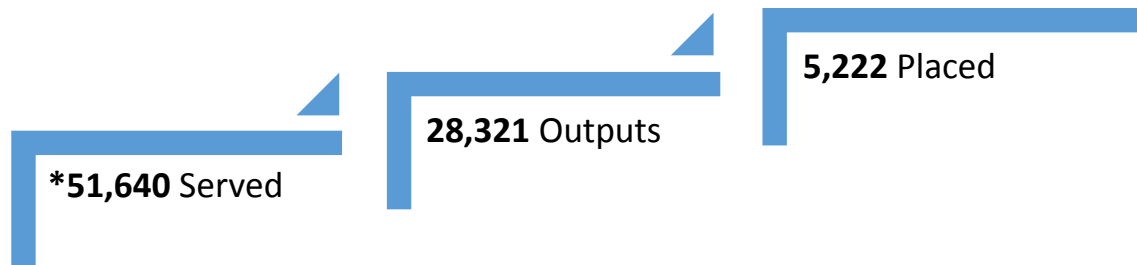


## Workforce Development Services 2017: *Impact Report Executive Summary*



\* Includes 16,185 served through Crosby Scholars

### OVERVIEW OF MISSION SERVICES BY IMPACT AREA

#### Finance

- Career Connections**- offers free, personalized job readiness training and other services to aid in job search.
- Professional Center** - addresses the re-employment needs of the unemployed professional level job seeker.
- Prosperity Center**- offers free services to participants ready to commit to a goal of reaching financial stability.
- Veteran Services**- provides veterans access to needed resources, job training and job placement assistance.
- WorkFirst Services**- provides work experience and job search services to those transitioning to employment.
- Goodwill Works**- provides employers with participants that are work-ready and understand how to keep a job.

#### Education

- Skills Training**- provides targeted training designed to teach students to become employable in high demand fields.
- Crosby Scholars**- prepares students academically, financially, and personally for successful college admission.
- Access Center**- provides access to high school diploma plus skills credentialing, coaching and job search assistance.

#### Life Skills & Self-Sufficiency

- Youth Services**- helps youth and young adults achieve their goals in education, employment, and life skills.
- Ability Services**- provides career and life skills training and assistance to persons with disabilities.
- Foster Youth Initiative**- helps foster and former foster young adults as they transition into adulthood.

#### Lowering Recidivism

- Project Re-entry**- provides transition services for ex-offenders after serving active prison sentences.

What specifically did the Impact Model help achieve in 2017? Turn the page-

**Impact Model -  
A glimpse of achievements...**

**Career Connections:**

Piloted 2-tiered service approach providing individual coaching, program planning and long-term support. 2018 will expand to Asheville, Lexington, and Statesville.

**Professional Center:**

Added First Impressions, direct participant engagement with partners such as recruiters, social media consultants, employment attorneys and etiquette & image consultants.

**Prosperity Center:**

Of the 73 participants placed, an impressive 78.87% reached impact of obtaining a job at living wage and/or a job with benefits.

**Veteran Services:**

Awarded Operation GoodJobs (OGJ) 3, one of the few service providers selected to continuing providing services to veterans and their families under this grant.

**Access Center:**

Clients experienced a smoother intake process due to Forsyth Technical staff being on site to assist and do assessment.

**Skills Training:**

Added skilled trades classes to meet growing labor demand including Basic Construction, Drywall, HVAC, and Production Technician.

**Ability Services:**

Began a weekly Budgeting and Entitlements Management Program to equip participants with the tools needed to create a budget and manage their own finances.

**Youth Initiatives:**

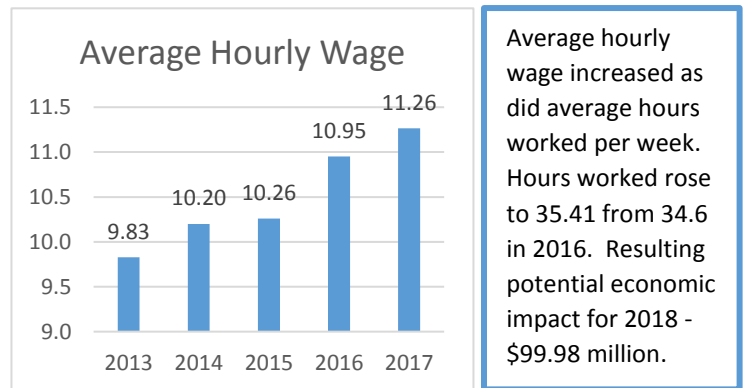
Received expanded WIOA contract to serve youths' employment and education needs in 7 counties and forging a partnership with Goodwill Industries of Central North Carolina, Inc.

**Project Re-entry:**

Implemented Project Family in partnership with the Piedmont Triad Regional Council to strengthen and improve relationship quality within family units of criminal justice involved parents, their children and caregivers.

*The result of deeper impact work?  
Participants reach milestones that lead to self-sufficiency.*

<b>Basic Needs</b>	<b>591</b>	<b>Vocational</b>	<b>8,419</b>
Family Supports	7	Career Coaching	1,586
Healthcare	229	Job Readiness	3,892
Housing	131	Professional Events	334
Foster Youth Assessment	84	Retentions 90	1,264
Permanency	42	Retentions 180	870
Transportation	98	Retentions 360	473
<b>Education</b>	<b>11,639</b>	<b>Financial Stability</b>	<b>2,450</b>
Credentialing	1,658	Job Satisfaction	653
EFL Increase	24	Entrepreneurship	12
Enrolled in College	89	Credit Related	522
Pre-Release Completions	571	Asset Purchases	175
Skill Development	1,425	Savings Related	180
Skills Completions	7,141	Compensation Related	908
Financial Coaching	523		
In Education	208		
<b>Placements</b>	<b>5,222</b>		
Employed	5,222	<b>Total Outputs</b>	<b>28,321</b>



In 2017, for the third year in a row, the top jobs participants found were in Production / Manufacturing, Food Services and Retail. Production placements accounted for 29.6% of the total projected economic impact for 2018, followed by Food Services at 14.4% and Retail at 10.7%.

Placement by Job Title	
Production	27%
Food Service	20%
Retail	14%
Skills/Trades	8%
Education	8%
Environmental	6%
Customer Service	5%
Transportation	4%
Professional	4%
Healthcare	2%
Administration	2%