



Human Services Career Pathway

Submitted to the NCWorks Commission for endorsement on August 11, 2021

By:

Western Piedmont Workforce Development Board

High Country Workforce Development Board

Region C (Foothills) Workforce Development Board

July 15, 2021

NCWORKS COMMISSION ENDORSEMENT FORM

Career Pathway Title:

Human Services

Sector/Occupation:

Human Services

Prosperity Zone:

Northwest (Western Piedmont, High Country, Regions C
(Foothills Region)

**Local Point of
Contact:**

Wendy Johnson

Agency:

Western Piedmont Workforce Development

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Email:

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Part I: Executive Summary

The Future Workforce Alliance is made up of High Country, Foothills (formerly Region C) and Western Piedmont Workforce Development Board's service delivery area that includes the counties of Alleghany, Alexander, Ashe, Avery, Burke, Caldwell, Catawba, Cleveland, Mitchell, McDowell, Polk, Rutherford, Yancey, Watauga and Wilkes. These same boards and counties, except Cleveland, Rutherford, and Polk, make up the Northwest Prosperity Zone. To be inclusive for this pathway, we included the full Region C county representation. Through careful consideration, the Future Workforce Alliance Workforce Development Boards have deemed Human Services Occupations an urgent workforce need. The Human Services talent pipeline in this area is not producing enough qualified workers to fill the growing demand, especially beyond the job openings available with the Departments of Social Services. Human Services Occupations stretches across several public sector entities such as: Workforce Development Boards (including Title 1 service providers), the Department of Commerce Division of Workforce Solutions, the Department of Health and Human Services Vocational Rehabilitation, Goodwill Industries of Northwest North Carolina, and other workforce partners and non-profits that have career counseling, advising and career and technical education occupations. The Future Workforce Alliance's development of a Human Services Career Pathway is unique in that the partners and the employers are the same entities.

According to the North Carolina Department of Commerce, Labor and Economic Analysis Divisions (LEAD) [North Carolina Employer Projections 2018-2028¹](#) summary report, *"Healthcare and Social Assistance, the largest industry in North Carolina's economy, is projected to add the most jobs (81,000) and have the second highest percentage growth (13.7%)."* The 2019 Hickory Region and the Boone-Wilkesboro Regions Top 10 STAR JOBS report lists: Child, Family and School Social Workers, Healthcare Social Workers, Educational, Guidance, School & Vocational Counselors, and Mental Health & Substance Abuse Social Workers as growth occupations.

Key stakeholders, including employers/community partners, and educators were invited to informational meetings beginning in November of 2020. Three full employer/partner meetings took place to determine the occupational and employer demands of the region's Human Services industry. Through collaboration and participation in employer/community partner panels, and focus groups, all involved expressed current and future employment and training concerns. In addition, at each meeting, relevant information was presented to include available internship assistance, training opportunities, and the different types of occupations across the human services industry beyond social services. Further workforce board team meetings were held to start the development work on the pathway criteria.

With further support and endorsement from the NCWorks Commission, the Future Workforce Alliance and its partners will work to establish branding and messaging for

the Human Services Career Pathway, and conduct follow up meetings to ensure we sustain and grow internship opportunities for students and adults.

PART II: DEMAND-DRIVEN AND EMPLOYER ENGAGEMENT

According to the North Carolina Department of Commerce, Labor and Economic Analysis Divisions (LEAD) [North Carolina Employer Projections 2018-2028¹](#) summary report, *“Healthcare and Social Assistance, the largest industry in North Carolina’s economy, is projected to add the most jobs (81,000) and have the second highest percentage growth (13.7%).”* Below is data and analysis that explains the industry and occupational demands that will impact the sector.

The Human Services job growth progression will be driven by the Southeast’s aging/retiring population leaving their jobs, as opposed to new job creation. We will need to work with our regions employer/community partners and education systems to ensure we can meet these demands.

Beginning with our employer needs meeting, all parties were in support and agreement that the data speaks for itself, and that within our own agencies we know the job opportunities in Human Services will increase. In the next meeting, which included our education partners, it was highlighted that more internship opportunities and curriculum marketing is needed. One example is that Catawba Valley Community College is in their first year of offering a Human Services Technology degree. While they recognize the current and future demand for Human Service occupations, they also know how important it is ensure the public, and the workforce/human service employers are aware that this training opportunity exist.

The exhibits below provide further analysis of industry and occupational projections and labor market information detailing the impact of the Human Services sector on the region.

Exhibit II-A

Industry Sector	Employment Estimate 2018	Employment Estimate 2028	Net Change	Percent Change	Annualized Growth Rate
Total All Industries	4,791,820	5,094,159	302,339	6.3%	0.61%
Goods-Producing	749,367	759,163	9,796	1.3%	0.13%
Construction	221,048	250,996	29,948	13.6%	1.28%
Mining	3,123	3,237	114	3.7%	0.36%
Agriculture, Forestry, Fishing and Hunting	50,183	49,190	-993	-2.0%	-0.20%
Manufacturing	475,013	455,740	-19,273	-4.1%	-0.41%
Service-Providing	3,752,624	4,021,453	268,829	7.2%	0.69%
Health Care and Social Assistance	589,919	670,722	80,803	13.7%	1.29%
Accommodation and Food Services	430,360	476,729	46,369	10.8%	1.03%
Professional, Scientific, and Technical Services	254,871	295,088	40,217	15.8%	1.48%
Administrative and Support and Waste Management and Remediation Services	296,963	316,564	19,601	6.6%	0.64%
Finance and Insurance	173,423	191,880	18,457	10.6%	1.02%
Educational Services	381,773	396,173	14,400	3.8%	0.37%
Management of Companies and Enterprises	83,296	93,319	10,023	12.0%	1.14%
Government	298,616	308,527	9,911	3.3%	0.33%
Other Services (except Government)	173,555	182,634	9,079	5.2%	0.51%
Transportation and Warehousing	156,033	163,558	7,525	4.8%	0.47%
Arts, Entertainment, and Recreation	75,927	81,887	5,960	7.9%	0.76%
Real Estate and Rental and Leasing	60,122	64,022	3,900	6.5%	0.63%
Information	80,027	81,322	1,295	1.6%	0.16%
Retail Trade	500,182	501,368	1,186	0.2%	0.02%
Wholesale Trade	182,510	183,019	509	0.3%	0.03%
Utilities	15,047	14,641	-406	-2.7%	-0.27%
Self Employed and Unpaid Family Workers	289,829	313,543	23,714	8.2%	0.79%

Source: NC Department of Commerce: 2018-2028 Long Term Employment Projections

According to the U.S. Bureau of Labor Statistics (BLS) Employment of social and human service assistants is projected to grow 17 percent from 2019 to 2029, much faster than the average for all occupations. A growing elderly population and rising demand for social services are expected to drive demand for these workers. Job opportunities are expected to be good. Similar occupations that fall under the Human Services field are: Child, Family and School Social Workers, Healthcare Social Workers, Educational, Guidance, School & Vocational Counselors, Mental Health & Substance Abuse Social Workers, Government Program Eligibility Interviewers and Human Resource Specialist.

Exhibit II-B

Similar Occupations

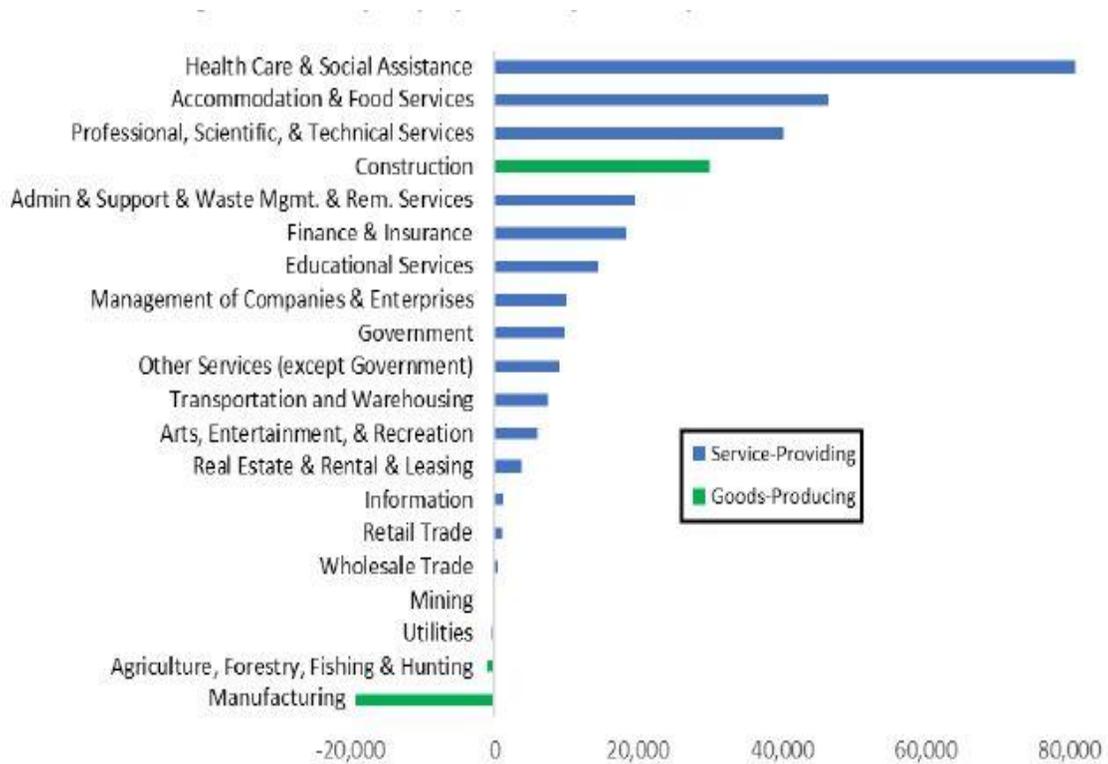
About this section 

This table shows a list of occupations with job duties that are similar to those of social and human service assistants.

	OCCUPATION 	JOB DUTIES	ENTRY-LEVEL EDUCATION  	2019 MEDIAN PAY  
	Childcare Workers	Childcare workers attend to the basic needs of children, such as dressing, feeding, and overseeing play.	High school diploma or equivalent	\$24,230
	Health Educators and Community Health Workers	Health educators teach people about behaviors that promote wellness. Community health workers collect data and discuss health concerns with members of specific populations or communities.	See How to Become One	\$46,910
	Home Health Aides and Personal Care Aides	Home health aides and personal care aides help people with disabilities, chronic illnesses, or cognitive impairment by assisting in their daily living activities.	High school diploma or equivalent	\$25,280
	Marriage and Family Therapists	Marriage and family therapists help people manage and overcome problems with family and other relationships.	Master's degree	\$49,610
	Probation Officers and Correctional Treatment Specialists	Probation officers and correctional treatment specialists assist in rehabilitation of law offenders in custody or on probation or parole.	Bachelor's degree	\$54,290
	Rehabilitation Counselors	Rehabilitation counselors help people with physical, mental, developmental, or emotional disabilities live independently.	Master's degree	\$35,950
	Social and Community Service Managers	Social and community service managers coordinate and supervise programs and organizations that support public well-being.	Bachelor's degree	\$67,150
	Social Workers	Social workers help people solve and cope with problems in their everyday lives.	See How to Become One	\$50,470
	Substance Abuse, Behavioral Disorder, and Mental Health Counselors	Substance abuse, behavioral disorder, and mental health counselors provide treatment and advise people who suffer from alcoholism, drug addiction, or other mental or behavioral problems.	Bachelor's degree	\$46,240

The chart below further validates that Healthcare & Social Assistance related occupations are among the fastest growing occupations, most new jobs, and most occupational openings.

Exhibit II-C



Source: NC Department of Commerce: 2018-2028 Long Term Employment Projections

For the Future Workforce Alliance (FWA) the industry/occupational net growth demonstrates the opportunities we need to create, in both education, and across our Human Service agencies, to increase training to be able to fill the projected career opportunities. The continued Exhibits below reflect the Human Services industry growth specific to the FWA region.

Exhibit II-D

Employment Projections by Industry: Hickory Region (includes McDowell)								
Area Name	Industry Code	Industry Title	2017	2026	Net Growth	Annualized	Total	Average Weekly
Hickory	620000	Health Care and Social Assistance	22,881	24,977	2,096	1.0%	9.2%	850.28 \$
Hickory	560000	Administrative and Support and Waste Management and Remediation Services	9,376	10,559	1,183	1.3%	12.6%	475.33 \$
Hickory	440000	Retail Trade	18,783	19,688	905	0.5%	4.8%	524.84 \$
Hickory	720000	Accommodation and Food Services	13,660	14,558	898	0.7%	6.6%	280.31 \$
Hickory	000670	Self Employed and Unpaid Family Workers, All Jobs	9,576	10,058	482	0.5%	5.0%	*
Hickory	810000	Other Services (except Government)	6,035	6,477	442	0.8%	7.3%	558.06 \$
Hickory	540000	Professional, Scientific, and Technical Services	3,773	4,121	348	1.0%	9.2%	972.51 \$
Hickory	420000	Wholesale Trade	7,379	7,690	311	0.5%	4.2%	1,130.10 \$
Hickory	480000	Transportation and Warehousing	5,906	6,115	209	0.4%	3.5%	843.63 \$
Hickory	900000	Government	9,725	9,907	182	0.2%	1.9%	*
Hickory	550000	Management of Companies and Enterprises	2,464	2,616	152	0.7%	6.2%	1,652.13 \$
Hickory	530000	Real Estate and Rental and Leasing	927	998	71	0.8%	7.7%	708.77 \$
Hickory	710000	Arts, Entertainment, and Recreation	1,606	1,675	69	0.5%	4.3%	338.25 \$
Hickory	230000	Construction	4,391	4,435	44	0.1%	1.0%	811.33 \$
Hickory	210000	Mining	192	199	7	0.4%	3.6%	791.61 \$
Hickory	510000	Information	850	852	2	0.0%	0.2%	915.86 \$
Hickory	110000	Agriculture, Forestry, Fishing and Hunting	722	715	-7	-0.1%	-1.0%	591.79 \$
Hickory	220000	Utilities	547	521	-26	-0.5%	-4.8%	1,687.74 \$
Hickory	520000	Finance and Insurance	2,187	2,095	-92	-0.5%	-4.2%	984.73 \$
Hickory	610000	Educational Services	11,241	10,948	-293	-0.3%	-2.6%	705.65 \$
Hickory	310000	Manufacturing	47,534	45,861	-1,673	-0.4%	-3.5%	877.09 \$

Exhibit II-E

Employment Projections by Industry: Boone-Wilkesboro								
Area Name	Industry Code	Industry Title	2017	2026	Net Growth	Annualized	Total	Average Weekly
Boone-Wilkesboro	720000	Accommodation and Food Services	8,596	9,324	728	0.9%	8.5%	299.16 \$
Boone-Wilkesboro	620000	Health Care and Social Assistance	9,593	10,158	565	0.6%	5.9%	778.94 \$
Boone-Wilkesboro	440000	Retail Trade	10,111	10,488	377	0.4%	3.7%	454.63 \$
Boone-Wilkesboro	710000	Arts, Entertainment, and Recreation	2,004	2,271	267	1.4%	13.3%	449.14 \$
Boone-Wilkesboro	550000	Management of Companies and Enterprises	2,342	2,521	179	0.8%	7.6%	1,048.06 \$
Boone-Wilkesboro	230000	Construction	3,347	3,516	169	0.5%	5.0%	783.03 \$
Boone-Wilkesboro	420000	Wholesale Trade	2,046	2,185	139	0.7%	6.8%	966.82 \$
Boone-Wilkesboro	540000	Professional, Scientific, and Technical Services	1,554	1,686	132	0.9%	8.5%	803.63 \$
Boone-Wilkesboro	530000	Real Estate and Rental and Leasing	1,143	1,265	122	1.1%	10.7%	646.45 \$
Boone-Wilkesboro	900000	Government	5,151	5,229	78	0.2%	1.5%	*
Boone-Wilkesboro	480000	Transportation and Warehousing	1,503	1,578	75	0.5%	5.0%	816.70 \$
Boone-Wilkesboro	610000	Educational Services	9,037	9,094	57	0.1%	0.6%	793.72 \$
Boone-Wilkesboro	560000	Administrative and Support and Waste Management and Remediation Services	2,494	2,493	-1	0.0%	0.0%	634.28 \$
Boone-Wilkesboro	110000	Agriculture, Forestry, Fishing and Hunting	1,373	1,368	-5	0.0%	-0.4%	605.80 \$
Boone-Wilkesboro	220000	Utilities	218	212	-6	-0.3%	-2.8%	1,314.42 \$
Boone-Wilkesboro	510000	Information	593	569	-24	-0.5%	-4.0%	811.32 \$
Boone-Wilkesboro	210000	Mining	438	367	-71	-1.9%	-16.2%	1,245.20 \$
Boone-Wilkesboro	520000	Finance and Insurance	1,197	1,095	-102	-1.0%	-8.5%	1,056.85 \$
Boone-Wilkesboro	810000	Other Services (except Government)	2,836	2,713	-123	-0.5%	-4.3%	496.82 \$
Boone-Wilkesboro	310000	Manufacturing	7,430	7,128	-302	-0.5%	-4.1%	721.74 \$
Boone-Wilkesboro	000670	Self Employed and Unpaid Family Workers, All Jobs	7,364	6,837	-527	-0.8%	-7.2%	*

Three collaborative meetings took place on November 9, 2020, January 28, 2021 and March 3, 2021. Meeting Agendas and Attendee lists are included below.

The first meeting (Exhibit II-F & G) started with the Future Workforce Alliance Zone workforce development board directors to review the industry and occupational projections and determine if we saw a need to pursue certifying this pathway. We all agreed that the demand was there, and that we had experienced this need within our own agencies when recruiting for our human services related job positions, for both the workforce development (Title I contractors) and our NCWorks Career Centers.

EXHIBIT II-F

FUTURE WORKFORCE ALLIANCE HUMAN SERVICES CAREER PATHWAY

Initial Meeting
Monday, November 9, 2020
9:00am – 10:00am
Virtual GoTo Meeting

AGENDA

9:00am – 9:05am	Welcome
	Review updated Certified Career Pathway Criteria
9:05am – 9:30am	Demand Driven/Employer Engagement Attachment A 2018-2028 NC Employment Projections Summary Attachment B Hky/Boone Employment Projections by Occupation
9:30am – 9:40am	Consider the data to determine next steps. <ul style="list-style-type: none"> Is the data proof enough to proceed? If so, invites for next meeting (partners, education, DSS...who else) Attachment C
9:40am – 10:00am	Next Step Schedule next meeting in January 2021 Start compiling information for the criteria (Wendy and Leslie to start, with asks coming to others as we move forward).
10:00am	Adjourn

EXHIBIT II-G

Human Svc Career Pathway mtg Attendees Summary

Meeting Date	Meeting Duration	Number of Attendees
November 9, 2020 8:56 AM EST	53 minutes	6

Details

Name	Email Address	Join Time
Brandon Ruppe	bruppe@regionc.org	9:02 AM
Keith Deveraux	keith.deveraux@highcountrywdb.com	8:58 AM
Leslie Farris	leslie.farris@wpcog.org	8:57 AM
Misty Bishop-Price	misty.bishopprice@highcountrywdb.com	8:58 AM
Steve Lockett	slockett@regionc.org	9:00 AM
Wendy Johnson	wendy.johnson@wpcog.org	8:56 AM

The second meeting (Exhibit II-H & I) included other workforce partners that offer have human service careers: Department of Social Services, regional Workforce Development Boards, NCWorks Career Centers, the Division of Workforce Solutions, Vocational Rehabilitation, and Goodwill Industries, as well as some local non-profits.

EXHIBIT II-H



**REGION C
HIGH COUNTRY
WESTERN PIEDMONT**
workforce
development boards

**Human Services Career Pathway
Workforce Partner Planning Meeting**
Thursday, January 28 2021
9:00 am – 10:30 am
Location: GoTo Meeting (Virtual)

AGENDA

9:00 am	<p>Welcome & Introductions <i>Wendy Johnson, Director, Western Piedmont WDB</i></p>
9:10 am	<p>Review current Certified Career Pathways & the need for a Human Services Career Pathway for the Northwest Region <i>Wendy Johnson, Director, Western Piedmont WDB</i></p>
9:30 am	<p>Human Services Career Pathway need consensus (Yes/No) If Yes: Career Awareness</p> <ul style="list-style-type: none"> - What are you doing to create career awareness and/or what are you aware of? - What types of career awareness opportunities do you provide for K-8, grade 9 – 12 students, and college students/graduates? Tours? What else? - What opportunities are there for educators & counselors/advisors to learn about human services careers? Site visits? Internships? Others? - What are you current local hiring needs/turnover?
10:00 am	<p>Explanation of the Criteria Rubrics (Q& A) period <i>Leslie Farris, Strategic Initiatives Coordinator, Western Piedmont WDB</i></p>
10:15 am	<p>Next Meeting: University and Community College Partners</p> <ul style="list-style-type: none"> - Who are our key university & community college partners? See contact list (LRU, Lees-McRae, App State, Gardner Webb, local community colleges). - Who are other education partners that help students go from AA, AAS, etc. to Bachelors and beyond
10:30 am	<p>Adjourn</p>



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EXHIBIT II-I

Human Services Career Pathway Development Meeting Attendance Summary

Meeting Date	Meeting Duration	Number of Attendees
January 28, 2021 8:52 AM EST	101 minutes	31

Details

Name	Email Address	Join Time
+18286321080		9:00 AM
+18287190682		9:54 AM
+19199090604		9:05 AM
Anita Lowe	anita.lowe@nccommerce.com	9:00 AM
Charity Patterson	ncworks.6800@nccommerce.com	8:59 AM
Devin Lyall		9:45 AM
Devin Lyall	director@wilkesrecoveryrevolution.com	9:04 AM
Devin Lyall	director@wilkesrecoveryrevolution.com	9:09 AM
Donna Gilbert	donna.gilbert@wpcog.org	9:00 AM
Gina Ortiz		9:18 AM
Jane Casarez	mjcasarez@projectlazarus.org	9:08 AM
Jesse Williams	jesse.williams@nccommerce.com	8:55 AM
Jessica Greer	jgreer@goodwillnwc.org	8:59 AM
Jim Stout	jim.stout@dhhs.nc.gov	8:59 AM
Karen Harrington	kharrington@catawbacountync.gov	8:59 AM
Keith Deveraux	keith.deveraux@highcountrywdb.com	8:57 AM
Korey Fisher-Wellman	kfwellman@burkenc.org	9:00 AM
Leslie Farris	leslie.farris@wpcog.org	8:58 AM
Lisa Barlow		8:52 AM
Lora Melott	lmelott@rossworks.com	8:57 AM
Mary Jolly		8:52 AM
Mary Jolly		8:56 AM
Mary Jolly		8:58 AM
Mary Jolly		8:59 AM
Mary Jolly		9:03 AM
Michael Birkmire	michael.birkmire@dhhs.nc.gov	8:59 AM
Misty Bishop-Price	misty.bishopprice@highcountrywdb.com	8:58 AM
Pamela Lampe	pamela.lampe@nccommerce.com	8:55 AM
Rebecca Bloomquist	rebecca.bloomquist@highcountrywdb.com	9:02 AM
Ric Smith	ncworks.0560@nccommerce.com	9:00 AM
Rick Tipton	Rick.tipton@yanceycountync.gov	9:01 AM
Sandy Williams	swilliams@goodwillnwc.org	8:59 AM
Sarah Freer- WAMY	melissa@wamycommunityaction.org	8:54 AM
Setzer, Felicia		8:55 AM
Setzer, Felicia		10:24 AM
Stephanie Hanvey		9:07 AM
Tracie Downer	traciemcmillan@ashecountygov.com	9:02 AM
Wendy Johnson	wendy.johnson@wpcog.org	8:52 AM

The third meeting (Exhibit II-J & K) included the full scope of partners: Workforce boards, DSS, VR, Goodwill NWNC, DWS and career and technical education teachers, high school and community college career advisors and regional universities. The entire employer, partner and education group agreed that we needed to move forward to create this Human Services Career Pathway development.

EXHIBIT II-J





**REGION C
HIGH COUNTRY
WESTERN PIEDMONT**
workforce
 development boards
**Human Services Career Pathway
Workforce Partner Planning Meeting**
 Thursday, January 28 2021
 9:00 am – 10:30 am
 Location: GoTo Meeting (Virtual)

AGENDA

9:00 am	Welcome & Introductions <i>Wendy Johnson, Director, Western Piedmont WDB</i>
9:10 am	Review current Certified Career Pathways & the need for a Human Services Career Pathway for the Northwest Region <i>Wendy Johnson, Director, Western Piedmont WDB</i>
9:30 am	Human Services Career Pathway need consensus (Yes/No) If Yes: Career Awareness <ul style="list-style-type: none"> - What are you doing to create career awareness and/or what are you aware of? - What types of career awareness opportunities do you provide for K-8, grade 9 – 12 students, and college students/graduates? Tours? What else? - What opportunities are there for educators & counselors/advisors to learn about human services careers? Site visits? Internships? Others? - What are you current local hiring needs/turnover?
10:00 am	Explanation of the Criteria Rubrics (Q& A) period <i>Leslie Farris, Strategic Initiatives Coordinator, Western Piedmont WDB</i>
10:15 am	Next Meeting: University and Community College Partners <ul style="list-style-type: none"> - Who are our key university & community college partners? See contact list (LRU, Lees-McRae, App State, Gardner Webb, local community colleges). - Who are other education partners that help students go from AA, AAS, etc. to Bachelors and beyond
10:30 am	Adjourn

EXHIBIT II-K

Meeting ID	Topic	Start Time	End Time	User Email	Duration (Minutes)	Participants
98128231274	Human Services Career F	3/3/2021 9:50	3/3/2021 11:04	wendy.johnson@	74	48
Name (Original Name)	User Email	Join Time	Leave Time	Duration (Minutes)	Guest	
Aden Cranford		3/3/2021 9:59	3/3/2021 10:06	8	Yes	
Aden Cranford		3/3/2021 10:07	3/3/2021 11:04	57	Yes	
Annette Staley		3/3/2021 10:02	3/3/2021 11:04	63	Yes	
Ariana Williamson		3/3/2021 9:59	3/3/2021 11:04	65	Yes	
Beth Foster		3/3/2021 10:01	3/3/2021 11:04	63	Yes	
Caroline Briggs		3/3/2021 10:00	3/3/2021 11:04	64	Yes	
Carrie Greene		3/3/2021 10:03	3/3/2021 10:23	20	Yes	
Carrie Greene		3/3/2021 10:23	3/3/2021 11:04	41	Yes	
Charity Patterson						
Hamber		3/3/2021 10:00	3/3/2021 11:04	64	Yes	
Chris Robinson (cdrobinson877)		3/3/2021 9:59	3/3/2021 11:04	65	Yes	
chuck.brown		3/3/2021 9:58	3/3/2021 11:04	66	Yes	
Devin Lyall - Executive Director (Wilkes Recovery Revolution# Inc.)						
Donna Gilbert	info@wilkesrecoveryrev	3/3/2021 10:02	3/3/2021 11:04	63	Yes	
Donna Gilbert	donna.gilbert@wpcog.o	3/3/2021 9:58	3/3/2021 11:04	66	Yes	
Dr. Erin Cook	ecook2@gardner-webb.	3/3/2021 10:01	3/3/2021 11:04	63	Yes	
DWSTAFF	Jesse Williams	3/3/2021 9:58	3/3/2021 11:04	66	Yes	
Erica Harper# MA# LCMHC# LCAS	esharper121@gmail.con	3/3/2021 9:56	3/3/2021 11:04	68	Yes	
Felicia.Setzer		3/3/2021 10:04	3/3/2021 11:04	60	Yes	
Herb Brown	brownhf@appstate.edu	3/3/2021 9:59	3/3/2021 11:04	65	Yes	
Jerianne Taylor	taylorjs@appstate.edu	3/3/2021 10:02	3/3/2021 11:04	62	Yes	
Jessica Greer		3/3/2021 9:57	3/3/2021 11:04	67	Yes	
Joshua Poe		3/3/2021 9:59	3/3/2021 11:04	66	Yes	
Karen Boyles	karen.boyles@n-ccs.org	3/3/2021 10:04	3/3/2021 11:04	60	Yes	
Keith Deveraux		3/3/2021 10:03	3/3/2021 11:04	61	Yes	
Korey Fisher- Wellman	kfwellman@burkenc.org	3/3/2021 10:02	3/3/2021 11:04	62	Yes	
Leslie Farris		3/3/2021 10:00	3/3/2021 11:04	64	Yes	
Libby Huff		3/3/2021 9:59	3/3/2021 11:04	66	Yes	
Linda Clements		3/3/2021 10:07	3/3/2021 11:02	56	Yes	
Lisa Barlow	lbarlow@goodwillnwn.	3/3/2021 9:50	3/3/2021 10:01	11	Yes	
Lisa Barlow	lbarlow@goodwillnwn.	3/3/2021 10:01	3/3/2021 11:04	63	Yes	
Lora Melott		3/3/2021 9:57	3/3/2021 11:04	68	Yes	
Malla Vue		3/3/2021 9:59	3/3/2021 10:47	49	Yes	
Mike Birkmire		3/3/2021 9:59	3/3/2021 11:04	65	Yes	
Misti Silver		3/3/2021 9:59	3/3/2021 11:04	65	Yes	
Misty Price		3/3/2021 9:58	3/3/2021 11:04	66	Yes	
Mary Jolly		3/3/2021 9:53	3/3/2021 11:04	71	Yes	
Pam Lampe		3/3/2021 9:59	3/3/2021 11:04	66	Yes	
Pat Bland		3/3/2021 9:59	3/3/2021 11:01	62	Yes	
Rob Angley		3/3/2021 9:56	3/3/2021 11:04	68	Yes	
Rebecca Bloomquist		3/3/2021 10:00	3/3/2021 11:04	65	Yes	
Ric Smith		3/3/2021 9:56	3/3/2021 11:04	68	Yes	
Sandy Williams	swilliams@goodwillnwn	3/3/2021 10:03	3/3/2021 11:04	61	Yes	
Shameika Stokes	shameikalstokes@gmail.	3/3/2021 9:51	3/3/2021 10:28	37	Yes	
Stephanie Hanvey	stephanie.hanvey@wpc	3/3/2021 10:08	3/3/2021 10:58	50	Yes	
Steve Lockett		3/3/2021 9:56	3/3/2021 10:53	57	Yes	
Susan Gantt	sgantt@alexander.k12.n	3/3/2021 9:55	3/3/2021 11:04	69	Yes	
Timothy Sims		3/3/2021 9:57	3/3/2021 11:04	67	Yes	
Wendy Johnson	wendy.johnson@wpcog	3/3/2021 9:56	3/3/2021 11:04	69	No	
Will Wakefield		3/3/2021 10:03	3/3/2021 11:04	61	Yes	

The High Country Workforce Development Board had both Appalachian State University and Wendy Johnson with the Western Piedmont Workforce Development Board present on current Human Services and Workforce Development programs, with in an introduction of the work to pursue to create a Human Services Career Pathway.

EXHIBIT II-L



Jeff Dreyer, Chair
Edward Hinson, Vice-Chair

468 New Market Blvd., Boone, NC 28607
Phone: 828-265-5434 Fax: 828-265-5439
www.highcountrywdb.com

Board Meeting January 14, 2021 • 2:30 pm Zoom Meeting

Meeting registration will be emailed to all Board Members. Any members of the public who are interested in joining the meeting, please email info@hccog.org. The meeting will be locked at 2:35 pm.

Call to Order: Chair Jeff Dreyer

Board Member Roll Call

Approval of November 2020 Minutes

Incumbent Worker Grant Success: Kristen Neubauer, GE Aviation

Human Services Career Pathway: Wendy Johnson, Director, Western Piedmont WDB

Appalachian State University Career & Technical Education Degree Program:
Dr. Herb Brown and Dr. Jerriana Taylor, ASU College of Education

Director's Report: Keith Deveraux

Chairman's Comments/Board Member Announcements

Public Comment Period

Adjournment

**The next HCWDB meeting will be Thursday, March 11, 2021 at
2:30 pm via Zoom**

The following employers (who are also partners) have provided letters of support to reflect their commitment to support a Human Services Career Pathway. See Exhibit II-M thru II-Q. You can also see through the meeting attendance lists above that there is significant employer/partner willingness to support this pathway.

Exhibit II-M



Jeff Dreyer, Chair
Edward Hinson, Vice-Chair

468 New Market Blvd., Boone, NC 28607
Phone: 828-265-5434 Fax: 828-265-5439
www.highcountrywdb.com

June 29, 2021

To Whom It May Concern,

High Country Workforce Development Board is pleased to support the Future Workforce Alliance/High Country Workforce Development Board's application for a Human Services Career Pathway.

High Country Workforce Development Board has been involved in the creation of this pathway, having participated in collaborative meetings and offered information and feedback as well. We will continue to participate on pathway committees in commitment to making this pathway a success, as we are in need of skilled Human Services applicants.

In addition, we are committed to partnering with schools so that students can get their required internships. Lastly, we are committed to hiring graduates from this Pathway. What better way to show the success of this pathway than to have an abundance of applicants for the many job openings we have. Hiring graduates that have completed internships in Human Services will greatly help us with our talent pipeline.

We look forward to continuing the work on this pathway in the years to come and see the increase in the number of Human Services graduates. Please feel free to contact me should you have any questions about our participation in the Human Service Career Pathway and our full commitment to its success.

Sincerely,

A handwritten signature in black ink that reads "Keith Deveraux". The signature is fluid and cursive, written over a light blue horizontal line.

Keith Deveraux, Director
High Country Workforce Development Board

The High Country Workforce Development system helps employers meet their workforce needs, helps individuals build careers, strengthens the local economy, and meets the challenges of global competition.

Equal Opportunity Employer/Program - Dial 711 for Relay NC

EXHIBIT II-N



1880 Second Avenue NW - P.O. Box 9026 | Hickory, NC 28603
Ph: 828.322.9191 | Fax: 828.322.5991 | www.westernpiedmontworks.org

"Workforce Solutions for Employers and Job Seekers." | Josh McKinney, Chair

June 30, 2021

To Whom It May Concern,

The Western Piedmont Workforce Development Board is pleased to support the application for a Human Services Career Pathway in the Future Workforce Alliance region, which includes the High Country and Region C Workforce Development Boards.

Western Piedmont has been involved in the creation of this pathway, having coordinated, facilitated, and participated in collaborative meetings and offered information and feedback as well. We will continue to coordinate, facilitate and participate on pathway committees in commitment to making this pathway a success, as we, the workforce development boards and other workforce partners, are in need of skilled Human Services applicants.

In addition, we are committed to connecting with schools so that students know about Human Services Careers and where desired, can get their required internships in this sector. Lastly, we are committed to hiring community college/university graduates from this pathway. What better way to show the success of this pathway than to have an abundance of applicants for the many job openings we have. Hiring graduates from our local community college/universities that have completed internships in Human Services will greatly help us build our talent pipeline.

We look forward to continuing the work on this pathway in the years to come and see the increase in the number of Human Services graduates. Please feel free to contact me should you have any questions about our participation in the Human Service Career Pathway and our full commitment to its success.

Sincerely,

A handwritten signature in blue ink that reads "Wendy Jus".

Director
Workforce Development

Serving Alexander, Burke, Caldwell and Catawba Counties

The Western Piedmont Workforce Development Board does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or the provision of services.

EXHIBIT II-O (Foothills, formerly Region C WDB)



David C. Lee
Director

David Pharr
Board Chairman

111 West Court Street | P.O. Box 841
Rutherfordton, North Carolina, 28139-0841

www.FoothillsCommissions.org

July 14, 2021

To Whom It May Concern,

Foothills Workforce Development Board is pleased to support the Future Workforce Alliance/Foothills Workforce Development Board's application for a Human Services Career Pathway.

Foothills Workforce Development Board has been involved in the creation of this pathway, having participated in collaborative meetings and offered information and feedback as well. We will continue to participate on pathway committees in commitment to making this pathway a success, as we are in need of skilled Human Services applicants.

In addition, we are committed to partnering with schools so that students can get their required internships. Lastly, we are committed to hiring graduates from this Pathway. What better way to show the success of this pathway than to have an abundance of applicants for the many job openings we have. Hiring graduates that have completed internships in Human Services will greatly help us with our talent pipeline.

We look forward to continuing the work on this pathway in the years to come and see the increase in the number of Human Services graduates. Please feel free to contact me should you have any questions about our participation in the Human Service Career Pathway and our full commitment to its success.

Sincerely,

A handwritten signature in black ink, appearing to read "D. Lee".

David C. Lee,
Director
Foothills Workforce Development Board
(Formerly known as Region C Workforce Development Board)

EXHIBIT II-P



June 22, 2021

To Whom It May Concern,

Goodwill Industries of Northwest NC is pleased to support the High Country Workforce Development Board's application for a Human Services Career Pathway.

The High Country Workforce Board, along with partners, have been involved in the creation of this pathway, having participated in collaborative meetings and offered information and feedback as well. We will continue to participate on pathway committees in commitment to making this pathway a success, as we need skilled Human Services applicants.

In addition, we are committed to partnering with schools so that students can get their required internships. Lastly, we are committed to hiring graduates from this Pathway. What better way to show the success of this pathway than to have an abundance of applicants for the many job openings we have. Hiring graduates that have completed internships in Human Services will greatly help us with our talent pipeline.

We look forward to continuing the work on this pathway in the years to come and see the increase in the number of Human Services graduates. Please feel free to contact me should you have any questions about our participation in the Human Service Career Pathway and our full commitment to its success.

Sincerely,

A handwritten signature in black ink that reads "Sherry Carpenter".

Sherry Carpenter
Vice-President
Workforce Development
Goodwill Industries of Northwest North Carolina

EXHIBIT II-Q



W.A.M.Y. COMMUNITY ACTION, INC.

225 Birch Street, Suite 2
Boone, North Carolina 28607-2688
Telephone: 828.264.2421 Fax: 828.264.0952
1-800-571-9269
Email: info@wamycommunityaction.org

Clayton Harpold, Chairperson Melissa Soto, Executive Director

June 22, 2021

To Whom It May Concern,

WAMY Community Action, Inc. is pleased to support the High Country Workforce Development Board's application for a Human Services Career Pathway.

WAMY has been involved in the creation of this pathway, having participated in collaborative meetings and offered information and feedback as well. We will continue to participate on pathway committees in commitment to making this pathway a success, as we need skilled Human Services applicants.

In addition, we are committed to partnering with schools so that students can get their required internships. Lastly, we are committed to hiring graduates from this Pathway. What better way to show the success of this pathway than to have an abundance of applicants for the many job openings we have. Hiring graduates that have completed internships in Human Services will greatly help us with our talent pipeline.

We look forward to continuing the work on this pathway in the years to come and see the increase in the number of Human Services graduates. Please feel free to contact me should you have any questions about our participation in the Human Service Career Pathway and our full commitment to its success.

Sincerely,

Melissa Soto
Executive Director

AVERY COUNTY
723 Cranberry Street
Newland, NC 28657

MITCHELL/YANCEY COUNTY
496-A Balsam Avenue
Spruce Pine, NC 28777

"Partnering with communities and families to provide disadvantaged families the support and tools they need to become self-sufficient."

The Future Workforce Alliance team also conducted extensive work in engaging local employer partners to participate in a survey where they describe their current employment needs and possible future opportunities.

Name of Organization	Alleghany DSS
Brief Description of Organization	The agency ensures the safety of children and adults through Child protective services and Adult protective services, determines eligibility for child care subsidy, Medicaid, and Food and Nutrition services. In addition, provides child support to families.
In which county or counties does your company provide services?	Alleghany
How many employees do you currently have?	27
Please list your top 3 “hard to fill” vacancies.	Social work positions Income maintenance positions
What are the main skill competencies that you are seeking?	Good work ethic, team players, ability to work with the public.
What are the top 3 weaknesses of new hires?	Stability, unwillingness to do the job but want the pay check, unwillingness to do anything above and beyond what they “wish” to do.
Do you participate in any Job Fairs, Facility Site Tours, Teacher Tours, Career Center Events, etc . . . ?	No
Do you currently partner with high schools or colleges as a clinical site for students? *If yes, please list the school system(s) or colleges.	Yes. Appalachian State, Eastern Carolina, Wilkes Community College, Alleghany High School, Surry Community, Old Dominion.
What are your other current recruiting methods?	Social media mostly, job works listing and word of mouth.

Name of Organization	Ashe County DSS
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Brief Description of Organization	The mission of the Ashe County Department of Social Services is to assist families and individuals by helping them maintain, and/or enhance their quality of life; to prevent abuse, neglect, and exploitation of vulnerable people in the community. The Department works closely with health care professionals, community leaders and advocacy groups; local, state, and federal entities; and many other stakeholders to make this happen.
In which county or counties does your company provide services?	Ashe County
How many employees do you currently have?	76, two are vacant
Please list your top 3 “hard to fill” vacancies.	Social Worker IAT-CPS Social Worker IAT-Foster Care
What are the main skill competencies that you are seeking?	4 year degree in Social Work
What are the top 3 weaknesses of new hires?	Organization, time management, inexperienced
Do you participate in any Job Fairs, Facility Site Tours, Teacher Tours, Career Center Events, etc? ?	Yes, until Covid
Do you currently partner with high schools or colleges as a clinical site for students? *If yes, please list the school system(s) or colleges.	Yes-Appalachian State-interns
What are your other current recruiting methods?	N/A-job postings only

Name of Organization	Burke County DSS
Brief Description of Organization	We are a county DSS agency who supports the community by providing protective services to children and adults, while also assisting families in accessing economic benefit services.

In which county or counties does your company provide services?	NA
How many employees do you currently have?	186
Please list your top 3 “hard to fill” vacancies.	<ol style="list-style-type: none"> 1. CPS Social Worker 2. Foster Care Social Worker 3. Income Maintenance Caseworker
What are the main skill competencies that you are seeking?	<ol style="list-style-type: none"> 1. Critical thinking skills 2. Communication skills 3. Ability to manage time in a high stress environment.
What are the top 3 weaknesses of new hires?	<ol style="list-style-type: none"> 1. Lack of critical thinking skills 2. Poor time management skills 3. New hires are often unprepared for the fast pace and stress environment of DSS.
Do you participate in any Job Fairs, Facility Site Tours, Teacher Tours, Career Center Events, etc . . . ?	We occasionally participate in job fairs with local colleges and universities, but this is an area I would like us to improve.
Do you currently partner with high schools or colleges as a clinical site for students? *If yes, please list the school system(s) or colleges.	We regularly have interns from ASU and occasionally WCU.
What are your other current recruiting methods?	County job postings, Indeed, word of mouth and the UNC School of SW DSS job board

Name of Organization	Catawba DSS
Brief Description of Organization	We are a county DSS agency who supports the community by providing protective services to children and adults, while also assisting families in accessing economic benefit services.
In which county or counties does your company provide services?	Catawba
How many employees do you currently have?	190+
Please list your top 3 “hard to fill” vacancies.	We have 2 areas in our DSS Department where we see the most turnover: Child Protection (which requires at least a 4

	<p>year degree in social work (preferred) and in Economic Services we see turnover in our Income Maintenance workers. Those positions are entry level pay/non-degreed/paraprofessional type positions but they work with complex policy areas and the pay is not the greatest. Someone could work in the business or private sector and possibly make similar or more money with less complex systems.</p>
<p>What are the main skill competencies that you are seeking?</p>	<p>4. Critical thinking skills 5. Communication skills 6. Ability to manage time in a high stress environment.</p>
<p>What are the top 3 weaknesses of new hires?</p>	<p>4. Lack of critical thinking skills 5. Poor time management skills 6. New hires are often unprepared for the fast pace and stress environment of DSS</p> <p><i>Also, to note: In our world we PREFER social work specific degrees to the more generic “human service” degree. The profession of DSS leans towards SOCIAL WORK accredited education. In North Carolina, Social Work, as a profession does not enjoy title protection so many people are called “Social Workers” without a degree in SW. In most other states, for example, you cannot be called a Social Worker unless you have minimally a BSW and sometimes in order to enjoy the title of SW you must also be licensed as a SW with the state board of SW licensing.</i></p>
<p>Do you participate in any Job Fairs, Facility Site Tours, Teacher Tours, Career Center Events, etc . . . ?</p>	<p>We partner with local colleges/universities and stress the value of formal internships. We work closely with our HR team on design and recruitment of position notifications. We also partner with our state associations for job openings. We try to attend career and job fairs with colleges/universities a couple of times a year as well. Also, our staff/supervisors are sometimes called on to present at high schools and colleges/universities to help students understand what our mission is. See above – we speak in classes and clubs. We have allowed students to</p>

	shadow our workers as well. More recently, we've recruited some of our staff to work with Youth Councils to mentor young folk on what service in local government is/looks like, etc.
Do you currently partner with high schools or colleges as a clinical site for students? *If yes, please list the school system(s) or colleges.	We regularly have interns from ASU and occasionally WCU. We have allowed students to shadow our workers as well. More recently, we've recruited some of our staff to work with Youth Councils to mentor young folk on what service in local government is/looks like, etc.
What are your other current recruiting methods?	County job postings, Indeed, word of mouth and the UNC School of SW DSS job board

Name of Organization	Goodwill NWNC
Brief Description of Organization	We provide employment and training assistance
In which county or counties does your company provide services?	All counties in the Northwest of NC, 31 in total.
How many employees do you currently have?	Approximately 1200
Please list your top 3 "hard to fill" vacancies.	Retail, cashier, back door attendant, hangers.
What are the main skill competencies that you are seeking?	Someone that can work weekends, nights, stand for extended periods.
What are the top 3 weaknesses of new hires?	Reliability, flexibility, desire to work
Do you participate in any Job Fairs, Facility Site Tours, Teacher Tours, Career Center Events, etc . . . ?	Job fairs, Career Center events, facility tours.

Name of Organization	High Country Workforce Development Board (and Title I Contractors Mayland Community College and Goodwill Industries of the Northwest)
Brief Description of Organization	Workforce/Human Services agency

In which county or counties does your company provide services?	Alleghany, Ashe Wilkes, Watauga, Avery, Mitchell, and Yancey
How many employees do you currently have?	4 board staff and 11 contractors
Please list your top 3 “hard to fill” vacancies.	NCWorks Career Advisors (both Title I and III)
What are the main skill competencies that you are seeking?	Case Management Customer Service-positive interaction Knowledge of various technologies and virtual platforms Critical thinking Analyze information Interpersonal skills
What are the top 3 weaknesses of new hires?	Lack of experience in the human service/workforce field Lack of long term work history No desire to bring ideas and improvement processes to the work. Interpret policies and federal regulations
Do you participate in any Job Fairs, Facility Site Tours, Teacher Tours, Career Center Events, etc . . . ?	Yes.
Do you currently partner with high schools or colleges as a clinical site for students? *If yes, please list the school system(s) or colleges.	Not at this time. Beginning January 2022 we will host a college intern at our Wilkes and Mitchell County NCWorks Career Centers.
What are your other current recruiting methods?	Indeed; ncworks.gov; social media

Name of Organization	State of NC, Vocational Rehabilitation
Brief Description of Organization	Provide employment services to persons with disabilities
In which county or counties does your company provide services?	Alleghany, Ashe, Avery, Mitchell, Watauga, Wilkes, Yancey.
How many employees do you currently have?	20
Please list your top 3 “hard to fill” vacancies.	Rehabilitation Counselor.

What are the main skill competencies that you are seeking?	Experience with persons with disabilities and knowledge of the labor market.
What are the top 3 weaknesses of new hires?	Proficiency working with clients of Appalachian Culture.
Do you participate in any Job Fairs, Facility Site Tours, Teacher Tours, Career Center Events, etc . . . ?	Yes all of the above
Do you currently partner with high schools or colleges as a clinical site for students? *If yes, please list the school system(s) or colleges.	Yes we have staff contracted to all the local high schools
What are your other current recruiting methods?	State of NC website and also private sharing thru Facebook interest forums.

Name of Organization	Mitchell County DSS
Brief Description of Organization	Dept. of Social Services
In which county or counties does your company provide services?	Mitchell
How many employees do you currently have?	44
Please list your top 3 “hard to fill” vacancies.	1. Social Workers 2. Social Worker Supervisors 3. Eligibility Supervisors
What are the main skill competencies that you are seeking?	Social Work Degrees & DSS Casework Combination
What are the top 3 weaknesses of new hires?	No State Policy Knowledge; Down Time in training No Knowledge/Experience in the State System.
Do you participate in any Job Fairs, Facility Site Tours, Teacher Tours, Career Center Events, etc . . . ?	No
Do you currently partner with high schools or colleges as a clinical site for students?	No

*If yes, please list the school system(s) or colleges.	
What are your other current recruiting methods?	Online Social Media

Name of Organization	Region C Workforce Development Board (Two Hawk, Title I Contractor)
Brief Description of Organization	Workforce/Human Services agency
In which county or counties does your company provide services?	Cleveland, McDowell, Polk and Rutherford
How many employees do you currently have?	5 board staff
Please list your top 3 “hard to fill” vacancies.	NCWorks Career Advisors (both Title I and III)
What are the main skill competencies that you are seeking?	Attention to detail Customer Service-positive interaction Knowledge of various technologies both case management and virtual platforms
What are the top 3 weaknesses of new hires?	Lack of experience in the human service/workforce field Lack of long term work history No desire to bring ideas and improvement processes to the work.
Do you participate in any Job Fairs, Facility Site Tours, Teacher Tours, Career Center Events, etc . . . ?	Yes.
Do you currently partner with high schools or colleges as a clinical site for students? *If yes, please list the school system(s) or colleges.	Not at this time.
What are your other current recruiting methods?	NCWorks.gov; social media

Name of Organization	Western Piedmont Council of Governments
Brief Description of Organization	Regional Housing Authority
In which county or counties does your company provide services?	Alexander, Catawba, Burke and Caldwell
How many employees do you currently have?	Western Piedmont Regional Housing Authority has 11
Please list your top 3 “hard to fill” vacancies.	Housing Specialist, Housing Inspector
What are the main skill competencies that you are seeking?	Attention to detail, work well in a team environment, multi-tasker.
What are the top 3 weaknesses of new hires?	Patience in learning/training, need for much social interaction, IQ level.
Do you participate in any Job Fairs, Facility Site Tours, Teacher Tours, Career Center Events, etc . . . ?	No, but might be interested.
Do you currently partner with high schools or colleges as a clinical site for students? *If yes, please list the school system(s) or colleges.	No, but have used HS, college students as interns in the RHA. Have hired 2 as full time employees.
What are your other current recruiting methods?	Social media, Indeed, word of mouth-internal staff referrals.

Name of Organization	WAMY Community Action, Inc.
Brief Description of Organization	Private, non-profit human service agency providing services to low-income families.
In which county or counties does your company provide services?	Watauga, Avery, Mitchell and Yancey
How many employees do you currently have?	11 full-time and 8 part-time
Please list your top 3 “hard to fill” vacancies.	Any of our housing program vacancies such as housing technician, housing and energy director, and after school staff.

What are the main skill competencies that you are seeking?	Basic construction knowledge, green construction, general computer skills, ability and willingness to learn and be trained. For after school, they need the ability to work with children, communication skills, problem-solving, and work readiness.
What are the top 3 weaknesses of new hires?	Lack of basic job skills such as showing up on time, staying off their cell phones, etc. Disregard for workplace rules and regulations. Lack of initiative
Do you participate in any Job Fairs, Facility Site Tours, Teacher Tours, Career Center Events, etc . . . ?	Only intern and volunteer events.
Do you currently partner with high schools or colleges as a clinical site for students? *If yes, please list the school system(s) or colleges.	Yes – we have hired from Appalachian State University.
What are your other current recruiting methods?	We use NC Works, Facebook and word of mouth.

Name of Organization	Wilkes County DSS
Brief Description of Organization	Social Service agency
In which county or counties does your company provide services?	Wilkes
How many employees do you currently have?	124
Please list your top 3 “hard to fill” vacancies.	Children’s Social Workers, Adult Services Social Workers and Income Maintenance Caseworkers
What are the main skill competencies that you are seeking?	College degrees in social work-related fields.
What are the top 3 weaknesses of new hires?	Lack of experience, spotty work history, work ethic.

Do you participate in any Job Fairs, Facility Site Tours, Teacher Tours, Career Center Events, etc . . . ?	No
Do you currently partner with high schools or colleges as a clinical site for students? *If yes, please list the school system(s) or colleges.	Wilkes County Schools, Wilkes Community College and Appalachian State
What are your other current recruiting methods?	Indeed

Name of Organization	Wilkes Recovery Revolution
Brief Description of Organization	Recover Community Organization Advocacy-Service-Resource Navigation
In which county or counties does your company provide services?	Primarily Wilkes, also surrounding counties
How many employees do you currently have?	16
Please list your top 3 “hard to fill” vacancies.	<ul style="list-style-type: none"> • NC Certified Peer Support • Project Managers • Administrative
What are the main skill competencies that you are seeking?	Lived Experience & Community Navigation.
What are the top 3 weaknesses of new hires?	<ul style="list-style-type: none"> • No Experience • Communication Skills • Work Ethic
Do you participate in any Job Fairs, Facility Site Tours, Teacher Tours, Career Center Events, etc . . . ?	Facility Site Tours
Do you currently partner with high schools or colleges as a clinical site for students? *If yes, please list the school system(s) or colleges.	Wilkes Community College Human Services Students
What are your other current recruiting methods?	Indeed, Facebook & Word of Mouth

PART II: COLLABORATIVE PARTNERSHIPS

The Future Workforce Alliance region is fortunate to have existing collaborations between employers and educational institutions. The Pathway planning meetings helped create a greater awareness of Human Services employment needs among all participants. As needs were discussed, educators and partners were quick to make suggestions and started conversations to help fill the talent pipeline needs. Human Services employers/partners and educators collaborated through meetings, educational presentations and surveys. For several years now, the NCWorks Career Centers have held monthly partner meetings to discuss career pathways, training opportunities, hiring events, and more. These type of meetings and discussions will help sustain and increase awareness for all of our certified career pathways.

The following employer/workforce and education partners have contributed to this pathway development:

- Western Piedmont Workforce Development Board
- High Country Workforce Development Board
- Foothills (formerly Region C) Workforce Development Board
- NCWorks Career Center staff (regional)
- NC Department of Commerce, Northwest Zone Regional Ops Director
- Vocational Rehabilitation (Western Region)
- Goodwill NWNC
- Dept of Social Services (Alleghany, Ashe, Burke, Mitchell, Wilkes, Catawba, Caldwell, Alexander)
- Watauga-Avery, Mitchell-Yancey Community Action (WAMY)
- Wilkes Recovery Revolution
- Western Piedmont Council of Gov. (Regional Housing Authority)
- Northwest (K-12) Career & Technical Ed Coordinators
- Gardner Webb University
- Appalachian State University
- Mayland Community College
- Wilkes Community College
- Caldwell Community College & Technical Institute
- Catawba Valley Community College
- Western Piedmont Community College
- McDowell Technical Community College
- Isothermal Community College
- Cleveland Community College

Educators and partner/employers are committed to working together in promoting this pathway across our communities. This commitment and input can be seen through our regional meetings and survey information. In addition, we will all work with the colleges and universities in providing more internship opportunities and hiring participants who graduate from the pathway. The Western Piedmont region will start a first ever, internship opportunity with Catawba County Schools beginning the new school year of

2021. The NCWorks Career Center in Catawba County will host a high school intern, to create a learning experience for the student(s) to see first-hand, how engagement and career advising fits into the Human Services field. We hope to pilot this program and provide a training guide to share with other partners interested in supporting and hosting an internship program within their own organization.

Once this Human Services Career Pathway is endorsed, a branding and messaging committee will be formed to ensure the look and communication of the pathway meets the expectations of both employers and educators. A timeline for outreach and advertising will follow in time for the new Fall school year, with continued broadcast via our partners and social media.

The Future Workforce Alliance will work with the NCWorks Regional Analyst to develop on line training to educate our employers and educators, on not only this new Human Services Pathway, but also offer a refresher for our other certified pathways. Currently the NCWorks Training Center provides four webinars on Career Pathways for Career Advising.

PART II: EDUCATION, TRAINING, AND OTHER SERVICES

A comprehensive group of Human Services employers and educators (within the Future Workforce Alliance area, but not all inclusive) equally understand the importance of education, training, and career awareness to continue building and filling their talent pipeline. Throughout the pathway development, existing collaboration between school systems, colleges and workforce partners was apparent. The region is working hard on existing awareness efforts, but through this collaboration, we have realized that there is a greater focus needed on the opportunities within the Human Services Career Pathway.

The need for career awareness is evident through internships at the high schools and colleges. The colleges in the Future Workforce Alliance region offer a variety of degree programs in Human Services. The table below shows the training programs in our region, as well as work-based learning opportunities:

Name of Organization	Appalachian State University
Brief Description of Organization	The university is part of the University of North Carolina System^[7] and enrolls more than 20,000 students. It offers more than 150 bachelor's degrees and 70 graduate degree programs, including two doctoral programs. Appalachian State University is proud to offer the ONLY Bachelor of Science Career and Technical Education Program in the state of North Carolina. The Career and Technical Education (CTE) Program at Appalachian State University is comprised of 75 plus majors and four full-time faculty. Students can choose from seven areas of concentration:

	<ul style="list-style-type: none"> • Agriculture Education (<i>teaching/licensure program</i>) • Business, Finance and Information Technology Education (<i>teaching/licensure program</i>) • Business and Marketing Entrepreneurship Education (<i>teaching/licensure program</i>) • Family and Consumer Sciences Education (<i>teaching/licensure program</i>) • Technology, Engineering and Design Education (<i>teaching/licensure program</i>) • Trade and Industrial Education (<i>teaching/licensure program</i>) • Workforce Leadership and Development (<i>NON-teaching/non-licensure</i>) <p>Each teaching concentration provides students with the opportunity to focus on middle and high school teaching while developing a greater depth of knowledge in a specific area of Career and Technical Education (CTE). Through experiential learning and relevant projects, students are challenged to develop a comprehensive knowledge base. Partnerships with programs across campus give CTE students the opportunity to work with discipline-specific experts while still learning the art of teaching.</p> <p>The Workforce Leadership and development, non-teaching/licensure, concentration provides students with the opportunity to link their technical skills with skills in business, leadership, personnel, finance, information technology, education, work, curriculum, and training to improve competitiveness within the workforce. This program is designed to work with all industries and capitalize on a student's' goals and content experience and provide the necessary workforce leadership and career skills needed to lead, educate and improve their employees and for personal skill growth.</p> <p>Individuals that already hold a Bachelor's degree in a related content area can obtain licensure in Career and Technical Education through our Graduate Certificate Program! Appalachian State University also offers a Residency Licensure <i>alternative licensure pathway</i> for those individuals with an earned Bachelor's Degree.</p> <p>Career & Technical Education Appalachian State University (appstate.edu)</p>
<p>In which county or counties does your Organization provide services?</p>	<p>All counties</p>

<p>Brief description of education and training options in the Human Services field, including Curriculum & Continuing Education (Include Degree & Credential opportunities)</p> <p>*Please provide website links.</p>	<p>The Workforce Leadership and Development concentration provides a program that links business, finance, information technology, education, work, curriculum, and training to improve competitiveness within the workforce. This program is designed to work with all industries and capitalize on a student's' goals and content experience and provide the necessary workforce leadership and career skills needed to <i>LEAD</i>, educate and improve their employees and for personal skill growth. As a student, you will learn business, leadership, personnel, finance, information technology, education and training skills as they relate to the adult learning. Leadership and Development skills will focus on building your skills as a student and preparing you and others to participate in the multinational marketplace as productive leaders, workers and consumers. The employment outlook for this concentration is strong. Students can build on their current skills and progress in their current employment, begin an entrepreneurial venture or explore new career pathways.</p> <p>This program is transfer-friendly. Transfer students or students who have completed Community College courses related to a specific skill area should contact the program director to determine if these courses can count toward a program of study at Appalachian. Up to 24 hours of non-UGETC (typically non-transferable hours including Military credit offered by the university) <i>may</i> be transferable to this program for the Career Content and Elective requirements. Contact the Program Director for more information.</p> <p>Workforce Leadership and Development Career & Technical Education (appstate.edu)</p>
<p>Do you offer any Work-Based Learning and/or Career Exploration opportunities?</p>	<p>Yes</p> <p>CTE 4900 - Internship in Workforce Leadership and Development (6-12) [CAP]</p> <p>When Offered: On Demand <i>GEN ED: Capstone Experience</i> <i>This course is designed to provide a capstone experience in which students are able to apply knowledge and skills gained through course work, and to demonstrate their capacity to function successfully in a professional setting. The course will require students to reflect on their own development in the areas of thinking critically and creatively, communicating effectively, making local to global connections, and</i></p>

	<p><i>understanding responsibilities of community membership in the defined career content area and workforce leadership and development.</i> <i>Graded on an S/U basis.</i></p> <p>CTE 3250 - Career Management (3)</p> <p>When Offered: Fall This course provides an overview of career management including the career planning and development process. Students will explore helping skills, diverse populations, ethical and legal issues, career development models, assessment, labor market information and resources, technology, employability skills, training, program management and promotion and public relations as it pertains to career management.</p> <p><u>CTE 4410 - Workforce Ventures and Innovation (3)</u> <u>Print (opens a new window)</u></p> <p>CTE 4410 - Workforce Ventures and Innovation (3)</p> <p>When Offered: Spring Study of the development, responsibilities and problems associated with entrepreneurial and small business operations in career and technical education environments. Leadership in Career and Technical Education areas will be explored to determine entrepreneurial and small business opportunities. Students will apply these concepts to day-to-day small business operations.</p> <p>CTE 4750 - Work-Based Experiences (3)</p> <p>When Offered: Spring This course provides an overview of various types of work-based learning experiences related to secondary and post-secondary schools, as well as business and industry, in North Carolina and throughout the United States. The course covers benefits and barriers of work-based learning and the roles and responsibilities of all individuals involved in work-based learning. The course will also examine legal issues, state policy and labor laws related to work-based learning. Finally, the course will allow the student to develop and plan a work-based learning experience for a selected site.</p>
<p>Are there any other tools or resources for ongoing career</p>	<p>Yes</p>

<p>awareness in the Human Services field?</p> <p>*Please include links to articles or websites.</p>	<p>Program: Career & Technical Education - Workforce Leadership & Development - Appalachian State University - Acalog ACMS™ (appstate.edu)</p>
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Name of Organization	Caldwell Community College and Technical Institute
Brief Description of Organization	Post-Secondary Educational Institute with campuses in Hudson and Boone
In which county or counties does your Organization provide services?	Caldwell and Watauga
<p>Brief description of education and training options in the Human Services field, including Curriculum & Continuing Education (Include Degree & Credential opportunities)</p> <p>*Please provide website links.</p>	<p>Mental Health Technician (offered through Continuing Education department—must be current Nurse Aide I) Graduates may take the AAPT Level 1 Certification Exam https://www.cccti.edu/Programs/MentalHealthTech.asp</p> <p>AAS Human Services Technology http://cccti.smartcatalogiq.com/en/2021-2022/College-Catalog/Programs-of-Study-1/Human-Services-Technology/Human-Services-Technology-A45380</p> <p>AAS Human Services Technology—Mental Health Concentration http://cccti.smartcatalogiq.com/en/2021-2022/College-Catalog/Programs-of-Study-1/Human-Services-Technology/Human-Services-Technology-Mental-Health-Concentration-A4538C</p>
Do you offer any Work-Based Learning and/or Career Exploration opportunities?	The AAS degrees include 2 semesters of clinical experience
Are there any other tools or resources for ongoing career awareness in the	<p>There is a video about the AAS program:</p> <p>https://www.youtube.com/watch?v=RJyZhU5QX1U</p>

<p>Human Services field?</p> <p>*Please include links to articles or websites.</p>	
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<p>Name of Organization</p>	<p>Cleveland Community College</p>
<p>Brief Description of Organization</p>	<p>Higher Education</p>
<p>In which county or counties does your Organization provide services?</p>	<p>Cleveland</p>
<p>Brief description of education and training options in the Human Services field, including Curriculum & Continuing Education (Include Degree & Credential opportunities)</p> <p>*Please provide website links.</p>	<p>None</p>
<p>Do you offer any Work-Based Learning and/or Career Exploration opportunities?</p>	<p>None</p>
<p>Are there any other tools or resources for ongoing career awareness in the Human Services field?</p>	<p>None</p>

*Please include links to articles or websites.	
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Name of Organization	Catawba Valley Community College
Brief Description of Organization	Human Services Technology Department
In which county or counties does your Organization provide services?	Catawba and Alexander
Brief description of education and training options in the Human Services field, including Curriculum & Continuing Education (Include Degree & Credential opportunities) *Please provide website links.	Currently we offer an A.A.S degree in Human Services Technology. https://www.cvcc.edu/Academic-Resources/Programs/Health-Services/Human-Services-Technology/human-services-technology.cfm?cssearch=337297_1
Do you offer any Work-Based Learning and/or Career Exploration opportunities?	Yes (in the last semester before graduation)
Are there any other tools or resources for ongoing career awareness in the Human Services field? *Please include links to articles or websites.	N/A

Name of Organization	Gardner-Webb University
Brief Description of Organization	<p>The mission of Gardner-Webb University is to prepare graduates for leadership and service in their professional careers and in their personal lives.</p> <p>Rigorous and innovative degree programs, combined with distinctive experiential learning opportunities, shape students into thinkers, doers, and world-changers. Forged within a supportive and diverse Christian community, our students emerge ready to impact their chosen professions, equipped with the skills to advance the frontiers of knowledge, and inspired to make a positive and lasting difference in the lives of others.</p>
In which county or counties does your Organization provide services?	Gardner-Webb's campus is in Cleveland County and also has a Charlotte campus in Mecklenburg county; however, we have students living and working in multiple counties across the state.
Brief description of education and training options in the Human Services field, including Curriculum & Continuing Education (Include Degree & Credential opportunities) *Please provide website links.	<p>Gardner-Webb University's Bachelor of Science in Human Services is a fully online degree completion program. The curriculum consists of courses and experiences so that a graduate will have the knowledge and skill to perform entry-level work in public, not-for-profit, and private settings.</p> <p>https://gardner-webb.edu/programs/human-services/</p>
Do you offer any Work-Based Learning and/or Career Exploration opportunities?	Career Exploration is built into many classes where students explore resources in their community, participate in groups or other activities, interview Human Service professionals, and intern. The goal here for students to gain practical experiences and have a toolkit of resources at their disposal upon graduation.
Are there any other tools or resources for ongoing career awareness in the	At this moment, Gardner-Webb only offers the Bachelor of Science program in Human Services.

<p>Human Services field?</p> <p>*Please include links to articles or websites.</p>	
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<p>Name of Organization</p>	<p>Isothermal Community College</p>
<p>Brief Description of Organization</p>	<p>Isothermal, chartered in 1964, is one of North Carolina's 58 community colleges and offers a number of degree, diploma, and certificate programs. Isothermal Community College exists to improve life through learning. With over 125 programs, Isothermal makes higher education attainable. Classes provide hands-on training and online options, flexible schedules, and convenient campus locations. Isothermal also provides a wide variety of professional training for employees of local businesses of any size in Rutherford and Polk Counties. Additionally, individuals who own a business, or are interested in starting one, can access free services such as counseling and seminars through the college's Small Business Center. Isothermal is also known for its world famous radio station (WNCW), and The Foundation Performing Arts and Conference Center as bringing music and culture to our part of western North Carolina is a priority.</p>
<p>In which county or counties does your Organization provide services?</p>	<p>Rutherford and Polk</p>
<p>Brief description of education and training options in the Human Services field, including Curriculum & Continuing Education (Include Degree & Credential opportunities)</p> <p>*Please provide website links.</p>	<p>Certificates, diplomas and degrees in Human Services Technology https://www.isothermal.edu/academics/human-services-technology/index.html</p> <p>Graduates should qualify for entry-level positions in mental health, child care, family services, social services, rehabilitation, correctional, and educational agencies.</p> <p>Certificates, diplomas and degrees in Human Services: Animal Assisted Interactions https://www.isothermal.edu/academics/human-services-technologyanimal-assisted-interactions/index.html</p>

	<p>Graduates with the concentration in Animal Assisted Interaction may be able to find work with therapists and non-profit equine facilities.</p> <p>Equine Assisted Activities and Therapies (EAAT) – short term equine studies program in Continuing Education. https://www.isothermal.edu/continuing-education/polk-center/equine-program.html</p> <p>DSS Fast-track: Phase I Human Services Exploration Students must pass this phase to be eligible for Phase II.</p> <p>Phase II Income Maintenance Caseworker –NCFAS https://www.isothermal.edu/continuing-education/hrd.html</p> <p>Criminal justice is a subfield of human services. For example, probation/parole allows for a bachelor’s degree in criminal justice or human services. Domestic violence shelter employees may have a degree in human services or criminal justice. Isothermal Community College offers a certificate, diploma and degree in criminal justice technology.</p> <p>https://www.isothermal.edu/academics/criminal-justice/index.html</p>
<p>Do you offer any Work-Based Learning and/or Career Exploration opportunities?</p>	<ul style="list-style-type: none"> • International Internship Program: partnership with Trelleborg (Rutherfordton and Sweden) and the Technical College located in Sweden • Assignments in DDT 110-Developmental Disabilities and HSE 110-Intro to Human Services explore human services careers. Students compose a resume in HSE 245-Stress Management. • Human Resource Development (HRD) – Pathways to MY Future

<p>Are there any other tools or resources for ongoing career awareness in the Human Services field?</p> <p>*Please include links to articles or websites.</p>	<p>We use public resources such as CFNC.org, the state job website and NC Works</p>
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<p>Name of Organization</p>	<p>Mayland Community College</p>
<p>Brief Description of Organization</p>	<p>Community College</p>
<p>In which county or counties does your Organization provide services?</p>	<p>Mitchell, Avery, Yancey</p>
<p>Brief description of education and training options in the Human Services field, including Curriculum & Continuing Education (Include Degree & Credential opportunities)</p> <p>*Please provide website links.</p>	<p>Human Services Technology, AAS Degree Human Services Technology, Certificate Human Services Technology, CCP (Career and College Promise for High School students)</p> <p>https://www.mayland.edu/academics/human-services-technology/</p> <p>http://mayland.smartcatalogiq.com/2020-2021/2020-2021-Catalog/Curriculum-Programs/Human-Services-Technology/Human-Services-Technology-A45380-Associate-of-Applied-Science</p> <p>http://mayland.smartcatalogiq.com/2020-2021/2020-2021-Catalog/Curriculum-Programs/Human-Services-Technology/Human-Services-Technology-C45380-Certificate</p> <p>http://mayland.smartcatalogiq.com/2019-2020/2019-2020-Catalog/Curriculum-Programs/High-School-Programs/Career-Technical-Education-Pathways</p>
<p>Do you offer any Work-Based</p>	<p>Work Based Learning is a requirement of the AAS Degree. Students work 160 hours during the semester in an approved</p>

Learning and/or Career Exploration opportunities?	Human Service agency to meet the Work-Based Learning requirement.
Are there any other tools or resources for ongoing career awareness in the Human Services field? *Please include links to articles or websites.	<p>Articulation agreements with colleges and universities that allow students to transfer and complete a Bachelor's degree. Currently, those agreements exist between Mayland and:</p> <p>Lees McRae College, Bachelor in Human Services https://www.lmc.edu/academics/programs/online-human-services/index.htm</p> <p>Mars Hill University, Bachelor in Social Work https://www.mhu.edu/academics/majors-and-minors/social-work/</p> <p>East Tennessee State University, Bachelor in Human Services https://www.etsu.edu/coe/chs/humanservices/</p>

Name of Organization	Mitchell County Schools
Brief Description of Organization	The purpose of Mitchell County CTE program is to prepare students for a wide range of high-wage, high-skill, high demand careers.
In which county or counties does your Organization provide services?	Mitchell County, NC
Brief description of education and training options in the Human Services field, including Curriculum & Continuing Education (Include Degree & Credential opportunities) *Please provide website links.	<p>CCP courses with Mayland Community College towards Human Services Certificate and Associates</p> <p>Intro to Human Services Counseling Intro to Social Work Children and Adolescence in Crisis</p>
Do you offer any Work-Based	CTE Internships Work-Based Learning Opportunities

Learning and/or Career Exploration opportunities?	
Are there any other tools or resources for ongoing career awareness in the Human Services field? *Please include links to articles or websites.	CTE Website: Home - Mitchell County School (mcsnc.org) www.mcsnc.org

Name of Organization	McDowell Technical Community College
Brief Description of Organization	An open door two year community college. We offer degrees, diplomas, and certificates. Additionally MTCC offers basic skills, Adult High School, and workforce development.
In which county or counties does your Organization provide services?	McDowell County
Brief description of education and training options in the Human Services field, including Curriculum & Continuing Education (Include Degree & Credential opportunities)	MTCC does not currently offer a Human Services degree. We do offer: Associate Degree Nursing Program (ADN) (currently offered within a consortium) leading to RN licensure. It is a two-year program which includes classroom (theory), lab and clinical components. ADN Nursing

<p>*Please provide website links.</p>	<p>Practical Nursing Education is a one year diploma nursing program leading to a Licensed Practical Nurse (LPN) licensure. It includes classroom, lab and clinical components.</p> <p>Practical Nursing</p> <p>Nurse Aide I offered in curriculum and continuing education leading to Nurse Aide I listing. Delivered in 16 week or 8 week options. Includes classroom, lab and clinical components.</p> <p>Nurse Aide</p> <p>Early Childhood Program</p> <p>The Early Childhood Program prepares individuals to work with children birth through eight in diverse learning environments. The program offers an associate degree, diploma and multiple certificates. Employment opportunities include child development and child care programs, preschools, public and private schools, recreational centers, Head Start Programs, and school-age programs.</p> <p>Teaching/Early Childhood Program (MTCC catalog. 2020-2021.pg 132-137)</p>
<p>Do you offer any Work-Based Learning and/or Career Exploration opportunities?</p>	<p>Career Exploration Opportunities</p> <p>Camp Opportunity</p> <p>Career Expos for high school and middle school students</p> <p>NC BioNetwork program.</p>
<p>Are there any other tools or resources for ongoing career awareness in the Human Services field?</p> <p>*Please include links to articles or websites.</p>	

Name of Organization	Newton-Conover City Schools
Brief Description of Organization	K-12 Public School System
In which county or counties does your Organization provide services?	Catawba County
Brief description of education and training options in the Human Services field, including Curriculum & Continuing Education (Include Degree & Credential opportunities) *Please provide website links.	<p>In the Human Services Career Cluster, we currently offer high school classes to complete the Food & Nutrition Career Pathway</p> <ul style="list-style-type: none"> • FN41 Food and Nutrition I • FN42 Food and Nutrition II <p>Supplemental Courses for this pathway that we teach include</p> <ul style="list-style-type: none"> • FC11 Principles of Family and Human Services • BM10 Microsoft Word & PowerPoint • CC45 Career Management • WB39 CTE Internship HUMA <p>At the middle school level, we are offering a new course for the 2021-2022 school year:</p> <ul style="list-style-type: none"> • Exploring Social and Emotional Skills <p>Career Cluster Link: https://center.ncsu.edu/nccte/cms/view_pathways.php?sel_type=L&sel_id=21</p> <p>* We are considering adding courses to complete the Counseling and Mental Health Career Pathway in the future.</p>
Do you offer any Work-Based Learning and/or Career Exploration opportunities?	Yes, we offer CTE Internships
Are there any other tools or resources for ongoing career awareness in the Human Services field?	Our Career Development Coordinators work with students on career planning, both individually and in group settings, at the middle school and high school level. They use a variety of resources as needed.

*Please include links to articles or websites.	
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Name of Organization	Wilkes Community College
Brief Description of Organization	<p>Wilkes Community College, a member of the North Carolina Community College System, is a public, two-year, open-door institution serving the people of Wilkes, Ashe, and Alleghany counties and beyond.</p> <p>Wilkes Community College enhances the quality of life through</p> <ul style="list-style-type: none"> • quality education and workforce development, including basic skills, occupational, technical, and pre-baccalaureate programs; economic development services to business and industry, both public and private; and community development through a variety of services, cultural activities, and recreational opportunities.
In which county or counties does your Organization provide services?	Wilkes, Ashe, Alleghany
Brief description of education and training options in the Human Services field, including Curriculum & Continuing Education (Include Degree & Credential opportunities) *Please provide website links.	<p>Wilkes Community College offers an AAS Degree in Human Services Technology, Human Services Diploma, and Human Services Certificate</p> <p>https://www.wilkescc.edu/programs/health-science/human-services-technology</p> <p>Classes towards Human Services Certificate: Intro to Human Services Crisis Intervention Counseling Interviewing Techniques</p> <p>Additional Classes towards Human Services Diploma: Human Services Issues General Psychology Social Problems Substance Abuse Overview Case Management Group Process</p>

<p>Do you offer any Work-Based Learning and/or Career Exploration opportunities?</p>	<p>WCC offers two WBL opportunities in the AAS Degree. CTE Internships Apprenticeships Work-Based Learning Opportunities</p>
<p>Are there any other tools or resources for ongoing career awareness in the Human Services field?</p> <p>*Please include links to articles or websites.</p>	<p>CTE Website: wilkescountyschools.org Facebook page: CTEWilkes Twitter page: CTEWilkes</p>

<p>Name of Organization</p>	<p>Western Piedmont Community College</p>
<p>Brief Description of Organization</p>	<p>Two-year Community College</p>
<p>In which county or counties does your Organization provide services?</p>	<p>WPCC primarily serves Burke County, but also accepts and serves students from surrounding counties when appropriate.</p>
<p>Brief description of education and training options in the Human Services field, including Curriculum & Continuing Education (Include Degree & Credential opportunities)</p> <p>*Please provide website links.</p>	<p>*Human Services Associate in Applied Science Degree *Human Services with Concentration in Substance Use Counseling AAS degree <i>-these students are required to register with the (NCSAPPB) North Carolina Addiction Specialists Professional Practices Board- CADC credential.</i> *Human Services Certificate *Substance Use Issues Certificate</p>
<p>Do you offer any Work-Based Learning and/or Career Exploration opportunities?</p>	<p>Students in both the Human Services and Human Services Substance Use Concentration A.A.S. programs are required to complete two semesters (160 hours/semester- totaling 320 hours total) of internship/work-based learning experiences as a requirement of their degree programs.</p>

<p>Are there any other tools or resources for ongoing career awareness in the Human Services field?</p> <p>*Please include links to articles or websites.</p>	<p>Students are offered opportunities at little or no cost to attend professional organizational conferences yearly, including the *North Carolina Organization of Human Services annual Fall Conference, and the *Addiction Professionals of North Carolina annual Spring Conferences. <i>-students were unable to attend the 2020 conferences due to the pandemic.</i></p>
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As this information and the strategies show, Human Service Industry partners work very closely with the universities and community colleges to provide coordinated Work-Based Learning opportunities. The Future Workforce Alliance Career Pathway ladders will have entry and exit ramps to demonstrate the diverse occupations available across the Human Services Industry. Branding and messaging of these opportunities can be used as career counseling tools to demonstrate to a wide variety of the labor force the job growth job opening potential, now, and into the future. These career pathway resources will be especially helpful when career advising youth, unemployed, underemployed, those formerly incarcerated (peer support specialist) as well as active duty or transitioning military service members and their spouses. Existing Career Paths for Guidance Counselors, Rehab Counselors, Middle School CTE, Customer Service Representatives & Human Service Assistants are shown below in the following exhibits that continue to reflect the many exit and entry ramps within the Human Services industry.

Exhibit II-R Guidance Counselor Career Path

www.nccareers.org (<https://nccareers.org/career-tree> - "Plan my Career")



Educational, Guidance, School, and Vocational Counselors
Star Rating: ★★★★★

SALARY

\$49,530 (\$23.81/hr)
Median NC Wage

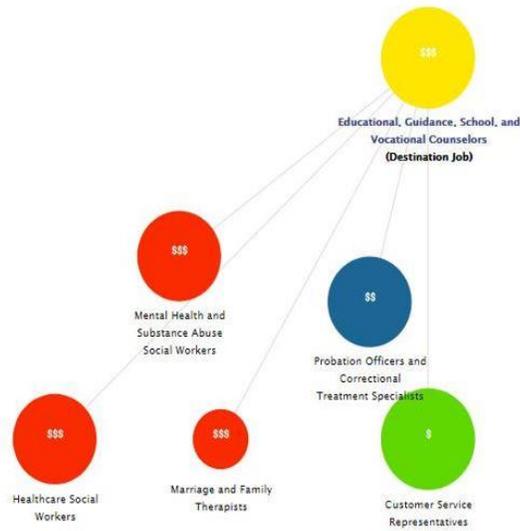
NC JOB PROJECTION

6,415
Total Jobs in 2017

757
Average Job Openings

+1.0%
Strong Growth

? How to use First Step



SALARY RANGE

- \$ \$0 - \$34,999
- \$\$ \$35,000 - \$44,999
- \$\$\$ \$45,000 - \$54,999
- \$\$\$\$ \$55,000 - \$74,999
- \$\$\$\$\$ \$75,000+

GROWTH RATE

- None or Negative Growth
- Slow Growth
- Average Growth
- Strong Growth
- Very Strong Growth

JOB OPENINGS

- 1 - 24
- 25 - 74
- 75 - 249
- 250 - 749
- 750+

Exhibit II-S Rehab Counselor Career Path

www.nccareers.org (<https://nccareers.org/career-tree> - "Plan my Career")



Rehabilitation Counselors
Star Rating: ★★★★★

SALARY

\$39,380 (\$18.93/hr)
Median NC Wage

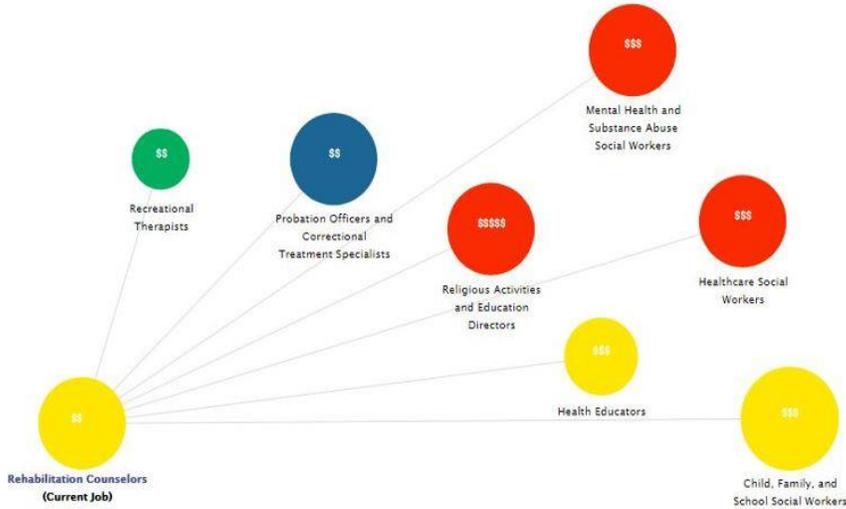
NC JOB PROJECTION

2,656
Total Jobs in 2017

313
Average Job Openings

+1.0%
Strong Growth

? How to use Next Step



SALARY RANGE

- \$ \$0 - \$34,999
- \$\$ \$35,000 - \$44,999
- \$\$\$ \$45,000 - \$54,999
- \$\$\$\$ \$55,000 - \$74,999
- \$\$\$\$\$ \$75,000+

GROWTH RATE

- None or Negative Growth
- Slow Growth
- Average Growth
- Strong Growth
- Very Strong Growth

JOB OPENINGS

- 1 - 24
- 25 - 74
- 75 - 249
- 250 - 749
- 750+

Exhibit II-T Middle School CTE Career Path

www.nccareers.org (<https://nccareers.org/career-tree> - "Plan my Career")



Middle School Career and Technical Education Teachers
Star Rating: ★★★★★

SALARY

\$49,420 (- /hr)
Median NC Wage

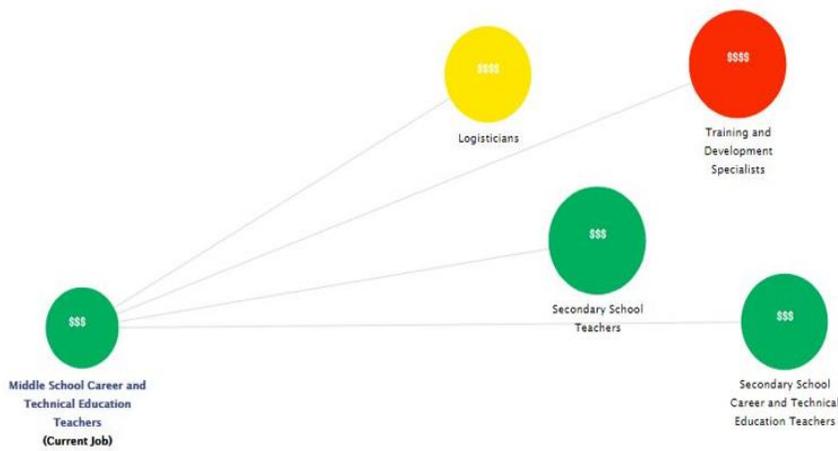
NC JOB PROJECTION

1,217
Total Jobs in 2017

93
Average Job Openings

+0.5%
Slow Growth

? How to use Next Step



SALARY RANGE

- \$ \$0 - \$34,999
- \$\$ \$35,000 - \$44,999
- \$\$\$ \$45,000 - \$54,999
- \$\$\$\$ \$55,000 - \$74,999
- \$\$\$\$\$ \$75,000+

GROWTH RATE

- None or Negative Growth
- Slow Growth
- Average Growth
- Strong Growth
- Very Strong Growth

JOB OPENINGS

- 1 - 24
- 25 - 74
- 75 - 249
- 250 - 749
- 750+

Exhibit II-U Customer Service Representative Career Path

[www.nccareers.org](https://nccareers.org) (<https://nccareers.org/career-tree> - "Plan my Career")



Customer Service Representatives
Star Rating: ★★★★★

SALARY

\$32,910 (\$15.82/hr)
Median NC Wage

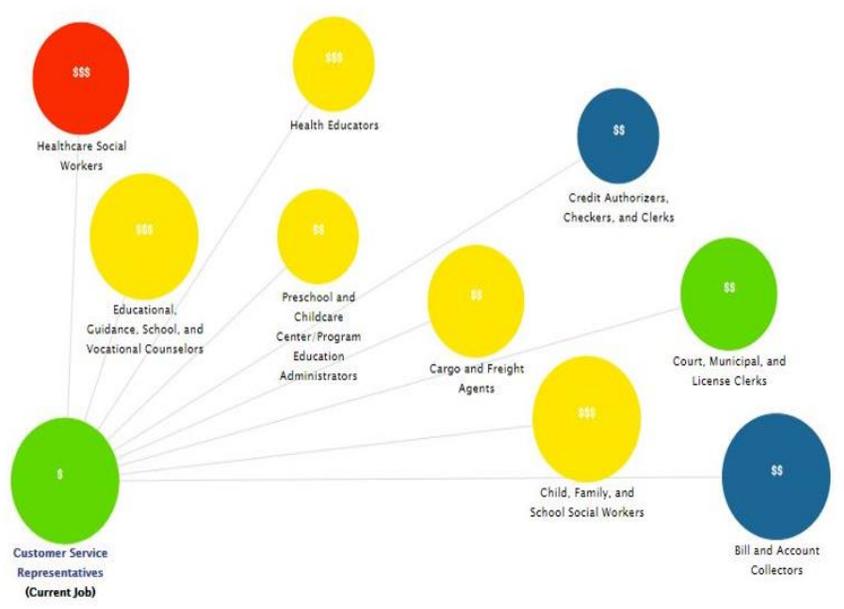
NC JOB PROJECTION

99,178
Total Jobs in 2017

13,906
Average Job Openings

+0.9%
Average Growth

? How to use Next Step



SALARY RANGE

- \$ \$0 - \$34,999
- \$\$ \$35,000 - \$44,999
- \$\$\$ \$45,000 - \$54,999
- \$\$\$\$ \$55,000 - \$74,999
- \$\$\$\$\$ \$75,000+

GROWTH RATE

- None or Negative Growth
- Slow Growth
- Average Growth
- Strong Growth
- Very Strong Growth

JOB OPENINGS

- 1 - 24
- 25 - 74
- 75 - 249
- 250 - 749
- 750+

Exhibit II-V Social & Human Service Assistant Career Path



PART II: EVALUATION PLAN

The Future Workforce Alliance is committed to ensuring that the Career Pathway for Human Services continues to grow and strengthen through an established career pathway and that it remains relevant with changing needs. If successful, it should result in the following:

- Human Services regional; industry is able to obtain skilled employees to meet their needs;
- Students, job seekers, and workers have adequate training opportunities to obtain the training at a multitude of points along the career pathway to obtain unsubsidized self-sufficient employment within the Human Services field;
- Training institutions are able to attract potential interested students to Human Services training programs to meet employer needs.

To be successful, the pathway must facilitate industry's ability to recruit and hire qualified workers for the ever- evolving workplace that contributes to the region's economic strength and long-term prosperity.

The evaluation plan will measure progress, and identify components and activities that need to be addressed through a continuous improvement process. Using the initial collection of baseline data and results from the annual evaluation and measurement tool, we can determine the improvement and/or increased participation in training and career development activities.

Definition of Success

- Meeting the needs of the Human Services industry in the Future Workforce Region by increasing the pipeline of a highly, qualified skilled workforce;
- Meeting the needs of students, jobseekers and workers by providing relevant training and employment as they progress along the pathway's on and off-ramps; and
- Implement an evaluation process that will collect additional data for on-going annual review. Three-year goals will be established for each data element collected using the baseline data.

Future Evaluation Plans

Our future work will include developing visual models, an internship plan, and an evaluation/performance measurement system for the Human Services Pathway. Development of this is in the planning stages, and will include the following:

- **Career Pathway Ladders**
 - The Career Pathway ladders will include entry and exit ramps for a wide variety of the population including everyone from youth, to unemployed, underemployed, formerly incarcerated individuals, as well as active duty or transitioning military service members and their spouses. These can be used by educators as well as other Human Services related organizations when consulting with interested job applicants.
- **Internship Plan**
 - The goal of the Human Services Internship program will be to provide exposure to a variety of careers related to Human Services. The program will offer the intern experience through job shadowing, hands-on work experience, and tours of Human Services agencies.
- **Mechanism for Updating the Pathway and Associated Strategies**
 - Data collection will be conducted annually, including surveys & check-ins with Human Service type employers and educational institutions. Analysis of the data will be the responsibility of the career pathway evaluation work group and shared with the larger advisory group including industry representatives, educators, and regional WDB staff. Goals may be modified, up or down, as the process progresses through the annual evaluation periods. New sets of goals will be established as progress is made.

Additionally, the system for tracking employment as a direct result of community college Human Services training programs rates is developed and improved, a random sampling of participants may be utilized to evaluate the quality of the training received through the pathway. Also, an employer focused survey will be conducted to collect specific details on the quality and skills of graduates received through the programs to reflect where improvement is needed to ensure a successful and solid career pathway exists.

