Veterans in Transition: Employment

Session I

January 24, 2019

Register for our email updates: ncgwg.org

Join us by live stream at www.facebook.com/govinst
or call 919.212.5747

Meeting agenda and minutes: ncgwg.org/minutes-and-group-updates
Secretary Larry Hall
North Carolina Department of Military & Veterans Affairs

• 25 Jan 2019
  VEAC
  Christ United Methodist Church
  410 North Holden Rd  Greensboro, NC 27403

• 22 Feb 2019
  Craven County Stand-Down

• VSS Training opportunities will be announced within the next two weeks.
Vice Chair Updates

Mark Bilosz
Veterans Benefits Administration
Winston-Salem Regional Office
U.S. Department of Veterans Affairs
Martin Falls
Assistant Secretary for Veterans Affairs
Retired Colonel, U.S. Army National Guard
NC Department of Military and Veterans Affairs

DeAnne Seekins
Network Director of the Department of Veterans Affairs
Mid-Atlantic Health Care Network (VISN 6)
2018 Year in Review
In FY ‘18 VISN 6 facilities provided care for:

- **399,591** Veterans
- **44,812** Women Veterans
- **141,634** Vietnam Veterans
- **47,935** Newly Returned Veterans
- Total Encounters for the year: 6.4 Million
- Telehealth Patients: more than 43,000
- Total Hospital Admissions: 28,761

VA/VHA FY19 Priorities

**Secretary Wilke’s VA Priorities**
- Customer Service
- Implementation of the Mission Act
- Electronic Health Record Modernization
- Business System Transformation

**Dr. Stone VHA Priorities**
- Regain Trust
- New Community Partnerships
- Modernization
- High Reliability Organization
VA SAMHSA Collaboration V6 Expansion

WASHINGTON — The U.S. Department of Veterans Affairs (VA) and the Department of Health and Human Services’ (HHS) Substance Abuse and Mental Health Services Administration (SAMHSA) will convene for the inaugural Governor’s Challenge to Prevent Suicide among Service Members, Veterans and their Families (SMVF) on February 6, in Washington, D.C.

Through data analysis and their current suicide prevention initiatives, 10 states were formally invited to participate in the Governor’s Challenge, of which seven accepted, to include, Arizona, Colorado, Kansas, Montana, New Hampshire, Texas and **Virginia**.

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Mark Edmonds

Chief Operating Officer - Workforce Solutions

North Carolina Department of Commerce
NC Department of Commerce  
Division of Workforce Solutions

- Continual Focus on Veterans Priority of Service in NCWorks Career Centers
- VETS State Workforce Leadership Conference
- Upcoming NC4ME (North Carolina for Military Employment) Hiring Events
  - Feb 28th: Cary (MetLife)
  - April 5-6: Goldsboro
  - May 14-15: Fort Bragg
  - June 4-5: Jacksonville
  - Sep 18-19: Havelock
  - Oct 16-17: Fort Bragg
- Upcoming Veterans Stand-downs
  - Feb 6th: Jacksonville
  - Feb 15th: Washington
- Supporting USDOL HIRE Vets Medallion Program

Kody Kinsley
Deputy Secretary for Behavioral Health & IDD
Division of Mental Health, Developmental Disabilities, and Substance Abuse Services
North Carolina Department of Health and Human Services
OUR MISSION:
In collaboration with our partners, DHHS provides essential services to improve the health, safety and well-being of all North Carolinians.

OUR VISION:
Advancing innovative solutions that foster independence, improve health and promote well-being for all North Carolinians.

The North Carolina Governor’s Working Group on Veterans, Servicemembers and their Families, is one way that DHHS says: “THANK YOU for YOUR SERVICE!”

Department-wide “Ask the Question”
- Aligning all DHHS, LME/MCO & 211 Call Centers to; “Ask the Question” in the same way.

Operation HOME / Back Home, North Carolina
- Finalize Homeless Veterans “By-Name-List” management to functionally End Veterans Homelessness in NC.
- PATH-Vets to aid Homeless Vets w/ SMI/SPMI
Welcome to the start of our 13th year!

In 2018, the NC Governor’s Working Group on Veterans, Servicemembers and their Families;
- 1,132 people attended 10 NCGWG meetings
- 29,165 viewed on FaceBook LIVESTREAM
- 293,713 visited www.ncgwg.org
- 10,582 NCGWG emails/months (average)
- 7,499 copies of the North Carolina Veterans Resource Guide were downloaded

In 2019, NC GWG focus will be:
- 1st Quarter: Veterans Transition: Employment, Education or Incarceration (Diversion)
- 2nd Quarter: Suicide Reduction
- 3rd Quarter: Post-Traumatic Growth
Where to find us online -

- https://facebook.com/GovInst
- https://twitter.com/GovInst
- https://youtube.com/user/GovernorsInstitute
- ncgwg.org
- helpncvets.org
- Our Email Newsletter
Archie Barrow

NCWorks
NC Department of Commerce
Jobs for Veterans State Grant (JVSG) Overview
JVSG Funding

- USDOL/VETS provides all states with a staffing grant to employ Disabled Veteran Outreach Program Specialists (DVOP) and Local Veterans Employment Representatives (LVER) as outlined in Title 38 U.S.C. Chapter 41 and 42.

  - Veterans’ Program Letter (VPL) 03-14, dated April 10, 2014 defines the appropriate roles for both the DVOP specialist and LVER.
  - In 2017, we were allowed to have a consolidated position that does the duties of both the LVER and DVOP (VPL) 02-16 dated May 9, 2016.

NC WORKS Veteran Services Staff

- All NCWORKS Career Center staff can assist Veterans with workforce services.
- In addition, specialized Veteran program staff conduct employer outreach on behalf of Veterans and offer additional, intensive services to help Veterans overcome barriers to employment.
- 48 DVOPs (Disabled Veteran Outreach Program Specialists)
- 10 LVERs (Local Veterans Employment Representatives)
- 12 HYBRID/Consolidated (Can do both LVER and DVOP duties; these are located in rural areas of the state with one in the Lumbee Tribe)
DVOP Specialist
Disabled Veteran Outreach Program Specialist

DVOP Responsibility

DVOP specialist provides intensive services and facilitates placements to meet the employment needs of Veterans, prioritizing services to special disabled Veterans, other disabled Veterans, homeless, economically and educationally disadvantaged, former offenders, unemployed Veterans, 18-24 year old Veterans, Wounded Warriors, and family caregivers.
LVER
Local Veterans Employment Representatives

LVER Responsibilities

- Making presentations to business groups and apprenticeship committees.

- Consulting with individual employers to promote the hiring of specific clients.

- Collaborating with employers in the planning and implementation of job club workshops and job fairs.

- Educating federal contractors about ways NCWORKS Career Centers can help them comply with regulatory requirements.
LVER Responsibilities to Veterans and Center Staff

- Outreach and Engagement to advocate the hiring of Veterans.

- Work with DVOPs and other center staff to provide opportunities to specific Veterans.

- Meet with Veterans to better understand and meet employment needs but CANNOT provide direct staff-assisted services.

- Provide training to center staff.

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NCWORKS
Career Center Services

- Work Search Assistance
- Specialized Veterans Employment Assistance
- Training program information
- Educational program information
- Career Counseling
- Telephone access for interviews
- Copy service/Fax service

- Career Resource Center
- Computers with online access
- Register for services online
- Resume writing software
- Online work search
- Resource Library
- Assistive/Adaptive Services
Last year DVOPs served 2313 Veterans; 58.8% (1360) are currently working.

Veteran Demographics

- **Median Age of a Veteran is now 64 years old.**
- Nearly 50% of all Veterans are in the workforce (9.7M):
  - 67% of Veterans in the workforce are 45 years or older.
  - 1.7% of Veterans in the workplace are under 25 years old.
  - **Less than 6% of the workforce are now Veterans.**
- Declining unemployment rates
  - Veteran unemployment rates continue to trend lower than non-Veterans.
  - ~300K Veterans are unemployed.
  - 55% of unemployed Veterans are 45 years or older.
  - 2.7% of unemployed Veterans are under 25 years old.

**Bottom line:** All studies indicate it is a good business decision to hire Veterans, but it takes effort to find and hire Veterans.
The Veteran Landscape

- **18.5M** Veterans in the United States (7.4% of US population)
- **10M** Veterans are under retirement age (b/w 18-65 years old)
- **2M** Veterans are women
  - 14% of current service members are women
- **700K** underemployed Veterans and Military Spouses
- **200K** + transitioning service members a year
- **1,100** Military Career Specialties
- **3%** Veteran unemployment rate
- **3.9%** National unemployment rate

Veteran Demographics – Veteran Population and Labor Force are Declining

![Veterans as % of Population and % of Labor Force](chart.png)

Unemployment rates continue to trend down - for Veterans and non-Veterans

Unemployment rate (percent)

Gulf War-era II veterans
Nonveterans
Total veterans

NOTE: The unemployment rate is the number of unemployed as a percent of the labor force.

Veteran Demographics – Total Veterans by Age Group and Labor Force Status

Veteran Population by Age (MAY 2018)

Source: U.S. Dept of Labor Bureau of Labor Statistics; Employment Situation Summary Table 4-40, May 2018
• Military Spouses are more highly educated than most working Americans.
• 88% of Military Spouses have some post high school education; 34% have college degrees; 15% have a post graduate degree.
• 16% Military Spouse unemployment rate.
• 35–40% Military Spouse underemployment.
• 38% earn less than their civilian counterpart.
• Licensure transferability issues—35% work in field requiring a license.
Eric Burgos
Education and
NC Department of Commerce
WHO WE ARE

Who we are

- The Employment Center’s purpose is to increase career opportunities for North Carolina Veterans, all reserve components and their dependents

- We develop proactive positive relationships with North Carolina employers and connect our service members with those employers in order to obtain stable careers and optimal retention
What we do

- Resume preparation and review
- Career assessment and employment pathways
- Military to civilian work translation
- Mock interviews
- Access to our nationwide database (MSCCN/CASY)
- Hiring events/Job fairs
- Direct contact to our network of veteran friendly employers
EMPLOYERS WE WORK WITH
OUR COUNSELORS

COUNSELORS

LENOIR
Michael Isenhour
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David Ponder
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david.e.ponder.ctr@mail.mil

FAYETTEVILLE
Don Swiney
(984) 661-4645
donald.w.swiney.ctr@mail.mil

WILMINGTON
George Milsap
(984) 661-6919
gleorge.r.milsap.ctr@mail.mil
3,857 | Service Members and their dependent’s assisted
2,446 | Number of hires to date
315  | Current candidates in system
200  | Apprenticeships reward

Hires by component as of February 2015

<table>
<thead>
<tr>
<th>Component</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Guard</td>
<td>1159</td>
</tr>
<tr>
<td>Army</td>
<td>111</td>
</tr>
<tr>
<td>Air Force</td>
<td>41</td>
</tr>
<tr>
<td>Marines</td>
<td>30</td>
</tr>
<tr>
<td>Navy</td>
<td>36</td>
</tr>
<tr>
<td>Coast Guard</td>
<td>4</td>
</tr>
<tr>
<td>Spouse/Dependent</td>
<td>99</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1480</strong></td>
</tr>
</tbody>
</table>
## Estimated Force Totals

<table>
<thead>
<tr>
<th>Force</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>AIR FORCE RESERVES</td>
<td>1,700</td>
</tr>
<tr>
<td>NAVAL RESERVE</td>
<td>1,150</td>
</tr>
<tr>
<td>MARINE CORPS RESERVE</td>
<td>1,050</td>
</tr>
<tr>
<td>COAST GUARD</td>
<td>177</td>
</tr>
<tr>
<td>ARMY RESERVES</td>
<td>5,900</td>
</tr>
<tr>
<td>ARMY NATIONAL GUARD</td>
<td>10,275</td>
</tr>
<tr>
<td>AIR NATIONAL GUARD</td>
<td>1,475</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>21,727</strong></td>
</tr>
</tbody>
</table>

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**HOW TO CONNECT WITH US**

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Connect with us

Office
984-664-6463

Website
www.ncngemploymentcenter.com

Social Media
www.facebook.com/ncngemployment

THANK YOU
Lane Dyer
HIRE Vets Medallion Program
US Department of Labor

HIRE Vets
Medallion Award Program

www.hirevets.gov
Seal of Approval:

- A statement or sign that someone in an important position approves or regards favorably.
HIRE Vets Medallion Award

Honoring Investments in Recruiting and Employing American Military Veterans Act of 2017

HIRE VETS Medallion Award recognizes small, medium, and large businesses that recruit, employ, and retain veterans.

HIRE Vets: Program Basics

- Requires DOL to establish an award program to recognize employer efforts to:
  - Recruit,
  - Employ, and
  - Retain veterans.

- Three HIRE Vets Medallion award categories:
  - Large Employers: 500+ employees
  - Medium employers: 51–500 employees
  - Small employers: 0–50 employees

- Platinum and Gold award tier levels

- Minimal application fee covers processing costs
HIRE Vets: Value Proposition

Employers:
- Powerful and transparent way for a company to signal its investment in veteran careers
- Only veteran hiring award at the federal level
- Credibility of selection...CEO/CHRO involvement
- Assists in recruitment and advertising effort
  - Certificate/Award from the Secretary of Labor
  - Rights to "digital" Medallion as part of advertisement, solicitation, business activity, or product

Veterans:
- Identifies proven "veteran ready" employers
- Facilitates a more focused employment search

HIRE Vets: Award Requirements

Employers who seek this recognition of their commitment to hiring veterans must:
- Complete an extensive application demonstrating how they have recruited, hired, retained and supported veterans.
- Maintain records of their employment efforts on behalf of veterans.
- Pay an application fee based on the size of their workforce.
- The award can be at the Gold or Platinum level, depending on the employer’s achievements in veteran hiring and retention.
HIRE Vets: Eligible Employers

- The employer includes any person, institution, organization, or other entity that pays salary or wages for work performed.
- Includes Local and Tribal Governments.
- Excludes Federal & State agencies and Foreign entities.
- Applies to full–time and part–time permanent employees who receive W–2s.
- Excludes temporary employees (including seasonal)
HIRE Vets: Application

- Access via [HIREVets.gov](http://HIREVets.gov) and submit applications electronically.
- Check status via application system dashboard and email alerts to the employer.

**Verification process:**
- Self-attestation by CEO or CHRO
- Validation of the information submitted
- Check for compliance with DOL Veteran Labor Laws: USERRA and VEVRAA

*VETS cannot ensure that information submitted for evaluating an application will not be released to the public. Therefore, information submitted by an applicant may become available to the public. The HIRE Vets Medallion Program is a voluntary program. In order to ensure reviewability, all applicants must provide the required information in order to qualify for an award.*

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HIRE Vets: Program Schedule

<table>
<thead>
<tr>
<th>Important dates</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan 2019:</td>
<td>Full Program Implementation</td>
</tr>
<tr>
<td>Jan 1st:</td>
<td>Account registration open</td>
</tr>
<tr>
<td>Jan 31st – Apr 30th:</td>
<td>Application period open</td>
</tr>
<tr>
<td>Feb-Jun:</td>
<td>Initial application review</td>
</tr>
<tr>
<td>Mar-Jul:</td>
<td>Return of applications and feedback to those employers with applications needing clarification/correction</td>
</tr>
<tr>
<td>Jul-Sep:</td>
<td>Final review of applications</td>
</tr>
<tr>
<td>Oct:</td>
<td>Notification of expected award/denial to participants</td>
</tr>
<tr>
<td>Nov:</td>
<td>Official award and Secretary recognition of recipients</td>
</tr>
</tbody>
</table>
Where to ask HIRE Vets questions....

- Newsletter Signup
  - https://public.govdelivery.com/accounts/USDOL/subscriber/new

- Application/Eligibility Questions:
  - HIREVets@dol.gov via Contact Us button

- Sample Applications, Information, Updates:
  - https://www.HIREVets.gov/

- NC USDOL/VETS Director
  - Lane Dyer 919-814-0250

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HIREVets.gov
Hire Vets Medallion Program Concept
Stuart Ruffin
NC for Military Employment
NC Military Foundation
NC4ME: NORTH CAROLINA FOR MILITARY EMPLOYMENT
Where Military Talent Meets Business Needs

GWG Briefing – 24 January 2019

Stuart Ruffin
Executive Director, NC Military Foundation

A True Public-Private Partnership

NC4ME Results

3,400+
Leaders Hear Business Case for Vet Hiring

386
HR Professionals Trained to Hire Military

2,300+
Interviews Documented

Changing the Military Employment Environment in NC

Coordinated Network for Employment
Uniform message for why to stay in North Carolina and how to find a job here

Changing the way employers hire military
Ex) Cisco Veteran Talent Incubation Program
NC4ME Hiring Events

Employers
• Interview qualified candidates

Job Seekers
• Get past the online application

FREE OF CHARGE THANKS TO OUR PARTNERS

“I retired from the Marine Corps on May 25th. I attended the Greenville Hiring Event on June 5th and accepted a job offer one week later thanks to NC4ME. I look forward to starting my next career.”
- Deonte Cole, USMC (Ret.)

Sample of Job Titles
- Business Analyst
- Director
- Project Foreman
- Registered Nurse
- Clinical Research Associate I
- Avionics Technician
- Bank Teller
- Warehouse Supervisor
- Quality Analyst (Pharmaceutical)
- CDL Driver
- Project Engineer
- Talent Acquisition Specialist

Hiring Event Dates & Locations

10 Events Across NC in 2019:
1. Cary – 28 February 2019
2. Elizabeth City – 20 March 2019
3. Goldsboro – 6 April 2019
5. Jacksonville – 5 June 2019
6. Wilmington – July 2019
7. Havelock – August 2019
8. Charlotte – September 2019
9. Fort Bragg – 17 October 2019
10. Jacksonville – November 2019
How You Can Help:

*NC4ME is one of NC’s best kept secrets... that fact is hurting veterans, service members, military spouses, employers, and economic developers across North Carolina.*

- Direct job seekers, employers, economic developers to NC4ME.org

NC4ME Key Contacts

Kimberly Williams  
Executive Director – NC4ME  
NC Veterans Foundation  
910-333-2120  
kwilliams@nc4me.org

Alicia Mock  
NC4ME Hiring Events  
NC Department of Commerce  
910-374-0419  
amock@nc4me.org

A True Public-Private Partnership
Jim Swain
Division of Vocational Rehabilitation
NC Department of Health and Human Services
Veterans Served by NCDVRS

- 1,395 veterans served in State Fiscal Year 2017-18.
- 39 of those cases were served by Division of Services for the Blind – ‘sister agency’

Eligibility Criteria

- Physical or mental impairment documented by an appropriate specialist, such as M.D., Psychologist, Orthopedist, Neurologist, etc
- Impairment must result in a substantial impediment to employment
- Reasonably expected that the individual would be able to obtain and maintain employment as a result of VR services
- Individuals on SSI/SSDI are presumed to be eligible; still would have to be determined that VR services are required for the individual to become successfully employed
- Eligibility decision within 60 days; 90 days to be in a plan of services
- Possible VR Services –
  - Vocational/supportive counseling
  - Rehabilitation engineering – internal Rehab Engineers (home/vehicles modifications)
  - Personal assistance
  - Interpreter services – sign language & foreign languages
  - Supported employment (SE)
  - Work adjustment training – training to develop skills such as soft skills and work speed
  - Individual Placement & Supports (IPS) – Mental Health Fidelity model
  - Vocational/college training
  - Transportation - limited

VR Services cont’d.

- Assistive Technology
- Brain Injury Support Services – limited to Raleigh, Greenville, W-S & Charlotte areas – includes rehabilitative therapy & intense job supports.
- Psychotherapy – number of sessions limited
- Work Clothes & related items such as tools
- Job seeking skills classes
- Small business development assistance
- Medication (time limited)
VR Service Resolution Options

1. Full Appeal Rights -
2. First try to resolve it with your VR counselor
3. Review issue with unit manager
4. Client Assistance Program (CAP) 1-800-215-7227 – offers mediation
5. Formal appeal through Regional Director requesting administrative review and/or appeals hearing with an independent hearing officer.

SOURCE:

- Accessing NC DVR -

- **https://www.ncdhhs.gov/divisions/dvrs** - Website

- Link available to contact information for each VR office across the state (copy link to browser)
- Every county in the state has VR coverage
- Contact: 919-855-3500 - 1-800-689-9090
- 919-324-1500 (Videophone)
- 919-855-3579 (TTY)

SOURCE:
NC Serves

**NCSERVES: EMPLOYMENT REQUESTS**

NCServes has fielded **4,114 employment requests** (23% of all requests to date)

<table>
<thead>
<tr>
<th>Year</th>
<th>NCServes-Central Carolina</th>
<th>NCServes-Coastal</th>
<th>NCServes-Metrolina</th>
<th>NCServes-Western</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>283</td>
<td>140</td>
<td>12</td>
<td>176</td>
</tr>
<tr>
<td>2016</td>
<td>1077</td>
<td>160</td>
<td>72</td>
<td>258</td>
</tr>
<tr>
<td>2017</td>
<td>121</td>
<td>350</td>
<td>258</td>
<td>242</td>
</tr>
<tr>
<td>2018</td>
<td>332</td>
<td>392</td>
<td>242</td>
<td>242</td>
</tr>
</tbody>
</table>

Who is requesting employment?

- While 79% of clients across the state are military members and veterans, these clients make 88% of employment requests.
- 25% of employment requests are made by female clients – of those, 79% are military members or veterans.

% Employment Requests Referred by Providers

- **39%** NCServes
- **46%** NCServes MetroEast
- **23%** NCServes Central Carolina
- **33%** NCServes Coastal
- **37%** NCServes Western

39% of employment requests in NCServes were referred by network providers, compared with 40% for other service types.

However, an increasing share of requests in Western and Coastal areas are coming from network providers as opposed to individuals.
### NCServes: Employment Requests

68% of employment requests are resolved favorably by NCServes networks.

<table>
<thead>
<tr>
<th>% Employment Requests Resolved Favorably</th>
<th>Specific Positive Outcome</th>
<th>% of All Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>68%</td>
<td>Received Information</td>
<td>18%</td>
</tr>
<tr>
<td>66%</td>
<td>Received Counseling</td>
<td>13%</td>
</tr>
<tr>
<td>75%</td>
<td>Employed Full Time</td>
<td>11%</td>
</tr>
<tr>
<td>63%</td>
<td>Other Successful Outcome</td>
<td>7%</td>
</tr>
<tr>
<td>74%</td>
<td>Client Self-Resolved</td>
<td>7%</td>
</tr>
<tr>
<td></td>
<td>Enrolled in a Training Program</td>
<td>4%</td>
</tr>
<tr>
<td></td>
<td>Served By Another Network Provider</td>
<td>3%</td>
</tr>
<tr>
<td></td>
<td>Referred Out of Network</td>
<td>3%</td>
</tr>
<tr>
<td></td>
<td>Employed Part Time</td>
<td>2%</td>
</tr>
<tr>
<td></td>
<td>Received Job Training</td>
<td>&lt;1%</td>
</tr>
<tr>
<td></td>
<td>Received Search/Placement Assistance</td>
<td>&lt;1%</td>
</tr>
</tbody>
</table>

**Total Resolved Requests**: 68%

*Statewide, "Unable to Contact Client" is the most common outcome for unresolved employment requests. 22% of all employment requests result in this outcome, compared with 14% for other service types.*

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**Job Placement**

While 13% of requests across the state have directly resulted in job placement, this outcome has varied between each NCServes network. 16% NCserves-Metrolina, 8% NCserves-Central, 6% NCserves-Coastal, 8% NCserves-Western.

Additionally, initial work with clients with interim outcomes (such as counseling, training, information, etc.) may lead to future job placement. Just over 28% of clients requesting employment have returned to the network for further employment assistance.
Introductions and Updates

Next Meeting:
February 28, 2019

Wake Technical Community College – RTP Campus
Register for our email updates: ncgwg.org

Join us by live stream at www.facebook.com/govinst
919.212.5747

Meeting agenda and minutes: ncgwg.org/minutes-and-group-updates