



**DATE:** Tuesday October 16, 2018

**FOCUS TEAM:** Measurement

**TEAM MEMBERS:** Lula Jackson, Chair (Anson), Tony Simpson (Lincoln), Brandon Douglas (Iredell), Dr. Carol Spalding (Cabarrus), Sherika Rich (Board Staff), and Ken McCoy (One-Stop Operator)

**GOAL:** Create a set of metrics that measure the systemic effectiveness and quality of the NCWorks Career Center for job seekers and employer customers that allows our board to know how the system is operating and the satisfaction levels of our clients.

The Measurement team last met on Friday, September 28, 2018 to review and discuss Program Year (PY) 2017 and 2018 performance and confirm the new Measurement Team Chair. Former Measurement Team Chair, Suzanne Hearn (Union) and Michael Smith (Stanly) stepped down from the Centralina WDB. Lula Jackson was voted as the new Team Chair.

### **(Federal) WIOA Title 1 and Title 3 Performance**

*PY 2017 (July 1, 2017 – June 30, 2018)*

Centralina WDB (Title 1) Adult, Dislocated Worker, and NextGen and (Title 3) Adult programs all met the minimum of at least ninety percent (90%) achieved, overachieving in 9 of the 14 eligible categories collectively.

*PY 2018 (July 1, 2018 – June 30, 2019)*

Local and State Goals are still being finalized for PY18. Once released, the Board will receive an update for PY18-Q1 electronically.

### **(State) NCWorks Commission Performance for PY 2018 (Current)**

*Employer Outreach & Engagement Goals as of September 2018*

Provide a **staff-assisted service** to at **least 5%** of all private businesses in the counties served by the local WDB = **474**

**At least 10%** of all private businesses receiving staff-assisted services will be **new** customers = **235**

**At least 25%** of all private businesses receiving staff-assisted services will be **small** businesses (<100 employees) = **142**

### **(Local) Centralina WDB/NCWorks Career Center (Title 1) Contractor**

The Title I Contractor monthly accountability plan shows the Adult/Dislocated Worker being on track to meet new enrollment goals as well as successful outcomes for job seeker training and work experience. NextGen is slightly behind on enrollment goals and successful outcome for training and work experiences.

Centralina WDB staff are meeting with the Contractor monthly to identify and strategically address any issues.

### **Going Forward**

The Measurement Team will continue to review all performance levels and decide if there are specific details that need to be brought to the full Board's attention during the Centralina WDB bi-monthly meetings.

For detailed reports and graphics, contact Sherika Rich, Program Services Leader at [srich@centralina.org](mailto:srich@centralina.org) or 704.348.2719.