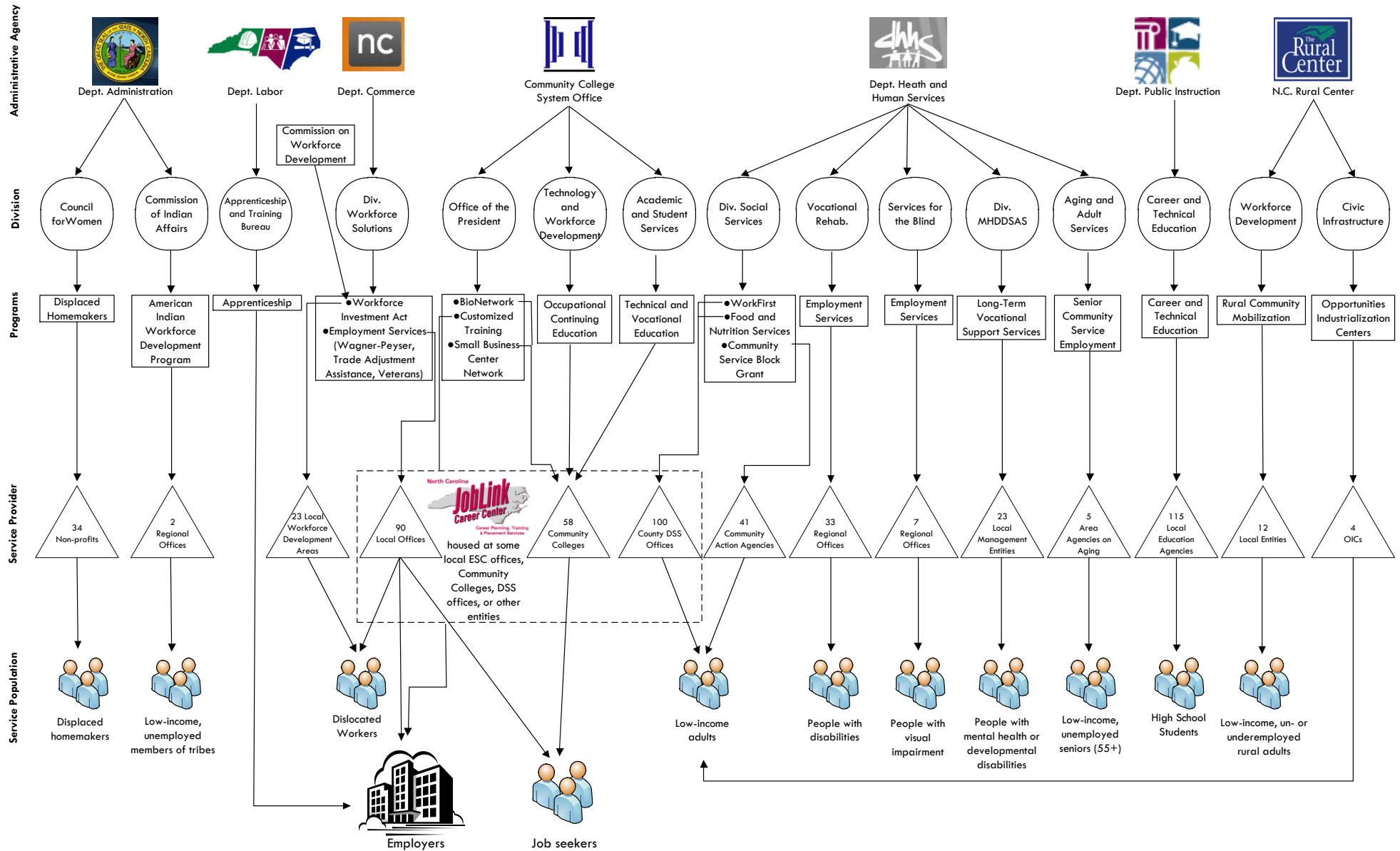


Administrative Structure of 20 Workforce Development Programs Providing Direct Services in North Carolina



Note: MHDDSAS stands for Mental Health, Developmental Disabilities, and Substance Abuse Services. OIC stands for Opportunities Industrialization Centers. The Workforce Initiatives program in the Community Colleges System Office and the Labor Market Information program in the Department of Commerce do not provide direct services and are not shown in this exhibit.

Source: Program Evaluation Division based on organizational data from workforce development programs.

Types of Workforce Development Programs

Service Category	Services to Individuals	Services for Businesses
Job Placement	Helps people find a job through activities such as <ul style="list-style-type: none"> • job searches • developing resumes • identifying potential jobs • applying for jobs • obtaining interviewing skills • providing referrals • providing information about the labor market and occupations in the local area • placement in subsidized employment 	Helps businesses find employees through activities such as <ul style="list-style-type: none"> • posting job openings • holding job fairs • screening applicants • providing referrals • providing information about the local labor market • providing subsidies for employees
Job Training	Helps individuals obtain skills they need to qualify for jobs including <ul style="list-style-type: none"> • basic skills • skills training for specific occupations • skills training for starting a new business 	Helps businesses train current employees to help the business stay competitive
Supportive Services	Helps reduce barriers to employment such as transportation, child care, and medical equipment/technology	n/a

Source: Program Evaluation Division.

Summary of Recommendations

Recommendation	Specific Legislative Actions
1. Streamline the workforce development system	<ul style="list-style-type: none">• Direct the transfer of Apprenticeship from the Department of Labor to North Carolina Community Colleges System Office• Eliminate the Workforce Initiatives Program• Direct the reduction of membership of the Commission on Workforce Development from 38 to 25• Require local workforce development areas to conduct regional planning and cooperate in the provision of services within each Council of Government• Encourage the reduction of the number of local workforce development areas from 23 to 16 by aligning them with Councils of Governments
2. Enhance accountability by requiring statewide performance measures	<ul style="list-style-type: none">• Require the Commission on Workforce Development to perform its statutorily required duty to develop performance measures for the workforce development system• Direct state agencies and local workforce development programs to report information to the Commission on Workforce Development• Direct the Department of Commerce to strengthen the common follow-up management information system
3. Strengthen the JobLink Career Center system	<ul style="list-style-type: none">• Direct the Commission on Workforce Development to strengthen charter requirements for JobLink Career Centers• Direct participating state agencies to revise the memorandum of understanding for the JobLink Career Center system
4. Use technology to integrate programs and improve access to services	<ul style="list-style-type: none">• Require the Department of Commerce to create a unified web portal for the workforce development system• Direct the Department of Commerce to develop a plan to accommodate programs administered by the Department of Administration and the Department of Health and Human Services in the common intake and to report to the oversight committee on implementation timeline, process, and costs
5. Create a legislative oversight committee to oversee reform	<ul style="list-style-type: none">• Create the Joint Legislative Workforce Development System Reform Oversight Committee• Charge the committee with oversight of and responsibility for ensuring the recommended reforms are implemented in accordance with the law• Dissolve the committee after it issues its final report to the 2015 Session of the General Assembly

Source: Program Evaluation Division.