

WORKFORCE INNOVATION AND OPPORTUNITY ACT
Youth Program Report
PY 2020

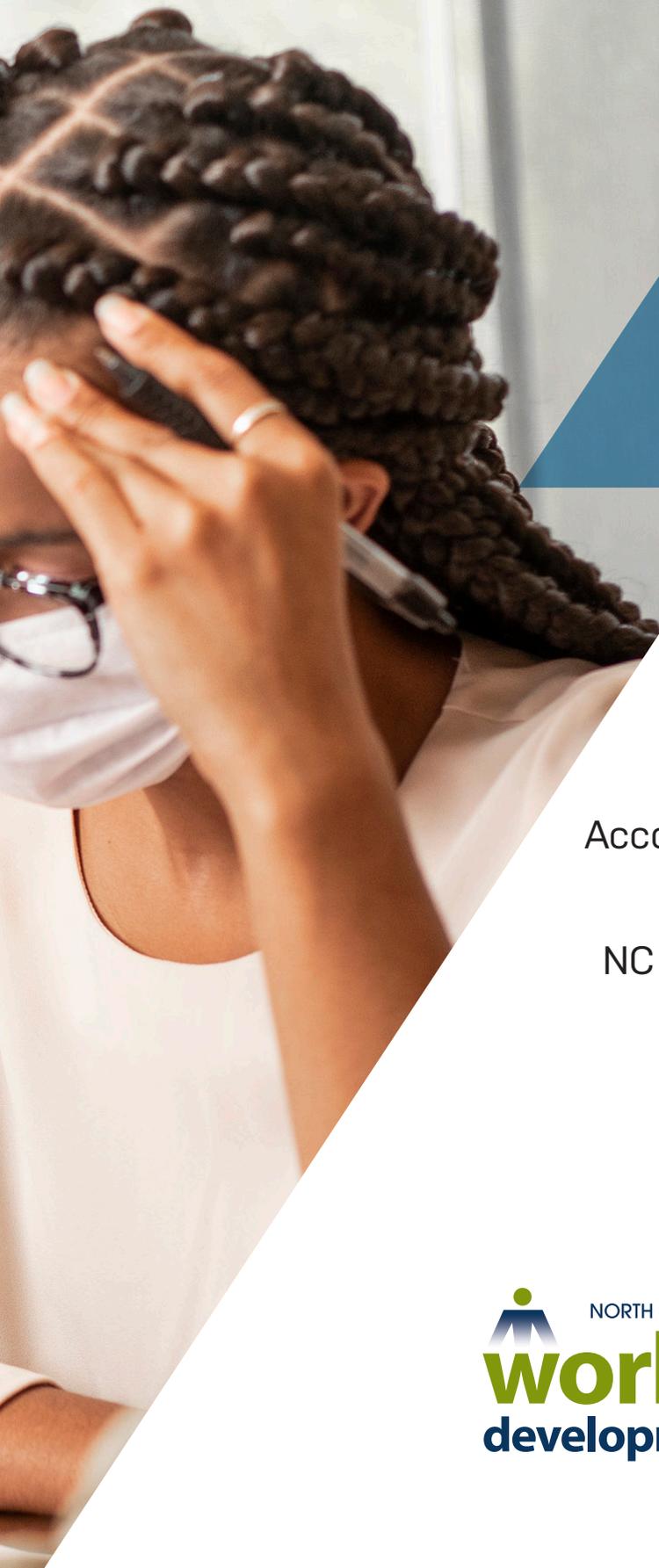
JULY 2020 - JUNE 2021

Report produced and
provided by NCAWDB
Director's Council





CONTENTS



Introduction	5
NC Activity Highlights	6
Accomplishments, Grant Recipients, & Success Stories	8
NC Workforce Development Boards	54
Board Chairs & Directors	56
NCAWDB Officers	58
Thank You To Our Sponsors	59



Introduction

Workforce development provides opportunities to connect, train and educate residents for careers that help businesses and our economy thrive. Youth and young adults' exposure to these opportunities are critical to the talent pipeline needed for a strong economy. North Carolina's 23 workforce development boards continue to incorporate new strategies to remove roadblocks for in-school and out-of-school youth, and engage young adults ages 16 to 24 who face barriers to employment.

Implementation of the Workforce Innovation and Opportunity Act (WIOA) includes five components for WIOA programming to interconnect the 14 WIOA required youth elements and ensure participants are prepared for career success through:

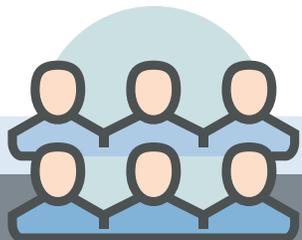
- » education;
- » career pathways;
- » career experience;
- » leadership development; and,
- » wraparound services.

This year, the COVID-19 pandemic impacted the delivery of services to North Carolina's youth. The NextGen programs across the state pivoted to virtual services in addition to face-to-face services. Virtual services included career fairs, drive-by Resource Centers, call centers, and WIOA program enrollment. By coordinating efforts and working collaboratively with other agencies to best serve these young adults, North Carolina workforce development boards achieved the following Federal performance success for participants in PY 20¹:

- » **70.2 percent** were employed within six months.
- » **69.7 percent** remained employed after 1 year.
- » **54.5 percent** who participated in training earned a credential.

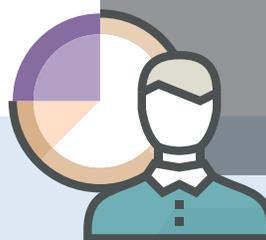
Thousands of young adults have found the training and skills needed to enter the workforce and grow in careers they love. North Carolina workforce development boards are committed to ensuring the success of the WIOA youth and young adult program so that we continue to play a role in empowering young adults and bolstering our state's ever-growing workforce.

¹Source: Future Works database



1,683

Total New Enrollments



Total Youth Served

3,798

COST PER PARTICIPANT

\$4,365

Credentials/Degrees Earned

554



583

College Tours/
Post-Secondary Exposure



1,397

Working Smart/
Soft Skills Graduates

Entered Post-Secondary Education

321





High School Diplomas

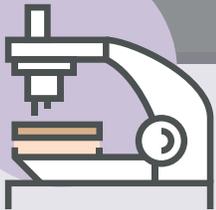
178



High School
Equivalencies

304

Work-Based Learning
Opportunities



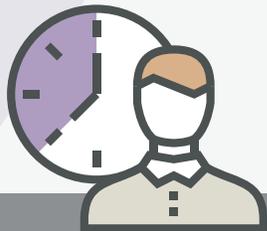
813



661

Enrolled in
Occupational Skills Training

855



Entered
Employment

Received Supportive
Services

1,253



*Because of the timing of this report, the figures reported here may not correspond to the official State reporting numbers.

Accomplishments

- Total New Youth Enrollments: 135
 - Total Youth Served: 224
 - Total Credentials Youth Earned: 28
 - Total Youth Participated in College Tours: 8
 - Total Soft/Smart Skills Graduates: 57
 - Total Youth Who Entered Post-Secondary Education: 8
 - Total Youth Who Obtained High School Diplomas: 2
 - Total Youth Who Obtained High School Equivalencies: 4
 - Total Youth in Work-based Learning Opportunities: 35
 - Total Youth Enrolled in Occupational Skills Training: 57
 - Total Youth That Entered Employment at Exit: 70
 - Total Youth That Received Supportive Services: 32
-
- Cape Fear Board was able to host a series of virtual workshops for the region for the youth programs through the 2020 Program Year. Virtual workshops consisted of Financial Literacy, Career Exploration, Citizenship and Connecting with Local Government, and Self-Care. Youth and young adults ages 16-24 were able to participate in the workshops virtually.
 - Cape Fear Board also purchased a virtual job fair program to allow youth and young adults to be able to attend a virtual career fair to meet with employers in regard to job opportunities during the pandemic.
 - The Youth standing committee hosted a virtual community resource fair to allow community partners to share information on the programs and services that they offer to youth/young adults ages 16-24 within the local community. Featured presenters consisted of community college, private and four-year institutions, public school system, youth serving agencies, community-based agencies, employment services, libraries, career centers, mental health agencies, and foster care services.

Grant Recipients

EDSI	\$388,050
Two Hawk Workforce Services	\$540,060
Southeastern Community College	\$198,000

NextGen Expenditures

Total Operating Costs	\$650,762
Total Participant Costs	\$155,107
Total Costs	\$805,869

Training Expenditures

Total of All Participant Training Expenditures	\$47,801
Training Expenditures as a Percentage of Total Expenditures	6%

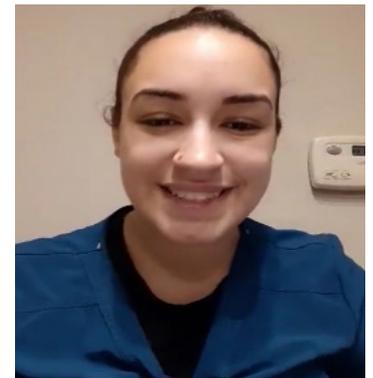
Work-Based Learning Expenditures

Total Work-Based Learning Expenditures	\$118,354
Work-Based Expenditures as a Percentage of Total Expenditures	15%

Success Stories

Ashley

Ashley enrolled in the NextGen Youth Program as a referral through Communities in Schools of Cape Fear on October 27th of 2020. Ashley wasted no time after enrolling into the program and was ready to work hard to achieve her goals. With the help of her youth advocate they developed an individualized employment plan that would set the path to the roadway to success. Ashley took the next steps to successfully apply to Cape Fear Community College and enrolled in the Certified Nursing Assistant course that started on January 7th of 2021.



Ashley continues to show up for herself and her family while keeping a positive attitude and a smile on her face. She always completes tasks in a timely manner and stays attentive to her next career goals. A few of the obstacles that Ashley faced while working on her career goals were

lack of transportation and stable housing. Despite her challenges with unstable housing, transportation and employment, Ashley continues to remain optimistic and focuses her energy on overcoming any obstacles. She overcame these obstacles with the support of her Youth Advocate and community partners moving her towards self-sufficiency. With this support, Ashley secured full-time employment with Cedar Cove Assisted Living on November 16th of 2020. This allowed her to save her resources for stable transportation and housing that is now currently in place for her continued success in her career pathway.

Ashley finished her course successfully and on April 19th of 2021, she was offered a full-time position with New Hanover Regional Medical Center. Ashley continues to stay focused and is on track to be very successful in all her future career goals. Her determination throughout her time in the NextGen Youth Program has helped her to achieve her goals.

T'Miracle

T'Miracle is enrolled in the WIOA youth program. T'Miracle is a high school student that enrolled in the program in his senior year of high school. He wanted to work; however, he had no experience; he did like working with his family planting vegetables. He contacted Men & Women United for Youth and Families, in his community and they reached out to the NCWorks Career Center in Columbus County at Southeastern Community College for assistance. Center staff interviewed T'Miracle for the program and thought he would be a good fit for a work experience.



NCWorks Career Center enrolled him in a Work Experience with Men and Women United for Youth and Families where he worked as a Pop-Up Market Manager. His peers spoke highly of him because he was able to help organize events for them to sell the produce that they grew. He created marketing materials, met with farmers at designated places and times, and inspected the produce to ensure that they had a quality product. T'Miracle enlisted in the US Army prior to enrolling in the WIOA Program. He left to join the US Army and started his Basic Training before he graduated from high school. T'Miracle was an outstanding Work Experience participant. He

is currently serving our county in the US Army.



Cape Fear's College & Career Readiness Workshop Flyer for young adults.



Accomplishments

- Total New Youth Enrollments: 136
 - Total Youth Served: 455
 - Total Credentials Youth Earned: 48
 - Total Youth Participated in College Tours: 17
 - Total Smart/Soft Skills Graduates: 58
 - Total Youth Who Obtained High School Diplomas: 6
 - Total Youth Who Obtained High School Equivalencies: 22
 - Total Youth in Work-based Learning Opportunities: 49
 - Total Youth Enrolled in Occupational Skills Training: 26
 - Total Youth That Entered Employment at Exit: 141
 - Total Youth That Received Supportive Services: 136
-
- 95% of youth served were low income.
 - 88% of new enrollments were out-of-school youth.
 - NCWorks NextGen Wake County partnered with the Raleigh-Durham JATC to provide Electrical Preapprenticeship Training to Wake County youth. Eleven (11) students completed the program and moved into JATC's 4-year apprenticeship program. The students were placed in apprenticeships with members of IBEW (International Brotherhood of Electrical Workers).
 - CAWD developed the Capital Area Apprenticeship Prep Program (APP). The APP will prepare our youth with education, career readiness skills, and a pre-apprenticeship opportunity in high growth, high demand industries (initial focus IT, Healthcare, & Skilled Trades).
 - NCWorks NextGen Wake County partnered with Innovative Systems Group (ISG) for the Information Technology Apprenticeship Program (ITAP). Eight (8) students received credentials in A+, Network+ and Security+.
 - NCWorks NextGen Wake County provided work experience and job search support to five (5) Occupational Course of Study (OCS) high school students. The OCS program serves students with disabilities who need a course of study that focuses on post-school employment.
 - NCWorks NextGen pivoted to virtual services during the COVID-19 pandemic by providing an array of workshops and activities both virtually and in-person. Workshops,

leadership development, career exploration, work-based learning and other services were provided virtually to NextGen participants.

- NCWorks NextGen Johnston County partnered with local organizations, Nash Community College, Johnston County Schools, and Electricities for the Johnston County Electric to support 3 participants for the Lineworker Pre-Apprenticeship Program.
- NextGen participants participated in a 6-week Information Technology (IT)/or Healthcare Bootcamp. Five (5) participants completed the IT boot camp and three (3) completed the Healthcare boot camp.
- CAWD NCWorks NextGen center locations in Wake and Johnston counties have moved to larger more modern spaces to enhance service delivery. The new space gives the option for our youth and young adults to have mobile workspaces, private spaces for employer interviews, training rooms, and open areas to collaborate with accessible Wi-Fi.

Grant Recipients

Educational Data Systems, Inc (EDSI)	\$1,091,000
Johnston County Industries, Inc	\$500,000

NextGen Expenditures

Total Operating Costs	\$1,129,550
Total Participant Costs	\$334,566
Total Costs	\$1,464,116

Training Expenditures

Total of All Participant Training Expenditures	\$97,222
Training Expenditures as a Percentage of Total Expenditures	7%

Work-Based Learning Expenditures

Total Work-Based Learning Expenditures	\$237,344
Work-Based Expenditures as a Percentage of Total Expenditures	16%

Success Stories

Jorrell

Jorrell was sixteen (16) years old when he dropped out of high school. Jorrell entered the NCWorks NextGen program in September of 2018 with goals to obtain his GED, gain employment and enroll into college. Jorrell began attending Johnston Community College's (JCC) onsite GED class at the NextGen Career Center. Despite his lack of transportation, Jorrell's attendance was consistent as he steadily focused on his coursework. His diligence reflected in his progress towards goal attainment as he completed three (3) of the four (4) GED exams by November of 2018.

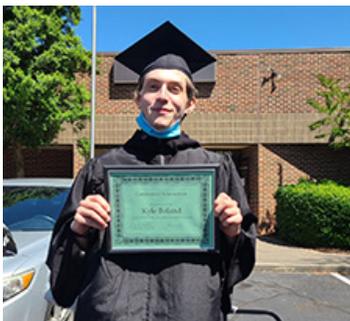


While still pursuing his GED, the COVID-19 pandemic interrupted Jorrell's progress. As the pandemic worsened, Jorrell was then unable to attend onsite GED classes as face-to-face instruction was canceled and the center closed to the public. Jorrell didn't let that hinder his progress towards finishing in his last subject for his GED, Math. When testing became available again, Jorrell scheduled his final test. In July of 2020, Jorrell completed his GED amidst the pandemic.

Jorrell is now employed with Amazon and attending JCC pursuing a degree in Cosmetology. He plans to pursue his passion of becoming a barber. We're proud of Jorrell and looking forward to his continued success.

Kyle

Kyle enrolled into the NCWorks NextGen Program in February 2020 at seventeen (17) years old. Once he met with his Youth Advocate and developed a plan, he set goals to attain his GED, receive training, and gain stable employment. Also, at the time of enrollment, Kyle was actively dealing with several impeding charges and he had to spend a few days in jail.



charges which made his progress in the NextGen program challenging. On top of that, in June of 2020, Kyle admitted that he had also actively been going to rehab. Kyle's Youth Advocate continued to encourage him, and he was able to find success with rehab. Despite the challenges and with constant support from his Youth Advocate, Kyle reconnected with the GED Instructor and began coming back to the NextGen Center to attend GED tutoring sessions more frequently.

Kyle began GED testing in September 2020 and achieved his goal of attaining his GED by January 2021. Immediately after this success, he wanted to pursue training in Heavy Equipment Operation. Kyle had a minor setback not having high enough TABE scores to move forward with training. He overcame that quickly with tutoring with the GED Instructor. Shortly thereafter, Kyle attended Carolina Trucking and in four (4) weeks received his certification.

Kyle is now employed full time as a Heavy Equipment Operator at John Deere. He expressed how grateful he was to have a program that believed in him even when there were times that he did not believe in himself.



Graduates of the Electrical Pre-apprenticeship Training hosted by NCWorks NextGen and the Raleigh-Durham JATC.



Shortly thereafter, Kyle was placed on house arrest for prior

Accomplishments

- Total New Youth Enrollments: 53
- Total Youth Served: 116
- Total Credentials Youth Earned: 11
- Total Degrees Earned: 149
- Total Youth Participated in College Tours: 149
- Total Soft/Smart Skills Graduates: 248
- Total Youth Who Obtained High School Equivalencies: 3
- Total Youth in Work-based Learning Opportunities: 8
- Total Youth Enrolled in Occupational Skills Training: 15
- Total Youth That Entered Employment at Exit: 7

Grant Recipients

Equus Workforce Solutions	\$1,027,489
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NextGen Expenditures

Total Operating Costs	\$729,890
Total Participant Costs	\$89,046
Total Costs	\$818,936

Training Expenditures

Total of All Participant Training Expenditures	\$103,363
Training Expenditures as a Percentage of Total Expenditures	13%

Work-Based Learning Expenditures

Total Work-Based Learning Expenditures	\$39,216
Work-Based Expenditures as a Percentage of Total Expenditures	5%

Success Stories

Kenya

Kenya has shown resilience and determination while pursuing her career goals. Kenya enrolled in Centralina Workforce Development Board (WDB) funded NextGen services in February 2020 right before the COVID-19

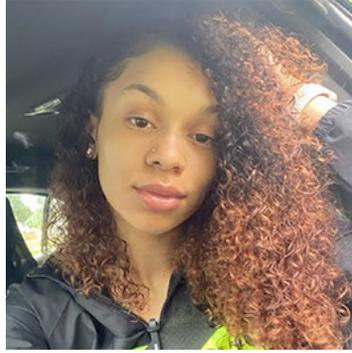


pandemic surfaced. Shortly after her enrollment and receiving approval for assistance through Centralina WDB NextGen services, things were put on hold for Kenya because of the global pandemic. Kenya's expectations were to receive training assistance to obtain a certification in Dental Assisting.

Despite the setbacks of the COVID-19 virus, Kenya stuck with the program and continued to stay in touch with her NextGen Career Development Specialist and was able to begin class in September 2020 and completed her training at the Dental Assistant Academy of Charlotte on November 30, 2020. Kenya is now certified in Dental Assistance and Dental Radiology. Kenya has consistently updated Centralina WDB NextGen staff on her status after completing training and has attended several NextGen leadership development sessions hosted by the Centralina WDB NextGen staff to develop and improve her skills. Although the pandemic still presents challenges in the employment process, Kenya continues to pursue her career goals, and is taking an active approach to marketing herself to eventually gain employment as a dental assistant. Kenya currently works for Charanda restaurant as a server and bartender while she awaits an opportunity to present itself in her career field. In this current role, Kenya is gaining important transferrable skills that will relate to roles in her career field such as, communication skills, customer interaction skills, and multi-tasking skills.

Breyana

Breyana was enrolled in WIOA services for Adults but was determined to be a better fit for Centralina WDB NextGen services. Breyana's intent with WIOA enrollment was to enroll into the Dental Assisting program at Lake Norman Dental Assisting School. Breyana was transferred to the NextGen services on 12/03/2020, completing all enrollment processes.



She was then tasked with contacting the school to obtain the program dates that would align with her ability to start. Breyana was pregnant and scheduled to have her baby during this time. She cooperated and followed through on requests and expectations to meet deadlines. Breyana had her baby prior to classes starting, however she needed supportive services to purchase the required uniform for school. She purchased her uniform and turned in proper documentation for reimbursement.

Breyana had perfect attendance while attending the Dental Assisting program. In addition, she attended various Learning Labs for additional information and assistance. Breyana has maintained contact with her Career Development Specialist and Instructors throughout the program, and has sought career guidance and assistance along the way. Breyana has exemplified determination and responsibility in achieving her goal to become a Certified Dental Assistant. Breyana is scheduled to complete her training in August 2021.

A Night to Remember

NextGen Centralina hosted "A Night to Remember" in Anson County, a marginalized community. It was brought to the attention via social media to the NextGen Services Program Leader, that the local high schoolers would not be hosting a prom for their seniors due to the pandemic. NextGen Centralina saw a need in this community and wanted to address it in a fun way. NextGen Centralina was able to reach over 65 high schoolers from Anson High and Anson Early College and provide them information on NextGen Services in an atmosphere that was outside of the norm and met their need, during a pandemic. The Prom was held at

the Ingram Room at South Piedmont Community College and while they danced the night away on what was surely going to be a night to remember, they learned of NextGen services. Hosting this event allowed a unique opportunity for our team to market NextGen services and provide an opportunity advancement for both parents and students.



NextGen Centralina Pandemic Prom-Anson County - NextGen Specialist-Solomon McAuley AKA "DJ Dreadz"



NextGen Centralina Pandemic Prom-Anson County

Accomplishments

- Total New Youth Enrollments: 167
- Total Youth Served: 400
- Total Credentials Youth Earned: 76
- Total Youth Participated in College Tours: 109
- Total Smart/Soft Skills Graduates: 102
- Total Youth Who Entered Post-Secondary Education: 28
- Total Youth Who Obtained High School Diplomas: 48
- Total Youth Who Obtained High School Equivalencies: 36
- Total Youth in Work-based Learning Opportunities: 161
- Total Youth Enrolled in Occupational Skills Training: 75
- Total Youth That Entered Employment at Exit: 31
- Total Youth That Received Supportive Services: 100

Grant Recipients

MeckEd	\$493,642
Central Piedmont Community College (CPC)	\$794,000
Equus Workforce Solutions	\$979,252

NextGen Expenditures

Total Operating Costs	\$1,403,452
Total Participant Costs	\$512,774
Total Costs	\$1,916,226

Training Expenditures

Total of All Participant Training Expenditures	\$251,613
Training Expenditures as a Percentage of Total Expenditures	13%

Work-Based Learning Expenditures

Total Work-Based Learning Expenditures	\$261,162
Work-Based Expenditures as a Percentage of Total Expenditures	14%

Success Stories

Anthony

Anthony enrolled in the NextGen program at MeckEd as a high school junior during the 2019 -2020 school year as he wanted to change the direction of his life. From the beginning, Anthony enthusiastically took advantage of just about every opportunity that the MeckEd program provides, quickly completing his certification in the Working Smart program. After earning his Working Smart certification, Anthony explored a variety of work experiences and during his first internship immersed himself in the field of engineering. Continuing to demonstrate his commitment to personal and professional growth, Anthony chose to volunteer at Crisis Assistance Ministries, where he says he learned both patience as well as time management.



It became clear to all who knew and worked with Anthony that he was on a mission. He joined MeckEd's male mentoring program, Inner Strength. Along with other students, and assisted by adult mentors, the young men were provided with a safe place to talk about issues and concerns. Together they visited a barber shop to discuss grooming. They learned the proper way to knot a tie. They dined together at two restaurants where they received professional instruction on etiquette. Anthony's second work-experience involved creating videos for a social media platform. This was facilitated at MeckEd's Learning Lab with the support of the staff. During his search for post-secondary options, Anthony decided that he wanted to become an electrician (an NCWorks Certified Career Pathway). He has excelled in Electrical Engineering Occupational Skills Training at the Beatties Ford Vocational Center. Following his upcoming graduation, he will be paired with an electrical company as an apprentice for two years. His training will be aligned with Central Piedmont Community College classes in order to gain an additional license as a Journeyman. MeckEd will be there every step of the way to ensure that Anthony is well positioned for success in the lucrative field of electrical engineering!

Maxwell

Maxwell entered the NextGen program at Central Piedmont Community College in October 2020 with determination and a short timeline to carry out his goals. He wanted to change the trajectory of his current situation of being unemployed with few job skills and no formal education. After meeting with his career advisor, Maxwell began to execute the detailed plan to accomplish his goals. Maxwell attended classes virtually (because of COVID-19 pandemic restrictions) and started taking his official GED tests. Determined to complete his high school equivalency in sixty days, Maxwell quickly earned his diploma in December 2020. Maxwell began HVAC classes in the spring semester of 2021. His training took place at Central Piedmont's Harper Campus, where he also worked part-time through a work experience internship.



His career advisor purchased the professional tools and work attire needed for success in his classes and work experience. Maxwell saw an opportunity to become an entrepreneur, so he decided to use his equipment and skills to start his own contracting business.

Maxwell also began participating in the Builder's Bridge Program where he is currently interning for Airtron Heating and Air Conditioning. Maxwell's mother passed away in a hit and run accident in July 2021. Dealing with this traumatic loss has not stopped Maxwell from staying focused towards his goals, as he continues to make strides in life as both a father and businessman. He has gained hands-on knowledge and certifications that will lead to gainful employment when the work experience concludes. Maxwell continues to show exponential growth and hopes to run his own business in the future!

Kimyatta

Kimyatta entered the NextGen Youth Program in March of 2020 seeking assistance with obtaining her Dental Assistant 1 certification. Kimyatta began the program right at the beginning of the



COVID19 pandemic and was not able to enter training right away due to the statewide stay at home order. Kimyatta was determined to get her certification as she'd attended a previous training program that unfortunately had to close their doors before she could finish her courses.

Kimyatta was working at Wendy's during that time, practicing safe distancing and other safety measures. Once the restrictions were lifted enough for the training providers to offer training, Kimyatta enrolled in Dental Assistant training with an approved NCWorks provider and changed her work schedule to fit with her classes. Once class started, Kimyatta remembered a lot of what she learned at her previous school and was excited to finally be in the program. At the end of her classroom training, Kimyatta was able to find a dental office with the help of a friend to complete her 35 hours of externship. Her interview was a "working interview" for eight hours and Kimyatta did a great job. With the help from the NextGen Business Solutions Consultant, Kimyatta was able to begin a work experience that allowed her to count hours towards her internship. The NextGen program was able to assist Kimyatta with obtaining scrubs and work shoes to wear during her work experience.

While Kimyatta was looking forward to being hired on with that dental office after her work experience, she did not get hired. The Business Solutions Consultant then placed Kimyatta with Charlotte Dental Associates where the office manager feels strongly about offering those in the community a chance at success in a work experience. Due to her determination and her desire to be a dental assistant, at the end of her work experience, Kimyatta was offered a job at Charlotte Dental Associates and continues to work towards her 3,000 hours to become a Dental Assistant II. Kimyatta credits the NextGen program with her level of success and being able to call herself a Dental Assistant!



Accomplishments

- Total New Youth Enrollments: 53
- Total Youth Served: 67
- Total Credentials Earned: 9
- Total Smart/Soft Skills Graduates: 17
- Total Youth Enrolled in Occupational Skills Training: 42
- Total Youth That Received Supportive Services: 48
- Total Youth That Entered Employment at Exit: 8
- Total Youth That Received Supportive Services: 17

- What's the HYPE? The Cumberland County NCWorks NextGen Summer Employment Program where 20 youth participants learned the Do's and Don'ts of succeeding on the job.

Grant Recipients

Two Hawk Workforce Services \$800,000

NextGen Expenditures

Total Operating Costs	\$290,135
Total Participant Costs	\$60,919
Total Costs	\$351,054

Training Expenditures

Total of All Participant Training Expenditures	\$22,246
Training Expenditures as a Percentage of Total Expenditures	6%

Work-Based Learning Expenditures

Total Work-Based Learning Expenditures	\$42,029
Work-Based Expenditures as	12%

Success Stories

Taquaija

Meet Taquaija, a 22-year-old Out-of-School Youth (OSY) of Cumberland County NCWorks NextGen Youth and Young Adult Program. Taquaija had some prior work experience and training in the medical field as a Certified Nursing Assistant (CNA). Upon arrival to the program, Taquaija desired to explore a career in the Beauty and Cosmetics industry but had very little work experience with business management, sanitation, operations, inventory control, and interpersonal skills. Taquaija enrolled into the NextGen program hopeful that she would be able to obtain the skills she was seeking in effort to increase her marketable skills tailored to the industry of her interest. Taquaija is currently on a Work Experience program (WEX) through the NextGen Program with Souljah Spa & Nails working as a front desk receptionist. It has been reported by Taquaija's supervisor that Taquaija is eager to learn, always professional and courteous to staff and clients alike, and has remained positive and open to coaching regarding day-to-day operations. Since Taquaija's first day on April 12 at Souljah Spa & Nails, Taquaija has genuinely taken the reigns of accountability and the business operations, by moving clients effortlessly from one service area to another, providing excellent customer service to her customers and peers, and improving the functionality of the front desk by being organized and professional when processing transactions and answering clients' questions regarding services via phone, in person, or through email. As an intermediate goal, Taquaija seeks to obtain more specialized training in the beauty and business management industry and become licensed as a cosmetologist. Taquaija is eager to utilize this opportunity as a learning experience and a stepping-stone towards her long-term goals as she works toward building more skills, obtaining more knowledge, and developing her personal brand.



Taquaija supervisor stated, "I find Taquaija to be very willing. She always goes the extra mile to make things work. Taquaija is very energetic; she is always ready to work and do what is needed. She always takes the initiative to do things that needs to be done without me having to ask and

the best part is, Taquaija is very engaging with the clients, and they absolutely love her!"

Serenity

Meet Serenity, a 20-year-old Out-of-School Youth (OSY) of Cumberland County NCWorks NextGen Youth and Young Adult Program. Serenity had very little work experience and some college, still - she desires to work in the field of Graphic Design. Serenity enrolled into the NextGen Youth and Young Adult Program, eager and willing to do what was needed to gain some experience in Graphic Design. Serenity is currently working in a Work Experience (WEX) through the WIOA NextGen Program with Family Services of America. Serenity is learning how to boost ratings through graphic designs and her creativity and Serenity's supervisor, raves about Serenity's caring personality, her willingness to help others, and great work ethic. Since Serenity's first day on March 15th, at Family Services of America, Serenity has boosted the company's website tremendously by increasing the organization's Google views using the skills, creativity, and knowledge she brought to the workplace coupled with what she has learned thus far. Serenity is determined to work hard during her Work Experience while demonstrating that she does have what it takes to be successful in the field of Graphic Design. Serenity is looking at going back to school to pursue a degree in Graphic Design so that she can "bring more to the table" and hope this opportunity will lead to a permanent placement as she works to increase her skills, creativity, and overall performance.



"Serenity has provided so much exposure with her marketing expertise. She always makes sure our agency receives the acknowledgement of our services provided to our children and parents at Family Services of America. Serenity has only been here a short amount of time but has improved our marketing status tremendously. Family Service of America is very appreciative to have her and many others to share their abilities within the agency." This is the statement made by Serenity's supervisor when asked about Serenity's performance and work adaptability.

Montashia

Meet Montashia, a 23-year-old out-of-school Youth of the Cumberland County NCWorks NextGen Youth and Young Adult Program. Montashia came to the NextGen Program seeking financial assistance to attend Road Master



Drivers School of North Carolina. She was working full-time as a Production Worker at a factory, finding it increasingly difficult to make ends meet. When it comes to Montashia, determination is an understatement. She came to the Career Center with everything she needed to be enrolled, and quickly completed the process within a week, shortly after, she began school. Montashia tackled every challenge presented to her because she believed in herself and persisted, despite any obstacles she came across during the journey. She saved and budgeted her paychecks to the best of her abilities to be able to afford putting her sole focus into the Commercial Driver's License (CDL) Training. The NextGen program assisted her in providing mileage reimbursement to and from her dream school to help her achieve her goal and assisted in alleviating some financial burdens. Montashia stayed in communication with her Career Advisor throughout the entire process, so that the NextGen program could help navigate and advocate for her success through her occupational skills journey. She received her CDL-A within seven weeks, and began employment with a transportation company, Western Express a week later. Although new to the transportation industry, Montashia has expressed that she is looking forward to enjoying all the new roads she will venture on as she continues to learn and grow as a truck driver.



Accomplishments

- Total New Youth Enrollments: 69
 - Total Youth Served: 88
 - Total Credentials Youth Earned: 16
 - Total Youth Participated in College Tours: 40
 - Total Smart/Soft Skills Graduates: 75
 - Total Youth Who Entered Post-Secondary Education: 3
 - Total Youth Who Obtained High School Diplomas: 17
 - Total Youth Who Obtained High School Equivalencies: 12
 - Total Youth in Work-based Learning Opportunities: 15
 - Total Youth Enrolled in Occupational Skills Training: 4
 - Total Youth That Entered Employment at Exit: 30
-
- Get REAL/Next GEN students participate in the Interact Club, in partnership with the Lexington Rotary Club. Members of the Get REAL Interact Club, as part of their mission, interact with Davidson County agencies to learn more about their communities and how things operate. During one service project, Get REAL students collected and made up thank you gift baskets for the Lexington Fire Department and the Lexington Police Department to thank them for their service as first responders. They toured the fire station, learned about jobs as fire fighters, arson inspectors, etc.
 - Students participate in the school Ambassadors' Club in partnership with Davidson Davie Community College. The Ambassadors Club is a peer mentoring group that works with students who are newly enrolled into the program. Each new student is assigned an ambassador and the ambassador shows the new student around, provides information to them about programs, etc.
 - Davidson-Davie Community College Trio- TRIO is a student support service at the community college. Get REAL/Next GEN students work with TRIO to help enhance their academic development, assist with their academic progress, and motivate them toward successful completion of their post-secondary education. The mission of the Student Support Services program is to increase the retention and graduation rates of its participants and to guide and motivate students toward their transition from one level of higher education to the next.
 - Davidson Davie Apprenticeship Program- Get REAL/Next

- Gen students all attend orientation sessions with the DDAP in order to learn about opportunities available with local and regional businesses.
- North Carolina Cooperative Ext/Davidson County Davidson County 4H students work with Cooperative Extension and 4H to learn about agricultural methods and to discover opportunities available in the agricultural area. Students have a vegetable garden where they plant the seeds, fertilize, grow, harvest and then use their own vegetables in healthy meals they learn to prepare themselves.
- Get REAL/NextGen Active Student Government Association- in addition to other leadership responsibilities of the SGA President, that person also sits on the DavidsonWorks Youth Council and provides input on and about the Youth program.
- 15 WIOA enrolled Youth participated in hands-on, in-person work experience opportunities during the program year. More than three times that number (47) toured businesses in-person and virtually and met with employers to learn more about potential occupations.

Grant Recipients

Davidson Davie Community College	\$110,000
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NextGen Expenditures

Total Operating Costs	\$199,690
Total Participant Costs	\$54,861
Total Costs	\$254,550

Training Expenditures*

Total of All Training Expenditures	\$5,152
Training Expenditures as a Percentage of Total Expenditures	2%

Work-Based Learning Expenditures

Total Work-Based Learning Expenditures	\$49,708
Work-Based Expenditures as a Percentage of Total Expenditures	20%

**Through the partnership with Davidson Davie Community College and the DavidsonWorks Workforce Development Board, most WIOA eligible Youth were able to receive free tuition to enroll in Continuing Education and Curriculum classes at DDCC. High School Equivalency (HSE, formerly known as GED) are also free classes through the community college system and many students were able to work on Continuing Education or Curriculum degrees while also working towards their HSE. Funds not spent on training vouchers allowed the Youth contractor to hire tutors to help with testing and skill gains. It also allowed DDCC, as the contractors of the WIOA Youth program, to concentrate on providing Youth with soft skills training and work based learning opportunities. The outcome has been that a larger number of Youth than usual were able to participate in paid work experience and go on to unsubsidized employment.*

Success Stories

Tyler

Tyler was enrolled into the Get REAL/NextGen/Davidson Davie Community College Youth Program in March 2021. When Tyler enrolled in the Get REAL program, he previously left public school at the beginning of his Junior year, but only needed seven credits to complete his high school requirements.



Tyler scored well enough on the Comprehensive Adult Student Assessment System (CASAS) assessment tests that it allowed him to start working on his high school credits without doing any refresher classes. He adjusted well in the program and with his charismatic personality, quickly became popular with other students in the Youth program. Tyler is a natural leader and his hard work ethic proved motivating to his classmates as well; while he was working hard in the classroom and attending school regularly, he was also working part time at Subway. As one staff member said, "Tyler just has a way about him that comes across very natural and people enjoy being around him."

As Tyler went through the classes and tests he needed to gain credits, his confidence and maturity level grew as well. He participated in the Ambassador Club at Davidson Davie Community College (DDCC) and also the Rotary Interact Club. Additionally, he was able to take advantage of a work-based learning experience before he completed his high school equivalency.

Tyler reached the goal of completing his high school equivalency in June 2021. He applied to attend DDCC for the Fall Semester and is currently attending the Transition Classes to help him get started. Tyler will be sponsored in his secondary education by the Workforce Innovation and Opportunity Act (WIOA) scholarship assistance; he plans to major in the Zoo and Aquarium Science program.

Leonardo

Leonardo was enrolled into Get REAL/NextGen/Davidson Davie Community College Youth Program in March 2020. Leonardo completed the first semester of his Junior year at a public high school, but because of the pandemic, the public school transitioned to



remote learning and Leonardo was having a difficult time adjusting to not having a teacher present. Both he and his parents wanted him to attend a program that would give him the one-on-one help that he needed. They came to an orientation at Get REAL/NextGen and found that not only would he have one-on-one assistance, but that he could also work at his own pace in the Youth program. Leonardo took the Comprehensive Adult Student Assessment System (CASAS) assessment upon enrollment and his scores indicated that he would need extra assistance in Math. Leonardo transferred sixteen credits from Lexington Sr. High School and he needed only six more credits to complete his high school program.

While attending Get REAL/NextGen Youth program, Leonardo was enrolled in the Workforce Innovation and Opportunity Act (WIOA) program. During his assessment with the Career Development Consultant it was determined that Leonardo was good with working with his hands. He was very interested in the Welding classes being held on campus at Davidson Davie Community College (DDCC). With the help of the Career Development Consultant, Leonardo enrolled in Continuing Education classes while he continued to work on his high school diploma at Get REAL/NextGen. He completed one semester in May 2021 and will complete the second semester in August 2021. Leonardo continued to work on his high school classes and on May 10th, 2021 he completed all of his high school requirements and was an official graduate of the Get REAL/NextGen Youth program. In addition to the welding program he will complete in the fall of 2021, he wants to continue career goals and enroll in the Diesel Mechanic program. He will be sponsored in his secondary education goals through the WIOA scholarship assistance.

Accomplishments

- Total New Youth Enrollments: 33
 - Total Youth Served: 87
 - Total Credentials Youth Earned: 3
 - Total Youth Participated in College Tours: 25
 - Total Smart/Soft Skills Graduates: 12
 - Total Youth Who Entered Post-Secondary Education: 8
 - Total Youth Who Obtained High School Diplomas: 1
 - Total Youth Who Obtained High School Equivalencies: 1
 - Total Youth in Work-based Learning Opportunities: 24
 - Total Youth Enrolled in Occupational Skills Training: 14
 - Total Youth That Entered Employment at Exit: 32
 - Total Youth That Received Supportive Services: 39
-
- Met 68% of work experience (WEX) goal or 24 WEX during a pandemic year, including contracts with large employers.
 - More than doubled the number of participants completing post-secondary training (from 6 to 14), including in-demand fields in Biowork and healthcare.
 - Attended in-person and virtual community events to increase enrollment and promote the program.
 - Developed creative processes to assist participants with overcoming barriers to enrollment or getting services. For example, working directly with Durham Courts to obtain background checks without participant physically being present.
 - Increased enrollment of participants with significant barriers (disability, justice involved with felony records) and worked with partners to provide wrap around services.

Grant Recipients

Eckerd \$350,000

NextGen Expenditures

Total Operating Costs	\$309,435
Total Participant Costs	\$126,846
Total Costs	\$436,281

Training Expenditures

Total of All Participant Training Expenditures	\$42,260
Training Expenditures as a Percentage of Total Expenditures	10%

Work-Based Learning Expenditures

Total Work-Based Learning Expenditures	\$58,782
Work-Based Expenditures as a Percentage of Total Expenditures	13%

Success Stories

Chris

Chris is an amazing, patient and determined young man who has persevered through multiple setbacks to finally realize his dreams of becoming a Sterile Processing Technician. His journey with the NCWorks NextGen Durham program began in January 2020. He was very clear on his goals of receiving training, finding stable employment and needing transportation assistance. Shortly after enrolling, Chris began attending monthly professional development workshops and joined the team in volunteering at the Food Bank of Central and Eastern NC. During this time, he also worked on submitting his application for the Central Sterile Processing (CSP) program at Durham Tech for the June 2020 session. The impact of the COVID-19 pandemic caused a significant delay in Chris being able to get the documentation and immunizations required for enrollment. This delay affected the timeliness of his application submission. Once he did submit his application, the course



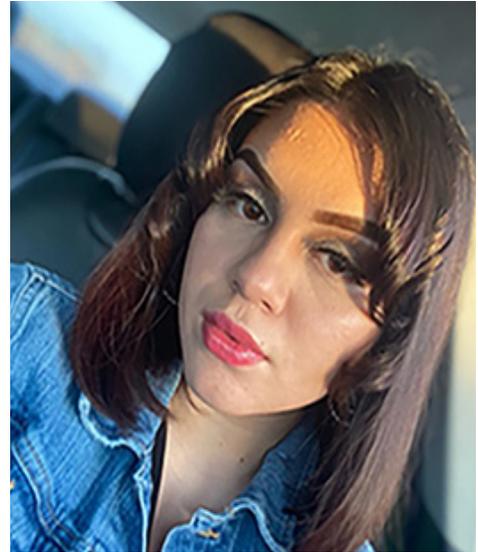
was already full. Chris was disappointed but not discouraged. The NextGen program immediately began working together to secure a spot in the next course. On January 12, 2021, Chris finally began the CSP course along with clinicals at UNC hospital. He officially completed the course on April 22, 2021 and will take the National Certification Board Sterile Processing and Distribution (CBSPD) exam in June. In addition, Chris began his new CSP career with UNC hospital on May 17, 2021. The NextGen team are so proud of Chris and everything he has accomplished. His personality and commitment to a better life while helping others has been the key to his success.

Ryan

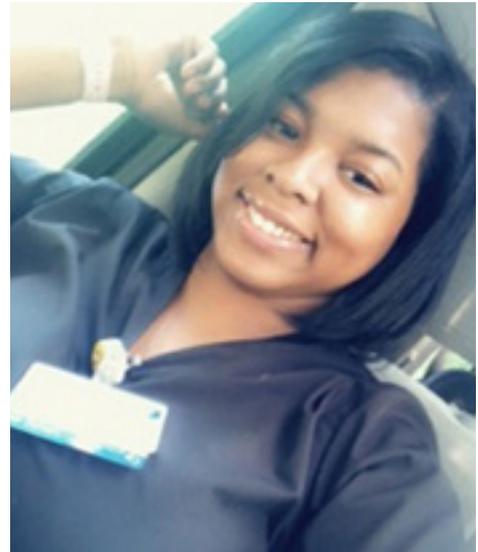
Ryan joined the NCWorks NextGen program in June 2019 with the goal of earning his General Equivalency Diploma (GED) and becoming an entrepreneur. Ryan, an incredibly smart and ambitious young man, attended GED and real estate classes at the same time. Shortly thereafter, Ryan aced his real estate exam and became a licensed real estate agent with Keller Williams Realty.



After getting his license, Ryan devoted his time to honing his craft while studying for his remaining GED exams. It wasn't always easy to keep him focused on his studies due to his desire to sell houses and other personal commitments. However, on December 16, 2020, Ryan successfully passed his last exam and officially became a GED/High School graduate! Ryan continues to set and achieve all his goals. This superstar real estate agent enjoys helping others achieve homeownership. He also finds joy in conducting workshops to prepare others to become homeowners. Ryan's future goals are to continue growing his business and to pursue an associate degree in business.



Lissy completed Biowork training, June 2021.



Kha'Daija completed CNA training, June 2021.

Accomplishments

- Total New Youth Enrollments: 72
- Total Youth Served: 203
- Total Credentials Youth Earned: 48
- Total Youth Participated in College Tours: 21
- Total Smart/Soft Skills Graduates: 49
- Total Youth Who Entered Post-Secondary Education: 2
- Total Youth Who Obtained High School Diplomas: 3
- Total Youth Who Obtained High School Equivalencies: 24
- Total Youth in Work-based Learning Opportunities: 40
- Total Youth Enrolled in Occupational Skills Training: 53
- Total Youth That Entered Employment at Exit: 44
- Total Youth That Received Supportive Services: 11

- 35% of Total Enrollments were new enrollments.
- 20% of Youth served were SNAP/public assistance recipients.
- 28 Youth received an industry recognized degree or credential during their participation.
- 27 Youth received a High School Diploma or Equivalency.
- 94% of new enrollments were out-of-school youth.

Grant Recipients

Carteret Community College	\$249,526
Coastal Carolina Community College	\$216,245
Greene Lamp, Inc.	\$365,492
Jones County Schools	\$143,750
Lenoir Community College	\$299,260
Onslow County Schools	\$11,500
Two Hawk Workforce Solutions	\$471,215
Wayne Community College	\$137,585

NextGen Expenditures

Total Operating Costs	\$650,967
Total Participant Costs	\$191,509
Total Costs	\$842,476

Training Expenditures

Total of All Participant Training Expenditures	\$73,032
Training Expenditures as a Percentage of Total Expenditures	9%

Work-Based Learning Expenditures

Total Work-Based Learning Expenditures	\$118,477
Work-Based Expenditures as a Percentage of Total Expenditures	14%

Success Stories

Justin

Justin enrolled in the WIOA Youth Program in February 2016 and exited unsuccessfully in August 2016 as he did not complete his GED program and freely admitted to not being ready to take advantage of the opportunities offered by the WIOA program.



He reapplied for services in September 2020 with a renewed commitment to complete his GED and obtain training in Welding, as he would like to own his own business one day. He committed to attending class and would often work a long day at his day job as a laborer for a fencing company and then attend class in the evening. He set a goal to complete his GED in 3 months and completed that goal earning his GED in December of 2020. On May 7, 2020 he participated in Carteret Community College's drive-thru graduation ceremony with his network of supporters cheering him on.

Once he completed his High School Equivalency (HSE) program, Justin enrolled in the Continuing Education Department's Welding I course. Soon after, he lost his job with the fencing company and he reached out to a local

employer where he knew he would like to work one day and provided them a brochure from his Career Advisor on the On-the-Job (OJT) program. The Career Advisor along with the Eastern Carolina Workforce Development Board's Business Services Representative collaborated with QWS, LLC to explain the OJT process, benefits, and eligibility requirements. The company was already interested in working with Justin after he had initiated contact but were ecstatic to hear of the benefits of the OJT program. Justin started his new OJT supported position as a Welder I at QWS, LLC. On March 16, 2021 and continues to improve upon his skills on the job and recently enrolled in the Welding II course.

Elijah

Elijah visited the NCWorks Career Center-Lenoir County located at Lenoir Community College (LCC) to learn about the Truck Driver Training program. A Youth Career Advisor asked a few questions and determined he was eligible for assistance through Workforce Innovation and Opportunity Act (WIOA). Elijah was highly motivated and eager to complete the necessary required steps for the WIOA Youth Program. Truck Driver Training was scheduled to begin in March 2020. He signed up to take the National Career Readiness Certification exam and passed with a Silver certificate. He was ready for his class, then COVID-19 happened. His Career Advisor asked Elijah to have patience while everyone was trying to adjust to the pandemic. By the end of June 2020, the class had been rescheduled and he was back on track with the training. Elijah was a little intimidated at first, but his Career Advisor explained to him that was completely normal and through the WIOA program, guidance and career counseling were also provided along with tutoring if needed. He quickly grew comfortable in the class and progressed very well. WIOA provided supportive services as needed to help Elijah be successful in his training. Elijah successfully completed his training and obtained his Commercial Driver's License (CDL) in August 2020. Elijah also received incentives through the program for meeting his goals and attaining a credential. His Career Advisor assisted him with job search, creating resumes, and interviewing skills. In October 2020, Elijah was successful in finding full-time employment at Smithfield



Hog Production as a truck driver. He completed his training period and currently works the night shift. "I am so grateful for all the help I have received," Elijah said. "Through WIOA, I was able to reach my goal and my dream job as a trucker. I recommend LCC and WIOA to anyone that needs a little help reaching their goals too."

Lilia

Lilia was a 21-year-old high school graduate who had been accepted into the Dental Hygiene program at Coastal Carolina Community College. She was one of 5 children in her family. Her parents were low income and receiving SNAP benefits. Lilia's TABE scores showed basic skills deficient in Reading and Math. She was seeking assistance from WIOA to help pay for expenses of the Dental Hygiene program. She was enrolled into WIOA in August of 2019. She worked extremely hard and graduated with an Associate Degree in Applied Science in Dental Hygiene with honors in May 2021. She accomplished this despite many challenges including long commute times and the difficulties of the Global Pandemic and stay-at-home orders during her time in the program. She is currently working as a dental hygienist at a dental office in Beaufort, NC making an hourly wage of \$32.00/hour. She has a bright future ahead and she is extremely grateful for the support that she received from WIOA.



Accomplishments

- Total New Youth Enrollments: 23
- Total Youth Served: 44
- Total Credentials Youth Earned: 10
- Total Youth Participated in College Tours: 4
- Total Smart/Soft Skills Graduates: 19
- Total Youth Who Entered Post-Secondary Education: 4
- Total Youth Who Obtained High School Diplomas: 2
- Total Youth Who Obtained High School Equivalencies: 11
- Total Youth in Work-based Learning Opportunities: 23
- Total Youth Enrolled in Occupational Skills Training: 11
- Total Youth That Entered Employment at Exit: 12
- Total Youth That Received Supportive Services: 113

- 91% of Youth served were out-of-school.
- 82% of Youth who participated in a Work Experience remained employed with the company at the end of their training.
- 87% of Youth who exited the program entered full-time employment.
- 100% of Youth enrolled were low income.
- 66% of Youth who exited the program that participated in a training/educational activity received a credential.
- Provided college tour/post-secondary exposure to 29 Youth.
- Provided workplace tour and exposure to 36 youth
- 53% of youth who exited the program entered post-secondary education.
- 13 Youth obtained their High School Diploma or Equivalency.
- 93% of Youth enrolled in training obtained at least one Measurable Skills Gain.

Grant Recipients

Two Hawk Workforce Services \$684,000

NextGen Expenditures

Total Operating Costs	\$147,554
Total Participant Costs	\$64,958
Total Costs	\$212,512

Training Expenditures

Total of All Participant Training Expenditures	\$11,784
Training Expenditures as a Percentage of Total Expenditures	6%

Work-Based Learning Expenditures

Total Work-Based Learning Expenditures	\$53,922
Work-Based Expenditures as a Percentage of Total Expenditures	25%

Success Stories

James "Carey"

Carey and his father requested financial assistance from WIOA to pay for the CDL course at TransTech Truck Driving School. Carey was working part-time as a self-employed handyman making around \$600 per month and was considered low income. His goal was to complete Commercial Driver's License (CDL) training and gain employment as a CDL Truck Driver that would allow him to become self-sufficient. Together, Carey and his case manager created a plan to obtain his goal of full-time employment. He wanted to learn new skills and believed that truck driving would be a skill that could enhance his professional life and help him become self-sufficient. He and his father began training at TransTech, successfully graduated from the course, and obtained their CDL's. After that, they began working for Carey's grandfather's company. After some time, his father purchased the company from his grandfather. They are working as a driving team, driving cross-country, and have become self-sufficient. He and his father have purchased a new tractor trailer truck which has made their travel more comfortable and secure. They are currently working six days a week to hopefully pay off the new truck soon. Carey was excited to share that he experienced driving on the ice in Texas on the second week of driving. He believes that



he has obtained the skills to be successful and plans to one day own the company that his father purchased from his grandfather. He is very grateful for the assistance he received from WIOA and his case manager and continues full-time employment with his father.

Gavin

Gavin Andrews is an eighteen-year-old youth who is doing great things with his life. Gavin enrolled into the WIOA NextGen Youth Program in March 2021 while he was a senior at Shelby High School. Having faced many obstacles in life, including being in the foster care program for a number of years, Gavin continues to persevere and he refuses to be defeated, despite this hardship. His determination and hard work have allowed him to become quite a success. Completing his high school diploma was a given for Gavin. He understood that this would be necessary in shifting his dreams into high gear. Gavin studied hard and achieved good grades at Shelby High School. In May 2021, Gavin graduated with a grade point average above 3.0. Acknowledging a strong need for self-sufficiency, one of Gavin's goals was to find employment with an organization where he could make a difference and obtain job skills that would prepare him for his future endeavors. As part of his WIOA NextGen Youth experience, Gavin was given a chance to participate in a work experience (WEX) opportunity. With the assistance of his Case Manager, Gavin interviewed for the position of Program Assistant at the Boys and Girls Club in Shelby, North Carolina and was hired. Gavin often states that he is thankful for the opportunity to be in the WIOA NextGen Youth Program as it has opened doors for him both financially and from a self-satisfaction perspective.



Gavin's current position at The Boys and Girls Club has greatly increased his sense of worth and independence. He is highly regarded at the Boys and Girls by his Administrators, co-workers, and by the children that he serves so faithfully. Gavin was given high scores for his work performance on his Midpoint Evaluation, and his supervisor states that he is one of their most valued employees. Another goal that Gavin has accomplished is that he has recently started college. He is presently a full-time student at Cleveland Community

College where he is majoring in Information Technology. Gavin's future goal is to become a Program Developer. Gavin is grateful for the WIOA NextGen Youth Program and the assistance that it has provided him in obtaining employment and skills that will take him into the next phase of his life. With confidence and motivation to succeed, Gavin is well on his way to greatness.

Ariel

At the time of enrollment, Ariel was a 19-year old enrolled in the Adult High School Program at Cleveland Community College (CCC). She requested assistance from WIOA because she had lost her job as an Environmental Specialist at Atrium Health in May 2020, due to COVID-19. In November, her Career Advisor suggested that she apply for SNAP benefits. Later Ariel felt comfortable enough with her Career Advisor to let her know that she was homeless, she had been living with her grandfather but is now sleeping in her truck which she parks outside her grandparents' house. Her Career Advisor immediately began seeking resources for shelter for Ariel. Ariel was also interested in a Work Experience (WEX) opportunity, so her Advisor case manager made an appointment for her at the Boys & Girls Club of Cleveland County. Once she had a job and her own income, her grandfather allowed her back into the home. Shortly thereafter her grandfather passed away, but Ariel was still determined to work at her WEX site and complete her High School Diploma. She successfully completed her Adult High School Diploma in May 2021 from Cleveland Community College. As she continues her work experience with the Boys & Girls Club, she will also continue working closely with her Career Advisor on developing her future educational and employment goals. She is researching and considering the EMT-Basic Academy at CCC as her next career option. She is very appreciative for the assistance provided to her from WIOA and her Career Advisor.



Accomplishments

- Total New Youth Enrollments: 6
 - Total Youth Served: 25
 - Total Credentials Youth Earned: 4
 - Total Smart/Soft Skills Graduates: 40
 - Total Youth Who Obtained High School Diplomas: 1
 - Total Youth in Work-based Learning Opportunities: 5
 - Total Youth Enrolled in Occupational Skills Training: 35
 - Total Youth That Entered Employment at Exit: 10
 - Total Youth That Received Supportive Services: 52
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- NextGen youth participants received a donation of laptops from WSGE Music Director/Assistant Director at Gaston College.
 - Work Experience participant received acceptance into Gardner Webb University, August 2020.
 - NextGen youth participant completed a work experience opportunity with Duren & Marsh Dentistry and received full time employment with Dental Care of Berewick.
 - NextGen youth participant began a Work Experience opportunity at Gaston County Government in the I.T. Department as an Informational Intern.
 - NextGen youth participant began Dental Assistant training through The Dental Assistant Academy of Charlotte in September 2020 and completed training in October 2020. Then, received full time employment through Kakouras Family Dentistry.
 - NextGen youth participant completed an Office Administration Certificate, December 2020 and received a Work Experience opportunity through Reinvestment In Communities of Gaston, Inc as an Office Assistant.
 - NextGen youth participant completed an Office Administrative Certificate and received a work experience opportunity at GO SOURCE.
 - NextGen Youth participated in job shadowing activities through a partnership with Gaston College's Apprenticeship321 program with local employers.
 - On March 25, 2021 the NextGen program was able to safely perform Community Outreach as we discussed the benefits of the NextGen Youth Program for local youth (and distributed programmatic brochures) during the Mt Zion Restoration Church weekly food pantry drive up event.

- NextGen youth participant was given a work experience opportunity with a small, family owned business -Elijah's Xtreme Gourmet Sauces in Gaston County on March 12, 2021 to work up to 30 hours per week.
- 3 NextGen youth participants enrolled in the Customer Support Specialist training offered through MedCerts
- NextGen youth participant enrolled and completed the Electrical training program offered through Beatties Ford Road Vocational Trade Center.
- Monthly virtual workshops were held for NextGen youth participants on various life skills, job readiness, and real-life topics.

Grant Recipients

Gaston College	\$450,000
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NextGen Expenditures

Total Operating Costs	\$526,492
Total Participant Costs	\$71,671
Total Costs	\$598,163

Training Expenditures

Total of All Participant Training Expenditures	\$12,080
Training Expenditures as a Percentage of Total Expenditures	2%

Work-Based Learning Expenditures

Total Work-Based Learning Expenditures	\$88,920
Work-Based Expenditures as a Percentage of Total Expenditures	15%

Success Stories

Madeline

Madeline is a single mom, who dropped out of high school and completed the Adult High School program through Gaston College. She is enrolled in the NextGen Program and has been excelling. Madeline earned an Associate Degree in Paralegal Studies and soon after was placed in a Work Experience (WEX) opportunity at the law office of attorney, Regina Taylor as a Legal Assistant. While in the work experience placement, Madeline attended Gardner Webb College online and is pursuing a Bachelor of Arts Degree in Criminal Justice. Madeline is doing well in her studies and has one year completed toward her degree, as of May 2021.



After 9 months in this WEX placement, Madeline secured a permanent job with the law office of attorney, Regina Taylor as a Legal Assistant. This permanent position began May 3, 2021, working Monday-Friday from 9:00 am-3:00 pm. She received a \$1.00 per hour increase in pay and is now earning \$13.00 per hour.

Taforya

Taforya, 25 years old, has been with the NextGen youth program since November 2018. She initially attended Basic Skills courses at Gaston College to increase her TABE scores, in hopes of entering a post-secondary training program. Taforya has a documented disability and this has been challenging for her. In 2020, her classes were put on hold because Gaston College did not have an instructor for her class and then the COVID-19 pandemic further complicated meeting her goals. At that time, she was preparing to begin a work experience (WEX) position as a Personal Care Attendant. However, due to COVID-19, she could not begin the assignment. The Nextgen WEX Specialist continued to search for another work experience opportunity and found what she felt like



was the perfect fit for Taforya. On March 23, 2021, Taforya began her WEX opportunity at Elijah's Xtreme Gourmet Sauces. Through the NextGen youth program, she received transportation supportive services to assist her in getting to and from work until she received her first paycheck. She is employed as a Packaging and Shipping Coordinator and is learning how to prepare and package sauces for shipping. Elijah's is a relatively new business in Gaston County that was started by a father and son team. The NextGen team are proud that Taforya is part of their company's growth. Taforya is working 30 hours per week and makes a competitive wage. This job allows her the opportunity to be productive while gaining self-esteem and self-confidence. The NextGen team are hopeful that this assignment will result in her being hired for full-time employment after her 6-month period of WEX opportunity comes to an end. Taforya has expressed her excitement about her job.



WELCOME to the newest NextGen youth enrollee Kelsey! She will soon be completing her high school diploma and entering training this Fall in Nurse Aide at Gaston College.



Welcome another NextGen participant, Honesty! She will be enrolling at MEDCERTS in the Administrative Customer Support Specialist certification program.



Accomplishments

- Total New Youth Enrollments: 250
 - Total Youth Served: 372
 - Total Credentials Youth Earned: 51
 - Total Youth Participated in College Tours: 6
 - Total Soft Smart/Skills Graduates: 162
 - Total Youth Who Obtained High School Diplomas: 5
 - Total Youth Who Obtained High School Equivalencies: 17
 - Total Youth in Work-based Learning Opportunities: 61
 - Total Youth Enrolled in Occupational Skills Training: 73
 - Total Youth That Entered Employment at Exit: 118
 - Total Youth That Received Supportive Services: 86
-
- NextGen transitioned services to a digital platform to help deliver quality services and minimize risk to customers and staff, by utilizing iPads to maintain service delivery virtually. The platforms used were DocuSign to allow virtual enrollments and Zipwhip/Google to keep in contact with participants via texting services. The NextGen Youth Advocates, through remote appointments, were able to serve the needs of the young adults during a time where demand for support was heightened due to the pandemic.
 - NextGen, in collaboration with the YWCA and Guilford Partnership for Children, hosted "Preparing for Seasonal Employment" to address the additional challenges youth faced during the pandemic in obtaining employment. This was a virtual workshop designed to prepare youth/young adults for seasonal employment that was streamed via Facebook Live. Following the workshop, NextGen hosted a Seasonal Virtual Job Fair via Premier Virtual to connect youth/young adults to transitional opportunities during the pandemic. Although non-traditional, these opportunities allowed youth the opportunity to build work experience, learn basic employability skills, and get an idea of potential industry interest.
 - A Vision Board Event was held on June 9th at Windsor Recreation Center through a partnership with Greensboro Housing Authority, Greensboro Parks and Recreation and NCWorks NextGen. Our goal was to reach out and identify young adults impacted through the pandemic and within

the GHA communities that could benefit from NextGen and the GHA Family Sufficiency programs.

- Drive-thru job fairs were another innovative approach NextGen utilized to respond to the COVID-19 pandemic and reach job seekers in a safe manner. The NCWorks Career Center, NextGen, and Goodwill hosted Drive-Thru Career Fairs to help get youth/young adults get back to work. These fairs were held off site at various centralized community locations. Attendees could complete any necessary paperwork from their cars and identify positions of interest. Staff were available to assist and match job seeker skills to employer needs. In some instances, candidates had the opportunity to walk up in-person to an outdoor booth where they could participate in a socially distanced interview.
- NextGen developed Empowered for Employment and Reigniting Careers bi-weekly virtual workshops using Facebook Live to connect youth/young adults to the services of the Career Center and NextGen programs. Youth Advocates provided information on creating a resume, interviewing skills, discussing a criminal background and LinkedIn. These workshops proved essential as the program also offered several of these workshops on-demand for those youth unable to attend the scheduled sessions.

Grant Recipients

Educational Data Systems, Inc. (EDSI)	\$1,200,000
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NextGen Expenditures

Total Operating Costs	\$769,146
Total Participant Costs	\$286,977
Total Costs	\$1,056,123

Training Expenditures

Total of All Participant Training Expenditures	\$65,899
Training Expenditures as a Percentage of Total Expenditures	6%

Work-Based Learning Expenditures

Total Work-Based Learning Expenditures	\$221,078
Work-Based Expenditures as a Percentage of Total Expenditures	21%

Success Stories

Hannah

Hannah started her journey with NCWorks Career Center and the NextGen program on August 18, 2020. When she started her process with NextGen, she was interested in Cardiac Monitor Tech training and receiving career readiness skills.



She successfully completed career assessments, career readiness workshops and mock interviewing with her Youth Advocate and digital skills instructor. This process led her to an internship opportunity with Dr. Warr Pediatrics and associates in High Point, NC. Hannah's youth advocate provided her with additional support so that she could begin the internship. Hannah started her internship on October 7, 2020 as a Clinical Assistant making \$12/hr.

Successfully completing all learning tasks as an intern, she was offered a part-time position which had the potential to become a full-time employment opportunity. While working full-time, Hannah successfully completed Cardiac Monitor training through GTCC and received her certificate. Not only did she successfully complete an internship and a quick careers program; Hannah also participated in the mentoring sessions. During her time in NextGen, Hannah's Youth Advocate provided comprehensive guidance and counseling,

leadership development, career readiness development and supportive services. She has recently been accepted on full-time with Dr. Warr Pediatrics as a Clinical Assistant.

Michael

Michael began his journey with NCWorks NextGen in January 2020. He was enrolled at Guilford Technical Community College to complete the GED program, due to having left high school earlier in his life. Michael successfully attained his GED despite the pandemic shutting down campuses for a period of time. His Youth Advocate never let him falter and continued to provide support even when he wanted to give up.



After completion of his GED, Michael's Youth Advocate did not want that to be the end of the road for him. Michael began career exploration activities and reviewed several career paths options available through the WIOA program. In October, Michael decided to enroll for the HVAC class which afforded him the opportunity to gain his HVAC certification, even with most of the training occurring online. To assist in the facilitation of the skills learned, his Youth Advocate sought opportunities in the community which resulted in him being placed in a Work Experience at EANES HVAC in February. Due to his strong work ethic, EANES increased his responsibilities and offered him a position leveraging on-the-job training (OJT) funds to continue his training.

Michael is still employed at EANES HVAC and recently received a pay increase to \$15 an hour. Michael is elated that he has been able to get the assistance from NextGen to start his new career pathway. He credits much of his success to the program and the relationship built with his Youth Advocate.



Accomplishments

- Total New Youth Enrollments: 14
- Total Youth Served: 71
- Total Credentials Youth Earned: 15
- Total Smart/Soft Skills Graduates: 4
- Total Youth Who Obtained High School Equivalencies: 10
- Total Youth in Work-based Learning Opportunities: 4
- Total Youth Enrolled in Occupational Skills Training: 15
- Total Youth That Entered Employment at Exit: 21
- Total Youth That Received Supportive Services: 18

- March 2021, staff worked with Mountain Heritage High School to develop a virtual event to take the place of the traditional ACT Day since COVID-19 restrictions were still in place. NCWorks staff conducted an online presentation of "Preparing for Your Career". 110 Freshman and 95 Sophomores attended this event.
- May 2021, staff worked with Mitchell High School seniors using a virtual platform to teach them how to register and use NCWorks online, as well as how to look for employment. Normally this is done in person each year, but virtual tools allowed us to still assist graduating seniors in this way.

Grant Recipients

Equus Workforce Solutions	\$24,074
Goodwill Industries of Northwest North Carolina	\$136,993
Mayland Community College	\$159,001

NextGen Expenditures

Total Operating Costs	\$338,023
Total Participant Costs	\$106,913
Total Costs	\$444,936

Training Expenditures

Total of All Participant Training Expenditures	\$24,124
Training Expenditures as a Percentage of Total Expenditures	5.42%

Work-Based Learning Expenditures

Total Work-Based Learning Expenditures	\$98,775
Work-Based Expenditures as a Percentage of Total Expenditures	20%

Success Stories

Maria

Becoming a mother at a young age didn't stop Maria from pursuing her educational goals. After graduating high school early, she enrolled at the community college and earned her Nurse Aide and became employed. She continued at Catawba Valley Community



College pursuing the Dental Hygiene Program. Maria worked diligently and with determination throughout her entire program. She pushed through during the COVID-19 pandemic to not only finish, but to finish with a 3.8 GPA in May 2021.

Maria has now obtained her Dental Hygienist license and just accepted a job as a Dental Hygienist at Mountaineer Dental and Sleep Center. While enrolled in NextGen, Maria received career guidance and counseling and financial assistance towards her exams and national board fees.

Alyssia

Alyssia was referred to the NextGen program at NCWorks by Crossnore Schools in 2017 while receiving foster care services through DSS. While working part-time at the Miracle Grounds Coffee Shop and Cafe that is owned by Crossnore Schools, Alyssia had a goal of attaining her Associate's degree at Mayland Community College and then transferred to a four-year school to major in Social Work.

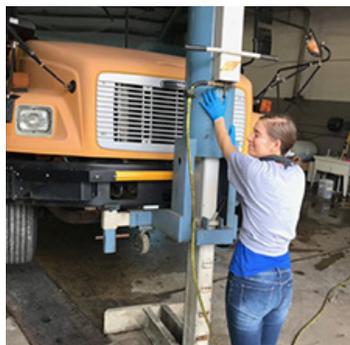


Alyssia has had challenges throughout her life but through her hard work, she participated in work-based learning opportunities, completed her Associate's Degree in Arts, and transferred to Appalachian State University, where she completed her Bachelor's degree in Social Work in May 2021. As part of her internship, she assisted with the operations of the COVID-19 Relief Program of Watauga County.

When asked why she decided on Social Work as her chosen career pathway, Alyssia said, "I want to give back and provide to those in need. I have been in the system and appreciate all that was given to me." She also had stated she knows what it takes to be a successful social worker and ways that are not. She wants to take the knowledge she learned through her experience and do what she can to help others in need.

Sarah

Sarah is a participant in the WIOA young adult NextGen program. She enrolled when she completed her GED and wanted to look at next steps. She was unsure what to do and together with her career advisor, decided on a plan to help her explore careers while she also pursued school. Sarah had very little work experience having only worked for a few weeks at a motel. While there she found it hard dealing with customers. Quiet and introverted, Sarah really enjoys working with cars and has an interest in mechanic work and auto body repair. She had worked some on her own car; however, that was the



extent of her mechanical experience. After an assessment showed she likes hands-on work, an internship became her next step. With the COVID-19 pandemic it was challenging to find a worksite. The Avery County school system's bus garage was interested in having an intern to assist with its work. After interviewing Sarah, they decided to give her a chance, and she began a six-month work experience. From the day she started, her supervisor bragged on her work performance reporting that she does what is asked of her and is willing to learn. While there, Sarah assisted with almost every task from sanitizing, to changing oil and tires, and doing inspections. She learned a lot and gained experience in the basics of vehicle maintenance. Avery County Schools bus garage has provided exceptional mentorship, and Sarah has gained skills that she will carry throughout her life.



Quincy participated in a paid work experience with the NC Guardian ad Litem Program while attending East Tennessee State University as a Psychology major. She learned more about children and families while serving as an advocate in Yancey and Mitchell Counties.



Michael completed his High School Equivalency, April 2021.

Accomplishments

- Total New Youth Enrollments: 52
 - Total Youth Served: 117
 - Total Credentials Youth Earned: 20
 - Total Youth Participated in College Tours: 3
 - Total Smart/Soft Skills Graduates: 17
 - Total Youth Who Entered Post-Secondary Education: 3
 - Total Youth Who Obtained High School Equivalencies: 4
 - Total Youth in Work-based Learning Opportunities: 23
 - Total Youth Enrolled in Occupational Skills Training: 30
 - Total Youth That Entered Employment at Exit: 39
 - Total Youth That Received Supportive Services: 106
-
- Youth Participants attended the Regional Youth Virtual Job Fair held on May 5, 2021 where over 40 employers were on hand to offer employment. In preparation for this event, youth participants attended job readiness workshops and were given the tools they need to advance their education and careers.
 - The NCWorks NextGen Regional Youth Summit was held June 17th, 2021. The summit included motivational speakers, career pathway exploration, industry employer information sessions, professional development workshops, financial aid information sessions and presentations from two and four-year colleges and universities. Summit participants were able to interact with HR Managers, Training Providers and NextGen staff to receive information on how to successfully progress within their career pathways.
 - 2 Youth successfully completed Commercial Driving License (CDL) training despite COVID-19.
 - 1 Youth participant successfully completed an On-the-Job Training (OJT).
 - 787 Total Services Provided to Youth Participants.

Grant Recipients

Education Data Systems, Inc. (EDSI)	\$200,000
Piedmont Community College (PCC)	\$150,000
Vance Granville Community College (VGCC)	\$100,000

NextGen Expenditures

Total Operating Costs	\$238,014
Total Participant Costs	\$80,262
Total Costs	\$318,276

Training Expenditures

Total of All Participant Training Expenditures	\$40,000
Training Expenditures as a Percentage of Total Expenditures	13%

Work-Based Learning Expenditures

Total Work-Based Learning Expenditures	\$44,784
Work-Based Expenditures as a Percentage of Total Expenditures	14%

Success Stories

Destiny

Destiny joined the NextGen Program in December 2020. She is a 24-year-old mother of one and a Vance County resident. Destiny came to the NextGen Program looking to increase her skill sets to provide a better life for herself and her child. She displayed determination from the start. She requested assistance with Nurse Aide 1 training at Vance Granville Community College (VGCC) to obtain a higher position with her current employer, Central Regional Hospital. NextGen provided tuition, uniforms, and state exam fees assistance. Destiny successfully passed the Nurse Aide 1 state exam in May and is hoping to secure a position as a Healthcare Technician with Central Regional Hospital. We are very proud of Destiny and we wish her continued success!



Quin'Tavious

Quin'Tavious came to the NextGen Program in March 2021 seeking assistance with obtaining his Commercial Driver's License (CDL) training. He is a 24-year-old Vance County resident. Quin'Tavious has been out of the workforce since January of this year because of a car accident. He successfully completed VGCC's CDL training program on May 18th and obtained his CDL. Quin'Tavious is now "Job Ready" and waiting to hear back from Carolina Sunrock and Waste Industries!



Shakonna

Shakonna entered the NextGen Program in mid-2019 as a parenting youth. She wanted to further her education in order to provide a better future for her family. She couldn't decide between the healthcare or business administration pathways, so NextGen staff placed Shakonna on a Work Experience to gain experience in the office administration setting, to help her decide on a pathway. Already facing multiple barriers and trying to further her education, Shakonna's work experience was placed on hold due to COVID-19. Still determined to continue her career goals, Shakonna was able to use the extra time to concentrate on her studies, deciding on the healthcare pathway, specifically Medical Office Specialist courses. Despite COVID-19, she was able to work two virtual Work Experience positions (Person County Parks and Recreation and Compass Solutions) to gain valuable experience and provide for her family. She also participated in the HRD Working Smart course and Financial Literacy sessions to make sure she could balance multiple obligations, limited finances, and make positive choices about careers and family. In May 2021 all of her hard work paid off. Shakonna graduated with a Medical Office Specialist Certificate. She also gained a well-paying position in Durham to assist with wellness checks at various schools. Shakonna's future goal is to pursue a degree in Medical Assistance.



Miranda

Miranda enrolled in the Workforce Innovation & Opportunity Act (WIOA) Youth Program at Vance-Granville Community College in May 2019 to participate in a work experience activity and to pursue her Associate in Arts Degree. Miranda's work experience placement was with VGCC's Business Office as a switchboard operator. After two work experience placements, Miranda was hired as a part-time switchboard operator. Her supervisor was very pleased with her job performance and recommended her for part-time employment at VGCC. Miranda has assisted with various events and projects at the college, including participating in the drama production of "26 Peebles" and assisting with bringing the production to the community by Zoom during the pandemic. She has also been involved in student body leadership activities by serving as the secretary for the Student Government Association. While pursuing her degree, Miranda received a Presidential Scholarship and was on the Dean's List. She received her Associate's Degree in Art in May 2021 and plans to attend East Carolina University in the coming year to obtain a Bachelor's Degree in Mass Communications.



Five County Regional Job Fair, Friday June 25, 2021. 40 Employers, over 206 Job seekers including youth.

Accomplishments

- Total New Youth Enrollments: 44
 - Total Youth Served: 161
 - Total Credentials Youth Earned: 26
 - Total Youth Participated in College Tours: 26
 - Total Smart/Soft Skills Graduates: 12
 - Total Youth Who Entered Post-Secondary Education: 32
 - Total Youth Who Obtained High School Diplomas: 14
 - Total Youth Who Obtained High School Equivalencies: 3
 - Total Youth in Work-based Learning Opportunities: 84
 - Total Youth Enrolled in Occupational Skills Training: 11
 - Total Youth That Entered Employment at Exit: 10
 - Total Youth That Received Supportive Services: 23
-
- A total of 29% of programmatic expenditures was utilized for work-based learning for the Lumber River Workforce Development Board during PY2020.
 - Enhanced virtual means of operating to ensure services were provided to youth to include, but not limited to, career counseling, financial literacy, leadership development, virtual college tours and virtual job fairs.
 - Incorporated Virtual Academic Achievement Banquet to recognize graduates that attained secondary and/or post-secondary credentials.
 - Youth participated in the Virtual NC Youth Summit.

Grant Recipients

Bladen Community College	\$164,029
University of North Carolina at Pembroke	\$523,350
Partners in Ministry - Richmond	\$185,852
Partners in Ministry - Scotland	\$177,075
Scotland County School	\$55,913
Two Hawk Workforce Services	\$126,214
Hoke County Schools	\$50,738

NextGen Expenditures

Total Operating Costs	\$699,814
Total Participant Costs	\$310,769
Total Costs	\$1,010,583

Training Expenditures

Total of All Participant Training Expenditures	\$16,726
Training Expenditures as a Percentage of Total Expenditures	2%

Work-Based Learning Expenditures

Total Work-Based Learning Expenditures	\$294,042
Work-Based Expenditures as a Percentage of Total Expenditures	29%

Success Stories

Chrishaud

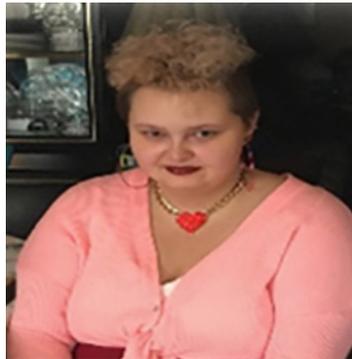
Chrishaud entered the Workforce Innovation and Opportunity Act (WIOA) Youth Program at Scotland County Schools as an in-school youth seeking to gain employability skills and pursue a career in Computer Technology. At enrollment, Chrishaud tested basic skills deficient. Realizing the importance of improving his basic skills, he sought guidance from his WIOA Career Advisor. Upon completing assessments, he set goals to improve his basic skills scores, gain employability skills, and graduate high school. To improve his basic skills scores, Chrishaud participated in tutoring, study skills activities and interacted with educators. To gain employability skills, he participated in pre-employment activities, which contributed to obtaining the Conover Workplace Job Readiness Certification. Through the assistance of the WIOA Youth Program, Chrishaud successfully completed work experiences, summer employment, and an internship as a Computer Technician. Additionally, he participated in dual enrollment classes through Scotland High School with Richmond Community College. Chrishaud achieved a Gold level Career Readiness Certification through the ACT WorkKeys Assessment, he was one of five finalists for the Career and Technical Education (CTE) Presidential Scholars Program; served



as a Junior Marshall, a member of the Future Business Leaders of America, a member of the National Honor Society, the programmer of the Robotic team, and a NAACP Afro-Academic, Cultural, Technological and Scientific Olympics (ACT-SO) Contestant. Each of these activities contributed to Chrishaud's becoming an influential leader and an exceptional youth. Chrishaud completed his high school graduation requirements with honors and is a CTE Completer in Information Technology. He participated in the NC State Women & Minority Engineering Summer Exploration Experience Camp. During camp, Chrishaud interacted with engineering faculty members, visited industry sites, and got an early start on his membership in the engineering family. Chrishaud is scheduled to attend NC State this fall as a Goodnight Scholar to study Cybersecurity.

Marilyn

Marilyn enrolled in the Workforce Innovation and Opportunity Act (WIOA) Program as an out-of-school youth seeking assistance with obtaining her high school diploma. At age 16, Marilyn dropped out of high school due to the emotional impact of bullying imposed on her by classmates. She expressed how difficult it was to focus on her studies while dealing with avoiding conflict and peer pressure daily. After talking with her grandmother, Marilyn realized the importance of obtaining her diploma and higher education. Uncertain as to where to start, she sought direction from WIOA Career Advisors at the NCWorks Career Center in Bladen County and enrolled in the Youth Program. While enrolled in the WIOA Program, Marilyn participated in a variety of leadership development activities, trainings and workshops, which included financial literacy and personal development. After discussing her options, Marilyn decided to enroll in the College and Career Readiness program at Bladen Community College to complete her secondary education.



Marilyn worked hard and was dedicated to earning her high school equivalency diploma. After earning her diploma on January 27, 2021, she decided she wanted to further her education but was not certain as to what field she wanted to study. Remembering the advice from her grandmother, she enrolled in the General Education Program at Bladen

Community College and reached out to her WIOA Career Adviser for career exploration services to help with deciding a career path. After attending one semester and completing career assessments, Marilyn decided she wanted to work with Computer Services. She will be returning to Bladen Community College in the Fall 2021 majoring in Information Technology Computer Programming and Development. The WIOA Program is currently assisting Marilyn with finding an internship placement in the computer industry that will allow her to gain work experience and additional knowledge about her career choice.

Kerra

Kerra enrolled in the Workforce Innovation and Opportunity Act (WIOA) Program at Partners in Ministry in Richmond County seeking assistance with full-time employment and to further her education.



At enrollment, Kerra was an 18-year-old high school graduate from a low-income household working a part-time job. Realizing she wanted to achieve more in life, she set goals to work towards sustainable employment and a college degree. With the assistance of the WIOA program, Kerra participated in various career exploration activities and was an active participant in leadership development workshops, such as pre-employability training, self-esteem building, conflict resolution, financial literacy, and community service projects. To gain transferable skills, Kerra participated in work experience and internship activities gaining high scores on her evaluations. Once her internship was completed she was offered a full-time permanent position with the Richmond County Department of Social Services as an Income Maintenance Caseworker. Kerra is also enrolled at UNC-Wilmington majoring in Marketing.



Accomplishments

- Total New Youth Enrollments: 29
- Total Youth Served: 59
- Total Credentials Youth Earned: 30
- Total Youth Participated in College Tours: 15
- Total Smart/Soft Skills Graduates: 23
- Total Youth Who Entered Post-Secondary Education: 13
- Total Youth Who Obtained High School Diplomas: 12
- Total Youth Who Obtained High School Equivalencies: 13
- Total Youth in Work-based Learning Opportunities: 8
- Total Youth Enrolled in Occupational Skills Training: 13
- Total Youth That Entered Employment at Exit: 20
- Total Youth That Received Supportive Services: 33

- Mountain Area Workforce Development Board's NCWorks NextGen youth committee has been focused on supporting our region's schools during the pandemic. Many of our normal youth activities including Manufacturing Day and Construction Career Day were unable to be held in the traditional way due to public health restrictions. The Board worked with the Asheville Chamber of Commerce and many other partners to host a virtual Manufacturing Day featuring many local manufacturing firms.
- The youth committee hosted a regional meeting focused on disconnected/homeless youth as we see an increasing challenge with youth who are homeless. Our board is working on ways to better serve disconnected/homeless youth. The call focused on disconnected youth that attend school in our four-county area that may go to school from one home and return to another one. It is vital that the Board understands the youth populations in our schools from a programmatic perspective and the impact they will have on the future workforce.
- School experts from the local school systems told stories about their counties and school systems and helped bring to light the need for assistance for this specific population. Each were able to provide data and speak to the impact that students deal with each day as most students have responsibilities beyond school. Each of these students often are responsible for bringing home

a paycheck to help with expenses for themselves and/or their families. This regional meeting was enlightening and may spark discussion on work-based learning programs connecting youth with apprenticeship and other workforce partners.

- Over 1,000 youth in our region have been identified as homeless based on McKinney-Vento data. The board is also working on how to more effectively support youth in foster care and how they transition out of the foster care system into postsecondary education and employment.

Grant Recipients

Goodwill of Northwest NC	\$104,748
Henderson County Schools	\$138,988
Madison County Schools	\$61,612

NextGen Expenditures

Total Operating Costs	\$302,845
Total Participant Costs	\$59,820
Total Costs	\$362,655

Training Expenditures

Total of All Participant Training Expenditures	\$2,598
Training Expenditures as a Percentage of Total Expenditures	1%

Work-Based Learning Expenditures

Total Work-Based Learning Expenditures	\$57,223
Work-Based Expenditures as a Percentage of Total Expenditures	16%

Success Stories

Jillian

Jillian joined the NextGen program in February of 2021. She had graduated from Davidson River School in Transylvania County and did not know what to do after graduation. The NextGen program Career Adviser reviewed her interests and discovered that she wanted to pursue work with animals. Jillian was not ready to enter the competitive Vet Tech program, had no previous work experience, and a transportation barrier. With this in mind, she decided to take an online vet assistant course through AB Tech. Jillian stayed committed to this course and ended this class with a B as her final grade. She would often visit her old high school where she would study for the course and talk with teachers about what she was learning. Also, while she was taking the Vet Assistant course she worked as a Kennel Tech at Transylvania County Animal Shelter through a paid internship set up by NextGen. Jillian ended this internship when she began full-time work at a restaurant. Jillian has received a scholarship to finish the two other courses in the Vet Assistant series and is currently in the 2nd class. She is partnering with NextGen and created goals to gain transportation and find her own housing before taking her next steps in education and employment. She has grown from a High School student with no plans to someone who is committed to her education and taking large steps each day to gain her own independence and become self-sufficient.



Shai

Shai has been with the NextGen program since 2019. She was working as a Personal Care Aide and was looking to get her Nurse Aide Certification. She completed the course and passed the state registry exam. Also, the day before her 21st birthday she received the news that she had passed all 5 HiSET tests and will receive her high school equivalency degree. This was huge news. Shai has battled many barriers in life, including aging out of foster care. She says one of the



defining moments in her education happened when she was 18. Her high school principal told her that she would not be successful. She says this comment made it really hard for her to go to school and believe in herself. As an adult, Shai is strong and successful. She is a hard worker, fiercely independent, and is committed to accomplishing her dreams. She continues to work as a Nurse Aide and has been a caretaker during the pandemic.

Paula

Paula has been with the NextGen program since 2019. She began with the Nurse Aide course and completed it with all A's. She then passed her state licensing exam. The Nurse Aide course was the first step towards her goal of becoming an oncology nurse.



Her passion for this career came from taking care of her mother when she was battling cancer. Since then Paula was slated to start a work experience with Transylvania Regional Hospital but was unable to begin with the start of COVID-19. However, Paula has taken advantage of every opportunity that has come her way. She received a car from Wheels to Work and applied for many scholarships during the lockdown. Paula entered into AB Tech Community College and is almost through with all of her pre-requisites for the Nursing program. She gained a job at Mission Hospital as a Patient Care Tech. Not only has she dedicated herself to school but she has also been on the frontlines fighting COVID-19. Paula's goal is to be accepted into the Regionally Increasing Baccalaureate Nurses (RIBN) program and graduate with a Bachelors in Nursing. Paula is dedicated to her school work and is kind and respectful to everyone she meets. She will one day be a nurse with not only excellent medical skills but a sweet and empathic caregiver to her patients.

Accomplishments

- Total New Youth Enrollments: 44
- Total Youth Served: 143
- Total Credentials Youth Earned: 13
- Total Youth Participated in College Tours: 39
- Total Smart/Soft Skills Graduates: 60
- Total Youth Who Entered Post-Secondary Education: 2
- Total Youth Who Obtained High School Diplomas: 1
- Total Youth Who Obtained High School Equivalencies: 1
- Total Youth in Work-based Learning Opportunities: 22
- Total Youth Enrolled in Occupational Skills Training: 28
- Total Youth That Entered Employment at Exit: 26
- Total Youth That Received Supportive Services: 53

- Adapted our Career Café program to a virtual format in order to continue offering soft skills development, career exploration, and networking opportunities safely during the pandemic.
- Two NextGen participants transitioned their paid Work Experiences into On-the-Job Training opportunities in the Advanced Manufacturing field.
- Implemented a new virtual soft skills training program, 14 Elements, and enrolled 17 Youth program participants.
- Coordinated 12 Job Shadows.
- Sent out over 14,000 text messages via our new Engage by Cell program in an effort to increase knowledge of our program offerings and better communicate with participants.

Grant Recipients

Northeastern WDB	\$487,050
Sylvan Learning Center	\$35,000

NextGen Expenditures

Total Operating Costs	\$420,604
Total Participant Costs	\$185,518
Total Costs	\$605,122

Training Expenditures

Total of All Participant Training Expenditures	\$116,972
Training Expenditures as a Percentage of Total Expenditures	19%

Work-Based Learning Expenditures

Total Work-Based Learning Expenditures	\$152,346
Work-Based Expenditures as a Percentage of Total Expenditures	25%

Success Stories

Jeremy

Jeremy was introduced to the NextGen program while working on his GED at College of the Albemarle (COA). Jeremy struggled with traditional High School and ultimately dropped out in the 10th grade. Despite his past academic challenges, Jeremy successfully earned his GED in just one month, completing the program in October of 2018. Not wanting to stop there, Jeremy decided to pursue a career as a Machinist and made plans to enroll in the Computer Integrated Machining program at COA. Jeremy was unable to begin his classes until Fall 2019, but rather than sit idly by until classes commenced, he maintained a job at Currituck BBQ and participated in several NextGen and NCWorks activities including the 2019 Annual Youth Summit and soft skills training events.



In August of 2019, Jeremy began a paid work experience at Hoffer Flow. Because of his skill and work ethic, Hoffer Flow wanted to hire him before the end of his work experience. Jeremy held off on accepting a full-time position and followed through with his goal of completing the Computer Integrated Machining diploma program. He graduated from COA and received his diploma in July of 2020. Soon after, he returned to Hoffer Flow for an OJT position. Jeremy worked for Hoffer

Flow in his OJT role from August of 2020 until March of 2021 when he successfully completed the program and was offered unsubsidized employment. He learned that even after dropping out of school, he is capable of achieving his goals through dedication, motivation, and some additional support.

Alfonso

Alfonso entered the NextGen program in October of 2020. At that time, he was homeless and sleeping on a friend's couch. Alfonso had been employed by Duck Thru for 16 months; however, he decided to reach out to the NCWorks Career Center in Dare County to inquire about the Class A Commercial Driver's License (CDL) program. Alfonso met with a Career Advisor to discuss his options. He then contacted Charlie Gray with Carolina Trucking Academy (CTA) and decided that he wanted to enroll there to earn his Class A CDL. With the assistance of NCWorks NextGen, in November of 2020 Alfonso began training at CTA. The owner of Carolina Trucking Academy, Charlie Gray, had wonderful things to say about Alfonso stating, "Alfonso was a terrific student".



doing well in his new role and moving forward to accomplish great things. Alfonso stated, "I'm very thankful to you guys and the NextGen program. You guys literally changed my life. I can afford a whole lot more now and I'm no longer in a money pinch."



A Youth stands next to a co-worker and their van at his HVAC Work Experience

During his time in the CDL program, Alfonso navigated through many changes caused by COVID-19 and class cancellations due to Hurricane Eta. This caused Alfonso anxiety because he was struggling to grasp the braking systems as well as the 104-point check list. The CTA staff reassured him that he would get what he needed to complete the training.



A Career Advisor leads a group of Youth in playing Occupational Charades at a Career Café

Despite the setback, Alfonso kept his goal in sight and completed the training on December 1st, 2020. Upon completion of the program, he quickly secured full-time employment in the industry. On January 16th, 2021 he began working for Adams Beverages of North Carolina covering Wilmington and the surrounding areas.

Alfonso utilized NCWorks NextGen services exactly how they were designed to be used. By receiving tuition assistance, travel reimbursements, and the support that comes with having a Career Advisor throughout the process he was able to accomplish his goals and build a career for himself. He is



Northeastern Workforce
Development Board
ALBEMARLE COMMISSION
REGION R COUNCIL OF GOVERNMENTS

Accomplishments

- Total New Youth Enrollments: 111
- Total Youth Served: 302
- Total Credentials Youth Earned: 68
- Total Youth Participated in College Tours: 58
- Total Smart/Soft Skills Graduates: 213
- Total Youth Who Entered Post-Secondary Education: 195
- Total Youth Who Obtained High School Diplomas: 30
- Total Youth Who Obtained High School Equivalencies: 70
- Total Youth in Work-based Learning Opportunities: 23
- Total Youth Enrolled in Occupational Skills Training: 62
- Total Youth That Entered Employment at Exit: 72
- Total Youth That Received Supportive Services: 220

- 48 were in-school Youth.
- 254 were out-of-school Youth.
- 76 were low-income.
- 189 Enrolled into a Training Activity During the program year.
- 93 Currently still in training.
- 88 completed Occupational Skills Training.
- 100 obtained High School Diploma/ Equivalency.
- 16 Youth completed the Jobs Connect Pathway class.
- 9 NextGen Youth in partnership with Forsyth Technical Community College completed the Nurse Assistant course.
- 10 of 12 Youth enrolled and completed Truck Driver training and obtained employment.

Grant Recipients

Goodwill Industries of Northwest NC \$1,050,000

NextGen Expenditures

Total Operating Costs	\$986,543
Total Participant Costs	\$280,249
Total Costs	\$1,266,792

Training Expenditures

Total of All Participant Training Expenditures	\$97,187
Training Expenditures as a Percentage of Total Expenditures	8%

Work-Based Learning Expenditures

Total Work-Based Learning Expenditures	\$254,359
Work-Based Expenditures as a Percentage of Total Expenditures	20%

Success Stories

Andrew

Andrew came to the NextGen program as a high school dropout with an idea for his future but not with the knowledge on how to get there. Andrew always found school boring and eventually dropped out to take care of a family member. Andrew enrolled into NCWorks NextGen youth program in January 2019. He started off only joining NextGen so that he could get assistance paying for his High School Equivalency (HSE). It became apparent very quickly that Andrew was capable of so much more than he thought. The NextGen Career Coordinator assisted Andrew with overcoming some of his immediate barriers. While participating in the program, he has achieved many goals. In February 2019 he successfully obtained his High School Equivalency.



During his meeting with NextGen Career Coordinator, Andrew expressed his interest in Information Technology (IT). With this information, the Career Coordinator assisted Andrew with a work experience at Surry Community College's IT department. In the summer of 2019, Andrew began the work experience and attended a Jobs Connect course with Surry Community College. Andrew successfully completed the course and received 2 credentials. In Fall 2019, Andrew

began his post-secondary education at Surry Community College to study Information Technology. In November 2020, Andrew was offered permanent employment by Surry Community College within the IT field given his successful work experience. Currently, Andrew is still attending classes at Surry Community College and working part-time with the college. He is expected to graduate in May of 2022.

Tashawna

Tashawna was a 24-year-old from Providence, NC, a very rural low-income area situated a few miles below the Virginia state line. She grew up watching her uncles drive commercial trucks which inspired her to become a Truck Driver. She was unemployed and possessed a class B driver's license when she came to the NextGen youth program. Before losing her job, she worked for a transit company and was tasked with cleaning city transit buses that she was licensed to operate; however, no one would give her a chance.



Through NextGen, Tashawna enrolled in a 4-week truck driver program offered by TransTech, Inc. in October 2020. From the first day of class, Tashawna proved to be serious about her future as a Truck Driver. She traveled almost 100 miles round trip each day for class and never missed a day of training, always volunteered to be the first behind the wheel to practice new skills, and passed written and skills exams with flying colors.

On the final day of truck driver training, Tashawna attended two job interviews, which resulted in immediate offers for employment. She accepted a Truck Driver position in November 2020, one day after completing CDL training. The following week, Tashawna was on the open road, dropping off and picking up loads in Nevada, Arizona, and Maryland. By February 2021, Tashawna was able to partner with a friend to purchase their own semi-truck. In the future, she plans to start her own trucking company and own multiple businesses. Tashawna is extremely grateful that the NextGen program helped her obtain the training needed to launch her career in the Trucking industry.



One-on-one tutoring sessions



17 NextGen youth completed the Jobs Connect Pathway class offered by Surry Community College.



Students engaged in Job Readiness Training

Accomplishments

- Total New Youth Enrollments: 40
- Total Youth Served: 116
- Total Credentials Youth Earned: 18
- Total Youth Participated in College Tours: 3
- Total Smart/Soft Skills Graduates: 5
- Total Youth Who Entered Post-Secondary Education: 1
- Total Youth Who Obtained High School Diplomas: 4
- Total Youth in Work-based Learning Opportunities: 17
- Total Youth Enrolled in Occupational Skills Training: 49
- Total Youth That Entered Employment at Exit: 68
- Total Youth That Received Supportive Services: 49

- 31 Youth participated in a Leadership Development activity.
- 8 Youth completed the Financial Literacy training.
- 11 Virtual workshops took place during COVID-19.
- Alamance NextGen partnered with Carolina Biological for work-based learning opportunities with three local young adults. The participants were able to complete paid internships during their summer break after high school graduation. Upon completion of the work-based learning, two of the participants will be attending Elon University in the fall to study biology and the other participant hopes to be hired by the company in a permanent position.

Grant Recipients

Richmond Community Support Center (RCSC)	
Alamance County - RCSC	\$198,375
Moore County - RCSC	\$78,528
Randolph County - RCSC	\$150,487
Montgomery Community College	\$76,150
Orange County - Dept of Social Services (DSS)	\$200,731

NextGen Expenditures

Total Operating Costs	\$608,690
Total Participant Costs	\$155,935
Total Costs	\$764,625

Training Expenditures

Total of All Participant Training Expenditures	\$155,936
Training Expenditures as a Percentage of Total Expenditures	20%

Work-Based Learning Expenditures

Total Work-Based Learning Expenditures	\$289,819
Work-Based Expenditures as a Percentage of Total Expenditures	38%

Success Stories

Abigail

Abigail enrolled into the NextGen Youth program in June 2018 as a 23-year-old high school graduate. She worked full-time as Quality Coordinator/Production Reporter for 3 years before deciding she wanted to attend Alamance Community College for Accounting. Abigail was born in Mexico and she is an English language learner. Although Abigail has a language barrier, she pushes through and excels in her studies. She made the president's list 4 semesters and received part-time honors in the courses during the summer. Abigail is also participating in a paid Work Experience at Alamance Community College's Business office as an accounting clerk to help learn valuable work skills in her field. Abigail helps by entering journal entries, assisting with payroll, cutting checks, and balancing vouchers against final totals. Abigail's worksite supervisor has expressed her gratitude for Abigail's hard work and adaptability in the Business Department. Abigail has a 3.75 cumulative GPA and will be graduating Alamance Community College in spring 2021 with her associate's degree.



Jasmin

Jasmin is a very quiet yet personable young lady who has a passion for technology. She enrolled in the WIOA program in July of 2018, when she began attending Montgomery Community College.



Over the course of her academic career, Jasmin achieved success and made the President's List every semester during her tenure at MCC. She obtained her Certificate in Information Technology in 2018 and went on to earn an Associate's Degree in Applied Science in Information Technology in May 2020. Her final GPA at graduation was 3.72. This past fall, Jasmin took an enhanced course called Google Information Technology Professional and she obtained multiple certifications for this labor-intensive course.

Jasmin was placed in internships to gain her work experience in her field of study. She began one internship last fall with Veteran Guardian and in this role; she was able to learn a diverse array of tasks relative to Information Technology. She is currently in her second internship, and this one is with Moore County Schools and their Information Technology Department. She is really enjoying this internship and opportunity to grow in her chosen profession.

Dominika

Dominika was enrolled in Orange County NextGen Youth program for assistance with post-secondary education. After her enrollment, she participated fully with the WIOA program taking advantage of workshops to address soft skills



training, financial literacy, career exploration and leadership development opportunities. Dominika's goal was to earn a degree in Criminal Justice. She was enrolled as a full-time student at Durham Technical Community College. The NextGen program paid for tuition, books and supplies while she was enrolled at Durham Technical Community College, as well as supportive services such as a travel reimbursement

and referral to various community resources within Orange County.

Dominika was placed in a paid internship to gain valuable work experience at the Orange County Health Department as an administrative assistant. She learned many valuable work skills and due to her diligence and hard work, she was offered full-time permanent employment with higher pay and benefits for her and her family. Currently, she is working as a Deputy Registrar assisting the general public in vital records of the Register of Deeds.

With her determination and endurance, she stayed the course and completed the Associate Degree program in Criminal Justice from Durham Technical Community College in the fall of 2020. She will continue to work full-time while attending the next session of Basic Law Enforcement Training (BLET) later this year. Dominika believes that working with others in the Criminal Justice field will give her an opportunity to fight injustices for a better world.



*Randolph County NextGen Community Service Activity.
Sweet Treats to Beat the Heat: Popsicles for Service Providers.*



Accomplishments

- Total New Youth Enrollments: 86
 - Total Youth Served: 129
 - Total Credentials Youth Earned: 9
 - Total Youth Participated in College Tours: 4
 - Total Smart/Soft Skills Graduates: 39
 - Total Youth Who Entered Post-Secondary Education: 3
 - Total Youth Who Obtained High School Diplomas: 2
 - Total Youth Who Obtained High School Equivalencies: 2
 - Total Youth in Work-based Learning Opportunities: 13
 - Total Youth Enrolled in Occupational Skills Training: 18
 - Total Youth That Entered Employment at Exit: 11
 - Total Youth That Received Supportive Services: 33
-
- 3 Youth supported/assisted from Human Trafficking circumstances.
 - Youth participated in shadowing and private Q & A session with Pitt County Sheriff Paula Dance.
 - 570 Comprehensive Guidance and Counseling Sessions held for 129 individual Youth for PY20.
 - 17 Youth assisted with unpaid Job Shadowing Opportunities post COVID-19 Pandemic.
 - 11 GED Study Sessions for enrolled Youth post COVID-19 Pandemic.
 - Second Chance Hiring Event for former Youth post COVID-19 Pandemic.
 - 3 Youth assisted with Expungement Procedure.
 - 3 Youth attended Leadership Development training post COVID-19.
 - Second Chance Community Forum with Local Leaders, Participants and Employers 12/16/2020.

Grant Recipients

Educational Data Systems, Inc. \$963,305

NextGen Expenditures

Total Operating Costs	\$453,801
Total Participant Costs	\$281,706
Total Costs	\$735,507

Training Expenditures

Total of All Participant Training Expenditures	\$17,486
Training Expenditures as a Percentage of Total Expenditures	2%

Work-Based Learning Expenditures

Total Work-Based Learning Expenditures	\$70,950
Work-Based Expenditures as a Percentage of Total Expenditures	10%

Success Stories

Melvin

Melvin was a junior in high school when he enrolled in the NextGen Program in April 2019. His goals were to complete high school and obtain employment. He had never worked and had not chosen a career path. With the assistance of his career advisor, Melvin completed several assessments and developed an employment plan.

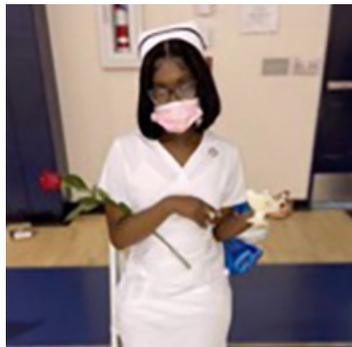


While in the program, Melvin participated in two work experiences in his career field. He obtained his High School Diploma and received incentives for his hard work and dedication. The work experience component provided Melvin with valuable work readiness skills and much needed work experience to develop his resume. He attended financial management, resume, interviewing, soft skills and other workshops. The work experience opportunities assisted him in gaining full-time employment in his desired career path at

Cashie Service Center in February 2021. Melvin was able to secure employment and saved money to purchase the truck of his dreams. Melvin is pictured here with his truck.

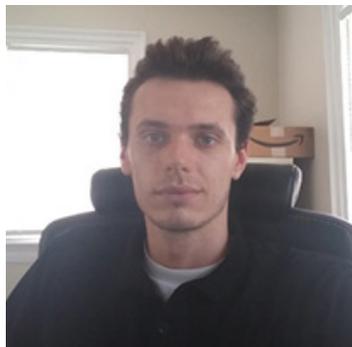
Kenyahttia

Kenyahttia is a single mother that wanted something better for her and her family. When she enrolled in the NextGen Program in July 2018, she was working as a security officer. Her goal and dream was to pursue an education in Nursing. She received assistance with tuition, supportive services, and tutoring. Kenyahttia obtained her Associate in Applied Science (AAS) degree in nursing in May 2021 and later passed the board exam. She is employed full-time as a registered nurse at Vidant North Hospital. Kenyahttia's career advisor, family and friends are all inspired by her ambition, determination and perseverance to accomplish her goals.



Joshua

Joshua enrolled in the NextGen Program in October 2019. He entered into the program with an Associate's Degree in Business but had not been successful in finding employment due to lack of any work history. Joshua was very eager and determined to obtain valuable work experience in the business field.



assignments. He is now employed full time with Metropolitan Property Management.



Two Young Ladies given the opportunity for job shadowing and private Q & A with first North Carolina African American Female Sherriff, Paula Dance.



NextGen Youth participated in a community service project with the Food Bank of Eastern NC.

Prior to COVID-19 and NCWorks staff working remotely, Joshua met with his career advisor to develop a career strategy. He attended multiple workshops to revise his resume, work on interviewing skills, and understand financial literacy. He completed job shadowing activities for office positions. A paid work experience was established, and his resume was submitted to Metropolitan Property Management in March 2020 for consideration. Due to the COVID-19 pandemic, consideration for Joshua to participate in a paid work experience was placed on hold. In July 2020, Joshua started the work experience and successfully completed all

Accomplishments

- Total New Youth Enrollments: 50
- Total Youth Served: 89
- Total Credentials Youth Earned: 1
- Total Youth Who Entered Post-Secondary Education: 3
- Total Youth Who Obtained High School Diplomas: 1
- Total Youth Who Obtained High School Equivalencies: 44
- Total Youth in Work-based Learning Opportunities: 13
- Total Youth Enrolled in Occupational Skills Training: 3
- Total Youth That Entered Employment at Exit: 6
- Total Youth That Received Supportive Services: 50

Grant Recipients

Haywood County Schools	\$200,001
HIGHTS	\$280,000

NextGen Expenditures

Total Operating Costs	\$388,796
Total Participant Costs	\$147,540
Total Costs	\$536,336

Training Expenditures

Total of All Participant Training Expenditures	\$5,993
Training Expenditures as a Percentage of Total Expenditures	1%

Work-Based Learning Expenditures

Total Work-Based Learning Expenditures	\$130,461
Work-Based Expenditures as a Percentage of Total Expenditures	24%

Success Stories

Caroline

HIGHTS Workforce Development participant, Caroline, participated in a paid work experience at Jackson County Animal Shelter. During her work experience at the animal shelter, Caroline expressed, "I have learned to deal with different animals that have different personalities and how to handle the more difficult ones."



She explains developing these skills will be beneficial to her career path of Wildlife Rehabilitation and Biology. Caroline shared, "I have developed and improved my communication skills while working at JC Animal Shelter and that will be helpful in nearly all aspects of life."

Caroline also graduated with high school diploma at Jackson Community Scholl as a HIGHTS/WIOA participant. Sam, her Youth Case Manager, commends Caroline for her determination to achieve her educational and career goals.

Caroline is currently a freshman at Southwestern Community College working toward an Associate Degree with future plans to pursue Zoology at NC State University.

Heather

Heather is an example of perseverance and determination. She is a HIGHTS participant in the WIOA Youth Workforce Development program in Macon County. She began her journey two years ago to achieve her dream of completing her high school equivalency education by attaining a GED, which she completed in September of 2020.



Heather expressed that two years ago she examined her life and decided to become the best version of herself and to become the best mother to her daughter she could possibly

be. Heather also knew that attaining a GED/HISET Diploma would help her create a better life for her daughter.

Her accomplishment is phenomenal, when Heather began her journey with Southwestern Community College & Career Readiness classes to work toward her GED, she enrolled in the program with the education equivalency of kindergarten or 1st grade education level. Heather did not have schooling as a child, so she overcame obstacles to learn to read, to write, and pass the science, math, and social studies components of the GED assessments.

Heather explained, "Most of my life, I have felt like an immigrant because I've never been able to read or write English. I've never known a thing about history, science, or math. I've never felt like I belonged and avoided social gatherings in fear of some kind of educational conversation I might not comprehend."

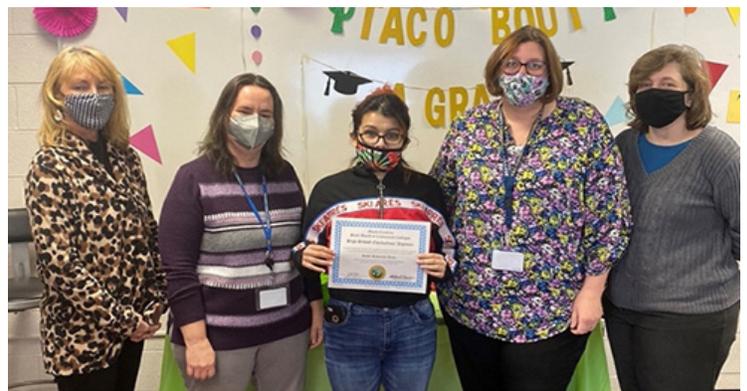
She accepted a paid WIOA work experience at a local senior care facility called Grandview Manor. With the help of WIOA services, Heather secured after school childcare for her daughter, so she could work and attend classes. Heather forged through every day accomplishing her goals and surpassing any obstacle in her path. Heather expressed sincere gratitude to all who provided guidance and encouragement over the past two years, instructors, youth case managers, and HIGHTS.

The SCC College & Career Readiness team congratulated Heather on their social media page: "What we see in Heather: determination, true grit and inspiration! What we see in her future: much success, new horizons, personal growth!"

Heather's commitment to her goals helped her achieve her dream of attaining an education, she also learned to drive, secured a driver's license, and landed a job at Grandview Manor Care Center. She plans to complete her Nurses Aid Certification through SCC and build on this foundation to achieve other medical certifications. Heather reflects on her journey and encourages others, "I don't expect a pat on the back for accomplishing something I should have done years ago. However, I do hope to inspire people to chase their dreams."



Haywood County Learning Center 2021 Graduation Ceremony



On February 5, 2021, Sable of Cherokee County earned her High School Equivalency Diploma.



Hattie participated with HCLC staff in the S.H.A.R.E. Project in Haywood County which represented people who have and who still struggle with substance abuse, addiction, and mental illness.

Accomplishments

- Total New Youth Enrollments: 29
- Total Youth Served: 179
- Total Credentials Youth Earned: 27
- Total Youth Participated in College Tours: 47
- Total Smart/Soft Skills Graduates: 114
- Total Youth Who Obtained High School Diplomas: 5
- Total Youth Who Obtained High School Equivalencies: 7
- Total Youth in Work-based Learning Opportunities: 6
- Total Youth Enrolled in Occupational Skills Training: 26
- Total Youth That Entered Employment at Exit: 46
- Total Youth That Received Supportive Services: 18

- 59 Young Adults received Financial Literacy Training.
- 47 Young Adults participated in Leadership Development
- 29 Young Adults participated in Tutoring and Study Skills Training.
- 23 Young Adults engaged in Entrepreneurship Training.
- 63 Young Adults engaged in Labor Market Information Workshops.

Grant Recipients

Harnett County Workforce Development Harnett County	\$224,204
Harnett County Workforce Development Sampson County	\$131,977
Two Hawk Workforce Services Chatham County	\$123,657
Two Hawk Workforce Services Lee County	\$165,764

NextGen Expenditures

Total Operating Costs	\$301,971
Total Participant Costs	\$43,815
Total Costs	\$345,786

Training Expenditures

Total of All Participant Training Expenditures	\$40,000
Training Expenditures as a Percentage of Total Expenditures	12%

Work-Based Learning Expenditures

Total Work-Based Learning Expenditures	\$44,285
Work-Based Expenditures as a Percentage of Total Expenditures	13%

Success Stories

Javeer

Javeer was selected as the recipient of the Triangle South Workforce Development Board's Outstanding In-School Youth Award for his many accomplishments as a Youth in the Harnett County Workforce Development WIOA program.



Javeer enrolled into the WIOA Youth program as a 17-year-old homeschool student with no job experience and limited social skills. As a program participant, Javeer completed leadership development activities, attended pre-employment training, served as a page for Governor Roy Cooper, and attended the North Carolina Youth Summit. Javeer worked hard in school to earn his High School Diploma and after graduation, he obtained employment with the Harnett County Board of Elections. Javeer plans to attend college in the future and earn a degree in Computer Information Technology.

Marquis

Marquis was selected as the recipient of the Triangle South Workforce Development Board's Outstanding Out-of-School Youth Award. Although Marquis completed his high school education and graduated, the school he attended lost its accreditation resulting in his being labeled as a high school dropout. After enrolling in the WIOA youth program, Marquis became an active program participant through his consistent workshop attendance and by assisting with job fairs and community events. While working towards his credential, Marquis was faced with several challenges, including lacking the adequate technology and internet access to complete his work. He did eventually complete his Barbering degree from Sanford Barber college and is currently working as an apprentice as he prepares for his state boards.



Ieshia

Ieshia came to the Harnett County Department of Workforce Development, as a single parent in search of a career that would allow her the opportunity to earn the sustainable wages needed to provide for her family. While enrolled in the WIOA Youth program, Ieshia attended school full-time while working a part-time job and completing a work experience opportunity, leadership development activities, and community service projects. Through hard work and determination, Ieshia completed her Associate's Degree in Healthcare Management.



Accomplishments

- Total New Youth Enrollments: 154
- Total Youth Served: 263
- Total Youth Participated in College Tours: 20
- Total Smart/Soft Skills Graduates: 60
- Total Youth Who Entered Post-Secondary Education: 20
- Total Youth Who Obtained High School Diplomas: 21
- Total Youth Who Obtained High School Equivalencies: 20
- Total Youth in Work-based Learning Opportunities: 130
- Total Youth Enrolled in Occupational Skills Training: 1
- Total Youth That Entered Employment at Exit: 26
- Total Youth That Received Supportive Services: 7

Grant Recipients

Choanoke Area Development Association, Inc.	\$258,778
Halifax Cooperative Extension Service	\$109,815
Rocky Mount Opportunities & Industrialization Center	\$546,535
Weldon City Schools	\$76,261
Halifax Cooperative Extension Service Opportunities & Industrialization Center of Wilson County	\$279,622

NextGen Expenditures

Total Operating Costs	\$925,096
Total Participant Costs	\$87,938
Total Costs	\$1,013,034

Training Expenditures

Total of All Participant Training Expenditures	\$236,966
Training Expenditures as a Percentage of Total Expenditures	23%

Work-Based Learning Expenditures

Total Work-Based Learning Expenditures	\$210,464
Work-Based Expenditures as a Percentage of Total Expenditures	21%

Success Stories

Alexxus

Alexxus enrolled into the NextGen Career Services program located at the Opportunities & Industrialization Center (OIF) of Wilson County in February 2020. When Alexxus enrolled she faced several barriers to success. She was pregnant and had trouble finding employment. After being enrolled, her Career Advisor began assisting Alexxus to develop a plan to overcome her barriers. Alexxus was provided pre-employment training including resume writing, interviewing skills, and financial literacy. She was also offered guidance utilizing Labor Market Information to conduct job searches through NCWorks Online. In March, shortly before the COVID-19 Pandemic forced the offices of OIC of Wilson closed, Alexxus successfully attained a Silver level National Career Readiness Certification. Alexxus remained in touch with her Career Adviser during this time and continued to work on the plan she developed. In July, Alexxus welcomed the birth of her daughter. While Alexxus was overjoyed with her newborn, it also presented a new barrier to employment. Her Career Adviser referred Alexxus to multiple partnering agencies, for possible assistance.



In September 2020, Alexxus was asked to speak during the EMERGE Leadership Development event held by the OIC of Wilson for high school students. Alexxus shared her story and advised the students how to prepare for life after high school. In November, Alexxus interviewed for a position at the Self Help Credit Union in Wilson NC. It is a full-time position that offered a generous salary and benefits. After the interview, Alexxus was offered the position and she graciously accepted the position as a Member Services Representative.

Alexxus' determination is truly inspiring, despite a global pandemic, a limited support system, and becoming a mother, she was undeterred in reaching her goals.

Since exiting the program Alexxus remains happily employed and has since received a pay raise with the Self Help Credit Union.

Town of Seaboard

The Town of Seaboard is located in the heart of Northampton

County. It is a small rural community with only 315 households. During the emergence of the COVID-19 pandemic many residents

were unaware of the severity of the virus and were ill-prepared to face the challenges, it presented. Most of the people that call Seaboard home are senior citizens, a group that is quite susceptible to the virus. The leadership of the town, including the mayor, county manager, and mayor pro tem developed a plan to address the public health concerns created by the virus.



After the plan was completed, the group applied for grant funding from various agencies to obtain personal protective equipment for each household. After successfully obtaining the PPE, the committee was faced with an issue of how to distribute the equipment. While attempting to develop a strategy to distribute the PPE, the committee contacted the NextGen Career Service advisor at the Choanoke Area Development Association offices in Northampton County.

The committee sought the assistance of five NextGen participants to develop flyers and distribute the PPE to the town residents. In collaboration with Town of Seaboard employees, NextGen participants assembled PPE packages. Between October and December 2020, each household was provided with two separate packages of protective materials.

NextGen Work Experience (WEX) During COVID-19

For the months of July and August, Turning Point WDB NextGen youth provider WIOA Student Incentive Program of Halifax County has partnered with and have been assisting the following agencies and churches in their monthly food banks, Greater Joy North, Roanoke Rapids, The Way of the Cross Outreach on 158 Roanoke Rapids NC, System Of Care/Families Supporting



Families Roanoke Rapids, Halifax County Counseling on Aging in Enfield, NC and the Scotland Neck Senior Citizen Food Bank. Responsibilities of helping the organizations and agencies consisted of preparing food boxes to be passed out to those in the community. The WIOA Student Incentive Program has also partnered with Holden Temporaries, Inc. of Roanoke Rapids, NC to help assist participants in finding employment opportunities. The WIOA Student Incentive Program will also be partnering with the Halifax Community College Pride STEM Program.

NextGen Career Pathways

Congratulations to the Roanoke Rapids Grade School District Board for their work with the Business Support Services Pathways team! The certificate of implementation was recently presented by Brandi Bragg, Northeast NC Career Pathways Coordinator



and Duna Long, Outreach and Special Projects Coordinator with the Turning Point Workforce Development Board. Career Pathways partners (school systems, employers and other partners) have worked to complete pathways for several years now and when approved, move forward in assisting in the implementation process. The region has State-certified areas for schools to provide a "path" for our young people to thrive in education while showing their skills and interests along the way. We are proud to recognize Roanoke Rapids Grade School District and very pleased to work with them in our Region.



Accomplishments

- Total New Youth Enrollments: 33
 - Total Youth Served: 88
 - Total Credentials Youth Earned: 28
 - Total Youth Participated in College Tours: 2
 - Total Smart/Soft Skills Graduates: 11
 - Total Youth Who Entered Post-Secondary Education: 2
 - Total Youth Who Obtained High School Diplomas: 8
 - Total Youth in Work-based Learning Opportunities: 24
 - Total Youth Enrolled in Occupational Skills Training: 24
 - Total Youth That Entered Employment at Exit: 22
 - Total Youth That Received Supportive Services: 57
-
- The Western Piedmont NextGen staff were able to shift quickly and engage virtually with their participants in response to the pandemic and in the midst of a difficult year. They were able to maintain enrollment goals and work experience goals with little interruption. They did this by diligently attempting to maintain contact with employers, partners and participants. They also were able to quickly learn multiple platforms for virtual meetings and enrollments, while doing their best to keep participants engaged.
 - Reaching out with purpose is what creates the tangible outcomes for internships (work experience). Our goal is always to connect the job seekers to the employer, and to be realistic about services that make the connection between the employer, customer, and NCWorks System. Highlighting previous successes, immediate placements, and sustaining relationships through commitment and presence are the key to a successful internship program.

Grant Recipients

Ross Innovative Employment Solutions	\$1,826,914
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NextGen Expenditures

Total Operating Costs	\$317,618
Total Participant Costs	\$217,768
Total Costs	\$535,387

Training Expenditures

Total of All Participant Training Expenditures	\$71,320
Training Expenditures as a Percentage of Total Expenditures	13%

Work-Based Learning Expenditures

Total Work-Based Learning Expenditures	\$146,448
Work-Based Expenditures as	27%

Success Stories

Lea

Lea is an Early Grad from Hibriten High School that was originally brought into the NCWorks Scholarship program to complete her CNA training. After starting the training, Lea knew that CNA wasn't the right career path for her.



Lea has a strong passion for working with animals and had considered becoming a Veterinarian in the future. The NCWorks NextGen Scholarship/paid internship program was able to coordinate an internship opportunity at a local animal hospital and she is loving the experience! We are excited to report that Lea was hired on as a Kennel Attendant, and she has obtained a lot of hands on experience in other areas since starting, "I get to wash surgical utensils, hold the animals while they are getting shots or waiting to be seen, take the temperature of the animals, and watch surgeries". Lea has loved the learning opportunity that she has had at the animal hospital, and she is excited to use this experience on her resume in the future. We are so excited to help Lea find and explore her passion!

Sumetha

The path to success takes many roads. Sumetha was first involved with the NCWorks NextGen program beginning in 2016 as a high-school student. Through the program, Sumetha says he gained discipline, friendship, and a fresh perspective on himself. One of NCWorks NextGen advantages is to provide encouragement and coaching to struggling students to ensure they finish high school. Flash forward five years, and Sumetha, realizing his career goals, he is now pursuing the NCWorks NextGen scholarship program. The positive experience he had with the NextGen Career Advisors provided him with the confidence to seek further financial and career coaching support to obtain his CDL license. Sumetha has not been shy to show his excitement at seeing familiar faces from the program, and meeting new ones. A unique aspect of Sumetha's experience with the NextGen program is that he wishes to accompany the NextGen Career Advisors to presentations, with the purpose of sharing his experiences. He hopes he can help inspire other students to learn more about the NextGen scholarship and internship programs so they too achieve success! The promotion Sumetha takes upon himself for the NextGen program speaks volumes of the level of career coaching and services he was provided by his Career Advisor, and his time with the program.



Lea with her Career Advisor at graduation

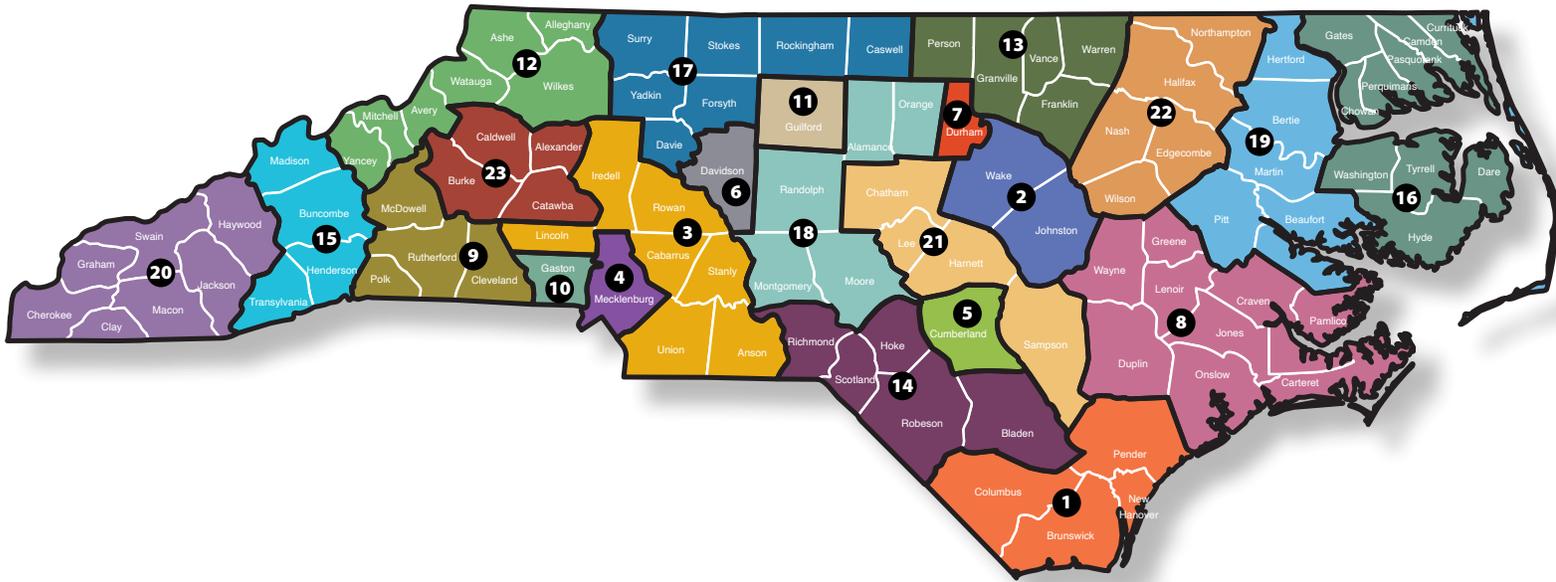


Jonathan is pleased with his work experience in the automotive industry!



Yaison completed his truck driver training and is now employed!

North Carolina Workforce



1 Cape Fear WDB
Brunswick, Columbus, New Hanover, Pender

2 Capital Area WDB
Johnston, Wake

3 Centralina WDB
Anson, Cabarrus, Iredell, Lincoln, Rowan, Stanly, Union

4 Charlotte Works WDB
Mecklenburg

5 Cumberland County WDB
Cumberland

6 DavidsonWorks WDB
Davidson

7 Durham WDB
Durham

8 Eastern Carolina WDB
Carteret, Craven, Duplin, Greene, Jones, Lenoir, Onslow, Pamlico, Wayne

Development Boards



- 9 Foothills WDB**
Cleveland, McDowell, Polk, Rutherford
- 10 Gaston County WDB**
Gaston
- 11 GuilfordWorks WDB**
Guilford
- 12 High Country WDB**
Alleghany, Ashe, Avery, Mitchell, Watauga, Wilkes, Yancey
- 13 Kerr-Tar WDB**
Franklin, Granville, Person, Vance, Warren
- 14 Lumber River WDB**
Bladen, Hoke, Richmond, Robeson, Scotland
- 15 Mountain Area WDB**
Buncombe, Henderson, Madison, Transylvania
- 16 Northeastern WDB**
Camden, Chowan, Currituck, Dare, Gates, Hyde, Pasquotank, Perquimans, Tyrrell, Washington
- 17 Piedmont Triad Regional WDB**
Caswell, Davie, Forsyth, Rockingham, Stokes, Surry, Yadkin
- 18 Regional Partnership WDB**
Alamance, Montgomery, Moore, Orange, Randolph
- 19 Rivers East WDB**
Beaufort, Bertie, Hertford, Martin, Pitt
- 20 Southwestern WDB**
Cherokee, Clay, Graham, Haywood, Jackson, Macon, Swain
- 21 Triangle South WDB**
Chatham, Harnett, Lee, Sampson
- 22 Turning Point WDB**
Edgecombe, Halifax, Nash, Northampton, Wilson
- 23 Western Piedmont WDB**
Alexander, Burke, Caldwell, Catawba

North Carolina Workforce Board Chairs & Directors

All North Carolina Workforce Development Boards are comprised of at least 51 percent private sector members that represent a multitude of businesses – small local companies to large global corporations. Together with these local businesses, we create a workforce ready to meet the demanding needs of the local area, providing value for the growing economy.

Cape Fear WDB

[Brunswick, Columbus, New Hanover, Pender](#)

- Workforce Development Board Chair: Jim Kornegay, Vice President of Marketing and Owner, Lynda's Play and Learn Too, Inc.
- Executive Director: Ginger Brick

Capital Area WDB

[Johnston, Wake](#)

- Workforce Development Board Chair: Brian Holland, General Counsel, Global Knowledge Training LLC
- Executive Director: Pat E. Sturdivant

Centralina WDB

[Anson, Cabarrus, Iredell, Lincoln, Rowan, Stanly, Union](#)

- Workforce Development Board Chair: Reinaldo Panico Peres, President/CEO No Borders Consulting Group
- Executive Director: David Hollars

Charlotte Works WDB

[Mecklenburg](#)

- Workforce Development Board Chair: Chris Payton, Senior VP, Global Talent Acquisition, Bank of America
- Executive Director: Danielle Frazier

Cumberland County WDB

[Cumberland](#)

- Workforce Development Board Chair: Diana Potts, Chief Executive Officer, Center for Emerging Business
- Executive Director: Justin Hembree

DavidsonWorks WDB

[Davidson](#)

- Workforce Development Board Chair: Brian Hughes, HR Manager Lowes, Thomasville Millwork
- Executive Director: Pam Walton

Durham WDB

[Durham](#)

- Workforce Development Board Chair: Jeff Frederick, Senior Vice President Global Human Resources Business Partnering, Human Resources, RTI International
- Executive Director: Andre Pettigrew

Eastern Carolina WDB

[Carteret, Craven, Duplin, Greene, Jones, Lenoir, Onslow, Pamlico, Wayne](#)

- Workforce Development Board Chair: Al Searles, Senior Director, Transportation/Logistics, Smithfield Hog Production
- Executive Director: Tammy Childers

Foothills WDB

[Cleveland, McDowell, Polk, Rutherford](#)

- Workforce Development Board Chair: David Pharr, President, Pharr Technologies
- Executive Director: David Lee

Gaston County WDB

[Gaston](#)

- Workforce Development Board Chair: Larry Garland, Owner, Charlotte Paint Co.
- Executive Director: Angela Karchmer

GuilfordWorks WDB

[Guilford](#)

- Workforce Development Board Chair: Harley Garrison, Chief Executive Officer, Starr Electric Company, Inc.
- Executive Director: Chris Rivera

High Country WDB

[Alleghany, Ashe, Avery, Mitchell, Watauga, Wilkes, Yancey](#)

- Workforce Development Board Chair: Jeff Dreyer, Director of Manufacturing, American Emergency Vehicles (AEV)
- Executive Director: Keith Deveraux

Kerr Tar WDB

[Franklin, Granville, Person, Vance, Warren](#)

- Workforce Development Board Chair: Hal Muetzel, Owner, Express Employment Professionals
- Executive Director: Lou Grillo

Lumber River WDB

[Bladen, Hoke, Richmond, Robeson, Scotland](#)

- Workforce Development Board Chair: Jay Todd, Chief Executive Officer, Service Thread Manufacturing
- Executive Director: Patricia Hammonds

Mountain Area WDB

[Buncombe, Henderson, Madison, Transylvania](#)

- Workforce Development Board Chair: Abraham Pallas, Owner and Manager, The Broomfield Inn
- Executive Director: Nathan Ramsey

Northeastern WDB

[Camden, Chowan, Currituck, Dare, Gates, Hyde, Pasquotank, Perquimans, Tyrrell, Washington](#)

- Workforce Development Board Chair: Sean Lavin, Manager of Program Operations, TCOM, LP
- Executive Director: David Whitmer

Piedmont Triad Regional WDB

[Caswell, Davie, Forsyth, Rockingham, Surry, Stokes, Yadkin](#)

- Workforce Development Board Chair: Darren Poole, Vice President & Chief Safety Officer EVO Corporation
- Executive Director: Wendy Walker-Fox

Regional Partnership WDB

[Alamance, Montgomery, Moore, Orange, Randolph](#)

- Workforce Development Board Chair: Randy Perkins, Owner, Prime Personnel Resources, Inc.
- Executive Director: Tammy Wall

Rivers East WDB

[Beaufort, Bertie, Hertford, Martin, Pitt](#)

- Workforce Development Board Chair: Robert Williams, Owner, WMS Marketing
- Executive Director: Jennie Bowen

Southwestern WDB

[Clay, Graham, Haywood, Macon, Jackson, Swain, Cherokee](#)

- Workforce Development Board Chair: Doris Johnson, HR Director, Harrah's Cherokee Casino Resort
- Executive Director: David Garrett

Triangle South WDB

[Chatham, Harnett, Lee and Sampson](#)

- Workforce Development Board Chair: Eugene Pearsall, Owner, Eugene's Trucking, Inc
- Executive Director: (Interim) Danny Giddens

Turning Point WDB

[Edgecombe, Nash, Halifax, Northampton, Wilson](#)

- Workforce Development Board Chair: Clinton Williams, Owner, CW Counseling Services
- Executive Director: Michael Williams

Western Piedmont WDB

[Burke, Caldwell, Alexander, Catawba](#)

- Workforce Development Board Chair: Josh McKinney, Vice President, Peoples Bank
- Executive Director: Wendy Johnson

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