



July, 2017

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ApprenticeshipNC: Alternatives to Traditional College Pathways

On July 1, 2017, a bill was enacted in the state legislature to shift control of the state's apprenticeship program from the Department of Commerce to the Community College System. The goal is to streamline the program and make it more aligned with some of the colleges' work force development initiatives.

The program, "ApprenticeshipNC," has been receiving more attention lately, as lawmakers pivot to vocational training programs as a way to boost the education and earning potential of recent high school graduates. The program helps provide students with more postsecondary options and gives them an effective, low-cost alternative to the traditional college pathway.

The bill appropriates \$500,000 in recurring funds to the Community Colleges System Office for the 2017-2018 fiscal year "to increase apprenticeship opportunities across the State." The bill also mandates the transfer of \$350,000 from the Department of Labor to the Community Colleges System Office "for the administration of ApprenticeshipNC on a recurring basis for the 2017-2019 fiscal biennium."

North Carolina's apprenticeship program is

relatively straightforward. Students indicate their interest in the program and desired career path, and ApprenticeshipNC matches them with a suitable company. Along with a local community college, the student and company arrange a class and work schedule. The company generally covers the cost of schooling and pays the apprentice a wage. It lasts one to four years, depending on arrangements the apprentice and company decide.

The most recent data indicates more than 5,000 students sign up for the program each year. This means that the state's investment per pupil in the program is quite small, less than \$100. This compares quite favorably, for example, to state investment per pupil in the state's university system, which is about \$17,000 annually. Retention within the program appears to need improvement. Only about 50 percent of participants continue after their first year. (It should be noted that a 50 percent retention rate is not far off from the six-year graduation rates of some North Carolina universities, or the national six-year average.)

Relatively low retention rates could be expected in these apprenticeships, since the student often invests little personally into his or

her education, and the company generally picks up the tab. In other words, the cost of leaving apprenticeship programs is quite small for both the student and the taxpayer. This is not the case when it comes to dropping out of college, where the opportunity costs and wasted resources can be significant

North Carolina is not alone in offering an apprenticeship program. Nineteen other states offer one. Additionally, the U.S. Department of Labor has set up a program of "registered apprenticeships" that ensures students who complete a recognized program are able to use their trade nationally. It also helps regulate completion requirements across state programs. In North Carolina and elsewhere, 2,000 hours of work and 144 classroom hours are the standard.

Apprentices can expect to boost lifetime earnings by around \$300,000 over their peers who complete only high school. Private companies investing in the program also receive the benefit of creating a pipeline of trained, highly skilled workers who are familiar with their operations.

Source: *Carolina Journal*, June 2017 and *NC Senate Bill 597—Second Edition*

Board of Directors

Officers

Joseph Wiggins, *Chief Elected Official*, Carla Byrnes, *Chair*
Al Searles, *Vice Chair*, Bill Green, *Secretary/Treasurer*



Vision

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

Mission

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

Value Added

We add economic value to our communities by ensuring that quality education, job training, and employment opportunities are available for job/training seekers and employers alike, thereby improving the quality of life for our citizens throughout eastern North Carolina.

Key Strategies

- Create an integrated, seamless, and customer-centered workforce system.
- Engage business and community leaders in addressing workforce issues that promote strategies to improve education levels and basic workplace skills.
- Strengthen alliances with economic development to identify and address the workforce needs of current and future industries.
- Develop and implement a community awareness plan that promotes the WDB, NCWorks Career Centers, and partner services.
- Identify and implement effective employment and training strategies that result in employment opportunities for all citizens.
- Build the capacity of the Consortium, Eastern Carolina WDB, staff, and NCWorks Career Center staff and partners.

Carteret County

Bob Cavanaugh, *Commissioner*

Paula Dickson, *Coastal Community Action, Executive Director*

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

Mike Kraszeski, *Atlantic Veneer, President*

Craven County

Johnny Sampson, *Commissioner*

Anthony Cruz, *International Machinist & Aerospace Workers Union, Labor Representative*

Bill Green, *BB&T, Vice President*

John Wilson, *BSH Home Appliance, Human Resources Manager*

Duplin County

Kennedy Thompson, *Commissioner*

Dr. Lawrence Rouse, *James Sprunt Community College, President*

Al Searles, *Murphy Brown, LLC, VP, Transportation*

James Wolfe, *Duplin County Economic Development Corporation, Executive Director*

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Angela Bates, *Greene Lamp, Inc., Executive Director*

Judy Darden, *Darden Bookkeeping, Owner*

Ray Holloman, *JAK Moulding & Supply, Sales Manager*

Jones County

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Frank Emory, *Emory Construction, Owner*

David Hill, *DP Hill Manufacturing, Owner*

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

Lenoir County

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Jeff Harrison, *Lenoir County Department of Social Services, Director*

Bruce Parson, *Blind Shop, Owner*

Dr. Rusty Hunt, *Lenoir County Community College, President*

Onslow County

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Rick Stout, *Onslow County Schools, Superintendent*

Shannon Vitak, *Vocational Rehabilitation, Manager*

Karl Zurl, *NC Department of Commerce, Division of Workforce Solutions, Southeast Regional Operations Director*

Pamlico County

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John Deaton, *Deaton Yacht Services, Owner*

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Wayne County

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Fletcher Bizzell, *Wayne Opportunties, Board Director*

Charles Brogden, *Franklin Bakery, Human Resources Manager*

Melanie Sanders, *Caswell Center, Human Resources*

A Message from the Executive Director

Dear Colleagues,

I hope everyone had a wonderful Independence Day celebrating our Country's 241st birthday! How blessed we are to be living in the land of the free. Even with all of our Country's challenges, we are so very fortunate to call America our home and to be able to create the kind of life that we want to live.

From a workforce development perspective, helping people to create the kind of life that they want to live is part of what we do on a daily basis as we connect job seekers to employment where they can use their talent and skills to their fullest capacity. More often than not, job seekers have been told that they must prove they have the skills sets needed through a formal K-16 education, but this is not the reality for many of today's employer workforce needs. In fact, the tide is turning and we are seeing subtle changes starting to take off as a result of employers saying *'If we can find the worker with the foundational skills and the soft skills, we will hire and train them'*. Labor data shows that the majority of today's mid-level jobs require some post-secondary training up to a two-year degree level rather than a four-year degree.

Through our career pathways efforts, we are able to demonstrate multiple entry and exit points for students and job seekers to build upon their skill sets through formal education, work experience, and work-based learning opportunities where employers are partnering with education providers in training their employees. While this type of training is certainly not new, more and more of our local businesses are starting to explore ways to become involved in starting apprenticeship programs. An example can be found on page 6, where Veneer Technology just celebrated their first pre-apprenticeship. With the renewed apprenticeship interests at both the State and Federal levels, we should see potential funding opportunities targeted toward apprenticeship program soon coming our way. In order to prepare to participate in these opportunities, as a workforce development system we're going to have to look differently at how we offers skills training, and how we match people with potential to careers with a future. It's not that higher education doesn't matter, it's that going to college shouldn't be the only way of building a better life for oneself.

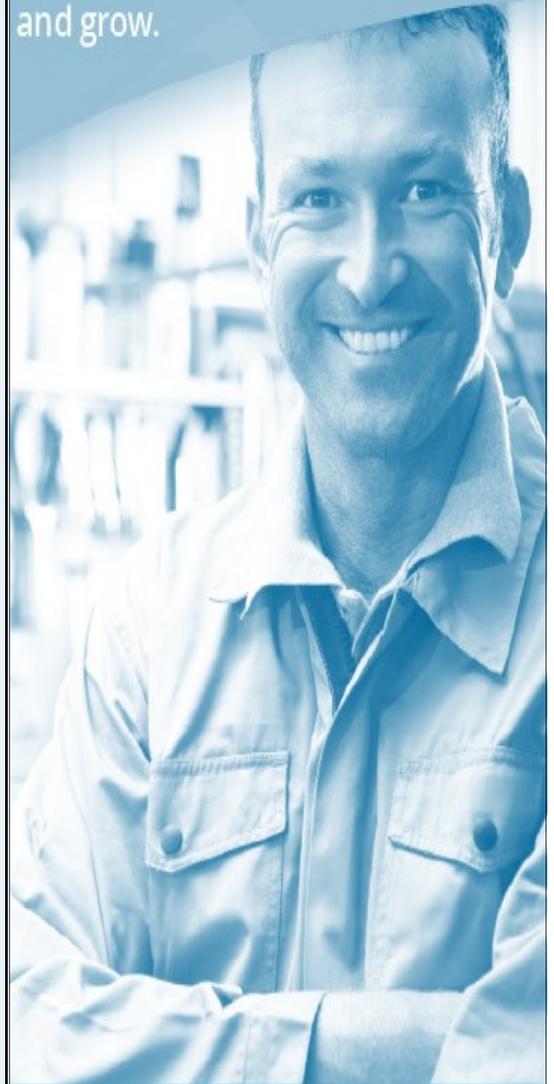
Interestingly enough, this was pretty much the discussion at our May board meeting from our own employer panel featuring Mike Kraszeski of Atlantic Veneer; Al Searles of Murphy Farms; Charles Brogden of Franklin Bakery; and Ray Holloman of JAK Moulding & Supply. Each of these employers, who are also board members, provided valuable insights into their company hiring practices, employment needs, and trends. They discussed the type of jobs and skills sets needed for those positions. These business leaders have long recognized that in order for their company to remain competitive, they're going to have to try some new ways of attracting the best people to work for them. They see that staying competitive requires them to hire differently and be willing to invest in training their employees, because the way they've hired in the past lead to the same old results and their sector leadership standards demand better.

Looking ahead, we must continue engaging our local employers and working with them to develop employment solutions that focus on connecting the best talent to match their best jobs. This means expanding on-the-Job training opportunities, assisting in the development of apprenticeship programs, and combining training offerings that include classroom and work-based learning. The President has called for adding 4.5 million more apprenticeships in our country. In order to do that, we're going to have to look differently at skills and training. The timing is perfect, as our State Legislators have just introduced and passed ApprenticeshipNC.

Let's work together to connect talent to jobs.

Tammy Childers

Assuring that the workforce in local North Carolina communities match the skills needed by employers to help them thrive and grow.



A partner for growth with **workforce** development boards

Ready. Set. Engage. Investing In North Carolina's Workforce

The Federal Reserve Bank of Richmond and the NC Association of Workforce Development Boards teamed up to provide a day and a half of discussion on workforce development policy, programming, leading practices and data. ECWDB Vice Chair Al Searles and Executive Director Tammy Childers attended the conference, along with WDB Chairs and Executive Directors from across the state. NCAWDB President, Jeff Frederick, and Federal Reserve Bank Regional Community Development and Community Engagement Team Leader, Jeanne Bonds, opened the session and stated the goal of the two days is to learn about the tools and available resources that local workforce boards can access to support local workforce initiatives.

Rick Kaglic, Senior Regional Economist at the Charlotte Branch of the Federal Reserve Bank of Richmond, provided an overview of the National economic conditions and trends, followed by Jeff DeBellis, Director of Economic and Policy Analysis, representing Department of Commerce's LEAD Division. Both presented an optimistic view of trends impacting the national and state economy as it relates to job creation and economic growth. Mr. DeBellis provided an overview of the new tools and resources available on nccommerce.gov and how to access them. Attendees then had an opportunity to have table discussions on local trends impacting their area and how to align efforts through partnerships.

Ms. Bonds discussed the important work of the Federal Reserve System. All 12 Federal Reserve Banks have a community development office with the common mission of promoting community and economic development—including workforce development—and fair and impartial access to credit.



Some invest in core activities such as training, education and social services that directly connect workers to jobs. Others provide broader workforce development functions, including small business development, financial education and access to financial products and services that build or maintain assets.

Ms. Bonds encouraged local boards to establish partnerships with their community banks. By engaging in workforce development, banks can expand on their activities to reach a broader set of stakeholders, develop deeper and more durable, mutually beneficial relationships, and contribute to wider organizational and community goals. In addition, banks may find new avenues of involvement in their markets that leverage their core strengths as financial institutions and as employers. She discussed funding opportunities through the Federal Reserve Bank's Community Development initiative that focus on workforce development, and shared information on funding strategy models, such as Community Reinvestment Act [CRA] Framework and Pay for Success initiatives. The CRA was enacted in 1977 to ensure that banks meet the credit needs of all segments of their community(ies), including low- and moderate-income

(LMI) neighborhoods and individuals. Recent guidance on the CRA clarified that "economic development initiatives include provisions for creating or improving access by low- or moderate-income persons to jobs or to job training or workforce development programs."

On the second day, the group heard from Mr. Larry Hall, NC Secretary for Military and Veteran Affairs, who discussed the skills set that North Carolina's veterans contribute to the States' economy. Ms. Cynthia Liston, of the John M. Belk Endowment, shared their workforce development priorities and the programs that support them. Mr. Leslie Boney, Executive Director, Institute for Emerging Issues, NCSU, discussed the Institute's research on future work and the continued need for early childhood investment.

During the two-day session, roundtable discussions focused on: 1) what opportunities for investing in workforce development exist, 2) how to make workforce development more "investable," 3) how can workforce development efforts be better evaluated, and 4) what do we need "to be ready to implement new approaches."

Local boards were challenged to seize the opportunities. Al Searles, Vice Chair, ECWDB, offered several examples over the two-day period of ways to benchmark where we are and to identify opportunities that may exist. As a result, the ECWDB Executive Committee has formed an ad hoc committee to explore funding opportunities for new value-added workforce initiatives.

Source: ECWDB

"See the invisible. Believe the incredible. Attempt the impossible!"
- Robert Schuller

Update on Advanced Manufacturing Pathway Application for Certification



In 2016, the Eastern Carolina WDB applied and was approved for an Advanced Manufacturing career pathway planning grant. Career pathways offer a clear sequence of education coursework and/or training credentials aligned with employer-validated work readiness standards and competencies. To align educational offerings with business needs, career pathways engage business in the development of educational programs up front. Career pathways transform the role of employer from a customer to a partner and a co-leader in the development of the workforce.

Work on the Advanced Manufacturing pathway application for certification began in early 2017 and the application is in its final editing stages before being submitted to the state career pathways leadership team for review and approval. This

application is the result of a long-term collaboration between key stakeholders that includes local education agencies, community colleges, employers, and economic and workforce development partners. In May and June, a series of meetings were held in each of the participating counties of Craven, Lenoir and Wayne which featured discussion on the Advanced Manufacturing Career Pathway.

A major component of these meetings was enhanced employer engagement. Current and potential business partners were invited to attend and share their insights on what is lacking in the present workforce and how they would like to assist in building a pipeline of skilled workers. Craven CC, Lenoir CC, and Wayne CC hosted these meetings and each provided updates in partnership with the county schools' CTE directors on Advanced Manufacturing program offerings in this important career pathway. Other speakers were invited to give presentations on the growth of manufacturing in the region, opportunities for apprenticeships through the North Carolina Department of Commerce, share best practices in local schools to

promote manufacturing programs and discuss the importance of having a state certified Advanced Manufacturing Career Pathway.

Positive outcomes from these meetings included increased employer participation in work-based learning opportunities such as apprenticeships and the creation of new programs, new partnerships between key stakeholders, future collaboration efforts, and sharing and adopting best practices from around the region. The employer response was very positive. They reported that they look forward to further engagement with the workforce and economic development partners in promoting the opportunities available in the Advanced Manufacturing Career Pathway.



Source: ECWDB

Career Pathways – Connecting Employers to Future Workers

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

Veneer Tech Celebrates First Pre-Apprenticeship Graduate; Welcomes Two New Students



On June 15, 2017, Veneer Technologies recognized Elijah Mullins, a recent Carteret High School graduate, as the first pre-apprentice to graduate from the new Veneer Technologies Pre-apprentice Program. The recognition ceremony included Elijah's signing of an agreement to enter into the apprentice portion of his training. He will begin the three-year apprenticeship by working full time at Veneer Tech while taking courses at Carteret Community College. Upon completion, he will have earned a Career Readiness Certificate, OSHA Certification, Certified Production Technician Certificate and a Journeyman's Certificate from the North Carolina Department of Commerce.

Two new participants were welcomed into the pre-apprentice program. Bryce Becker and Austin Meadows, who will begin their senior year of high school in August, will spend this summer working up to 40 hours per week at Veneer Tech. During the 12th grade, they will take carpentry classes and other related courses in preparation for entering into the apprenticeship program upon graduation.

Veneer Technologies president, Mike Kraszeski, said he was proud of these young men and that he is proud to have assisted in the creation of this program. He added, "We want to be engaged with youth. We feel it is the future of our company."

Jerome Shepard, Safety Director and emcee for the event, said the participants will come out of the program with "skills we can't find here" because there aren't many specialists in the area. He hopes that the apprenticeship and pre-apprenticeship programs will increase the chances of these young men staying in the area and continuing their work at the company.

Betsy DeCampo, Director of Customized Training at Carteret Community College, and Allison Dees, Career and Technical Education Director for Carteret County Public Schools, were also on hand to share information. Ms. DeCampo summed up the intent of the apprenticeship program perfectly by stating "Success depends on a highly trained workforce and we hope that Veneer Technologies will be an example for other businesses to create apprenticeships."

The ceremony concluded with a tour of the Veneer Technologies facility, where Mr. Shepard encouraged program participants to share with the group what they were learning.

Source: CarteretNewsTimes



Aligning CTE and Apprenticeships

A new report, commissioned by the U.S. Department of Education and prepared by Advance CTE with support from Jobs for the Future, Vivayic and RTI International, describes how CTE and apprenticeship can align to the benefit of students. The research assesses eight secondary programs—one Registered Apprenticeship, one youth apprenticeship and six pre-apprenticeships—for their level of instructional alignment and articulation with full apprenticeship.

In-depth exploration of the eight study sites illustrates a variety of strategies, as well as trade-offs between narrower occupational training with strong links to apprenticeships and

broader programs that are less articulated to apprenticeships but offer more exploration.

The authors derive many takeaways from the research, including:

- Students and parents are more engaged when postsecondary connections are promoted as part of the program.
- Study sites use of various funding sources, including local contributions, state secondary and postsecondary education formulas, and Perkins funding.
- Tax credits can help to convince small businesses that participation

would be at least cost neutral.

- Transportation is an ongoing challenge, except for sites in urban centers.
- Programs overcome legal barriers in various ways, such as relying on employer partners to explain relevant labor laws or extending school liability coverage.

This report is being released just as President Trump has signed an executive order promoting apprenticeships. The report is available at:

https://s3.amazonaws.com/PCRN/reports/Opportunities_for_Connecting_Secondary_CTE_Students_and_Apprenticeship_Programs.pdf

Career & Technical Education Has Changed Over 100 Years

Yesterday's Vocational Education has evolved to become today's Career and Technical Education. In the 1917, the first public school vocational courses were centered on Agriculture, focusing on teaching young men to be productive farmers, and Home Economics, leading young women to be good homemakers. Over the last century, the names have changed and the courses have expanded to give students a first-hand glimpse into the myriad of careers awaiting them after graduation. Career and Technical Education (CTE) courses now span 8 major areas and fit into one or more of the 16 career cluster areas identified by the US Department of Labor.

Beginning with exploratory courses in sixth grade and continuing with skill development courses throughout high school, CTE aids students to identify and solidify their career pathway. Whether the pathway involves post-secondary education, certifications or on the job training, CTE provides opportunities for informed students to navigate to a productive and rewarding career.

CTE offers over 150 courses in the following areas: Agricultural Education; Business, Finance and Information Technology Education; Career Development; Family and Consumer Sciences; Health Sciences Education; Marketing and Entrepreneurship Education; Technology Education; and Trades and Industrial Education. Each area contains courses designed to offer students a range of opportunities from exploring potential careers to developing skills for entry level jobs. CTE programs may also include courses designed to meet the specific needs of local business and industry which aids recruitment efforts for expansions and eliminating shortages for skilled workers.

In an effort to ensure a quality program of skill development and exploration, many of CTE courses are adopted or adapted from industry



training courses. This not only aligns courses to industry standards, but also allows students to earn credentials associated with those industries. Over 122 industry recognized, stackable credentials such as ServSafe®, Microsoft Office Specialist, Adobe Certified User, and NC Emergency Medical Technician Basic help students become more marketable as a potential employee. In 2014-15, North Carolina students earned 130,611 industry credentials, certifying their skills for the workplace. Employers benefit from the savings associated with training costs for new employees. For the student, the earned credentials can translate to faster promotions, higher starting wages, and validation of their value as an employee. Additionally, many of the credentials are stackable providing growth opportunities for students after graduation.

Many high school CTE courses are articulated with community college technical courses accelerating a student's pathway to their career. Through earned articulated credits and courses taken through Career and College Promise, students can conceivably earn up to a year's worth of college credits towards a post-secondary technical degree, at no cost to the student, before graduating from high school. Taking advantage of these options saves tuition costs to earn a post-secondary degree or certification. The shortened pathway coupled with cost savings equals an

individual earning wages earlier with potentially shorter intervals for career growth.

While technical courses are the "meat" of the CTE program, there are many more opportunities for students to enhance their pathway to a career. Work based learning opportunities offer students on the job, real experiences with community business and industry partners. These experiences can range from one day job shadowing events to semester long internships to even longer term registered apprenticeships. CTE programs across the state are always looking for additional community partners to offer these real world experiences for students.

Career and Technical Student Organizations offer students opportunities to prove their skills in competitive environments, develop critical leadership skills, and network with students in the state and nation who share similar goals. Seven of these organizations exist today to carry individual above and beyond the classroom curriculum. Those are as follows: The National FFA Organization, FBLA, FCCLA, HOSA, DECA, TSA and SkillsUSA. Many former students tout networks created through these student organizations as being major connectors to their current careers.

Ultimately the goal for any student is to have a satisfying, family sustaining wage earning career—they want a "good job". Regardless of the requirements to get that first job, a student's experiences in CTE can help clear and accelerate the career pathway. A student finding out what careers they are not interested in or not skilled at an early age is just as valuable as finding their niche and calling. The technical, workplace, and leadership skills that are developed in quality CTE programs allow students to achieve their career goals quickly, without tremendous debt, and provide for future advancement along pathways that will span their lifetime.

NCWorks Career Center Hosts Onslow Veterans' Job/Career Fair

The NCWorks Career Center - Onslow Vet Unit and the American Legion Burton Cowell Post 265 partnered to sponsor our Veterans' Job/and Career Fair on June 13, 2017. WyoTech provided a free lunch to 60 Veterans, and Airstreams Renewables, UTI and DeVry University made water and sweets available. Certificates of Appreciation were presented to: American Legion Cowell Post 265, WyoTech, UTI, Airstreams Renewables, Marine Federal Credit Union and DeVry University.

The Job Fair was well attended with 68 employers, 2 military recruiters, 8 schools and 3 resources in attendance waiting to meet with our jobseekers. We had 178 individual jobseekers attend the event, including 105 Veterans, and 4 active duty. Employers, resources and schools participating took advantage of this opportunity to network among themselves. The event was open to veterans, active duty and eligible persons from 10:00 A.M. until 11:00 A.M., and all job seekers were able to attend between 11:00 A.M and 2 P.M. Another great resource for our attendees, the NCWorks Bus which houses computers, printers and internet connectivity, was available for employers and job seekers as well.

The Federal Bureau of Prisons and North Carolina Department of Public Safety (NCDPS) was in attendance to try to fill countless job opportunities within their departments. While we had a few employers that were looking for individuals willing to relocate, the majority of employers were seeking individuals for positions here in Onslow County.

We could not have had such a good turnout without the assistance we received from our partners. The Onslow County Council of Veteran Service Organizations distributed our invitation to participate to its



membership. The Transition staff at MCAS New River, MCB Camp LeJeune and MCAS Cherry Point also ensured that the transitioning service members knew about the job fair. Over 300 contacts were made with the media to promote the J/CF as well. LVER Cruz was interviewed via telephone by the Globe newspaper to promote the Job Fair. To ensure proper local promotion, 5 banners were strategically placed in different locations throughout Onslow County three weekends before the event. Event flyers were distributed throughout the NCWorks staff networks to maximize job seekers'

participation.

The American Legion Burton Cowell Post 265 provided an "A La Carte" lunch at a very reasonable rate for the employers and job seekers. The employers seemed happy with the quality of the skills and the preparedness of the Veteran jobseekers. Several had lists of job seekers that they intended to follow up with during the ensuing weeks and one reported that he had several interviews scheduled. All had positive comments and expressed a desire to attend the next event that we coordinate.

To prepare area job seekers for this event, the Veteran Staff hosted Resume Writing, Interview Preparation, Dressing for Success, and Professional Networking workshops. We continue to hold these classes regularly so that jobseekers in our area are ready when the opportunity strikes!

The success of our Job Fair and Career Expo was due largely to the partnerships we have developed through our outreach and involvement in the community. Developing these professional relationships has enabled us to reach a larger number of Veterans and transitioning service members and to provide resources and services to the veterans in our community that we would have been unable to do otherwise. The next Veteran Job Fair is planned for November 14, 2017.

Source: Gerardo Cruz, Onslow NCWorks Career Center



ECWDB Hosts NCWorks Service Keys: Unlocking Excellence Training



In June, the ECWDB hosted two training sessions for NCWorks Career Center Staff and Partners titled, “The NCWorks Service Keys: Unlocking Excellence”, delivered by Jonathan Snow, NC Training Center, which focused on creating and delivering a “customer experience” as an

enhancement to services that NCWorks Career Centers provide.

Mr. Snow used his humor and past experience as a trainer for Disney World to engage the staff in an enlightening and interactive session that was designed to offer proven private sector service concepts and best practices used by such companies as Apple, Disney, and Chick-fil-A.

For years, these top performing companies have raised the bar and created experiences their customers rave about. They know how to make emotional connections, allowing their business to thrive in today’s competitive market.

The interactive modules focused on:

- How to create “special service enhancements” that customers will remark about and share with others
- The difference between “Success and Excellence” and the importance of performing at my personal best
- Creating and using a “secret sauce” as their guide for success in customer service delivery

“The interaction with my staff, and hearing their thoughts on Customer Service has sparked ideas for discussions we will have going forward about how to continuously improve the level of customer service



Jimmie Ford

provided in our NCWorks Career Centers,” said Jennifer Polk, Center Manager, Duplin and Wayne County NCWorks Centers.

In between the training sessions, a networking luncheon was held featuring guest speaker Mr. Jimmie E. Ford, who entertained the audience as he talked about taking customer service to the next level by treating others the way that you want to be treated. Mr. Ford shared from his personal experiences. He is a member of the State Board of Community Colleges of North Carolina. He was a Wayne County Commissioner and a North Carolina State Legislator, and serves on many community organization boards. He is also a U.S. Army veteran. Ford was employed at Wayne Community College for 37 years.

Source: ECWDB

Onslow County NCWorks Career Center Hosts Employment Workshops

On May 6, NCWorks Career Center staff and partners joined forces at the Onslow Women’s Shelter to offer a workshop on job seeking skills, dress for success tips, and to share educational opportunities available through the WIOA Title I program. It was a great networking opportunity for the participants. The workshop was well attended with a lot of positive feedback. Examples of other workshops offered through the Onslow NCWorks Career Center include, but are not limited to the



following: Navigating NCWorks in your Job Search, Developing your Network, Overcoming Barriers, Resume Writing, Surviving Financial Crisis, Applying for Federal Employment, and Interviewing Preparation.

Featured right are (L-R) June Buchanan (WIOA), Naomi Thompson, (Mary Kay), Lindsay Gress (NCWorks Manager), and Gail Horn (NCWorks DVOP)

Source: Onslow NCWorks Career Center



Photo by News Argus

This summer, the Goldsboro Housing Authority, City of Goldsboro, Wayne Community College, and NC Works teamed up to offer a summer youth employment program. The program offers teens, between the ages of 14 and 18, jobs at either \$7.25 or \$8.25 per hour. The teens work close to 20 hours per week for six weeks, with days designated for job-related education at WCC and trips that expose teens to local and state government.

The city of Goldsboro is paying for 47 of the jobs and the Housing Authority is paying for 13 jobs. The program is providing the majority of teens with their first job experience, said Shycole Simpson-Carter, Goldsboro community relations director.

"This initiative is designed to show our youth what it means to have a job, take on some responsibility, and encourage upward mobility," said Anthony Goodson Jr., chief executive officer of the Housing Authority of the City of Goldsboro. "It is a great

example of how our community can creatively address issues related to crime and poverty by providing these opportunities to our youth."

"The Summer Youth Employment Initiative gives youth the opportunity to cultivate meaningful career development skills needed to become influential people in their communities while earning a living. This pilot program will also aid youth in identifying their strengths and personal potential, while at the same time increasing confidence and developing a sense of personal urgency for their own future." said Simpson-Carter.

The City of Goldsboro's Summer Youth Employment Initiative is more than a summer job opportunity. The program will provide youth with the skills necessary to become work-ready adults by including financial literacy and soft-skills training as part of the program. The entire community can benefit from this program. "Workforce readiness cannot begin too early. Through the Goldsboro Housing Authority's Jobs Plus Program, employers frequently express concerns about the lack of customer service skills employees have in the workplace. This collaboration is a wonderful benefit to our youth; and in the future, it will translate to a benefit for local employers and the community at large," said Michele

Wiggins, Jobs Plus director for the Housing Authority.

To further enhance the experience, the youth will also take excursions to local areas of interest, as well as a trip to the North Carolina General Assembly, which will help expose the youth to government.

While the City plans to focus on youth residing within the Goldsboro city limits, there are opportunities available for older youth who reside in the county, thanks to the Workforce Innovation and Opportunity Act (WIOA) program through Wayne Community College.

"We want all youth, especially those who are out of school, to know they can apply for this program. WIOA has evolved from programs that many adults may remember as JTPA and WIA," said WCC Associate Vice President of Continuing Education Services Renita Allen Dawson.

"A great number of adults in our community gained their first work experiences in the summer through these workforce development programs years ago. This initiative is a great way to expose this generation to similar experiences and give them a great foundation of work skills," Dawson said.

Source: Goldsboro Housing Authority

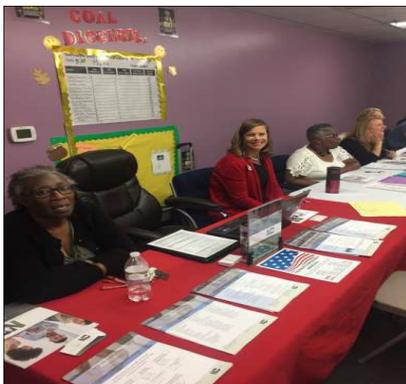


Civilian Labor Force Estimates*

		May 2017	April 2017	March 2017	May 2016
Carteret	Labor Force	31,921	31,484	30,895	32,209
	Employed	30,572	30,149	29,377	30,755
	Unemployed	1,349	1,335	1,518	1,454
	Rate	4.2	5.6	4.9	4.5
Craven	Labor Force	42,152	42,031	42,174	41,841
	Employed	40,252	40,209	40,134	39,836
	Unemployed	1,900	1,822	2,040	2,005
	Rate	4.5	4.3	4.8	4.8
Duplin	Labor Force	26,888	27,134	27,606	27,100
	Employed	25,674	25,950	26,289	25,787
	Unemployed	1,214	1,184	1,317	1,313
	Rate	4.5	4.4	4.8	4.8
Greene	Labor Force	9,547	9,658	9,798	9,616
	Employed	9,119	9,248	9,368	9,150
	Unemployed	428	410	430	466
	Rate	4.5	4.2	4.4	4.8
Jones	Labor Force	4,591	4,642	4,705	4,602
	Employed	4,403	4,466	4,498	4,391
	Unemployed	188	176	207	211
	Rate	4.1	3.8	4.4	4.6
Lenoir	Labor Force	27,481	27,617	27,900	27,789
	Employed	26,256	26,405	26,545	26,381
	Unemployed	1,225	1,212	1,355	1,408
	Rate	4.5	4.4	4.9	5.1
Onslow	Labor Force	64,059	63,827	64,060	64,115
	Employed	61,058	60,926	60,854	60,960
	Unemployed	3,001	2,901	3,206	3,155
	Rate	4.7	4.5	5.0	4.9
Pamlico	Labor Force	5,433	5,450	5,479	5,397
	Employed	5,190	5,208	5,213	5,143
	Unemployed	243	242	266	254
	Rate	4.5	4.4	4.9	4.7
Wayne	Labor Force	53,066	53,493	54,286	53,807
	Employed	50,421	50,847	51,433	51,029
	Unemployed	2,645	2,646	2,853	2,778
	Rate	5.0	4.9	5.3	5.2

Source: ncommerce.com/LEAD

NexxLinx To Close Jacksonville Facility; Approximately 280 Jobs Affected



NexxLinx recently announced its intent to close its Jacksonville office due to a sudden and unforeseen loss

of a significant piece of business. NexxLinx Chief Corporate Communications Officer Stephen A. Smith said "We have been proud and appreciative of the contributions and performance of our Jacksonville Team. Unfortunately, an unexpected business occurrence prevents us from maintaining an operating presence in Jacksonville." Smith said most of the work performed by employees at the center in Jacksonville is for one client, Charter Communications, which merged with Time Warner Cable and is now Spectrum Communications. Smith said that the company is

working to offer a relocation opportunity to employees. In June, the Onslow County NCWorks Career Center staff and workforce partners held Rapid Response employee sessions to assist those who were impacted from the closing. These sessions provided information on training and employment services available and how to access them. Spectrum has a customer contact center in Columbia, South Carolina, and is offering employees affected by the closing a \$3,000 signing bonus and competitive starting wage, Smith said.

Source: Jdnews.com

NC Works Career Center Locations

Carteret County

NCWorks Career Center
309 Commerce Avenue
Morehead City, NC 28557
Phone: (252) 726-7151

Greene County

Greene Career Center
818 Highway 91 North
Snow Hill, NC 28580
Phone: (252) 747-5689

Onslow County

NCWorks Career Center
461 Western Boulevard
Jacksonville, NC 28546
Phone: (910) 347-2121

Craven County

NCWorks Career Center
2836 Neuse Boulevard
New Bern, NC 28562
Phone: (252) 514-4828

Jones County

Jones Career Center
509 Highway 58 North
Trenton, NC 28585
Phone: (252) 448-4791

Pamlico County

Pamlico Career Center
P. O. Box 185
Grantsboro, NC 28529
Phone: (252) 745-9934

Duplin County

NCWorks Career Center
192 Magnolia Extension
Kenansville, NC 28349
Phone: (910) 296-1478

Lenoir County

NCWorks Career Center
231 Highway 58 South
Kinston, NC 28502
Phone: (252) 527-6223 Ext. 104

Wayne County

NCWorks Career Center
2006 Wayne Memorial Drive
Goldsboro, NC 27534
Phone: (919) 731-7950

MARK YOUR CALENDARS:

July 13, 2017, 6:00 pm	<i>ECWDB/Consortium Meeting ECWDB Offices, New Bern</i>
August 3, 2017, 6:00 pm	<i>NCWorks Business Services Committee ECWDB Offices, New Bern</i>
August 10, 2017, 6:00 pm	<i>NCWorks Career Pathways Committee ECWDB Offices, New Bern</i>
August 17, 2017, 6:00 pm	<i>Executive Committee Meeting ECWDB Offices, New Bern</i>
September 7, 2017, 6:00 pm	<i>ECWDB/Consortium Meeting ECWDB Offices, New Bern</i>
September 21, 2017, 6:00 pm	<i>Youth Council Meeting ECWDB Offices, New Bern</i>
October 5, 2017, 6:00 pm	<i>NCWorks Business Services Committee ECWDB Offices, New Bern</i>
October 11-13, 2017	<i>NCWORKS PARTNERSHIP CONFERENCE SHERATON FOUR SEASONS GREENSBORO, NC</i>
October 12, 2017, 6:00 pm	<i>NCWorks Career Pathways Committee ECWDB Offices, New Bern</i>
October 19, 2017, 6:00 pm	<i>Executive Committee Meeting ECWDB Offices, New Bern</i>

ECWDB Staff:

Anita Bradley, Administrative Assistant
Tammy Childers, Executive Director
Erin Ananian-Gentile, Career Pathways Specialist
Trina Hale, Accounting Technician
Lisa Harvey, WIOA Coordinator
Robert Kehres, Assistant Director
George Kramer, Business Services Consultant
Joanne Payne, Program Assistant
Debbie Simpkins, Fiscal Monitor

Communicate with Us!



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