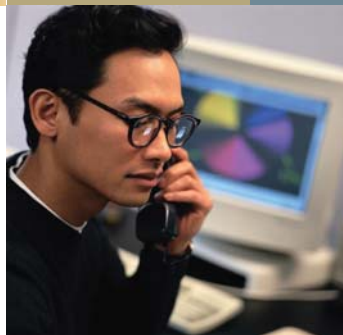


North Carolina Department of Commerce



**A Report on the Operations
Of the North Carolina
Common Follow-Up System (CFS)
May 2012**

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The North Carolina Common Follow-up System (CFS)
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Preface

This report has been prepared by the Labor and Economic Analysis Division of the North Carolina Department of Commerce. The report updates the history, operation and ongoing activities of the North Carolina Common Follow-up System (CFS) and is issued in compliance with the North Carolina General Statute §§ 96-30 through 96-35.

A Report On The Operations Of The North Carolina Common Follow-up System (CFS) May 2012

The Purpose of the Common Follow-up System

The purpose of the Common Follow-up System (CFS) is to provide information on the educational and employment outcomes of participants in publicly supported educational, employment and training programs for use in planning, policy-making, program evaluation, resource allocation and career planning.

Why a Common Follow-up System?

CFS grew out of the recognition by a group of state agencies that quality outcome information was needed on the participants of educational, employment and training programs. This data was essential for program planning, evaluation and resource management. Although each of the agencies conducted independent follow-up studies to fulfill specific programmatic, regulatory or other requirements, information content and collection procedures were specific to each agency. Existing collection methods often were expensive and no mechanism was available for the sharing of information among agencies. No process existed to review outcomes across programs and agencies, to study the relationships among programs and agencies, or to examine results for the system as a whole. In short, there was no consistent method that allowed for the examination of the education, employment and training community. The CFS was developed as a cost-effective response to these limitations.

History of the Common Follow-up System

The CFS was developed in 1992 as a cooperative venture of the participating agencies under the auspices of the North Carolina State Occupational Information Coordinating Committee (NCSOICC). The original participating agencies were:

- the University of North Carolina, General Administration (UNC);
- the North Carolina Community College System (NCCCS);
- the North Carolina Department of Public Instruction (DPI), Workforce Development Education;
- the Employment Security Commission (ESC) of North Carolina;
- the North Carolina Department of Commerce, Division of Workforce Development (DWD);
- the North Carolina Department of Human Resources, Division of Vocational Rehabilitation Services (DVR); and
- the North Carolina Department of Labor (DOL).

The participating agencies chose ESC as the system operator, due to its expertise with large data sets and its responsibility for the Unemployment Insurance wage file. In the initial CFS year, a prototype matching system was developed. This matching system provided a mechanism whereby data submitted by each of the participating agencies were matched to data submitted by each of the other agencies and to the Unemployment Insurance wage file.

CFS Years 1992-1995

Over the first four years of operation, the CFS evolved in terms of processing procedures and system expansion. The system was converted from a single year matching system to a longitudinal database. The longitudinal database structure allowed the tracking of an individual's progress through the workforce system across time, in addition to supporting comparisons at specific intervals or points in time. This conversion also provided the opportunity to study the long-term impact of programs, to examine the interrelationships among agencies in the overall provision of services and to gain a better understanding of the paths individuals follow while utilizing these services. The system grew in terms of both records and individuals processed. The number of individuals processed increased from 674,305 in 1992 to over 2 million in 1995, while the number of agencies grew from 6 to 8 over the same time period.

During the closing days of the 1995 session, the General Assembly initiated a new chapter in the history of the CFS by enacting legislation that placed new requirements on the system. Chapter 96 of the North Carolina General Statutes was amended to:

- establish the CFS by statute;
- define system participation;
- establish operational responsibility with the ESC;
- establish programmatic evaluative responsibility with the Office of State Budget and Management (OSBM);
- mandate data integrity and confidentiality; and
- outline reporting and schedules.

The ESC was designated as the host agency for the system with the following responsibilities:

- collection of the required data;
- operation, update and maintenance of the system;
- provision of assistance to participating entities with the development of seed files and analysis of the enhanced records;
- determination, in cooperation with OSBM, of any additional state agencies and other entities not currently participating in the system and a time frame for their inclusion;

- determination, in cooperation with OSBM, of any additional data elements required for the system; and
- delivery of a system status and operations report to the legislature on or before May 1 each year.

The North Carolina OSBM was charged with using system outputs in the evaluation of agencies and programs receiving state or federal funds in support of education, employment and training activities.

In addition to the changes mandates by the new legislation, the ESC began work with other groups interested in incorporating CFS information into their program evaluation efforts. These included the North Carolina Commission on Workforce Development and the Performance Measurement Task Force.

CFS Years 1996-2010

Over the next several years, there was increased interest in the data contained in the CFS. Several groups turned to the CFS as a valuable source of quality outcome information for education, employment and training programs. The increased interest was due to initiatives at both the state and national levels regarding the collection, calculation and reporting of performance information throughout the education, employment and training system. These initiatives included the development of reports for the Commission on Workforce Development, SOICC and Work First Business Council. In addition to those reports, ESC developed the Consumer Guide System, which is available for use in ESC Local Offices, Community College Career Resource Centers, JobLink Career Centers and by individuals with internet accessibility.

The Workforce Investment Act (WIA) of 1998 stimulated further interest and attention to the data contained in CFS. WIA mandates the collection, calculation and reporting of performance and accountability measures for workforce training programs operated throughout the state. ESC worked in collaboration with DWD on the development of procedures for the processing, calculation and reporting of the state's WIA performance measures. Information from the CFS along with information from other administrative systems has been, and continues to be, utilized in meeting the informational needs regarding target populations, systems of delivery, accountability, long-term planning and governance structures that are the keystone of the Act.

These initiatives led to continued expansion and refinement of the CFS data collection procedures. System refinement included the initiation of a biannual data collection cycle and system expansion in terms of data elements, system participation, individuals processed, as well as program and service coverage for existing entities. In order to help meet the reporting requirements for WIA, additional data elements were added to the CFS. These new data elements were added to aid in the calculation of performance data required under WIA. During the 2001 Legislative

Session the North Carolina General Assembly transferred the evaluative responsibility previously housed in the OSBM to ESC.

In July 2003, North Carolina experienced the largest mass layoff event in the state's history when Pillowtex Corporation closed. Information from the CFS, have been utilized to follow the re-employment and provision of education, employment and training services to former Pillowtex workers. This information has proved to be critical in helping to respond to informational requests from the Governor's office, North Carolina legislature, United States Department of Labor and other stakeholders.

In 2004, the JobLink Management Information System (JobLink MIS) became operational. This system is utilized to collect analyze and report information on JobLink Career Center customers and the services provided to these customers. Beginning with the 2004-2005 CFS year, data from the JobLink MIS was integrated into the CFS.

Through CFS year 2009-2010, the number of participating entities remained at 11, individual information increased to 8.1 million and program data increased to over 168 million records.

CFS Year 2010-2011

In July of 2011, the North Carolina General Assembly enacted legislation that transferred the Employment Security Commission of North Carolina to the North Carolina Department of Commerce. The law became effective November 1, 2011. As such, responsibility for the CFS was transferred to the Department of Commerce.

Over the last year, CFS data have been utilized to help meet several federal and state performance and evaluative initiatives. Data from the CFS have been utilized by The North Carolina Community College System to help meet U.S. Department of Education performance and reporting requirements and by the University of North Carolina to analyze the employment of current and former students.

Data from the system continued to be utilized to assist in meeting the federally required WIA and Trade Act performance measures. Department of Commerce staff continued working with the North Carolina Community College System on the collection, processing and development of performance information for WIA training providers. In addition, data from the CFS have continued to be utilized by several other agencies to follow the employment and provision of services to former participants of education, employment and training programs.

Processing of data for the 2010-2011 CFS year included the addition of over 15 million program records for over 2.4 million individuals. This increased the total number of individuals in the system to over 8.3 million and the total number of program records to over 184 million.

How is the Common Follow-up System Operated?

The participating entities supply biannual data files, which encompass the most current CFS year. For example, for the 2010-2011 CFS year, each entity submitted data files covering the time periods of July 1 through December 31, 2010 and January 1 through June 30, 2011. These formatted input files were created from existing administrative records and contain demographic data, program enrollment information, and completion information for individuals participating in education, employment and training programs operated by each of the entities.

The records from each entity were matched against data from:

- all participating entities;
- Unemployment Insurance wage records;
- Unemployment Insurance files; and
- records from the Office of State Personnel (OSP).

CFS staff analyzed the data, and a system operational report was prepared for the Office of the Governor, the General Assembly and its staff.

How are CFS Data Processed?

Each year CFS staff issue a request for data to each of the participating entities. The entities submit data files containing the following information:

- entity identification (e.g., UNC, DPI, etc.);
- institution identification and name (e.g., the name of the Community College attended);
- Social Security Number, name, sex, race, date of birth, educational attainment, veteran status;
- program code and name (e.g., course of study number, course of study name);
- program entry and program exit date;
- termination status (e.g., completer, non-completer);
- enrollment status (e.g., continuing enrollment, new enrollment);
- special status (e.g., transferred, dropped out, deceased, etc.);
- classification of instructional program code;
- WIA participant indicator; and
- provider type.

After the files have been submitted, the data are put through a series of edit checks to insure compatibility and accuracy. After the edit checking process is completed the data are loaded to the mainframe computer for processing.

The confidential nature of information contained in the CFS mandates the use of strict safeguards in the collection, storage and use of the data. CFS data are stored on the Information Technology Systems (ITS) mainframe and are subject to Resource Access Control Facility (RACF) security protocols. Analyses not conducted on the mainframe are protected under Local Area Network (LAN) security that requires individual user data access profiles, as well as individual user ID's and passwords. At the time of system enrollment and with every data release, participants are informed of the confidential nature of the data and the legal restrictions on its use.

Is the CFS Cost-Effective?

The CFS is an efficient and cost-effective method for collecting follow-up information for education, employment and training program participants. The extensive use of administrative records and computerized matching systems allows the costs to be held below that of any system that would rely upon phone or mail surveys to collect similar data.

The cost-effectiveness of the CFS can also be evaluated in terms of the benefit that the data provide to the participating entities. The system provides for the generation of employment and wage data without the use of telephone or mail surveys. Benefits include time saved not having to produce mail and analyze responses from program participants, making the return on investment invaluable.

The CFS has expanded dramatically since its inception in the early 1990's. Table 1 provides a summary of the number of individuals contained in the system from 2006 through 2011. The system currently contains information on over 8.3 million individuals. Since the systems inception the number of individual and requests for information from the CFS have dramatically increased.

| <i>Table 1: Information regarding individuals contained in the Common Follow-up System (CFS) 2006 -2011</i> | |
|---|-------------|
| Year | Individuals |
| 2006 | 6,751,969 |
| 2007 | 7,062,583 |
| 2008 | 7,404,451 |
| 2009 | 7,777,929 |
| 2010 | 8,099,838 |
| 2011 | 8,393,584 |

What are the Strengths and Limitations of CFS Data?

The scope of the CFS is extensive in terms of the number of entities and individuals processed as well as the breadth of program and service coverage. Review of follow-up systems in other states reveals that North Carolina's CFS offers the most comprehensive coverage in terms of both tracking duration and breadth of participants. Many states and governmental entities with similar missions and mandates view the CFS as a model for delivering follow-up information. Many of these entities have sought the advice of agency staff on implementing similar systems in their jurisdictions. The CFS is an efficient and cost-effective tool for long-term follow-up. This is due to the reliance on automated matching of administrative records. However, since much of the data utilized in the CFS were originally gathered for different purposes, the resultant output possesses both inherent strengths and limitations. Several of the most significant areas are described below:

Wage information includes information on individuals:

- working in jobs covered under North Carolina Unemployment Insurance;

Available employment-related data includes:

- the employment status of the individual;
- the size of the employing firm; and
- the North American Industry Classification System (NAICS) code of the firm.

Wage information reflects total quarterly earnings; hourly or weekly wages are not available.

Wage information is not available for individuals who:

- work outside of North Carolina, or
- are employed in North Carolina, but not covered by unemployment insurance (e.g., the self-employed, church and religious organization employees, summer camp employees, and other non-covered workers).

Employment related data which cannot be determined includes:

- the entry-on-duty date of employment for the individual;
- the employment type (i.e., permanent, temporary, part- or full-time);
- whether the person worked at all during the quarter; and
- the number of hours worked for the quarter.

Participation Summary Across the Years

Since its inception, the system has experienced tremendous growth in total individuals tracked, entities covered and uses of output information. CFS staff and the participating entities have made concerted efforts to incorporate information regarding additional programs and individuals from existing entities and to solicit the participation of other entities. The analyses that are included in the following sections reflect data supplied by the participating entities for services that were provided through June 2011. As noted previously, in November of 2011 the Employment Security Commission was transferred to the Department of Commerce. As such, the following sections still reference data and services provided separately by the Employment Security Commission and the Department of Commerce's Division of Workforce Development. It is anticipated that future data submissions and analyses will reflect the new organizational structure. During the 2010-2011 CFS Year, 11 entities provided data to the system. These include:

1. The Department of Correction (DOC);
2. The Department of Labor (DOL);
3. The Department of Public Instruction (DPI);
4. The Department of Commerce's
Division of Workforce Development (DWD);
5. The Department of Health and Human Services'
Division of Services for the Blind (DSB);
6. Division of Social Services (DSS);
7. Division of Vocational Rehabilitation Services (DVR);
8. The Employment Security Commission (ESC) of North Carolina;
9. The North Carolina Community College System (NCCCS);
10. The University of North Carolina (UNC); and
11. The JobLink Career Center System (JBL).

Analyses of historical data contained in CFS provide an understanding of the scope of the project. Results from these analyses are provided in Tables 2 through 5. Table 2 presents the cumulative number of individuals processed by the CFS as well as the number of entities participating in CFS. During the 2010-2011 CFS year the number of unique individuals included in the system increased to 8,393,584.

| | CFS YEAR | | | | |
|----------------------------------|-----------|-----------|-----------|-----------|-----------|
| | 2006-2007 | 2007-2008 | 2008-2009 | 2009-2010 | 2010-2011 |
| Cumulative Number of Individuals | 7,062,583 | 7,404,451 | 7,777,929 | 8,099,838 | 8,393,584 |
| Number of Participating Entities | 11 | 11 | 11 | 11 | 11 |

The numbers of individuals served by each entity and across entities by CFS Year are displayed in Table 3. The number of individuals was obtained by performing a unique count of the Social Security Numbers (SSNs) submitted by each entity. The unique number of individuals across all entities was obtained by performing a total unique count of the SSNs contained in the system across all entities by CFS year. Analyses of data by CFS year indicate that the number of individuals who received services through the participating entities has increased from approximately 2.2 million in CFS Year 2006-2007 to over 2.4 million in CFS Year 2010-2011.

| <i>Table 3: Number of Individuals by Participating Entity CFS Years: 2006 - 2007 through 2010- 2011</i> | | | | | |
|---|------------------|------------------|------------------|------------------|------------------|
| ENTITY | CFS YEAR | | | | |
| | 2006-2007 | 2007-2008 | 2008-2009 | 2009-2010 | 2010-2011 |
| Department of Correction | 220,454 | 226,368 | 224,311 | 236,242 | 230,126 |
| Department of Labor | 15,423 | 13,750 | 12,206 | 8,383 | 5,986 |
| Department of Public Instruction | 406,522 | 332,133 | 365,196 | 346,328 | 309,093 |
| Division of Workforce Development* | 50,464 | 38,941 | 43,721 | 54,271 | 47,772 |
| Division of Services for the Blind | 3,118 | 3,073 | 3,207 | 3,441 | 3,479 |
| Division of Social Services | 176,230 | 194,708 | 242,369 | 235,823 | 268,394 |
| Division of Vocational Rehabilitation Services | 50,077 | 48,282 | 52,598 | 57,473 | 60,421 |
| Employment Security Commission* | 811,677 | 853,268 | 1,023,360 | 1,123,802 | 995,290 |
| North Carolina Community College System | 822,823 | 898,196 | 927,698 | 917,795 | 911,317 |
| University of North Carolina | 225,477 | 230,759 | 235,431 | 239,812 | 240,236 |
| JobLink Career Center System | 517,714 | 540,342 | 580,664 | 623,662 | 428,701 |
| Unique Individuals Across Agencies | 2,254,095 | 2,276,742 | 2,500,842 | 2,585,617 | 2,475,751 |

*Data reflect services that were provided through June 30, 2011. Effective November 1, 2011, the Employment Security Commission was transferred to the Department of Commerce. It is anticipated that future data submissions will reflect the new organizational structure.

| <i>Table 4: Number and Percentage of Records and Individuals Processed Since Inception by Participating Entity and System Wide</i> | | | | |
|--|--------------------|-----------------------------|-----------------------|---------------------------------|
| ENTITY | Number of Records | Percentage of Total Records | Number of Individuals | Percentage of Total Individuals |
| Department of Correction | 12,516,192 | 6.8% | 774,724 | 9.2% |
| Department of Labor | 345,749 | 0.2% | 73,270 | 0.9% |
| Department of Public Instruction | 6,036,704 | 3.3% | 2,029,663 | 24.2% |
| Division of Workforce Development* | 2,842,800 | 1.5% | 272,850 | 3.3% |
| Division of Services for the Blind | 79,740 | <0.1% | 16,059 | 0.2% |
| Division of Social Services | 5,784,909 | 3.1% | 1,068,466 | 12.7% |
| Division of Vocational Rehabilitation Services | 2,514,166 | 1.4% | 336,081 | 4.0% |
| Employment Security Commission* | 102,222,423 | 55.6% | 4,510,164 | 53.7% |
| North Carolina Community College System | 19,949,976 | 10.8% | 4,947,266 | 58.9% |
| University of North Carolina | 7,333,785 | 4.0% | 1,197,565 | 14.3% |
| JobLink Career Center System | 24,368,576 | 3.2% | 1,919,443 | 22.9% |
| Independent Colleges** | 13,106 | <0.1% | 8,842 | 0.1% |
| Total | 184,008,126 | | 8,393,584 | |

*Data reflect services that were provided through June 30, 2011. Effective November 1, 2011, the Employment Security Commission was transferred to the Department of Commerce. It is anticipated that future data submissions will reflect the new organizational structure.

**During the 1992-1993 CFS Year, four Independent Colleges participated in the CFS.

During the 2010-2011 CFS year, over 3.4 million of the over 8 million individuals contained in the CFS were found to have wages in the Unemployment Insurance wage file. Analyses of the wage data were conducted in order to provide information regarding wage levels, industry of employment and employer's establishment size. Table 5 provides the number of individuals with reported wages during the 2010-2011 CFS year by wage category. Of those individuals with reported wages during the

2010-2011 CFS year (2010Q3, 2010Q4, 2011Q1 and 2011Q2), 29.1% were found to have wages between \$1 and \$10,000, 17.2% were found to have wages between \$10,001 and \$20,000, 15.7% were found to have wages between \$20,001 and \$30,000, 12.9% were found to have wages between \$30,001 and \$40,000 and 25.2% were found to have wages greater than \$40,000.

| <i>Table 5: Number and Percentage of Individuals with Wages During the 2010 - 2011 CFS Year by Wage Category</i> | | |
|--|---|--|
| Wage Category | Number of Individuals with Wages | Percent of Total Individuals with Wages |
| \$ 0,001 - \$ 5,000 | 636,144 | 18.7% |
| \$ 5,001 - \$ 10,000 | 354,113 | 10.4% |
| \$ 10,001 - \$ 15,000 | 303,633 | 8.9% |
| \$ 15,001 - \$ 20,000 | 281,131 | 8.3% |
| \$ 20,001 - \$ 25,000 | 277,133 | 8.1% |
| \$ 25,001 - \$ 30,000 | 260,388 | 7.6% |
| \$ 30,001 - \$ 35,000 | 237,750 | 7.0% |
| \$ 35,001 - \$ 40,000 | 202,000 | 5.9% |
| \$ 40,001 - \$ 45,000 | 165,380 | 4.9% |
| \$ 45,001 - \$ 50,000 | 135,111 | 4.0% |
| \$ 50,001 - \$ 55,000 | 106,196 | 3.1% |
| \$ 55,001 - \$ 60,000 | 82,822 | 2.4% |
| \$ 60,001 + | 367,333 | 10.8% |
| Unique Individuals with Wages | 3,409,134 | 100.0% |

Table 6 presents the number and percentage of individuals with wages by the industry of their highest paying employer. Analyses of the industry classification data revealed that 22.7% of the individuals were employed in the Education and Health Services sector, 19.0% were employed in the Trade, Transportation and Utilities sector, 13.5% were employed in the Professional and Business Services sector, 11.6% were employed in the Manufacturing sector, 11.6% were employed in the Leisure and Hospitality sector, 5.7% were employed in the Public Administration sector, 5.0% were employed in the Financial Activities sector, 4.9% were employed in the Construction sector, 2.4% in the Other Services sector, 1.4% in the Information sector and 0.7% in the Natural Resources and Mining sector.

Table 6: Individuals with Wages During the 2010 - 2011 CFS Year by the North American Industry Classification System (NAICS) Super Sector

| NAICS Super Sector | Number of Individuals with Wages | Percent of Total Individuals with Wages |
|--|---|--|
| Natural Resources and Mining | 23,862 | 0.7% |
| Construction | 166,254 | 4.9% |
| Manufacturing | 395,215 | 11.6% |
| Trade, Transportation and Utilities | 647,428 | 19.0% |
| Information | 47,341 | 1.4% |
| Financial Activities | 171,126 | 5.0% |
| Professional and Business Services | 459,284 | 13.5% |
| Education and Health Services | 773,328 | 22.7% |
| Leisure and Hospitality | 394,853 | 11.6% |
| Other Services | 81,818 | 2.4% |
| Public Administration | 192,885 | 5.7% |
| Unclassified | 55,740 | 1.6% |
| Unique Individuals with Wages | 3,409,134 | 100.0% |

During the 12-month period from July 2010 through June 2011, North Carolina's average employment was over 3.8 million. This indicates that a large proportion of the state's workforce has participated in programs or services through one of the participating entities. In addition, the industrial sector distribution of individuals who have participated in programs or services through the participating entities is fairly congruent with the State level industry distribution.

Table 7 provides the number and percentage of individuals with wages by the size classification of their highest paying employer. Review of the firm-size data indicated that 33.7% of the individuals were employed in establishments with at least 1,000 employees, 29.9% were employed in establishments with 100 to 999 employees, 17.8% were employed in establishments with 20 to 99 employees and 16.1% were employed in establishments with 1 to 19 employees.

| <i>Table 7: Individuals with Wages During the 2010 - 2011 CFS Year by Firm Size</i> | | |
|---|---|--|
| Firm Size | Number of Individuals with Wages | Percent of Total Individuals with Wages |
| 1 to 4 Employees | 157,943 | 4.6% |
| 5 to 9 Employees | 171,418 | 5.0% |
| 10 to 19 Employees | 220,497 | 6.5% |
| 20 to 49 Employees | 335,647 | 9.9% |
| 50 to 99 Employees | 269,666 | 7.9% |
| 100 to 249 Employees | 379,072 | 11.1% |
| 250 to 499 Employees | 300,434 | 8.8% |
| 500 to 999 Employees | 341,375 | 10.0% |
| 1000 or more Employees | 1,149,253 | 33.7% |
| Unknown | 83,829 | 2.5% |
| Unique Individuals with Wages | 3,409,134 | 100.0% |

Interrelationships Among Entities in the Provision of Services

A significant feature of the CFS is its longitudinal structure, which fosters the examination of the interrelationships among entities in the overall provision of services and an understanding of the paths individuals follow while utilizing these services. Several initiatives at both the State and National level have called for the coordination, collaboration and integration of services to individuals across education, employment and training programs. These initiatives include the JobLink Career Center System, Workforce Investment Act (WIA), North Carolina's welfare reform legislation, as well as attention from the education, employment and training agencies themselves.

In order to provide an understanding of the interrelationships among entities in the provision of services data were analyzed both within and across the last 5 program years (July 1, 2006 through June 30, 2011). Data from the 11 entities participating in the CFS were utilized in these analyses. These entities vary in terms of their organizational structure. That is, some of the entities encompass several divisions within a given agency, others encompass a single division within a given agency and the JobLink Career Center System encompasses the combined work of staff across multiple agencies and programs. The data provided by each of these entities includes information regarding one to several programs and/or services.

Analyses focused on determining the unique number of individuals who received services through each entity, the unique number of individuals who received services across entities, the number of agencies from which individuals received services and the number of individuals found in common among the entities.

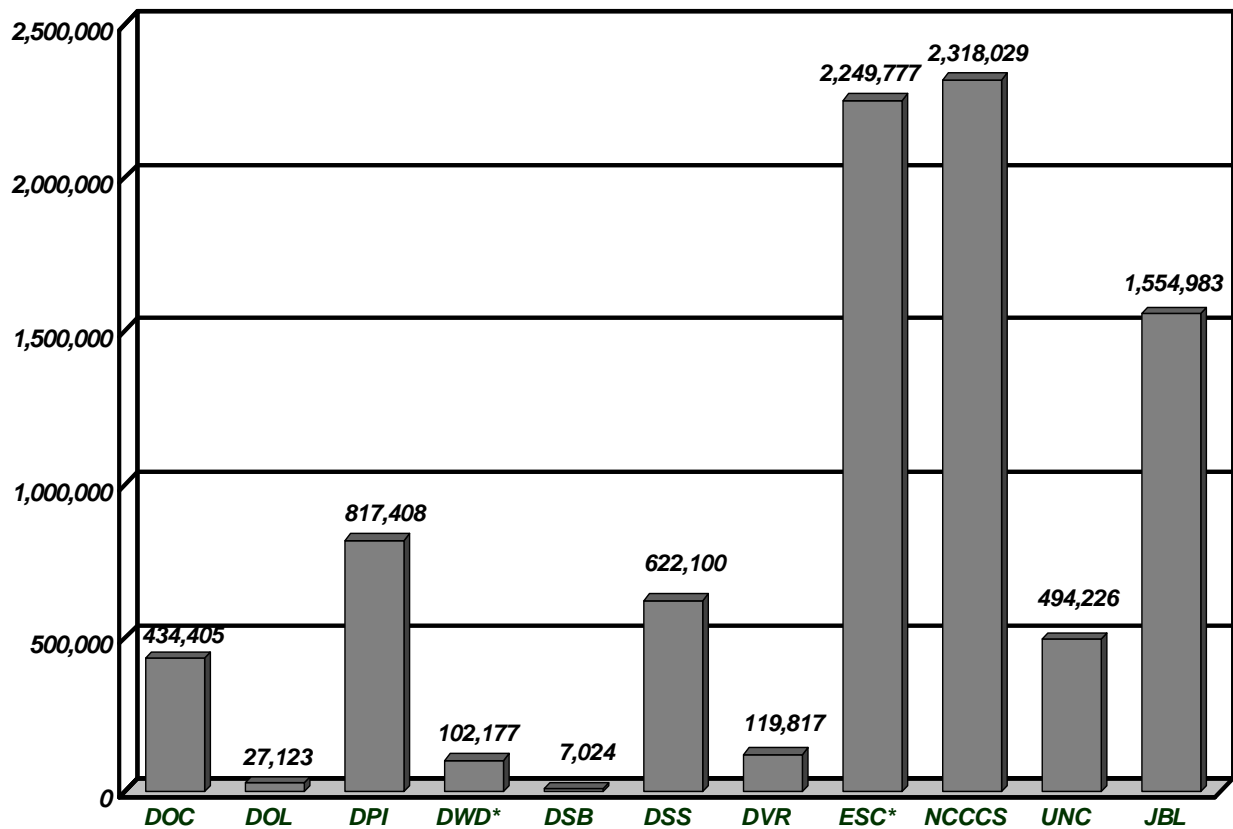
Individuals Served by Each Entity

In order to provide information regarding the extent of each entity's service provision a set of analyses were conducted. These analyses included determining the number of unique participants who received services through each entity by year and across the 5-year time period. Results from these analyses can be found in Table 8 and Figure 1.

| <i>Table 8: Number of Individuals by Entity, by CFS Years and Across the 5-Year Time Period July 1, 2006 through June 30, 2011</i> | | | | | | |
|--|-----------|-----------|-----------|-----------|-----------|-------------------------------|
| ENTITY | CFS Year | | | | | Across the 5-year Time Period |
| | 2006-2007 | 2007-2008 | 2008-2009 | 2009-2010 | 2010-2011 | |
| <i>DOC</i> | 220,454 | 226,368 | 224,311 | 236,242 | 230,126 | 434,405 |
| <i>DOL</i> | 15,423 | 13,750 | 12,206 | 8,383 | 5,986 | 27,123 |
| <i>DPI</i> | 406,522 | 332,133 | 365,196 | 346,328 | 309,093 | 817,408 |
| <i>DWD*</i> | 50,464 | 38,941 | 43,721 | 54,271 | 47,772 | 102,177 |
| <i>DSB</i> | 3,118 | 3,073 | 3,207 | 3,441 | 3,479 | 7,024 |
| <i>DSS</i> | 176,230 | 194,708 | 242,369 | 235,823 | 268,394 | 622,100 |
| <i>DVR</i> | 50,077 | 48,282 | 52,598 | 57,473 | 60,421 | 119,817 |
| <i>ESC*</i> | 811,677 | 853,268 | 1,023,360 | 1,123,802 | 995,290 | 2,249,777 |
| <i>NCCCS</i> | 822,823 | 898,196 | 927,698 | 917,795 | 911,317 | 2,318,029 |
| <i>UNC</i> | 225,477 | 230,759 | 235,431 | 239,812 | 240,236 | 494,226 |
| <i>JBL</i> | 517,714 | 540,342 | 580,664 | 623,662 | 428,701 | 1,554,983 |
| <i>Unique Individuals</i> | 2,254,095 | 2,276,742 | 2,500,842 | 2,585,617 | 2,475,751 | 4,704,222 |

*Data reflect services that were provided through June 30, 2011. Effective November 1, 2011, the Employment Security Commission was transferred to the Department of Commerce. It is anticipated that future data submissions will reflect the new organizational structure.

Figure 1: Number of Individuals who Received Services by Participating Entity Over the 5-Year Time Period July 1, 2006 through June 30, 2011



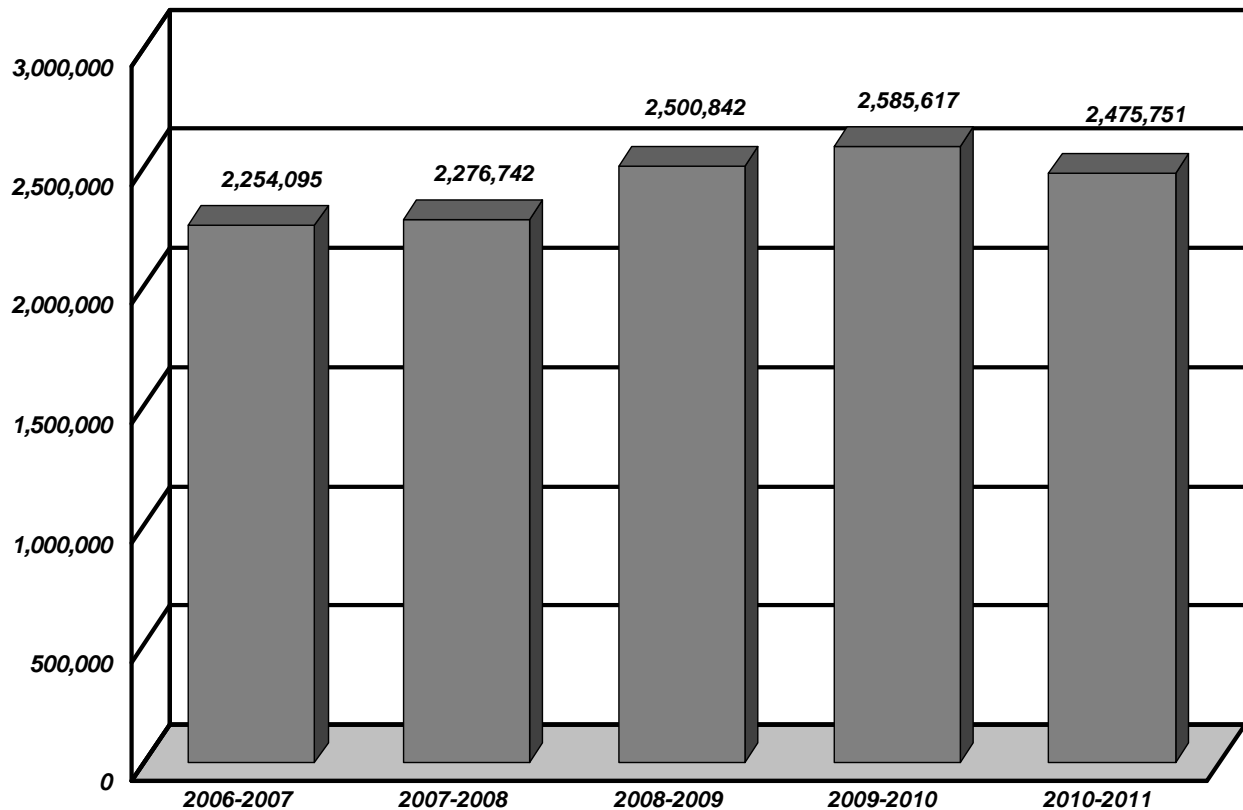
*Data reflect services that were provided through June 30, 2011. Effective November 1, 2011, the Employment Security Commission was transferred to the Department of Commerce. It is anticipated that future data submissions will reflect the new organizational structure.

Unique Individuals Served Across Entities

Analyses of the number of individuals who received services through each entity provide information regarding the extent of each entity's service population. However, individuals can receive education, employment and training services through multiple entities; therefore, summing the number of individuals across entities would provide a duplicated count. With this in mind, analyses were conducted to determine the number of unique individuals who were provided services across entities and years. Results for each program year are provided in Figure 2. Within each year, approximately 2.2 to over 2.5 million individuals received services through at least one of the 11 entities.

It is important to keep in mind that some entities are authorized to provide services to large segments of the population (e.g., ESC and NCCCS), while others are authorized to provide services to very specific sub-populations based on stringent eligibility criteria including occupational goal, income, disability type, severity of disability and educational criteria (e.g., DOL, DSS, DWD, DVR, DSB and UNC).

Figure 2: Unique Number of Individuals who Received Services Across the Participating Entities by CFS Year

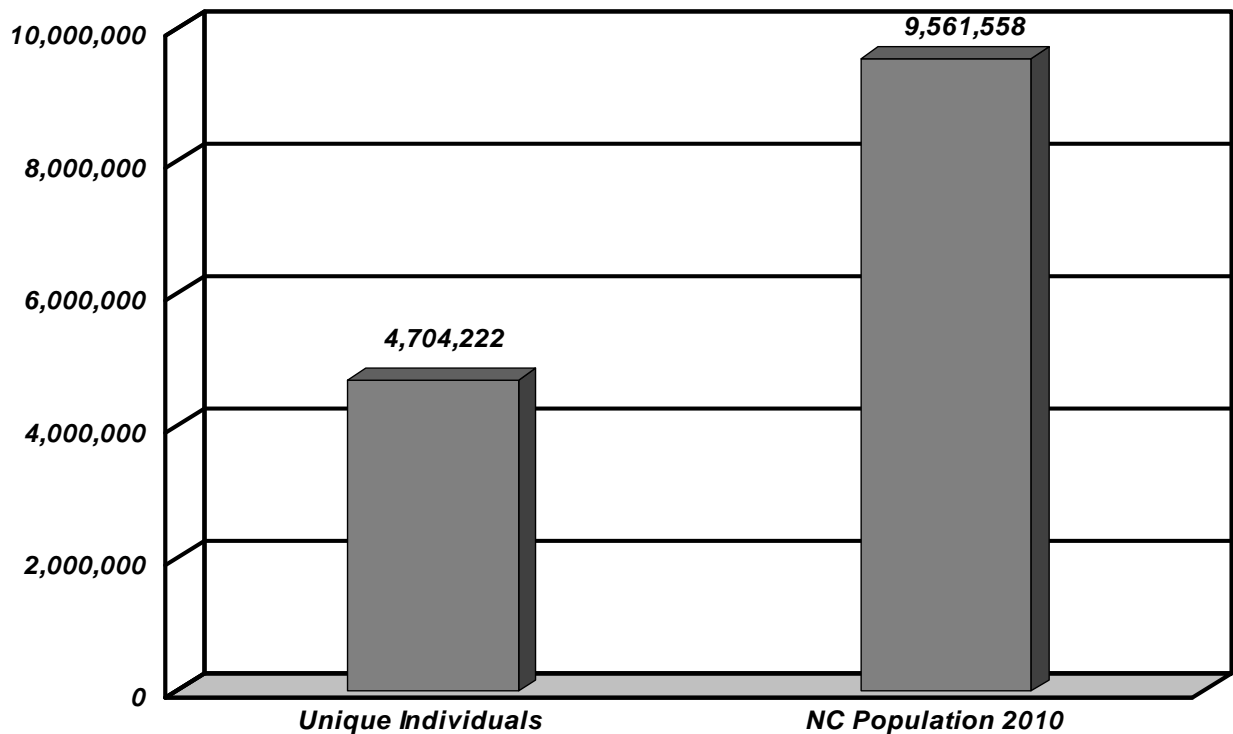


Over the 5-year time period, 4.7 million individuals received services through the participating entities. The NCCCS provided education and training programs to 2,318,029 individuals and ESC provided employment services to 2,249,777 individuals. In addition, the JobLink Career Center System provided services to 1,554,983 individuals. While the JobLink Career Center System, ESC and NCCCS provide services to large numbers of individuals, North Carolina's public school system provides the building blocks upon which other education, employment and training services rely. Over the 5-year time period 817,408 individuals were enrolled in public high school programs. UNC is the state's publicly supported university system. Over the 5-year time period UNC provided educational programs to 494,226 individuals.

Several agencies provide services to very specific sub-populations. The DSS provided employment and supportive services to 622,100 Work First and Food Stamp Employment Program participants, while DOC provided services to 434,405 offenders in prison, on probation or parole. The DVR provided rehabilitation services to 119,817 individuals with physical and mental disabilities, DWD provided employment and training services to 102,177 individuals, DOL provided support for apprenticeship programs for 27,123 individuals and DSB provided vocational rehabilitation services to 7,024 blind, visually-impaired and multi-handicapped individuals.

In order to provide further understanding of the extent of the service population, results were compared to information from the U.S. Census. According to the US Census Bureau's 2010 American Community Survey, North Carolina's population was 9,561,558. Using this as a comparison, 49%, or approximately 1 out of every 2 North Carolinians, received services through at least one of the 11 entities during the 5-year time period. Further comparison of the data indicate that over the 5-year time period almost 1 out of every 4 North Carolinians received education and training services through the North Carolina Community College System, and almost 1 out of every 4 North Carolinians received employment services through the Employment Security Commission. Figure 3 provides a graphical display of the comparison to the 2010 population information.

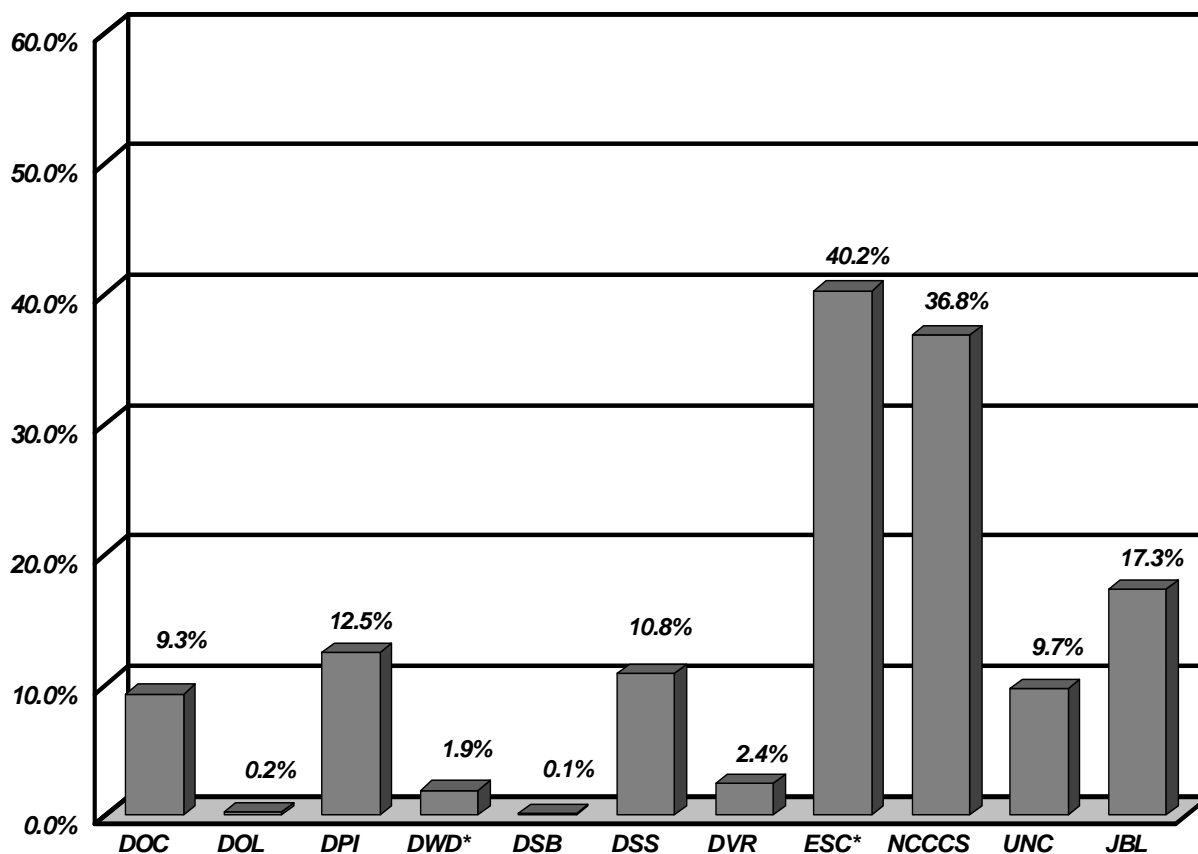
Figure 3: Comparison of the Number of Unique Individuals Over the 5-year Time Period July 1, 2006 through June 30, 2011 to the North Carolina Population



Percentage of Individuals Served by Each Entity

In order to provide information regarding the proportion of total individuals served by each entity, percentages were calculated. Percentages were obtained by dividing the number of unique individuals from each entity by the total unique number of individuals served across the 11 entities. These analyses were performed separately for the 2010-2011 CFS year and across the 5-year time period. Results for the 2010-2011 CFS Year can be found in Figure 4, while results from the 5-year time period can be found in Figure 5.

Figure 4: Percentage of Unique Individuals Served by Each Entity During the 2010-2011 CFS Year



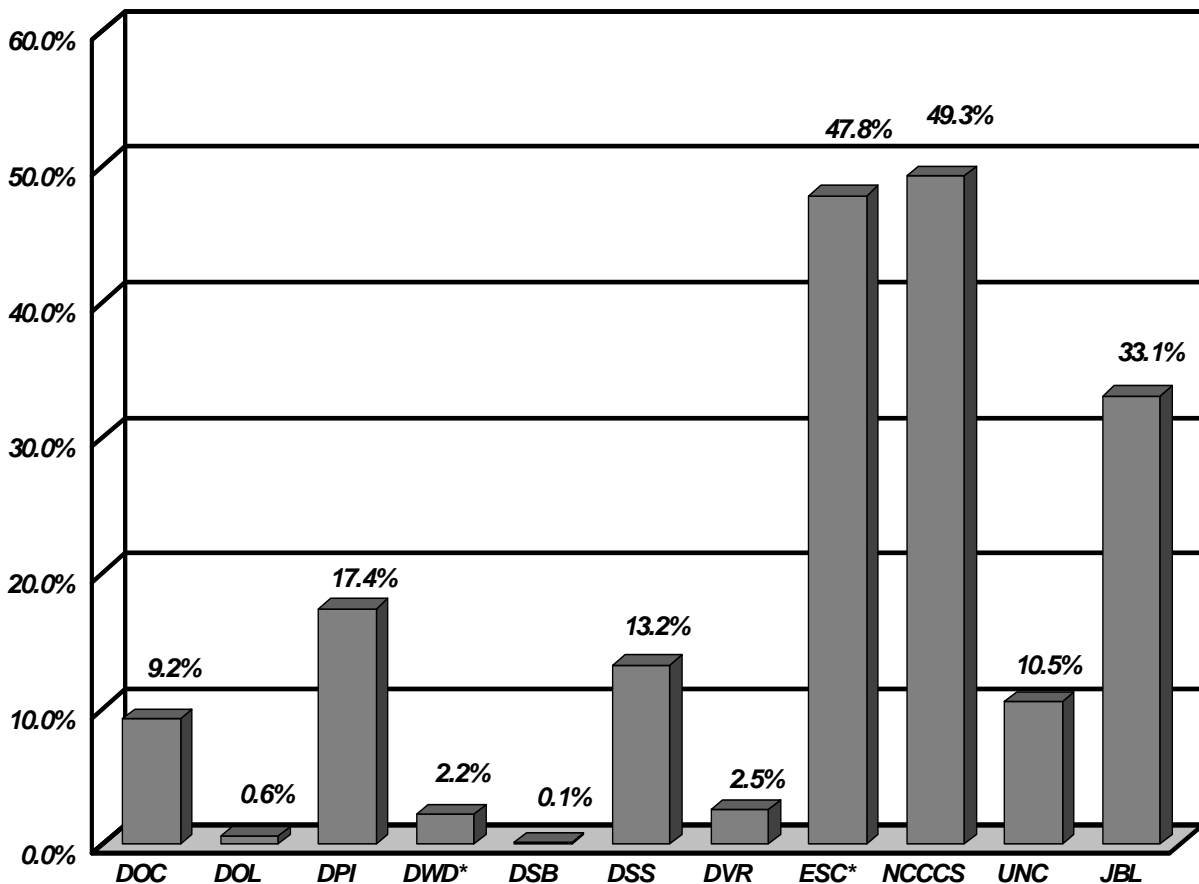
*Data reflect services that were provided through June 30, 2011. Effective November 1, 2011, the Employment Security Commission was transferred to the Department of Commerce. It is anticipated that future data submissions will reflect the new organizational structure.

During the 2010-2011 CFS year over 2.4 million individuals received services through at least one of the 11 entities. Interpretation of the percentages of individuals receiving services through each of the agencies mirror those of the raw numbers, with the largest service providers, ESC and NCCCS, accounting for the largest percentages of individuals with 40.2% and 36.8%, respectively. While the JobLink Career Center System provided services to 17.3% of all individuals. The smallest service providers

accounted for the smallest percentages, with 0.2% of all individuals participating in apprenticeship programs through DOL and 0.1% of all individuals receiving rehabilitative services through DSB. Individuals can receive educational, employment or training services through multiple entities, therefore the sum of the percentages across entities will add to over 100%.

Of the more than 4.7 million individuals who received services during the 5-year time period, 49.3% participated in educational and training programs through NCCCS, while 47.8% received employment services through ESC. The DOL and the DSB provided services to the smallest percentages of individuals with 0.6% and 0.1% respectively. Results from the 5-year time period analyses are presented in Figure 5.

Figure 5: Percentage of Unique Individuals Served by Each Entity Over the 5-Year Time Period July 1, 2006 through June 30, 2011



*Data reflect services that were provided through June 30, 2011. Effective November 1, 2011, the Employment Security Commission was transferred to the Department of Commerce. It is anticipated that future data submissions will reflect the new organizational structure.

Number of Agencies from which Individuals Received Services

While analyses of the number and percentages of individuals served across agencies provide insight into the extent of the service populations, they provide little insight into the number of agencies from which individuals receive services. As stated previously, individuals can receive services through multiple agencies; therefore analyses were conducted to determine the number of agencies from which individuals received services. Results from these analyses are presented in Figures 6 and 7.

During the 2010-2011 CFS year, 78.9% or 1,952,984 individuals received services through only one agency, 17.2% or 426,782 individuals received services through two agencies, 3.1% or 76,175 individuals received services through three agencies and 0.4% or 9,110 individuals received services through four or more agencies. In addition, there were 10,700 individuals or 0.4% who received services only through the JobLink Career Center System and were not found in data from the other participating entities.

Figure 6: Percentage of Unique Individuals by the Number of Agencies Providing Services During the 2010-2011 CFS Year

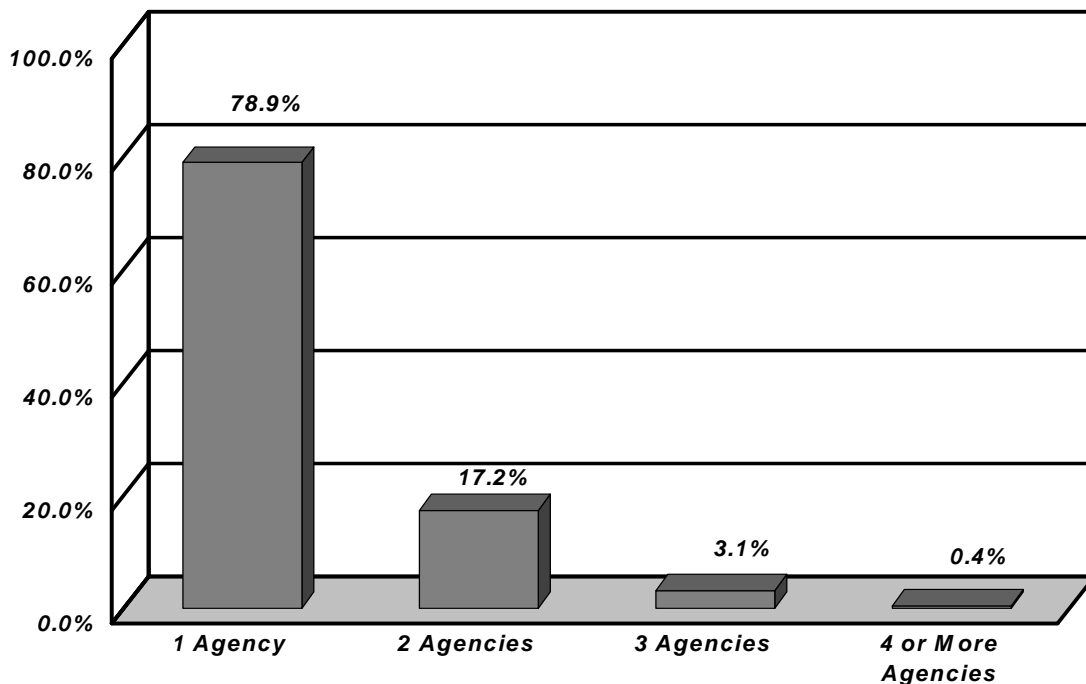
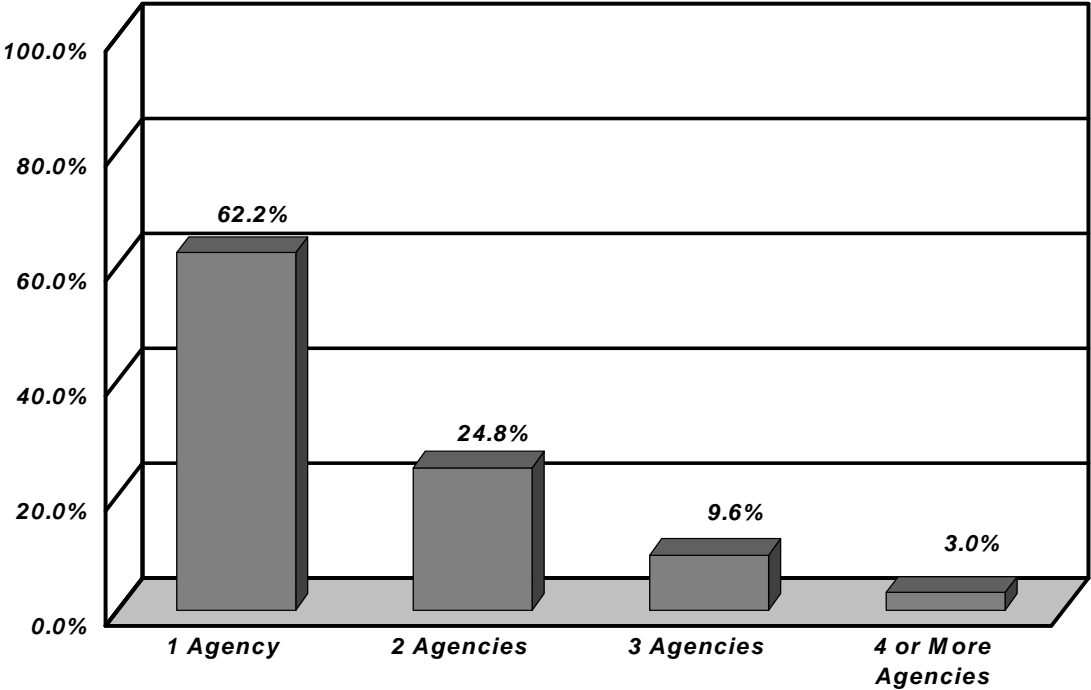


Figure 7: Percentage of Unique Individuals by the Number of Agencies Providing Services Over the 5-Year Time Period July 1, 2006 through June 30, 2011



Over the 5-year time period, 62.2% or 2,925,520 individuals received services through only one agency, 24.8% or 1,166,991 individuals received services through two agencies, 9.6% or 449,364 individuals received services through 3 agencies and 3.0% or 140,628 individuals received services through 4 or more agencies. There were 21,719 individuals or 0.5% who received services only through the JobLink Career Center System and were not found in data from the other participating entities.

It should be noted that co-enrollment of participants in programs or services through more than one agency is not, in and of itself, an indication of redundant or duplicative services. Many of the agencies have operating procedures and mandates that foster the enrollment of participants in programs or services through other agencies.

A fundamental feature of the JobLink Career Center System, WIA and North Carolina’s welfare reform legislation is the coordination and collaboration of agencies in the provision of education, employment and training services through an integrated service delivery system. One of the requirements of the state’s welfare reform legislation stipulates that Work First applicants who are not exempt from work are required to register for the First Stop Employment Assistance Program operated through ESC. The majority of the JobLink Career Centers are located at ESC Local Offices or at Community College Campuses. Furthermore, while DWD is the state’s

administrative entity for WIA Title IB programs, individuals may be receiving part of their WIA services through training at one of the community college campuses or through private training providers. These activities can be funded through vouchers issued by the local Workforce Development Boards (WDBs) for approved training programs or through contractual agreements between the WDBs and the community college campuses. In addition, many local WDBs contract services provided by ESC through ESC local offices and JobLink Career Centers. Given these and other operational procedures and mandates, it is not surprising to find that participants from some agencies are likely to be served by more than one agency.

Individuals in Common Among Entities

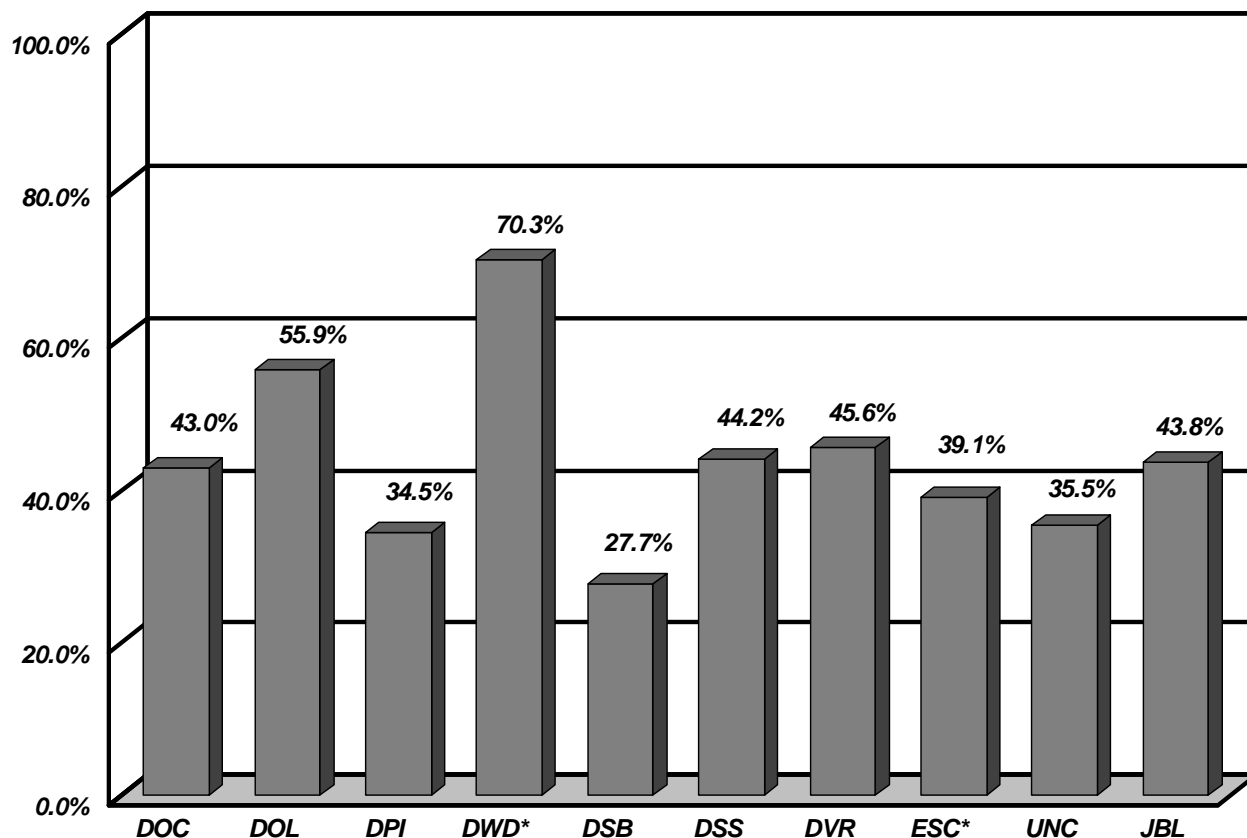
Several of the initiatives previously discussed focus on the coordination and collaboration of agencies in the overall provision of services. Service provision is accomplished through several different means. These include direct service provision by an agency, referral of clients to other agencies or providers for services, financial support of individual clients enrolled in programs or services through other agencies or providers and through cooperative agreements with other agencies or providers.

In order to provide additional quantitative information regarding the level of coordination and collaboration of agencies in the overall provision of services, analyses were conducted that matched the 5-year participant groups of each entity with the 5-year participant groups of each of the other entities.

Results from the 5-year time period analyses indicate that there is substantial coordination and collaboration of service provision across agencies. While NCCCS provided education and training services to 2,318,029 individuals and ESC provided employment services to 2,249,777 individuals, over three quarters of a million individuals received services through both ESC and NCCCS. These 879,586 individuals represent 39.1% of ESC's participants and 37.9% of NCCCS's participants. In addition when compared to the State's total population, they represent almost 1 out of every 10 North Carolinians.

In addition to the interrelationship with ESC participants, NCCCS provided education and training programs to large percentages of participants from the other agencies. Over the 5-year time period, 70.3% of DWD's participants, 55.9% of DOL's apprentices, 44.2% of DSS's participants, 45.6% of DVR clients, and 43.0% of individuals under the supervision of the DOC were enrolled in education and training programs through NCCCS. In addition, 43.8% of JobLink customers were enrolled in education or training through the NCCCS. Results from these analyses are provided in Figure 8.

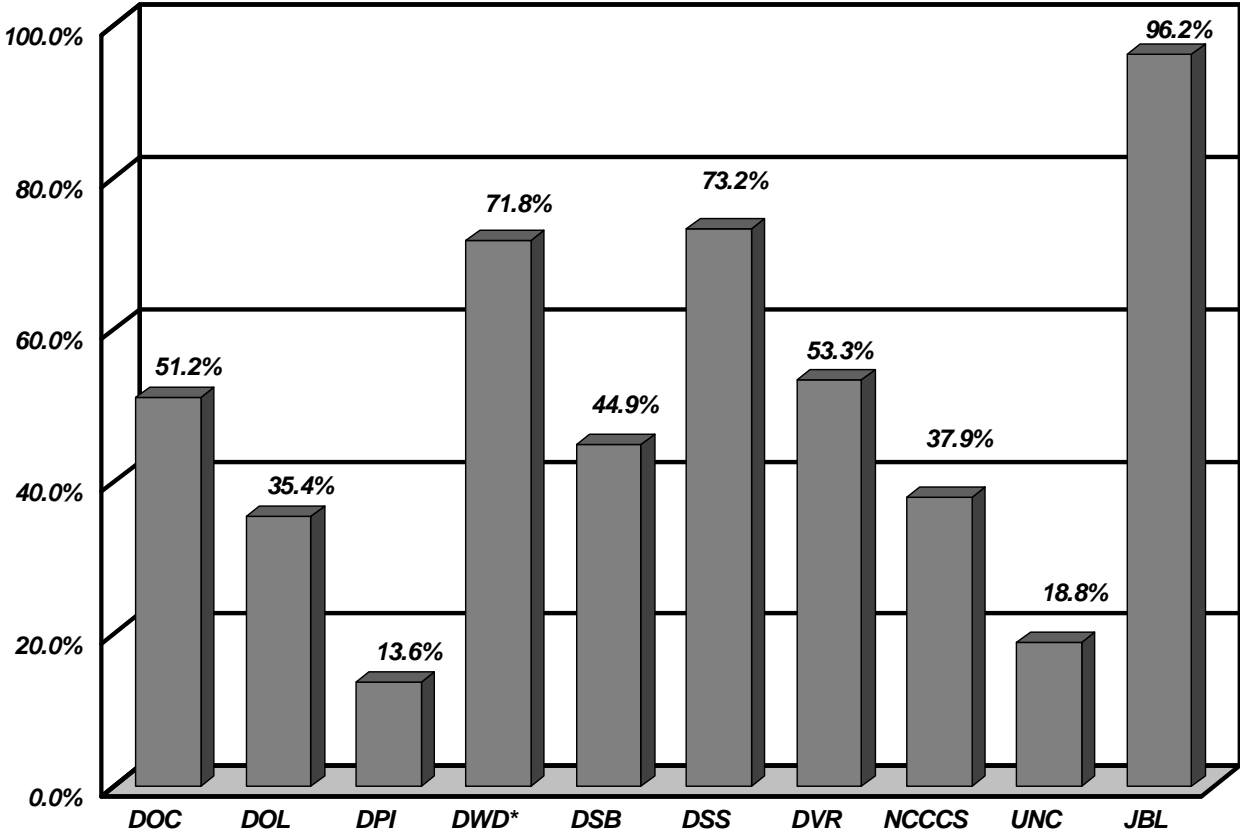
Figure 8: Percentage of Individuals from Each Entity Enrolled in Education and Training Programs through the North Carolina Community College System Over the 5-Year Time Period July 1, 2006 through June 30, 2011



*Data reflect services that were provided through June 30, 2011. Effective November 1, 2011, the Employment Security Commission was transferred to the Department of Commerce. It is anticipated that future data submissions will reflect the new organizational structure.

While the NCCCS provided education and training services to large percentages of the other agencies' participant groups, ESC provided employment services to large percentages of participants from the other agencies. That is, ESC provided employment services to 73.2% of DSS's participants, 71.8% of DWD's participants, 53.3% of DVR's clients, 51.2% of the individuals under the supervision of DOC and 44.9% of DSB's clients. In addition 96.2% of the JobLink Career Center customer's received services through ESC. Results from the matching of ESC data with the data from each of the other agencies are displayed in Figure 9.

Figure 9: Percentage of Individuals from Each Entity who Received Employment Services through the Employment Security Commission Over the 5-Year Time Period July 1, 2006 through June 30, 2011*



*Data reflect services that were provided through June 30, 2011. Effective November 1, 2011, the Employment Security Commission was transferred to the Department of Commerce. It is anticipated that future data submissions will reflect the new organizational structure.

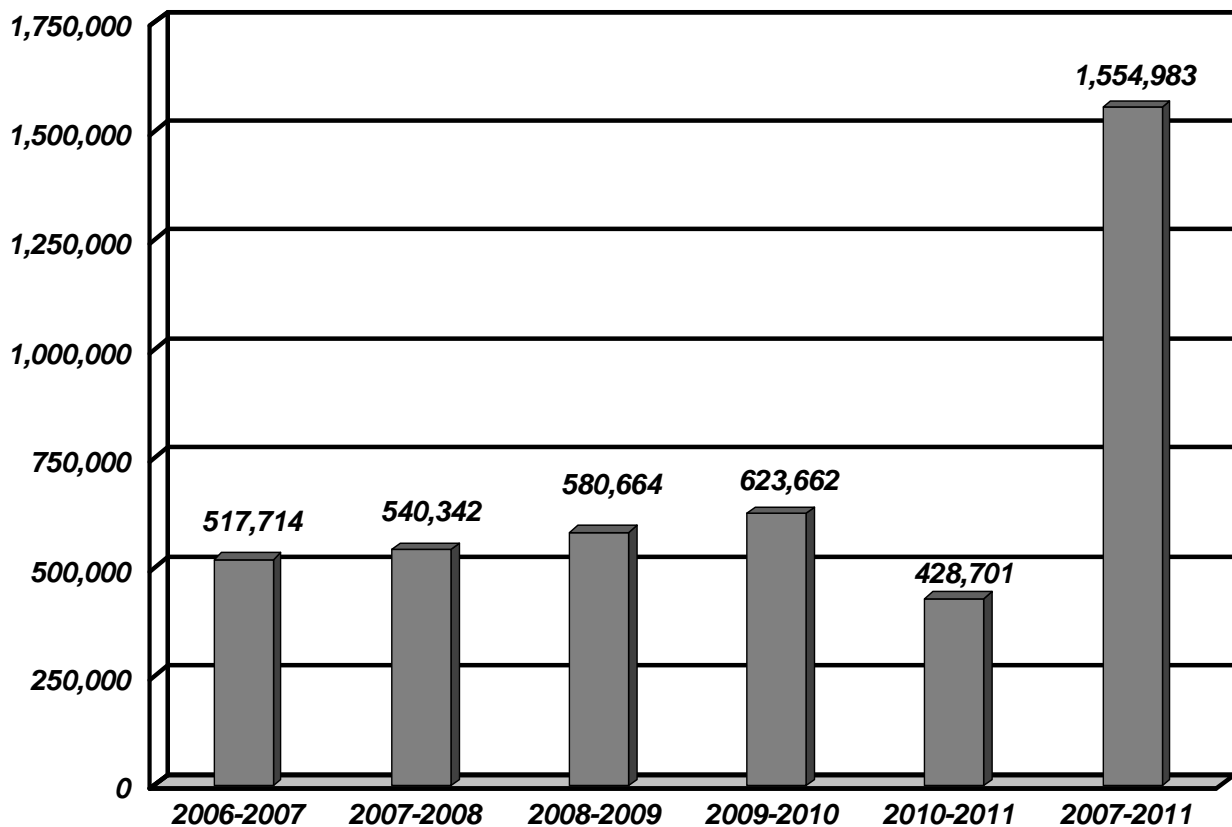
These results reflect service provision through all of the previously stated means (i.e., direct, referral, financial support and cooperative agreement) as well as individual customer choice. However, these results do not account for services that are provided through coordination, collaboration or contractual agreements with education, employment and training providers who do not participate in the CFS or services and programs operated by the participating entities for which no data have been submitted to the CFS. Additional results from the analyses of data for the 2010-2011 CFS year and across the 5-year time period can be found in Appendix A. This includes information across entities and by each entity.

Individuals Served by the JobLink Career Center System

The Workforce Investment Act of 1998 provided a framework for the nation's workforce development and employment system to meet the needs of businesses, job seekers and individuals interested in furthering their careers. WIA called for the development of a "One Stop" delivery system with Career Centers located in local communities across the nation. These centers would provide a centralized location where individuals and employers could access core employment services and referrals to job training, education and other services. North Carolina's "One Stop" system is called the JobLink Career Center System.

The initiation of the JobLink System in North Carolina actually predates the passage of the WIA. In the mid 1990's North Carolina's workforce development agencies under the leadership of the Commission on Workforce Development received a grant from the U.S. Department of Labor. Members of the partner agencies served on the "JobLink Implementation Team". The work of the Implementation team led to the development of an implementation plan. Implementation grants were awarded to several local Workforce Development Boards (WDBs).

Figure 10: Number of Individuals who Received Services through the JobLink Career Center System Over the 5-Year Time Period July 1, 2006 through June 30, 2011



The passage of the WIA of 1998 further authorized the JobLink System under federal legislation. Since the initial implementation, the JobLink System has grown to include over 100 centers across the state. Staff from the partner agencies and programs provide services at the JobLink Centers. These services range from access to job openings, job placement assistance, provision of Labor Market Information, career information and guidance, assessment, information regarding education and training opportunities, assistance with Unemployment Insurance benefits, resume preparation, education and training assistance and referrals to other partner agencies for services.

Over the last five program years the JobLink system reported data on 1,554,983 unique individuals. This includes 517,714 individuals during the 2006-2007 program year, 540,342 individuals during the 2007-2008 program year, 580,664 individuals during the program year 2008-2009, 623,662 individuals during the 2009-2010 program year and 428,701 during the 2010-2011 program year.

Conclusion

The *Common Follow-up System (CFS)* is an effective mechanism for providing information regarding the agencies, programs and participants that comprise North Carolina's education, employment and training system. The CFS provides a valuable resource for understanding the educational and employment outcomes of individuals who participate in services as well as an understanding of the paths individuals follow while utilizing these services.

The scope of the CFS is extensive in terms of the number of entities and individuals processed as well as the breadth of program and service coverage. Analyses of data from the CFS indicate that *over the 5-year time period, July 1, 2006 through June 30, 2011 over 4.7 million individuals received services through at least one of the 11 participating entities. This represents 1 out of every 2 North Carolinians.*

Over the 5-year time period the North Carolina Community College System provided services to over 2.3 million individuals, while the Employment Security Commission provided services to over 2.2 million individuals. These numbers indicate that *over the 5-year time period approximately 1 out of every 4 North Carolinians were enrolled in education and training programs through the North Carolina Community College System and approximately 1 out of every 4 North Carolinians received employment services through the Employment Security Commission.*

Further interpretation of the data presented in this report indicates that there is substantial coordination and collaboration among agencies in the overall provision of education, employment and training services. *Over the 5-year time period, almost 1 out of every 10 North Carolinians received both education and training services through the North Carolina Community College System and employment services through the Employment Security Commission.* In addition, these two agencies

provided services to large percentages of individuals from each of the other participating agencies. Furthermore, the JobLink Career Center System provides a vehicle for the coordinated efforts of the partner agencies through centralized locations throughout the state.

While NCCCS and ESC form the cornerstone of North Carolina's education, employment and training system, each of the participating entities plays a fundamental role in the overall mission of preparing, developing and promoting a highly skilled workforce, improving the quality of life for North Carolinians and developing and sustaining a world class economy for the state and its communities.

Appendix

The following tables provide information for the 2010-2011 CFS year as well as the information for the 5-year time period (July 1, 2006 through June 30, 2011). Tables are provided separately for the system and each of the 11 participating entities.

It is important to note that the information in the following tables reflect services that were provided through June 30, 2011. Effective November 1, 2011, the Employment Security Commission was transferred to the Department of Commerce. It is anticipated that future data submissions and analyses will reflect the new organizational structure.

Table A1: Individuals Served by Each Agency and the Number of Agencies Providing Services and Individuals Receiving Services through the JobLink Career Center System CFS Year 2010-2011

| Individuals Served by Each Agency | | | Number of Agencies Providing Service | | |
|--|--------------------|----------------|---|---|---|
| Agency | Individuals | Percent | Number of Agencies | Individuals | Percent |
| DOC | 230,126 | 9.3% | 1 Agency 2 Agencies 3 Agencies 4 or More Agencies JobLink Only Total Unique Individuals | 1,952,984 426,782 76,175 9,118 10,700 2,475,751 | 78.9% 17.2% 3.1% 0.4% 0.4% 100.0% |
| DOL | 5,986 | 0.2% | | | |
| DPI | 309,093 | 12.5% | | | |
| DWD* | 47,772 | 1.9% | | | |
| DSB | 3,479 | 0.1% | | | |
| DSS | 268,394 | 10.8% | | | |
| DVR | 60,421 | 2.4% | | | |
| ESC* | 995,290 | 40.2% | | | |
| NCCCS | 911,317 | 36.8% | | | |
| UNC | 240,236 | 9.7% | | | |
| | | | Individuals Receiving Services through the <i>JobLink</i> Career Center System | 428,701 | 17.3% |

Table A2: Individuals Served by Each Agency and the Number of Agencies Providing Services and Individuals Receiving Services through the JobLink Career Center System, Over the 5-Year Time Period July 1, 2006 through June 30, 2011

| Individuals Served by Each Agency | | | Number of Agencies Providing Service | | |
|--|--------------------|----------------|---|--|---|
| Agency | Individuals | Percent | Number of Agencies | Individuals | Percent |
| DOC | 434,405 | 9.2% | 1 Agency 2 Agencies 3 Agencies 4 or More Agencies JobLink Only Total Unique Individuals | 2,925,520 1,166,991 449,364 140,628 21,719 4,704,222 | 62.2% 24.8% 9.6% 3.0% 0.5% 100.0% |
| DOL | 27,123 | 0.6% | | | |
| DPI | 817,408 | 17.4% | | | |
| DWD* | 102,177 | 2.2% | | | |
| DSB | 7,024 | 0.1% | | | |
| DSS | 622,100 | 13.2% | | | |
| DVR | 119,817 | 2.5% | | | |
| ESC* | 2,249,777 | 47.8% | | | |
| NCCCS | 2,318,029 | 49.3% | | | |
| UNC | 494,226 | 10.5% | | | |
| | | | Individuals Receiving Services through the <i>JobLink</i> Career Center System | 1,554,983 | 33.1% |

*Data reflect services that were provided through June 30, 2011. Effective November 1, 2011, the Employment Security Commission was transferred to the Department of Commerce. It is anticipated that future data submissions will reflect the new organizational structure.

Table A3: Individuals Served by the Department of Correction CFS Year 2010-2011, by the Agencies and the Number of Agencies Providing Services and Individuals Receiving Services through the JobLink Career Center System

| Individuals Served by Each Agency | | | Number of Agencies Providing Service | | |
|--|--------------------|----------------|--|--------------------|----------------|
| Agency | Individuals | Percent | Number of Agencies | Individuals | Percent |
| DOL | 439 | 0.2% | DOC Only | 125,978 | 54.7% |
| DPI | 1,926 | 0.8% | DOC + 1 other agency | 74,845 | 32.5% |
| DWD* | 2,113 | 0.9% | DOC + 2 other agencies | 24,393 | 10.6% |
| DSB | 118 | 0.1% | DOC + 3 or more other agencies | 4,910 | 2.1% |
| DSS | 22,628 | 9.8% | Total Unique Individuals | 230,126 | 100.0% |
| DVR | 5,456 | 2.4% | | | |
| ESC* | 55,873 | 24.3% | Individuals Receiving Services through the <i>JobLink</i> Career Center System | 28,445 | 12.4% |
| NCCCS | 48,576 | 21.1% | | | |
| UNC | 1,677 | 0.7% | | | |

Table A4: Individuals Served by the Department of Correction Over the 5-Year Time Period July 1, 2006 through June 30, 2011, by the Agencies and the Number of Agencies Providing Services and Individuals Receiving Services through the JobLink Career Center System

| Individuals Served by Each Agency | | | Number of Agencies Providing Service | | |
|--|--------------------|----------------|--|--------------------|----------------|
| Agency | Individuals | Percent | Number of Agencies | Individuals | Percent |
| DOL | 1,623 | 0.4% | DOC Only | 120,072 | 27.6% |
| DPI | 27,817 | 6.4% | DOC + 1 other agency | 123,685 | 28.5% |
| DWD* | 9,435 | 2.2% | DOC + 2 other agencies | 111,186 | 25.6% |
| DSB | 474 | 0.1% | DOC + 3 or more other agencies | 79,462 | 18.3% |
| DSS | 122,418 | 28.2% | Total Unique Individuals | 434,405 | 100.0% |
| DVR | 21,318 | 4.9% | | | |
| ESC* | 222,205 | 51.2% | Individuals Receiving Services through the <i>JobLink</i> Career Center System | 181,306 | 41.7% |
| NCCCS | 186,940 | 43.0% | | | |
| UNC | 8,230 | 1.9% | | | |

*Data reflect services that were provided through June 30, 2011. Effective November 1, 2011, the Employment Security Commission was transferred to the Department of Commerce. It is anticipated that future data submissions will reflect the new organizational structure.

Table A5: Individuals Served by the Department of Labor CFS Year 2010-2011, by the Agencies and the Number of Agencies Providing Services and Individuals Receiving Services through the JobLink Career Center System

| Individuals Served by Each Agency | | | Number of Agencies Providing Service | | |
|--|--------------------|----------------|--|--------------------|----------------|
| Agency | Individuals | Percent | Number of Agencies | Individuals | Percent |
| DOC | 439 | 7.3% | DOL Only | 3,078 | 51.4% |
| DPI | 38 | 0.6% | DOL + 1 other agency | 2,359 | 39.4% |
| DWD* | 50 | 0.8% | DOL + 2 other agencies | 492 | 8.2% |
| DSB | ** | ** | DOL + 3 or more other agencies | 57 | 1.0% |
| DSS | 63 | 1.1% | Total Unique Individuals | 5,986 | 100.0% |
| DVR | 10 | 0.2% | | | |
| ESC* | 749 | 12.5% | Individuals Receiving Services through the <i>JobLink</i> Career Center System | 327 | 5.5% |
| NCCCS | 2,128 | 35.5% | | | |
| UNC | 39 | 0.7% | | | |

Table A6: Individuals Served by the Department of Labor Over the 5-Year Time Period July 1, 2006 through June 30, 2011, by the Agencies and the Number of Agencies Providing Services and Individuals Receiving Services through the JobLink Career Center System

| Individuals Served by Each Agency | | | Number of Agencies Providing Service | | |
|--|--------------------|----------------|--|--------------------|----------------|
| Agency | Individuals | Percent | Number of Agencies | Individuals | Percent |
| DOC | 1,623 | 6.0% | DOL Only | 8,047 | 29.7% |
| DPI | 780 | 2.9% | DOL + 1 other agency | 10,511 | 38.8% |
| DWD* | 545 | 2.0% | DOL + 2 other agencies | 6,482 | 23.9% |
| DSB | ** | ** | DOL + 3 or more other agencies | 2,083 | 7.7% |
| DSS | 1,224 | 4.5% | Total Unique Individuals | 27,123 | 100.0% |
| DVR | 218 | 0.8% | | | |
| ESC* | 9,600 | 35.4% | Individuals Receiving Services through the <i>JobLink</i> Career Center System | 7,257 | 26.8% |
| NCCCS | 15,151 | 55.9% | | | |
| UNC | 1,019 | 3.8% | | | |

*Data reflect services that were provided through June 30, 2011. Effective November 1, 2011, the Employment Security Commission was transferred to the Department of Commerce. It is anticipated that future data submissions will reflect the new organizational structure.

**Cell size is less than 10 and is, therefore, suppressed.

Table A7: Individuals Served by the Department of Public Instruction CFS Year 2010-2011, by the Agencies and the Number of Agencies Providing Services and Individuals Receiving Services through the JobLink Career Center System

| Individuals Served by Each Agency | | | Number of Agencies Providing Service | | |
|--|--------------------|----------------|--|--------------------|----------------|
| Agency | Individuals | Percent | Number of Agencies | Individuals | Percent |
| DOC | 1,926 | 0.6% | DPI Only | 264,443 | 85.6% |
| DOL | 38 | <0.1% | DPI + 1 other agency | 40,132 | 13.0% |
| DWD* | 1,347 | 0.4% | DPI + 2 other agencies | 3,933 | 1.3% |
| DSB | 73 | <0.1% | DPI + 3 or more other agencies | 585 | 0.2% |
| DSS | 4,150 | 1.3% | Total Unique Individuals | 309,093 | 100.0% |
| DVR | 5,106 | 1.7% | | | |
| ESC* | 4,850 | 1.6% | Individuals Receiving Services through the <i>JobLink</i> Career Center System | 2,795 | 0.9% |
| NCCCS | 31,062 | 10.0% | | | |
| UNC | 1,276 | 0.4% | | | |

Table A8: Individuals Served by the Department of Public Instruction Over the 5-Year Time Period July 1, 2005 through June 30, 2010, by the Agencies and the Number of Agencies Providing Services and Individuals Receiving Services through the JobLink Career Center System

| Individuals Served by Each Agency | | | Number of Agencies Providing Service | | |
|--|--------------------|----------------|--|--------------------|----------------|
| Agency | Individuals | Percent | Number of Agencies | Individuals | Percent |
| DOC | 27,817 | 3.4% | DPI Only | 423,615 | 51.8% |
| DOL | 780 | 0.1% | DPI + 1 other agency | 229,078 | 28.0% |
| DWD* | 12,750 | 1.6% | DPI + 2 other agencies | 118,796 | 14.5% |
| DSB | 328 | <0.1% | DPI + 3 or more other agencies | 45,919 | 5.6% |
| DSS | 56,983 | 7.0% | Total Unique Individuals | 817,408 | 100.0% |
| DVR | 21,595 | 2.6% | | | |
| ESC* | 111,521 | 13.6% | Individuals Receiving Services through the <i>JobLink</i> Career Center System | 84,751 | 10.4% |
| NCCCS | 282,017 | 34.5% | | | |
| UNC | 100,933 | 12.3% | | | |

*Data reflect services that were provided through June 30, 2011. Effective November 1, 2011, the Employment Security Commission was transferred to the Department of Commerce. It is anticipated that future data submissions will reflect the new organizational structure.

Table A9: Individuals Served by the Division of Workforce Development* CFS Year 2010-2011, by the Agencies and the Number of Agencies Providing Services and Individuals Receiving Services through the JobLink Career Center System

| Individuals Served by Each Agency | | | Number of Agencies Providing Service | | |
|--|--------------------|----------------|--|--------------------|----------------|
| Agency | Individuals | Percent | Number of Agencies | Individuals | Percent |
| DOC | 2,113 | 4.4% | DWD* Only | 11,962 | 25.0% |
| DOL | 50 | 0.1% | DWD* + 1 other agency | 15,787 | 33.0% |
| DPI | 1,347 | 2.8% | DWD* + 2 other agencies | 16,386 | 34.3% |
| DSB | 39 | 0.1% | DWD* + 3 or more other agencies | 3,637 | 7.6% |
| DSS | 5,327 | 11.2% | Total Unique Individuals | 47,772 | 100.0% |
| DVR | 1,379 | 2.9% | | | |
| ESC* | 25,813 | 54.0% | Individuals Receiving Services through the <i>JobLink</i> Career Center System | 17,848 | 37.4% |
| NCCCS | 22,802 | 47.7% | | | |
| UNC | 932 | 2.0% | | | |

Table A10: Individuals Served by the Division of Workforce Development* Over the 5-Year Time Period July 1, 2006 through June 30, 2011, by the Agencies and the Number of Agencies Providing Services and Individuals Receiving Services through the JobLink Career Center System

| Individuals Served by Each Agency | | | Number of Agencies Providing Service | | |
|--|--------------------|----------------|--|--------------------|----------------|
| Agency | Individuals | Percent | Number of Agencies | Individuals | Percent |
| DOC | 9,435 | 9.2% | DWD* Only | 10,231 | 10.0% |
| DOL | 545 | 0.5% | DWD* + 1 other agency | 20,719 | 20.3% |
| DPI | 12,750 | 12.5% | DWD* + 2 other agencies | 41,692 | 40.8% |
| DSB | 153 | 0.1% | DWD* + 3 or more other agencies | 29,535 | 28.9% |
| DSS | 24,437 | 23.9% | Total Unique Individuals | 102,177 | 100.0% |
| DVR | 4,973 | 4.9% | | | |
| ESC* | 73,347 | 71.8% | Individuals Receiving Services through the <i>JobLink</i> Career Center System | 68,441 | 67.0% |
| NCCCS | 71,821 | 70.3% | | | |
| UNC | 4,643 | 4.5% | | | |

*Data reflect services that were provided through June 30, 2011. Effective November 1, 2011, the Employment Security Commission was transferred to the Department of Commerce. It is anticipated that future data submissions will reflect the new organizational structure.

Table A11: Individuals Served by the Division of Services for the Blind CFS Year 2010-2011, by the Agencies and the Number of Agencies Providing Services and Individuals Receiving Services through the JobLink Career Center System

| Individuals Served by Each Agency | | | Number of Agencies Providing Service | | |
|--|--------------------|----------------|--|--------------------|----------------|
| Agency | Individuals | Percent | Number of Agencies | Individuals | Percent |
| DOC | 118 | 3.4% | DSB Only | 1,892 | 54.4% |
| DOL | ** | ** | DSB + 1 other agency | 1,171 | 33.7% |
| DPI | 73 | 2.1% | DSB + 2 other agencies | 328 | 9.4% |
| DWD* | 39 | 1.1% | DSB + 3 or more other agencies | 88 | 2.5% |
| DSS | 310 | 8.9% | Total Unique Individuals | 3,479 | 100.0% |
| DVR | 76 | 2.2% | | | |
| ESC* | 898 | 25.8% | Individuals Receiving Services through the <i>JobLink</i> Career Center System | 454 | 13.0% |
| NCCCS | 477 | 13.7% | | | |
| UNC | 109 | 3.1% | | | |

Table A12: Individuals Served by the Division of Services for the Blind Over the 5-Year Time Period July 1, 2006 through June 30, 2011, by the Agencies and the Number of Agencies Providing Services and Individuals Receiving Services through the JobLink Career Center System

| Individuals Served by Each Agency | | | Number of Agencies Providing Service | | |
|--|--------------------|----------------|--|--------------------|----------------|
| Agency | Individuals | Percent | Number of Agencies | Individuals | Percent |
| DOC | 474 | 6.7% | DSB Only | 2,494 | 35.5% |
| DOL | ** | ** | DSB + 1 other agency | 2,251 | 32.0% |
| DPI | 328 | 4.7% | DSB + 2 other agencies | 1,495 | 21.3% |
| DWD* | 153 | 2.2% | DSB + 3 or more other agencies | 784 | 11.2% |
| DSS | 1,137 | 16.2% | Total Unique Individuals | 7,024 | 100.0% |
| DVR | 308 | 4.4% | | | |
| ESC* | 3,153 | 44.9% | Individuals Receiving Services through the <i>JobLink</i> Career Center System | 2,483 | 35.4% |
| NCCCS | 1,945 | 27.7% | | | |
| UNC | 280 | 4.0% | | | |

*Data reflect services that were provided through June 30, 2011. Effective November 1, 2011, the Employment Security Commission was transferred to the Department of Commerce. It is anticipated that future data submissions will reflect the new organizational structure.

**Cell size is less than 10 and is, therefore, suppressed.

Table A13: Individuals Served by the Division of Social Services CFS Year 2010-2011, by the Agencies and the Number of Agencies Providing Services and Individuals Receiving Services through the JobLink Career Center System

| Individuals Served by Each Agency | | | Number of Agencies Providing Service | | |
|--|--------------------|----------------|--|--------------------|----------------|
| Agency | Individuals | Percent | Number of Agencies | Individuals | Percent |
| DOC | 22,628 | 8.4% | DSS Only | 117,715 | 43.9% |
| DOL | 63 | <0.1% | DSS + 1 other agency | 104,515 | 38.9% |
| DPI | 4,150 | 1.5% | DSS + 2 other agencies | 39,039 | 14.5% |
| DWD* | 5,327 | 2.0% | DSS + 3 or more other agencies | 7,125 | 2.7% |
| DSB | 310 | 0.1% | | | |
| DVR | 7,481 | 2.8% | Total Unique Individuals | 268,394 | 100.0% |
| ESC* | 111,685 | 41.6% | Individuals Receiving Services through the <i>JobLink</i> Career Center System | 73,692 | 27.5% |
| NCCCS | 50,256 | 18.7% | | | |
| UNC | 2,615 | 1.0% | | | |

Table A14: Individuals Served by the Division of Social Services Over the 5-Year Time Period July 1, 2006 through June 30, 2011 by the Agencies and the Number of Agencies Providing Services and Individuals Receiving Services through the JobLink Career Center System

| Individuals Served by Each Agency | | | Number of Agencies Providing Service | | |
|--|--------------------|----------------|--|--------------------|----------------|
| Agency | Individuals | Percent | Number of Agencies | Individuals | Percent |
| DOC | 122,418 | 19.7% | DSS Only | 89,399 | 14.4% |
| DOL | 1,224 | 0.2% | DSS + 1 other agency | 213,543 | 34.3% |
| DPI | 56,983 | 9.2% | DSS + 2 other agencies | 207,984 | 33.4% |
| DWD* | 24,437 | 3.9% | DSS + 3 or more other agencies | 111,174 | 17.9% |
| DSB | 1,137 | 0.2% | | | |
| DVR | 33,407 | 5.4% | Total Unique Individuals | 622,100 | 100.0% |
| ESC* | 455,236 | 73.2% | Individuals Receiving Services through the <i>JobLink</i> Career Center System | 377,501 | 60.7% |
| NCCCS | 274,720 | 44.2% | | | |
| UNC | 13,431 | 2.2% | | | |

*Data reflect services that were provided through June 30, 2011. Effective November 1, 2011, the Employment Security Commission was transferred to the Department of Commerce. It is anticipated that future data submissions will reflect the new organizational structure.

Table A15: Individuals Served by the Division of Vocational Rehabilitation Services CFS Year 2010-2011, by the Agencies and the Number of Agencies Providing Services and Individuals Receiving Services through the JobLink Career Center System

| Individuals Served by Each Agency | | | Number of Agencies Providing Service | | |
|--|--------------------|----------------|--|--------------------|----------------|
| Agency | Individuals | Percent | Number of Agencies | Individuals | Percent |
| DOC | 5,456 | 9.0% | DVR Only | 24,001 | 39.7% |
| DOL | 10 | <0.1% | DVR + 1 other agency | 23,594 | 39.0% |
| DPI | 5,106 | 8.5% | DVR + 2 other agencies | 9,832 | 16.3% |
| DWD* | 1,379 | 2.3% | DVR + 3 or more other agencies | 2,994 | 5.0% |
| DSB | 76 | 0.1% | | | |
| DSS | 7,481 | 12.4% | Total Unique Individuals | 60,421 | 100.0% |
| ESC* | 17,639 | 29.2% | Individuals Receiving Services through the <i>JobLink</i> Career Center System | 10,492 | 17.4% |
| NCCCS | 14,545 | 24.1% | | | |
| UNC | 953 | 1.6% | | | |

Table A16: Individuals Served by the Division of Vocational Rehabilitation Services Over the 5-Year Time Period July 1, 2006 through June 30, 2011, by the Agencies and the Number of Agencies Providing Services and Individuals Receiving Services through the JobLink Career Center System

| Individuals Served by Each Agency | | | Number of Agencies Providing Service | | |
|--|--------------------|----------------|--|--------------------|----------------|
| Agency | Individuals | Percent | Number of Agencies | Individuals | Percent |
| DOC | 21,318 | 17.8% | DVR Only | 21,215 | 17.7% |
| DOL | 218 | 0.2% | DVR + 1 other agency | 35,079 | 29.3% |
| DPI | 21,595 | 18.0% | DVR + 2 other agencies | 32,421 | 27.1% |
| DWD* | 4,973 | 4.2% | DVR + 3 or more other agencies | 31,102 | 26.0% |
| DSB | 308 | 0.3% | | | |
| DSS | 33,407 | 27.9% | Total Unique Individuals | 119,817 | 100.0% |
| ESC* | 63,852 | 53.3% | Individuals Receiving Services through the <i>JobLink</i> Career Center System | 55,822 | 46.6% |
| NCCCS | 54,669 | 45.6% | | | |
| UNC | 3,562 | 3.0% | | | |

*Data reflect services that were provided through June 30, 2011. Effective November 1, 2011, the Employment Security Commission was transferred to the Department of Commerce. It is anticipated that future data submissions will reflect the new organizational structure.

Table A17: Individuals Served by the Employment Security Commission* CFS Year 2010-2011, by the Agencies and the Number of Agencies Providing Services and Individuals Receiving Services through the JobLink Career Center System

| Individuals Served by Each Agency | | | Number of Agencies Providing Service | | |
|--|--------------------|----------------|--|--------------------|----------------|
| Agency | Individuals | Percent | Number of Agencies | Individuals | Percent |
| DOC | 55,873 | 5.6% | ESC* Only | 631,348 | 63.4% |
| DOL | 749 | 0.1% | ESC* + 1 other agency | 287,643 | 28.9% |
| DPI | 4,850 | 0.5% | ESC* + 2 other agencies | 67,612 | 6.8% |
| DWD* | 25,813 | 2.6% | ESC* + 3 or more other agencies | 8,687 | 0.9% |
| DSB | 898 | 0.1% | | | |
| DSS | 111,685 | 11.2% | Total Unique Individuals | 995,290 | 100.0% |
| DVR | 17,639 | 1.8% | | | |
| NCCCS | 215,257 | 21.6% | Individuals Receiving Services through the <i>JobLink</i> Career Center System | 404,965 | 40.7% |
| UNC | 16,754 | 1.7% | | | |

Table A18: Individuals Served by the Employment Security Commission* Over the 5-Year Time Period July 1, 2006 through June 30, 2011, by the Agencies and the Number of Agencies Providing Services and Individuals Receiving Services through the JobLink Career Center System

| Individuals Served by Each Agency | | | Number of Agencies Providing Service | | |
|--|--------------------|----------------|--|--------------------|----------------|
| Agency | Individuals | Percent | Number of Agencies | Individuals | Percent |
| DOC | 222,205 | 9.9% | ESC* Only | 992,718 | 44.1% |
| DOL | 9,600 | 0.4% | ESC* + 1 other agency | 757,580 | 33.7% |
| DPI | 111,521 | 5.0% | ESC* + 2 other agencies | 366,000 | 16.3% |
| DWD* | 73,347 | 3.3% | ESC* + 3 or more other agencies | 133,479 | 5.9% |
| DSB | 3,153 | 0.1% | | | |
| DSS | 455,236 | 20.2% | Total Unique Individuals | 2,249,777 | 100.0% |
| DVR | 63,852 | 2.8% | | | |
| NCCCS | 879,586 | 39.1% | Individuals Receiving Services through the <i>JobLink</i> Career Center System | 1,495,833 | 66.5% |
| UNC | 93,059 | 4.1% | | | |

*Data reflect services that were provided through June 30, 2011. Effective November 1, 2011, the Employment Security Commission was transferred to the Department of Commerce. It is anticipated that future data submissions will reflect the new organizational structure.

Table A19: Individuals Served by the North Carolina Community College System CFS Year 2010-2011, by the Agencies and the Number of Agencies Providing Services and Individuals Receiving Services through the JobLink Career Center System

| Individuals Served by Each Agency | | | Number of Agencies Providing Service | | |
|--|--------------------|----------------|--|--------------------|----------------|
| Agency | Individuals | Percent | Number of Agencies | Individuals | Percent |
| DOC | 48,576 | 5.3% | NCCCS Only | 577,785 | 63.4% |
| DOL | 2,128 | 0.2% | NCCCS + 1 other agency | 263,677 | 28.9% |
| DPI | 31,062 | 3.4% | NCCCS + 2 other agencies | 61,433 | 6.7% |
| DWD* | 22,802 | 2.5% | NCCCS + 3 or more other agencies | 8,422 | 0.9% |
| DSB | 477 | 0.1% | | | |
| DSS | 50,256 | 5.5% | Total Unique Individuals | 911,317 | 100.0% |
| DVR | 14,545 | 1.6% | | | |
| ESC* | 215,257 | 23.6% | Individuals Receiving Services through the <i>JobLink</i> Career Center System | 116,949 | 12.8% |
| UNC | 27,285 | 3.0% | | | |

Table A20: Individuals Served by the North Carolina Community College System Over the 5-Year Time Period July 1, 2005 through June 30, 2010 by the Agencies and the Number of Agencies Providing Services and Individuals Receiving Services through the JobLink Career Center System

| Individuals Served by Each Agency | | | Number of Agencies Providing Service | | |
|--|--------------------|----------------|--|--------------------|----------------|
| Agency | Individuals | Percent | Number of Agencies | Individuals | Percent |
| DOC | 186,940 | 8.1% | NCCCS Only | 1,039,444 | 44.8% |
| DOL | 15,151 | 0.7% | NCCCS + 1 other agency | 769,129 | 33.2% |
| DPI | 282,017 | 12.2% | NCCCS + 2 other agencies | 376,662 | 16.2% |
| DWD* | 71,821 | 3.1% | NCCCS + 3 or more other agencies | 132,794 | 5.7% |
| DSB | 1,945 | 0.1% | | | |
| DSS | 274,720 | 11.9% | Total Unique Individuals | 2,318,029 | 100.0% |
| DVR | 54,669 | 2.4% | | | |
| ESC* | 879,586 | 37.9% | Individuals Receiving Services through the <i>JobLink</i> Career Center System | 680,779 | 29.4% |
| UNC | 175,542 | 7.6% | | | |

*Data reflect services that were provided through June 30, 2011. Effective November 1, 2011, the Employment Security Commission was transferred to the Department of Commerce. It is anticipated that future data submissions will reflect the new organizational structure.

Table A21: Individuals Served by the University of North Carolina CFS Year 2010-2011, by the Agencies and the Number of Agencies Providing Services and Individuals Receiving Services through the JobLink Career Center System

| Individuals Served by Each Agency | | | Number of Agencies Providing Service | | |
|--|--------------------|----------------|--|--------------------|----------------|
| Agency | Individuals | Percent | Number of Agencies | Individuals | Percent |
| DOC | 1,677 | 0.7% | UNC Only | 194,782 | 81.1% |
| DOL | 39 | <0.1% | UNC + 1 other agency | 39,841 | 16.6% |
| DPI | 1,276 | 0.5% | UNC + 2 other agencies | 5,077 | 2.1% |
| DWD* | 932 | 0.4% | UNC + 3 or more other agencies | 536 | 0.2% |
| DSB | 109 | <0.1% | | | |
| DSS | 2,615 | 1.1% | Total Unique Individuals | 240,236 | 100.0% |
| DVR | 953 | 0.4% | | | |
| ESC* | 16,754 | 7.0% | Individuals Receiving Services through the <i>JobLink</i> Career Center System | 5,728 | 2.4% |
| NCCCS | 27,285 | 11.4% | | | |

Table A22: Individuals Served by the University of North Carolina Over the 5-Year Time Period July 1, 2006 through June 30, 2011, by the Agencies and the Number of Agencies Providing Services and Individuals Receiving Services through the JobLink Career Center System

| Individuals Served by Each Agency | | | Number of Agencies Providing Service | | |
|--|--------------------|----------------|--|--------------------|----------------|
| Agency | Individuals | Percent | Number of Agencies | Individuals | Percent |
| DOC | 8,230 | 1.7% | UNC Only | 218,285 | 44.2% |
| DOL | 1,019 | 0.2% | UNC + 1 other agency | 172,407 | 34.9% |
| DPI | 100,933 | 20.4% | UNC + 2 other agencies | 85,374 | 17.3% |
| DWD* | 4,643 | 0.9% | UNC + 3 or more other agencies | 18,160 | 3.7% |
| DSB | 280 | 0.1% | | | |
| DSS | 13,431 | 2.7% | Total Unique Individuals | 494,226 | 100.0% |
| DVR | 3,562 | 0.7% | | | |
| ESC* | 93,059 | 18.8% | Individuals Receiving Services through the <i>JobLink</i> Career Center System | 53,751 | 10.9% |
| NCCCS | 175,542 | 35.5% | | | |

*Data reflect services that were provided through June 30, 2011. Effective November 1, 2011, the Employment Security Commission was transferred to the Department of Commerce. It is anticipated that future data submissions will reflect the new organizational structure.

Table A23: Individuals Served by the JobLink Career Center System CFS Year 2010-2011, by the Agencies and the Number of Agencies Providing Services

| Individuals Served by Each Agency | | | Number of Agencies Providing Service | | |
|--|--------------------|----------------|---|--------------------|----------------|
| Agency | Individuals | Percent | Number of Agencies | Individuals | Percent |
| DOC | 28,445 | 6.6% | 1 Agency | 240,921 | 56.2% |
| DOL | 327 | 0.1% | 2 Agencies | 134,066 | 31.3% |
| DPI | 2,795 | 0.7% | 3 Agencies | 37,544 | 8.8% |
| DWD* | 17,848 | 4.2% | 4 or More Agencies | 5,470 | 1.3% |
| DSB | 454 | 0.1% | JobLink Only | 10,700 | 2.5% |
| DSS | 55,960 | 13.1% | | | |
| DVR | 10,492 | 2.4% | | | |
| ESC* | 404,965 | 94.5% | | | |
| NCCCS | 116,949 | 27.3% | Total Unique Individuals | 428,701 | 100.0% |
| UNC | 5,728 | 1.3% | | | |

Table A24: Individuals Served by the JobLink Career Center System Over the 5-Year Time Period July 1, 2006 through June 30, 2011, by the Agencies and the Number of Agencies Providing Services

| Individuals Served by Each Agency | | | Number of Agencies Providing Service | | |
|--|--------------------|----------------|---|--------------------|----------------|
| Agency | Individuals | Percent | Number of Agencies | Individuals | Percent |
| DOC | 181,306 | 11.7% | 1 Agency | 593,088 | 38.1% |
| DOL | 7,257 | 0.5% | 2 Agencies | 538,139 | 34.6% |
| DPI | 84,751 | 5.5% | 3 Agencies | 288,680 | 18.6% |
| DWD* | 68,441 | 4.4% | 4 or More Agencies | 113,357 | 7.3% |
| DSB | 2,483 | 0.2% | JobLink Only | 21,719 | 1.4% |
| DSS | 377,501 | 24.3% | | | |
| DVR | 55,822 | 3.6% | | | |
| ESC* | 1,495,833 | 96.2% | | | |
| NCCCS | 680,779 | 43.8% | Total Unique Individuals | 1,554,983 | 100.0% |
| UNC | 53,751 | 3.5% | | | |

*Data reflect services that were provided through June 30, 2011. Effective November 1, 2011, the Employment Security Commission was transferred to the Department of Commerce. It is anticipated that future data submissions will reflect the new organizational structure.

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