



Public Schools of North Carolina
State Board of Education
Department of Public Instruction

Report to the North Carolina General Assembly

Funds for Workforce Development & Hospitality Jobs
Session Law 2018 – 5 Senate Bill 99

Date Due: April 1, 2020

DPI Chronological Schedule, 2019-2020

Submitted by the North Carolina Department of Public Instruction in conjunction with
North Carolina Hospitality Education Foundation.

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NC Restaurant
& Lodging Association

Funds for Workforce Development & Hospitality Jobs

April 1, 2020

A Report to the Joint Legislative Education Oversight Committee and the
Fiscal Research Division

Submitted by the North Carolina Hospitality Education Foundation

As required by SL 2018-5, Section 7.17

Funds for Workforce Development and Hospitality Jobs

Authorizing Legislation: In spring 2018, the General Assembly allocated through Session Law 2018-5, Section 7.17.(a), “Funds for Workforce Development and Hospitality Jobs”. This section stated: “Of the funds appropriated to the Department of Public Instruction (DPI) for the 2018-2019 fiscal year, the sum of up to two hundred thousand dollars (\$200,000) for the 2018-2019 fiscal year was to be made available to the North Carolina Hospitality Education Foundation (NC HEF) of the North Carolina Restaurant and Lodging Association to be used to provide nationally certified programs in career and technical education focused on developing critical skills necessary for students to succeed in the hospitality sector. The purpose of the allocated funds is to support instructor and student training and student testing to increase the State's skilled workforce in the-restaurant and lodging sectors. NC HEF will match State funds made available on the basis of one dollar (\$1.00) in State funds for every-one dollar (\$1.00) in non-State funds.”

Section 7.17.(b) The Education Foundation, in consultation with the Department of Public Instruction, shall submit a report by April 1 of each year in which the Education Foundation spends State funds made available pursuant to this section to the Joint Legislative Education Oversight Committee and the Fiscal Research Division on the activities described by this section and the use of those funds.

Implementation: Upon receiving this allocation, NC HEF developed a program of work in concert with DPI’s Division of Career and Technical Education to accomplish the goals of supporting training and testing efforts. NC HEF met with DPI to discuss specifics within the program of work. NC HEF began implementation in the fall of 2018 towards accomplishing the goals outlined in the legislation and developing metrics to determine the return on investment. NC HEF is working diligently to develop the workforce and prepare students for jobs within the hospitality sector.

Program Background: This report contains information on the program of work accomplished to date and ongoing work that will continue to the end of the fiscal year. The ProStart program is the primary program that is using funding to increase training and credentialing opportunities. ProStart is a nationwide, two year high school program developed by the National Restaurant Association that reaches nearly 140,000 students across all 50 states. This industry driven curriculum provides work-based learning opportunities and practical skills to prepare and train students for successful careers in the hospitality sector. The ProStart program is currently implemented in 45 high schools across North Carolina with 23 of these schools in rural communities. There are currently over 1,500 students participating in the The ProStart across North Carolina. NC HEF has been supporting ProStart in North Carolina high schools since 2006. NC HEF raises financial support through annual fundraising events and generous donations from industry partners to support the work of ProStart program support.

The program of work implemented through the North Carolina ProStart program, using this allocated legislative funding has been designed to:

- Provide professional development seminars to onboard new instructors and strengthen instruction
- Implement nationally recognized credentialing opportunities through exams and seminars to enhance student preparedness; these national training programs include the Certified Guest Service Professional, ServSafe Manager, ProStart Certificate of Achievement
- Provide training opportunities for teachers to improve instruction and end of course assessments, leading to student success
- Provide training opportunities for students to enhance job and competition readiness

Data Reporting: The data below reflects the program of work (activity/deliverable) and metrics related to the activities outlined by NC HEF and DPI to be completed by NC HEF.

Deliverable 1: *Professional Development/onboarding workshop provided by NC HEF.* Week-long summer institute designed to provide instruction related to the ProStart program to prepare educators for ProStart implementation. For purposes of this report, we are assessing the number of new and first year ProStart educators participating in this activity.

Attended summer 2018 through local school funding	Will attend summer 2019 through NC HEF and National Restaurant Association Education Foundation grant funding	Legislative funding spent to date:
2	25	\$20,000.00

Deliverable 2: *Certification exams for ProStart students.* As a result of this legislative funding, ProStart students are able to take the national certification exam at no cost. In the past, the cost of the exam has prohibited school systems from providing the certification opportunity for students.

	# of students taking credential exam SY17-18	# of students taking credential exam SY18-19	Legislative funding spent to date:
ProStart-Level 1	208	716	\$22,950.00
ProStart-Level 2	109	89	\$5,868.00
Fees and taxes			\$1,176.72
Total			\$29,994.72

Deliverable 3: *Certified Guest Service Professional seminar and credential exam.* The Certified Guest Service Professional credential (CGSP) is a program written and endorsed by the American Hotel and Lodging Association and National Restaurant Association. The Certified Guest Service Professional (CGSP®) designation provides a credential that indicates a student has the skills to deliver exceptional customer service. Developing customer service skills is critical for students to succeed in hospitality sector careers. Recognized worldwide, the CGSP® designation is the highest acknowledgment of awarding-winning guest service for employees in the hospitality and tourism industry. Success rate on this credential exam during this academic year is 97% among attendees.

# of ProStart students offered seminar and credential in SY17-18	# of ProStart students offered seminar and credential in SY18-19	Legislative funding spent to date:
0	256	\$42,382.30

Deliverable 4: *ServSafe Manager seminar and credential exam.* In North Carolina, it is required by law that all establishments providing food service have staff on site with the *ServSafe* Manager credential. *ServSafe* is a food safety management course required of restaurant managers and employees developed by the National Restaurant Association. Students earning this credential are highly employable in the hospitality industry. Prior to NC HEF making this opportunity available to ProStart students, the ServSafe Manager credential has been available through some DPI supported curricula taught in North Carolina high schools, although not through the ProStart program. The program of work included allocating funds to provide this seminar and exam for all eligible ProStart students.

# of ProStart students offered ServSafe Manager seminar and exam in SY17-18	# of ProStart students offered ServSafe Manager seminar and exam in SY18-19	Legislative funding spent to date:
Unknown; estimate of 30	118	\$32,440.96

Deliverable 5: *Assessment Strategy success workshop.* This workshop provides educators with strategies and techniques to improve test scores and student credential attainment.

# of teachers attended fall 2018	# of teachers planning to attend spring 2019	Legislative funding spent to date:
28	22	\$9,014.35

Deliverable 6: *Culinary skills training session.* In collaboration with post-secondary partners, students and educators were provided an opportunity to attend culinary training sessions for skill building and work force preparedness.

# of participants	# of trainings occurred	Legislative funding spent to date:
150	3	\$19,919.78

CURRENT STATUS | For Fiscal Year 2018-2019

For FY18-19, in compliance with the approved upon guidelines, the total amount of legislative funds submitted to, and payments received by NC DPI, total \$153,752.11

	Description	Date submitted:	Submitted Amt	Amt Paid
	ProStart Exam Vouchers			
	Invoice: NC2018-05	2/1/2019	\$16,728.72	\$16,728.72
	Invoice: NC2018-13	4/11/2019	\$13,266.00	\$13,266.00
	Culinary Skills Training			
	Invoice: NC2018-07	2/1/2019	\$12,900.00	\$12,900.00
	Invoice: NC2018-11	4/4/2019	\$4,000.00	\$4,000.00
	Invoice: NC2018-12	5/1/2019	\$3,019.78	\$3,019.78
	Guest Service Gold Certifications			
	Invoice: NC2018-04	2/1/2019	\$26,826.04	\$26,826.04
	Invoice: NC2018-15	5/1/2019	\$15,556.26	\$15,556.26
	Assessment Strategy Workshops			
	Invoice: NC2018-06	2/1/2019	\$4,413.21	\$4,413.21
	Invoice: NC2018-14	5/1/2019	\$4,601.14	\$4,601.14
	ServSafe Certifications & Materials			
	Invoice: NC2018-08	2/1/2019	\$11,154.75	\$11,154.75
	Invoice: NC2018-16	5/1/2019	\$18,529.71	\$18,529.71
	Invoice: NC2018-17	5/15/2019	\$2,756.50	\$2,756.50
	PD New Teachers - Summer Institute			
	Invoice: NC2018-09	4/3/2019	\$13,500.00	\$13,500.00
	Invoice: NC2018-10	4/4/2019	\$6,500.00	\$6,500.00
Total Grant Amount	\$200,000.00			
Totals			153,752.11	153,752.11