Strengthening North Carolina’s Workforce Development System: One Step at a Time

Don McCorquodale, Chair
Commission on Workforce Development

NORTH CAROLINA
DEPARTMENT OF COMMERCE
<table>
<thead>
<tr>
<th>Session Law Requirements</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Revise Memorandum of Understanding for JobLink Career Centers</td>
<td>Completed</td>
</tr>
<tr>
<td>Establish criteria for JobLink Career Centers</td>
<td>Completed</td>
</tr>
<tr>
<td>Review and Evaluate North Carolina’s workforce development plans</td>
<td>Completed</td>
</tr>
<tr>
<td>Develop and report on system-wide performance measures to assess the effectiveness of the entire system</td>
<td>Completed</td>
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Evaluating the Workforce System

• Program Evaluation Division identified need for performance measures

• Role of the Commission on Workforce Development

• Phased implementation
Measuring the Performance of North Carolina’s Workforce Development System

Catherine Moga Bryant
Director, Governance and Strategic Planning
Division of Workforce Solutions

NORTH CAROLINA
DEPARTMENT OF COMMERCE
Overview

• Background
• Development of performance measures
• Data limitations
• Initial system-wide performance measures
• Improvement plan
Overview

Session Law 2012-131 directed the Commission on Workforce Development to develop and continuously improve performance measures to assess the effectiveness of workforce training and employment.

The workforce development system is comprised of a variety of programs with a broad range of activities serving a diverse population.
Developing the Measures

• Established working group
• Determined which programs to include
• Identified performance measures
• Defined time frame
• Determined population groups
<table>
<thead>
<tr>
<th>Agency</th>
<th>Workforce Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dept. of Commerce</td>
<td>Wagner-Peyser</td>
</tr>
<tr>
<td></td>
<td>Workforce Investment Act</td>
</tr>
<tr>
<td>Dept. of Labor</td>
<td>Apprenticeship</td>
</tr>
<tr>
<td>Dept. of Health &amp; Human Services</td>
<td>Food and Nutrition Services, Employment and Training</td>
</tr>
<tr>
<td></td>
<td>Services for the Blind, Employment and Training</td>
</tr>
<tr>
<td></td>
<td>Work First, Employment and Training</td>
</tr>
<tr>
<td></td>
<td>Vocational Rehabilitation, Employment and Training</td>
</tr>
<tr>
<td>Dept. of Public Instruction</td>
<td>Career and Technical Education</td>
</tr>
<tr>
<td>N.C. Community College System</td>
<td>Basic Skills</td>
</tr>
<tr>
<td></td>
<td>BioNetwork</td>
</tr>
<tr>
<td></td>
<td>Customized Training</td>
</tr>
<tr>
<td></td>
<td>Human Resource Development</td>
</tr>
<tr>
<td></td>
<td>Small Business Center Network</td>
</tr>
<tr>
<td></td>
<td>Workforce Continuing Education</td>
</tr>
<tr>
<td></td>
<td>Postsecondary Career, Technical, and Vocational Education</td>
</tr>
</tbody>
</table>
What to Measure

Programs help individuals obtain and maintain adequate employment through training, education, and support.

Performance measures should report on:

- Participation
- Skills obtained
- Employment
- Average Wages
System-Wide Performance Measures

• How many individuals participated in the workforce development system?
• How many individuals continued to participate in the system?
• How many individuals were employed?
• What were the average wages of those employed?
• How many individuals continued their education in the public higher education system in N.C.?
Time Frame

Cohort of Workforce Development System Participants (1.6 million)

Base Year: Fiscal Year 2009-10

Status 1 year later

Status 2 years later

Fiscal Year 2010-11

Fiscal Year 2011-12
Data Limitations

• Common Follow-up System (CFS)
  – Missing programs
  – Missing unique identifiers
  – No private education and training programs

• Wage records
  – No out-of-state employers
  – No federal employers
Data Improvements

• Additional program data
• Access to employment and wage data from employers in other states and the federal government
• Improvements to CFS
  – System redesign
  – Data quality
  – Capacity to match data
Performance Measures
How many individuals participated in the workforce development system?
Base Year Participation

1.6 million participants in the cohort

- Youth: 239,833
- Adults: 1,377,339
## Participants by Agency

<table>
<thead>
<tr>
<th>Agency</th>
<th>Number Served</th>
<th>Percentage of Cohort</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dept. of Commerce</td>
<td>804,082</td>
<td>50%</td>
</tr>
<tr>
<td>Community College System</td>
<td>610,034</td>
<td>38%</td>
</tr>
<tr>
<td>Dept. of Health and Human Services</td>
<td>289,287</td>
<td>18%</td>
</tr>
<tr>
<td>Dept. of Public Instruction</td>
<td>192,711</td>
<td>12%</td>
</tr>
<tr>
<td>Dept. of Labor</td>
<td>8,353</td>
<td>0.5%</td>
</tr>
</tbody>
</table>
Workforce Development System Participants

Make up 20% of the Workforce
How many individuals continued to participate in the workforce development system after the base year?
Participants Continued to Participate and Improve their Skills

- 200,000
- 400,000
- 600,000
- 800,000
- 1,000,000
- 1,200,000
- 1,400,000
- 1,600,000
- 1,800,000

services
training and/or education

51%
53%
54%
How many individuals from the cohort were employed?
Employment Rates of Adult Participants

<table>
<thead>
<tr>
<th>Type</th>
<th>Base Year</th>
<th>1 Year Later</th>
<th>2 Years Later</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service</td>
<td>63%</td>
<td>58%</td>
<td>57%</td>
</tr>
<tr>
<td>Training</td>
<td>68%</td>
<td>68%</td>
<td>67%</td>
</tr>
<tr>
<td>Education</td>
<td></td>
<td>58%</td>
<td>61%</td>
</tr>
</tbody>
</table>
Employment Rates of Youth Participants

- Base year: 29%
- 1 year later: 42%
- 2 years later: 54%
What were the average wages of those employed?
Wages Increase

Average wages for all wage earners increased by 6% from $16.4 billion (base year) to $19.7 billion (2 years later) with a 20% increase.
Wages Increased for Adults

- Adults - Service: 57% increase
- Adults - Training: 18% increase
- Adults - Education: 55% increase

**Legend:**
- Blue: average wage in base year
- Red: average wage 2 years later
Wages Increased for Youth Participants

- **Average wage in base year**
- **Average wage 2 years later**

<table>
<thead>
<tr>
<th>Program</th>
<th>Average Wage</th>
<th>Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Youth - Service</td>
<td>$2,000</td>
<td>125%</td>
</tr>
<tr>
<td>Youth - Training</td>
<td>$4,000</td>
<td>105%</td>
</tr>
<tr>
<td>Youth - Education</td>
<td>$5,000</td>
<td>65%</td>
</tr>
</tbody>
</table>
How many individuals from the cohort continued their education in the public higher education system?
Youth Participants Enroll in Higher Education

<table>
<thead>
<tr>
<th>Time</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 year later</td>
<td>20%</td>
</tr>
<tr>
<td>2 years later</td>
<td>27%</td>
</tr>
</tbody>
</table>
Next Steps

• Develop program specific measures
• Identify expected performance levels
• Measure the level of employer participation
• Determine customer satisfaction
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