

# **Workforce Innovation and Opportunity Act Local and Regional Workforce Development Area Plans**

## **Comprehensive Four-Year Title I Plan for PY 2020 July 1, 2020 – June 30, 2024**



***Turning Point Workforce Development Board***  
PO Box 7516  
Rocky Mount, NC 27804  
(252)443-6175  
[www.turningpointwdb.org](http://www.turningpointwdb.org)

**Local Title I WIOA Instructions**  
**Introduction**

The Workforce Innovation and Opportunity Act (WIOA) requires each Workforce Development Board (WDB) to develop and submit, in partnership with the local chief elected official, a comprehensive four-year plan. The WIOA Program Year (PY) 2020 Plan is to provide current information and be effective July 1, 2020 - June 30, 2024 and will include all current local policies. The local and regional plan will support the alignment strategy described in the 2020-2024 NC Unified State Plan in accordance with WIOA Section 102(b)(1)(E), and otherwise be consistent with the NC Unified State Plan. North Carolina Governor Roy Cooper's mission is to ensure North Carolinians are better educated, healthier, and have more money in their pockets so that they can live more abundant, purposeful lives. The cornerstone to achieving this goal is to help people get good-paying jobs to support themselves and their families. Through NC Job Ready, Governor Cooper's workforce development initiative, North Carolina is working to build a stronger and better workforce. NC Job Ready is built on three core principles: education and skills attainment are the foundation to a strong and resilient workforce; an employer-led workforce development system is key to the growth of a highly skilled and job ready workforce; and local innovation is critical to a dynamic and effective workforce system. In addition, Workforce Development Boards shall comply with WIOA Sections 106 through 108 in the preparation and submission of the plan.

Through its strategic planning efforts, the NCWorks Commission developed a vision and mission for North Carolina's Workforce System. This vision is to build a job-ready workforce to strengthen North Carolina companies, attract new businesses, and ensure our state can adapt to a changing economy. The mission of the state's workforce development system, is to ensure North Carolina has an innovative, relevant, effective, and efficient workforce development system that develops adaptable, work-ready, skilled talent to meet the current and future needs of workers and businesses to achieve and sustain economic prosperity, and to ensure North Carolinians are ready for the jobs of today and tomorrow by increasing access to education and skills training, fostering employer leadership to prepare workers, and supporting and scaling local innovation.

**Federal and State Requirements for Local Administration of the  
Workforce Innovation and Opportunity Act**

Local Workforce Development Boards should reference the Workforce Innovation and Opportunity Act, Public Law 113-128, enacted July 22, 2014. Additional information is available at the U.S. Department of Labor Employment and Training Administration website: [www.doleta.gov](http://www.doleta.gov).

North Carolina policy information is available at <https://www.nccommerce.com/jobs-training/workforce-professionals-tools-resources/workforce-policies>. Local Workforce Development Boards may reference the North Carolina [WIOA Unified State Plan](#).

### **Plan Submission and Due Date**

The Local Plan must be submitted through Workforce Information System Enterprise (WISE), the Division's web-based financial system. ***The due date is May 11, 2020.*** Each attachment must be submitted and labeled separately in either Word or PDF format. Attachments not submitted separately will not be accepted. Forms requiring original signatures may be mailed to the local Board's assigned Planner at: N.C. Division of Workforce Solutions, 4316 Mail Services Center, Raleigh, NC 27699-4316. Hand delivered documents may be left at 313 Chapanoke Road, Suite 120, Raleigh, NC 27603.

## **I. Workforce Development Board Overview**

*The Local Area Overview provides important contact information that is used throughout the Division. It is important that this section remain current during the Program Year. Updates should be submitted to the local Board's assigned Division Planner when changes occur.*

1. Provide the Local Area's official (legal) name as it appears on the local Consortium Agreement established to administer the Workforce Innovation and Opportunity Act (WIOA) or, if not a Consortium, in the formal request for Local Area designation.

If the Local Area is a Consortium, attach a copy of the current Consortium Agreement.  
Name document: Local Area Name Consortium Agreement.

**(See Attachment: Turning Point WDB Consortium Agreement)**

2. Provide the name, title, organization name, address, telephone number, and e-mail address of the Workforce Development Director.

Name: <b>Michael Williams</b>	Title: <b>Director</b>
Organization: <b>Turning Point Workforce Development Board</b>	Address: <b>PO Box 7516 Rocky Mount, NC 27804</b>
Phone number: <b>(252) 443-6175 ext. 203</b>	Email address: <a href="mailto:mwilliams@turningpointwdb.org">mwilliams@turningpointwdb.org</a>

3. Provide the name, elected title, local government affiliation, address, telephone number, and e-mail address of the Local Area's Chief Elected Official.

Name: <b>Charles Tyner</b>	Elected Title: <b>Board of Commissioner, Chairman</b>
Government: Northampton County	Address: <b>PO Box 808 Jackson NC 27845-0808</b>
Phone number: <b>(252) 534-2501</b>	Email address: <b>Charles.tyner@nhcnc.net</b>

4. Provide the name, title, business name, address, telephone number, and e-mail address of the individual authorized to receive official mail for the Chief Elected Official, if different than question 3. **SAME AS ABOVE**

Name:	Title:
Business Name:	Address:

**Appendix E**  
**Templates for Local Innovations**

Phone number:	Email address:
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5. Provide the name, address, telephone number, and email address of the Administrative/Fiscal Agent responsible for disbursing Local Area WIOA grant funds. This is the entity responsible for the disbursal of grant funds. [WIOA Sections 107(d)(12)(B)(i)(III) and 108(b)(15)].

Name: <b>Robert Hiett</b>	Title: <b>Executive Director</b>
Organization: <b>Upper Coastal Plain Council of Government</b>	Address: <b>PO Drawer 9 Wilson, NC 27894</b>
Phone number: (252) 234-5950	Email address: <b>rhiett@ucpcog.org</b>

6. Provide the name, title, organization name, address, telephone number, and e-mail address of the Administrative/Fiscal Agent's signatory official.

**SAME AS ABOVE**

Name:	Title:
Organization:	Address:
Phone number:	Email address:

7. Attach a copy of the Administrative Entity/Fiscal Agent's organizational chart with an 'effective as of date'. Name document: Administrative Entity Name Organizational Chart.

**(See Attachment: Upper Coastal Plain COG Organizational Chart)**

8. Provide the Administrative Entity's Data Universal Numbering System (DUNS) number and assurance that the 'System for Award Management' (SAM) status is current. Administrative Entities must register at least annually on the SAM website [www.sam.gov](http://www.sam.gov) to receive Federal funding [required by Federal Acquisition Regulation (FAR) Section 4.11 and Section 52.204-7].

**DUNS: 139115542**  
**CAGE: 5CG19**  
**Name: Upper Coastal Plain COG**  
**Valid until**

9. Provide the name of the local Workforce Development Board's equal opportunity officer who shall be responsible for assuring that discrimination does not occur in its programs or projects. (PS 07-2018)

**Carisa Rudd, Turning Point WDB Business Service Manager**

*Composition of the local Workforce Development Boards shall comply with WIOA Section 107. Local Workforce Development Board Membership Requirements have been provided as reference at [Appendix D](#).*

10. Provide each Workforce Development Board members' name, business title, business name and address, telephone number and e-mail address on the provided form. The first block is reserved to identify the Board chairperson ([form provided](#)). Indicate all required representation and indicate if vacant. [WIOA Section 107(b)(2)]. Name document: Local Area Name WDB List. See [Appendix D](#) for Local Area Workforce Development Boards membership requirements.

**(See Attachment: Current TPWDB PY19 WDB List)**

**Note:** Check the block on provided form certifying compliance with required WIOA local Workforce Development Board business nomination process. If the Board membership is not in compliance currently, provide the statement here.

\* Use and identify categories as indicated on the form. Do not change required category names except to clarify those with multiple categories.

*The Chief Elected Official must establish by-laws consistent with applicable local procedures, state and federal laws to include WIOA Final Rules and Regulations 679.310(g). The Board shall submit by-laws that clearly demonstrate all WIOA and North Carolina required elements described in [Appendix A](#). Additional by-laws guidance and electronic meeting formats have been provided in [Appendix B](#) and [Appendix C](#).*

11. Attach the Workforce Development Board by-laws including date adopted/amended. By-laws must include the required elements found in Appendix A. Name document: Local Area Name WDB by-laws.

**(See Attachment: Turning Point WDB By-Laws)**

12. To demonstrate that the attached Workforce Development Board By-laws comply, complete [By-Laws Required Elements – Crosswalk chart](#).

*Sunshine Provision - The Local Board shall make available to the public, on a regular basis through electronic means and open meetings, information regarding the activities of the Local Board, including information regarding the Local Plan prior to submission of the Plan, and regarding membership, the designation and certification of one-stop operators, and the award of grants or contracts to eligible providers of youth workforce investment activities, and on request, minutes of formal meetings of the Local Board. [WIOA Section 107(e)]*

13. Describe how the Workforce Development Board will make copies of the proposed Local Plan available to the public. [WIOA Section 108(d)]

**Turning Point will make copies of the proposed Local plan available to the public for review and comment beginning May 22, 2020 through June 18, 2020. Turning Point WDB will distribute copies of proposed Local Plan to board members, partners and guest at board meeting. Turning Point WDB will make local plan available on [www.turningpointwdb.org](http://www.turningpointwdb.org) website.**

*Public Comment - The Workforce Development Board shall make copies of the proposed Local Plan available to the public through electronic and other means, such as public hearings and local news media; allow for public comment not later than the end of the 30-day period beginning on the date the proposed plan is made available; and, include with submission of the Local Plan any comments that represent disagreement with the Plan. [WIOA Section 108(d)]*

**Turning Point WDB meetings are announced and open for the public to attend. Turning Point WDB meetings dates, time and location will be provided on our local area website. A link to the proposed Local Plan will be placed on the Turning Point WDB website ([www.turningpointwdb.org](http://www.turningpointwdb.org)). The plan will also be submitted electronically to all Turning Point WDB Consortium members and each WDB member.**

14. Attach a copy of the Local Workforce Development Board's organizational chart with an 'effective as of date.' Include position titles. Name document: Local WDB Name Organizational Chart.

**(See Attachment: Turning Point WDB Organizational Chart)**

15. Complete the following chart for the PY2020 Local Workforce Development Board's planned meeting schedule to include time, dates and location. *[Expand form as needed.]*

<b>Date</b>	<b>Time</b>	<b>Location</b> (include address and room #)
<b>August 20, 2020</b>	<b>6:00pm</b>	<b>110 Fountain Park Drive Battleboro NC 27809</b>
<b>October 15, 2020</b>	<b>6:00pm</b>	<b>110 Fountain Park Drive Battleboro NC 27809</b>
<b>December 17, 2020</b>	<b>6:00pm</b>	<b>110 Fountain Park Drive Battleboro NC 27809</b>
<b>February 18, 2021</b>	<b>6:00pm</b>	<b>110 Fountain Park Drive Battleboro NC 27809</b>
<b>April 15, 2021</b>	<b>6:00pm</b>	<b>110 Fountain Park Drive Battleboro NC 27809</b>
<b>June 17, 2021</b>	<b>6:00pm</b>	<b>110 Fountain Park Drive Battleboro NC 27809</b>

**Note:** All local Workforce Development Board meetings will be held in accessible facilities. All materials and discussions should be available in an accessible format upon request.

16. Attach a copy of the signed 'Certification Regarding Debarment, Suspension, and other Responsibility Matters – Primary Covered Transactions' ([form provided](#)). [Required by the Regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98, Section 98.510, participants' responsibilities.] Name document: Local Area Name Certification Form.

**(Will submit Turning Point WDB Certification Form after Consortium Meeting June 25, 2020)**

**Note:** Document must bear the original signature of the Administrative Entity signatory official. Mail the signed [Certification form](#) (page 27) original to Division Planner.

17. Submit the original Workforce Development Board and Chief Elected Official (CEO) Signatory Page ([form provided](#)), bearing the original signatures of the Chief Elected Official(s) and the Workforce Development Board Chairman, and attach a copy of the signed document. Name document: Local Area Name Signatory Page.

**(Will submit Turning Point WDB Signatory Form after Consortium Meeting June 25, 2020)**

**Note:** Mail the signed original [Signatory Form](#) to the assigned Division Planner.



## II. Local Area Strategic Planning

*Each local Workforce Development Board (WDB) shall develop and submit a comprehensive four-year local Plan. The local Workforce Development Board is required to keep the Plan up to date and fluid as events and funding changes occur which may require local area responses. Local Plans will require an annual modification. North Carolina has implemented integrated services delivery with an enhanced emphasis on regional planning and services. This approach is consistent with federal, state and regional initiatives and opportunities. North Carolina's workforce development system includes businesses, organizations, agencies, employed and unemployed persons, training and educational institutions, adults and youth. To enhance services to all these constituents, aligning workforce development planning and services with regional labor markets is both effective and productive. North Carolina Governor Roy Cooper's NC Job Ready is built on three core principles: education and skills development are the foundation to a strong and resilient workforce; an employer-led workforce development system is key to the growth of a highly skilled and job ready workforce; and local innovation is critical to a dynamic and effective workforce system.*

*Locally, WDBs are creatively working to address the new challenges of job growth and expansions. With low unemployment rates, Boards continue to have a shortage of middle-skilled level workers. As a Board and workforce system, Boards are leveraging resources and engaging in new partnerships that include the business community, economic developers, chambers of commerce, NCWorks Career Centers, community colleges, public schools, and community partners. Working together, Boards are paving the way for an even stronger economy through sector partnerships and career pathways initiatives.*

1. Describe how the local Workforce Development Boards and partners address local challenges for job growth and business expansions?

**Turning Point WDB and partners continue to address local challenges for job growth and business expansions by meeting regularly with business champions, workforce and economic stakeholders. Regular meetings align efforts to increase the qualified workforce pool by providing approved trainings related to job growth and possible business expansions. The local Career Pathways Certification practice actively keep business engaged in developing training opportunities by secondary, post and post secondary educational partners to meet the needs of our local employers. Our local NCWorks Business Service Team and partners work closely with business as well for customized training, work-based training (ex. On-the-Job training, work experience, apprenticeship, etc.) and Incumbent training resources that has increased business expansions, ex. Sara Lee Company in Tarboro NC.**

2. Provide a description of the Workforce Development Board's strategic vision and goals for preparing an educated and skilled workforce including youth and individuals with barriers to employment. Include goals relating to the performance accountability measures based on primary indicators of performance in order to support regional economic growth and economic self-sufficiency. [WIOA Section 108(b)(1)(E)]

Turning Point vision is that the counties of the northern I-95 corridor will have highly skilled workforce that can help local firms in a technologically advance, global economy. Our vision will be accomplished by continue partnerships with our local Community Colleges, K-12, Career Pathways, Economic Developers, Chamber of Commerce and most importantly the local private sector community. Performance goals for WIOA provided by NC Commerce Division of Workforce Solutions will set the benchmark to evaluate and monitor each NCWorks Career Center outcomes regionally. In addition to formal performance measures customer service (jobseekers and employers) and Turning Point Board/Consortium member feedback will be utilize to ensure regional economic growth and self-sufficiency.

3. Considering the analyses described in the Regional Strategic Planning Section III, describe strategies to work with the entities that carry out the core programs that align resources available to the Local Area to achieve the strategic vision and goals. [WIOA Section 108(b)(1)(F)]

**The Northeast Regional Collaboration (Rivers East Workforce Development Board/Turning Point WDB, and Northeastern WDB) strategic vision for preparing an educated and skilled workforce:**

- Focus our resources and training on provider's that deliver high-quality employer-focused and job seeker programs.
- Continue and expand our networking with Community Colleges to identify "gaps" in program offerings as identified through labor market research and dialogue with business.
- Continue our close working relationship with the Customized Training program.
- Continue and expand our assessment instruments in the NC Works Centers to help identify the best skilled workers for referral to businesses.
- Continue our emphasis on more short-term training and On the Job Training in the region.
- Expand our sector work to identify emerging sectors and to begin offering skills training to meet the projected needs.
- Continue our Career Pathways work (Pathways to Prosperity) to engage businesses, K-12, Community Colleges, Economic Developers, Chambers of Commerce, STEM, and the Universities to develop our workforce from school to life-long learning.
- Continue our close working relationship with local, regional, and state economic developers.
- Continue our close working relationship between the Boards.
- Continue our relationship with Vision East

**The benefit of having such an established framework is that it can be implemented to prepare an educated and skilled workforce at any level.**

4. Describe Local Area's workforce development system, including identifying the programs included in the system, and how the Workforce Development Board will work with the entities administering core programs and other workforce development programs to support alignment and provision of services, including programs of study authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.). [WIOA Section 108(b)(2)]

**There are four NC Community Colleges in our region: Edgecombe, Halifax, Nash and Wilson and two four year institutions: NC Wesleyan College and Barton College. Due to the rural demographics of the Turning Point WDB region distance between higher learning institutions were difficult for cross-training. Before there was a formal Integrated Service Delivery System (ISD) regionally there was a true sense of collaboration derived. Turning Point workforce development staff and local partners such as the community colleges, K-12 schools, department of social services, vocational rehabilitation, faith-based/community agencies worked efficiently under an unwritten cost sharing memorandum of understanding. One of the three local career centers were central points of location for hosting all partners. Now that NCWorks has provided a State platform we are diligently working to officially enhance core programs and other workforce development programs. Turning Point WDB's regional NCWorks Career Pathways propelled this initiative with funding from the North Carolina Community College System Carl D. Perkins Career and Technical Education Act.**

5. Provide a description of how the Workforce Development Board, working with the entities carrying out core programs, will expand access to employment, training, education and supportive services for eligible individuals, particularly eligible individuals with barriers to employment. Include how the Workforce Development Board will facilitate the development of career pathways and co-enrollment, as appropriate, in core programs, and improve access to activities leading to a recognized postsecondary credential including a credential that is an industry-recognized certificate or certification, portable, and stackable. [WIOA Section 108(b)(3)]

**Employment and Training; Adult Education and Literacy; Wagner-Peyser Employment services; and Vocational Rehabilitation services:**

**We currently provide access via the [www.NCWorks.gov](http://www.NCWorks.gov) website; at the local NCWorks Career Centers where Wagner-Peyser and WIOA Employment and Training staff are co-located. There are plans to work in co-operation with the Adult Education and Literacy, and Vocational Rehabilitation service providers either electronically or via co-location of staff at least on a Part-time basis at the NCWorks Career Centers. We currently have Board representation from Adult Education and Literacy and Vocational Rehabilitation Services. Customers have access via personal computers; tablets; computers at the library, and the NCWorks Career Centers resource rooms. Brochures and pamphlets are available to inform customers of services. Once the NCWorks Mobile app goes live customer will have**

access via smart phones. We will continue to co-enroll individuals into WP and WIOA services as appropriate. Information is shared via the Turning Point Board website, newspapers and especially word of mouth. Information will be shared with Core Program providers so that services available can be marketed to customers. We may use Public Service Announcements (PSA) to assist with marketing. The Turning Point Workforce Development Board has identified four target sectors in which to promote Career Pathways: Health Care, Advanced Manufacturing Business Service Support (Transportation/Logistics). Agri-Business was also recently approved as a forth Certified Career Pathway in the Northeast Region.

**Health Care:**

We currently have an area-wide PHCAST model for Personal Health Care Assistance I and II which starts an individual on the track to continue in other Health care careers; i.e. Dental Assisting or Hygienist; Registered Nurse; X-Ray Technician and/or Radiology; Medical Office; Medical Assisting. Plans are to continue and expand on this model. State certification is attached to these fields.

**Advanced Manufacturing:**

Regional Advance Manufacturing Pipeline (RAMP) East initiative is a collaborative pilot in Northeast region focusing on Advance Manufacturing training and recruitment for regional employers. Due to numerous announcements and business expansions advance manufacturing career opportunities have increased tremendously in the Northeast region. RAMP-East partnership includes the regional workforce development boards, local NCWorks Career Centers, Community Colleges, Economic Developers and partnerships, K-12 School systems, etc.

**Business Support Services:**

Currently CDL training is offered; and we are developing other Logistic programs with the desire to offer industry recognized certification such as the Certificate in Transportation and Logistics (CTL); Certified Logistic Associate (CLA) which can lead to Certified Logistics Technician (CLT).

6. Describe the Workforce Development Board's use of initiatives such as incumbent worker training programs, on-the-job training programs, customized training programs, industry and sector strategies, career pathways initiatives, utilization of effective business intermediaries, and other business services and strategies, designed to meet the needs of employers in the corresponding region in support of the regional strategy to meet the needs of businesses. [WIOA Section 108 (b)(4)(B)].  
A best strategy in business services is the teaming with other business services contacts for the best results in a program or initiative. The Turning Point WDB business services manager works well with neighboring WDBs and while TPWDB

has promoted regionalism, this has allowed business services to come together even more. The business services managers work closely in the Northeastern WDB and Rivers East WDB comparing notes, employer issues and how to tackle them, using examples and best practices. Data is shared (and the best way to collect data) in working with clients that may move in and out of the 2 Regions being that they are close together for employment. The RAMP East Initiative is a good example of these things. The task team consists of the Directors and Business Services staff working closely together. The efforts of the team members to work together has allowed for the collection of data for this very large scale project that is to tackle the growing need to fill positions with new and existing employers.

RAMP-East (Regional Advance Manufacturing Pipeline) is a regional partnership between Turning Point WDB, Rivers East, Economic Development Partnerships and Community Colleges within the region to enhance recruitment efforts in the Advance Manufacturing sector. The intent is to build a pipeline of potential candidates for immediate and future advance manufacturing jobs. Over 5,000 candidates are needed to fill positions, in existing and expanding businesses. Further challenges are anticipated with the attrition of the existing tight local job market and a retiring labor force throughout the regions causing a great labor shortage. The regional partnership between Turning Point WDB and Rivers East will bring on board (2) two RAMP-East recruiters. The recruiters will share information with local communities and employers to begin the arduous task of recruiting, training and retaining a skilled workforce. RAMP-East recruiters will focus on outreaching to connect jobseekers and employers not currently engaged with the NCWorks system. Utilizing virtual technology, outreach material, social media and business service representatives, we will be able to increase exposure to NCWorks and better match registered qualified jobseekers with employers. Recruiters will also review current and newly posted job descriptions to ensure appropriate information is provided to jobseekers. RAMP-East recruiters relationships with local businesses along with partner agencies such as community colleges, K-12, economic development representatives and career advisors will keep the talent pipeline active. One demonstration of appropriateness is the series of career fairs exposing the existing and emerging workforce to advance manufacturing careers. During these events there are identified jobseekers being notified of career opportunities that align with their stated goals and objectives. Participating employers are able to be proactive in recruiting candidates while developing their connections to their valuable talent pipeline available through the NCWorks Career Center portal.

7. Describe how the Workforce Development Board coordinates and promotes entrepreneurial skills training and microenterprise services. [WIOA Section 108(b)(5)]  
Continuous high unemployment rates due to jobseekers with limited work history /blemish criminal records and numerous dislocated workers lacking experience and skills requested by high tech employers entrepreneurship is being encourage. Small businesses make up the majority of the job opportunities in the Turning Point

region. Therefore, Turning Point WDB is partnering with such agencies as Rocky Mount Community Development Corp. (CDC) requesting NCWorks customers to attend entrepreneurship training classes. Turning Point WDB also sponsors youth in the Rocky Mount Chamber Young Entrepreneurship Academy (YEA).

The Turning Point Workforce Development Board currently provides for access to the Small Business Center at the Local Community Colleges; and refers customers to the Upper Coastal Plain Business Development Center. We will continue to develop this area to include recommendation to Allison courses on Entrepreneurial and Microenterprise to enhance skills development.

8. Describe how the Workforce Development Board enhances the use of apprenticeships to support the regional economy and individuals' career advancement. [WIOA Section 108(b)(5)]

**Turning Point WDB has recognized the need for improving apprenticeship programs in our region, therefore has become a member of the Strategic Twin County Education Partnership (STEP) which is a work readiness coalition champion by the Rocky Mount Engines Company leading this effort. Rocky Mount Engines is sponsoring apprenticeships and a manufacturing academy in partnership with Nash Rocky Mount Schools/Edgecombe and Nash Community Colleges.**

9. Provide a description of how the Workforce Development Board coordinates workforce investment activities carried out in the Local Area with statewide rapid response activities as described in WIOA Section 134(a)(2)(A). [WIOA Section 108(b)(8)] In addition, specifically describe the coordination and delivery of services to businesses to include the following [WIOA Section 108(b)(8)]:

- a. Systems that are used to determine economic trends and partners within your Early Warning Network to help identify those businesses that are expanding and/or struggling.
- b. Local resources that are provided to help struggling businesses avert or prevent layoffs, and
- c. Explain coordination with TAA to maximize resources and prevent duplicative services.

**Turning Point WDB coordinates workforce investment activities in the Local Area with statewide rapid response activities through the leadership of our Business Service Manager and local NCWorks Career Centers which offer information about employment and training services available for dislocated workers. The WIOA and Wagner Peyser staff work well together to coordinate efforts with the Trade Adjustment Act program staff as appropriate to ensure that all possible services are provided to these customers. Rapid Response Activities are coordinated through State, Local Area, and Center agencies/partners to ensure the delivery of needed services.**

10. Provide a description of plans, strategies and assurances concerning maximizing coordination of services provided under the Wagner-Peyser Act and services provided in the Local Area through the NCWorks Career Center system. Include how improved service delivery and avoidance of duplication of services are/will be achieved. [WIOA Section 108(b)(12)]

**The integrated service delivery system supports the integrated career center staffing, an integrated customer pool, integrated customer flow, and integrated technology in our NCWorks Career Centers. NCWorks Career Center Managers functionally reports to the Turning Point Workforce Development Board and on a day-to-day basis, functionally reports to the Turning Point Workforce Development Director. All *Workforce Specialist* have been cross-trained to perform both WIOA and Wagner-Peyser functions to increase efficiency of service and the avoidance of duplication.**

11. Provide a description of how the Workforce Development Board coordinates workforce investment activities carried out in the Local Area with the provision of Adult Education and Literacy activities. [WIOA Section 108(b)(13)]

**The Local Area's WIOA service providers' coordinate workforce investment activities with the community colleges' Adult Education and Literacy activities in each of the NCWorks Career Centers through information-sharing and a defined process for referrals. As customers complete an initial screening assessment at the NCWorks Career Center, the Career Advisor will often provide information about the Adult Education and Literacy services available if a real or perceived need is identified, and will then schedule an initial appointment with the appropriate community college staff. In all of the NCWorks Career Centers, community college class schedules and information is widely available to customers. During the orientation session, the WIOA Career Advisor is provided an opportunity to discuss the various programs and services available through the NCWorks Career Center as it relates to education, training, and/or employment.**

12. Provide a description of cooperative agreements, as defined in WIOA Section 107(d)(11), between the Workforce Development Board and other local entities described in Section 101(a)(11)(B) of the Rehabilitation Act of 1973 (29 U.S.C. 721(a)(11)(B)) with respect to efforts that will enhance the provision of services to individuals with disabilities and to other individuals, such as cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers, and other efforts at cooperation, collaboration, and coordination. [WIOA Section 108(b)(14)]

**Turning Point WDB has cooperative agreements in place with Telamon Corporation, Family Life Center and work closely with the regional Vocational Rehabilitation partners with respect to efforts that will enhance the provision of services to individuals with disabilities and to other individuals, such as cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers, and other efforts at cooperation, collaboration, and coordination. However, leadership team meetings (where all partners are invited)**

**are held at the NCWorks Career Centers to enhance the delivery of services to individuals through cross-training of staff and sharing of information.**

13. Provide a detailed description of the competitive process used to award subgrants and contracts in the Local Area for activities carried out under WIOA Title I. [WIOA Section 108(b)(16)]

**The Local Workforce Development Area utilizes the competitive bid process for procuring Youth, Adult and Dislocated Worker services for all interested agencies. Request for Proposals are release not less than every two years. The WDB elects to extend an existing contract of program training and/or service for one additional year following the RFP process, are based on funds available; the option year is determined necessary by the WDB to fulfill an existing need; and the option is the most advantageous method of fulfilling the need. Options will be based on prior year performance established by WDB.**

**A written complaint shall be filed by registered or certified mail not later than seven days after receipt, by the bidder of written notice that the bidder would not be awarded a specific contract. The petition must be filed with the WDB c/o Upper Coastal Plain COG PO Office Box 9, Wilson NC 27893. Unless the WDB otherwise determines in its discretion no hearing shall be held unless a hearing is requested by the bidder. Please see attached Turning Point WDB Procurement Policy PY2016.**

14. Provide a brief description of the actions the Workforce Development Board will take toward becoming or remaining a high-performing Board, consistent with the factors developed by the NCWorks Commission. [WIOA Section 108(b)(18)]

**In maintaining a well-educated and high performance Board, the Local Area has provided new Board member orientation, but also allowed times for one-on-one meetings to occur afterward. Board members are also asked to be active on a Committee to further learn and provide input on Personnel, Finance Workforce Investment, Economic or other areas needing to be addressed. Employers are asked to attend a Board meeting providing an overview, but also informing members of what they are seeking for a workforce as well. Administrative staff provides training on the new system, as well as guideline updates that Board members should be aware of when making decisions regarding finances. Financial training has also been provided to discuss the process the Finance Director takes in working with the Director in reviewing and ensuring proper accounting of all Workforce budget items. Polling the Board has resulted in positive results of these methods to ensure they are well aware of Board members duties and expectations. Professional Development is offered to Board members (i.e. workforce conferences, workforce/economic development training (School of Government), Board collaboration meetings (Vision East/ Triangle WorkSource) that may be helpful during transitioning and as Board composition is changing.**



### **III. Regional Strategic Planning**

*North Carolina is defined by an expansive geography that covers over 53,000 square miles and spans from the mountains in the west, to the piedmont region in the state's center to the coastal plain region in the east. This expansive geography contributes to the state's diverse mix of rural communities, small towns, cities, metropolitan areas and regional economic centers, each with its own unique industrial composition. Part of North Carolina's economic development strategy includes organization of the state's 100 counties into eight multi-county regions called Prosperity Zones, which are intended to help ensure economic growth across all areas of the state, by leveraging regional economic, workforce and educational resources. Overlaying the eight prosperity zones are North Carolina's 23 Local Workforce Development Board areas that facilitate the delivery of workforce services to the state's citizens and employers.*

*Local Workforce Development Boards are to continue, or begin, formal interaction based on regional geography aligning with labor market areas. The following regional configurations will be used for submission of this Regional Plan:*

- *Western Region: Southwestern and Mountain Areas WDBs;*
  - *Northwest Region: High Country, Western Piedmont, and Region C WDBs;*
  - *Piedmont Triad Region: Piedmont Triad Regional, Guilford County, DavidsonWorks, and Regional Partnership WDBs;*
  - *Southwest Region: Centralina, Charlotte Works, and Gaston County WDBs;*
  - *North Central Region: Kerr-Tar, Durham, and Capital Area WDBs;*
  - *Sandhills Region: Lumber River, Cumberland County, and Triangle South WDBs;*
  - *Northeast Region: Rivers East, Northeastern, and Turning Point WDBs; and*
  - *Southeast Region: Eastern Carolina and Cape Fear WDBs.*
1. Provide an analysis of the regional economic conditions to include: a) existing and emerging in-demand industry sectors and occupations; as well as conditions that contribute to potential layoffs and closures and, b) knowledge and skills needed to meet the employment needs of employers in those industry sectors and occupations. Include sources used and business involvement in determining needs. [WIOA Section 108 (b)(1)(A)(i)(ii) and (B)].
















#### **Regional Economic Analysis:**

**The Northeast Prosperity Zone lags behind the state in economic opportunity, education, and infrastructure development. This is not due to the lack of innovative solutions, but rather access to state-of-the-art infrastructure such as roadways, broadband access, and a connected transportation systems. As described in the *Northeast NC Works Career Pathways* narrative there are some economic drivers that are showing promise. Employment opportunities exist in *Healthcare*,**

*Agriscience/Biotechnology, Advanced Manufacturing, and the Business Supportive Services Sectors.* Each of these sectors share core foundational and educational requirements for entry-level employment. The skills needed to advance into higher paid positions can be obtained through industry specific training authorized by the employer and implemented through the NCWorks integrated services delivery system. The aging workforce, low education attainment, and sub-standard infrastructure coupled with the slow population growth may limit the economic development possibilities for the region.

## Existing and Emerging In-Demand Industry Sectors :

### Jobs by Industry

<b>381,130</b> Total Jobs (2015)		<b>50.2%</b> Male (National: 52.8%)	<b>49.8%</b> Female (National: 47.2%)
NAICS	Industry	2015 Jobs	
11	Crop and Animal Production	13,522	
21	Mining, Quarrying, and Oil and Gas Extraction	647	
22	Utilities	794	
23	Construction	21,093	
31	Manufacturing	39,058	
42	Wholesale Trade	10,706	
44	Retail Trade	43,822	
48	Transportation and Warehousing	8,516	
51	Information	3,991	
52	Finance and Insurance	12,497	
53	Real Estate and Rental and Leasing	17,199	
54	Professional, Scientific, and Technical Services	11,647	
55	Management of Companies and Enterprises	3,968	
56	Administrative and Support and Waste Management and Remediation Services	21,835	
61	Educational Services	6,278	

62	Health Care and Social Assistance	38,441	
71	Arts, Entertainment, and Recreation	4,716	
72	Accommodation and Food Services	31,422	
81	Other Services (except Public Administration)	21,998	
90	Government	68,980	
99	Unclassified Industry	0	

### Knowledge and skills needed to meet the employment needs:

Continued work by the *Northeastern Career Pathways* collaboration reveal that employers remain concerned about the foundational skills workers need to succeed on the job. Foundational skills include; *Reading for Information, Workplace Graphics, and Workplace Mathematics*, these skills needed to perform workplace tasks such as, reading SOPs and safety alerts, locating information on a graph to complete a routine process task, and performing basic mathematics to compile reports required for quality control and environmental reporting. Employers expressed concerns that soft skill training is needed for existing and emerging workforce populations. Soft skills are skills needed to stay employed and include interpersonal skills that are needed for effective communication with others on the job, and employability skills, such as reporting to work on time, and completing task as assigned.

To address these concerns voiced by employers the Workforce Development Boards, K-12 Career and Technical Training Directors, and the Community Colleges implemented soft skills training as part of the required curriculum training for high-growth industry sectors. In addition, these skills will be offered as short-term training courses in many of the NCWorks Career Centers to assist the existing workforce in understanding employer expectations while on the job.

2. Describe how the regional strategic vision aligns with the NCWorks Commission's 2019-2021 Strategic Plan.

The focus of the Northeast Regional Collaboration is to provide guidance to ensure that the basic tenants outlined by the NCWorks Commission are implemented and measured using continuous improvement monitoring and stakeholder feedback.

#### NCWorks Commission's 2019-2021 Strategic Plan:

1. *Prepare workers to succeed in the North Carolina economy by increasing skills and education attainment.*
2. *Create a workforce system that is responsive to the needs of the economy.*

3. *Promote replication of creative solutions to challenging workforce problems by supporting local innovation.*
4. *Promote system access, alignment, integration and modernization.*

For the past decade, the Eastern North Carolina Workforce Development Boards consisting of Cape Fear, Eastern Carolina, Lumber River, Northeastern, Rivers East, and Turning Point WDBs have worked together to build a strategic plan that is reflective of the Governor's workforce priorities and NCWorks Commission's vision for workforce development. Each year, the eastern boards have collectively held strategic planning sessions to review the planning process and set the course of action for the following year to ensure alignment with the Commission's direction. The 2020 strategic planning session was held last September 14-15, 2019 where the boards worked together to address strategies that focused on educational attainment and business involvement, with a focus on local innovation and sharing best practices.

The Northeastern Regional WDB's key strategies include:

- *Certify an integrated, seamless, and customer-centered workforce development system.*
- *Engage business and community leaders in addressing workforce issues and promote strategies to improve education levels and essential workplace skills.*
- *Implement a community awareness plan that promotes education, life-long learning, and the workforce development services that are available for both jobseekers and employers.*
- *Identify and implement effective career pathways strategies that result in employment opportunities for all citizens.*
- *Establish an accountability system that builds the capacity of the Northeastern Regional WDB's, staff, NCWorks partners, and service providers in addressing regional workforce needs.*
- *Strengthen alliances with economic development to identify and address workforce needs or current and future industries.*
- *Increase educational attainment levels for in-school and out-of-school youth.*

The Board's efforts to address these key strategies are evident through the established partnerships with our regional and local economic developers, community colleges, school systems, businesses, and chambers alike for ensuring that our region is known as Work Ready Communities. The services in our network of NCWorks Career Centers are also reflective of how the Board's use these key strategies to ensure alignment with the Commission's strategic plan and vision for North Carolina.

The Boards, partners, and staff take great pride in the work that has and continues to occur throughout this region. The shared vision for our region and State continues to move the boards forward in new areas that are on the horizon

through the Workforce Innovation and Opportunity Act, such as better aligning career development strategies into concise career pathways, and focusing on sector strategies that align to the region's high growth, high wage, and high skill demands.

The Northeastern Regional WDB's and the NCWorks Commission Strategic Plan demonstrate how the Board, NCWorks Commission, and workforce development partners are working together to create an NCWorks system that provides workforce development activities designed to increase occupational skill attainment, employment, retention, and earnings by participants. Through our local integrated service delivery design, programs outcomes are to improve the quality of the workforce, reduce welfare dependency, link talent to jobs, and enhance the state's productivity and competitiveness.

By aligning our local plan with the NCWorks Strategic Plan and working together, our partners share in the same goals of ensuring that the NCWorks system also works closely with local employers, helping them find the right candidates and develop training programs that can improve the skills of their current workforce. Workforce development services for businesses include recruiting, assessing, screening, and referring candidates; work-based learning and customized training opportunities; assistive technology and other support for companies that hire people with disabilities; and labor market information to connect employers to a steady pipeline of talented citizens who have the skills to help their businesses thrive.

3. Provide an analysis of the workforce in the region, including current labor force employment and unemployment data, and information on labor market trends, and the educational and skill levels of the workforce in the region, including individuals with barriers to employment. [WIOA Section 108 (b)(1)(C)].

## Demographic Profile

The population in the Regional Northeast WDB's was 728,677 per American Community Survey data for 2014-2018.

The region has a civilian labor force of 339,663 with a participation rate of 57.8%. Of individuals 25 to 64 in the Regional Northeast WDB's, 21.5% have a bachelor's degree or higher which compares with 32.9% in the nation.

The median household income in the Regional Northeast WDB's is \$43,422 and the median house value is \$126,669.

### Summary<sup>1</sup>

	Percent			Value		
	Regional Northeast WDB's	North Carolina	USA	Regional Northeast WDB's	North Carolina	USA
<b>Demographics</b>						
Population (ACS)	—	—	—	728,677	10,155,624	322,903,030
Male	47.9%	48.7%	49.2%	349,050	4,944,759	158,984,190
Female	52.1%	51.3%	50.8%	379,627	5,210,865	163,918,840
Median Age <sup>2</sup>	—	—	—	40.2	38.6	37.9
Under 18 Years	21.6%	22.6%	22.8%	157,355	2,292,616	73,553,240
18 to 24 Years	10.7%	9.7%	9.6%	78,121	981,234	30,903,719
25 to 34 Years	11.9%	13.2%	13.8%	87,027	1,339,485	44,567,976
35 to 44 Years	11.4%	12.8%	12.6%	82,974	1,299,245	40,763,210
45 to 54 Years	12.9%	13.6%	13.2%	94,150	1,376,634	42,589,573
55 to 64 Years	14.0%	12.8%	12.8%	101,920	1,295,412	41,286,731
65 to 74 Years	10.3%	9.3%	8.8%	75,307	941,889	28,535,419
75 Years, and Over	7.1%	6.2%	6.4%	51,823	629,109	20,703,162
Race: White	54.4%	68.9%	72.7%	396,665	6,994,240	234,904,818
Race: Black or African American	39.3%	21.5%	12.7%	286,325	2,179,622	40,916,113
Race: American Indian and Alaska Native	0.7%	1.2%	0.8%	5,102	121,352	2,699,073
Race: Asian	0.9%	2.8%	5.4%	6,713	282,264	17,574,550
Race: Native Hawaiian and Other Pacific Islander	0.1%	0.1%	0.2%	420	6,939	582,718
Race: Some Other Race	2.4%	3.0%	4.9%	17,329	307,906	15,789,961
Race: Two or More Races	2.2%	2.6%	3.2%	16,123	263,301	10,435,797
Hispanic or Latino (of any race)	5.7%	9.2%	17.8%	41,305	935,950	57,517,935
<b>Population Growth</b>						
Population (Pop Estimates) <sup>4</sup>	—	—	—	727,819	10,488,084	328,239,523
Population Annual Average Growth <sup>4</sup>	0.0%	1.0%	0.7%	-246	103,852	2,146,799
People per Square Mile	—	—	—	85.6	215.7	92.9
<b>Economic</b>						
Labor Force Participation Rate and Size (civilian population 16 years and over) <sup>5</sup>	57.8%	62.0%	63.2%	339,663	4,978,432	162,248,196
Prime-Age Labor Force Participation Rate and Size (civilian population 25-54) <sup>5</sup>	78.5%	81.4%	81.8%	206,311	3,229,525	104,136,254
Armed Forces Labor Force <sup>5</sup>	0.3%	1.1%	0.4%	1,709	93,073	1,028,133
Veterans, Age 18-64 <sup>5</sup>	6.1%	6.0%	4.7%	27,161	369,376	9,398,789
Veterans Labor Force Participation Rate and Size, Age 18-64 <sup>5</sup>	72.6%	75.0%	76.3%	19,717	277,149	7,168,168
Median Household Income <sup>2,5</sup>	—	—	—	\$43,422	\$52,413	\$60,293
Per Capita Income <sup>5</sup>	—	—	—	\$24,269	\$29,456	\$32,621
Mean Commute Time (minutes) <sup>5</sup>	—	—	—	24.1	24.5	26.6

## Appendix E

### Templates for Local Innovations

#### Summary<sup>1</sup>

	Percent			Value		
	Regional Northeast WDB's	North Carolina	USA	Regional Northeast WDB's	North Carolina	USA
Commute via Public Transportation <sup>5</sup>	0.5%	1.0%	5.0%	1,562	47,381	7,602,145
<b>Educational Attainment, Age 25-64</b>						
No High School Diploma	12.7%	11.2%	11.2%	46,425	595,025	18,885,967
High School Graduate	31.3%	24.3%	25.8%	114,501	1,290,502	43,699,272
Some College, No Degree	23.1%	22.2%	21.0%	84,500	1,176,483	35,525,113
Associate's Degree	11.5%	10.2%	9.1%	41,970	543,508	15,389,737
Bachelor's Degree	14.5%	21.1%	20.8%	52,920	1,120,125	35,261,652
Postgraduate Degree	7.0%	11.0%	12.1%	25,755	585,133	20,445,749
<b>Housing</b>						
Total Housing Units	—	—	—	346,591	4,573,066	136,384,292
Median House Value (of owner-occupied units) <sup>2</sup>	—	—	—	\$126,669	\$165,900	\$204,900
Homeowner Vacancy	2.2%	1.9%	1.7%	4,182	49,548	1,304,850
Rental Vacancy	7.3%	7.0%	6.0%	8,482	103,950	2,822,053
Renter-Occupied Housing Units (% of Occupied Units)	37.1%	35.0%	36.2%	106,956	1,369,892	43,285,318
Occupied Housing Units with No Vehicle Available (% of Occupied Units) <sup>5</sup>	8.6%	5.9%	8.7%	24,818	231,826	10,424,934
<b>Social</b>						
Poverty Level (of all people) <sup>5</sup>	20.5%	15.4%	14.1%	144,428	1,523,949	44,257,979
Households Receiving Food Stamps/SNAP	19.1%	13.2%	12.2%	54,991	515,577	14,635,287
Enrolled in Grade 12 (% of total population)	1.3%	1.3%	1.4%	9,448	134,820	4,442,295
Disconnected Youth <sup>3,5</sup>	2.6%	2.7%	2.6%	1,027	14,426	438,452
Children in Single Parent Families (% of all children) <sup>5</sup>	48.0%	36.3%	34.3%	70,420	785,978	23,973,249
Uninsured	11.5%	11.1%	9.4%	81,898	1,100,719	29,752,767
With a Disability, Age 18-64 <sup>5</sup>	13.8%	11.5%	10.3%	59,816	702,834	20,240,504
With a Disability, Age 18-64, Labor Force Participation Rate and Size <sup>5</sup>	35.2%	39.0%	41.6%	21,041	273,823	8,421,018
Foreign Born	3.6%	7.9%	13.5%	26,275	799,616	43,539,499
Speak English Less Than Very Well (population 5 yrs and over)	2.2%	4.6%	8.5%	15,359	438,667	25,647,781

Source: [JobsEQ®](#)

1. American Community Survey 2014-2018, unless noted otherwise

2. Median values for certain aggregate regions (such as MSAs) may be estimated as the weighted averages of the median values from the composing counties.

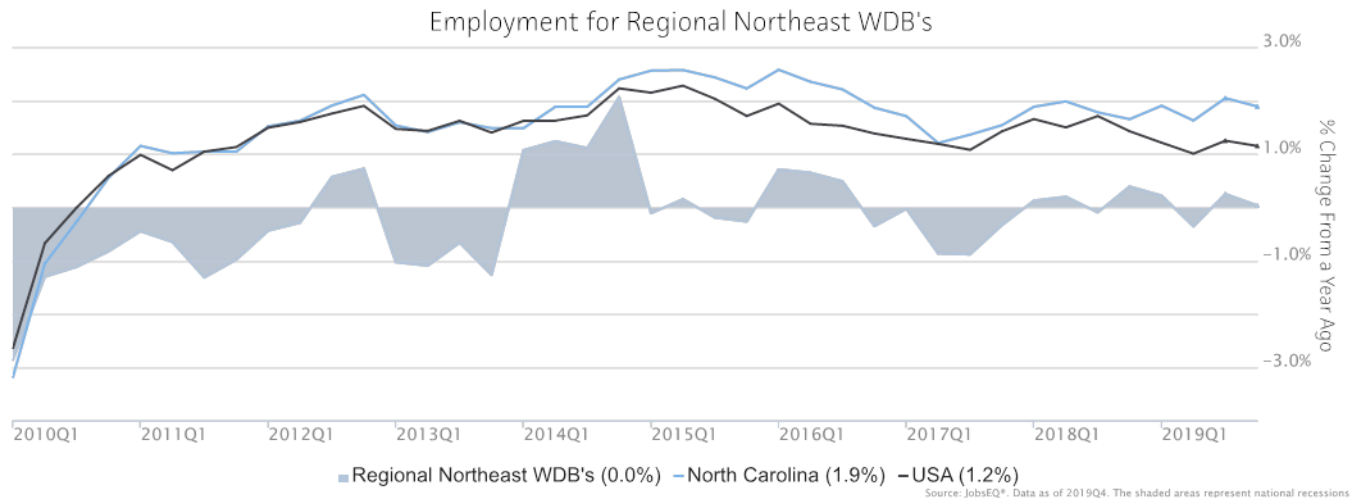
3. Disconnected Youth are 16-19 year olds who are (1) not in school, (2) not high school graduates, and (3) either unemployed or not in the labor force.

4. Census 2019, annual average growth rate since 2009

5. See Rio Arriba errata note in the Data Dictionary.

## Employment Trends

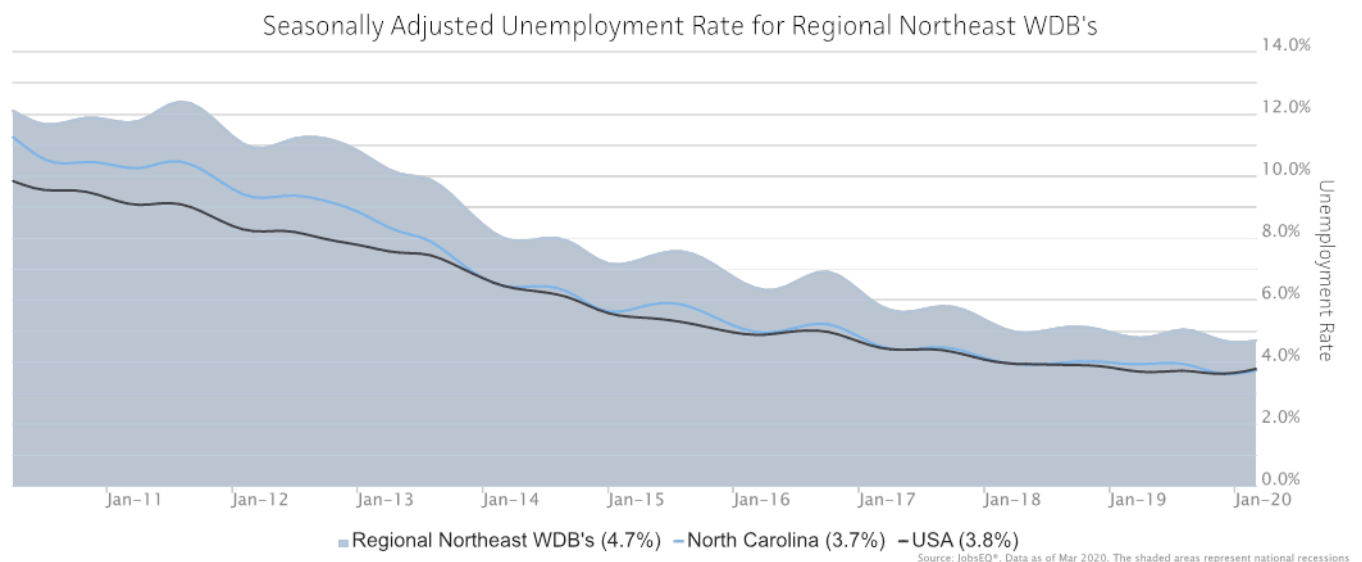
**As of 2019Q4, total employment for the Regional Northeast WDB's was 287,210 (based on a four-quarter moving average). Over the year ending 2019Q4, employment increased 0.0% in the region.**



Employment data are derived from the Quarterly Census of Employment and Wages, provided by the Bureau of Labor Statistics and imputed where necessary. Data are updated through 2019Q2 with preliminary estimates updated to 2019Q4.

## Unemployment Rate

**The seasonally adjusted unemployment rate for the Regional Northeast WDB's was 4.7% as of March 2020. The regional unemployment rate was higher than the national rate of 3.8%. One year earlier, in March 2019, the unemployment rate in the Regional Northeast WDB's was 4.8%.**

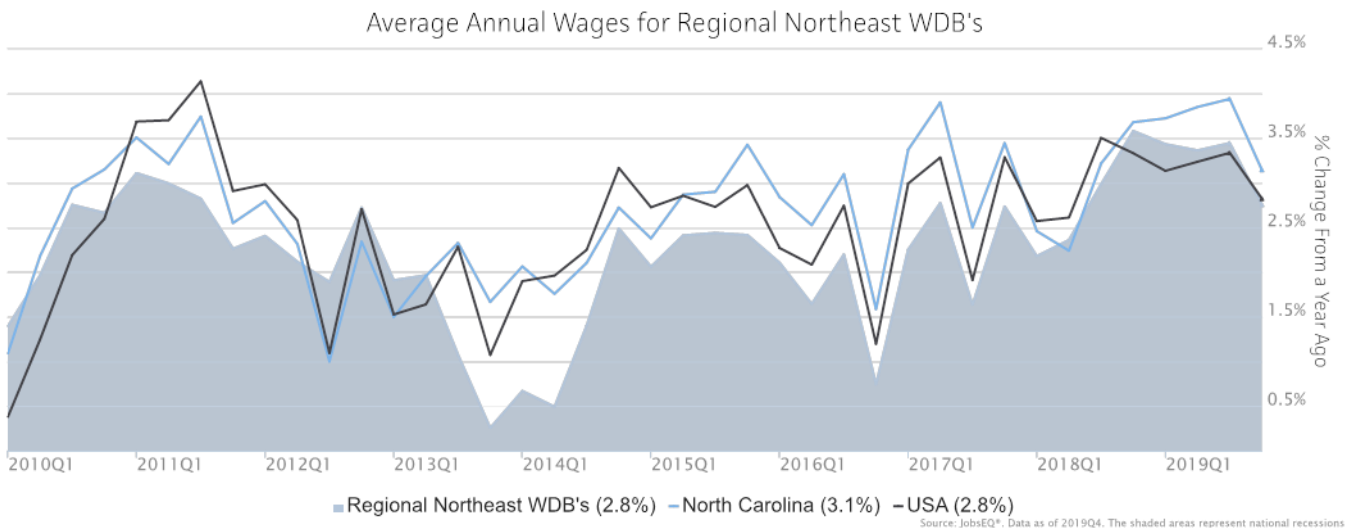


Unemployment rate data are from the Local Area Unemployment Statistics, provided by the Bureau of Labor Statistics and updated through March 2020.



Wage Trends

The average worker in the Regional Northeast WDB's earned annual wages of \$41,158 as of 2019Q4. Average annual wages per worker increased 2.8% in the region over the preceding four quarters. For comparison purposes, annual average wages were \$57,413 in the nation as of 2019Q4.



Annual average wages per worker data are derived from the Quarterly Census of Employment and Wages, provided by the Bureau of Labor Statistics and imputed where necessary. Data are updated through 2019Q2 with preliminary estimates updated to 2019Q4.

Cost of Living Index

The Cost of Living Index estimates the relative price levels for consumer goods and services. When applied to wages and salaries, the result is a measure of relative purchasing power. The cost of living is 15.6% lower in Regional Northeast WDB's than the U.S. average.

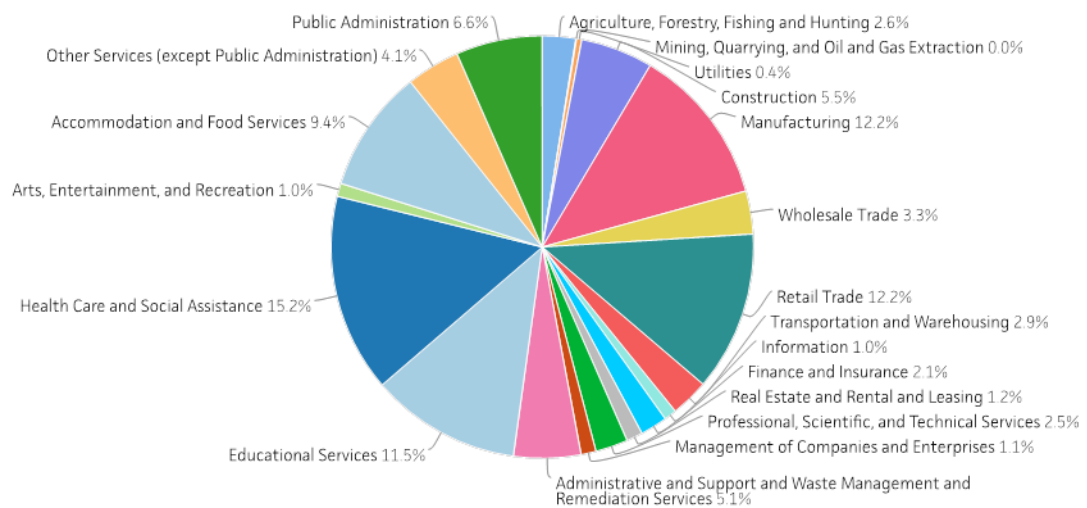
Cost of Living Information			
	Annual Average Salary	Cost of Living Index (Base US)	US Purchasing Power
Regional Northeast WDB's	\$41,158	84.4	\$48,745
North Carolina	\$50,988	93.1	\$54,740
USA	\$57,413	100.0	\$57,413

Source: [JobsEQ®](#)  
Data as of 2019Q4  
Cost of Living per C2ER, data as of 2019q4, imputed by Chmura where necessary.

## Industry Snapshot

The largest sector in the Regional Northeast WDB's is Health Care and Social Assistance, employing 43,619 workers. The next-largest sectors in the region are Retail Trade (35,132 workers) and Manufacturing (35,038). High location quotients (LQs) indicate sectors in which a region has high concentrations of employment compared to the national average. The sectors with the largest LQs in the region are Agriculture, Forestry, Fishing and Hunting (LQ = 1.93), Manufacturing (1.48), and Educational Services (1.41).

Total Workers for Regional Northeast WDB's by Industry



Source: JobsEQ\*. Data as of 2019Q4

Employment data are derived from the Quarterly Census of Employment and Wages, provided by the Bureau of Labor Statistics and imputed where necessary. Data are updated through 2019Q2 with preliminary estimates updated to 2019Q4.

Sectors in the Regional Northeast WDB's with the highest average wages per worker are Management of Companies and Enterprises (\$82,310), Utilities (\$67,842), and Finance and Insurance (\$59,891). Regional sectors with the best job growth (or most moderate job losses) over the last 5 years are Construction (+2,165 jobs), Accommodation and Food Services (+1,867), and Transportation and Warehousing (+1,436).

Over the next 1 year, employment in the Regional Northeast WDB's is projected to contract by 1,065 jobs. The fastest growing sector in the region is expected to be Health Care and Social Assistance with a +0.8% year-over-year rate of growth. The strongest forecast by number of jobs over this period is expected for Health Care and Social Assistance (+335 jobs), Accommodation and Food Services (+79), and Construction (+52).

## Appendix E

### Templates for Local Innovations

NAICS	Industry	Current			5-Year History		1-Year Forecast				
		Empl	Avg Ann Wages	LQ	Empl Change	Ann %	Total Demand	Exits	Transfers	Empl Growth	Ann % Growth
62	Health Care and Social Assistance	43,619	\$41,978	1.05	536	0.2%	4,449	2,023	2,092	335	0.8%
44	Retail Trade	35,132	\$26,756	1.19	-320	-0.2%	4,358	2,066	2,608	-317	-0.9%
31	Manufacturing	35,038	\$58,516	1.48	-2,291	-1.3%	3,033	1,337	2,289	-594	-1.7%
61	Educational Services	32,972	\$41,275	1.41	20	0.0%	2,891	1,464	1,579	-151	-0.5%
72	Accommodation and Food Services	27,022	\$15,368	1.04	1,867	1.4%	4,447	1,933	2,435	79	0.3%
92	Public Administration	18,980	\$43,321	1.41	-715	-0.7%	1,568	735	998	-165	-0.9%
23	Construction	15,898	\$47,806	0.97	2,165	3.0%	1,612	560	1,000	52	0.3%
56	Administrative and Support and Waste Management and Remediation Services	14,789	\$38,258	0.80	65	0.1%	1,701	721	982	-2	0.0%
81	Other Services (except Public Administration)	11,780	\$23,954	0.92	-334	-0.6%	1,251	610	728	-86	-0.7%
42	Wholesale Trade	9,428	\$49,023	0.87	-259	-0.5%	877	371	614	-108	-1.1%
48	Transportation and Warehousing	8,338	\$45,551	0.64	1,436	3.9%	827	376	509	-58	-0.7%
11	Agriculture, Forestry, Fishing and Hunting	7,364	\$48,778	1.93	-1,019	-2.6%	717	338	456	-77	-1.0%
54	Professional, Scientific, and Technical Services	7,153	\$53,507	0.37	-3	0.0%	630	228	384	18	0.3%
52	Finance and Insurance	5,908	\$59,891	0.52	-724	-2.3%	521	209	342	-30	-0.5%
53	Real Estate and Rental and Leasing	3,578	\$38,318	0.72	169	1.0%	362	165	197	1	0.0%
55	Management of Companies and Enterprises	3,265	\$82,310	0.75	-735	-4.0%	284	109	185	-10	-0.3%
71	Arts, Entertainment, and Recreation	2,897	\$17,685	0.50	732	6.0%	415	182	225	8	0.3%
51	Information	2,783	\$52,503	0.49	-705	-4.4%	236	97	171	-32	-1.1%
22	Utilities	1,161	\$67,842	0.79	5	0.1%	98	38	67	-7	-0.6%
21	Mining, Quarrying, and Oil and Gas Extraction	105	\$52,827	0.08	29	6.6%	10	3	7	0	-0.4%
Total - All Industries		287,210	\$41,158	1.00	-84	0.0%	30,165	13,353	17,877	-1,065	-0.4%

Source: [JobsEQ®](#)

Employment data are derived from the Quarterly Census of Employment and Wages, provided by the Bureau of Labor Statistics and imputed where necessary. Data are updated through 2019Q2 with preliminary estimates updated to 2019Q4. Forecast employment growth uses national projections adapted for regional growth patterns.

## Occupation Snapshot

The largest major occupation group in the Regional Northeast WDB's is Office and Administrative Support Occupations, employing 36,168 workers. The next-largest occupation groups in the region are Sales and Related Occupations (28,836 workers) and Food Preparation and Serving Related Occupations (26,997). High location quotients (LQs) indicate occupation groups in which a region has high concentrations of employment compared to the national average. The major groups with the largest LQs in the region are Farming, Fishing, and Forestry Occupations (LQ = 2.12), Education, Training, and Library Occupations (1.43), and Production Occupations (1.31).

Occupation groups in the Regional Northeast WDB's with the highest average wages per worker are Management Occupations (\$101,800), Legal Occupations (\$82,600), and Architecture and Engineering Occupations (\$75,500). The unemployment rate in the region varied among the major groups from 1.8% among Legal Occupations to 10.2% among Farming, Fishing, and Forestry Occupations.

Over the next 1 year, the fastest growing occupation group in the Regional Northeast WDB's is expected to be Healthcare Support Occupations with a +1.1% year-over-year rate of growth. The strongest forecast by number of jobs over this period is expected for Healthcare Support Occupations (+116 jobs) and Food Preparation and Serving Related Occupations (+91). Over the same period, the highest separation demand (occupation demand due to retirements and workers moving from one occupation to another) is expected in Food Preparation and Serving Related Occupations (4,648 jobs) and Sales and Related Occupations (3,907).

Regional Northeast WDB's, 2019Q4<sup>1</sup>

SOC	Occupation	Current				5-Year History				1-Year Forecast				
		Empl	Avg Ann Wages <sup>2</sup>	LQ	Unempl	Unempl Rate	Online Job Ads <sup>3</sup>	Empl Change	Ann %	Total Demand	Exits	Transfers	Empl Growth	Ann % Growth
43-0000	Office and Administrative Support	36,168	\$33,900	0.88	1,904	4.7%	1,219	-1,688	-0.9%	3,492	1,793	2,079	-380	-1.1%
41-0000	Sales and Related	28,836	\$34,700	1.02	1,953	6.1%	2,282	-43	0.0%	3,649	1,731	2,176	-258	-0.9%
35-0000	Food Preparation and Serving Related	26,997	\$21,200	1.09	2,460	7.8%	1,637	1,327	1.0%	4,739	2,090	2,558	91	0.3%
25-0000	Education, Training, and Library	23,021	\$44,600	1.43	855	3.7%	695	-243	-0.2%	1,804	959	929	-84	-0.4%
51-0000	Production	22,357	\$35,700	1.31	1,506	5.6%	395	-1,680	-1.4%	1,977	865	1,498	-387	-1.7%
53-0000	Transportation and Material Moving	19,462	\$31,700	0.97	1,518	6.5%	709	650	0.7%	2,162	931	1,357	-126	-0.6%
29-0000	Healthcare Practitioners and Technical	18,373	\$72,600	1.11	369	2.0%	1,719	763	0.9%	1,036	487	490	59	0.3%
11-0000	Management	15,161	\$101,800	0.85	305	2.0%	620	221	0.3%	1,102	443	697	-38	-0.2%
47-0000	Construction and Extraction	12,743	\$38,000	0.97	1,036	6.5%	178	1,125	1.9%	1,320	451	846	24	0.2%
49-0000	Installation, Maintenance, and Repair	12,193	\$42,900	1.10	507	3.5%	590	322	0.5%	1,049	415	703	-69	-0.6%

## Appendix E Templates for Local Innovations

### Regional Northeast WDB's, 2019Q4<sup>1</sup>

SOC	Occupation	Current					5-Year History			1-Year Forecast				
		Empl	Avg Ann Wages <sup>2</sup>	LQ	Unempl	Unempl Rate	Online Job Ads <sup>3</sup>	Empl Change	Ann %	Total Demand	Exits	Transfers	Empl Growth	Ann % Growth
13-0000	Business and Financial Operations	10,568	\$66,300	0.70	335	3.2%	273	34	0.1%	905	308	614	-17	-0.2%
31-0000	Healthcare Support	10,235	\$25,700	1.30	481	4.3%	411	-678	-1.3%	1,299	609	573	116	1.1%
37-0000	Building and Grounds Cleaning and Maintenance	10,150	\$25,800	1.02	799	6.7%	372	27	0.1%	1,220	600	641	-21	-0.2%
39-0000	Personal Care and Service	9,820	\$24,200	0.78	614	5.5%	251	756	1.6%	1,538	763	700	75	0.8%
33-0000	Protective Service	6,938	\$38,400	1.12	208	2.8%	146	-489	-1.4%	539	274	323	-58	-0.8%
21-0000	Community and Social Service	5,207	\$45,500	1.07	126	2.5%	380	82	0.3%	585	213	347	24	0.5%
15-0000	Computer and Mathematical	4,706	\$74,900	0.56	134	2.9%	299	-16	-0.1%	308	81	224	2	0.0%
45-0000	Farming, Fishing, and Forestry	3,873	\$28,500	2.12	418	10.2%	20	-610	-2.9%	490	136	398	-44	-1.1%
17-0000	Architecture and Engineering	3,342	\$75,500	0.68	95	2.8%	175	91	0.6%	215	82	150	-16	-0.5%
27-0000	Arts, Design, Entertainment, Sports, and Media	3,104	\$47,400	0.60	121	4.2%	162	49	0.3%	280	128	169	-17	-0.5%
19-0000	Life, Physical, and Social Science	2,498	\$61,400	1.09	63	2.8%	141	-51	-0.4%	214	64	153	-3	-0.1%
23-0000	Legal	1,458	\$82,600	0.61	28	1.8%	16	-32	-0.4%	86	35	54	-3	-0.2%
	<b>Total - All Occupations</b>	<b>287,210</b>	<b>\$42,600</b>	<b>1.00</b>	<b>15,835</b>	<b>5.0%</b>	<b>12,687</b>	<b>-84</b>	<b>0.0%</b>	<b>30,073</b>	<b>13,458</b>	<b>17,680</b>	<b>-1,065</b>	<b>-0.4%</b>

Source: [JobsEQ®](#)

Data as of 2019Q4 unless noted otherwise

Note: Figures may not sum due to rounding.

1. Data based on a four-quarter moving average unless noted otherwise.

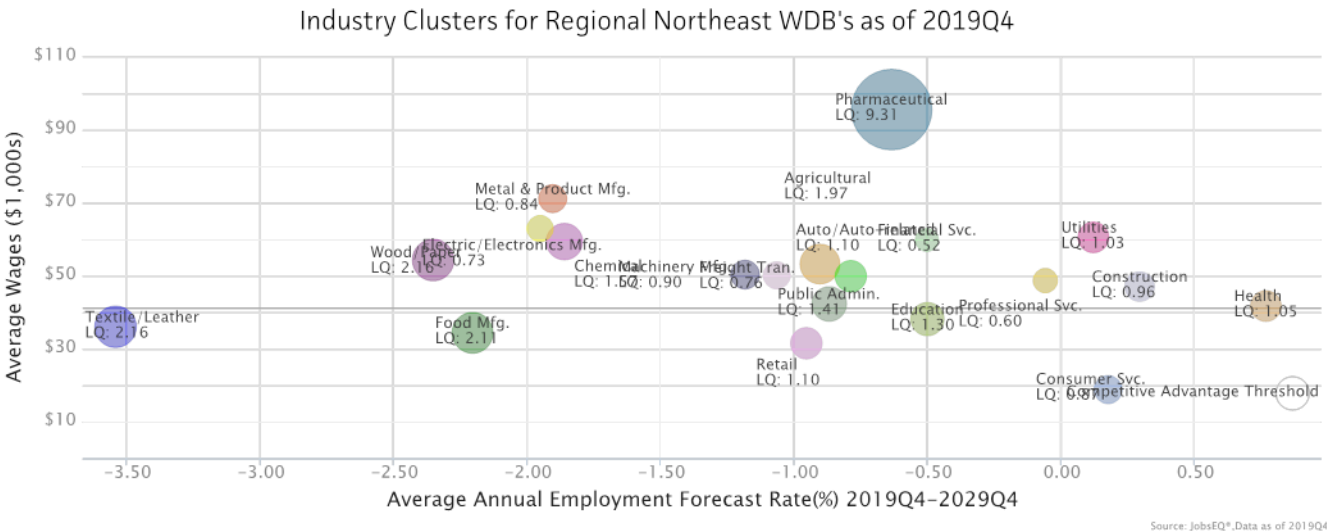
2. Wage data are as of 2018 and represent the average for all Covered Employment

3. Data represent found online ads active within the last thirty days in the selected region; data represents a sampling rather than the complete universe of postings. Ads lacking zip code information but designating a place (city, town, etc.) may be assigned to the zip code with greatest employment in that place for queries in this analytic. Due to alternative county-assignment algorithms, ad counts in this analytic may not match that shown in RTI (nor in the popup window ad list).

Occupation employment data are estimated via industry employment data and the estimated industry/occupation mix. Industry employment data are derived from the Quarterly Census of Employment and Wages, provided by the Bureau of Labor Statistics and currently updated through 2019Q2, imputed where necessary with preliminary estimates updated to 2019Q4. Wages by occupation are as of 2018 provided by the BLS and imputed where necessary. Forecast employment growth uses national projections from the Bureau of Labor Statistics adapted for regional growth patterns.

Industry Clusters

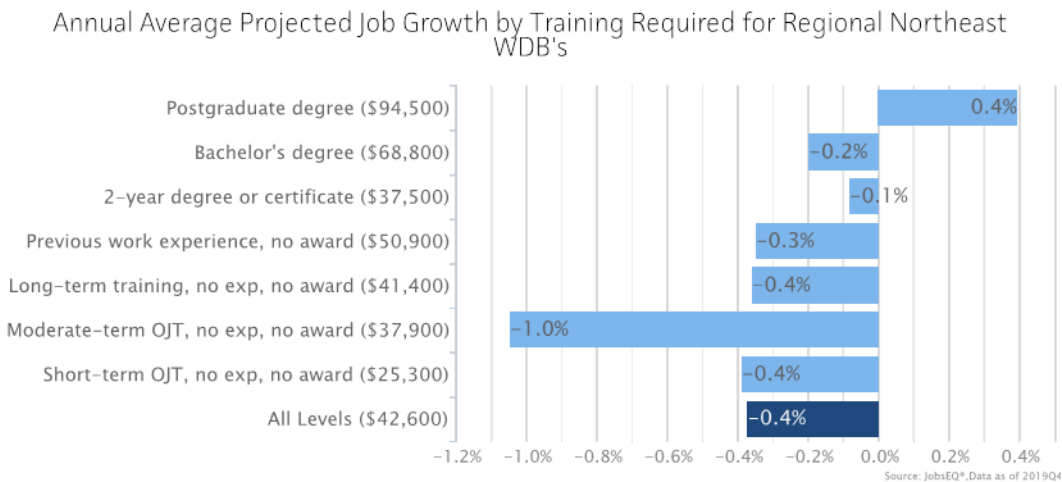
A cluster is a geographic concentration of interrelated industries or occupations. The industry cluster in the Regional Northeast WDB's with the highest relative concentration is Pharmaceutical with a location quotient of 9.31. This cluster employs 5,164 workers in the region with an average wage of \$95,626. Employment in the Pharmaceutical cluster is projected to contract in the region about 0.6% per year over the next ten years.



Location quotient and average wage data are derived from the Quarterly Census of Employment and Wages, provided by the Bureau of Labor Statistics, imputed where necessary, and updated through 2019Q2 with preliminary estimates updated to 2019Q4. Forecast employment growth uses national projections from the Bureau of Labor Statistics adapted for regional growth patterns.

Education Levels

Expected growth rates for occupations vary by the education and training required. While all employment in the Regional Northeast WDB's is projected to contract 0.4% over the next ten years, occupations typically requiring a postgraduate degree are expected to grow 0.4% per year, those requiring a bachelor's degree are forecast to contract 0.2% per year, and occupations typically needing a 2-year degree or certificate are expected to contract 0.1% per year.

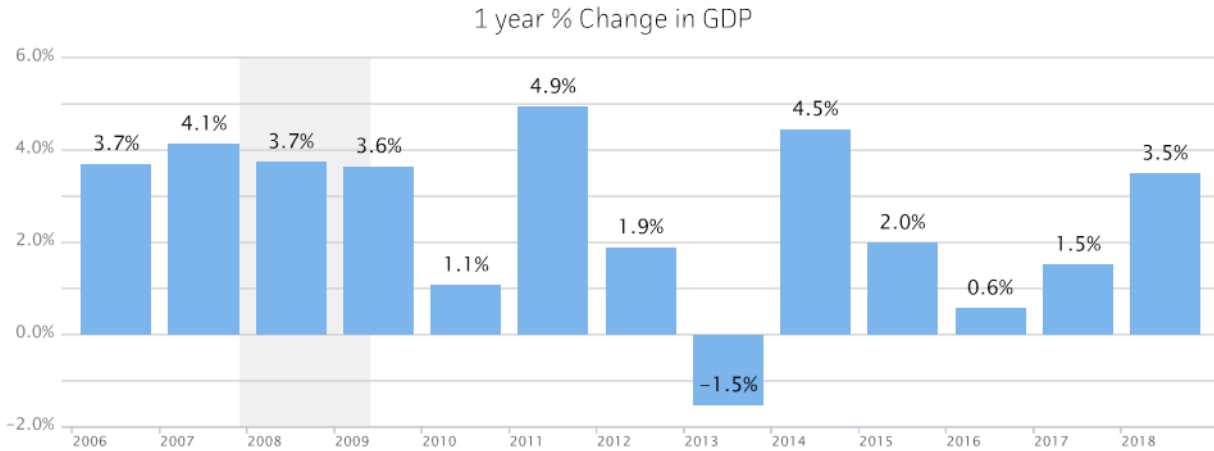


Employment by occupation data are estimates as of 2019Q4. Education levels of occupations are based on BLS assignments. Forecast employment growth uses national projections from the Bureau of Labor Statistics adapted for regional growth patterns.



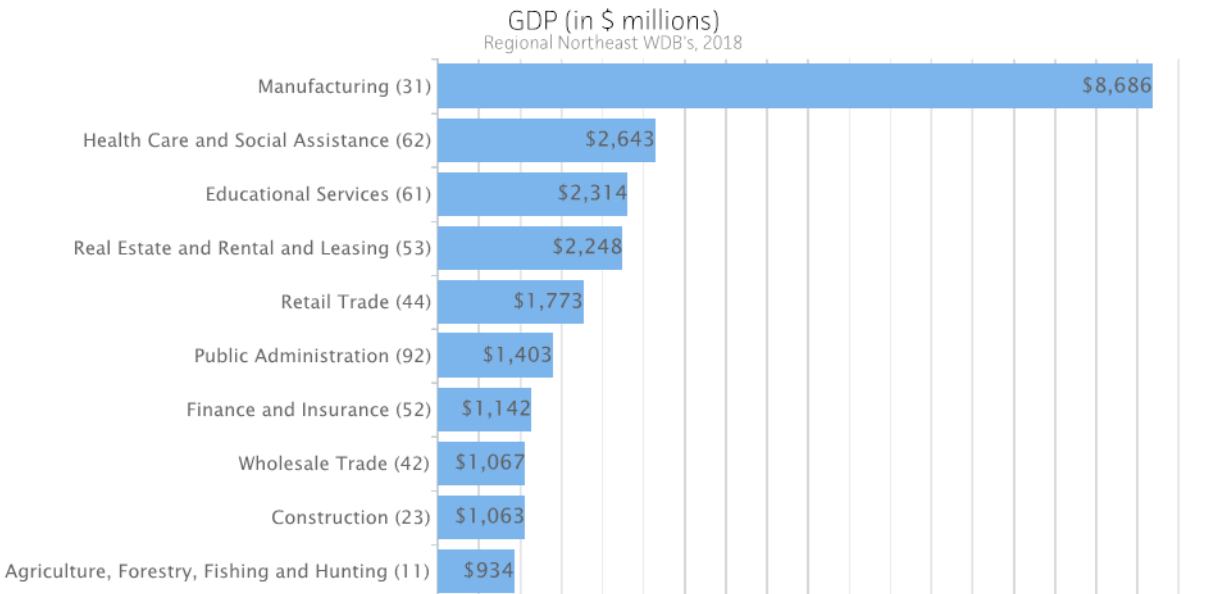
## Gross Domestic Product

**Gross Domestic Product (GDP) is the total value of goods and services produced by a region. In 2018, nominal GDP in the Regional Northeast WDB's expanded 3.5%. This follows growth of 1.5% in 2017. As of 2018, total GDP in the Regional Northeast WDB's was \$28,303,064,000.**



Gross Domestic Product data are provided by the Bureau of Economic Analysis, imputed by Chmura where necessary, updated through 2018.

**Of the sectors in the Regional Northeast WDB's, Manufacturing contributed the largest portion of GDP in 2018, \$8,685,874,000. The next-largest contributions came from Health Care and Social Assistance (\$2,643,434,000); Educational Services (\$2,313,817,000); and Real Estate and Rental and Leasing (\$2,248,062,000).**



Gross Domestic Product data are provided by the Bureau of Economic Analysis, imputed by Chmura where necessary, updated through 2018.

4. Describe strategies, used to facilitate engagement of businesses and other employers, including small employers and in-demand industry sector occupations. Describe methods and services to support the workforce system in meeting employer needs. [WIOA Section 108 (b)(4)(A)(i)(ii)].

**The Northeastern Regional WDB's strategies used to facilitate engagement of business include appointing Business Champions to participate in the local Career Pathways Certification for in-demand sector occupational trainings. The Regional Business Service Teams appoint private sector board members to participate in the Business and Industry Councils that review and discuss economic and workforce development opportunities, and plan strategies to assist employer needs. Business Champions not currently appointed to boards are utilized as a method for referral of private sector board members when appointments are needed.**

5. Describe strategies and services used to coordinate workforce development programs and economic development. [WIOA Section 108 (b)(4)(A)(iii)].

**Workforce Development Boards are responsible for the development and delivery of services within a local area, and the Workforce Board Directors are the functional supervisors for the NCWorks Career Centers where most of the services are offered. Part of the strategy to engage employers is to help identify skill gaps and training needs to prepare the workforce to enter employment. These activities are coordinated by the Workforce Development Boards, and the local area staff. As a result of the coordination between workforce boards and their staff several Business and Industry Councils were developed that include; employers, economic development, K-14 education, chambers of commerce, and others to help lead the industry councils. These councils meet once a quarter to review and discuss economic and workforce opportunities, and to plan strategies to assist employers as with critical workforce needs. The local-area Economic Developers or the Chamber of Commerce Directors are asked to serve as Chair to the Business and Industry Councils as their duties and responsibilities require continuous communication with local employers. This strategy has proved to be effective and responsive to addressing employer needs and to coordinate the needed resources to address those needs.**

6. Outline regional transportation issues related to workforce development and ways the region is/will address needs identified. Include a description *and* map of the regional commuting patterns. [WIOA Section 108(b)(11)].

**Regional Transportation Overview:**

**The geographic makeup of the Northeast Regional Prosperity Zone is primarily rural with 17 of the 20 counties designated as tier-1, and the remaining 3 counties tier-2. The significance as it relates to transportation is that 17 of our counties are among the most economically distressed counties in the state, and funding limitations associated to developing the roadways and transport systems**

**are limited by the state budget. Local funding to improve the transportation systems is unlikely because of limited funding available from local municipalities. These limiting factors exacerbate economic development and access to well-paying jobs. To assist customers the NCWorks system provides transportation assistance for those who qualify for Workforce Innovation Opportunity Act programs. Such assistance is limited and subject to funding availability through WIOA.**

### Commuting Patterns:

According to the Carolina Demography at UNC-Chapel Hill's Carolina Population Center, most commutes are in-county commutes. In most cases, the largest commuting flow is within the county, meaning most people live and work in the same county. Within county commuting occurs among the majority of county residents in 75 of the state's 100 counties. In another 19 counties, within county commutes are the largest single commuting flow but do not represent the majority of all commutes. In only 6 North Carolina counties is the largest commuting flow to a county other than their county of residence. 2 of these counties are in the Northeastern WDB, Camden and Perquimans.

County	Percentage Commuting WITHIN the County	County	Percentage Commuting WITHIN the County	County	Percentage Commuting WITHIN the County
Beaufort	75.7	Edgecombe	50.0	Northampton	46.5
Bertie	55.2	Gates	27.9	Pasquotank	72.8
Camden	21.9	Halifax	64.3	Perquimans	33.6
Chowan	61.1	Hertford	66.2	Pitt	84.3
Currituck	33.6	Hyde	84.3	Tyrrell	61.0
Dare	89.9	Martin	56.6	Washington	65.2
		Nash	66.9	Wilson	77.2

- Describe how the region coordinates with area secondary education, community colleges and universities to align strategies, enhance services and avoid duplication of services. [WIOA Section 108(b)(10)].

**The Northeast Regional NC Works Career Pathways project unites the Regional Workforce Development Boards, Community Colleges, University System, and NCWorks Career Centers for the purpose of connecting job seekers to training and education attainment opportunities. In some cases the Adult Education Coordinators from the Community Colleges are active partners within the NCWorks Career Centers holding employability classes to assist job seekers.**

Traditionally, the NCWorks Career Center refers job seekers to the Adult Education classes held at many of the community college locations. This has created a symbiotic relationship where each partner becomes an integral part of the Integrated Service Delivery System. The goal of the NCWorks Career Centers is to be a one-stop delivery system where job seekers and employers come to receive services. The partner network is made up of various service providers and in most instances they are the training provider for the Integrated Service Delivery System. The training providers deploy services for Adult Literacy, Adult Basic Education, Career Readiness Certification, and other special employer initiatives to transition job seekers into meaningful employment. The NCWorks Online portal tracks participant activities from the day of their registration to include all short-term training, sector initiative training, and credentials received from the various training providers. This holistic approach provides the framework to prevent duplication of services and offers to each service partner the ability to track and report services provided to job seekers and employers.

8. Provide details on how the region addresses workforce issues specifically related to its a) cities and/or towns; b) suburban areas; and c) rural areas.

The three Workforce Development Boards represented in the Northeast Regional Prosperity Zone and part of local-area Councils of Government. This relationship and the workforce boards By-Laws require that local counties appoint private-sector representatives to serve as workforce board members. By virtue of these appointments, the municipalities are kept informed of any initiative that may have an economic impact in their jurisdiction. Furthermore, the Local Council of Government provide zoning and planning to these municipalities, and often times share information related to any workforce development opportunities.

9. Briefly describe how the NCWorks Career Centers serve military veterans.

The Northeast Regional Zone is heavily influenced by the United States Military. One of the primary goals for Veterans exiting the service is to find meaningful employment in their local-area or hometown. This is achieved through the coordination with the NCWorks Career Centers to deliver Veteran Services and as part of the Integrated Service Delivery System. Veterans receive priority service and access to jobs 24-hour prior to the job being released to the public to accommodate the veterans preference as required by law.

Through the NCWorks Career Centers, staff is available to assist exiting military, veterans, and military spouses with their employment and training needs. Veterans are made to feel welcome as they are directed to the appropriate

veteran staff who offer one-on-one career counseling services. Promoting the hiring of military veterans is stressed by our partner agencies such as Economic Development, Chambers of Commerce, Community Colleges, and other service providers who actively market the Veteran population and the skills they bring to the region's employers. Additionally, several programs are in place to focus on creating an easier transition from military to civilian life; tools like the NC4VETS Resource Guides and GI Jobs magazines found in our NCWorks Career Center and countless tools such as, My Next Move for Veterans and Military Skill Translator, are on NCWorks Online to assist veterans in showing how their military skills can convert into civilian skills needed to find employment.

Our career center staff work with veterans and have the tools needed to assist them with military skills translation. However, we also have two Veterans focused staff positions in our Career Centers devoted to assisting Veterans with their employment needs. The Disabled Veterans Outreach Programs Specialists (DVOPs) assists all Veterans with Significant Barriers to Employment to help them overcome their barriers and develop a plan to help them find meaningful employment. In addition, the DVOPs may assist with resume and cover letter writing and preparing them for interviews. The Local Veterans Employment Representative (LVER) visits with local businessmen and women, Human Resource Managers and Hiring Officials in Northeastern North Carolina Area to promote the hiring of Veterans. The LVER is involved in the community with the Chamber of Commerce, Economic Developers and Veteran Organizations to create Job Fairs and Veteran events. In the NCWorks Career Center the LVER trains the career center staff on assisting Veterans and offering Priority of Service

10. Provide details on how the region is prepared to respond to serve victims of national emergencies or hurricane disasters.

Turning Point WDB has successfully administrated services during numerous national emergencies or hurricane disasters. Turinng Point WDB and staff experience includes preparation and recovery processes and implementation of National Emergency Grant (NEG) programs. Many of our local partners and organizations provide assistance during these disasters engaging in search and rescue, medical support and humanitarian assistance. With assistance of Upper Coastal Plain Council of Government local units of government participate in the organizational infrastructure to mobilize efforts to provide assistance. Citizens (dislocated workers and/or long term dislocated ) affected by natural disasters usually fill necessary employment opportunities needed. During times of natural disaster employment training opportunities and other supportive services are provided citizens affected and enrolled in disaster program (ex. GED, transportation and childcare, etc.). Historically, Hurricane Floyd was our

**largest program in which over 500 citizens participated in the disaster program with many matriculating into unsubsidized employment.**

#### IV. NCWorks Commission

*The NCWorks Commission recommends policies and strategies that enable the state's workforce and businesses to compete in the global economy.*

*The Commission is designated as the state's Workforce Development Board under the federal Workforce Innovation and Opportunity Act. Led by a private sector chair, the 33-member Commission includes representatives from the business community, heads of state workforce agencies, educators, and community leaders. All members are appointed by the Governor.*

*Mission of the NCWorks Commission: To ensure North Carolina has an innovative, relevant, effective, and efficient workforce development system that develops adaptable, work-ready, skilled talent to meet the current and future needs of workers and businesses to achieve and sustain economic prosperity; and to ensure North Carolinians are ready for the jobs of today and tomorrow by increasing access to education and skills training, fostering employer leadership to prepare workers, and supporting and scaling local innovation.*

*The NCWorks Commission developed its **2019-2021 Strategic Plan** based on four overall goals:*

***GOAL 1: Prepare workers to succeed in the North Carolina economy by increasing skills and education attainment.***

*Education is the foundation to a strong workforce. As the skill requirements of jobs increase and change rapidly, businesses need to find people with the right skills for the jobs they create, and North Carolinians need access to training so they can be ready for those jobs.*

1. Briefly describe how the local Workforce Development Board plans to prepare workers to succeed in the North Carolina economy by increasing skills and education attainment. Think about the [myFutureNC](#) goal of increasing the total number of **additional** post-secondary credentials by 400,000 by the year 2030. What strategy does the local Workforce Development Board have to support this goal?  
**Turning Point WDB plans to continue training customers in high-demand fields as identified by our Career Pathways Certification (Advance Manufacturing, Healthcare, Business Service Support and Agriscience/Biotechnology).**
2. Briefly describe how the local Workforce Development Board plans to promote access to job training for high-demand fields.  
**Turning Point WDB plans to promote access to high-demand fields through local Career Pathways Certification and recruitment to Adult and Dislocated Worker training provided by eligible training providers.**
3. Briefly describe how the local Workforce Development Board plans to increase access to education for individuals with barriers.  
**Turning Point WDB will continue partnerships with agencies such as Vocational Rehabilitation, Department of Social Services, K-12 Schools, Community College**



and other non-profits that provide training opportunities for individuals with barriers.

***GOAL 2: Create a workforce development system that is responsive to the needs of the economy by fostering employer leadership.***

*Employer-led job training programs have the best career outcomes. Employers know best what skills their workers need, and employer involvement is key for workforce development and job readiness. Businesses that invest in developing North Carolina's workforce will benefit from well-trained employees and a more innovative and diverse workplace that better reflects its community.*

4. Briefly describe how the local Workforce Development Board makes local employers aware of the wide array of business services offered.

**Turning Point WDB shares information regularly with appointed board members to be ambassadors for businesses, networks and organizations such as SHRM/Chambers they affiliate. Our Business Service Team and NCWorks Career Centers are also on the front line providing and encouraging business services.**

5. Briefly describe how the local Workforce Development Board plans to enhance work-based learning projects to a broader range of local employers.

**Business Service Team and NCWorks Career Centers continue to promote work-based learning opportunities such as On the Job training, Incumbent Worker and Apprenticeship training. Youth NextGen providers strongly encourage all youth participants to participate in a work experience opportunity before completion of training.**

6. Briefly describe how the local Workforce Development Board works with local elected officials to ensure viable local business representatives are appointed to the local Workforce Development Board?

**Turning Point WDB recruit business partners to participate in committees prior to providing a referral for appointment to elected official. This has proven to be a very valuable method of evaluation of perspective board member. The Consortium (elected officials) meet by-annually to discuss such board priorities as board membership.**

7. Does the local Workforce Development Board currently have any sector partnerships established with local or regional businesses? If so, please cite an example.

**Regional Advance Manufacturing Pipeline (RAMP-East) is a pilot sector partnership that includes Workforce Development Boards in the Northeast region, local Community Colleges, Economic Development partners, NCWorks Career Centers and K-12 School systems to recruit and train qualified skilled manufacturing pool.**

***GOAL 3: Promote replication of creative solutions to challenging workforce problems by supporting local innovation.***

*Communities across North Carolina are developing great local models of workforce development. North Carolina should build on those successes and replicate them in more places to continue building and expanding innovative solutions.*

8. Briefly describe how the local Workforce Development Board provides new and innovative solutions to support growth of the local workforce system.

**RAMP-East is a innovative pilot to progressively recruit qualified skilled manufacturing pool for the increasing number of available positions vacant due to new announcements, business expansions, attrition, etc.**

9. Has the local Workforce Development Board received any (Federal, State or Local) funding for local innovative projects? If so, please list these grants.

**Regional Advance Manufacturing Pipeline (RAMP-East)**

***GOAL 4: Promote system access, alignment, integration, and modernization.***

*North Carolina's workforce system includes multiple agencies, programs, and funders. Collaboration, policy alignment, systemic communication, integration, and modernization of the workforce system will ensure a strong and healthy workforce system that can adapt to a changing economy.*

10. Briefly describe how the local Workforce Development Board plans to increase NCWorks brand awareness.

**By the use of social media (FaceBook, Twitter, LinkIn, website, etc.) and NCWorks Career Center participation with events by business expo's, career fairs, educational (K-12 Schools / Community Colleges) events and organizations such as Chambers, SHRM, etc.**

11. Briefly describe any local area best practices on modernization of local career centers.

**COVID-19 has immediately advance local career centers modernization best practices such as virtual career fairs, rapid response, customers interview, case management/constant contacts and distance learning training.**

12. Briefly describe how the local Workforce Development Board plans work toward increased alignment with other local workforce system partners. How will you work together to ensure North Carolinians receive more comprehensive services across a broader range?

**Turning Point WDB plans to continue to implement virtual platforms to reach areas through technology. We will also strategically began to deploy professional team members to remote location (ex. rural sites) to ensure a more comprehensive audience is connected.**

13. Briefly describe how the local Workforce Development Board is supporting [Executive Order No. 92--Employment First for North Carolinians with Disabilities](#). Employment

First is a national movement which recognizes that all citizens, including individuals with significant disabilities, are capable of full participation in integrated employment and community life.

Turning Point WDB will continue enhancing partner relationships with entities such as Vocational Rehabilitation, Re-Entry Councils (such as Opportunities of Industries SOAR program and Family Resource Centers) and other agencies that serve persons with disabilities.

## **V. NCWorks Career Centers**

1. Identify NCWorks Career Center location(s) including Tier 1, Tier 2, Affiliate, and Specialized sites; On-site partners; how NCWorks Career Center operator(s) are designated; provider(s) of WIOA career services and method of selection; whether youth services provider is on-site and, if so, youth services offered. Use the NCWorks [Career Center Chart](#). [WIOA Section 121(b)(1)(A) and (b)(1)(B)] Name document: Local Area Name Career Centers.  
**(See Attached Turning Point Career Centers)**
2. Provide the date and process for when the competitive procurement of the One-Stop Operators(s) occurred. Include the expected length of the contract (one-four years).  
**The competitive procurement of the One-Stop Operator(s) has not been finalized. At this time, we are planning to use the simple and allowable competitive procurement method following the “Intention to Bid” process contained in the Division for Workforce Solutions Procurement and Contracting Policy. Turning Point WDB is currently making progress to prepare for competition of our one-stop operators which are hosted by local Division of Workforce Solutions NCWorks Career Centers. Turning Point WDB plans to submit RFP for One Stop Operator in June 2020 to be effective July 1, 2020, the length of this contract will be annual (per program year).**
3. What strategies have been used to better meet the needs of individuals with barriers to employment and increase access to services and programs of the one-stop delivery system, such as improving digital literacy skills, and leveraging resources and capacity within the local workforce development system?
  - **Champions to promote utilization of NCWorks.gov , and visits to NCWorks Career Center.**
  - **Better orientation to services available.**
  - **Knowledgeably and caring volunteers/ staff assigned to the resource room. Make recommendations and referrals to computer literacy classes and partner service providers.**

4. How are training programs such as apprenticeship, incumbent worker training, on-the-job training, and other work-based learning opportunities leading to industry-recognized credentials aligned with employers' needs, and marketed to support talent development?  
**These programs are allowing employers to work closely with workforce development and other partners that are assessing their needs. As a result, training programs are discussed and the need for apprenticeships and other opportunities are noted. Fore example: Retiring workforce is an issue at present, there are employers that have expressed an interest in Apprenticeships to help with this upcoming concern. As a result, the workforce development Business Enagement Coordinator can make the connection with an Apprenticeship Rep. to discuss the need to set up apprenticeships to allow for shadowing and proper training for a period of time, allowing for more employees to be prepared for positions that may be left behind by retirees. On the job training allows for the employer to be certain that in a matter of a months a candidate may be properly trained for a postion or that one may be trained while advancing in a position. The Business Services Team members have dissuced with employers a need to be sure we are aligning credentials properly with these candidates to allow for stackable credentials in the future and career advancement. While a 4-year degree is encouraged, the need for an Associate Degree is encouraged and discussed as well as the need for those with credentials, motivation and the desire to continue their education in the industry. Therefore these work-based learning opportunities are a key element.**
  
5. Provide a brief description of the NCWorks Career Center system in your local area and include how Career and Training Services are provided. [WIOA Section 121(e), 134(c)]  
**All customers will be greeted upon arrival and given prompt service using the triage process outlined in this policy guide. For first time customers age 18 or older, staff will determine what services the customer is interested. Customers are registered on NCWorks Online. The Talent Engagement Specialist/Welcome (TES) will direct the customer to the appropriate staff who will conduct a brief interview with the customer and based on the results of the interview, will refer the customer either to the appropriate Talent Development Specialist/Skills (TDS) for additional services and/or products. The Talent Development Specialist (TDS) will assist customers by facilitating skill development activities in a friendly and professional environment. Customers will have opportunities to learn about their current skills and improve or gain new skills that are in demand with area employers. The certified NCWorks Career Centers located throughout the Turning Point region are strategically located where customers can access short-term training, skills training, and employment guidance. The services provided at each career center are a shared responsibility between center staff, partners from the community colleges, businesses, and relevant training providers. The goal is to connect job seekers to employers who need them. This is accomplished by using a systematic approach to assess, train and transition workers into high-growth industry jobs throughout the region. The Career Center Employment Function will assist customers with**

securing employment and accessing skill development services to meet the needs of area employers.

6. Describe how local Workforce Development Boards determine the need for enrollment in Training Services.

**NCWorks Career Center staff will perform WIOA eligibility verification for all customers interested in or referred to training services. An interview, evaluation or assessment and career planning will determine the appropriate course of training for each customer. Through this process staff will determine if the customer:**

- **Is unlikely to obtain or retain employment, that leads to economic self-sufficiency or wage comparable to or higher than wages from previous employment through career services alone;**
- **Is in need of training services to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services alone, and**
- **Has the skills and qualifications to successfully participate in the selected program of training services.**

**Training services will be provided either through an Individual Training Account (ITA) or through a training contract. Training services will be linked to in-demand employment opportunities in the local area or planning region or in a geographic area in which the adult or dislocated worker is willing to commute or relocate. A list of training services and eligible training providers will be supplied to maximize customer choice, identify in-demand occupations, inform customers of relevant training provider performance, and coordinate to the greatest extent possible with other sources of assistance.**

7. Describe how follow-up services are provided through the NCWorks Career Centers. [WIOA Section 134(c)(2)(xiii)]

**Turning Point WDB requires (adults and dislocated workers) follow-up services for a minimum of twelve (12) months following the first day of employment, to registered participants who are placed in unsubsidized employment. All follow up information affecting performance measures must be keyed on-line in NCWorks in order for the state to pull the information when needed. Workforce Specialists/Managers will be responsible for keying the information in a timely manner. In addition, Turning Point WDB is requiring that all adult and dislocated workers enrolled must be followed until the end of the first quarter after the exit quarter to ascertain if any of them enter unsubsidized employment during that time. If so, outcomes will need to be changed in NCWorks on-line and the 12 months follow-up will be required as described above. The exception to this follow-up requirement is that any registered Adult/DW participant exiting WIOA with an “exclusion reason” will not require follow-up of any kind.**

8. Describe how new NCWorks Career Center staff are trained in the integrated services delivery system model and at what point do they have full access to [NCWorks.gov](http://NCWorks.gov) and the timeline for accomplishing the training for new staff. Describe the staff development activities that reinforce and improve the initial training efforts.

**New staff to the NCWorks Career Center are trained by either the Center Managers; Regional Analyst or Board Accountability Manager. The request for Access can be signed by the Local Office Manager or the local Workforce Development Director. Currently the procedure is not consistent and depends on who makes the request. If the local Workforce Development Director signs off then Training is provided by the local Board Accountability Manager. When trained by the Board Accountability Manager instruction and power-points are provided on the Integrated Service delivery model; use of the NCWorks Online system including OA and ISS/IEP development; and providing Case Management services. Staff is then asked to complete at least one case in the training site for review and discussion. The training usually takes ½, to a day and then the access request is dependent on how quickly the Training Site case is entered by the new staff member.**

9. Describe how the Workforce Development Board holds the NCWorks Career Center operator and contractors accountable for activities and customer outcomes in the Center.

**Turning Point Workforce Development Board holds the WIOA service providers accountable for their activities based upon the terms of their contract and mandated WIOA performance measures. The staff prepares WIOA activity reports for the Turning Point WDB's oversight committee on a bi-monthly basis. The reports are compared with data from the prior year and prior month for improvement plans or determine areas of concern. NCWorks Career Center Managers have been trained to access their performance information, run reports on the NCWorks Online System and are encouraged to monitor their own performance on a regular basis. Turning Point WDB staff provides regular desk reviews and an annual site visits.**

10. Describe how the Workforce Development Board facilitates access to services provided through the NCWorks Career Center delivery system, including remote areas, using technology and through other means. [WIOA Section 108(b)(6)(B)]

**The Board has created partnerships between Community Colleges, Employers and Community Based Organizations to provide services to those that may not have access to the NCWorks Career Center's main office. With the NCWorks system, having access from any location is key; however for those without a computer and internet, other methods are still necessary. Agencies have provided a location for the community to use computers and when needed; assistance is provided by volunteers or staff of that agency to assist with resume writing, or basic computer skill assistance as needed. One designated Shared Access site for example is Regeneration, Inc. (Access Point) that was certified to provide services as the Center would provide and more. Classes were offered through this agency that also**

graduated CNA's for the first time in their rural area. Efforts to access videos for training or online courses have also been part of reaching those needing the services or trainings. These are a result of good partnerships and collaboration with agencies that are in the furthestmost parts of our Region.

11. Describe Local Area strategies and services that will be used to strengthen linkages between Boards and the NCWorks Career Center system and unemployment insurance programs. [WIOA Section 108(b)(4)(A)(iv)]

**Workforce Specialists in each of our NCWorks Career Centers serve all customers and provide Wagner-Peyser, Adult, and Dislocated Worker services, provide limited information regarding unemployment insurance. All staff conducts EAIs and designated staff deliver RESEA services.**

12. Describe how the Local Workforce Development Board has implemented a business services team and how they are supported by NCWorks Career Center integrated services staff.

**The Business Services Manager has established a small team comprised of NC Works Career Center staff to provide support in efforts such as local area program requests or workforce/economic development updates from partners for employers. The team consists of Career Center Managers, an Employer Team Lead and is represented by a Board member from the private sector and community. One major task is the review of training requests that are recommended by the BSM for funding for the local area programs; and rank and rate any that are being considered. This group is also the first contact for major items to be shared out in regards to business services. NC Works is represented well with this team.**

13. Describe how entities within the NCWorks Career Center system, including Career Center operators and partners, will comply with Section 188, if applicable, and provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities. [WIOA Section 108(b)(6)(C)]

**As partners in our NCWorks Career Centers staff works very closely with agencies for persons with disabilities find employment and training which will result in their obtaining gainful employment that meets their needs. Turning Point WDB will be appointing a Vocational Rehabilitation represented on the Workforce Development Board to serve as an advocate for the needs of our disabled population and meet ADA compliance.**

14. Describe the integrated customer service process for participants. Attach a flow chart for services to include initial one-on-one interviews with customers, including NCWorks.gov dual registration, skills assessments, and determination of further services. Name document: Local Area Name Service Flow Chart 2020.

**(See Attached Turning Point Service Flow Chart 2020)**

Customers will enter the Career Center office based on choice, not county of residence. All customers will be greeted upon arrival and given prompt service using the triage process outlined in this policy guide. For first time customers age 18 or older, staff will determine what services the customer is interested. Customers are registered on NCWorks Online. The *Talent Engagement Specialist/Welcome (TES)* will direct the customer to the appropriate staff who will conduct a brief interview with the customer and based on the results of the interview, will refer the customer either to the appropriate *Talent Development Specialist/Skills (TDS)* for additional services and/or products. The Talent Development Specialist (TDS) will assist customers by facilitating skill development activities in a friendly and professional environment. Customers will have opportunities to learn about their current skills and improve or gain new skills that are in demand with area employers. The Career Center Employment Function will assist customers with securing employment and accessing skill development services to meet the needs of area employers.

15. If applicable, attach the Memorandum of Understanding (MOU) among the local Workforce Development Board and partners concerning operation of the NCWorks Career Center system. (A MOU guide is attached for your reference as Appendix X). [WIOA Section 121(b)(A) (iii)]. Name document: Local Area Name NCWorks Career Center MOU.

**(See Attached Turning Point WDB NCWorks Career Center MOU)**

16. Describe how the Workforce Development Board uses a portion of funds available to the Local Area to maintain the NCWorks Career Center system, including payment of the infrastructure costs of Career Centers. [WIOA Section 121(b)(1)(A)(ii) and (h)]  
**Turning Point WDB provides a budget for each NCWorks Career Center for expenses needed to provide quality service to customers. NCWorks Career Center Managers are requested to join local Chambers and SHRM affiliations within this budget. Turning Point WDB recently incurred the lease agreement for the NCWorks Career Center Rocky Mount with NC Commerce Division of Workforce Solutions providing technology, supplies and other internal cost of operation. Turning Point WDB provides staff/partner travel for training, conferences and professional development.**
17. Describe the roles and any resource contributions of the NCWorks Career Center partners. [WIOA Section 108(b)(6)(D)]  
**Each partner will be responsible for their fair share of occupancy cost based on a cost allocation plan this is still currently in the development stage. Turning Point WDB will have a descriptive allocation plan prior to PY2019 to ensure compliance to the State policy.**



18. Describe the Workforce Development Board's method for planning oversight, review process and frequency of review for the NCWorks Career Center system in the Local Area, including processes for ensuring quality customer service. [WIOA Section 121(a)(3)]

**In an effort to be successful in oversight, the Board expects Administrative staff to properly review procedures in each NCWorks Career Center with the Managers. Review of what teams are designated and what members are best suited for these teams is necessary. Some Center staff is to be involved in dual roles, but all should be cross-trained to ensure that WIOA procedures are followed. The Accountability Specialist provides training to "contractors" that are working in these programs with jobseekers for proper Intake and case management activity; reminding managers that this process is to be seamless and oversight staff makes visits to review these processes at any time. Meetings between administrative staff and center managers are held regularly to discuss the flow at the Center and to address any concerns of staff that may or may not be progressing as expected. Quality customer service is expected of all Centers and training both at the State level and local level is expected to be ongoing.**

19. Describe how NCWorks Career Centers are using the integrated, technology-enabled intake and case management information system for programs carried out under WIOA and programs carried out by NCWorks Career Center partners. [WIOA Section 108 (b)(21)]

**NCWorks system information has been shared from the State on possible changes to the system. Some training has been provided on the WIOA. As we obtain guidance and directions, plans are to continue to provide training on NCWorks Online. Currently staff at the NCWorks Career Centers have been trained and granted access to NCWorks Online to enter data and provide Case Management services.**

## **VI. Employer Services**

1. Please briefly describe the efforts of the Business Services Representatives and/or Employer Services staff in the following areas:

- Promoting work-based learning opportunities to employers
- Exploring/ promoting sector strategies with employers
- Utilizing employer data to inform priorities
- Making employer referrals to Agricultural Services and/or Foreign Labor staff

**Work-based learning opportunities (trainings, internships, apprenticeships, job shadowing) are discussed with employers typically with initial contact between the Business Services Manager and the Business Engagement Coordinator, depending on the employer needs. NC Works Employer team leads (Employer Services staff)**

are made aware of activity for their assistance and updates. During this time referrals can be made from NC Works to employers in target-specific areas of high demand or specialized groups such as Agricultural Services. An NC Works team member often serves on a committee representing this group.

The Business Services Manager leads discussion with employers regarding sector strategies in partnership with Economic Development partners to develop areas of focus that the Board will support in using training dollars and for referring clients. It is also part of this strategy to use employer data collected by the BSM or BEC regarding issues on sites, HR issues, etc. that could affect processes or increase productivity (hiring, production, etc). Staff reviews job descriptions and discusses items of greatest concerns in an effort to discuss an employers' priorities and make further recommendations.

2. Please describe the efforts the Workforce Development Board has made to deliver business services on a regional basis. (possibly duplicative of items above)

**The Turning Point Workforce Board has worked to promote regionalism with many efforts. Career Pathways in the Northeast is one example. Having 3 certified and 1 with great interest to certify and implement, the Board staff has worked well with 2 other Board areas covering numerous counties from Wilson to Pasquotank in this effort. This is with Rivers East and Northeastern WBD. Employers, K-12, Economic Development and VR joined in this effort and the State has commended the Board on these efforts and showing regionalism and the effectiveness of these efforts. This became a model for others.**

**Other regional activities include the latest Initiative: RampEast. This collaborative effort is between Turning Point, Rivers East and Carolina's Gateway Partnership, an Economic Development entity for Nash and Edgecombe Counties. Turning Point and Rivers East, worked together to submit a grant application to Commerce to fund recruiters to provide jobseekers for upcoming new and expanding advanced manufacturing businesses. This project will cover 10 counties between the 2 Boards. The Business Services Manager (BSR) reviews information with other BSRs in neighboring areas to assist companies having more than one location both in and outside of the TP Region to provide assistance as well. An example of this is a company in Edgecombe County also has locations in Wake County, having the BSR of Capital Area and TP Region in touch for any opportunities. When efforts in another Workforce Area for training come up, the BSR makes connections to allow for some opportunities for employers in the TP Region as well.**

3. Describe how the Board partners with employers and other organizations to promote work-based learning activities.

**The Workforce Board has participated on Chamber Boards, at SHRM meetings, Rotary meetings, Advisory Councils and Economic Development Committees. Universities and Community Colleges have been active in the Career Pathway**

efforts for the past few years as well. Business Services team members provide information to these entities that could assist employers that are members or partners with their needs such as recruiting or training. (for example: Incumbent Worker funding availability is shared among these groups with access to Business owners and corporate contacts). These organizations become aware of a training need or the need for some part-time or internship-type or work experience candidate and maintaining the relationship with them has made connecting to appropriate staff of the business much easier. During times of turn-over at a company, these entities may be a better way to connect with a new CEO, VP or other Manager.

4. Please describe business services partnership efforts in the areas of education, economic development and with employers.

**The Business Services Manager resides on a workforce development committee of STEP (and educational partnership with K-12 and Community Colleges), Literacy Council with Community College, and a Strategic Planning Group for an Employer. The BSR provides updates to Economic Developers as well as shares data and provides requested information in support of new companies to the area or expanding businesses of the 5-County Region. Employers are aware of business services, however the BSR works to provide engagement and continue to make employers aware of the workforce board and business services.**

## **VII. Performance**

1. Examine the local Board's current Adult, Dislocated Worker, and Youth performance on the Federal Primary Indicators of Performance for PY 2019 and previous Program Years (reports available via FutureWorks).
  - a. What are some of the factors in the local area that impact performance levels (both positively and negatively)? Be sure to consider factors such as the unemployment rate, factory closures/openings, weather events & natural disasters that may have impacted the area, as well as internal operational factors that may impact the local area's performance.
    - **Use of seasoned staff affects performance positively, whereas contractor Staff turnover has a negative impact. It takes time to onboard new staff.**
    - **Some Staff better at data entry than others.**
    - **Some Contractors are offering better customer service and data entry than others**
    - **Improvement in recording Skills gains will have positive impact**
    - **Participant demographics and work experience has effected performance**

- **Career Readiness Training has a positive impact.**
- **Using sustainable career pathways based on labor market demand**

b. What strategies are in place to maintain or improve performance?

- **Monthly Staff development sessions where we address the following:**
  - ✓ **Service provision**
  - ✓ **Service recording**
  - ✓ **Performance reviews**
- **One on One trainings and group sessions with staff having difficulties in recording service provision.**
- **Improve career readiness training**

**NextGen Service providers are provided technical assistance upon request. Staff conducts periodic remote reviews of case managers' case load to ensure that proper documentation has been uploaded into NCWorks Online. NextGen providers are always provided with the most up to date information provided by the local area, state, and federal governing bodies that may influence how services are provided and how and what information is needed to be captured to ensure that performance is met.**

c. In the event the local board is not on track to meet yearly performance indicator goals, please discuss what corrective actions/steps would be undertaken to address this situation.

- **According to Future Works Data analysis we are currently on track in the Adult and Dislocated Worker cohort to attain negotiated Performance Goals.**
- **Accord to Future Works Data Analysis the Youth Cohort is on track for employment and education; but is not on track for youth credential.**

**NextGen service providers found not to be meeting the performance measures ill be provided technical assistance to fully identify issues that may prevent an service provider from reaching performance measures. If a service provider fails to meet performance, said provider could be placed on a probabtionary period that could last up to 12 months. It is also likely that the service provider could have their contract cancelled and all WIOA funds and equipment revoked. However, all corrective actions are at the behest of the WDB, and will require full approval.**

d. How is performance information shared throughout the hierarchy of staff? Please detail how the Board addresses performance data in its relationship with its contractor(s) and how case managers are using performance data to drive local area performance.

- **Desk reviews are done at least twice weekly and Future Works reports are reviewed at least monthly. Information is shared monthly during the Staff Development sessions for Adult and Dislocated Worker Staff. Plans are to share reports with NCWorks Career Center Operations Managers on a monthly basis.**
- **Plan to increase number of members in our performance review team and to establish regular meetings.**

**Through access to Future Works, administrative staff is able to generate reports regarding local area performance that is shared to board and corresponding sub-committees that provide oversight to service providers. Reports are also shared with service providers. Admin staff inform service providers of current standings, as it relates to performance as well as inform them that failing to meet performance measure, may negatively impact their ability to secure funding in future program years. Information is shared with Youth Contractors in meetings and via e-mail.**

**Desk reviews are done at least twice weekly and Future Works reports are reviewed at least monthly. Information is shared monthly during the Staff Development sessions for Adult and Dislocated Worker Staff. Information is shared with Youth Contractors at least quarterly. Plans are to share reports with NCWorks Career Center Operations Managers and Youth Contractors on a monthly basis. Plans are to increase the number of members in our Performance review team and to establish regular meetings.**

**Youth program manager shares performance data with NextGen service providers. Information is often shared during in-person training session, in which further details can be provided and questions and concerns can be addressed. Each provider is required to develop their own plan to reach performance goals, in both their original request for proposals, and then again in their statement of works. Providers identify the number of people they will need to enroll and successfully exit to meet or exceed their performance measure.**

2. In recent years, many Workforce Development Boards have seen decreasing population counts for the number of Dislocated Workers served. Please describe the strategies the Board has in place to ensure this population is sufficiently (proportionately) represented in the performance pool. Be sure to include whether the Board makes use of the nontraditional Dislocated Worker definitions (such as any individuals who are long-term unemployed and can, therefore, be considered Dislocated Workers) in the response.
  - **Staff has been using the Adult eligibility track for most applicants as they view this as an easier to complete eligibility.**
  - **We have shared the need to increase Dislocated Workers numbers and have instructed staff to consider long term unemployed individuals for Dislocated Worker services.**

**For WIOA Title I eligibility Staff has been instructed to consider the Dislocated Worker eligibility path first. Consideration should be given to using the 13 week Long-Term unemployed path. If an applicant does not meet Dislocated Worker eligibility then consideration can be given to the Adult eligibility path.**

3. The Measurable Skill Gains measure is a real-time indicator denoting participants who are making demonstrable progress on a track toward Credential Attainment. Please describe how the Board makes use of the information the Measurable Skill Gains measure provides as a means of ensuring the Board reaches its Credential Attainment indicator goal.  
**As the measurable skills gains are in real time, it allows the case manager the opportunity to assess the learning ability of their participants. This allows the provider to quickly develop, or redesign learning modules that will aid the participant as well as increase the probability of meeting credential attainment measure.**
4. Please describe the process for monitoring service providers in the local area. Include details such as how it is conducted, who is involved, how often, et cetera.  
**Staff periodically reviews service providers throughout the program year to identify issues that would have a negative impact on local performance. Providers are provided on-site monitoring, at least once a year, to further address all issues and concerns found during remote monitoring and that discovered while on-site. Entrance interviews are held with all NextGen staff and formal introductions are made and purpose for visit is shared. An exit interview is also held, with same staff to discuss findings, provide technical assistance, and advise next steps and corrective actions if needed. Monitoring tool is completed and shared with various governing bodies.**

## **VIII. Equal Opportunity**

1. Describe processes to ensure individuals are not discriminated against based on age, disability, sex, race, color or national origin. [WIOA Section 188].  
**The EO Officer stays up to date on issuances and is in contact with the State EO Officer for compliance, monitoring and training. Visits to the Local Area NC Works Career Centers are made that are not scheduled in an effort to review client processes throughout facilities.**
2. Attach the Local Area's current Equal Opportunity (EO) Complaint Grievance Procedure to address EO requirements [29 CFR Part 37.71]. Name document: Local Area Name EO Complaint Grievance Procedure 2020.  
**(See Attached Turning Point WDB EO Complaint Grievance Procedure 2020)**
3. Describe methods to ensure local Equal Opportunity procedures are updated.  
**The Local Area and NC Works Career Centers are kept up to date with outreach materials and training is provided annually on Equal Opportunity practices. Visits to the Career Centers are made for compliance and are conducted virtually/online as well (file review)**

## **IX. Adult and Dislocated Worker Services**

1. Describe the local Workforce Development Board's vision for serving the WIOA eligible Adults and Dislocated Workers to include high level goals, outreach strategies, service delivery and expected outcomes. Describe how this vision will improve the employment outcomes for this population.

**The vision promoted by the Turning Point Workforce Development Board is accomplished by utilizing a network of public and private entities to build collaborations and leveraging resources to meet the needs of our customers by establishing and maintaining a synergetic relationship between education, economic development, and workforce development. These relationships, along with those of our other partnering agencies, help extend the outreach of the WIOA programs and NCWorks Career Center services provided into our local communities. .**

**To improve integrated service delivery we must provide training for all front-line staff and partners to effectively serve our customers. A strong focus is placed on identified high-growth industry sectors within our region. Career Development training is key to assisting our customers achieve their work and life goals. Training our workforce staff in career development planning will demonstrate to our private sector customers that we are capable of helping them recruit, train, and retain a skilled workforce, and in turn increase performance outcomes. Turning Point WDB has invested in NCWorks brochures and rack cards for businesses and jobseekers. Turning Point WDB and local NCWorks Career Centers are increasing outreach efforts by social media, participating in community/civic/faith based groups, community college and public school committees, presenting at county commissioner meetings, chamber of commerce memberships, economic development events, etc.**

- a. Provide an analysis of the strengths and weaknesses of existing Adult and Dislocated Worker education and training services. Include how services are provided and the capacity to address the identified education and skill needs of the workforce and the employment needs of employers. Describe plans to address any weaknesses identified. [WIOA Section 108(b)(1)(D)]

**Turning Point WDB strengths within the integrated service delivery model to serve Adult/Dislocated Worker population include:**

- **NCWorks Career Pathways**
- **NCWorks Customized Training**
- **On the Job Training**

- Occupational Skills Program (ITA's)
- Short-Term Training
- Adult Literacy and Basic Education

Turning Point has a variety of options to assist adults and dislocated worker with their education, training and employment needs. NCWorks Career Centers operating in the region serve as the One-Stop resource offering a range of education and training options from self-service to comprehensive training and employment services for all job and training seekers. Strengths of employment/training activities include short and long term occupational skills training, on-the-job training; programs that combine workplace with related instruction. The weakness is the short term of unemployment in which customers must return to employment to provide for family. The newly Integrated Service Delivery systems in our local NCWorks Career Centers assist customers with specialize Human Resource Development classes that address such topics as financial management, interviewing career planning, etc.

2. Provide the date and process for the competitive procurement of the Adult and Dislocated Worker Programs that ensures an arm's-length relationship between the Workforce Development Board and service delivery. Identify any service provider contract extensions.

The local area uses the competitive bidding for proposal procurement of WIOA program activities. The board exercises the option to renew contracts for the second year based upon performance and funding availability. Turning Point WDB will release PY2020 Adult/Dislocated Workers Integrated Service Delivery Statement of Works (SOW's) May 22, 2020. Statement of Works will be due to Turning Point WDB by 4:00pm June 8, 2020 for review by the WIOA Committee (*private sector board member representation from each county*) June 12, 2020. WIOA Committee recommendations will be presented to full board June 25, 2020.

**Note:** While Final Regulations Section 679.410 (b) and (c) provide exceptions to the competitive procurement process, WDBs *must* have an arm's-length relationship to the delivery of services.

3. Attach the Local Workforce Development Board's Adult and Dislocated Worker (DW) service providers chart effective July 1, 2020 using the [Adult/Dislocated Worker Service Provider List](#) provided. Name document: *Local Area Name Adult and DW Providers 2020*. (Will submit Turning Point WDB Adult and DW Providers 2020 after Consortium meeting June 25, 2020)



4. Describe how and when eligible training providers are reviewed at the local level and how customers are informed they have choices in choosing their providers. Define what “significant number of competent providers” means in the local area. Include whether the local Workforce Development Board uses more strict performance measures to evaluate eligible training providers. Attach if a separate policy. Name document: Local Area  
Name                      Eligible                      Training                      Providers                      Policy.  
[PS 06-2019]

*Per Training and Employment Guidance Letter (TEGL) 19-16 and Section 134(C)(2)(A), funds described shall be used to provide career services, which shall be available to individuals who are adults or dislocated workers through the one-stop delivery system and shall, at a minimum, include - ...(xiii) follow up services, including counseling regarding the workplace, for participants in workforce investment activities authorized under this subtitle who are placed in unsubsidized employment, for not less than 12 months after the first day of the employment, as appropriate.*

**Turning Point WDB staff presents training provider information to the WIOA Committee annually for review and vote of new recommendation(s) to full board for approval of training. Methods utilized: how long has agency provided services, cost of training, outcomes or performance measure obtained to prove competency and does training fall within the regions high demand occupational skill listing. Turning Point WDB defines “significant number of competent training providers” as ensuring there is a true competitive process of well performing providers with recommendable outcomes/performance. Regional Career Advisor consistently inform potential training customers of their option to choose the training provider of their choice base on annual evaluations.**

5. Describe follow-up services provided to Adults and Dislocated Workers.

**Follow-up services are provided by the NCWorks Workforce Specialists for participants who are placed in unsubsidized employment for up to 12 months after the first day of employment. As appropriate, counseling about workplace issues may be addressed as part of following-up services.**

## **X. Youth Services**

*USDOL provides funds to states who in turn provide local workforce areas resources to deliver a comprehensive array of youth services that focus on assisting out-of-school youth and in-school youth with one or more barriers to employment prepare for post-secondary education and*

*employment opportunities, attain educational and/or skills training credentials, and secure employment with career/promotional opportunities. USDOL and North Carolina's priorities are:*

- *Out-of-School Youth – A minimum of 75 percent of the Youth funds allocated local areas, except for the local area expenditures for administration, must be used to provide services to OSY;*
- *Work Experience – Not less than 20 percent of Youth funds allocated to the local area, except for the local area expenditures for administration, must be used to provide paid and unpaid work experiences; and a*
- *Focus on Partnering – Co-enrollment encouraged where appropriate with Title II and IV.*

*USDOL also focuses on the following WIOA Performance Indicators:*

- Employment, education, or training during the 2<sup>nd</sup> quarter after exit
  - Employment, education, or training during the 4<sup>th</sup> quarter after exit
  - Median earnings during the 2<sup>nd</sup> quarter after exit
  - Credential Attainment Rate
  - Measurable Skill Gains
  - Effectiveness in serving employers (system-wide measure, not program specific)
- NOTE: Performance is Section VII.

1. Provide a general overview of the local current total population (within five years) of the Title I WIOA eligible youth by Local Workforce Development Board area. Include the following general information for the local Workforce Development Board area:

**In-School Youth Analysis**

- a. Approximately, what number of the Youth are ages 14-21?
- b. Approximately, what percentage of these youth are low-income (eligible for WIOA In-school program)?
- c. Approximately, what number of these Youth are in the current school dropout statistics?

**Out-of-School Analysis**

- a. Approximately what number of Youth ages 16-24 of the current total population (within five years) make up the population?
- b. Youth ages 16-24 represent what % of the population?
- c. What are the general educational levels of this age group?
- d. What is the general employment status of this age group?

**In-School Youth Analysis**

**Approximately, what number of the Youth are ages 14-21? 30,457**

**Approximately, what percentage of these youth are low-income (eligible for WIOA In-school program)? 9,156**

**Approximately, what number of these Youth are in the current school dropout statistics? 6,603**

COUNTY	Youth Aged 14-21	% of Low Income	Drop-out
Edgecombe	5425	37.00	22.70
Halifax	5026	33.60	24.60
Nash	9850	22.80	17.20
Northampton	1710	34.30	36.60
Wilson	8446	31.10	21.50

### **Out-of-School Analysis**

**Approximately what number of Youth ages 16-24 of the current total population (within five years) make up the population? 33,240**

**Youth ages 16-24 represent what % of the population? 10.68%**

**What are the general educational levels of this age group?**

**Without HSD or Equivalent- 21.18%**

**HSD or Equivalent- 36.84%**

**Some Post Secondary Training Associates Degree-36.78%**

**Bachelors Degree and beyond-5.18%**

**What is the general employment status of this age group? Throughout the entire service area, youth in this age group are employed or in the labor force at a rate of 56.4%**

COUNTY	Youth Aged 16-24	% of population	Education Level	Employment status
Edgecombe	5744	10.9	HSD or Equivalent	55% employed
Halifax	5457	10.6	HSD or Equivalent	54% employed
Nash	10,914	11.4	Post-Secondary-AA	57% employed
Northampton	1927	9.3	HSD or Equivalent	60% employed
Wilson	9198	11.2	HSD or Equivalent	56% employed

2. Based on the assessment above, does the local Workforce Development Board plan to serve In-School Youth? **Yes**
3. Provide a description and assessment of the type and availability of youth workforce activities in the Local Area, including activities for youth who are individuals with

disabilities. Include identification of successful models of such youth workforce investment activities being used and/or planned. [WIOA Section 108 (b)(9)].

**WDB will support experiences and opportunities for all youth becoming productive citizens. WDB will develop and maintain partnerships with agencies and organizations that can improve the overall quality of services being delivered to ensure that youth are being provided the best chances to become successful. All job fairs, college fairs, youth summits, and empowerment sessions are held in handicap accessible locations, and when needed, all information can be developed to assist those participants that are hearing and/or vision impaired.**

- Describe the local area's broad Young Adult (NextGen) Program design to include:
- Providing objective assessments;
- Supportive service's needs;
- and developmental needs of each participant, for the purpose of identifying appropriate services and career pathways for participants. [WIOA Section 129(c)(1)(A)]

**During the enrollment process, all NextGen participants complete an objective assessment in cooperation with case manager/intake specialist. During this time additional barriers may be identified and case manager begins to seek and plan services that will diminish or eliminate barriers. This may be addressed through supportive services provided directly by the service provider, or in cooperation with a partnering agency.**

4. Describe the local area's broad Young Adult (NextGen) Program design to include:
  - a. Providing objective assessments;
  - b. Supportive service's needs;
  - c. and developmental needs of each participant, for the purpose of identifying appropriate services and career pathways for participants. [WIOA Section 129(c)(1)(A)]
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**During the enrollment process, all NextGen participants complete an objective assessment in cooperation with case manager/intake specialist. During this time additional barriers may be identified and case manager begins to seek and plan services that will diminish or eliminate barriers. This may be addressed through supportive services provided directly by the service provider, or in cooperation with a partnering agency.**

5. How does the local area ensure the Individual Service Strategy (ISS) identifies appropriate services based on the objective assessment and is linked to youth performance indicators, career pathways and program elements? [WIOA Section 129(c)(1)(B)]

**The ISS is the roadmap to a NextGen participants' success. Participants develop ISS, in cooperatin with case manager to ensure that goals set are realistic. While not all participant's career goals can be addressed by service provider, efforts are still made to assist youth attain their goals. This is done through creative partnerships, where applicable. All NextGen service providers are required to provide access to all progrsm elements while enrolled in the program. These services can be administer, all or in part to assist youth reach their goals. Local area policy requires quarterly review of all actively enrolled NextGen participants ISS by case manager and participant. All changes are documented in anew ISS and uploaded into NCWorks Online.**

6. Describe the local area's broad Young Adult (NextGen) Program design to include:
- a. Employment Goals, and
  - b. Education Goals.

**The WDB places high focus on both employment and educational goals, as they will increase the quality of life for our participants. Since both goals are tied directly to performance measure, staff frequently provides oversight through remote and onsite monitoring to address concerns. Furthermore, WDB staff serve on multiple committees and boards that have or are developing intiatives to increase participant's employability and educational functioning levels. Participants are exposed to various learning modules hosted or provided by both national and local employers and education systems.**

7. Where does the local area plan to serve the young adults (NextGen): NCWorks Career Centers Tier 1, Tier 2, Specialized Centers, Service Provider Offices, or Hybrid situations. Explain if it is both NCWorks Career Centers and Provider Offices or some other option.

**NextGen services are provided through community agencies that provide other esstential services that may also benefit this same population. Furthermore, all NextGen service providers are stronglgy encouraged to have the NCWorks Career Center be apart of their service delivery in some portion.**

8. What new local higher-level goals (not traditional performance measures) are in place to serve the young adult (NextGen) population to include new outreach strategies and interactions with this population outside of the office/NCWorks Career Center setting? Do these improve employment outcomes and retention (or other identified local needs) for this population?

**As a requirement of both the RFP and SOW, all NextGen service providers are required to have employer support built into their service delivery. Employers often visit youth in classroom, or host industry tours. By exposing youth to employers and learning first hand what is required to obtain employment, service provider increase the probability that youth will find unsubsududized employment.**

9. Provide a description and assessment of the type and availability of youth (NextGen) workforce activities in the Local Area, including activities for youth who are individuals with disabilities. Include identification of successful models of such youth workforce investment activities being used and/or planned. [WIOA Section 108(b)(9)]

**WDB will support experiences and opportunities for all youth becoming productive citizens. WDB will develop and maintain partnerships with agencies and organizations that can improve the overall quality of services being delivered to ensure that youth are being provided the best chances to become successful. All job fairs, college fairs, youth summits, and empowerment sessions are held in handicap accessible locations, and when needed, all information can be developed to assist those participants that are hearing and/or vision impaired.**

10. Provide the Workforce Development Board's approach to meeting the required 75% minimum (NextGen) youth expenditures on out-of-school youth and include special outreach efforts and highlight planned program design. [WIOA Section 129(a)(4)(A)]

**Turning Point WDB process to ensure 75% is expended on out of school program initiated within the procurement process of competitive bidding RFP. As allocations are awarded, staff oversight is conducted through financial monitoring to ensure required expenditure rate is met for the program year.**

11. Describe how the local Workforce Development Board partners, aligns, and leverages, as appropriate with:

- a. Title II Adult Education and Family Literacy Act program resources and policies;
- b. Title IV Vocational Rehabilitation program resources and policies;
- c. Integrates adult education with occupational education and training and workforce preparation, as Boards as the creation of career pathways for youth. [USDOL TEGL 8-15]

**WDB will continue relationships with partnering agencies to align and leverage resources with these service providers to ensure they are engaged in the preparation of this advance of our local workforce customers. All of the required WIOA partners offer services designed to transition individuals into gainful employment through education, skills training and work readiness with the ultimate goal of securing employment. Currently, the board has both representatives for Vocational Rehabilitation and one local community college as active members.**

12. Describe how follow-up services will be provided for (NextGen) youth.

**Note:** All youth participants must receive some form of follow-up for a minimum duration of twelve months.

**As the policy requires, all WIOA participants are provided follow-up services for at least 12 calendar months after program exit. Post program data is captured at least on a quarterly basis for purposes of performance and to determine if any post program services are needed. Case managers remain in contact with participants**

through various measures to ensure that pertinent data is collected and recorded in a timely manner.

13. Specify if the Local Workforce Development Board plans to offer incentives for (NextGen) youth. If yes, attach the Youth Incentive Policy to include: a) criteria to be used to award incentives; b) type(s) of incentive awards to be made available; c) whether WIOA funds will be used and d) the Local Workforce Development Board has internal controls to safeguard cash/gift cards. Name document: Local Area Name Youth Incentive Policy.

**(See Attached: Turning Point WDB Youth Incentive Policy)**

**The WDB does support incentives for specific milestones and various accomplishments.**

**Note:** Federal funds may not be spent on entertainment costs.

14. If the Local Workforce Development Board does not offer incentives for (NextGen) youth, please explain why. **N/A**
15. Describe the local area strategy to ensure youth (NextGen) program activities lead to a High School Diploma or its equivalent or a recognized post-secondary credential and post-secondary education and training opportunities. [WIOA Section 129(c)(1)(C)]  
**WDB staff provides frequent technical assistance to service providers to address essential duties of case managers to include, data entry, time management, and career coaching. Staff provides the latest data and best practices to encourage providers to develop better strategies to ensure high quality service delivery. Service providers are also encouraged to develop and maintain relationships with the local school system for easier communication and information sharing. Also, service providers are encouraged to develop partnerships with local community colleges to learn more about post-secondary training opportunities and further career exploration.**
16. Describe the local strategy to prepare the youth (NextGen) for unsubsidized employment, including with small employers, specifically those that include in-demand industry sectors and occupations of the local and/or regional labor markets. [WIOA Section 129(c)(1)(C)(v)]  
**NextGen service providers generally takes two approaches to prepare youth for unsubsidized employment. Each service provider is required to identify local employers that will support opportunities that will assist youth attaining unsubsidized employment. These steps include providing mock interviews, addressing essential skills, and how to develop specific skills. These steps are often provided in person as a classroom session. Also some youth are placed in a work experience opportunity and are afforded the opportunity to apply newly acquired skills.**

17. Please complete the [Youth Program Elements chart](#) provided to demonstrate how the local Workforce Development Board ensures each of the 14 youth program elements is made available to youth participants.[WIOA Section 129(c)(2)(A)] Name document: Local Area Name Youth Program Elements

**(See Attached: Turning Point WDB Youth Program Elements)**

18. How does the local area ensure that the minimum of 20% of funds is spent on work experience and is the local area expending the 20% minimum on work experience to include an estimate of expenditures that will be paid wages to youth.? [WIOA Section 129(c)(4)]

**During the contract negotiations with service providers, minimum funding levels for work based learning opportunities are identified. Furthermore, each agency is required to track workbased learning expenditures separately to ensure that providers are able to make adjustments as needed to meet the minimum requirement.**

19. Does the Workforce Development Board have a standing committee to provide information to assist with planning, operational and other issues relating to the provision of services to youth? [WIOA Section 107(b)(4)(A)(ii)]

- a. If no, describe how oversight to planning, operational and other issues relating to the provision of services to youth will be provided.
- b. If yes, please provide a response to the following:
- c. Provide the committee's purpose/vision.
- d. Provide the committee's top three goals or objectives for PY 2020.

**"We will support experiences and opportunities that will result in ALL youth becoming educated and responsible citizens."**

**Provide the committee's top three goals or objectives for PY 2020.**

**Increase Credential Attainment rate**

**Increase focus on financial literacy and entrepreneurship**

**Support local and state wide youth focused empowerment sessions**

Attach the list of members to include members' agency/organization, one of which must be a community-based organization with a demonstrated record of success in serving eligible youth. Provide the Committee's Chair information in the first block (who must be a Workforce Development Board member.) Name document: Local Area Name Youth Committee Members. [WIOA Section 107(b)(4)(A)(ii)] and, **(See Attached: Turning Point WDB Youth Committee Members)**

- e. Complete the following chart for the PY 2020 Youth Committee's planned meeting schedule to include dates, time and location. *[Expand form as needed.]*



<b>Date</b>	<b>Time</b>	<b>Location (include address and room #)</b>
August 6, 2020	10:00 am	Turning Point WDB 110 Fountain Park Drive
November 5, 2020	10:00 am	Battleboro, NC 27870
February 4, 2021	10:00 am	Turning Point WDB 110 Fountain Park Drive
May 6, 2021	10:00 am	Battleboro, NC 27870

20. Provide the date and process for when the competitive procurement of the Youth Programs was completed, to include any contract extensions.

**The local area uses the competitive bidding for proposal procurement of WIOA program activities. The board exercises the option to renew contracts for the second year based upon performance and funding availability. Turning Point WDB will release PY2020 Youth Program Statement of Works (SOW's) May 22, 2020. Statement of Works will be due to Turning Point WDB by 4:00pm June 8, 2020 for review by the Youth NextGen Standing Committee June 12, 2020. Youth NextGen Standing Committee recommendations will be presented to full board June 25, 2020.**

21. Attach the Local Workforce Development Board Youth service provider's chart, effective July 1, 2020, using the [Youth Service Provider List](#) provided. Complete each column to include specifying where Youth Services are provided. Name the document: Local Area Name Youth Providers 2020.

**(Will submit Turning Point WDB Youth Providers 2020 after Consortium meeting June 25, 2020)**

## **XI. Local Innovations**

1. List additional funding received by the local Workforce Development Board to include special grants (Enhancement, Finish Line, Innovation), National Dislocated Worker Grants (disaster), YouthBuild, Foundation, outside funding and others to include a brief description the source and the amount.

**Appendix E**  
**Templates for Local Innovations**

<b>Grant Name/Kind</b>	<b>Description</b>	<b>Beginning and End date</b>	<b>Source and Amount</b>
<b>RAMP-East (Regional Advance Manufacturing Pipeline)</b>	RAMP-East will focus on the recruitment of underserved populations to build a pipeline of potential job ready candidates for employment in the advance manufacturing industry.	10/23/2018 – 1/1/2020	NC Commerce Division of Workforce Solutions (DWS) \$300,000.00
<b>RAMP-East (Regional Advance Manufacturing Pipeline)</b>	RAMP-East will focus on the recruitment of underserved populations to build a pipeline of potential job ready candidates for employment in the advance manufacturing industry.	2/7/2020 – 12/31/2020	NC Commerce Division of Workforce Solutions (DWS) \$300,000.00
<b>Finish Line Grant – Halifax Community College</b>	Finish Line grants help community college students who face unforeseen financial emergencies complete their training.	12/13/2018 – 5/31/2020	NC Commerce Division of Workforce Solutions (DWS) \$50,000.00
<b>Finish Line Grant – Nash Community College</b>	Finish Line grants help community college students who face unforeseen financial emergencies complete their training.	3/25/2019 – 5/31/2020	NC Commerce Division of Workforce Solutions (DWS) \$30,000.00
<b>Finish Line Grant – Edgecombe Community College</b>	Finish Line grants help community college students who face unforeseen financial emergencies complete their training.	3/14/2019 – 5/31/2020	NC Commerce Division of Workforce Solutions (DWS) \$20,000.00
<b>Finish Line Grant – Wilson Community College</b>	Finish Line grants help community college students who face unforeseen financial emergencies complete their training.	3/13/2019 – 5/31/2020	NC Commerce Division of Workforce Solutions (DWS) \$20,000.00
<b>Turning Point Temp Lease –</b>	Temporary lease funding for the NCWorks Career Center-Roanoke	10/17/2018 – 1/1/2020	NC Commerce Division of

**Appendix E**  
**Templates for Local Innovations**

<b>Roanoke Rapids</b>	<b>Rapids</b>		<b>Workforce Solutions (DWS)</b> <b>\$80,000.00</b>
<b>Turning Point Temp Lease – Roanoke Rapids</b>	<b>Temporary lease funding for the NCWorks Career Center-Roanoke Rapids</b>	<b>11/7/2019 – 12/31/2020</b>	<b>NC Commerce Division of Workforce Solutions (DWS)</b> <b>\$80,000.00</b>
<b>Work Based Learning</b>	<b>Business Engagement Coordinator</b>	<b>4/10/2018 – 6/30/2019</b>	<b>\$25,000</b>
<b>Work Based Learning</b>	<b>Business Engagement Coordinator</b>	<b>9/7/2018 – 12/31/2019</b>	<b>\$75,000</b>
<b>Work Based Learning</b>	<b>Business Engagement Coordinator</b>	<b>1/6/2020 – 1/1/2021</b>	<b>\$75,000</b>

2. Describe one local Workforce Development Board best adult/dislocated worker program practice.

**Making sure our customers are enrolling into employer-specific training programs that meet the needs of the businesses in our region and to become self-sufficient.**

3. Describe one local Workforce Development Board best youth program practice.

**To increase the probability of participants reaching their career goals, the local area encourages layered work based learning opportunities. All participants will have access to at least one work experience during their program enrollment. All efforts will be made to ensure that participants are placed in an experience that matches their career goals, as captured in their ISS. However, some participants have limited work histories, if any. These participants are provided classroom training or orientation that include, interviewing tips, importance essential skills, and work place etiquette. Participants may then be placed in a limited job Shadowing opportunity to better gauge their job duties, as well as seek opportunities to implement recently learned skills. Participants, whom have never worked, or have limited work history, are placed in generic, short-term worksites to assist participant getting acclimated to being employed. After short-term work experience has concluded, and work place evaluation have been reviewed, participants are then provided strategies to address any weaknesses. At this time youth are provided further training that is more career or industry specific. Upon conclusion of specified career training, participant is placed at work site that aligns**

with their career goals for a period not to exceed 200 hours. After placement is completed participants may transition into unsubsidized employment. The Best Program practice to make sure the participants are enrolling in employer-specific training is by interviewing them and assessing their job skills and immediate needs. Always looking at their resume to gain knowledge about their work history, job skills and have them to take the Self- Assessment Profile on NCWorks that will give you a better understanding of their needs and career match. This interview should also be directed toward personal needs, unknown problems and suitability for training. Once you see that they have a good support system in place with a back-up plan to address unknown barriers and situations that may occur while in training. Therefore, the participants will complete training successfully and enter into training related employment and become self- sufficient.

4. Describe one local Workforce Development Board regional strategy that has yielded positive results.

**RAMP-East (Regional Advance Manufacturing Pipeline) is a regional partnership between Turning Point WDB, Rivers East, Economic Development Partnerships and Community Colleges within the region to enhance recruitment efforts in the Advance Manufacturing sector. The intent is to build a pipeline of potential candidates for immediate and future advance manufacturing jobs. Over 5,000 candidates are needed to fill positions, in existing and expanding businesses. Further challenges are anticipated with the attrition of the existing tight local job market and a retiring labor force throughout the regions causing a great labor shortage. The regional partnership between Turning Point WDB and Rivers East will bring on board (2) two RAMP-East recruiters. The recruiters will share information with local communities and employers to begin the arduous task of recruiting, training and retaining a skilled workforce. RAMP-East recruiters will focus on outreaching to connect jobseekers and employers not currently engaged with the NCWorks system. Utilizing virtual technology, outreach material, social media and business service representatives, we will be able to increase exposure to NCWorks and better match registered qualified jobseekers with employers. Recruiters will also review current and newly posted job descriptions to ensure appropriate information is provided to jobseekers. RAMP-East recruiters relationships with local businesses along with partner agencies such as community colleges, K-12, economic development representatives and career advisors will keep the talent pipeline active. One demonstration of appropriateness is the series of career fairs exposing the existing and emerging workforce to advance manufacturing careers. During these events there are identified jobseekers being notified of career opportunities that align with their stated goals and objectives. Participating employers are able to be proactive in recruiting candidates while developing their connections to their valuable talent pipeline available through the NCWorks Career Center portal.**

**The Turning Point local area partners with RiversEast and local employers, K-12, Carolinas Gateway Partnership and Community Colleges for the RAMP East Initiative. 2 Recruiters were hired for this project for an advanced manufacturing pipeline for new and existing company in the 2 WDBs. The Local Area WDBs have continued these efforts and Commerce formed a task force for assistance. Successful classes have been completed and attendees have been hired for positions in the Region.**

5. Describe one local Workforce Development Board Incumbent Worker or other business services best strategy.

**The Turning Point local area business services manager has worked with CAWD to provide assistance to a company in the Turning Point Region. The company has project locations in the CAWD Region and wanted some assistance in recruitment. The TPWDB is the lead contact for this company as their home office is in the region. The BSM contacted CAWD to provide some detail about the company and what their needs are. The BSM has remained in touch with the CEO and HR Manager regarding the project timeline and their hiring needs for the projects in both the TP Region and the Clayton (CAWD) area. Referrals have been made and some were moved from other projects to also assist in their needs.**

**XII. Program Year 2020 Local Workforce Development Board Plan Required Policy Attachments**

- The following policies are required to be attached as separate documents in WISE as part of the PY2020 Comprehensive Regional Plan. Name documents: Local Area Name, Policy Name.

In the first column, state if it is attached or why it is missing and when it can be expected.

In the second column mark **only** if the policy has been changed/revised since PY2019 and requires a special review for PY 2020 and has not been previously submitted to the Division.

Do not add an empty document in WISE as a “placeholder”.

Required Local Policies and DWS Reference	Attached (Yes/No)	Revised for PY2020 (Yes/No)
1. Adult/Dislocated Worker Work Experience Policy (PS 10-2017)	Yes	No
2. Competitive Procurement Policy (PS 19-2017, Change 1)	Yes	No
3. Conflict of Interest Policy (PS 18-2017)	Yes	No
4. Nondiscrimination/Equal Opportunity Standards and Complaint Procedures (PS 07-2018)	Yes	No
5. Financial Management Policy for Workforce Innovation and Opportunity Act Title I (PS 20-2017, Change 1)	Yes	No
6. Individualized Training Account Policy	Yes	No
7. On-the-Job Training Policy (PS 04-2015, Change 1)	Yes	No
8. Oversight Monitoring Policy, Tool and Schedule	Yes	No
9. Priority of Service Policy (PS 03-2017)	Yes	No
10. Youth Work Experience Policy (PS 10-2017)	Yes	No
11. Local Supportive Services Policy	Yes	No
12. Local Sampling Policy/Self-Attestation Procedures & Monitoring Schedule	Yes	No

**Appendix E**  
**Templates for Local Innovations**

2. Designate whether the following local Optional Policy is included and used at the local Workforce Development Board and is included in the Plan or write “N/A” implying “Not Applicable”, the Workforce Development Board does not have this policy and therefore does not use these services.

In the second column mark **only** if the policy has been changed/revised since PY2019 and requires a special review for PY 2020 and has not been previously submitted to the Division.

Do not add an empty document in WISE as a “placeholder”.

If “Yes”, load the policy as a separate document. Name documents: Local Area Name, Policy Name. [Example: IWT Policy – Yes. Attached as *Board Name IWT Policy*.]

<b>Optional Local Policies</b>	<b>Yes- the Board has a policy or N/A (Not Applicable)</b>	<b>Revised for PY2020</b>
1. Local Area Incumbent Worker Training Policy (PS 17-2017, Change 1)	<b>Yes</b>	<b>No</b>
2. Local Area Needs-Related Policy	<b>N/A</b>	<b>N/A</b>
3. Local Area Transitional Jobs Policy	<b>N/A</b>	<b>N/A</b>
4. Local Area Youth Incentive Policy	<b>Yes</b>	<b>No</b>

3. Individual Training Accounts (ITAs) are required [Regulations Section 680.300] to pay the cost of training provided with Adult and Dislocated Worker funds and limitations on duration and amount may be included [Regulations Section 680.320]. Please provide the following ITA elements in summary:

<b>Individual Training Accounts (ITA) Summary</b>	
<b>Dollar Amounts</b>	<b>\$15,000.00</b>
<b>Time Limits</b>	<b>Life-time</b>
<b>Degree or Certificates allowed (Associate’s, Bachelor’s, other)</b>	<b>Two year Associate Degree or Certificate (Bachelor’s on case by case basis)</b>
<b>Procedures for determining case-</b>	<b>TPWDB ITA Policy</b>

**Appendix E**  
**Templates for Local Innovations**

<b>by-case exceptions for training that may be allowed</b>	
<b>Period for which ITAs are issued (semester, school year, short term, etc.)</b>	<b>Semester and short term period</b>
<b>Supportive Services covered by ITA (provide examples such as uniforms, tools, physical exams, etc.)</b>	<b>Uniforms, clinical equipment, physical exams, equipment/tools, licenses/certification, testing, permit, background checks, finger prints, drug screen and shots</b>
<b>Other</b>	<b>n/a</b>

4. Please specify the supportive services provided by the local Board Supportive Services Policy. List specific items under Supplies, Emergency and Other, as identified in the local policy. *[Expand form as needed.]*

<b>Transportation</b>	<b>Childcare</b>	<b>Supplies</b> <i>(include examples)</i>	<b>Emergency</b> <i>(include examples)</i>	<b>Other</b> <i>(include examples)</i>
<b>X</b>	<b>X</b>			