

What is TriadWorks?

TriadWorks is a consortium of five [Workforce Development Boards](#) committed to identifying & implementing regional solutions to support a globally-competitive, highly skilled, forward-looking workforce.

TriadWorks serves 14 counties in the west-central part of North Carolina: Alamance, Caswell, Davie, Davidson, Forsyth, Guilford, Montgomery, Moore, Orange, Randolph, Rockingham, Stokes, Surry and Yadkin.

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PATH Board Studies Job Vacancy Data

At a recent meeting of the Piedmont Alliance for Triad Healthcare (PATH), board members and their guests were presented allied health job vacancy data gathered by researchers at UNC's Sheps Center. Highlights from the [Spring 2011 Allied Health Job Vacancy Report](#), presented by research assistant Katie Gaul, include:

- Physical Therapist (PT) and Occupational Therapist (OT) continue to top the list of allied health professions in highest demand in our region.
- Occupational Therapist Assistant (OTA), Physical Therapist Assistant (PTA) and Speech-Language Pathologist (SLP) were reported as second most in-demand allied health positions in our region.
- With regard to diversity, only 11% of PT, OT, PTA and OTA positions are filled by non-whites, compared to the region's 33% non-white general population.

PATH uses secondary data (such as the Sheps Center data) as well as input from member employers to inform its work. In November, PATH is conducting its own healthcare employer survey to provide a more in-depth analysis of allied health employment trends in the region. The survey asks over 200 healthcare organizations to name its top five allied health job vacancies.

Other survey questions include:

- With regard to the top five (5) allied health positions you selected in question # 1, what were the **top three (3) barriers** to filling those vacancies?
- In your organization, which five (5) allied health positions were the **most difficult to fill**, regardless of the number of vacancies, over the past 12 months?
- In your organization, which five (5) allied health positions do you project will have the **greatest number of vacancies over the next 5 years?**
- Please identify any allied health positions for which you believe the **talent pool is saturated** and should not be included in PATH's efforts to support.

PATH is a non-profit board with members representing employers, workforce development boards, educational institutions and others that are involved with allied health professions in the Piedmont Triad region.

PATH's mission is to serve as an advisory council to advocate for and further develop the Allied Health workforce to meet the region's current and emerging needs. PATH meets every-other month on the fourth Wednesday at Cone Health in Kernersville. Click [here](#) for more on PATH.

Green Tip for Fall – Compost as Much as Possible

Instead of putting your leaves, branches, and weeds into plastic bags only to be picked up by trash collectors, turn lawn "waste" into nutrient-rich soil ready for your spring garden! Collecting compost is easy and can save money on soil and fertilizer after the cold season.

Almost everything in your yard is compostable (grass and plant clippings, leaves, dead or brown weeds). But don't compost weeds with seeds or pernicious weeds (e.g., ivy) that can withstand composting. Mix in some of your kitchen waste as well – fruit and vegetable peels, teabags, and coffee grinds – to increase your yield.

Source: www.earthshare.org

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WORKFORCE DEVELOPMENT BOARD



WIA Success Stories from the Region

Across the region, caring workforce development staff implement Workforce Investment Act (WIA) dollars to help customers secure a bright future. Here are just two of these success stories.

If Kathy Proctor looks familiar, there's good reason. Kathy was one of the students who met President Obama during his visit to Forsyth Technical Community College in December of 2010. Then, during his State of the Union address to the nation on January 25, 2011, President Obama acknowledged Kathy who was seated in the House Chamber.

Kathy's moment in the spotlight is nothing compared to the opportunity she was given to change careers at the age of 55. After spending 30 years in the furniture business, Kathy saw the writing on the wall and entered Forsyth Tech's Biotechnology Program in March of 2009. Through the High Point JobLink, Kathy started receiving Workforce Investment Act (WIA) scholarship assistance, which continued each semester until completion of her biotech program in the summer of 2011.

Upon graduating, Kathy worked with a JobLink Job Developer who assisted with her job search and with gearing her resume to be more industry-specific. Kathy's resume was then sent to several companies looking for lab technicians. Within a short amount of time, Kathy had two interviews and a job offer. A few months ago, Kathy accepted a lab position with Vitacost in Lexington.

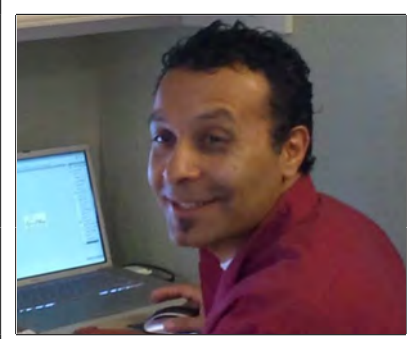


Kathy Proctor

Friends and long-time colleagues, Robyn Bilfelt and Geni O'Toole, dreamed of starting their own business for years. In 2004, the two women opened OLA Design Works, a small business in Winston-Salem that specializes in graphic design for print and Web.

This summer, Robyn and Geni talked with their local business services representative (BSR) about their employment needs. They learned that by hiring a WIA participant for on-the-job training (OJT), they could save \$4,000 in wages over the six-month program. Moreover, they could be confident that the new hire would be career-ready and eager to learn.

OLA Design Works was just the right opportunity for Roberto Ramirez, 46, who was recently laid off from a local animation studio. When he visited the Forsyth County JobLink on W. Hanes Mill Road in Winston-Salem, Roberto applied for the OJT position at OLA Design Works and was placed after a successful interviewing process.



Roberto Ramirez

Roberto will help Robyn and Geni develop their social media presence, including Twitter, Facebook, and LinkedIn. He will also be advancing his skills-set by learning multiple graphic design software and conducting photo shoots. Roberto will graduate from Rasmussen College (online) in 2012 with an Associate's Degree in Web Design.

Contact Your Local Business Services Rep

Alamance
Howie Sotherly
(336) 570-6800
hwsnotherly@randolph.edu

Caswell
Angela Davis
(252) 436-2040
adavis@kerrtarcom.org

Davidson
Cris Waugh
(336) 236-3087
crystal.waugh@ davidsoncountync.gov

and
Tim Maness
(336) 242-2970
tim.maness@ davidsoncountync.gov

Forsyth, Davie, Yadkin
Lisa Hawk
(336) 624-8203
lhawk@ptrc.org

Guilford
Patricia Baker
(336) 373-4174
patricia.baker@greensboro-nc.gov

Montgomery
Katie Hursey
(910) 572-3541
hurseyk@montgomery.edu

Moore, Orange
Crystal Taylor
(910) 944-7697
crystal.d.taylor@ncesc.gov

Randolph
Howie Sotherly
(336) 633-0301
hwsnotherly@randolph.edu

Rockingham, Stokes, Surry
Joyce Stone
(336) 634-5600 (x225)
jstone@ptrc.org

CHAIR CHAT

News and Views from TriadWorks Board Chairs



Joan White

In this issue, we shine the spotlight on the North Carolina Association of Workforce Development Boards.

Joan White, RN, BSN, MBA is the Administrator/CEO of the High Point Surgery Center and Chair of the Greensboro/High Point/Guilford Workforce Development Board. In addition, Joan is the Vice President of the North Carolina Association of Workforce Development Boards (NCAWDB).

As a member of her local board for 18 years, Joan knows a thing or two about workforce development and the important role of the boards in providing a skills-ready workforce. "I've been involved with workforce development for many years because I believe the work is vital for both employers and job seekers," offers Joan. "The Workforce Board executive directors and staff are conscientious, hard-working professionals that make such a difference in the lives of individuals, the success of businesses, and the turnaround of our local and state economies," she adds.

As Chair of her local board, Joan values the support from her counterparts in TriadWorks, and at the state level, in the NCAWDB. "Workforce development board (WDB) leaders

have an obligation to be conscientious stewards of Workforce Investment Act (WIA) funds. Continually improving efficiencies and cost effectiveness are essential to achieving our goals," states Joan, adding, "Sharing best practices and cooperating on initiatives both regionally and statewide are what makes the North Carolina workforce development system a national leader."

Offering Support, Building Unity

The NCAWDB is governed by workforce development board chairs or board members and the leadership of the state's Directors Council, which is comprised of executive directors of local boards. The NCAWDB is funded by annual dues using a cost-share formula based on WDB size.

The NCAWDB has evolved in recent years to support statewide workforce development issues, in general, and specifically the needs of the executive directors who are integral to program success. "We've had 100 percent of the Boards participate in NCAWDB for three years now, which I believe reflects local support of our statewide goals," says Joan.

NCAWDB provides opportunities to network and share ideas and accomplishments across the state. NCAWDB's recent accomplishments include:

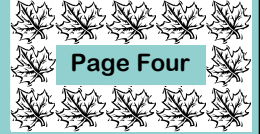
- Developed the [NCAWDB website](#) through contracts with Capitol Associated Industries (CAI) and

Winnow Creative. This project was co-funded by the North Carolina Department of Commerce. A key purpose of the website is to communicate relevant, valuable, and current workforce data and information.

- Created a video series for new board member orientation. The videos, which feature several WDB board members and executive directors, describe what WDBs do, explain the importance of the work, present tips for becoming a productive board member, and share success stories. The videos fill a need voiced by executive directors and should go a long way in helping new board members develop confidence in their roles as board members.
- Commissioned a baseline employer survey to determine workforce needs and employers' awareness of workforce board services. The survey, which is being conducted by CAI, will gather feedback from several thousands of businesses across the state.

"I am proud of what we have accomplished and look forward to what we will achieve together in the future. Working together regionally through TriadWorks and statewide with the NCAWDB, we can achieve so much more than any single board can achieve alone," asserts Joan.

To learn more about becoming a member of a board, [contact your local workforce development board](#).



Leadership in Uncertain Times

If you've attended any conferences lately, including the recent North Carolina Partnership Conference at the Koury Convention Center, you likely heard one or more presentations on leadership. Successful leaders communicate their vision, build employee trust, and engage their employees in achieving the organization's goals. They are outcomes-focused. The best leaders have learned to manage people rather than tasks.

In 2006, Gallup Press published the *12 Elements of Great Managing*, based on 10 million employee and manager interviews spanning 114 countries. The book contends that leaders who embrace the 12 elements are more likely to have engaged, productive employees. Each of the 12 employee statements below corresponds to one of the 12 elements of great managing.

1. I know what is expected of me at work.
2. I have the materials and equipment I need to do my work.
3. At work, I have the opportunity to do what I do best every day.
4. In the last seven days, I have received recognition or praise for doing good work.
5. My supervisor, or someone at work, seems to care about me as a person.
6. There is someone at work who encourages my development.
7. At work, my opinions seem to count.
8. The mission or purpose of my organization makes me feel my job is important.
9. My associates or fellow employees are committed to doing quality work.
10. I have a best friend at work.
11. In the last six months, someone at work has talked to me about my progress.
12. This last year, I have had opportunities at work to learn and grow.

To learn more about the 12 elements, click [here](#).

Montgomery Business Expo and Job Fair

On September 29, 2011, Regional Partnership Workforce Development Board, which serves Alamance, Montgomery, Moore, Orange and Randolph counties, co-hosted a Job Fair/Business Expo at the James H. Garner Conference Center in Troy, NC. Nearly 50 businesses and vendors exhibited at the fair; seven companies had job openings. Over 250 job-seekers attended the fair.

The fair was a partnership between several agencies: Montgomery JobLink and ESC; Montgomery Co. Chamber of Commerce; Montgomery Co. Tourism and Development Association; First Bank; Montgomery County Schools; FirstHealth; Montgomery Memorial Hospital; Montgomery Co. Government; and the towns of Star, Biscoe, Candor, Troy, and Mount Gilead.

Help for New Members of Workforce Development Boards

Starting a new job comes with many questions. What is my role? How do I do it? Who can I ask? The same applies to becoming a volunteer member of a workforce development board. New members are often nominated for their professional qualifications by an industry colleague or another board member, so they may be unfamiliar with workforce development. Now, new board members can benefit from the orientation videos recently developed by the North Carolina Association of Workforce Development Boards (NCAWDB).

The five-part series of short videos provides new board members with an overview of the essential role of board members, expectations of board members, and some of the reasons why board members choose to serve.

If you are a new board member, or are considering becoming one, check out the video series for insights from board chairs, members and executive directors.

<http://ncawdb.org/resources/video.html>

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If you have an idea for a newsletter article, or if you have a question or comment, please contact the editor, Kate McMahon, Project Manager for TriadWorks at 336-608-3561 or by email at kcmcmahon@ptrc.org.

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