

DavidsonWorks

March 2018

Career Center Activities

| | Lexington Career Center Monthly Total | Thomasville Career Center Monthly Total | *YTD Totals |
|---|---|---|----------------|
| NCWorks Career Center Customer Visits | 377 | 362 | 6,051 |
| Intensive services, i.e. Job Search Assistance and Interview Assistance | 324 | 225 | 5,347 |
| Workshops/Job Clubs/ Resume Assistance | 113 | 121 | 1,122 |
| DavidsonWorks Business Contacts & Services | 47 | 20 | 443 |
| Business Recruitment Events | 7 | 3 | 78 |

*YTD Totals are for the Fiscal Year, beginning July 1, 2017 and ending June 30, 2018



Quarterly Employment Report

| | Adults | Dislocated Workers |
|--------------------------|---------|--------------------|
| Entered employment | 551 | 10 |
| Average quarterly income | \$4,730 | \$7,563 |

Numbers shown are for the last reported quarter in NCWorks/FutureWorks and are for DavidsonWorks and Davidson County customers using the NCWorks Career Center services and system. Average quarterly income amounts are from actual wages reported in the NCWorks system for the quarter.

Youth News



- ◆ Get REAL students celebrated the first week of March with a Spring Break vacation.
- ◆ On March 19th students saw the movie Hidden Figures at DCCC to celebrate Women's Month.
- ◆ Get REAL hosted a speaker from the Health Department who informed students of all the services provided at the health department.
- ◆ On March 29th students visited the Ronald McDonald House in Winston-Salem to take a tour of the facility and to learn of all the services that they provide to residents there. This turned out to be a very educational trip.

| <u>WIOA Youth</u> | <u>March Totals</u> |
|----------------------------------|---------------------|
| Number in Work Experience | 9 |
| Continuing Ed/ Certificate | 4 |
| Number of Students in HSE/AHS | 46 |
| Intensive Case Management | 67 |

Adult & Dislocated Worker Services

| Program Activities | March Totals |
|---------------------------------------|--------------|
| Work Experiences | 0 |
| Continuing Ed/ Certificate | 48 |
| Intensive and Training Enrollments | 86 |

Business Services

Over 200 jobseekers attended the Spring job fair sponsored by DavidsonWorks and DCCC. Over 40 employers participated in the job fair from a variety of industries. Employers were complimentary of the flow and turnout of the job fair, and felt they made contact with many quality candidates.

Career Services

- ◆ All Career Center staff, County staff and DWS staff, attended a training session on how to best provide integrated service for all of our customers. It was a great opportunity for staff to brainstorm and share ideas for process improvement and better customer service.
 - ◆ March provided several opportunities for partnering with DCCC. A new TRIO program staff person from DCCC visited the NCWorks Career Center to learn what we do and tour the Career Center. A Career Development Consultant participated in DCCC's Short-Term Health Careers Event by providing information and resources. And, several Career Center staff participated in the collaborative Job Fair held on DCCC's campus.
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CONTACT US

Give us a call for more information about our services:

NCWorks Career Center Lexington (DavidsonWorks)

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NCWorks Career Center Thomasville

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www.DavidsonWorks.org

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Success Story of the Month

“A Smile is A Frown Turned Upside Down”



Although every customer that walks through the doors of DavidsonWorks is special to the staff. Every now and then there is one in particular that “stands out.” If ever there was an individual who caused me to dig deep into my customer service reserves and pull out my best, it would be Mr. Wesley Cribb.

Three weeks into my position, as a resource specialist, while trying to get acclimated to the new environment, tasks and team, I walk a man who appeared to have the weight of the entire world on his shoulders. Furrowed brows and a grimace, clearly reflected some unspoken, but heavy, frustration. Mr. Cribb, without speaking, quickly and familiarly wrote his name on the NCWorks sign in sheet and headed straight for the computers. A man on a mission, who obviously was not excited about embarking on the journey. Although he seemed unapproachable, I decided to ask how I might help him. After glaring at the screen, he gave voice to what was troubling him. His last few jobs, while gratifying temporarily, provided him with no long term security or benefits.

“My last jobs have been through staffing agencies and I liked them, but they never lead me to any full time positions. I can’t keep doing this!” After speaking with him extensively, it was clear that both his skills set and work experience were fantastic, but unfortunately, his resume did not reflect it. He had leadership skills and experience in several areas that were not highlighted or showcased in a manner that would get employers to notice him or get the best possible employment outcome from his rather substantial job searches.

Having already submitted multiple applications online and in person, it was recommended that he submit his revamped resume with his applications emphasizing the areas he had been recently certified. In other words, “brag a little.” Within a two week period, Mr. Cribb had secured an ideal position for himself that paid well and provided greater job security allowing him to plan for his future with greater confidence. That frown that so defined him, was erased and replaced with a smile that he still has today.

Periodically he will drop by DavidsonWorks to thank us for our assistance and show us that wonderful smile, which is almost payment in itself.

Submitted by Cheryl Lide, Lexington NCWorks Career Center/
DavidsonWorks