneth Honeycutt

- Conversation focused on the value of education in changing one's life and the role of employers and educators in shaping society. Discussed how education can provide individuals with the skills to become valuable contributions to society and get a job. Also talked about the role of employers and how they contribute to the economy, and how educators have a great impact on their students' lives. The conversation ends with a discussion on how to promote education to different audiences, and how it is essential to be doing so.

Yusef Ewais, APEX

- Talks about the importance of community and family in Eastern North Carolina and how parents want their children to do better than them.
- During the conversation, Philip and Yusef discussed the challenges of hiring mid-level and top managers for manufacturing environments. Philip suggests that companies can develop a pipeline of talent by helping entry-level employees grow into mid-level and managerial positions. This can be achieved by challenging employees to reach higher and providing them with the tools and resources needed to succeed. Phillip emphasizes the importance of the organization's mission in building and training the workforce to fill mid-level positions.
- Discussing various issues related to employee testing, IT positions, and diversity in the workplace. Phil (Host) asks if people who have already been hired should be tested for their aptitude in various roles, and how to determine who has the potential to progress within the organization. The discussion turns to the need for IT positions in educational institutions, and how instructional design and technology fields are merging. Discussed the importance of diversity, including gender and nationality, and how companies can create opportunities for apprenticeships and on-the-job learning to help people progress through different roles and responsibilities. The conversation then turns to the importance of cybersecurity and how a malware attack affected the production of their company.

- Shares personal experience of workers from Mexico who were professionals in their home country but doing lower-end jobs in the US and making more money.
- Discussion of financial numbers and the difficulty of hiring and retaining employees in their organization.
- Mention of relocation fees and how it affects their budget.
- Shared a success story of a case worker helping an individual become gainfully employed.
- There is talk about turnover rates and how organizations struggle to invest time into their employees.

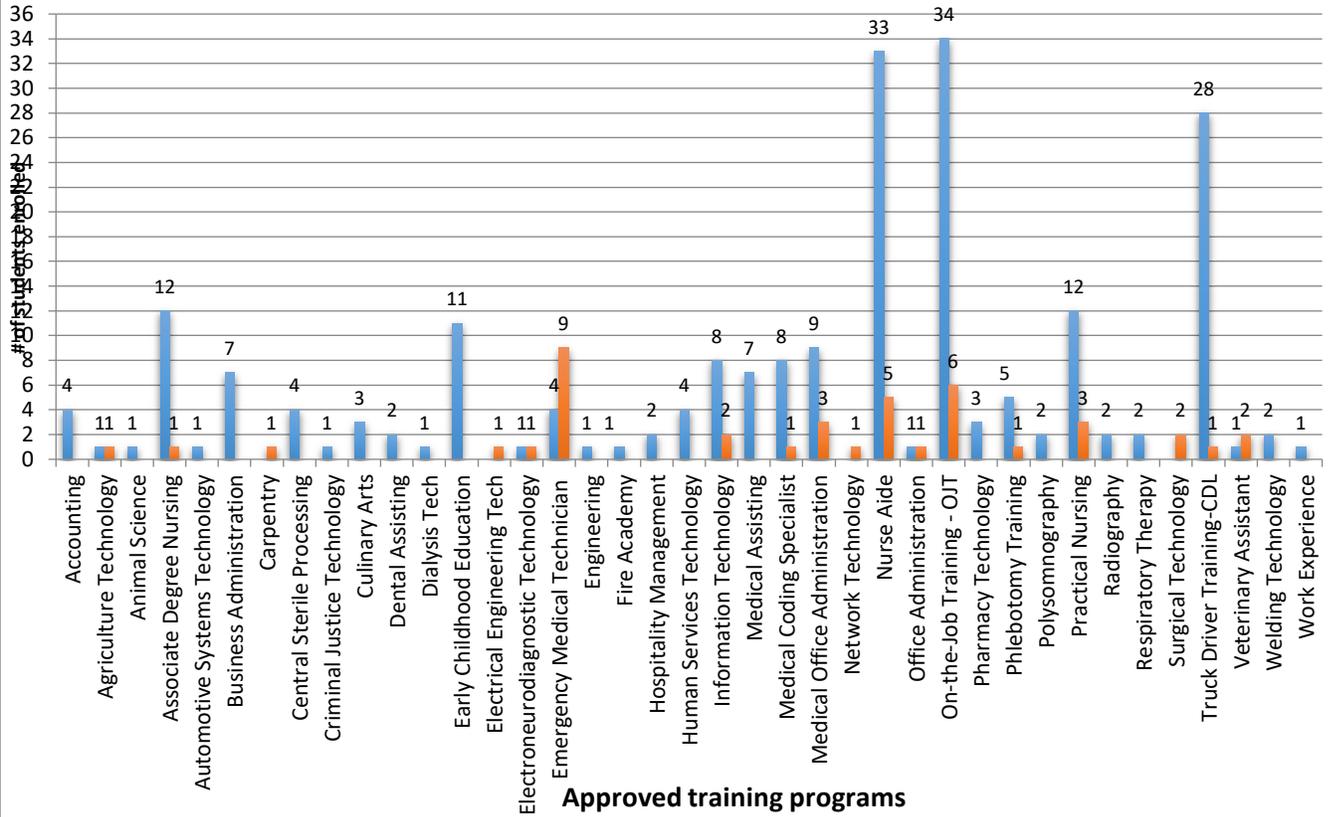
John Paul Black, Lenoir CC

- John discussed how short-term tech certifications, like Google certifications, can be a concern because they may not provide a foundational knowledge base. They compare this to other countries, like Brazil and Ireland, where IT skills are considered basic literacy and are taught in middle schools. They believe that the lack of foundational knowledge is where the gap lies in the US.

2021-
2022

WIOA Service Providers

■ Adult - 219 ■ DW - 42



Eastern Carolina Workforce Development Board High School Courses and Certifications Summary
 PY 2020-2021.

February 21st, 2023

Precious Johnson, ECWDB, Career Pathways Specialist

Information Technology courses are offered at the following High Schools in the ECWBD region-
 Carteret, Craven, Duplin, Greene, Jones, Lenoir and Onslow.

CompTIA IT Fundamentals+,

School	PSU No	Credential	Course	Potential	Earned	%Earned
Carteret	160	CompTIA IT	BI12	47	0	0
Lenoir	540	Fundamentals+		282	0	0

CompTIA IT Fundamentals (ITF+) is the industry standard for an introduction to basic IT knowledge and skills. CompTIA ITF+ establishes an IT education framework for students in middle school and high school and for career changers looking to get into IT. (CompTIA)

Learn more about CompTIA IT Fundamentals (ITF+) below:

[https://www.comptia.org/faq/itf/why-should-i-get-comptia-itf-certified#:~:text=CompTIA%20IT%20Fundamentals%20\(ITF%2B\),looking%20to%20get%20into%20IT.](https://www.comptia.org/faq/itf/why-should-i-get-comptia-itf-certified#:~:text=CompTIA%20IT%20Fundamentals%20(ITF%2B),looking%20to%20get%20into%20IT.)

In our region no students took this certification out of the information technology courses available PY 20-21.

Certified Cyber Security PCCSA,

School	PSU No	Credential	Course	Potential	Earned	%Earned
Craven	250	Certified Cyber Security	BC10	140	0	0
Onslow	670	PCCSA		15	1	7%

The Palo Alto Networks Certified Cybersecurity Associate (PCCSA) certification verifies that a person possesses knowledge of the cutting-edge cyber-threats of today and the technologies available to mitigate those threats. The PCCSA is an introductory certification that validates your up-to-date knowledge on cyber-threats and cybersecurity (Palo Alto Networks).

In our region, one student in Onslow has taken the Certified Cyber Security PCCSA certification course PY 20-21.

Intuit QuickBooks Certified User,

School	PSU No	Credential	Course	Potential	Earned	%Earned
Craven	250	Intuit		60	0	0
Duplin	310	QuickBooks	BA10	1	0	0
Onslow	670	Certified User		61	0	0
Wayne	960			26	0	0

The **Intuit QuickBooks Certified User** certification prepares students to work in an entry-level professional accountancy position, demonstrating their skills in QuickBooks accounting software.

In our region, no one has taken the Intuit QuickBooks Certified User PY 20-21.

MOS 2016 or above PowerPoint,

School	PSU No	Credential	Course	Potential	Earned	%Earned
Carteret	160			102	0	0
Craven	250	MOS 2016 or above PowerPoint	BM10	126	3	2%
Duplin	310			260	26	10%
Greene	400			11	0	0
Jones	520			62	8	13%
Wayne	960			413	37	9%

Successful candidates will have a fundamental understanding of the PowerPoint environment and demonstrate the correct application of PowerPoint 2016. Candidates create, edit, and enhance presentations and slide shows. Presentation examples include professional-grade sales presentations, employee training, instructional materials, and kiosk slide shows (PowerPoint, 2016).

In our region, 74 students has taken the MOS 2016 or above PowerPoint Course PY 20-21.

MOS 2016 or above Word,

School	PSU No	Credential	Course	Potential	Earned	%Earned
Carteret	160			102	0	0
Craven	250	MOS 2016 or above Word	BM10	126	2	2 %
Duplin	310			260	21	8 %
Greene	400			11	0	0
Jones	520			62	6	10 %
Wayne	960			413	38	9%

Successful candidates for the Word 2016 certification have a fundamental understanding of the Word environment and the ability to complete tasks independently (Word,2016)

In our region, 67 students has taken the MOS 2016 or above Word course PY 20-21.

MOS 2016 or above Excel Core,

School	PSU No	Credential	Course	Potential	Earned	Earned %
Carteret	160	MOS 2016 or above Excel Core	BM20	46	1	2%
Craven	250			81	5	6%
Duplin	310			72	2	3%
Onslow	670			299	3	1%

Successful candidates for the Microsoft Office Specialist Excel 2016 certification have a fundamental understanding of the Excel environment and the ability to complete tasks independently (*Excel, office 2016*).

In our region, 11 students has taken the course MOS 2016 or above Excel Core PY 20-21

MOS 2016 or above excel expert,

School	PSU No	Credential	Course	Potential	Earned	Earned %
Carteret	160	MOS 2016 or above excel expert	BM20	46	1	2 %
Craven	250		81	0	0	
Duplin	310		72	2	2%	
Onslow	670		299	3	1%	

Expert-level candidates for this certification have an advanced understanding of the Excel environment and have the ability to guide others to the proper use of the program's features (Excel expert, 2016) In our region, 6 people has taken the MOS 2016 or above excel expert course PY 20-21.

Adobe Illustrator,

School	PSU No	Credential	Course	Potential	Earned	Earned %
Craven	250	Adobe Illustrator	II31	100	0	0
Duplin	310		187	33	18%	
Greene	400		27	1	4%	
Onslow	670		114	9	8%	

In our region 43 students have taken the Adobe Illustrator course PY 20-21.

Adobe Photoshop,

School	PSU No	Credential	Course	Potential	Earned	Earned %
Craven	250	Adobe Photoshop	II31	100	5	5%
Duplin	310		187	37	20%	
Greene	400		27	3	11%	
Onslow	670		114	0	0	

In our region 45 students have taken the Adobe Photoshop course PY 20-21.

Adobe Premier Pro,

School	PSU No	Credential	Course	Potential	Earned	Earned %
Craven	250	Adobe Premier Pro	II33	39	6	15%
Onslow	670		27	4	15%	

In our region 10 students have taken the Adobe Premier Pro course PY 20-21.

Adobe InDesign,

School	PSU No	Credential	Course	Potential	Earned	Earned %
Greene	400	Adobe InDesign	II31	27	0	0
Onslow	670		114	9	8%	

In our region 9 students have taken the Adobe InDesign course PY 20-21.

Adobe Dreamweaver,

School	PSU No	Credential	Course	Potential	Earned	Earned %
Greene	400	Adobe Dreamweaver	II32	7	0	0
Onslow	670			15	0	0

In our region no students took this Adobe InDesign course PY 20-21.

References:

- Why should I get comptia ITF+ certified: Comptia it certifications. Default. (n.d.). Retrieved February 21, 2023, from [https://www.comptia.org/fag/itf/why-should-i-get-comptia-itf-certified#:~:text=CompTIA%20IT%20Fundamentals%20\(ITF%2B\),looking%20to%20get%20into%20IT](https://www.comptia.org/fag/itf/why-should-i-get-comptia-itf-certified#:~:text=CompTIA%20IT%20Fundamentals%20(ITF%2B),looking%20to%20get%20into%20IT)
- Education FAQ. Palo Alto Networks. (n.d.). Retrieved February 21, 2023, from <https://www.paloaltonetworks.com/services/education/education-faq>
- Intuit certifications. Certiport. (n.d.). Retrieved February 27, 2023, from <https://certiport.pearsonvue.com/Certifications/Intuit/Certifications/Overview.aspx>
- Microsoft Office Specialist: Powerpoint (office 2016) - certifications. Certifications | Microsoft Learn. (n.d.). Retrieved February 21, 2023, from <https://learn.microsoft.com/en-us/certifications/mos-powerpoint-2016/>
- Krsanty. (n.d.). Microsoft Office Specialist: Word (office 2016) - certifications. Certifications | Microsoft Learn. Retrieved February 27, 2023, from <https://learn.microsoft.com/en-us/certifications/mos-word-2016/>
- Krsanty. (n.d.). Microsoft Office Specialist: Excel expert (office 2016) - certifications. Certifications | Microsoft Learn. Retrieved February 27, 2023, from <https://learn.microsoft.com/en-us/certifications/mos-excel-2016-expert/>
- Krsanty. (n.d.). *Microsoft Office Specialist: Excel (office 2016) - certifications*. Certifications | Microsoft Learn. Retrieved February 27, 2023, from <https://learn.microsoft.com/en-us/certifications/mos-excel-2016/>