



Eastern Carolina
WORKFORCE DEVELOPMENT BOARD, INC.

2018-2019 Annual Report



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.

Message from the Board Chair & Executive Director



To Our Stakeholders:

We are pleased to present this 2018-2019 annual report.

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

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

Working together, we continue to add economic value to our communities.

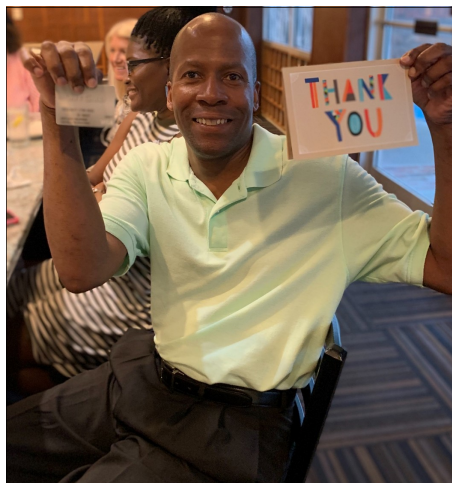
Sincerely,

Handwritten signature of Carla Brynes in black ink.

Carla Brynes, Chair

Handwritten signature of Tammy Childers in black ink.

Tammy Childers, Executive Director



2018-2019 Eastern Carolina Workforce Development Consortium and Board of Directors

Officers

Mark Price, Chief Elected Official
Carla Byrnes, Chair
Bill Green, Vice-Chair
Al Searles, Secretary/Treasurer

Carteret County

Bob Cavanaugh, Carteret County Commissioner
Mike Kraszeski, Atlantic Veneer, President
Dwayne Oglesby, Fleet Readiness Center East,
Organization & Workforce Planner & Analyst
Cindy Hollman, Carteret County Government,
Consolidated Human Services Director

Craven County

Johnnie Sampson Jr., Craven County Commissioner
John Wilson, BSH Home Appliances Corporation, Human
Resources Manager
Anthony Cruz, International Machinist & Aerospace
Workers Union, Labor Representative
Bill Green, Branch Banking & Trust Co., Vice President
of Business Services

Duplin County

Kennedy Thompson, Duplin County Commissioner
James Wolfe, Economic Development Partnership of NC,
Southeast Existing Industry Expansions Manager
Al Searles, Smithfield, Sr. Director, Transportation &
Logistics

Greene County

Jerry Jones, Greene County Commissioner
Angela Bates, Greene Lamp, Inc., Executive Director
Judy Darden, Darden Bookkeeping, Owner
Ray Holloman, JAK Moulding and Supply, Sales Manager

Jones County

Mike Haddock, Jones County Commissioner
Frank Emory, Emory Construction, Owner
David Hill, DP Hill Manufacturing, President
Dr. Norma Sermon-Boyd, Jones County Partnership for
Children, Executive Director

Lenoir County

Roland Best, Lenoir County Commissioner
Jason Trull, SpiritAerosystems, Human Resources
Manager
Dr. Rusty Hunt, Lenoir Community College, President
Bruce Parson, Blind Shop, Owner

Onslow County

Mark Price, Chief Elected Official
Shannon Vitak, NC Dept. of Health and Human Services,
Vocational Rehabilitation Manager
Veronica Perez, Concentrix, Site Director
Karl Zurl, NC Department of Commerce, Southeast
Division of Workforce Solutions, Regional Operations
Director

Pamlico County

Candy Bohmert, Pamlico County Commissioner
Carla Byrnes, B & B Yacht Designs, Co-Owner
John Deaton, Deaton Yacht Services, Owner
Dr. Jim Ross, Pamlico Community College, President

Wayne County

Ray Mayo, Wayne County Commissioner
Fletcher Bizzell, Wayne Opportunities, Inc., Board
Director
Charles Brogden, Franklin Baking Company, LLC, Director
of Human Resources
Melanie Sanders, Caswell Development Center, Human
Resources Manager



Eastern Carolina Youth Council

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

Frank Emory, Chair, Emory Construction, Owner

Angela Bates, Greene Lamp, Inc., Executive Director

John Grant, Retired

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

Courtney Patterson, Retired Educator

Dr. Jim Ross, Pamlico Community College, President

Al Searles, Smithfield,
Sr. Director, Transportation & Logistics

Melanie Sanders,
Caswell Development Center, Human Resources Manager

Bruce Simmons, Uptown Professionals and Associates,
Inc. President,

John Wilson, BSH Home Appliances, Human Resources
Manager

Shannon Vitak, Vocational Rehabilitation, Manager

Dustin Walston, Lenoir Community College, Dean of
Continuing Education

Eastern Carolina Staff



Tammy Childers,
Executive Director



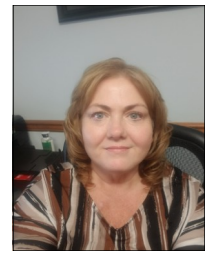
Bob Kehres,
Assistant Director



Lisa Harvey,
Program
Coordinator



Trina Hale,
Accounting
Technician



Debbie Simpkins,
Fiscal Monitor



George Kramer, Business
Services Representative



Erin Ananian-Gentile,
Career Pathways
Specialist



Joanne Payne,
Program Assistant



Anita Bradley,
Administrative
Assistant



Joan Kornegay,
Hurricane Florence
Program Specialist

The ECWDB's role is to ensure that the local workforce development system is business-driven and responsive to meeting the employment and training needs of both job seekers and employers.

The ECWDB:

- coordinates rapid response meetings with employers who are downsizing or facing a plant closure
- serves as a point of contact for business, industry and the public sector to identify solutions that address their workforce needs
- promotes strategies to encourage life-long learning and improve workplace skills
- assists in the development of new training programs to benefit the region's workforce
- conducts planning, oversight, and evaluation of local workforce development programs to include the NCWorks Career Center system
- offers advice regarding workforce policy and programs to local elected officials, employers, education and employment agencies, and citizens
- coordinates with economic development efforts to promote the region's availability of qualified workers
- reviews local agency plans and grant applications for workforce development to ensure coordination of services

About the ECWDB

The Eastern Carolina Workforce Development Board (ECWDB) is a non-profit organization located in New Bern, North Carolina. It is the designated administrative/fiscal agent for the Federal and State workforce development funds appropriated by the North Carolina Department of Commerce to operate employment and training services in a nine-county local area.

The ECWDB contracts its programs with reputable organizations throughout the nine counties that provide services in local NCWorks Career Centers serving both the job/training seeker and the employer populations.

A twenty-eight member board of directors governs the ECWDB in partnership with the local elected officials. ECWDB membership includes representatives from business and industry, education agencies, economic development agencies, vocational rehabilitation, community based-organizations, and labor organizations. Membership is drawn from individuals who have optimum policy-making authority from their organization. Members of the ECWDB are appointed by the elected officials of their respective counties per criteria established by the Governor.

The board's role in workforce development is evident through the established partnerships with our regional and local economic developers, community colleges, school systems, businesses, chambers of commerce, and community organizations to ensure that our region is known as a proactive, forward-thinking region that has a workforce to support local industry. Through our collective efforts, our Region now is recognized at the State and National levels as a Certified Work Ready Communities Region. The workforce development services in our network of NCWorks Career Centers is also reflective of how the board is ensuring alignment with the NCWorks Commission's strategic plan and vision for North Carolina.

The board, partners, and staff take great pride in the work that has and continues to occur throughout this region. The shared vision for our region and state continues to move the board forward in new areas, such as the regional career pathways efforts, which better aligns career development strategies into targeted career pathways, and focuses on sector strategies that align to the region's high growth, high wage, and high skill demands.

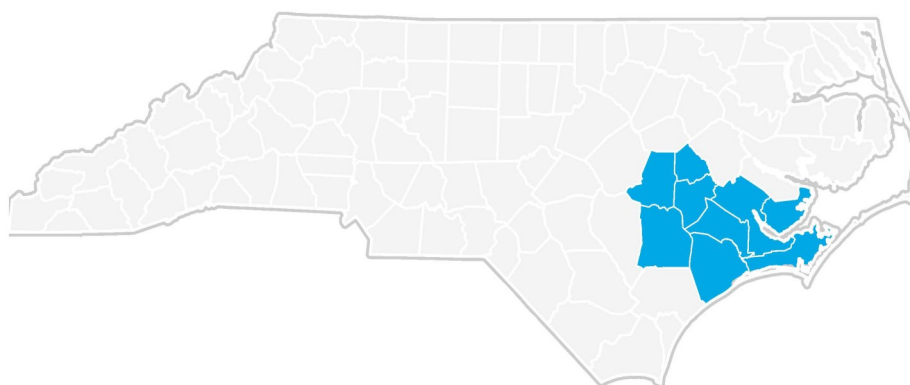
Our Region

The Eastern Carolina Workforce Area is comprised of nine of the twelve counties located within the Southeast Prosperity Zone. There are four military bases in the three highest populated counties of Craven, Onslow, and Wayne.

In addition, the three coastal counties (Carteret, Pamlico, and Onslow) are growing seasonal resort and retirement areas. These nine counties are primarily rural and reliant upon agriculture and encompass a total area of 5,710.64 square miles, with 4,834.41 square miles of land area. The counties' populations range from Jones and Pamlico with less than 13,000 each to Craven, Onslow and Wayne with more than 100,000 each.

According to the North Carolina State Demographics data as of September 2016, the total population of the Eastern Carolina Workforce Area was 651,518. The counties are a diverse mix of races, ethnic groups, and ages with pockets of urban prosperity among rural poverty.

Government, retail trade, services, and manufacturing are the significant sources of employment, with the government employing the largest number of workers. Most of the jobs are located in the more populated counties with military installations and the seat of government for each county. The region recognizes that opportunities and challenges are not confined to one county or another. It is through regional collaboration that the counties of the Eastern Carolina Local Area leverage their assets to create a competitive advantage in a global economy.



POPULATION

County	Population
Carteret	69,524
Craven	102,912
Duplin	58,856
Greene	21,012
Jones	9,637
Lenoir	55,976
Onslow	197,683
Pamlico	12,670
Wayne	123,248
Total Population:	651,518

NCWorks Certified Career Pathways are essential to engaging industry and ensuring the education and training pipeline at the local level is aligned with the needs of local businesses. Career pathways are purposeful plans for education and training, leading to knowledge and skill acquisition and successful careers.

The ECWDB has identified five high growth/high wage sectors with high demand career opportunities within the local area.

- Aerospace, Aviation, and Defense
- Advanced Manufacturing
- Construction and Skilled Trades
- Health Sciences
- Transportation, Distribution and Logistics

Through WIOA training funds, eligible job seekers can receive training in approved programs for careers in these high demand industries.

NCWorks Career Centers



Jamie Wallace, Lenoir NCWorks. Erin Ananian-Gentile, ECWDB, Joy Hudson, Craven NCWorks, Lindsay Gress, Carteret & Onslow NCWorks, Susan Jackson, NCWorks Commission, Samara Taft, Lenoir NCWorks, Lynne Moore, Duplin NCWorks, Jennifer Polk, Wayne NCWorks, Tammy Childers, ECWDB, Tom Raybon, NCWorks Commission

On November 14, 2018, the local NCWorks Career Centers within the Eastern Carolina Region were recognized for meeting the NCWorks Commission's criteria for NCWorks Career Center Certification, which was established to demonstrate customer service excellence. It is the commission's vision that these criteria move the workforce development system to higher levels of quality and seamless service, as well as to foster performance accountability and continuous improvement. The criteria are to be used to assess NCWorks Career Centers at least once every three years.

Five of the Centers [Carteret, Craven, Duplin, Onslow, and Wayne] are operated by the NC Department of Commerce, Division of Workforce Solutions, and one Center [Lenoir] is managed by Lenoir Community College. A recognition ceremony was held at the NCWorks Commission meeting in Raleigh on November 14, 2018. The Career Center certification process was established by the Commission to ensure a consistent level of quality customer service throughout the state's workforce delivery system, to promote an integrated delivery approach and to maintain service expectations of the NCWorks Career Center brand.

The Eastern Carolina Workforce Development Board oversees the operation of all NCWorks Career Centers in the region and is proud of the hard work done by the Center staff to provide high quality services for the citizens and businesses in the region.



NCWorks Career Center Locations

Carteret NCWorks Career Center

One-Stop Operator: Division of Workforce Solutions
309 Commerce Avenue, Morehead City, NC

Craven NCWorks Career Center

One-Stop Operator: Division of Workforce Solutions
2836 Neuse Boulevard, New Bern, NC

Duplin NCWorks Career Center

One-Stop Operator: Division of Workforce Solutions
192 Magnolia Extension, Kenansville, NC

Greene NCWorks Career Services

One-Stop Operator: Lenoir Community College
Greene County Education Center of LCC
818 Highway 91 North, Snow Hill, NC

Jones NCWorks Career Services

One-Stop Operator: Lenoir Community College
Jones County Education Center of LCC
509 Highway 58 North, Trenton, NC

Lenoir NCWorks Career Center

One-Stop Operator: Lenoir Community College
231 Highway 58 South, Kinston, NC

Onslow NCWorks Career Center

One-Stop Operator: Division of Workforce Solutions
461 Western Boulevard, Jacksonville, NC

Pamlico NCWorks Career Services

Pamlico Community College
5049 Hwy 306 South, Grantsboro, NC 28529

Wayne NCWorks Career Center

One-Stop Operator: Division of Workforce Solutions
2006 Wayne Memorial Drive, Goldsboro, NC

Job Seeker Services

- Eligibility determination for training programs
- Job search and placement assistance
- Career counseling and planning
- Referrals to and coordination of activities with partner programs and services
- Workforce and labor market data
- Referrals to supportive services or other needed assistance
- Information and assistance regarding filing claims for unemployment compensation
- Information and assisting regarding financial aid assistance for training and education programs
- Internships and work experiences that are linked to careers
- On-the-job training
- Financial literacy services
- Follow-up services, including counseling regarding the workplace

Business Services

- Employee recruitment and screening
- Tax credit and hiring incentive
- Research materials on labor trends and industry trends
- Workshops, seminars, and job fairs
- Skills testing of job candidates using Worldwide Interactive Network (WIN)
- Rapid Response Services offers confidential consultations regarding layoffs or plant closings.
- Workplace literacy training.
- Employer training services can be provided for current employees with incumbent worker training, on-the-job training, and customized training.

Each year, the ECWDB recognizes a NCWorks Career Center Advisor for their outstanding customer service and overall performance. This year, the ECWDB honored Charliss Gwynn, Career Advisor II in the Duplin County NCWorks Career Center. Her role is to provide information, guidance and assistance to customers seeking employment and employers seeking workers and to make accurate assessments of customers' skills, abilities, and interests, demonstrate strong teamwork and collaboration skills and communicate effectively with internal and external individuals.



To appreciate how Charliss has contributed to continuous improvement in the Center system in PY 2018-2019, it's important to recognize the past 2 ½ years have included three management changes. During the management transitions, Charliss kept a consistent presence in the business and educational communities by representing the Career Center as an officer with the Duplin County Partnership for Career Planning. Her active role in the organization that partners Duplin County Schools, local business representatives, and James Sprunt Community College was instrumental in keeping the relevance of NCWorks in the community. Charliss will serve as Chairman for the next 2 years, increasing the contributions of the Center to the community.

Charliss takes her role seriously and provides the highest quality customer service all customers deserve. She recognizes some clients have barriers to using Center technology. As the Center migrated to the use of new Xerox copiers with higher technology displays and capabilities, Charliss saw the need to simplify operating instructions so all clients could understand how to use the new machines. She designed step by step instructions that included pictures identical to the display to ensure older clients unfamiliar with touch screen prompts and LEP clients would be able to use the equipment without assistance. At a time when knowing how to operate new technology is taken for granted, Charliss' understanding of the client population, her office serves and their needs has been invaluable. The key to her success is in how she views her role, "I like what I do. I strive to be better and do better and to never forget what it felt like to sit on the other side of the desk."

Charliss went above and beyond her role positively impacting local employers, job seekers and educational providers, contributing to the NCWorks Career Center system, and exemplifying excellence in workforce development.

PY 2018-2019 NCWorks Performance Dashboard

Eastern Carolina Workforce Development Board, Inc. NCWorks Performance Dashboard: ECWDB 1, 2018—June 30, 2019

EMPLOYMENT DATA PY2017 and P2018 Comparison

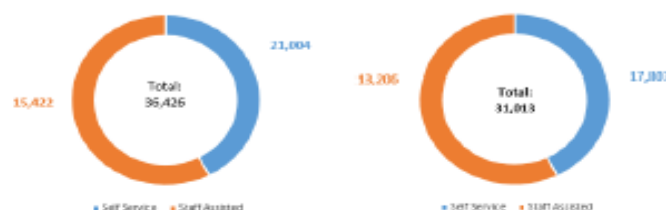
Employed	254,970	Employed	256,167
Unemployment Rate	4.4%	Unemployment Rate	4.8%
NC Unemployment Rate	4.2%	NC Unemployment	4.4%
US Unemployment Rate	4.2%	US Unemployment Rate	3.8%

Source: NC LEAD, 2019

NCWorks Job Seekers Served PY2017 and P2018 Comparison

Jobseekers Served ECWDB - PY 2017

Jobseekers Served ECWDB - PY 2018



NCWorks Employers Served PY2017 and P2018 Comparison

Employers Served	2,732	Employer Served	2,109
New Registered Employers	157	New Registered Employers	131
New Internal Job Postings	6,395	New Internal Job Postings	7,587

Source: NCWorks Online, 2019

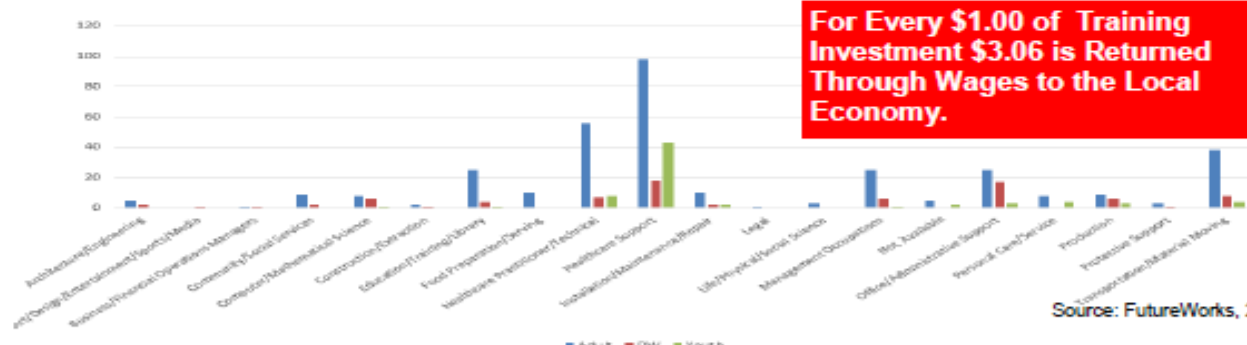
Customers Served Who Obtained a Credential and/or Entered Employment

	PY 2018	PY 18 %	Goal	Goal %	Achieved %
ADULT					
Gained Employment	258	72%	358	67%	108%
Retained Employment	389	70%	559	68%	102%
Earned a Credential	155	45%	342	50%	91%
Quarter Median Earnings	\$4,660.56	108%	\$4,300.00		108%
DW					
Gained Employment	61	78%	78	76%	103%
Retained Employment	72	79%	91	77%	103%
Earned a Credential	44	54%	82	59%	91%
Quarter Median Earnings	\$6,324.71	119.33%	\$5,300.00		119%
YOUTH					
Gained Employment	156	64%	244	66%	97%
Retained Employment	143	70%	205	70%	99%
Earned a Credential	105	60%	175	46%	130%
Quarter Median Earnings	\$2,111.84	N/A	N/A		
WAGNER PEYSER					
Gained Employment	11,163	69%	10,878	67%	103%
Retained Employment	11,535	68%	17,068	68%	98%
Earned a Credential	N/A	N/A	N/A	N/A	N/A
Quarter Median Earnings	\$4,190.63	97%	\$4,300.00		97%

Exceeding 100% of Metric Meeting 90-99% of metric Not meeting metric goal

Source: FutureWorks, 2019

Education & Training Credential Rate PY2018— Adult, Dislocated Worker, Youth



Source: FutureWorks, 2019

Return on Investment to OUR Community

WIOA Programs	Served	Amount Expended	Employed—Q2	Estimated Annual Earnings
Adult	500	*\$1,433,637.65	245	5.5 million
Dislocated Worker	129	*\$485,342.94	61	1.7 million
Youth	242	*\$956,488.76	135	1.6 million
Wagner Peyser	10,878			\$216.7 million

Source: ECWDB Expenditure Report 6/30/2019

NCWorks Career Centers Host Business Before Hours Events



ECWDB and Craven County NCWorks hosted a “Business Before Hours” on May 24, 2019. The event was held to encourage employer engagement and to introduce new Craven NCWorks Career Center Manager, Matt Suggs, and his staff. Approximately 20 employers attended and were given a tour of the Center and the opportunity to learn about the NCWorks online system.

Presentations were given by Jeff Wood, Director, Craven County Economic Development; Tony Bello, CTE instructor for the Craven County School System; Colleen King, Business Services representative from Vocational Rehab; and Erin Ananian-Gentile and George Kramer from ECWDB. ECWDB Board members in attendance included Anthony Cruz, Bill Green, and John Wilson.

ECWDB and NCWorks Career Centers in Carteret, Duplin, Onslow, and Lenoir also hosted employer engagement events to raise awareness of the services available to local businesses through NCWorks.

BSH Home Appliances Wins Governor’s Award for 2018 Outstanding Employer in Workforce Development



BSH Home Appliances received the Governor’s NCWorks Award of Distinction for Outstanding Employer at the PY2018 Workforce Partnership Conference held in Greensboro.

Nominated by the ECWDB, BSH was selected from many deserving companies across the state because they embody the true spirit of NCWorks and are a positive role model for North Carolina’s employers.

ECWDB Awards Local Businesses Incumbent Worker Training Grants

During PY 2018, the ECWDB awarded four Incumbent Worker Training (IWT) grants designed to meet the unique requirements of local employers to retain a skilled workforce or avert the need to lay off employees by assisting the workers in obtaining the skills necessary to retain employment. A total of 32 incumbent workers were enrolled. Outcome measures for IWTGs promote a skilled workforce by assisting workers in acquiring the skills necessary to maintain employment or to avert layoffs and must increase both the worker’s and the company’s competitiveness.

The Incumbent Worker Training Grant is a competitive training grant through which qualifying businesses can address employees’ skills gaps. These skills gaps can be the result of an employee’s changing responsibilities/requirements in his/her job, or for an employee whose job may potentially be eliminated and skill upgrading is needed to accept new responsibilities. The training should result in increased knowledge/skills for the employee and increase the stability and competitiveness of the employer.

Congratulations to the following local companies:

Best Diamond Packaging, \$9,900 trained 4 employees
Mount Olive Pickle Company, \$8,500 trained 14 employees
Spirit AeroSystems, Inc., \$5,624 trained 9 employees
West Pharmaceutical Services, \$10,000 trained 5 employees

Meet Outstanding Adult in Workforce Development Award Recipient, Carol Ann Davis



Carol Ann Davis is married with seven children and was a SNAP recipient. She was unemployed, and her husband worked full-time. Carol was determined to retrain in a career that will make a difference for her family. She wanted to become a nurse. In 2016, she was referred to the WIOA Program by a classmate after she was accepted into the

ADN Program. WIOA assisted Carol with tuition, fees, books, uniforms and supplies, mileage reimbursement, graduation cap and gown, and NCLEX and NCBON fees during her WIOA enrollment. She encountered many barriers during this journey. With sick children suffering from extreme allergens, it was a challenge with school and doctor appointments. One of her sons was diagnosed with Autism during her freshman year. His therapies were extensive and required treatment that included multiple sessions per week.

Nevertheless, Carol maintained mostly A and B averages in her classes. In April 2017, she didn't score the minimum grade of a 90 on her NUR 211 MED SIM exam and was dismissed from LCC's ADN program. However, Carol regrouped and was readmitted in January.

While in school, she too battled health concerns such as fibromyalgia and knee issues that required a few surgeries. She also juggled a complex course schedule. Ika Grant, NCWorks Career Advisor, stated she would often provide her with additional study materials to help with Carol's subjects. This effort paid off, and Carol was inducted into Phi Theta Kappa Honor Society and made the President's and Dean's Lists.

On July 27, 2018, she had a double surgical procedure. During this time, her husband's work hours were reduced. With sticking to a budget, they made it work. Ms. Grant offered Carol job referrals to share with her husband. In December 2018, Carol announced that she was eight-weeks pregnant. A few months later, she miscarried.

By April 2019, Carol received the news she was expecting again. Carol was excited and continued striving for her RN goal. She completed her semesters, 12-hour clinical shifts, and received her AAS in Nursing in May 2019. She took the NCLEX on May 18, 2019, and passed. Carol accepted a job at UNC Lenoir Hospital in June 2019. She is making \$24.24/hr as a new graduate Registered Nurse. She is responsible for caring for patients from the time they come into the ER, communicating with the physicians, advocating for the patient to ensure the patient receives quality care, listening to her patient/ family members and updating the patient's family members.

ECWDB Receives Recognition from NCWorks Commission for its Third Career Pathways Certification



NCWorks Commission Chair, Tom Rabon, Dr. Dion Clark, NCWorks Career Pathways Director, Erin Ananian-Gentile, ECWDB Career Pathways Coordinator, Tammy Childers, ECWDB Executive Director, Jennifer Polk, Manager, Wayne County NCWorks Career Center, Jamie Wallace, Lenoir County NCWorks, Lindsay Gress, Onslow County NCWorks, Samara Taft, Lenoir County NCWorks, Joy Hudson, Craven NCWorks, and Lynne Moore, Duplin County NCWorks.

On September 11, 2018, the ECWDB submitted the Transportation, Distribution, and Logistics Career Pathway Certification application to the NCWorks Commission for approval. The application was developed with the region's seven community colleges and local public schools. Utilizing the NextGen Sector Partnership practice, industry leaders were invited to a series of roundtables across the region to discuss trends, challenges and solutions. Each meeting was moderated by an industry champion who engaged their peers in spirited conversation. These roundtables were a great chance to allow employers to lead the discussion. Local education agencies, workforce development professionals, economic developers, vocational rehabilitation and other community partners were invited to listen to the employers to see what programs are offered to meet industry needs.

Official recognition of the region's Certified Transportation, Distribution and Logistics Career Pathway took place on November 14, 2018, at the NCWorks Commission meeting held in Raleigh. This is the state's 35th Certified Career Pathway and the third for the Eastern Carolina region. The ECWDB received its first Career Pathway Certification in Health Sciences in 2017, followed by its Advanced Manufacturing Career Pathways Certification in 2018.

459 Students Participated in WIOA-funded Training Programs During 2018-2019

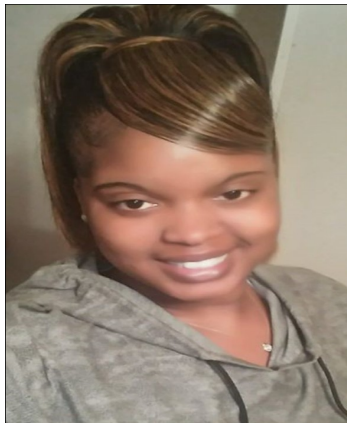
The ECWDB's WIOA Title I training offers low-income youth, adults, and dislocated workers invaluable opportunities to participate in career pathways training that will result in upward mobility and self-sustaining wages. Participants enrolled in the ECWDB's WIOA programs have the opportunity to select from over 75 approved training programs in a variety of career pathways. Training programs are geared toward adults who need to learn new skills or update their current skills to become employed or re-enter the workforce.

Historically, individuals with higher levels of education consistently fare better in the labor market. With good jobs becoming harder to find for people with a high school diploma or less, the ECWDB has approved training offerings that focus on developing skills in demand by local employers that result in attaining a certificate, diploma or degree and leads to employment.

Approved training programs are updated as the needs of employers change, requiring a skilled workforce. Funding assistance for items such as registration, tuition, textbooks, fees, and required supplies is made available through Individual Training Accounts to assist students with the opportunity to reach career goals they might not have been able to obtain otherwise.

Upon completion of the training program, a student is empowered with the skills to become a self-sufficient wage earner. A total of 459 ITA's were issued to students enrolled in WIOA funded training programs during the 2018-2019 year. Data shows training that resulted in the highest wage earnings occurred in health sciences, transportation and logistics, and skilled trade occupations.

Meet Outstanding Adult in Workforce Development Award Recipient, Marquetta Kornegay



Marquetta came to the NCWorks Career Center seeking assistance for Truck Driver Training. She informed the Career Advisor that her grandfather had been a truck driver for years and she was encouraged and supported by him to become a driver. She often went on road trips with him when she was younger and loved the freedom of traveling to different places.

When Marquetta applied for WIOA assistance, she was working 30 hours or less a week for Lenoir County Public Schools as a Child Nutrition Assistant and bus driver to make ends meet.

After juggling with being a single parent with a part-time job, she finally decided to take charge of her career and seize the opportunity to earn more money to support herself and her child. She decided to sign up to complete the Truck Driver Training. Marquetta completed the enrollment process for the WIOA Adult Program. She followed all the guidelines of the WIOA Program and was diligent in her training. She completed the Truck Driver Training and obtained her Class A license.

Marquetta is now a full-time Dump Truck Driver for Bill Baysden Trucking Company. She earns \$14 an hour. Her job responsibilities include following the safety guidelines and procedures, completing pre-trip inspections on the truck every morning and hauling asphalt, rocks, sand and other material as needed. These are the types of skills she learned while participating in the Truck Driver Training. She plans to go over the road when her son gets a little older. Marquetta is an excellent example of a participant that was motivated and determined to change her financial situation to make a better living for herself and her family. She reported she would not have been able to achieve her current position without the assistance of Lenoir Community College's WIOA Program.



Right: LCC Youth Career Advisors: Lisa Wooten-Hightower & Tracey Price



Over the next several years, the Eastern Carolina Region is expected to experience an increased demand for highly skilled workers. As an emerging workforce, today's youth are critical aspects of the pipeline of skilled workers to meet the expected demand. This subject was the topic of every Eastern Carolina Youth Council meeting held this past year. How can we be effective in ensuring a skilled workforce? How do we engage youth to pursue careers in the region's high growth career pathways? How do we keep our at-risk youth involved in school? How do we engage parents? How do we engage businesses in providing work-based learning opportunities? To begin addressing these questions, the ECYC held a strategic planning session. Led by ECYC Chairman Frank Emory and facilitated by Erin Ananian-Gentile, the ECYC adopted a new mission statement on March 28, 2019, as follows: **"To support and enable high-quality youth programs that empower and prepare today's young adults to become tomorrow's productive citizens."**

To meet the needs of local and regional businesses, the ECWDB and ECYC are partnering with local companies, successful community colleges, public schools, and community-based organizations to offer innovative programs that will prepare WIOA eligible youth for success in the workplace by providing a variety of effective and comprehensive education and employment services. Our outstanding programs link academic and occupational learning to meet local industry needs.

Youth Career Advisors are critical to the success of our Youth Programs. Advisors ensure that services are designed to prepare youth to achieve their short and long-term goals that include occupational skills training, attainment of nationally recognized certifications, attainment of high school diploma or a recognized equivalent, apprenticeship opportunities, paid and unpaid internships, post-secondary education, military services or unsubsidized employment.

Working together, our youth providers served 274 youth participants. Forty-five of those youth received a credential, 73 entered employment, and 125 subsidized work experiences were created with local employers, education providers, and non-profit organizations. These efforts resulted in \$301,795.35 (21%) of the total youth budget being expended directly on work experience wages paid to low-income youth providing them with plentiful work-based learning opportunities in various career pathways.

13th Annual Trades Day



On Saturday, March 23, 2019, the Jacksonville Onslow Chamber of Commerce partnered with businesses in the community, among them Onslow County Schools, Coastal Carolina Community College (CCCC), and the ECWDB, to host the 13th annual Trades Day competition for high school students that are in vocational education classes in Onslow and Jones County High Schools.

Jones County Commissioner Frank Emory, who is the owner of Emory Construction and ECWDB member, served as a judge for the event. Mr. Emory also serves as Chair of the Youth Council, and Chair of the ECWDB's Construction-Skilled Trades Pathway.

Trades Day allows these students to be recognized for their talents and will enable them to showcase their skills. The students compete in Automotive, Construction, Drafting, Electrical, Masonry, Welding, Culinary Arts and Digital Electronics.

This event brings 120 students and more than 200 parents and community leaders to the CCCC campus every spring. The partners host this event in an ongoing effort to promote workforce development and growth in our community.

Meet Outstanding Youth in Workforce Development Award Recipient, Caleb Mitchell

Caleb Mitchell was one of the Outstanding Youth Award Recipients at the ECWDB Annual Banquet. Caleb was 18 and a high school dropout when he came into Coastal Carolina Community College's WIOA Title I Out-of-School Youth Program in October of 2017. Caleb heard the Youth Career Advisor speak at Coastal Carolina's Career and College Readiness (WIOA Title II) orientation. Together they talked about his plans, his strengths and career options based on his assessments, and began developing an ISS based on his goals. On Nov.30, 2017, Caleb passed the High School Equivalency Test and obtained his high school diploma.

Caleb was interested in either Emergency Medical Technician, Paramedic, or Firefighter training. There was an EMT Basic class starting in April. While he was waiting for the class to begin, he continued to meet with his Career Advisor and took the WorkKeys assessment. On March 28, 2018, Caleb earned a Silver CRC. He attended EMT training but wanted to explore the firefighter option as well. He volunteered at a local Fire Department from June to July and made his career choice. He wanted to be a firefighter. In July, he began training at Coastal Carolina's Fire Academy. While he was in training, a work experience was set up with the coordinator of the Fire/Emergency Management program. Caleb was young compared to his classmates, but with the work experience, he became accustomed to the language and culture of the Emergency and Fire Industry and learned more about the use and care of the equipment. His Fire Academy instructor offered advice and counsel while he was training which helped a great deal in bolstering Caleb's confidence. In December 2018, Caleb graduated from the Fire Academy and was encouraged to apply to the City of Jacksonville as they were looking to fill six firefighter positions.

With the help of a solid resume Caleb was one of twenty-eight out of over 100 chosen to be interviewed. He practiced for the interview, and two weeks later, he was one of twelve to be called back for a one-on-one interview with the Fire Chief. He was number seven of the six chosen to fill the positions. His Career Advisor was in touch with the HR manager for the City of Jacksonville about an On-the-Job Training (OJT). They talked to the Fire Chief and the OJT contracts were signed. Caleb started with the City of Jacksonville under an OJT as a Career Firefighter for \$14.58 per hour on January 28, 2019. Caleb accomplished all of these things before turning 20 years old in March 2019.

Since Caleb has begun working at the City of Jacksonville Fire Department, he has used his EMT credential to become an Onslow County Board Certified Emergency Medical Technician. This certification allows him to work as a paramedic in the field when on calls. His supervisors have given excellent accolades to Caleb's effort and willingness to go above and beyond what is expected. They have said he shows great potential for career growth as he continues his journey as a career firefighter with the City of Jacksonville.



Nicole Hall, CCCC Youth Career Advisor and WIOA Youth Participant, Caleb Mitchell



Nicole Hall, Jim Rardin, Ed Duffield, Caleb Mitchell, and Andrew Tator



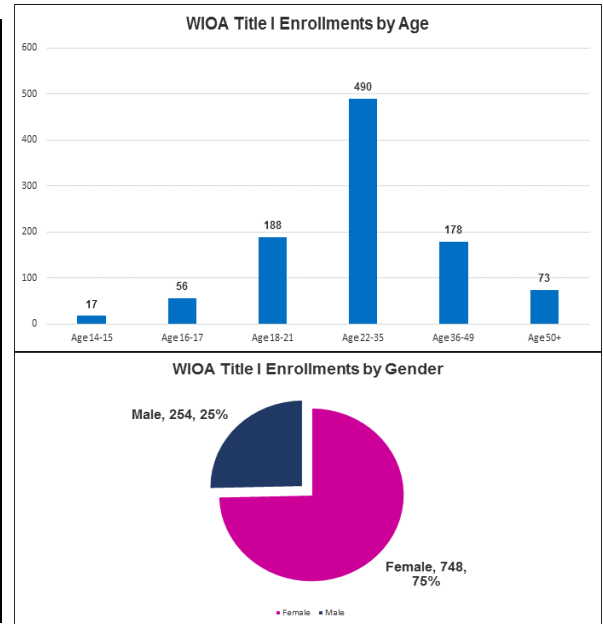
Onslow County Commissioner, Mark Price, Caleb Mitchell, ECWDB Chair Carla Brynes



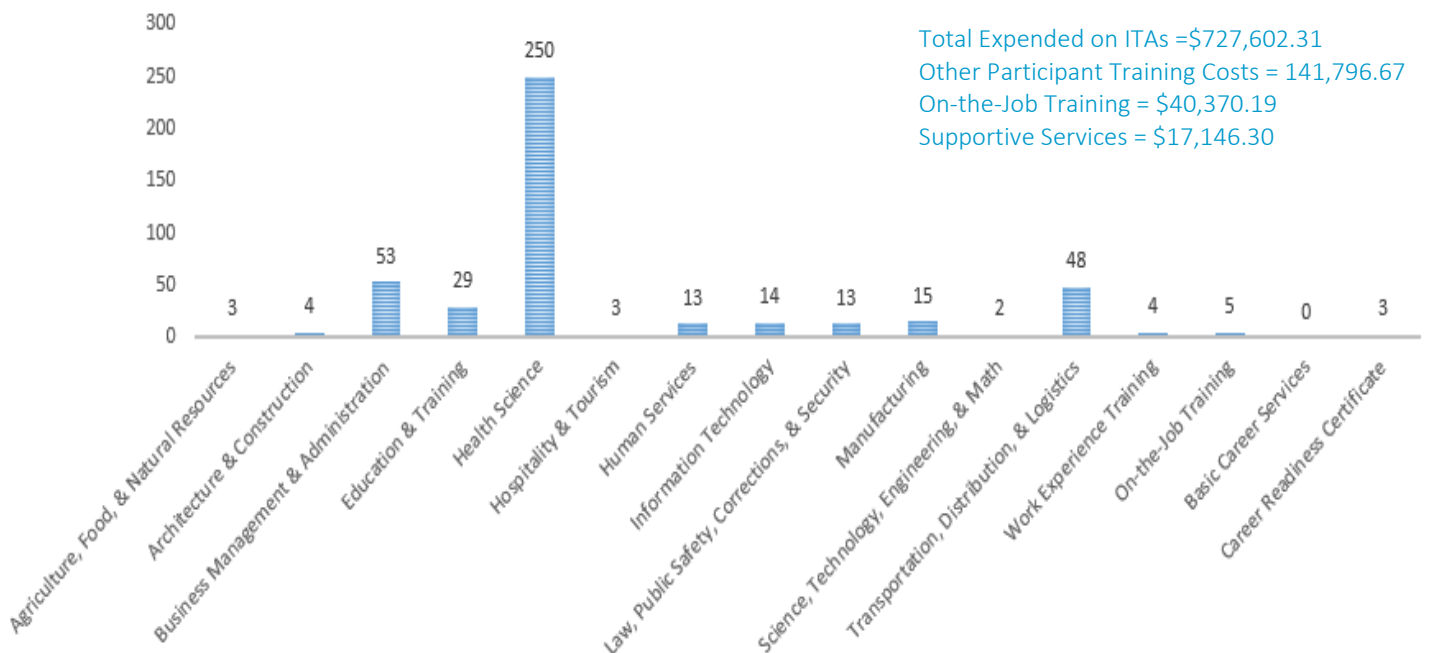
Captain Jimmy Davis, Caleb Mitchell, Assistant Battalion Chief Kevin Davis, Haws Run Assistant Chief Brandon Hansley

Title I WIOA Adult, Dislocated Worker, and Youth Training Enrollments

County	Adult	Dislocated Worker	Youth	Total
Carteret	32	7	26	65
Craven	113	33	34	180
Duplin	99	21	21	141
Greene	3	0	11	14
Jones	9	0	11	20
Lenoir	92	4	63	159
Onslow	130	46	73	249
Pamlico	11	0	2	13
Wayne	98	30	33	161
Grand Total	587	141	274	1002



PY 2018 - 2019 Participants Enrolled in a Career Pathways Training Program



A Special Thank You is extended to the following Training Providers who accepted our Individual Training Account Vouchers and provided quality training opportunities for Eastern Carolina's Adult and Dislocated Worker WIOA participants. These training offerings lead to a certificate, degree, or diploma in the pathways listed above.

Bladen Community College
 Carteret Community College
 Coastal Carolina Community College
 Craven Community College
 James Sprunt Community College

Johnston Community College
 Lenoir Community College
 Miller-Motte College
 Pamlico Community College
 Pitt Community College

Sampson Community College
 Wayne Community College
 Wake Tech. Community College
 Wilson Tech Community College

NCWorks Services Provided

North Carolina WDB Dashboard Services Provided

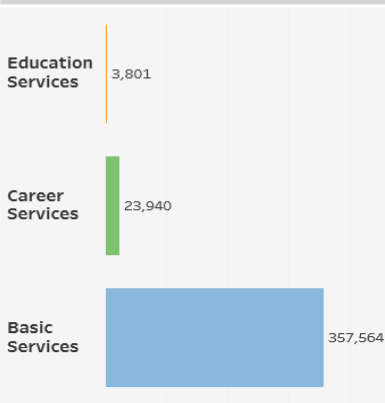


Eastern Carolina WDB



Total Services Provided in 2018
385,305

All Services

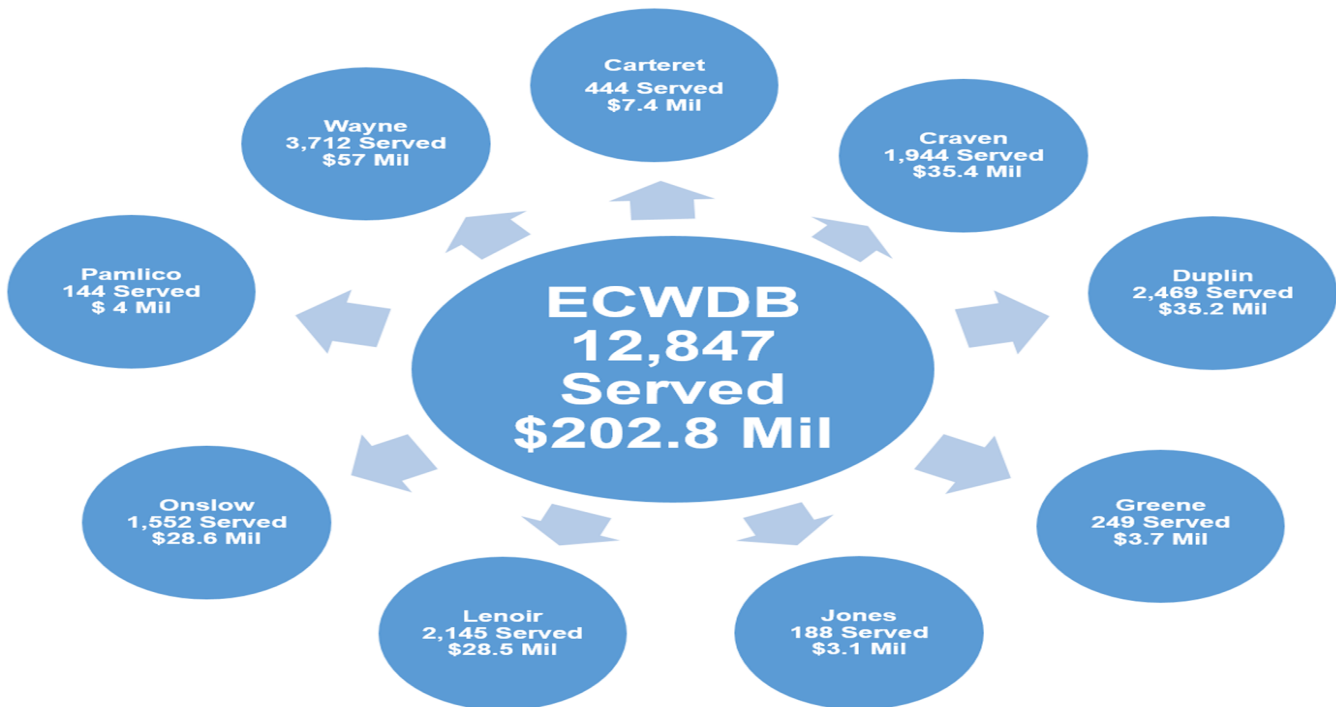


Detailed Services Provided

Education Services	Adult Basic Education	169
	Occupational Skills	2,438
	Post- Secondary	10
	Pre- Vocational Skills	587
	Secondary	597
Career Services	Career Planning & Counseling	22,298
	Supportive Services	593
	Testing / Assessment	1,049
Basic Services	Initial Contact & Evaluation	19,319
	Job Search Assistance	17,500
	Provision of Information	233,562
	Referral	87,183

Pause

NCWorks Return On Investment



ECWDB Partners with Area's Seven Community Colleges to Receive Finish Line Grants



Dr. Hunt, President, LCC welcomes Governor Cooper

On August 14, 2018, Gov. Roy Cooper toured Lenoir Community College and announced LCC was the first community college in the state to get Finish Line Grant funds, which will help students get through financial emergencies.



Governor Cooper thanks ECWDB Past Chair, Mike Kraszeski for the Board's Finish Line Partnership efforts with Carteret Community College.

On October 23, Governor Cooper visited Carteret Community College to tour the Hurricane Florence Damage and discuss his Finish Line Grant initiative.

To be eligible for the Finish Line Grant funds of up to \$1,000 for a semester, a college student has to be 50 percent finished with his or her degree or credential. The money goes directly toward whatever the expense was. All seven of the local community colleges within the Eastern Carolina WDB area were awarded Finish Line Grants ranging from \$15,000 to \$30,000. The grant period is through June 30, 2020.

ECWDB Receives Military Employment Enhancement Initiative Grant

In September 2018, the ECWDB was awarded a \$400,000 grant through June 30, 2020, to fund a Military Employment Enhancement Initiative (MEEI) pilot program to demonstrate improving and increasing veteran, recently separated service member, and military spouse access to education and employment through the NCWorks Career Center Network. The ECWDB partnered with Coastal Carolina Community College to serve up to 99 veterans and military spouses, with approximately 25 of these individuals enrolling in an On-the-Job Training Program within the three-county (Craven, Onslow, and Wayne) NCWorks Career Centers.

The ultimate goal of this project is to connect more veterans, transitioning service members, and military spouses to services provided by NCWorks Career Centers. The program offers training and skill certification opportunities in high demand, high growth sectors to eligible veterans and military spouses to assist them in achieving their education and training goals.

To better leverage public workforce development resources, NCWorks Career Centers served as the access point in delivering services to eligible veterans, service members and military spouses for this project. While NCWorks Career Centers in counties with military bases have staff in place that take into consideration the unique needs of eligible veterans and spouses, CCCC's specialized staff are trained in career pathways, certification options, transition services, veteran's affairs, military lifestyle, on-the-job training opportunities, and program management.

The MEEI staff members assisted eligible veterans, transitioning service members, and military spouses with customized career guidance and assessment resources, job placement assistance, on-the-job training opportunities, and workforce information resources to help individuals make informed career decisions. During PY 2018, MEEI served 49 veterans and military spouses in achieving their education and training goals of obtaining a certificate, degree, or diploma resulting in employment, job retention, and increased earnings with emphasis on placing them into on-the-job training.

The MEEI team was able to connect with the Skills Bridge Program aboard Camp Lejeune Marine Corps Base to help separating service members receive their Powerline Technician Certification. Several attendees of this course received job offers while still training. One success story is Camden Baker who was in his last few months of service in the Marine Corps. He heard about the MEEI and the Power Line Technician program and the staff was able to get him enrolled and registered in January 2019.



Meet MEEI Participant, Camden Baker

Camden Baker was a 26-year-old Infantry Rifleman in the United States Marine Corps at Camp Lejeune, when his 4-year contract with the military was ending. Camden needed to upgrade his skills and obtain credentials that would assist him in obtaining gainful employment once he left the Marines. He wanted to work in the forestry industry and was interested in the Powerline Technician course offered at Coastal Carolina Community College. The problem was the cost of the training was outside Camden's financial means. Camden connected with the WIOA Military Employment Enhancement Initiative to solve this problem.

WIOA's Military Employment Enhancement Initiative (MEEI) is a grant opportunity designed to assist in training costs for veterans, transitioning military members, and military spouses. MEEI was developed by the Eastern Carolina Workforce Development Board to help exited and transitioning military personnel, their spouses, and veterans obtain the necessary credentials to enter the civilian job market. Eligible participants qualify through an application process and are selected based on the type of training, motivation, and suitability of the training in today's job market. The program can assist with training-related costs such as tuition, books, supplies, exam fees and support services.

Camden connected with the WIOA-MEEI program Military Employment Specialist through the Transitioning Readiness Services (TRS) on Camp Lejeune. He began the application process immediately, was deemed eligible, and entered the WIOA-MEEI program on January 4, 2019. Camden received permissive orders through his chain of command to attend the course while still enlisted in the Marine Corps. This allowed him to attend day classes in lieu of his regular activities. The grant covered the costs of his tuition, books, supplies, and licenses. As required by the WIOA-MEEI program, his attendance was tracked and grades reported to ensure Camden was fulfilling all objectives toward meeting his goal.

While attending the course, Camden's instructors spoke volumes about his character and drive. He is a natural leader, and his determination and focus are qualities that make a lineman successful. Shortly into the course, The Davey Tree Expert Company visited the campus to recruit potential candidates for employment opportunities locally as well as nationally. Camden was selected as a potential candidate and scheduled an interview with the company recruiter on February 1, 2019. After the interview, Camden was offered a full-time position for \$17.00 an hour as a Climbing Arborist Trainee. He accepted the position and began working in June 2019, shortly after being released from Active Duty Service.

Camden credits his family, his chain of command, Transitioning Readiness, the WIOA-MEEI grant program, his Powerline Technician instructors, and The Davey Tree Expert Company for his success. In all honesty, it was Camden's hard work and determination that brought him to where he is today.



ECWDB Receives \$2M National Emergency Grant



Dana Outlaw, Mayor, City of New Bern, President Donald Trump, and Governor Roy Cooper

On September 13, 2018, Hurricane Florence left her mark on New Bern and eastern North Carolina with record levels of flooding and destruction. Four days after the storm, President Trump, along with Governor Cooper, visited New Bern and toured the region.

One week after the hurricane, the State received its allocation for the national reserve funds, which was the first time federal funds had been released so rapidly.

On September 20, 2018, it was announced that the ECWDB would receive \$2 million to help put people to work cleaning up their communities. These funds were in response to Governor Cooper's request for national funding for disaster relief employment assistance and are provided through the U.S. Department of Labor's national reserve funds of the Workforce Innovation and Opportunity Act. The funds were received by the North Carolina Department of Commerce, Division of Workforce Solutions. Funds were available to provide temporary employment opportunities for dislocated workers and long-term unemployed workers in the counties declared as disaster areas.

All nine counties in the ECWDB region were declared Federal disaster areas, thus determined eligible for assistance. Two of the local Career Centers in Pamlico and Onslow experienced significant damage. Onslow Career Center staff operated out of a mobile unit for two months and then relocated to the Salvation Army facility. Pamlico Career Center closed permanently as a result. In response, the ECWDB contracted with Greene Lamp, Inc. to operate the Hurricane Florence Disaster Relief Employment Program through the NCWorks Career Center for the nine-county region. Greene Lamp, Inc. will employ eligible workers and place them with the public agencies or non-profit private organizations that are involved in providing disaster recovery assistance within the local communities.

ECWDB is appreciative to the following employers in our region:

Carteret County - Crystal Coast Habitat for Humanity hired one participant.

Craven County- About My Father's Business hired two participants, City of New Bern engaged nine participants, and the city hired two persons. Craven County hired two positions and were in the process of hiring one but unfortunately, he was killed in an automobile accident in October 2019. Religious Community Services (RCS) hired four persons. Town of River Bend hired one person and ended the contract to hire him on full time with the town. United Way of Coastal Carolina (Craven County Disaster Recovery Alliance) hired one person and retained her after the program. Veteran's Employment Base Camp and Organic Garden hired one person and kept her after her contract.

Duplin County- Cornerstone Community Development Corp. hired three persons. Duplin Christian Outreach Ministries Crisis Center hired one person, and she is volunteering with this agency until she finds unsubsidized employment. Word of Faith employed three persons.

Jones County- Jones County Government hired one person. Town of Maysville hired three persons.

Onslow County- City of Jacksonville hired 11 people. NC Conference United Methodist Church Disaster Recovery Center hired four persons and placed three of them into unsubsidized employment. The Salvation Army of Jones and Onslow Counties hired two persons. Town of North Topsail hired one person and retained his employment at the end of the contract. Town of Swansboro hired one person. United Way of Onslow County hired three persons and one person was hired by one of United Way's partnering agencies after direct contact through the long term recovery organization. Greene Lamp, Inc. hired one person, and she returned to her previous employer once they reopened after repairs from Hurricane Florence were completed.

Pamlico County- County of Pamlico hired two persons. United Way of Coastal Carolina (Pamlico County Disaster Recovery Coalition) hired two persons.

Wayne County- City of Goldsboro hired five persons. Greene Lamp, Inc. hired one person, and she found unsubsidized employment through Wayne County NCWorks office. Habitat for Humanity hired one person and hired her at the end of her contract.

The majority of the employers all reiterated the point that they were extremely appreciative of this program and they wished that they had the funds to hire the workers that worked with their agencies.

Meet Hurricane Florence Participant, Nolan Solomon

Hurricane Florence devastated North Carolina, causing tragic losses of life and billions of dollars in property damage, as well as unemployment for many in the hardest-hit areas. Nolan Solomon (*pictured, left*) was among those who found himself out of a job. He had been a maintenance technician with a major hotel in New Bern that suffered so much damage from Florence that it had to close down indefinitely.

Shortly after the storm hit, the U.S. Department of Labor awarded an \$18.5 million disaster dislocated worker grant to the North Carolina Division of Workforce Solutions to establish a temporary employment program for people in the affected areas. This program would match eligible residents who needed work with local government agencies and nonprofit organizations that required workers to help with clean-up, recovery and humanitarian assistance. Among those available for the program was Nolan Solomon.

On Jan. 30, 2019, Solomon began working through the grant, having been placed with the Town of River Bend in Craven County as a general laborer, performing various tasks such as debris removal and operating the town's equipment used for maintaining and restoring the streets that were damaged due to Hurricane Florence.

Throughout his time working with the Town of River Bend, Solomon received nothing but high praise from his supervisors as a dedicated worker. Solomon's direct worksite supervisor, Director of Public Works Brandon Mills, recalled, "He came in from day one and worked very hard, and he also jelled very well with the entire team." When speaking about Solomon, Town Manager Delane Jackson added, "He is an outstanding worker and just a good person in general."

Because of his diligence to his job as a laborer, in April, Solomon was offered full-time employment with the Town of River Bend as a Public Works Technician. Meanwhile, the storm's aftermath continued to disrupt his life. Solomon managed to be a stellar employee even while he and his family lived in a hotel, because of the damage their home received from Hurricane Florence. The manager of the Town of River Bend remarked to the employment program administrators, "If you find more workers as good as Nolan, we'll take two more."

One of the primary goals of the grant is to fund positions that help the area recover and rebuild. An extra benefit of the program is that it has led to permanent positions for some participants, like Nolan Solomon.



Nolan Solomon, with Brandon Mills, his
Worksite Supervisor, Town of River Bend



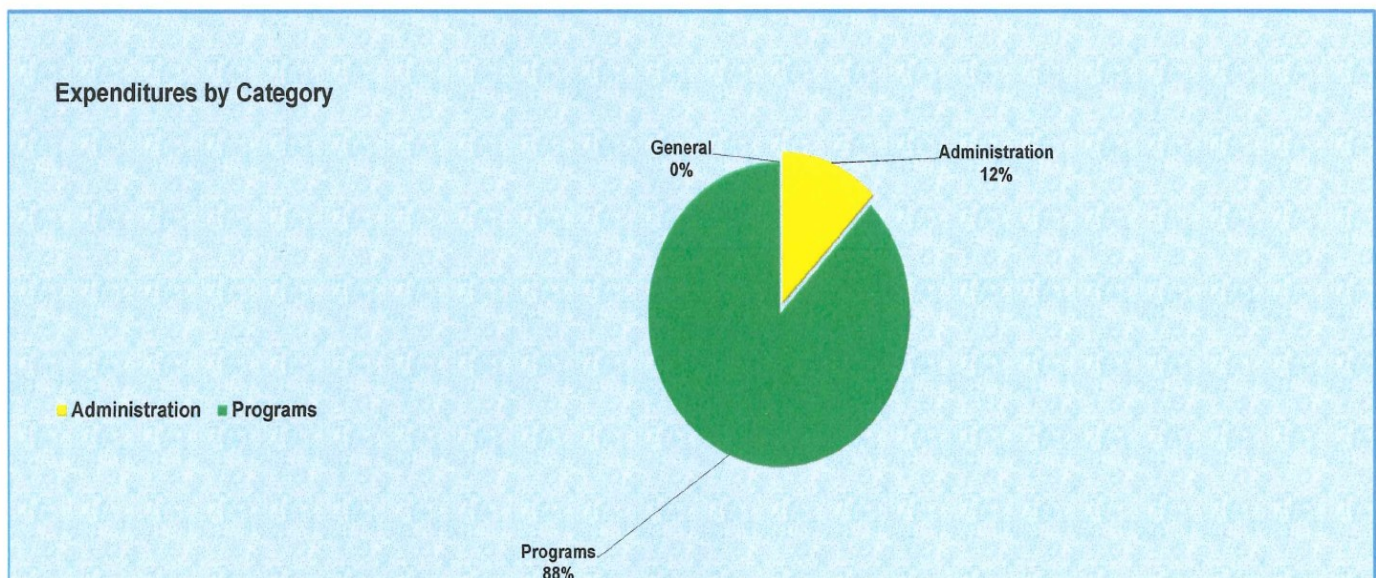
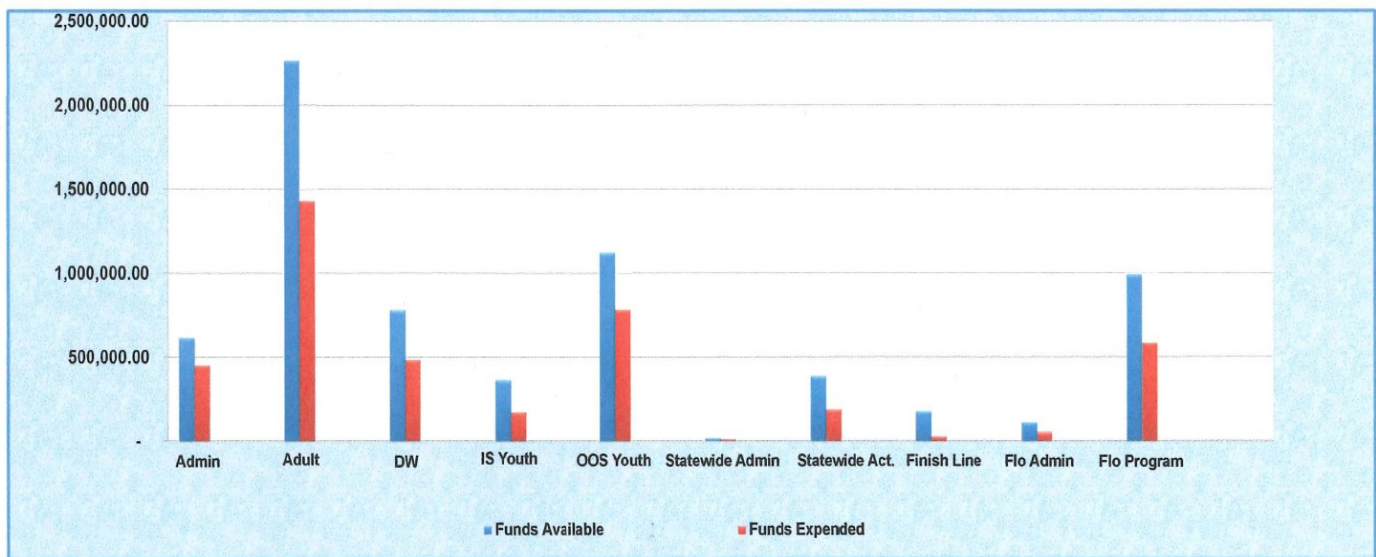
Glenwood and Ronte Bryant



Lindsey Gress, NCWorks Career Center
Manager, Gail Horne, Career Advisor, Kevin
Kisterson, Greene Lamp, Hurricane Florence
Coordinator

2018-2019 Financial Report

Program Year 2018-2019	ADMINISTRATION	ADULT PROGRAM	DISLOCATED WORKER	IN-SCHOOL YOUTH	OUT OF SCHOOL- YOUTH	HURRICANE FLORENCE ADMIN	HURRICANE FLORENCE PROGRAM	FINISH LINE GRANTS	STATEWIDE ACTIVITIES ADMIN	STATEWIDE ACTIVITIES PROGRAM	Total
Funds Available	\$614,108.00	\$2,269,590.00	\$778,554.00	\$361,494.00	\$1,121,235.00	\$110,000.00	\$990,000.00	\$175,000.00	\$16,527.00	\$385,638.00	\$6,822,146.00
Funds Expended	\$451,705.00	\$1,433,224.00	\$485,371.00	\$173,063.00	\$783,394.00	\$53,764.00	\$585,162.00	\$27,523.00	\$9,803.00	\$186,528.00	\$4,189,537.00
Funds Remaining	\$162,403.00	\$836,366.00	\$293,183.00	\$188,431.00	\$337,841.00	\$56,236.00	\$404,838.00	\$147,477.00	\$6,724.00	\$199,110.00	\$2,632,609.00
Percent Expended	74%	63%	62%	48%	70%	49%	59%	16%	59%	48%	61%



Audited

Acknowledgements

To our ECWDB staff and NCWorks Career Center staff,

We want to express our sincere appreciation for your professionalism, dedication and contributions to building a strong network of NCWorks Career Centers and partnerships to serve the citizens of eastern North Carolina. It is because of your steadfast desire to help others succeed that we succeed together. Your compassion and willingness to help others comes through in all that you do. Keep shining your light on others.

To our One-Stop Operators, NCWorks staff and partners,

We are incredibly grateful to our One-Stop Operators, Division of Workforce Solutions and Lenoir Community College for providing leadership through the local NCWorks Career Centers. As a result, the Center Managers, their outstanding staff, and the many partners served over 25,000 customers through their NCWorks Career Centers.

<i>Carteret NCWorks Career Center</i>	<i>Craven NCWorks Career Center</i>	<i>Duplin NCWorks Career Center</i>
<i>Greene NCWorks Career Services</i>	<i>Jones NCWorks Career Services</i>	<i>Lenoir NCWorks Career Center</i>
<i>Onslow NCWorks Career Center</i>	<i>Pamlico NCWorks Career Services</i>	<i>Wayne NCWorks Career Center</i>

To our Adult and Dislocated Workers Service Providers,

Thank you for providing the highest quality of career planning, counseling services, training, and employment opportunities for Eastern Carolina's 812 Adult and Dislocated Worker WIOA participants. You are making a difference one life at a time.

<i>Carteret Community College</i>	<i>Coastal Carolina Community College</i>
<i>Greene Lamp, Inc.</i>	<i>James Sprunt Community College</i>
<i>Lenoir Community College</i>	<i>Pamlico Community College</i>
	<i>Wayne Community College</i>

To our Youth Service Providers,

Thank you for making a positive difference in the lives of 466 future leaders who were served through the local Workforce Innovation and Opportunity Act programs. Our youth look to role models like you and dream bigger dreams as a result.

<i>Carteret Community College</i>	<i>Coastal Carolina Community College</i>
<i>Craven County Schools</i>	<i>Greene Lamp, Inc.</i>
<i>Jones County Schools</i>	<i>Lenoir Community College</i>
<i>Onslow County Schools</i>	<i>Wayne Community College</i>

To our Hurricane Florence Service Provider, Greene Lamp, Inc.,

A special thank you for the partnership in operating the Hurricane Florence Disaster Relief and Employment Program. You made a difference in the lives of many people who were recovering from a Hurricane like no other that our Region experienced.





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