

MID-CAROLINA INSIGHTS

QUARTERLY NEWSLETTER



Cumberland County 490 North McPherson Church Road, Fayetteville NC 28303
Harnett County 900 South 9th Street, Lillington NC 27546
Dunn Affiliate 214 West Edgerton Street, Dunn NC 28334
Moore County 245 Shepard Trail, Aberdeen, NC 28315
Sampson County 115 North Blvd, Clinton NC 28328

WHAT TO EXPECT THIS ISSUE

- DE&I in Workforce Development
- MCWDB New Leadership
- NADO IMPACT Awards
- Ft. Liberty Success Stories
- CPR Training
- NC Peer Support Specialist Training
- Best Practices In Place at Moore County NCWorks

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INSPIRATION CORNER

“Before anything else, preparation is the key to success”

~Alexander Graham Bell

“However difficult life may seem, there is always something you can do and succeed at.”

~Stephan Hawking

“Tell me and I forget. Teach me and I remember. Involve me and I learn.”

~Benjamin Franklin

“Doing your best at this moment puts you in the best place for the next moment.”

~Oprah Winfrey



UNDERSTANDING DIVERSITY, EQUITY, AND INCLUSION (DEI) AND ITS IMPORTANCE IN TODAY'S WORKPLACE

The Importance of Diversity, Equity, and Inclusion in Workforce Development Boards

In today's evolving economic landscape, Diversity, Equity, and Inclusion (DEI) have become critical pillars for organizations, including Workforce Development Boards (WDBs). As the workforce continues to diversify, it's essential for these boards to reflect the communities they serve, ensuring equitable opportunities for all individuals. By

embracing DEI principles, WDBs can drive meaningful change, promote social justice, and enhance economic growth.

Building Inclusive Work Environments

Workforce Development Boards are tasked with supporting job seekers, businesses, and communities by fostering a dynamic labor market. A key component of their mission is to create inclusive environments where all individuals, regardless of race, gender, age, disability, or background, can thrive. This inclusivity not only reflects the diverse demographics of the community but also enhances the effectiveness of WDBs in addressing workforce challenges.

By implementing DEI strategies, WDBs can ensure that their programs and services are accessible to everyone. This includes offering tailored support for underrepresented groups, such as individuals with disabilities, veterans, and those from marginalized communities. Creating inclusive work environments helps to break down barriers and provides equitable access to training, employment, and career advancement opportunities.

Enhancing Economic Growth Through DEI

Diversity in the workforce drives innovation and creativity, which are vital components of a thriving economy. WDBs play a crucial role in preparing a diverse talent pool that meets the needs of local employers. By prioritizing DEI, WDBs can help businesses tap into a broader range of skills and perspectives, leading to improved problem-solving and enhanced productivity.

Moreover, equitable workforce practices can help address labor shortages by engaging populations that have traditionally been overlooked. By providing targeted training and support, WDBs can empower individuals to enter high-demand industries, filling critical gaps and driving economic growth.

Promoting Social Equity and Justice

DEI initiatives are not just about economic benefits; they are also about promoting social equity and justice. Workforce Development Boards have the power to shape the future of work by advocating for fair hiring practices, equitable wages, and safe working conditions. By collaborating with businesses, educational institutions, and community organizations, WDBs can help dismantle systemic barriers that have historically disadvantaged certain groups.

Implementing DEI strategies also involves listening to the voices of those who have been marginalized and incorporating their perspectives into decision-making processes. This approach ensures that the needs of all community members are considered, leading to more inclusive policies and programs.

Challenges and Opportunities

While the importance of DEI is clear, WDBs may face challenges in implementing these principles. These challenges can include resistance to change, limited resources, and a lack of understanding about the benefits of DEI. However, these obstacles present opportunities for growth and innovation.

To overcome these challenges, WDBs can invest in DEI training for staff, develop partnerships with diverse organizations, and leverage data to identify and address disparities. By prioritizing DEI at all levels, from leadership to service delivery, WDBs can create more equitable and inclusive workforce systems.

Looking Ahead

As we move forward, it is imperative that Workforce Development Boards continue to champion DEI in all aspects of their work. By doing so, they can help build stronger, more resilient communities where everyone has the opportunity to succeed. The commitment to DEI is not just a moral imperative; it is a strategic advantage that will shape the future of the workforce and drive sustainable economic growth.

In conclusion, the importance of Diversity, Equity, and Inclusion in Workforce Development Boards cannot be overstated. By embracing these principles, WDBs can ensure that their services are accessible, relevant, and impactful for all members of the community. Through dedicated efforts, WDBs can lead the charge in creating a more equitable and inclusive future for the workforce.

ASSISTANT RURAL CARRIER—CITY CARRIER ASSISTANT—PSE MAIL PROCESSING CLERK—RURAL CARRIER ASSOCIATE

JOB FAIR

SEPTEMBER 17, 2024 SEPTEMBER 18, 2024 SEPTEMBER 19, 2024

NCWORKS CAREER CENTER—HARNETT COUNTY
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10AM—2PM

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NCWorks Career Center
Montgomery County
215 W. Main St.
Troy, NC 27371
(910) 898-9669

HOURS OF OPERATION
Mon. 9:30 am - 5:30 pm
Tues.
Wed.
Thurs. 9:30 am - 5:30 pm
Fri.

MONTGOMERYCOUNTY@NCWORKS.GOV

MID-CAROLINA
Workforce Development Board

The NCWorks NextGen program is designed to help young adults like you gain the skills, experience, and support needed to thrive in today's job market.

- Career Guidance:** Personalized counseling to navigate your career path.
- Education & Training:** Access training programs that lead to industry-recognized certifications.
- Work Experience:** Real-world experience through paid internships and placements.
- Support Services:** Additional support including transportation, mentorship, and more.

WE ARE EMPOWERING YOUTH TOWARDS CAREER EXCELLENCE!

Mid Carolina Workforce Development Board Announces New Leadership

We are thrilled to announce the appointment of Xavier DeBrough as Chairman and Candace Howell as Vice Chair of the Mid Carolina Workforce Development Board. Their extensive experience and commitment to community development promise to drive the board toward new achievements.

Xavier DeBrough: Chairman

Xavier DeBrough is an accomplished leader with a strong background in operations and management and a dedicated contributor to various community initiatives. With over 10 years of problem-solving experience, he consistently brings a positive, solution-focused mindset to every challenge. As the Executive Director of DeBrough & Co., Xavier excels in strategic planning, compliance, and building meaningful relationships. His military service as a Drill Sergeant demonstrates his exceptional leadership abilities and keen attention to detail. Beyond his professional achievements, Xavier is deeply committed to serving and developing the community with a focus on excellence. He serves as Chairman of the Mid Carolina Workforce Development Board and is an active member of the Fayetteville Cumberland Reentry Council, Genesis Christian School, The Money Box Academy, and the Fayetteville NEXT Advisory Commission. Xavier's multi-faceted involvement highlights his dedication to making a positive impact on both professional and community levels.



Candace Howell: Vice Chair

Candace Howell is a Fayetteville native and proud military B-R-A-T! A graduate of mathematics from Duke University, she enjoys being a part of the heartbeat of her local community as owner and operator of the Candace Howell State Farm Insurance Agency. With more than 10 brave corporate relocations under her belt, Candace is happy to be back home and serving in her native Fayetteville.

Resilience is most definitely within Candace's core with over 37 years of experience in the insurance industry, Candace is a veteran of creating and managing business impact as her teams excel in working with executives, strategic thinking leaders, and businesses across all industries to assist them in their legacy building efforts locally and internationally.

Candace is seasoned in small business consulting, mergers and acquisitions, strategic planning organizational development, administrative and financial operations, marketing and business automation planning. With an assertive "client -first" philosophy, Candace's greatest passion is helping people adapt to their changing worlds as they prepare for retirement, protect their families and create lasting endowments.



The appointments of Xavier DeBrough and Candace Howell mark a significant milestone for the Mid-Carolina Workforce Development Board. With their leadership, we anticipate a future of robust economic development and enhanced workforce opportunities. We look forward to their contributions and the positive impact they will have on our community. Please join us in welcoming Xavier and Candace to their new roles. Together, we will continue to work towards a brighter future for the Mid-Carolina region.

Sampson Spotlight



Sampson County NCWorks: Strengthening Unity and Service Excellence: NCWorks Partnership Meeting Highlights

Throughout July 2024, Center staff continued their commitment to collaboration and professional development by participating in the NCWorks Partnership Meeting on July 22, 2024. All staff members were in attendance, underscoring the importance of unity and teamwork within the NCWorks Career Center. During the meeting, updates were provided on the various services and programs available through the Center, with a focus on ensuring that staff members are equipped to deliver these services effectively and professionally.

The Partnership Meeting also served as a platform for open discussions on how Center staff can work together to meet the needs of both customers and employers. Emphasis was placed on maintaining a high standard of service delivery, understanding the unique requirements of each customer, and strengthening connections with local businesses to support economic growth in the region.

These meetings highlight the ongoing efforts of the Mid-Carolina Workforce Development Board and the NCWorks Career Center to foster economic development and provide tailored services to businesses and job seekers. By working collaboratively, the MCWDB aims to create a thriving workforce ecosystem that supports the success of individuals and employers alike in the Mid-Carolina region.

More from Moore



NCWorks Career Center-Moore County Staff Engage in June 2024 Training

In June 2024, the NCWorks Career Center-Moore County staff took significant strides in professional development through various targeted training sessions.

Regina Smalls participated in AI training at Sandhills Community College and attended multiple sessions focused on the hiring process, NeoGov, and management and supervision techniques. Jessica Thomas also engaged in a virtual meeting with the North Carolina Department of Commerce/Division of Workforce Solutions Diversity, Equity, and Inclusion Team. The discussion centered on enhancing DEI initiatives within the local office and the broader region, addressing current challenges, and exploring ways to advance these efforts.

Additionally, the staff received training on cybersecurity, specifically AI chatbots, and privacy considerations for remote work, highlighting the Career Center's commitment to staying current with best practices and improving service delivery.

These training activities reflect the Career Center's dedication to fostering a skilled and informed team, ready to meet the evolving needs of the community and uphold high standards in workforce development.

Mid-Carolina Regional Council's My Future So Bright Youth Program



Wins 2024 NADO Impact Award

The National Association of Development Organizations (NADO) has announced the recipients of the 2024 Aliceann Wohlbruck NADO Impact Awards, and the Mid-Carolina Regional Council's My Future So Bright (MFSB) youth program is among the honored projects. Recognized for its exceptional approach to workforce development, My Future So Bright is a summer work program that introduces high school and early college students to various industries, equipping them with the skills and experiences needed to succeed in today's job market.

My Future So Bright: Preparing Fayetteville's Youth for the Workforce

Now in its second year, My Future So Bright focuses on preparing Fayetteville's youth, aged 14 to 19, for future employment by providing hands-on learning, mentorship, and exposure to different career paths. The program prioritizes younger applicants residing within Fayetteville who are legally authorized to work in the U.S., offering them real-world work experience and career development opportunities.

Deputy Director of Mid-Carolina Regional Council, Samantha Wullenwaber, highlights the program's impact: "At 14, many don't know what they want to do, but discovering what they don't want to do is equally important. This program allows participants to explore different fields, making a lasting positive impact on their lives."

For the 2024 session, My Future So Bright partnered with 11 local businesses to host 22 interns, a growth from the 19 participants in the previous year, with further expansion expected in 2025. The City of Fayetteville has shown strong support, committing \$200,000 over three years to fund the program. Verna L. Jones, Deputy Director of Workforce Development, emphasized the city's involvement: "The City of Fayetteville granted us funds to create a meaningful summer program. We wanted participants to not just work but to understand what it takes to be successful."

Empowering the Next Generation Through Workforce Development

My Future So Bright plays a crucial role in shaping the future workforce by engaging youth in career exploration and skill development. Through workshops, job shadowing, and interactive activities, participants learn about various industries and develop essential skills such as communication, teamwork, and problem-solving. This hands-on approach empowers them to make informed decisions about their future and pursue meaningful employment opportunities.

The program’s success and expansion reflect its impact, with many participants continuing as employees at their respective businesses after completing their internships. Mayor Pro Tem Kathy Jensen, who spoke at the graduation ceremony, underscored the program’s importance: “My Future So Bright empowers Fayetteville’s youth, cultivating a strong, vibrant future workforce. I urge businesses and citizens to support this initiative.”

Recognition at NADO’s Annual Training Conference

The 2024 Aliceann Wohlbruck Impact Award recipients, including the Mid-Carolina Regional Council’s My Future So Bright program, will be celebrated at NADO’s Annual Training Conference in New Orleans, Louisiana, this October. This recognition underscores the significant contributions of regional development organizations in advancing economic and community growth through innovative and impactful programs.

Founded in 1967, NADO represents regional development organizations across the United States, including councils of governments, economic development districts, and other regional planning bodies. NADO supports these organizations through advocacy, education, and networking opportunities, promoting sustainable economic growth and resilience at the local and regional levels.

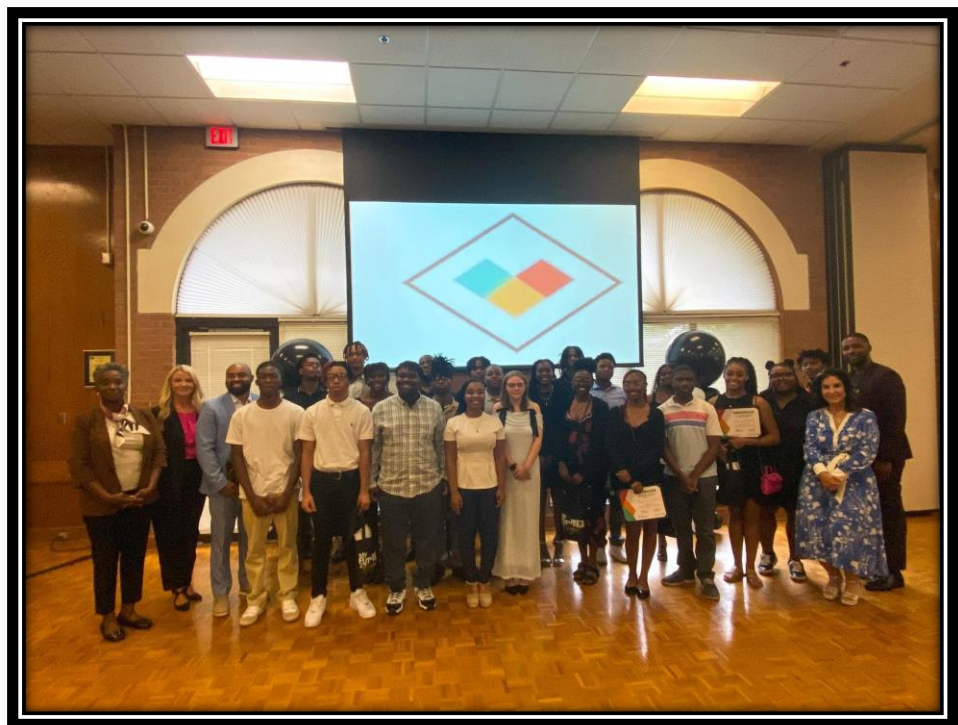
A Bright Future Ahead for Fayetteville’s Youth

The recognition of My Future So Bright with a NADO Impact Award highlights the importance of youth-focused workforce development initiatives. By providing young people with the tools and guidance they need to navigate their career paths, the program is helping to build a stronger, more resilient future workforce that will benefit the entire community.

The 22 interns from the 2024 cohort were honored at a graduation ceremony on July 19, 2024, at Fayetteville Technical Community College. As the program continues to grow, it remains dedicated to empowering the next generation and fostering a brighter future for all.

Congratulations to the Mid-Carolina Regional Council and the My Future So Bright program for their outstanding achievement. For a complete list of the 2024 Impact Award recipients, please visit the NADO website.

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Local Youth Achieves Career Milestone Through NCWorks NextGen Program



Cumberland County, NC—
Sierra, a dedicated and determined young woman, recently completed the NCWorks NextGen program, a significant step towards achieving her career aspirations in the healthcare field. As an out-of-school youth seeking opportunities for Occupational Skills Training, Sierra enrolled in the program with the goal of obtaining her Certified Nursing Assistant (CNA) 1 Credential for North Carolina.

Sierra’s journey began with a three-day soft skills training course provided by the NextGen program. This initial training equipped her with essential skills, laying a strong foundation for her professional journey.

Following the successful completion of the soft skills course, Sierra pursued her CNA training at Cumberland Nursing Academy, where she demonstrated perseverance and commitment.

After earning her CNA credential, Sierra continued to work closely with her NextGen Advisor to further her personal and professional development. Together, they explored areas such as Financial Literacy, Resume Building, and Labor Market Information, ensuring Sierra was well-prepared to navigate her career path and overcome any barriers to employment she might face.

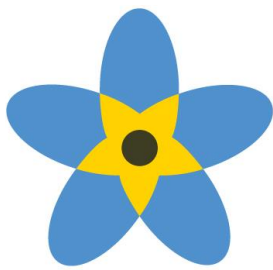
The efforts paid off when Sierra’s Career Advisor completed a job referral, leading her to secure a full-time CNA position at Sampson Regional Medical Center. Sierra began her new role on June 11, 2024, marking the start of a promising career in healthcare.

Sierra’s success story is a testament to the impact of the NCWorks NextGen program in supporting young individuals as they pursue their career goals. Her achievements highlight the importance of providing tailored support and training to empower the next generation of skilled professionals in North Carolina.

Success Story: George Dutton - Moore County Submitted by: Tim Ingram

Mr. George Dutton was laid off from employment as a Plant Manager in 2023 and visited the Moore County NCWorks Career Center for reemployment assistance. Mr. Dutton was interested in filing a UI claim and job search assistance. Staff assisted Mr. Dutton with his UI claim, NCWorks registration, and resume, followed by several job searches/referrals for positions in manufacturing and sales. Mr. Dutton continued to utilize the career center for the next several weeks as staff worked closely between Mr. Dutton and several suitable employers such as First Health, Nvent, and Hamilton Beach. Mr. Dutton received resume assistance and reviewed interview best practices and was also referred to various hiring events.

Mr. Dutton eventually achieved success attaining full-time employment as a Tier III Salesman at Ripple Fiber in West End, NC and. The NCWorks staff enjoyed assisting Mr. Dutton and wish him the best at his new placement.



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Friends
North Carolina** 

A Dementia Friendly America initiative

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Come to a Dementia Friends Information Session to learn a little about what it is like to live with dementia and turn that understanding into action.

Anyone of any age can become a Dementia Friend. You will learn more about dementia and how you can help Cumberland, Harnett and Sampson counties become dementia friendly communities.

Tuesdays • 10am–12pm

**Aug 27 • Sept 24 • Oct 29
Nov 19 • Dec 17**

**MID-CAROLINA REGIONAL COUNCIL
6205 Raeford Road | Fayetteville, NC 28304**

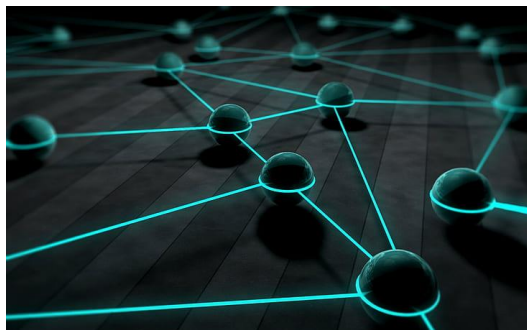
To RSVP & for more info:

Barbara A. White
910-323-4191 ext. 28
bwhite@mccog.org



**MID-CAROLINA
REGIONAL COUNCIL**





Veteran Achieves IT Certification Milestones with NCWorks Career Center Support

Fayetteville, NC—

Mr. Agee, a U.S. Air Force veteran, is making remarkable strides in his journey toward a career in information technology, thanks to the support of the NCWorks Career Center. Mr. Agee visited the center seeking assistance with updating his IT certifications, which were last obtained in 2009. Recognizing the rapid evolution of the IT industry, he knew that refreshing his skills was essential to re-enter the workforce and pursue his professional goals.

Having already identified his preferred training provider, Innovative Systems Group (ISG), Mr. Agee was well-prepared and committed to his career path. ISG offers a self-paced course structure, which allowed him the flexibility to manage his learning effectively. Mr. Agee began his training on April 29th, approaching his studies with discipline and consistency to maintain a steady pace.

Through his dedication, Mr. Agee successfully completed the first portion of his training and passed the Security+ exam, a critical certification in the IT field. He is currently on track to continue his studies and is diligently working towards earning his Network+ certification, further enhancing his qualifications.

Mr. Agee's progress represents more than just personal achievement; it underscores the importance of continuous learning and adaptability, especially in a fast-evolving field like IT. By updating his certifications, Mr. Agee is positioning himself to meet the employment objectives set with his NCWorks Career Advisor, which include securing full-time employment in the IT sector.

The success of veterans like Mr. Agee highlights the valuable role of NCWorks Career Centers in empowering individuals to overcome barriers and achieve their career aspirations. As he continues to advance through his training, Mr. Agee remains an inspiring example of perseverance and the positive impact of targeted support services on veteran career development.

SUCCESS

Judah Africanus: Overcoming Challenges in the Logistics Field

On January 2, 2024, Mr. Judah Africanus, a qualified Employment Barrier Veteran, visited the Fort Liberty NCWorks Career Center seeking a job in logistics. Concerned about the details on his resume and his ability to secure a job, Mr. Africanus received reassurance and comprehensive assistance from the NCWorks team.

Over several months, NCWorks provided Mr. Africanus with tailored job leads, hiring event notifications, and continuous follow-up to ensure his resume was competitive. On June 3, 2024, Mr. Africanus began a logistics position with Vectrus, a contracting company based in Fort Liberty, NC, earning an annual salary of \$60,000. He continues to thrive in his role, expressing gratitude for the support that helped him secure his position.

The success stories of Mr. Stevens, Mr. Smith, Mr. Fornah, and Mr. Africanus exemplify the critical role NCWorks Career Center plays in empowering veterans to overcome employment barriers and achieve their career goals. Through personalized guidance, tailored resources, and dedicated support, NCWorks continues to make a lasting impact on the lives of veterans transitioning to civilian careers.

Don't miss out on this opportunity to enhance your financial well-being.



Join us for an informative session provided by Navy Federal Credit Union on managing finance with confidence!

Financial Literacy Workshop

FOR CAREGIVERS & SENIORS

Budgeting and Saving

Learn effective budgeting strategies and ways to save money.

Understanding Financial Statements

Get familiar with key financial documents and what they mean.

Managing Debts & Expenses

Explore options for retirement planning and other long-term financial goals.

Fraud Prevention

Protect yourself from financial scams and fraud.

- *Gain practical knowledge to manage your finances better*
- *Receive Personalized advice from financial experts.*
- *Network with other caregivers & seniors in your community.*

October 23, 2024 10am–12pm

6205 Raeford Rd
Fayetteville, NC 28304

Free Refreshments Provided

Register by October 21



Barbara A. White
910-323-4191 ext. 28
bwhite@mccog.org



MID-CAROLINA
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Ft. Liberty NCWorks Career Center Success Stories: Veterans Overcoming Employment Barriers



The NCWorks Career Center continues to make a significant impact on the lives of veterans transitioning into civilian careers. Below are the inspiring success stories of four veterans who overcame employment barriers with the support and guidance of NCWorks Career Center staff and resources.

Elwood Stevens: From Food Service to New Opportunities

On July 2, 2024, Elwood Stevens, a veteran and qualified Employment Barrier Veteran, visited the Fort Liberty NCWorks Career Center seeking a career change. Mr. Stevens expressed his desire to move away from the food service industry and explore roles in management and personnel. He was introduced to NC4ME, a partnering organization, and referred to Ms. Katelyn Nixon for further assistance.

Before meeting Ms. Nixon, the center's staff collaborated with Mr. Stevens to refine his resume, aligning it with his new career aspirations. Following a successful resume update, Mr. Stevens connected with a company seeking a Tow Truck Driver. To further support his job search, the NCWorks team provided one-on-one mock interview coaching, helping him prepare for potential interview questions and strategies.

On August 21, 2024, Mr. Stevens proudly shared that he had secured a position as a Tow Truck Driver with potential for managerial responsibilities. He began his new role on August 26, 2024, marking a successful transition to his desired career path.

Marquise Smith: Balancing Education and Employment

Marquise Smith, another qualified Employment Barrier Veteran, has been working with the NCWorks Career Center since November 11, 2023. Mr. Smith sought positions in customer service or security, either in-person or remotely. Throughout his journey, the NCWorks team provided valuable resources, including job leads, hiring event information, and tailored resume support.

In February 2024, Mr. Smith decided to enroll in the VA's Chapter 31 program (VR&E) and attend Fayetteville State University to major in Psychology, starting August 19, 2024. Despite his educational pursuits, he expressed a desire to find employment while attending school. On July 1, 2024, a previous employer contacted NCWorks about a security personnel position. Mr. Smith was connected with the employer, interviewed, and was offered the job at Sunstate Securities, starting on August 5, 2024.

Mr. Smith expressed his gratitude for the continued support from NCWorks and his Veteran Career Advisor, recognizing the critical role they played in his success.

Reuben Fornah: Leveraging IT Experience for a High-Paying Role

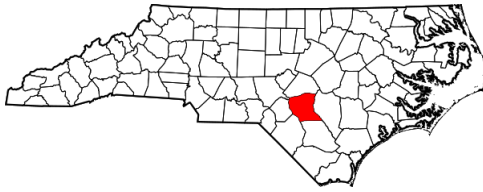
Mr. Reuben Fornah, a veteran transitioning from the military, visited the Fort Liberty NCWorks Career Center on June 28, 2024, seeking employment in information technology. Despite his 20 years of IT experience and certifications from his military service, Mr. Fornah felt anxious about finding a job in the civilian sector.

The NCWorks team worked closely with Mr. Fornah to refine his resume, highlighting his extensive experience and aligning it with his career goals in IT. Through ongoing support, including job leads and hiring event information, Mr. Fornah was able to secure a role as a Cybersecurity Engineer at ACI on July 31, 2024. He began his position on August 5, 2024, with an impressive salary of \$135,000 and the opportunity to work remotely.

Mr. Fornah expressed his appreciation for the guidance and mentorship he received, crediting the NCWorks Career Center for helping him find a role that allows him to provide for his family.

The success stories of Mr. Stevens, Mr. Smith, and Mr. Fornah exemplify the critical role NCWorks Career Center plays in empowering veterans to overcome employment barriers and achieve their career goals. Through personalized guidance, tailored resources, and dedicated support, NCWorks continues to make a lasting impact on the lives of veterans transitioning to civilian careers.

Call for Cumberland



DWS Staff Enhance Skills Through August Professional Development

In August, Department of Workforce Solutions (DWS) staff engaged in extensive professional development, completing various trainings to enhance their skills and service delivery.

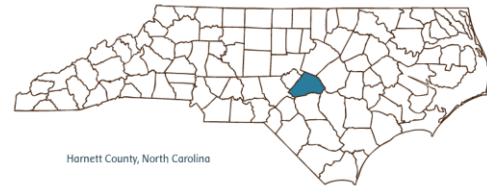
Staff participated in three online trainings focused on security and privacy: "Cyber Security: Security and Disaster Preparedness," "Privacy: Restricted Intelligence Privacy Edition," and "Privacy: Family Educational Rights and Privacy Act (FERPA) Overview." Additionally, three team members continued the STAR 9 Course, and Paul Smith from the JVSG team attended advanced case management training at the National Veterans' Training Institute in Dallas and the NASWA Conference in Washington, D.C.

On August 30, Career Center staff attended a center training session led by F. Crawford, focusing on the Eligible Training Provider List (EPTL) to identify available courses. Teams reviewed recent service reports and discussed service usage, client interactions, and best practices.

Other training attended by select staff included sessions on empowering homeless voters, enhancing skills for serving veterans, and exploring the pros and cons of artificial intelligence in the workforce. Equus staff completed eight modules on reentry basics, covering topics like NC Commerce Reentry Initiatives, federal bonding, expunction, and legal resources.

These professional development efforts highlight DWS's commitment to equipping staff with the skills needed to provide excellent service and support to the community.

What's Up Harnett



Career Center Engages Community at Harnett County Events

The Harnett County Workforce Development / Career Center actively participated in two key community events in August to provide valuable employment resources and support to local citizens.

On August 7, 2024, the Career Center attended the Harnett County Government Community Day, held from 4:00 PM to 7:00 PM. During the event, staff provided information on various employment options and pathways to achieving career goals. The team highlighted several programs, including the American Rescue Plan Act (ARPA) Reentry, Substance Abuse Support, Small Business initiatives, and Workforce Innovation and Opportunity Act (WIOA) services for Adults, Dislocated Workers, and NextGen Youth.

Later in the month, on August 28, 2024, the Career Center participated in the Harnett County Government Career Fair from 2:00 PM to 6:00 PM. The team engaged with 57 citizens, offering guidance on employment opportunities and career advancement through the same diverse range of programs.

These events reflect the Career Center's commitment to connecting Harnett County residents with the resources and support needed to pursue successful career paths.

Harnett County Success Stories: Overcoming Challenges and Achieving Career Goals



Justin Spearman: Dislocated Worker

Justin Spearman, a single parent, enrolled in the Harnett County Career Dislocated Worker Program on June 7, 2024, seeking assistance with Occupational Skills Training in the Information Technology field. Justin aimed to enhance his skill set, become more marketable, and achieve self-sufficiency. While awaiting enrollment in the training, he secured full-time employment with Amazon on August 28, 2024, earning \$17.50 per hour. After completing his 90-day probationary period, Justin will receive full benefits, helping him to support his family while advancing his career.

Jerrie Oates: Dislocated Worker

Jerrie Oates, also a single parent, approached the Harnett County Career Center in search of a career rather than just a job. After being laid off, she sought training through the WIOA Dislocated Worker Program in the transportation field, aiming to become a CDL Class A Commercial Truck Driver. Jerrie enrolled in the program in July 2024. While waiting for her CDL training to begin, she was offered full-time employment with Aerotek as a Mechanical Tech II in Lafayette, Indiana, earning an annual salary of \$65,000. This opportunity has provided her with the stability she sought while enhancing her marketability and self-sufficiency.

Keshawn Jones: WIOA NextGen Youth

Keshawn Jones enrolled in the WIOA NextGen Youth Program on August 25, 2022, as a high school dropout. He has since been diligently working towards earning his Adult High School Diploma through Central Carolina Community College, with just one exam remaining. Despite challenges in maintaining employment to support his two children, Keshawn secured a position as a Production Maintenance Worker at H & H Products Inc through an On-the-Job Training (OJT) contract, earning \$15.00 per hour. His dedication impressed the company's owner, who plans to have Keshawn lead their South Carolina location. Keshawn has since completed his OJT and now works full-time, providing for his family and building a promising future.

Shamya McNeill: WIOA NextGen Youth

Shamya McNeill joined the WIOA NextGen Youth Program as a high school graduate on February 3, 2023, with a career interest in becoming a Personal Care Aide or Nurse Aide. Despite initial challenges with transportation and class availability, Shamya participated in a summer employment opportunity, gaining experience as a Personal Care Aide at Universal Healthcare, where she earned \$11.00 per hour. Following this role, Shamya faced difficulties securing employment but received pre-employment support, including interview preparation, application assistance, and resume writing. She successfully secured a position with Primary Health Choice as a PCA, earning \$15.00 per hour. Despite personal family crises, Shamya remained focused on her goals and is now on a solid career path.

These stories highlight the resilience and determination of individuals in Harnett County, who, with the support of local workforce development programs, have overcome barriers to achieve meaningful employment and career growth.



North Carolina Certified Peer Support Specialist Program Scholarships

The Mid-Carolina Regional Council, in partnership with the Lost-One.org Opioid Awareness Program, is offering 15 scholarships to support the North Carolina Certified Peer Support Specialist (NCCPSS) Program.

This 50 Hour Training Course will be facilitated by: OnTrack Wellness & Recovery Center Peer Support Specialist Certification Course.

Date: October 7th through 12th
Time: 8am to 5pm
Location: Mid Carolina Regional
6205 Raeford rd. Fayetteville NC

Eligibility Requirements:

- Individual serve Cumberland County residents
- *Must be 18 years or older*
- *Must have personal experience with mental health or substance abuse concerns*
- *Must have a sponsoring agency related to substance use disorder, mental and behavioral health, senior care, kinship caretakers, and/or youth mentorship*

Must be willing to volunteer 8 hours with the Lost-One.org Community Awareness Program

Senior & Kinship Caretakers who are raising children impacted by parental opioid abuse and overdose poisonings will receive priority attention.



To RSVP & for more info:
Barbara A. White
910-323-4191 ext. 28
bwhite@mccog.org

John Russell NCCPSS
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Advancing Excellence: Best Practices and Continuous Improvement at Moore County NCWorks



In the quest for operational excellence, workforce development centers must consistently refine their procedures and adopt best practices to better serve their clients. This focus on continuous improvement is essential for enhancing service delivery, streamlining operations, and achieving superior outcomes for both job seekers and employers.

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Regina Smalls, Manager of Moore County NCWorks, offers valuable insights into her approach to fostering a culture of continuous improvement and best practices. Smalls highlights her leadership philosophy, which she describes as being a "learn it all leader." She believes that asking powerful questions and adopting a mindset of continuous learning are crucial for effective leadership.

"A best practice that I have implemented as a manager is being a 'learn it all leader'," Smalls explains. "I perceive that asking powerful questions and adopting a 'learn it all' mindset are essential qualities for effective leadership." She emphasizes the importance of asking open-ended questions that encourage deeper discussions and insights from staff, rather than closed-ended questions that elicit simple answers.

Smalls also prioritizes active listening, engaging fully when staff or employees speak. "In the center, I foster an inclusive environment where everyone feels comfortable expressing their thoughts, experiences, expertise, and opinions," she notes. This inclusivity encourages staff to challenge ideas, provide alternative viewpoints, and engage in ongoing professional development.

To support this culture, Smalls provides opportunities for skill-building and supports a mindset of experimentation and learning from failures. "I believe in leading by example by demonstrating my commitment to learning and seeking feedback, admitting mistakes, and being open to new ideas; which makes my staff more likely to follow suit," she says.

This management style has empowered Moore County NCWorks staff to think creatively and continuously improve their service delivery. Smalls highlights that this approach has allowed the team to evaluate what works well, identify areas for improvement, and apply lessons learned to enhance their services for customers, employers, and community partners.

"Our efforts are focused on providing exceptional customer service and utilizing all available resources," Smalls concludes. "We continually seek better customer service ideas, provide updated resources, and strive to reach special population job seekers effectively."

Through these practices, Moore County NCWorks exemplifies a commitment to excellence and continuous improvement, setting a standard for workforce development centers to follow.

NAVIGATING GRIEF DURING THE HOLIDAYS

Friday
October 18, 2024
8 a.m. - 12:15 p.m.

.....
Location:
Southern Regional
1601 Owen Drive
Classrooms A & B
Fayetteville, NC 28304



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REGIONAL COUNCIL



Liberty
Healthcare



Grieve Together. Heal Together



Fayetteville VA Coastal Health
Care System Suicide Prevention

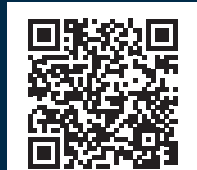


SOUTHERN REGIONAL AHEC

PART OF NC AHEC

In affiliation with the Duke AHEC Program

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From Aspiration to Achievement: Tiffany Score's Path to Success

Submitted by: Tremictrus Fairley

Tiffany Score, an ambitious individual, recently set out to secure a meaningful position that aligns with her skills and aspirations. With the guidance and support of Ms. Tremictrus Fairley, the Veterans Employment Consultant II at the Moore County NCWorks Career Center, Tiffany navigated the complexities of job hunting with determination and focus.

Tiffany faced the daunting task of finding a job that not only utilized her talents but also provided a platform for professional growth. She needed expert advice to enhance her resume, prepare for interviews, and leverage available resources effectively. While she owns a dog training business, Free To Be Dog, LLC, and it is doing alright, it does not provide sufficient income to meet her financial needs. Therefore, Tiffany sought additional employment that could offer more stability and growth opportunities.

On June 13, 2024, Tiffany had a pivotal meeting with Ms. Fairley. During their discussion, Ms. Fairley provided comprehensive guidance and resources, including steps to increase her VA disability percentage, advice on registering her business with the Moore County Chamber of Commerce, and information about the Twelve Million Plus Community Space for military spouses.

Following the meeting, Tiffany diligently prepared for her interview using the materials and advice provided by Ms. Fairley. Her hard work and preparation paid off. Later that same day, she received an offer letter via email and promptly accepted the position. Overjoyed with the news, Tiffany expressed her gratitude to Ms. Fairley for her time, assistance, and expertise.

Testimonial: In her own words, Tiffany shared her excitement and appreciation:

"Hi Ms. Fairley, Great news! I received an offer letter and accepted the position! It came through email about 30 minutes ago. Thank you so much for your time this morning and assistance and expertise. I look forward to digging into the information provided and checking in with you throughout the next 90 days.

All the best,

Tiffany Score"

Tiffany Score's story is a testament to the power of determination, expert guidance, and the right resources. With Ms. Fairley's support, Tiffany successfully navigated the interview process and secured a position that promises growth and fulfillment. Her journey serves as an inspiration to others, showcasing that with the right support, achieving professional goals is well within reach.

SAMPSON COUNTY NCWORKS

July 2024 Hiring Events and Opportunities in the Region

In July 2024, several significant hiring events and opportunities took place across the region, reflecting a strong demand for skilled professionals in various sectors.

Sampson Correctional Center hosted a hiring event on July 23, 2024, aimed at filling 55 correctional officer positions. The event drew considerable interest, though final hiring numbers are yet to be determined.

Parker Gas, LLC held a recruitment session on July 29, 2024, seeking to fill 2 maintenance technician positions. With 11 candidates interviewed, the company is still in the process of finalizing hires.

On July 30, 2024, the **County of Cumberland** and **Cumberland County DSS** conducted hiring events for critical roles. The County of Cumberland sought to fill 2 administrative assistant positions, while Cumberland County DSS aimed to hire 12 social service workers. Both events saw a strong turnout, with final numbers pending.

Additionally, **Cumberland County Government** opened opportunities for custodians and deputy clerks, with 7 positions available. The recruitment efforts were part of a broader strategy to enhance service delivery within the county.

These events highlight ongoing efforts to address staffing needs across multiple sectors, contributing to local employment growth and community support.



Building STRONGER Communities Together

MONTGOMERY COUNTY

215 W. Main Street
Troy, NC 27371
(910) 898-9669
MontgomeryCounty@NCWorks.gov

HOURS
Mon. 9:30 am – 5:00 pm
Tues.
Wed.
Thurs. 9:30 am – 5:00 pm
Fri.

Montgomery County NCWorks Office: Location and Hours of Operation

The Montgomery County NCWorks Career Center, proudly affiliated with the Mid-Carolina

Workforce Development Board, is dedicated to supporting our community by offering a variety of employment and training services.

Location: The center is conveniently located at 215 W. Main Street, Troy, NC 27371. Whether you're seeking assistance with job searches, career counseling, or training opportunities, the team at NCWorks is here to help you succeed.

Hours of Operation: Every Tuesday and Thursday from 9:30 am – 5:00 pm

Feel free to contact the office at (910) 898-9669 or via email at MontgomeryCounty@NCWorks.gov for more information or to schedule an appointment.

Together, we are building stronger communities by providing the resources and support needed to achieve career success. Visit us during our office hours to explore how we can assist you in reaching your employment goals.



NCWorks Supports Community at Fizzy Friendz Bath Bombs: Backpack Giveaway

On August 17, 2024, E. Zell and R. Young from NCWorks proudly represented the organization at the Fizzy Friendz Bath Bombs: Backpack Giveaway held at J.D. Fuller Recreation Center. This community-focused event was a wonderful opportunity for NCWorks to engage with local families, providing essential school supplies to children while also offering valuable employment and training resources to parents.

E. Zell and R. Young manned an informational table, sharing details about the wide range of services NCWorks offers, including job search assistance, resume building, career counseling, and access to training programs. The event not only supported students in gearing up for the school year but also empowered parents with tools to enhance their career prospects.

NCWorks remains committed to building stronger communities by connecting individuals with the resources they need for success in both education and employment. Thank you to Fizzy Friendz Bath Bombs for hosting such a meaningful event, and to everyone who participated in making it a success!

Cumberland County NCWorks Career Center Launches Monthly Workshop at Juvenile Detention Center



On August 20, 2024, the Cumberland County NCWorks Career Center launched an innovative monthly workshop series at the Cumberland Juvenile Detention Center, designed to support young residents as they prepare for life beyond the facility. Career Advisors K. Davis and J. Hodges spearheaded the first session, introducing the participants to the wealth of programs and resources available through NCWorks, with a strong emphasis on career readiness and employment opportunities.

The workshop catered to six residents, aged 16 to 18, providing them with individualized attention and guidance. During the session, J. Horse, NextGen Case Manager, delivered an insightful presentation on the Workforce Innovation and Opportunity Act (WIOA) and the NextGen program, both of which are instrumental in offering education, training, and support to young individuals seeking to improve their future employment prospects.

A highlight of the workshop was a Q&A session, where participants had the opportunity to ask questions and engage directly with the advisors. Following this, the NCWorks team administered career assessments to each participant, helping them explore different career clusters and understand how their skills and interests align with potential career paths.



This monthly workshop initiative aims to provide a supportive and personalized experience for the young residents, empowering them with the tools and knowledge needed to make informed decisions about their futures. By focusing on one-on-one interaction and tailored career guidance, NCWorks is committed to helping these individuals transition successfully to the next stage of their lives.

The Cumberland County NCWorks Career Center looks forward to continuing these workshops, with six participants at a time, ensuring that each session is impactful and meets the specific needs of the young people it serves.



JVSG Staff Engage with Veterans at Fayetteville VA Medical Center's Veteran Appreciation Day

On August 29, 2024, the Jobs for Veterans State Grant (JVSG) staff—A. Dugger, T. Gilchrist, and L. Howell—participated in Veteran Appreciation Day at the Fayetteville VA Medical Center. This event provided an excellent platform for the team to connect with veterans and build relationships with key organizations committed to supporting veteran well-being.

Throughout the day, the JVSG staff engaged with 70 participants, including 68 veterans and 2 spouses of veterans. They successfully established connections with several pivotal organizations, such as the Blinded Veterans Association, VHA - Vocational Rehabilitation, Hope Recovery Center (HRC), and the Veterans Crisis Line (Dial 988). These collaborations are crucial in expanding access to resources and support services for veterans, encompassing areas like employment, rehabilitation, mental health, and overall wellness.

"Overcoming Barriers: Career Advisors' Compassionate Response to Help

By Katie Dixon

On August 21, 2024, Counselor of the Day, Katie Dixon, assisted a 19-year-old customer, Zackarious Singleton, with job assistance. The customer stated that he currently, had a job, however, he was looking for a job with more pay.

The Career Advisor gave the customer information about the WIOA program so he could “possibly” receive a trade to find employment that could pay more than the minimum wage amount he is currently making. The customer explained to the Career Advisor that he would ultimately like to go into the United States Army.

The Career Advisor consulted with Chester Lambert from our Veteran Services. Chester contacted one of the local Recruiters in our area, in which an application was completed and he was scheduled to take the Entrance test (ASVAB) Monday, August 26, 2024. The customer stated that he was extremely happy to get the process started. The customer contacted the Career Advisor the day of his test to thank her once again for all her help.



Harnett County Workforce Development: Upcoming Fall Events

Harnett County Workforce Development is gearing up for a series of impactful events this October, focusing on community outreach, customer appreciation, and raising awareness for important causes. Here's a look at what's coming up:

1. Fall Outreach Events with Place of Grace and Morse Clinic of Dunn

Place of Grace and Morse Clinic of Dunn are joining forces to host two fall outreach events targeted at individuals with untreated opioid use disorder (OUD) and those experiencing homelessness in the

Shawtown and Dunn areas. These events are an excellent opportunity to connect with resources and support services.

- **Shawtown Event:** Tuesday, October 8th, from 4:00 PM to 7:00 PM
- **Dunn Event:** Friday, October 11th, from 11:30 AM to 2:00 PM

2. Customer Appreciation Week: October 7th to 11th

During Customer Appreciation Week, running from October 7th to 11th, Harnett County Workforce Development will be celebrating and showing gratitude to our valued customers. Throughout the week, we will be offering various workshops and distributing tokens of appreciation to thank our customers for their engagement and commitment.

3. Breast Cancer Awareness Month

October is Breast Cancer Awareness Month, and Harnett County Workforce Development is dedicated to providing customers with valuable information on breast cancer awareness and prevention. Resources will be available throughout the month to educate and empower our community about early detection and support services.

4. Fall Multi-Employer & Resource Fair: October 30th, 2024

Mark your calendars for the Fall Multi-Employer & Resource Fair on October 30th from 1:00 PM to 5:00 PM. This event will bring together multiple employers and community resources, offering job seekers and residents the chance to explore career opportunities and connect with essential services.

Join us for these events as we continue our commitment to supporting the Harnett County community. We look forward to seeing you there!



NEXT MEETING SAVE THE DATE

Next MCWDB Meeting: Tuesday, January 7th 2025
Location: Harnett County, North Carolina
Meeting Location TBD

together
WE CAN MAKE A
DIFFERENCE

Contact Us for More Information:

Cumberland County NCWorks Career Center: 910-912-2400
Harnett County NCWorks Career Center: 910-893-2191
Moore County NCWorks Career Center: 910-944-7697
Sampson County NCWorks Career Center: 910-592-5756



**MID-CAROLINA
REGIONAL COUNCIL**

Creative Regional Solutions

**6205 Raeford Road
Fayetteville, NC 28304**

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