

# North Carolina's Workforce Development System

Catherine Moga Bryant

Director of Governance and Strategic Planning

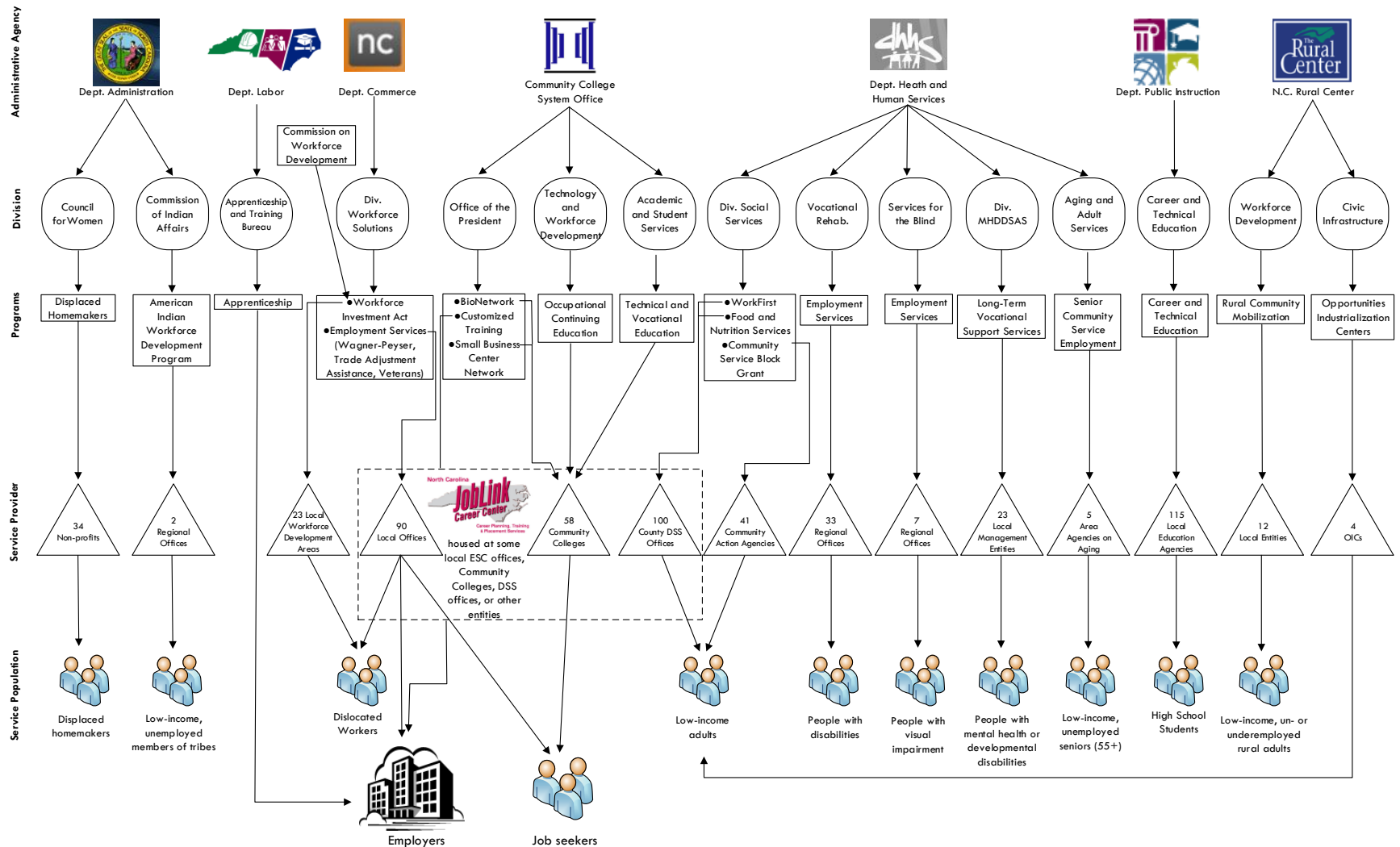
Division of Workforce Solutions, Department of Commerce

# What is workforce development?

Programs, systems, and networks primarily designed:

- to enable individuals to succeed in the workplace by providing skills assessment, skills development, training, or employment services
- to help businesses obtain a skilled workforce by providing recruitment assistance, customized training, or structuring work-based learning opportunities

# N.C.'s Workforce Development System 2011



Source: Program Evaluation Division. State and Local Improvements Needed for Workforce Development System Integration and Accountability (March 2012).

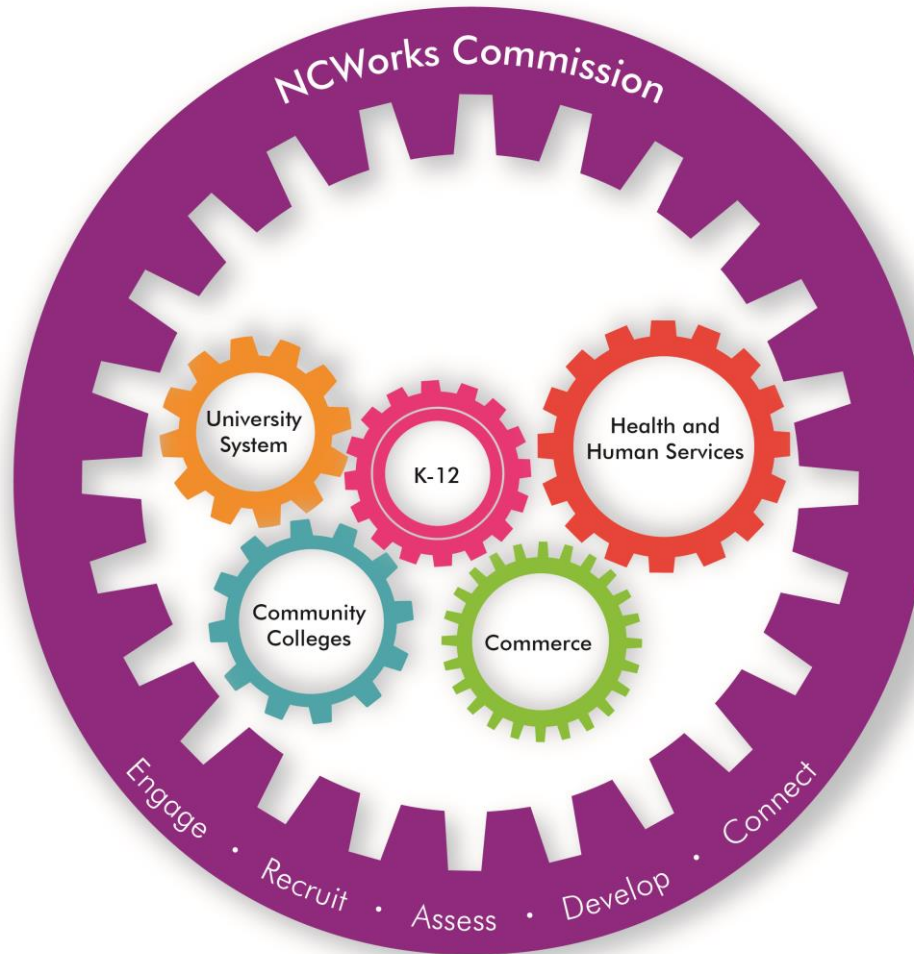
# NCWorks



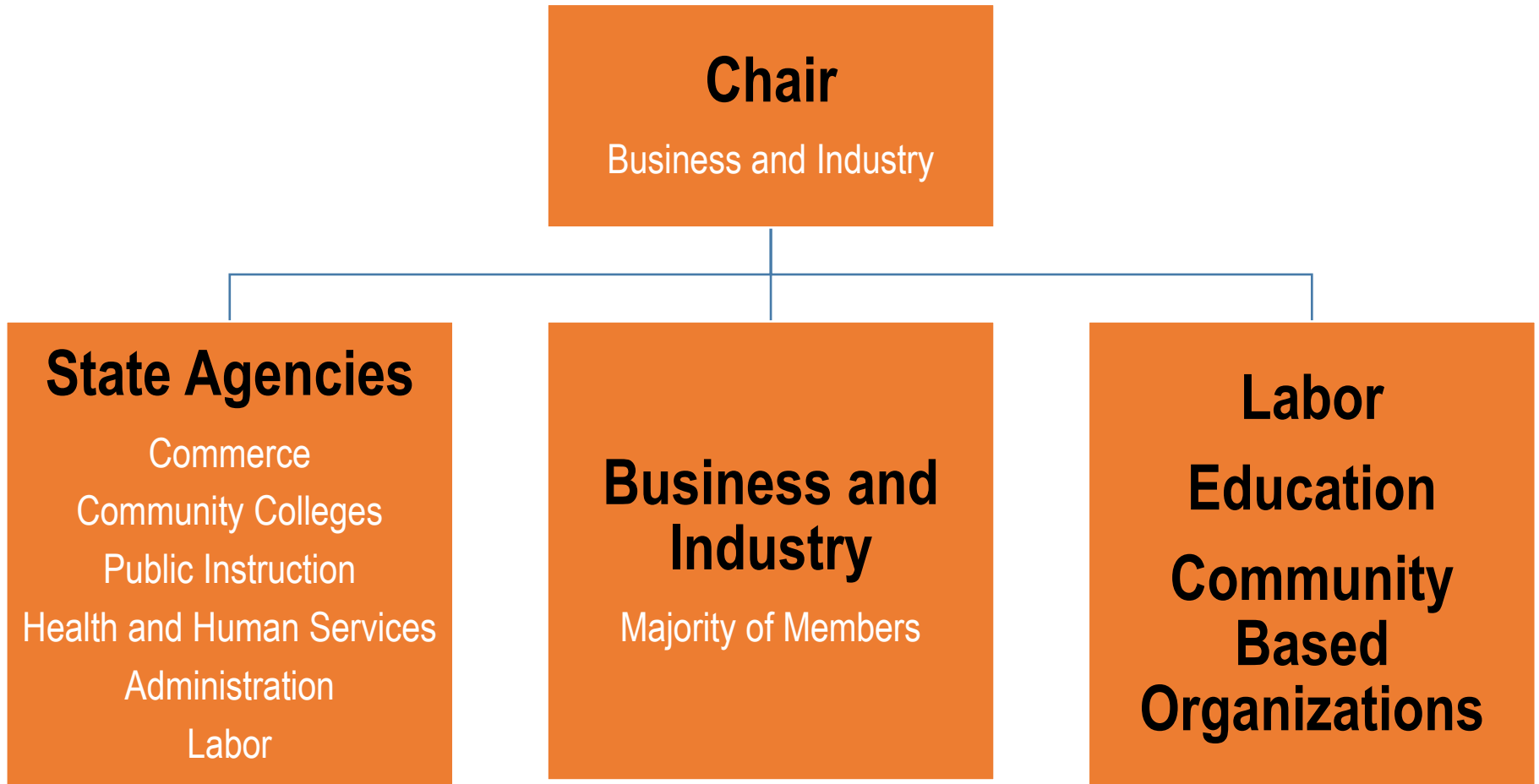
# What is NCWorks?

- North Carolina's strategy to ensure we have the **best** workforce in the country
- **Alignment and coordination** of workforce development programs in Department of Commerce, Community Colleges, Department of Public Instruction
- **Customer focused** system, responsive to the needs of the economy
- System that prepares workers to **succeed** in the North Carolina economy and continuously **improve their skills**

# NCWorks System 2015



# NCWorks Commission Membership



# NCWorks Commission

To ensure North Carolina has an innovative, relevant, effective, and efficient workforce development system that develops adaptable, work-ready, skilled talent to meet the current and future needs of workers and businesses to achieve and sustain economic prosperity.

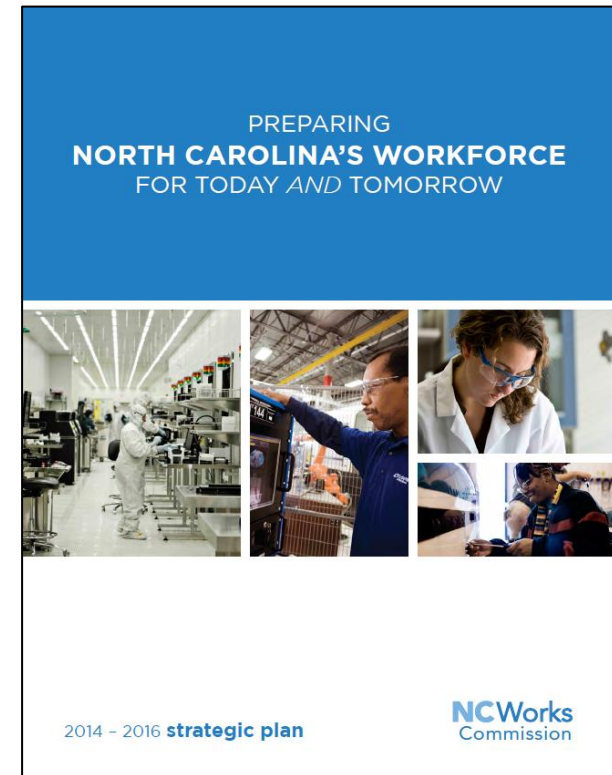
# NCWorks Commission Strategic Plan

## Goals

- Create an integrated, customer-centered, and seamless workforce system.
- Create a workforce system that is responsive to the changing needs of the economy.
- Prepare workers to succeed in the North Carolina economy and continuously improve their skills.
- Use data to drive strategies and ensure accountability.

# NCWorks Commission Strategic Plan

- **Strategic Action Plan** – defines how the state will achieve its workforce goals and objectives
- Strategies fall into four key areas
  - System alignment and transformation
  - Strengthen customer service
  - Career pathways
  - Accountability



# NCWorks Commission Performance Measures

## Measuring the Performance of North Carolina's Workforce Development System

January 2015



**NCWorks**  
Commission

	FY2009-10 Base Year	1 Year Later	2 Years Later
<b>Employed</b> – the percentage of individuals in the cohort who did not participate in the original program after the base year that were employed.	82%	76%	73%
<b>Earning wages</b> – the average earned wage for individuals in the cohort who did not participate in the original program after the base year.	\$33,561	\$35,129	\$37,090
<b>Enrolled in North Carolina Public Higher Education and/or Workforce Development</b> – the percentage of individuals in the cohort who did not participate in the original program after the base year that enrolled in North Carolina's Public Higher Education system which includes all colleges and programs of the UNC system and all colleges and programs of North Carolina's Community College system and/or a different workforce development program as defined in this report.		47%	44%
Enrolled in University of North Carolina System		1%	2%
Enrolled in North Carolina Community College System		37%	33%
Enrolled in Other Workforce Development Programs		14%	14%
<b>Not found in available records</b> – the percentage of individuals in the cohort who did not participate in the original program after the base year and are not found in other data including higher education or wage records.		16%	19%

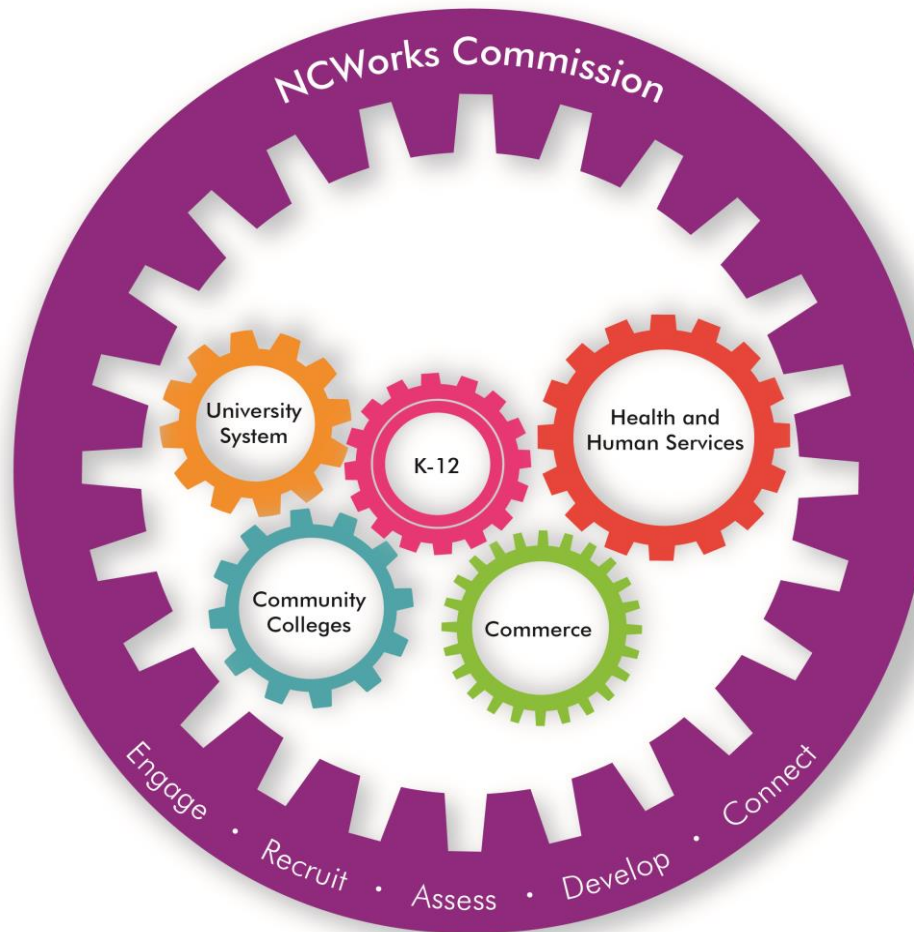
Will Collins

Assistant Secretary Department of Commerce

Vice President Community College System

Executive Director NCWorks

# NCWorks – Commerce



# NCWorks – Commerce

## Connecting Talent to Jobs

Employer Engagement  
Talent Identification and Development

# NCWorks Promise

Our pledge to companies, both new and existing, that we will recruit, assess, and train our citizens to meet or exceed their workforce needs.



# NCWorks – Commerce

## Employer Engagement

- Meet with employers, current and future
- Understand employer needs
- Provide labor market information
- Identify and develop pipeline of talent
- Structure work-based learning opportunities
- ***Connect talent to jobs***

NEW JOB OPPORTUNITIES

New jobs are available at GE Aviation.

**Hiring event:**  
Dec 18, 1-7  
Ashe Campus of Wilkes Community College

Snow date: Dec 22, 1-7

Jefferson (336) 982-5627  
Boone (828) 265-5385  
Wilkesboro (336) 838-5164  
Sparta (336) 372-9675

NCWorks  
career center

GE Aviation

# NCWorks – Commerce



NEED TO ADVANCE  
YOUR CAREER?

Find  
training to  
increase  
your skills

Sparta (336) 372-9675  
Jefferson (336) 982-5627  
Newland (828) 737-5419  
Spruce Pine (828) 766-1195  
Boone (828) 265-5385  
Wilkesboro (336) 838-5164  
Burnsville (828) 682-6618

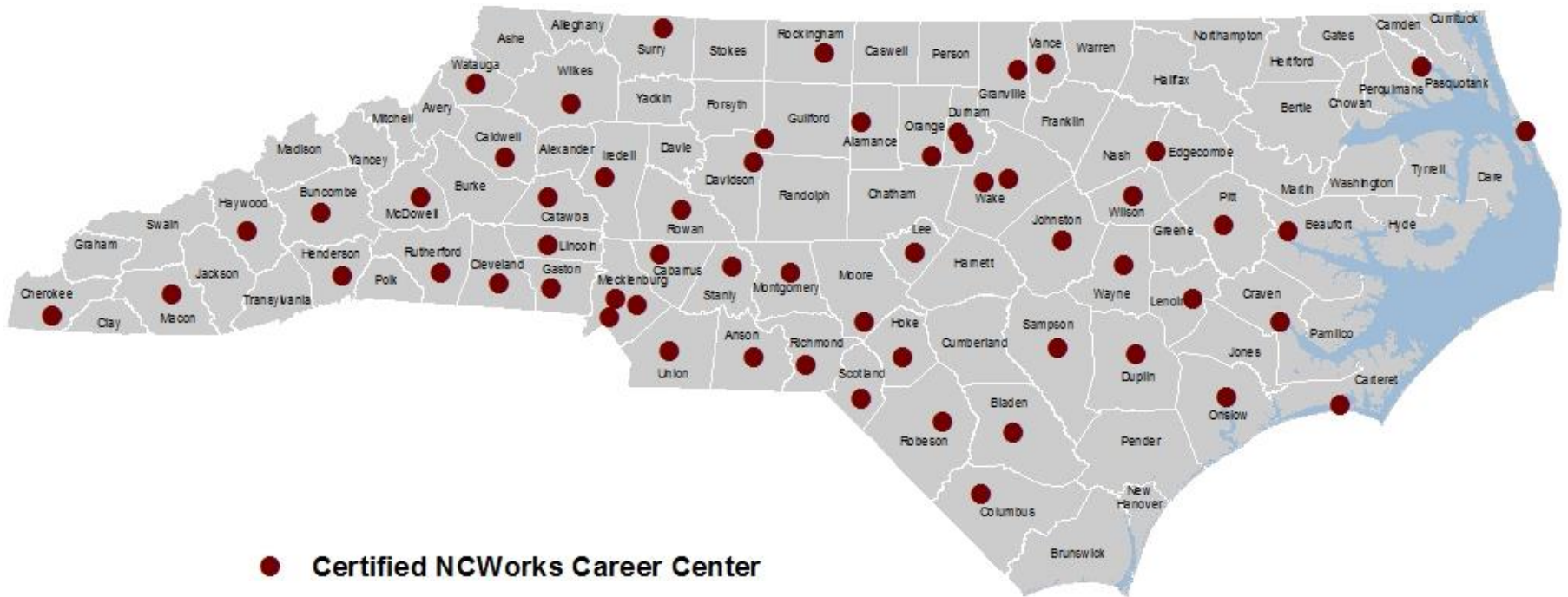
NCWorks  
Connecting Talent to Jobs

Go to [ncworks.gov](http://ncworks.gov) to find a  
NCWorks Career Center near you.

## Talent Identification and Development

- Meet with job seekers
- Assess skills
- Provide information on high demand jobs
- Plan a career
- Develop skills (training, work-based learning)
- **Connect talent to jobs**

# NCWorks Career Centers



# NCWorks Online

**NCWorks Online** *Connecting Talent to Jobs*

**Job Seekers**

- Find a Job
- Explore Careers
- More Job Seeker Options

**Employers**

- Find a Candidate
- Post a Job Opening
- More Employer Options

**Labor Market Analysis**

- Area Profile
- Occupation Profile
- More Labor Market Analysis


**Resources & Services**

- More Resources & Services
- Find a NCWorks Career Center
- NC Veteran Services
- Contact Us
- Local Workforce Area Contacts
- Unemployment Insurance
- Community Services
- Youth Services

Federal Contractor Compliance Information for Employers

Username  Password  [Sign In](#)

[Not Registered?](#) [Forgot Username/Password?](#) [En Español](#)



NCWorks Online Connecting talent to jobs

NCWorks Online is a one-stop online resource for job seekers and employers in North Carolina. Job seekers can search for jobs, create resumes, and find education and training. Employers can find candidates, post jobs, and search labor market information.

**Search for a Job**

Enter a keyword and/or city or ZIP code and radius to search for jobs in your area.

manufacturing  28625  ZIP Code

Enter City  Statewide  Radius  [Advanced Search](#)

[www.ncworks.gov](http://www.ncworks.gov)

Home Sign Out Services for Individuals Services for Employers Labor Market Analysis

**NCWorks Online**

Welcome to My Employer Workspace Dana Martinez. This page introduces you to features available in the system, lets you customize the content you are interested in, and offers suggestions to you. Please make a selection from the items below.

[My Employer Dashboard](#) [Directory of Services](#) [How We Can Help You](#)

[Post a Job](#) [Recruit Talent](#) [Analyze the Labor Market](#) [Training Opportunities](#) [Analyze the Job Market](#)

To view a list of potential candidates, please select from your list of job orders below.

Available Job Orders: Automation Support Specialist II (Material Moving Workers, All Other) # 10305642

**Candidates by job posting**

Below is a list of active resumés for candidates that matched your job order criteria.

Results View: [Summary](#) | [Detailed](#)

Click a column title to sort.

Name and Location	Resumé Title	Resumé Modified Date	Education	Desired Salary	Ranking	Action
	<a href="#">Truck Driving</a>	1/6/2015 3:52:00 PM	High School Diploma	ANY	100%	<a href="#">Details</a>
	<a href="#">warehouse material handler</a>	1/14/2015 1:18:00 PM	1 Year at College or a Technical or Vocational School	ANY	100%	<a href="#">Details</a>
	<a href="#">Forklift_07282014</a>	10/28/2014 9:48:00 AM	1 Year at College or a Technical or Vocational School	ANY	82%	<a href="#">Details</a>
	<a href="#">Material Handler</a>	12/11/2014 2:46:00 PM	Associate's Degree	\$9.50 hourly (\$20,000 annually) or more	82%	<a href="#">Details</a>
	<a href="#">Material Handler 2</a>	12/11/2014 4:15:00 PM	Associate's Degree	\$9.50 hourly (\$20,000 annually) or more	82%	<a href="#">Details</a>

[Refresh](#)

**NCWorks**  
Connecting Talent to Jobs

# NCWorks in Action



## Morinaga America

- First facility outside of Japan
- 750 people attended two day job fair
- Morinaga President Toshiaki Fukunaga is able to find the workforce needed for the new facility



# NCWorks

Will Collins

Executive Director, NCWorks