

Turning Point Workforce Development Board

North Carolina Modification for Local Area Workforce Development Workforce Innovation and Opportunity Act Title I Plans

July 1, 2022 – June 30, 2023

*North Carolina Department of Commerce
Division of Workforce Solutions
4316 Mail Service Center
313 Chapanoke Road, Suite 120
Raleigh, NC 27699-4316*

Introduction and Instructions

The Workforce Innovation and Opportunity Act (WIOA) requires each Local Area Workforce Development Board (WDB) to develop and submit, in partnership with the chief local elected official, a comprehensive four-year plan. Four-Year Plans were submitted in May 2020.

In North Carolina, annually, each Local Area WDB, in consultation with the chief local elected official, is to provide updates to the Comprehensive Four-Year Plan. The WIOA Program Year (PY) 2022 Plan is to provide current information and be effective July 1, 2022 - June 30, 2023 and will include required current local policies. The Local Area 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, Local Area WDBs shall comply with WIOA Section 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 Area WDBs 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.

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

Local Area Plan Submission and Due Date

The Local Area Plan must be submitted through Workforce Information System Enterprise (WISE), the Division's web-based financial system. The due date is **May 6, 2022**. Each attachment must be submitted and labeled separately in either Word, Excel, or PDF format. Attachments not submitted separately will not be accepted. Forms requiring original signatures may use DocuSign® (or similar) and may be uploaded in WISE. If original signatures are obtained, forms must be mailed (and uploaded in WISE) to the Local Area WDB's

Appendix C
Local Area WDB Membership Requirements

assigned Planner at: N.C. Division of Workforce Solutions, 4316 Mail Service Center, Raleigh, NC 27699-4316.

I. Local Area WDB Overview

The Local Area WDB Overview provides important contact information that is used throughout the Division of Workforce Solutions (DWS). It is important that this section remain current during the Program Year. Updates should be submitted to the Local Area WDB's assigned DWS Planner when changes occur.

In the first section and anywhere else in the Local Area Plan, please include the appropriate salutation along with Titles such as Dr., The Honorable, Chairperson, and Judge. Thank you.

1. Provide the Local Area WDB's official (legal) name as it appears on the local Consortium Agreement established to administer the 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 WDB Name Consortium Agreement.
(See attached: Turning Point WDB Consortium Agreement)
 - If the Local Area is not a Consortium, attach a copy of the formal request for Local Area designation. Name document: Local Area WDB Name Local Area designation letter.
N/A
2. Provide the Local Area WDB's official name.
Turning Point Workforce Development Consortium
 - If the Local Area WDB officially changed its name, please attach a copy of the Status of Incorporation, attorney's letter, or other document.
3. Provide the name, title, organization name, address, phone number, and email address of the Local Area WDB Director.

Name: Michael Williams	Title & Salutation: Director
Organization: Turning Point Workforce Development Board	Address: PO Box 7516 Rocky Mount NC 27804
Phone number: (252) 443-6175 ext. 7	Email address: mwilliams@turningpointwdb.org

4. Provide the name, elected title, local government affiliation, address, phone number, and email address of the Local Area WDB's Chief Local Elected Official (CLEO).

Name: Rob Boyette	Elected Title & Salutation: Board of Commissioner, Chairman
Government: Wilson County	Address: 6634 Governor Hunt Road Lucama, NC 27851

Appendix C
Local Area WDB Membership Requirements

Phone number: (252) 291-1386	Email address: rboyette@wilsoncountync.gov
-------------------------------------	--

5. Provide the name, title, business name, address, phone number, and email address of the individual authorized to receive official mail for the CLEO, if different than question 3.

SAME AS ABOVE

Name:	Title & Salutation:
Business Name:	Address:
Phone number:	Email address:

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

Name: Robert Hiatt	Title & Salutation: Executive Director
Organization: Upper Coastal Plain Council of Government	Address: PO Drawer 9 Wilson, NC 27894
Phone number: (252) 234-5950	Email address: rhiatt@ucpcog.org

7. Provide the name, title, organization name, address, phone number and email address of the Administrative/Fiscal Agent's signatory official. **SAME AS ABOVE**

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

8. 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)

9. 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 to receive Federal funding [required by Federal Acquisition Regulation (FAR) Section 4.11 and Section 52.204-7].

DUNS: 139115542
UEI: GHQFCNX1WGZ7
CAGE: 5CG19
Name: Upper Coastal Plain COG
Valid until

10. Provide the name of the Local Area WDB's Equal Opportunity Officer who shall be responsible for assuring that discrimination does not occur in its programs or projects. (CPS 10-2021)

Carisa Rudd, Turning Point WDB Business Service Manager

Composition of the Local Area WDBs shall comply with WIOA Section 107. Local Area WDB Membership Requirements have been provided as a reference at [Appendix C](#).

11. Provide each Local Area WDB members' name, business title, business name and address, phone number and email address on the provided form. The first block is reserved to identify the Local Area WDB chairperson ([form provided](#)). Indicate all required representation and indicate if vacant. [WIOA Section 107(b)(2)]. Name document: Local Area WDB Name Board List.

(See Attachment: Turning Point WDB Board List)

Note: *Please complete the entire form. Check the block on the form provided certifying compliance with required WIOA Local Area WDB business nomination process.*

If a Local Area WDB list is not in compliance, please provide the current list and state the expected date that a compliant list will be provided (detailing vacant positions).

Use and identify categories as indicated on the form. Do not change required category names except to clarify those with multiple categories and do not count those names twice. Identify any names representing a dual category with an asterisk (*).

12. Briefly describe how the Local Area WDB works with local elected officials to ensure viable local business representatives are appointed to the Local Area WDB in compliance with WIOA Section 107. **Turning Point WDB Consortium (composed of the 5 County's Board of Commissioner Chairpersons) meet bi-annually. During these meetings TPWDB Chairperson and board staff provide updates on programmactic, fiscal and regional initiatives. Board composition (membership/vacancies) are reviewed to ensure compliance and/or if recommendations are needed by any county for required category appointments (ex. private sector, adult education and literacy, etc.).**

The Chief Local 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 Local Area WDB shall submit by-laws that clearly demonstrate all WIOA and North Carolina required elements described in [Appendix A](#). Additional by-laws guidance/template and electronic meeting formats have been provided in [Appendix B](#).

13. Attach the Local Area WDB By-laws including date adopted/amended. By-laws must include the required elements found in [Appendix A](#). Name document: Local Area WDB Name By-laws.

(See Attachment: Turning Point WDB By-Laws)

14. To demonstrate that the attached Local Area WDB By-laws comply, complete [By-Laws Required Elements – Crosswalk chart](#).

(See Attachment: Turning Point WDB By-Laws required elements-crosswalk chart)

Sunshine Provision - The Local Area WDB shall make available to the public, on a regular basis through electronic means and open meetings, information regarding the activities of the Local Area WDB, including information regarding the Local Area Plan prior to submission of the Local Area 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 Area WDB. [WIOA Section 107(e)]

15. Describe how the Local Area WDB will make copies of the proposed Local Area Plan available to the public. If stating the Local Area Plan will be on the Local Area WDB website, provide link. [WIOA Section 108(d)]

Turning Point will make copies of the proposed Local plan available to the public for review and comment beginning May 16, 2022 through June 17, 2022. 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 website.

Public Comment - The Local Area WDB shall make copies of the proposed Local Area 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 Local Area Plan is made available; and, include with submission of the Local Area Plan any comments that represent disagreement with the Local Area 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). The plan will also be submitted electronically to all Turning Point WDB Consortium members and each WDB member.

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

(See Attachment: Turning Point WDB Organizational Chart)

17. Complete the following chart for the PY2022 Local Area WDB's planned meeting schedule to include time, dates, and location. *[Expand form as needed]*

Note: All Local Area WDB meetings shall be held in accessible facilities. All materials and discussions should be available in an accessible format upon request as indicated under North Carolina specific requirements detailed in [Appendix A](#).

Date	Time	Location (include address and room #)
August 18, 2022	6:00pm	110 Fountain Park Drive Battleboro NC 27809
October 20, 2022	6:00pm	110 Fountain Park Drive Battleboro NC 27809
December 15, 2022	6:00pm	110 Fountain Park Drive Battleboro NC 27809
February 16, 2023	6:00pm	110 Fountain Park Drive Battleboro NC 27809
April 20, 2023	6:00pm	110 Fountain Park Drive Battleboro NC 27809
June 15, 2023	6:00pm	110 Fountain Park Drive Battleboro NC 27809

18. 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, 2 CFR 180, participants’ responsibilities.] Name document: Local Area WDB Name Certification Form.

(Will Send Turning Point WDB Certification Form after June 16, 2022 meeting)

Note: Document must have the original signature or DocuSign® (or similar) of the Administrative Entity signatory official. If using original signatures, mail the signed [Certification form](#) to the assigned DWS Planner at N.C. Division of Workforce Solutions, 4316 Mail Service Center, Raleigh, NC 27699-4316.

19. Submit the original Local Area WDB and Chief Local Elected Official (CLEO) Signatory Page ([form provided](#)), bearing the original signatures of the Chief Local Elected Official(s) and the Local Area WDB Chairperson, and attach a copy of the signed document if not using DocuSign® (or similar). Name document: Local Area WDB Name Signatory Page.

(Will Send Turning Point WDB Signatory Page after June 16, 2022 meeting)

Note: If using original signatures, mail the [Signatory Page](#) to the assigned DWS Planner at N.C. Division of Workforce Solutions, 4316 Mail Service Center, Raleigh, NC 27699-4316.

II. Local Area WDB Strategic Planning

The Local Area WDB is required to keep the Local Area Plan up to date and fluid as events and funding changes occur which may require local area responses. Local Area 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 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 Initiative 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. Employers in Local Area WDB areas continue to have a shortage of lower-wage, entry-level and middle-skilled level workers. As a Local Area WDB and workforce system, Local Area WDBs 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, Local Area WDBs are paving the way for an even stronger economy through sector partnerships and career pathways initiatives.

1. Provide a description of the Local Area WDB's strategic vision and goals for preparing an industry-driven, 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 and how it aligns with regional economic growth, industry sectors, 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. This plan ensures that all individuals have access to resources, tools, education and support services that allow them to choose a career pathway, gain employment, and be self-sufficient. The same information is included for youth in addition to work-learn opportunities such as, job shadowing and internships which enables them to further explore their careers of interest and helps them make informed decisions about their future education and career. All of the above directly affects the performance and outcomes of how we serve and prepare our talent to gain the skills, credentials and wages needed to obtain the maximum level of sustainability. Turning Point WDB's vision and goals inform programming for youth and adults with barriers to employment, and all programming supports Turning Point WDB's WIOA common measure goals. This in turn positively affects our regional economic growth by having a skilled workforce that meets employer needs and allows for upward mobility.

2. Provide a description of how the Local Area WDB, working with the entities carrying out core programs, will expand access to employment, training, education and supportive service for eligible individuals, particularly eligible individuals with barriers to employment. Include how the Local Area WDB 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. Include how these strategies will be a result of regional economic and employer-driven priorities. [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 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. NCWorks Mobile app is also provided for customers to 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 annoucements 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).

Agriscience & Biotechnology:

Due to the numerous farmers (large/small) within our region Agriscience & Biotechnology was recently Certified Career Pathway by the State and local implementation. Most agriculture is now seen as a technology-based industry that includes production, agriscience and agribusiness. Not only are agriculture graduates in demand to produce food, but also to package and transport it, market it, regulate its production and finance it.

Regional Economic and Employer demands are the driving factors for the implementation of all four locally/State Certified Career Pathways list above. Labor market information and employer feedback from working committees with the Career Pathways local implementation provided the data needed. As our region continues to conform into it's niche both our major employers and small business crossover one or multiple approved pathways.

3. Describe the Local Area WDB's use of **each** of the following initiatives: incumbent worker training programs, on-the-job training programs, customized training programs, industry and sector strategies, career pathways initiatives, layoff aversion, utilization of effective business intermediaries, and other employer 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)]

These programs are allowing employers to work closely with workforce development and other partners that are assessing their needs. The Board staff works with employers that seek to offer work-based learning such as internships, apprenticeship opportunities or OJT. In an effort to provide the best assistance, staff seeks to create a plan that may address several areas such as: recruiting efforts to fill positions: events are created for jobseekers to attend, proper staff is selected to assist and obtain proper clients (possibly OJT and apprenticeship), virtual assistance may be needed: direct to videos and online material created for the jobseeker or employer; upskill of current employees is needed: Incumbent Worker (local program is TEG) could be offered; specialized training needed: Community College or other is contacted for Customized Training. Each of these areas could be addressed or more than one. In some cases they may all be utilized for an approach that could yield the best result from recruitment and hiring to a trained, upskilled employee. Proper relationships are key in these efforts. This approach is being modeled and the Local Area hopes to only increase this example offering the best options for an employer driven Region.

4. Provide a description of how the Local Area WDB coordinates workforce investment activities—including strategies, enhancing services, promoting participation in training programs, and avoiding duplication of services - 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. Local and regional meetings with partner agencies occur weekly in the NCWorks Career Centers and Turning Point WDB convenes quarterly meetings for updates, best practices and technical assistance in provide unduplicated services.

5. Provide a description of cooperative agreements, as defined in WIOA Section 107(d)(11), between the Local Area WDB 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 service 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 to include 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.

6. Provide a brief description of the actions the Local Area WDB will take toward becoming or remaining a high-performing Local Area WDB, 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.

7. Explain the strategic plan for how the region will respond to national emergencies (such as the Covid-19 pandemic) or weather disasters to serve victims (such as aversion activities) and utilize special grants efficiently throughout the recovery period.

Depending on the disaster Turning Point WDB will deploy staff, curbside services and utilize virtual services to assist customers in the region. Explore new software and technology to be flexible in services

8. Discuss the increase and expansion of service delivery and awareness efforts to reengage individuals with barriers (include dislocated workers, disconnected youth/high school dropouts, women, people of color in hard to reach communities, individuals with disabilities) to help reconnect the disconnected workforce. More importantly, clarify how success is measured.

The NCWorks Career Centers are available to reengage individuals with barriers. Knowing that our counties are large in square miles, we work with our library systems to increase and expand our delivery and awareness. All county libraries have been trained on how to assist a job seeker to use NCWorks, NCCareers and Traitify. Workshops are held for staff to orient them to the programs and to connect them to the local NCWorks Career Center, by having center staff co-facilitate the training. When the pandemic shutdown occurred, TPWDB started using virtual job fair software to host job fairs to help reconnect the disconnected workforce. Knowing that our region has limited internet access or devices, again we partnered with our library system. The libraries were solicited to offer a free computer and internet access to all job seekers who did not have access and could not go to the NCWorks Career Center. The librarians were offered virtual training on the virtual software, so that they could coach job seekers on how to attend the virtual job fair. Success is measured in the relationships built between the libraries and workforce development. Contacting the librarians, offering free training, respecting their role in the community and listening to their issues helped create another partnership to reach the disconnected workforce. TPWDB worked with one of our community colleges in providing classes in community centers. These classes provided students with certificates for Advanced Manufacturing jobs, like Working Smart, Lean Six Sigma Yellow Belt, OSHA 10 and basic math for measuring. Transportation is a barrier in our community, so we took the classes to the hard to reach communities.

9. Provide an overview of how the region partners with NC Community Colleges, UNC institutions, and independent colleges in the local areas to prepare workers to succeed by using skills and education attainment with a focus on equity and inclusion.

Career Pathways work continues in our 5 counties. Local implementation of career pathways is spearheaded by Turning Point. Turning Point WDB, NCWorks, the local community colleges, and independent colleges in the area, Vocational Rehabilitation, local chambers, business education partnerships and local businesses all met to build the local pipeline. The WDB was the convener of these meetings and this work. Our pathways are built on data from NC Commerce. The partners agreed to expose students and job seekers to these 4 career pathways, the education attainment needed, certificates/degrees/diplomas needed, build work based learning and more. The focus on equity and inclusion can be seen in some of our marketing materials which shows men, as well as women on nursing flyers, a variety of races on other marketing materials. TPWDB staff provides workshops for high school and community college students. These workshops focus on career exploration (using tools like NCWorks, NCCareers and Traitify), employability skills and career pathways data. Students are encouraged to explore non-traditional careers, like women in welding, men in nursing, using data in the above mentioned tools to expose student to provide equity to all by giving all students data to make their decision. When the pandemic shutdown occurred, these workshops were converted to videos, which

students could watch on their phones. To make sure that all are included and equity is provided, all of these videos are available on TPWDB YouTube channel.

10. Please describe how the Local Area WDB engages with local and regional Economic Developers.
The Business Services Manager provides updates to Economic Developers as well as shares LMI data and provides requested information in support of new companies to the area or expanding businesses of the Region. Employers are aware of business services, however the Business Services Manager works, and includes team members (Business Engagement Coordinator and Special Projects Coordinator and an NC Works Team member) to provide engagement and continue to make employers aware of the workforce board and business services. Local Data is provided from several platforms such as NC Works, EMSI, Chmura, Access NC, and other areas as a way to compile information that is helpful to employers when making decisions regarding business or employees. Regional ED contacts are in touch with the Local Areas BSM to reach out to contacts of a business that the expansion team may be meeting for some further assistance and assessing. For example, the BSM and a Regional EDPNC rep. work together on a contact they may review and the BSM at that time discusses with the employer, a plan of action that may include next reaching out to NC Works or it could be reviewing LMI data, reviewing the companies job descriptions and coming up with a plan that could include increased wages; or receiving assistance from partners such as SBTDC. Local ED contacts have been in touch with TPWDB over the years. The BSM has maintained a good relationship with the EDs of the Counties by sharing data for initiatives, rapid response as needed or supplying data that could aid in a new development or an expansion.
11. How many new/expansion economic development projects has the Local Area WDB engaged in during the previous program year? Please indicate the type/number of services provided.
When contacted or informed, the Local Area has responded to notification of new or expanding business with a discussion and introduction to key individuals that will lead the new business. The Director and Business Services Manager have been in touch with EDPNC or a Commerce Representative for a support letter or to fulfill a request to speak with HR/or a Management team member for a plan to meet at a later time to discuss resources that might be available such as strategic planning, NC Works resources, training programs, wage assistance, LMI, etc. Example includes, discussion on plans with a new business in Nash County Winter/Spring 21-22. However we must continue to be notified and included in this process.
12. Identify the Career Pathways developed by the Local Area. Complete the chart below.

Pathway Name	Partner WDBs	Year the pathway was developed	Number of trainees (to date) who have utilized the pathway
Advanced Manufacturing	TPWDB, Rivers East, NWDB	November, 2016	1237
Agriscience/Biotechnology	TPWDB,	August, 2020	656

	Rivers East, NWDB		
Business Support Services	TPWDB, Rivers East, NWDB	August, 2018	1496
Healthcare	TPWDB, Rivers East, NWDB	February, 2016	6758

13. In addition to facilitating the development of career pathways, also describe the review process for in-demand career pathways to determine if new pathways are needed, or if current pathways should be updated or removed based on the needs of the industry.

- a. Include plans for new career pathways.
- b. Explain how career pathways in the local area are in alignment with other partners/stakeholders' (DPI, community colleges, myFutureNC, universities, etc.) existing pathways or if they are duplicates.
- c. Describe the strategy to avoid duplication efforts.

Every year, TPWDB researches using NCWorks LMI data for each of the 5 county CTE Directors. This data is used to keep abreast of changes needed in pathways. New career pathways might include an education pathway. Work is being done with early childhood partners like Down East Partnership for Children, youth ApprenticeshipNC and relationships are being built. Local implementation has helped career pathways stay in alignment with other partners work and to avoid duplication. Local implementation work includes schools (DPI), community colleges, 4 year institutions, businesses, which is our strategy to avoid duplication of efforts. We meet with partners, share marketing materials and continue to collaborate.

14. Provide a description of Local Area WDB's capacity to provide workforce investment activities to address education attainment and skill needs of high-demand fields - strategies for awareness and cultivation efforts to increase access to education and postsecondary credentials and certificates, availability of learn-and-earn opportunities (internships, apprenticeships, summer employment) and supportive services for hard-to-reach communities.

- a. Explain strategies that include NextGen, NCCareers.org and any awareness models for success. **One strategy that has been employed in our region is for TPWDB to work with CTE in all high schools to assist with career exploration using tools like NCCareers.org, Traitify and NCWorks. We, in collaboration with Rivers East and Northeastern WDB have created a workshop with worksheet for the students to explore regional careers that are high growth and pay a livable wage. Also, in collaboration with Rivers East and Northeastern WDB, Guidance and Direction for Job Seekers (GADJ) manual was created to be used by NCWorks Career Advisors, teachers, CTE, Community College instructors, Vocational Rehabilitation counselors and other partners. Lesson plans contain Standards Alignment for K-12, Community Colleges and NCWorks Career Centers. Workshops were facilitated in each county, to share with educators and career counselors how to use the tool with students/job seekers.**

Lack of industry awareness of CTE programs in the area, prompted TPWDB to create flyers for CTE & NCWorks to go into the local chamber of commerce's newsletter. The initial flyer covered all school systems in Halifax and Northampton Counties. Then each of the four school systems created a flyer for their individual system and that ran for a month in the chamber newsletter. It was a free resource to educate business leaders on opportunities to grow their pipeline.

One of our education partnerships, STEP was awarded a grant from MyfutureNC. TPWDB staff is involved in that program and its leadership.

Re-entry is a "hard to reach community". TPWDB staff works with partners at job fairs for the re-entry population. For example, Wilson Co. Library hosted a re-entry resource fair and NC Works as well as TPWDB participated. The event is attended to share with re-entry and also to network with partners. At this last event, Career Pathways posters were given out to partners with a brief explanation of the 4 career pathways in our area.

TPWDB staff works with all 5 counties' education partnerships. For Halifax and Northampton we work with the Roanoke Valley Chamber of Commerce's Business Education Partnership (RVCC BEP). For example, we volunteer with the RVCC BEP's mock interview day by providing all high school seniors a mock job interview. STEP is the education partnership for Edgecombe and Nash Counties. TPWDB Director serves on their board and staff serves on their Workforce Coalition and other events. Wilson Education Partnership is supported by TPWDB by working with the executive director to provide career exploration tools and attend job fairs for seniors.

III. 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 WDB under the federal Workforce Innovation and Opportunity Act. Led by a private sector chair, the 37-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.

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.

1. Briefly describe how the Local Area WDB engages with local employers and informs them of the wide array of business services offered. Include how the Local Area WDB ensures collaboration with other employer-facing workforce program representatives, such as Vocational Rehabilitation, Agriculture Services, Foreign Labor, Re-Entry, and Veterans Services, through processes and procedures for information sharing and efficient employer customer service delivery.

The Business Services Manager works to promote business services by utilizing Chamber partnerships, SHRM events, partnering Economic Development functions and providing updates to focus groups (i.e. employers of a targeted sector). The Business Services Manager works with partners of NC Works to provide updated material that could assist in employer needs as they utilize services offered through the Career Centers. Social Media is also used in outreach for local employers to receive updates in real time. The Business Services Manager also works with the Business Engagement Coordinator, which also assist the Manager in assessing employer needs. Outreach material that could be useful for employers is provided via the Local Area to the Career Centers, Chambers and other partners for employers. Making sure that this is a Regional approach is very important, therefore the Regional Business Services team will be key as we work to enhance the group already working on these efforts.

2. Please provide a brief overview of the business services team within the local area. Please identify the individual staff roles the Local Area WDB utilizes to conduct business services (that is Business Services Representative (Local Area WDB staff), contractor staff, Business Engagement Coordinator, NCWorks Career Center Manager, DWS staff, Disabled Veterans Outreach Program, identify who makes regional and local employer referrals to Agricultural Services and/or Foreign Labor staff, etc.)

The Business Services Manager (BSR) Oversees Business Services, including programs: works with the Business Engagement Coordinator which focuses on WBL activity and outreach of IWT and contact with some business engagement efforts.

The BSM works with the Special Projects Coordinator (working on special activity and initiatives as a liaison with NC Works and special initiatives such as Sector Strategies, Business Education Partnerships and Chambers) and key NC Works team members that includes: NC Works Career Center Managers, which are in contact with employers with immediate needs and their Employer/Employment Team Leads of the Centers and Veterans Representative of the Local Area which all provide updates to the BSM/BSR for overall review and to properly disperse information and report from the Region. Any referrals may be discussed within the team and if team members find inform, it is requested that it is shared among the team for discussion.

3. Briefly describe how the Local Area WDB plans to increase NCWorks brand awareness at the local level (consult NCWorks Commission new 2021 Strategic Plan).

The Local Area strives to implement all branding from the NC Works state level to show the partnerships and support the brand set forth. Any outreach material that the Local Area could assist with has been done in the past. For the future. The NC Works branding will continue to be promoted with partnering agencies and with use of logos and statements on material that is relevant to the system. TPWDB is building a broad brand awareness aimed at attracting a large and diverse customer base by attending partners' events, re-entry job fairs, community college career fairs, community resource fairs, K-12 events, partners' meetings, business advisory councils and other regional gatherings. At these events, we promote a unity of effort to increase accessibility and user-friendly navigability. We also, continue to evolve the scope of technology by sharing and participating in social media and using our virtual job fair tool, Premier Virtual.

One of our career center managers is on the local chamber of commerce's board of directors. He takes advantage of the free newsletter and puts NCWorks flyers in the newsletters. He also posts jobs on social media. Also, partnerships have been built with partners like the library. All librarians are trained on the basics of assisting a job seeker on NCWorks and using career exploration tools like Reality Check on NCCareers and Traitify. The librarian training includes Traitify and NCCareers, so that they are aware of these tools and can encourage patrons to use them.

4. Describe how the Local Area WDB and the partners identify and address local challenges for job growth and business expansions.

The Local Area relies on good relationships with Employers, Board Members, Economic Developers and Chambers to address these areas. Of Course in some areas there may be media attention ahead of notices to the WDB team; in such cases contact is made regarding any challenges or if there are expansions on the horizon. Once these challenges are identified, staff offers any resources or strategies to work toward a solution.

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.

5. Briefly describe how the Local Area WDB provides new and innovative solutions to support the growth of the local workforce system.

As the system continues to grow or change, the Local Area seeks ways of improvement in sharing of resources and areas of developing new ways of providing services to the jobseeker or employer. During the time of a pandemic, this effort has become more apparent. In sharing resources with other areas and seeking new innovative ways to provide services, platforms were visited, videos were created and more information was made available on the website. The inclusion of a Special Projects Coordinator working along side of both Board staff and NC Works team members has allowed for sharing of information among partners and making sure that all groups have information needed. When COVID shutdown occurred, outreach also shutdown. A new and innovative solution was learned, Powtoons and shared with partners. Content from workshops was condensed and put into videos and then shared with Partners through our TPWDB YouTube channel: https://www.youtube.com/channel/UCk1FK8v9NENeWcsp_BceRIQ

6. Is the Local Area WDB engaged in work-based learning? If so, please describe how the Local Area WDB is engaged in work-based learning projects with local employers.

The Local Area Business Services Manager works with the Business Engagement Coordinator, Special Projects Coordinator and key NC Works team members to enhance this area of work based learning. The Partnership with STEP also includes some work-based learning information and resources sharing also with employers and others. Our team continues to work on communicating more effectively among groups such as Re-Entry Councils, Chambers and other areas that can target specific groups of employers and some possible candidates for these programs. One other area effort is Pre-Apprenticeship, Apprenticeship to On-the-Job training and onto other specialized training as needed on the site or with a Community College after the OJT training period is recommended. This too is an idea that would enhance work based learning with a complete plan. Working to provide hands on opportunities allows increased knowledge and skill. A sector led collaboration was started in healthcare in our region in 2021. TPWDB

continues to be the convener. Common problems are identified and work groups address possible resources for solutions. Another sector has contacted us and research is being done to determine if another sector led collaboration is needed for this sector. After job fairs, businesses have been encouraged to participate in a “download” with WDB employees to share concerns and issues that they are dealing with.

IV. NCWorks Career Centers

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.

For any documents that are missing or are unnecessary based on the response provided, please state, “No document is loaded and/or it will be loaded by the XX date”.

1. Identify PY 2022 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 service provider is on-site and, if so, youth services offered. Use the PY 2022 NCWorks [Career Center Chart](#). [WIOA Section 121(b)(1)(A) and (b)(1)(B)] Name document: Local Area Name PY 2022 NCWorks Career Centers.

(See Attached: Turning Point WDB Career Centers)

2. Provide the name(s) of the current service provider(s), date, and process for when the competitive procurement of the One-Stop Operator(s) occurred. Include the expected length of the contract(s) (one to four years).

NC Commerce Division of Workforce Solutions as of July 1, 2021 was approved as the One Stop Operator for all three NCWorks Career Centers. Contract will last for one year.

3. Provide a brief description of how Career and Training Services are provided. [WIOA Section 121(e), 134(c)]

- a. Provide a description of how Career and Training services are provided to adults.

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.

- b. Provide a description of how Career and Training services are provided to dislocated workers.
(Same as A. above)
 - c. Provide a description of how Career and Training services are provided to youth.
Participants are provided assessment to ascertain youth's current barriers to employment, completing education, or other forms of success. Gathered information is captured in the Objective Assessment, signed by all pertinent parties, and scanned into NCWorks Online. Next, the participant, with the assistance of their case manager, completes a Individual Employment Plan, that will be used to structure the participant's activities throughout enrollment. ISS is reviewed at least every 90 days to ensure participant is on track to attain goals, or to make revision were necessary. ISS is also signed by all pertinent parties, and scanned into NCWorks Online. Participants are provided access to 14 program elements that will assist participant reach their desired goals.
4. Describe how Local Area WDBs 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.

5. Describe how follow-up services are provided through the NCWorks Career Centers. [WIOA Section 134(c)(2)(xiii)]
- Follow-up services must be made available, as appropriate, for a minimum of 12 months following the first day of employment, to WIOA Title I adults and dislocated workers who are placed in unsubsidized employment. During this period, the customer and/or employer may be contacted periodically to assist in employee retention and to make certain that the customer's employment

situation is going well. During follow-up, Career Center staff may assist the customer to work toward future goals such as career advancement and/or other job-related issues. Customers may be asked to participate in a survey about the services received at the Career Center. 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.

6. Describe how

- a. New NCWorks Career Center staff (DWS, service providers, and partner staff) are trained in the integrated service delivery system model (include a training timeline).
- b. Long after the initial start date does staff have full access to [NCWorks.gov](https://www.ncworks.gov)?
- c. The staff development activities reinforce and improve the initial training efforts.
- d. Describe the specific training that staff receive around diversity, equity, and inclusion.

New staff to the NCWorks Career Center are trained by either the Center Managers; Regional Analyst or Board Accountability Manager. First, NCWorks 101 and 102 following the State onboarding process online through the Training Center and Local Board training. Once participant(s) complete all requirements full access is submitted to State for approval. The request for Access can be signed by the Local Office Manager or the local Workforce Development Director. Staff development refreshes, reinforces all NCWorks requirements including case management and follow-up. Also the Training Center offers NCWorks online refresher course. A comprehensive onboarding plan is created for each team member who joins the organization. This includes the Integrated Services Delivery strategy, one on one meetings with colleagues and NCWorks.gov training. Staff receive full access to NCWorks.gov when they have completed training with the Turning Point WDB Super User/Manager within the first two weeks of their employment. In addition, training occurs regularly in monthly team meetings across the career centers where changes in policies, processes, procedures and service delivery areas are discussed.

7. Briefly explain coordination with the Trade Adjustment Act (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. TAA customers are referred to Title I for training programs that are not approved by TAA. Once participants complete TAA program they are referred to OJT or Apprenticeship.

The Turning Point Local Area’s Business Services Manager convenes a small “Employer” team of each Career Center to address any employer concerns and needs that are brought to the attention of select staff and to the Manager directly. The Business Engagement Coordinator works in partnership with this NCWorks team as well with a focus on work based learning. (internships, apprenticeship, etc.) and deciding what is the best protocol to follow for a solution. Partners such as the SBTDC work well with the Business Services Manager to address needs that could help in

areas such as cash flow or business expansions, with a need in business and marketing plan review. The Business Services Manager is the contact lead of Business Edge in the Turning Point Local Area and has worked with the SBTDC and employers. An assessment is completed and a plan is put in place that addresses the employers needs and efforts to stay in business and avoid layoffs. If there are training needs brought forth, the Community College is included in the discussion at the appropriate time. The Business Services Manager convenes these meetings and pulls any partners together as a unit to address the needs of the employer. The Manager discusses a solution with the employer, with follow details.

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

NCWorks Career Centers serves the military veterans with priority of services. Although veterans are offered or provided the exact same type of services and resources, they are given a time sensitive headstart. For example, if there is a waiting list for a service, military veterans are moved to front of that list of non-veterans. Also, if there is a job position available, a veteran hold is placed on that particular position for a specified time to allow veterans first priority to apply. This is just one of the perks to acknowledge our veterans and say “Thank You” for their services....

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.

9. Briefly describe how the NCWorks Career Center serve persons with disabilities.

NCWorks Career Centers serves persons with disabilities with resources the WDB has cooperative agreements in place with Diversified Opportunities, 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.

Turning Point WDB maintains strong alliances with The Division of Vocational Rehabilitation Services and Disability; the participation and feedback these organizations provide are intrinsic to every program and initiative we have. These organizations serve on Turning Point Board and/or Programs Committees to ensure individuals with significant disabilities are capable of full participation in integrated employment by supporting the job seeker as well as provide support and technical assistance to the employer. Turning Point WDB also partners with Vocational Rehabilitation to provide appropriate training to our service providers and career advisors.

10. Briefly describe the integrated service delivery strategy for serving employers and how the Local Area WDB staff and staff within the NCWorks Career Center coordinate outreach strategies and services to maximize resources and prevent duplicative services.

Within the Local Area, Board Staff Business Services Manager assists employers with more long term areas while using the integrated services delivery method to funnel employers through to the engagement team for more immediate needs after the Business Services Manager has determined this referral should be made. There are instances in which an employer will reach out to the Career Center Manager as they are also speaking with employers, however it is dealing with hiring needs at that time and job orders, etc. The important factor is communication and being sure this is noted and what program or resource is needed. It is imperative that the lines of communication are open for Business Services and engagement at all times among all team members.

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

NCWorks Career Centers powered by Turning Point WDB schedules and conducts Reemployment and Eligibility Assessments (RESEA) and Employability Assessment Interviews (EAI) for individuals who are collecting unemployment insurance and delivers regularly scheduled case management services to claimants. Participants are required to report to the career center to ensure their benefits are not affected. During the assessment interviews, staff provides the individual with job leads and refers them to other services including orientation to programs and services, workshops to assist them in their employment search, career coaches or for potential funding to return to school. Turning Point WDB staff participate in monthly NCWorks Career Center leadership team meetings as well as monthly NCWorks all team meetings to ensure the NCWorks Career Center team and Turning Point WDB staff have a strong linkage and the Turning Point WDB staff provide consistent and regular technical assistance, guidance, labor market intelligence, etc.

12. Attach a flowchart for services – flowchart must include:
- a. initial one-on-one interviews with customers,
 - b. NCWorks.gov dual registration,
 - c. skills assessments, and
 - d. determination of the need for further services.

Name document: Local Area WDB Name Services Flowchart 2022.

(See Attached: Turning Point WDB Service Flow Chart)

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.

13. Attach the Memorandum of Understanding (MOU) between the Local Area WDB and partners concerning operation of the NCWorks Career Center system. [WIOA Section 121(b) (A (iii))] Name document: Local Area WDB Name NCWorks Career Center MOU.

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

14. Describe the Local Area WDB's method for providing oversight to include:

- a. the review process and the frequency of review for the NCWorks Career Center system in the Local Area, including processes for ensuring quality customer service; and
- b. the roles and any resource contributions of the NCWorks Career Center partners. [WIOA Section 121(a)(3)] [WIOA Section 108(b)(6)(D)]

In an effort to be successful in oversight, the Board expects administrative staff to properly review procedures, conduct desk reviews and annual visits to each NCWorks Career Center with NCWorks Career Center Managers/Operations Managers. Review of what teams are designated, operations, functions and what members are best suited for these teams is necessary. Some Center staff will be involved in dual roles, but all should be cross-trained to ensure that WIOA procedures are followed. The Adult/DW MIS Manager will provide training quarterly to "providers" that are working in these programs with jobseekers for proper intake and case management activity; reminding career advisors that this process is to be seamless and with quality customer service. Meetings between board administrative staff and NCWorks Career Center Managers/Operations 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 required/strongly recommended training both at the State level and local level is expected to be ongoing.

An on-site review will be conducted annually as well as desk review sampling done regularly to provide feedback during NCWorks Career Center team meetings.

Monitoring, Oversight, and Investigations

The Board has the right to monitor program, fiscal, personnel and management activities under this contract to assure that performance goals are being met, that appropriate administrative procedures, controls and records are maintained, that Contract terms and conditions are being fulfilled and that personnel and equal employment opportunity requirements are being met. The Contractor for itself and for its subrecipients does hereby authorize and agree to permit on-site visits by the Board, City, State, USDOL, or their designees, private questioning of employees and participants, and access for review or copying of Contractor or subrecipient records maintained under this Contract, including but not limited to the pertinent on-site records of On-the-Job Training (OJT), work experience and customized training programs. The Contractor shall attend and shall require its subrecipients to attend such meetings as requested by the Board regarding the monitoring or evaluation of programs.

The Board will provide technical assistance, as available, to the Contractor and its subrecipients through periodic written guidelines and training sessions and in such other manner as may be reasonably requested. The Board will provide the Contractor with written notification of deficiencies discovered in review of its activities and will endeavor to provide the Contractor with reasonable time to take corrective action regarding the deficiencies. The failure of the Board or the City to discover or notify the Contractor in writing of deficiencies does not relieve the Contractor of its obligation to meet performance standards, maintain sound administrative and fiscal management, assure equitable personnel policies and non-discrimination, and satisfy statutory, regulatory and contractual requirements.

Notification of Fraud or Abuse

The Contractor shall immediately notify the Board in writing of any charges or allegations of criminal misconduct, fraud, or negligence in connection with the program or any administering agency.

Programmatic and Fiscal Monitoring

The Workforce Development Monitor/Compliance Manager will perform an on-site monitoring visit with each contractor to assure compliance with programmatic and fiscal areas of the WIOA laws and regulations as they pertain to the Adult and Dislocated Worker Employment and Training Programs. Each Contractor will be visited at least once during the operation of the program. The monitor will check compliance with WIOA laws and regulations. Contractors will be notified of the monitoring visit at least five (5) working days prior to the visit. Contractors are expected to assist the monitor during the visit and provide any information that is requested. At the conclusion of the monitoring, the contractor and the WIOA monitor will engage in an exit interview. At this time, the findings of the visit will be discussed and, if necessary, suggestions will be made for corrections or improvements in the programmatic and fiscal systems. A written report will be prepared by the monitor to be disseminated to the contractor, WIOA Program Administrator, Workforce Development Board Executive Committee. If required, a written response stating corrective action taken by the contractor must be submitted to the WIOA Program Administrator within ten (10)

working days from receipt of the written monitoring report. A follow-up visit will be conducted by the monitor to determine if corrective actions have been implemented. A written report of that visit will then be submitted to the WIOA Program Administrator. The contractor's corrective action and the monitor's follow-up will be shared with the Workforce Development Board Chairman and the Executive Committee. If further corrective action is necessary, the Executive Committee will meet and discuss recommendations for action to be taken by the full Workforce Development Board.

15. Describe how NCWorks Career Centers are using virtual technology to provide integrated, technology-enabled intake and case management information systems 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. Premier Virtual, a virtual job fair program is being utilized by NCWorks Career Centers to provide virtual job fairs for individual businesses and for the whole region. Also, it is available to rapid response like for QVC.
16. How does the Local Area WDB use data to monitor and track performance measures for serving individuals and business? Be specific about what systems are used, how regularly the Local Area WDB looks at these sources, and how the Local Area WDB might change the strategies based on the data.
Data is used such as LMI from our partners of LEAD, Chmura/EMSI to obtain data to assist employers in decision making (changes to operations based on commuting patterns, changes in the County of the business, income of jobseekers/customers and data is used for companies with specific requests as they are seeking to expand operations. Some data is used when reviewing HHI areas and making decisions for trainings in the Region for program assistance. This particular data can be used to track performance for how individual were served and if they were served in the most effective way for funds to be utilized.

V. Employer Services

1. Please briefly describe the efforts of the Business Services Representative and/or Employer Services staff in the following areas:
- Utilizing regional and local employer data to inform priorities.
 - Making regional and local employer referrals to Agricultural Services, Foreign Labor and Veteran Services.
 - Participating in regional economic strategic planning and economic development recruitment, retention and expansions with employers, education partners and economic developers. [WIOA Section 108 (b)(4)(A)(iii)].
 - Including Historically Underutilized Businesses.

The Business Services Manager provides updates to Economic Developers as well as shares LMI data and provides requested information in support of new companies to the area or expanding businesses of the Region. Employers are aware of business services, however the Business Services Manager works, and includes team members (Business Engagement Coordinator and Special

Projects Coordinator and an NC Works Team member) to provide engagement and continue to make employers aware of the workforce board and business services. Local Data is provided from several platforms such as NC Works, EMSI, Chmura, Access NC, and other areas as a way to compile information that is helpful to employers when making decisions regarding business or employees.

The Business Services Manager has been in contact with partners having a focus or target group such as farmworker/agricultural services. Virtual meetings have been held introducing newly appointed staff in an effort to stay up to date and engaged with partners to assist jobseekers or employers in this area. Referrals have been made between NC Works and Telemon Corporation for this area.

Staff has served on a workforce development committee of STEP (an educational partnership with K-12 Nash and Edgecombe Community Colleges), the Literacy Council with Wilson Community College, Business Education Partnerships covering Halifax and Northampton Counties and a Strategic Planning Group for an Employer. The Local Area Business Services Manager leads efforts in enhancing work-based learning. However the Business Engagement Coordinator has this focus to provide information regarding opportunities to employers. The BEC provides outreach on workbased learning, coordinating apprenticeship sessions with a state representative and employer and discussing other training needs of the employer with the Business Services Manager for a plan of action. The Business Services Manager has been in contact with partners/businesses with a focus on serving the disabled also, providing resources that could assist in management training of this company also partnering with agencies such as Vocational Rehabilitation in regional training efforts.

2. Please describe the efforts of the Local Area WDB staff, Employer services staff and career center staff have made to deliver business services on a regional basis in the following areas:
 - a. Utilizing regional and local economic data to inform priorities [WIOA Section 108 (b)(1)(A)(i)(ii) and (B)].
 - b. Collaborating with employer-facing partners such as Agricultural Services, Foreign Labor and Veteran Services to meet employer needs and jobseeker recruitment efforts.
 - c. Providing local and regional Rapid Response services, including identifying struggling and at-risk businesses and providing services to help avert layoffs. [WIOA Section 108 (b)(8)]
Data is obtained and reviewed that could assist in updating HGI information that could help in career pathways and also help companies appropriately select new hires from K-12 (seniors) or from 2-year Community College Programs. Employer team members work in the Centers with partners in Ag Services and the BSM has worked with employers in the Region that also work with this population and show an interest in programs or resources. The appropriate referral is made once we meet with or speak to the company representative. The Business Services Manager (BSR) also continues efforts involving other BSRs in neighboring areas to assist companies having more than one location both in and outside of the TP Region also efforts to fill company positions that may be close to the Region with workers living just outside those county lines. 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.
Also, in the area of working regionally with employer/business services as a team effort, 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 are 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.

Rapid Respnse services are led by the Local Area (Business Services Manager) after an effective and complete WARN notice (typically) is submitted, however in cases such as QVC Dec 2021, the Local Area led from the time of the business closing/fire to present and worked with the Executives/Policy Staff out of state and in State, Commerce and Local County Management to successfully provide Rapid Response Services. The BSM coordinated all activity in for the team from the 5 counties to assist this company, which was represented by 21 Counties of employees, schedule events for re-hire, work with the Director and Commerce for documentation for dislocated worker funding and continue to remain the lead contact for the Company Management Team across State lines several months later. In other areas, if Business Edge is something to consider, the Business Services Manager will note this and contact the represnteative of the Unit to proceed after the Phase 1 assessment is complete. Other ways to assist struggling businesses, as in previosus years is to include the partners of SBTDC for review of financials in a company and make recommendations for further assistance and resources in an effort to keep the business open. These have been successful methods in previous years.

3. Please describe employer-focused partnership efforts in the areas of education and training and economic development in the following areas:
 - a. Enhancing the use of On-the-Job Training (OJT), Incumbent Worker Training (IWT), apprenticeships, and other work-based learning opportunities to support the regional economy and individuals' career advancement.
 - b. Coordinating and promoting entrepreneurial skills training and microenterprise services. [WIOA Section 108 (b)(5)]
 - c. Participating in regional economic strategic planning and economic development recruitment, retention and expansions with employers, education partners and economic developers. [WIOA Section 108 (b)(4)(A)(iii)].

The Business Services Manager has worked in sector partnerships areas now including a Special Projects Cooridnator and Business Engagement Cooridnator on the team for the employer to lead the discussion of their needs to obtain well-trained or well skilled employees; this could involved the Community College for a specialized training plan at this point to enhance business while also including in that plan an offer for OJT, apprentices and following through with skilling up the employees using IWT funds. This could guarantee career advancement and is a holistic approach. This discussion begins with our Business Serives Manager (BSR) and all areas to be covered are reached with our partners covering each area listed.

Coordinating and promoting entrepreneurial skills training and microenterprise services.
[WIOA Section 108 (b)(5)] While many are seeking employment, there are clients seeking skills to enhance their businesses or expand as entrepreneurs. A great partnership with the SBCs and SBTDCs has been successful for some referrals in these areas. Not all employer

clients seek to increase busiensses by increasing employees. They seek better training with being an entrepreneur. This has really increased during and since the pandemic.

*Participating in regional economic strategic planning and economic development recruitment, retention and expansions with employers, education partners and economic developers. [WIOA Section 108 (b)(4)(A)(iii)].***The Business Services Manager of the Local Area continues to request to be part of these updates or meetings for any recruitment efforts. Any strategic planning in the area, the Local Area supports with data as needed, but also wants to continue to convene our employers with our ED representatives and we expect this to increase as we meet more after the pandemic numbers decrease as in the past we have led forums for employers, K-12 and Economic Development parnters. Much of our efforts in this area was shown in Career Pathways. We do seek to increase our Regional efforts and expand our business services team to reflect this.**

VI. Performance

U.S. Department of Labor (USDOL) has the following WIOA Performance Indicators:

- Employment Rate – 2nd Quarter After Exit
- Employment Rate – 4th Quarter After Exit
- Median Earnings – 2nd Quarter After Exit
- Credential Attainment Rate
- Measurable Skill Gains
- Effectiveness in Serving Employers (system-wide measure, not program specific)

1. Examine the Local Area WDB's current Adult, Dislocated Worker, and Youth performance on the Federal Primary Indicators of Performance for PY 2021 and prior Program Years. (Reports available via Future Works)
 - a. What are some of the factors in the Local Area WDB that impact performance levels both positively and negatively? Be sure to consider factors such as the unemployment rate, factory closures/openings, economic development recruitment, retention and expansion efforts, regional industry growth priorities, and weather events and natural disasters that may have impacted the area, as well as internal operational factors that may impact the Local Area WDB'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, to ensure timely effort to reach skill attainments.**
 - **Participant demographics and work experience has effected performance**
 - **Career Readiness Training has a *positive* impact, customers more job ready.**
 - **Using sustainable career pathways based on labor market demand**
 - **Regional high employment and employer layoffs/closings has a *negative* impact, participant entering employment/retention**
 - **Recent annoucements of new businesses will bring forth *positive* impact, more employment opportunities**
 - **Rural access to transportation and broadband has a *negative* impact, inability for citizens to get to work or work remotely**

The above bullets are some factors that affects performance positively or negatively. Turning Point WDB unemployment rate has always been higher than the State/Federal rate. Due to numerous jobs in retail/restaurant many of these occupations are low wage jobs. Therefore, turnover is high negatively affect performance. Also, low educational attainments/credentials by local citizens negatively affect employment opportunities and credential performance due to many obstacles of not completing trainings. Therefore, partnerships with other local community based agencies and public assistance entities are essential to ensure jobseekers with challeges/barriers have wrap around support services to be successful with employment and training.

Utilizing local labor market information to create sustainable Career Pathways has positively affect a niche for the TPWDB region. The enhancing relationship with local K-12 Schools systems, Community Colleges and organization like STEP to create Career Pathways has provided a positive impact on performance. Several business “Champions” such as Rocky Mount Engines-Cummins and Edwards Building and Steel Fabrication has steadily increased work-based learning opportunities that matriculate to permanent employment/careers. Therefore, more young adults are exploring careers directly from high school with training from the community college while working. The #WORKHERE campaign has positively affect outreach and marketing for the younger population in order to retain talent.

Plant closures and layoffs had been minimum prior to Covid-19, however the matching of qualified skilled jobseekers with hiring employers were still difficult to meet demands. The regional business service team work diligently with local employers discussing out dated job description, pay rate and required training needed to fill vacancies.

(Note: Provide at least two examples of positive factors and two examples of negative factors that have impacted the performance levels in your Local Area WDB, with an explanation of each).

- b. Discuss whether or not participants that have been served and/or enrolled as a result of COVID-19 differ in characteristics as compared to participants who have historically been served by the Local Area WDB. If so, how do these differences impact service delivery and performance?

Enrollments during Covid-19 did decrease in all three programs (Adult/DW and Youth) however many citizens who were affected by layoffs/closures enrolled into trainings because of time unemployed, receiving UI and/or Stimulus payments. Covid-19 enrollees hopefully will positively impact performance with employment placements, etc. Youth enrollees were affected by limited WBL opportunities due to many businesses temporary closings.

The characteristics of individuals served and enrolled as a result of COVID-19 exemplified customers were in need of more essential supportive services. Customers served during the pandemic needed help with and access to wraparound supportive services including but not limited to housing, transportation, childcare, food, technology/internet access and financial assistance. Until these needs were met training or employment services were not priority for customers requesting assistance.

- c. Discuss how your Local Area WDB’s industries and business sector have been impacted by COVID-19.

Industries have been affected by COVID-19. Some have permanently laid off employees/closed in the hospitality industry. Others had some temporary lay offs but have since been able to bring employees back, even operating at full capacity at this time. Other areas in small businesses have been slower coming back and are not at full capacity still and have only brought back some employees, forcing some to seek other employment opportunities. Some of these COVID-19 issues have brought about more need for some targeted events and addressing participants as quickly as possible, offering some virtual or drive up options. This will need to be offered on a regular basis to capture these jobseekers. Virtual resume workshops and other options to keep these clients job ready can be considered.

(**Note:** Include which industries and businesses have been permanently affected, which are recovering or perhaps are expected to recover, and how these industry changes may impact how the Local Area approaches serving its participants).

2. What strategies and methods 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.

(**Note:** Include information about tracking performance, ensuring accountability of positive performance outcomes, and training. Consider including the following information: Who is responsible for tracking performance? Which reports are reviewed? Are Future Works reports used? If so, how often? How are staff held accountable? How often is training provided to staff)?

3. In the event the Local Area WDB 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.**

Turning Point WDB Adult, Dislocated Workers and Youth Program services providers found not to be meeting the performance measures will be provided technical assistance to fully identify issues that may prevent a service provider from reaching performance measures. If a service provider fails to meet performance, said provider could be placed on a probationary 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.

(**Note:** This question is intended to be hypothetical and is seeking what plan the Local Area WDB has in place to address failing performance if it were to occur. Answers should address how the Local Area WDB monitors performance, communicates with staff, strategies for training and/or addressing potential issues, and follow-up accountability measures).

4. How is performance information shared throughout the hierarchy of staff? Please detail how the Local Area WDB addresses performance data in its relationship with its service provider(s) and how case managers are using performance data to drive Local Area WDB 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.

(Note: This question should address how frequently [monthly, quarterly, etc.] performance information is shared and by what method/medium [e.g. print-out, electronically, verbally through meetings, etc.], how the performance information shared may differ for the various levels of staff at the Local Area WDB, and specifically for case managers, how performance data is shared with them and how they, in turn, use this information in their roles.)

5. The Measurable Skill Gains (MSG) measure is a real-time indicator denoting participants who are making demonstrable progress on a track toward Credential Attainment. Please describe how the Local Area WDB makes use of the information the MSG measure provides as a means of ensuring the Local Area WDB achieves its Credential Attainment indicator goal.
- As the measurable skills gains are in real time, it allows the career advisors the opportunity to assess the learning ability of their participants. This allows the provider to quickly develop, or redesign learning modules that will aide the participant as well as increase the probability of meeting credential attainment measure. Turning Point WDB's Adult/DW MIS and Youth NextGen Managers provide indicators and FutureWorks reports quarterly to all providers**

Adult/DW – NCWorks Career Center Managers/Operations Managers; Youth Program providers Managers/Coordinators to communicate to Career Advisors) for current status of MSG measures.

Turning Point WDB tracks MSG performance. Reports from FutureWorks are shared with our providers and One Stop Operators to review areas of strengths and weaknesses. The learning modules access reading comprehension, math, employability skills, etc. as participants progress to the stage of work readiness. Through the MSG tracking a participant progression is observed/noted during the journey of training to successfully complete milestone goals. Career Advisors review these progressions with participants regularly to matriculate to post-secondary or reach credential attainments.

(Note: For this question, describe the methods and/or strategies in using the MSG measure as a means of tracking Credential Attainment. Who is responsible for tracking the MSG performance indicator? Are the Roster Reports in FutureWorks utilized? If so, how? Who is this information provided to, and then used by, career advisors, the Local Area WDB, or other staff.)

6. 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.

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.

7. Define what “significant number of competent providers” means in the Local Area WDB. Include whether the Local Area WDB uses more strict performance measures to evaluate eligible training providers. Attach if a separate policy. Local Area WDB Name ETPL Policy.

(See Attached Turning Point WDB ETPL Policy)

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.

VII. 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]
Proper forms are reviewed and signed by clients, any brochures or handouts are provided to clients. 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. Training and material is shared annually with staff of the Region by the State Representative and Local Area EO Contact. Information will be provided that can meet this virtually. See EO Report/Review. [WIOA Section 188]
2. Attach the Local Area WDB’s current Equal Opportunity (EO) Complaint Grievance Procedure to address EO requirements [29 CFR 38.35]. Name document: Local Area WDB Name EO Complaint Grievance Procedure.

(See Attached Turning Point WDB EO Complaint Grievance Procedure)

3. Describe the methods used to ensure local Equal Opportunity procedures are updated.
The EO Officer works to obtain any updated correspondence from the State EO officer contact, online information and updates policy/procedure during the year. 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) Information will be provided, that can meet needs virtually. See EO Report/Review.

VIII. Adult and Dislocated Worker Services

1. Provide an analysis of the strengths and weaknesses of existing Adult and Dislocated Worker education and training services.
 - a. 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.
 - b. 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**

A strength of the Adult and Dislocated Worker education and training services would be the career guidance and financial assistance provided. With adults, the career guidance offers insight and direction on how and where to achieve developmental skills and experience to advance in a career or make a beneficial change. The financial assistance provides the opportunity for that change to occur. In addition, with Dislocated Workers the career guidance is combined with employer business relationships to do the same while satisfying an employer's need for skilled workers. These services provided address and identify the educational skills needed for the workforce to adapt, grow, and change while supplementing and filling the need for skilled, educated, experienced, and licensed workers for employers. In other words, the Adult and Dislocated Worker education and training services fills the gap of skills and capacity of need for both employees and employers. To address the weakness of a lengthy process, the NCWorks Career Center have developed documents to better inform customers about services and required verification documents. Also, we have increased awareness of these services to the businesses and educational institutions in the local community and strengthened relationships to better assist with training and employment needs. 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 Local Area WDB and service delivery.
 - a. Identify any service provider contract extensions.

The local area uses the competitive bidding for proposal procurement of WIOA program activities. However, for PY22-23 NC Commerce Division of Workforce Solutions provided a waiver to for needed competitive procurement. Therefore, the board exercises the option to renew contracts for the third year based upon performance and funding availability. Turning Point WDB will release PY2022 Adult/Dislocated Workers Integrated Service Delivery narrative/budget May 9, 2022. Program narrative/budget are due May 23, 2022 for review. Recommendations will be presented to full board June 24, 2022.

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

3. Provide the date and process for when the competitive procurement of the One-Stop Operator(s) occurred. Include the expected length of the contract (one-four years).
4. Attach the Local Area WDB's Adult/Dislocated Worker Service Provider list effective July 1, 2022 using the PY 2022 [Adult/Dislocated Worker Service Provider List](#) provided. Name document: Local Area WDB Name PY 2022 Adult/Dislocated Worker Service Provider List.

(Please see attached Adult/Dislocated Workers Service Providers list)

5. Describe the Local Area WDB's vision for serving the WIOA eligible Adults and Dislocated Workers to include high level goals, outreach strategies, services delivery, and expected outcomes.

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.

6. Describe the Local Area WDB's method for ensuring that a sufficient number of adults receiving individualized career and training services in the Local Area are from one of the following priority of services categories: public assistance, low-income individuals and individuals who are basic skills deficient. [134(c)(3)(E), 3(24)]

Priority of service will be extended to persons receiving public assistance, other low-income individuals and veterans as mandated by state statute in the following order:

Veteran/eligible spouse who are recipient of public assistance, low income or basic skills deficient
Non-Veteran/eligible spouse who are recipient of public assistance, low income or basic skills deficient

Veteran/eligible spouse who are NOT recipient of public assistance, low income or basic skills deficient

Non-Veteran/eligible spouse who are NOT recipient of public assistance, low income or basic skills deficient

Persons not meeting the criteria for priority of service may be served if funding other than WIOA is available. Persons not meeting the criteria for priority of service may also be served with WIOA funding if the individual has documented barriers to employment including but not limited to lack of basic skills, lack of job keeping skills, long-term unemployed, lack of high school diploma or equivalency, mental or physical disabilities, lack of child care or transportation to work, and lack of basic computer skills. Until demands for funding exceeds the amount available and the DWS Planner has been contacted for assistance, amount of income will not be used to limit participation in WIOA adult programs.

7. 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.

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 Career Advisors/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.

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.

8. Please describe the process for monitoring the service provider in the Local Area WDB. Include details such as how it is conducted, who is involved, and how often.

Staff periodically reviews service providers through out the program year to identify issues that would have an 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.

IX. 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 (OSY) – A minimum of 75% of the Youth funds allocated to Local Area WDBs, except for the Local Area WDB expenditures for administration, must be used to provide services to OSY;*
- *Work Experience – Not less than 20% of Youth funds allocated to the Local Area WDB, except for the Local Area WDB 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.*

1. Provide a description and assessment of the type and availability of youth workforce activities in the Local Area WDB, 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)]

Appendix C
Local Area WDB Membership Requirements

Youth Workforce Activity	For Persons with Disabilities?	Brief Assessment/Model Used	Success Rating
Interview Days	yes	Mock job interviews provided by volunteers in business community	Good
Lunch and Learn	Yes	Businesses talk to students via Zoom about careers in the area, interviewing tips and resume importance	Good
Whirlidogs career exploration camp	yes	Students with disabilities are given assessments to help with career guidance as well as career pathways work.	Good
Employer in the foyer	Yes	Employers met with high school seniors	Good
STEM Design Challenge	yes	Students work with local engineers to design a project as a team	Good
Explainer videos	yes	Students are exposed to various career exploration videos on YouTube to learn about their interests and how they can match careers in the area	Good
Pathways Youth Leadership	yes	Students participate in four session, team building, healthcare career exploration, county commissioner mock meeting with commissioners and county employees and industry tours.	Good
Lunch with an Engineer	yes	Local engineers have lunch with students who can ask questions and learn about engineering and local employers.	Good
School job/career fairs	yes	TPWDB joins local businesses to present to students careers and opportunities in our area.	Good
Virtual job shadowing	yes	A NC company produced 7 minute videos on different careers in NC. Students can choose a career and learn about NC jobs.	Good

High School internships	Yes	Local businesses are providing paid summer internships in administration and advanced manufacturing (18 year olds can receive fork lift training)	Good
-------------------------	-----	---	------

2. Describe how the Local Area WDB's broad Young Adult (NextGen) Program design is unique to include:

- a. providing objective assessments;
- b. supportive services needed; and
- c. developmental needs of each participant, for the purpose of identifying appropriate services and career pathways for participants. [WIOA Section 129(c)(1)(A)]

Each NextGen Youth Service provider is required to design the process of service delivery. Providers must have documented and established program support from at least five community agencies/organizations that can address a major component of the program. In the local area, the overall focus for all NextGen participants is education, employment, and exposure. All service providers are strongly encouraged to design their service delivery to support this focus. Through the delivery of the 14 elements and advanced community support, service providers are able to develop a fully immersive program that can be transformational for their participants.

During the initial enrollment for NextGen services, participants complete an objective assessment in cooperation with case manager. The assessment identifies barriers to success. A plan is developed to overcome stated barriers. This may include supportive services, and/or partnerships with other community agencies or services.

3. How does the Local Area WDB 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)] How does the provider ensure the ISS is unique to the individual?

The ISS/IEP is the roadmap to a NextGen participants' success. Participants develop ISS, in cooperation with case manager to ensure that goals set are realistic and attainable. 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 program 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.

The ISS/IEP is the roadmap to a NextGen participants' success. Participants develop ISS, in cooperation with case manager to ensure that goals set are realistic and attainable. 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 program elements while enrolled in the program. These services can be administered, all or in part to aid youth in reaching their goals. Youth goals are mainly employment or education based. Service providers develop and

implement strategies to include exposure to career pathways through trainings (in person or virtually). While goals are developed primarily to aid youth successful ascension through the program, the participants' goals are directly linked to the over performance measure of WIOA. Furthermore local area policy requires quarterly review of all actively enrolled NextGen participants ISS by case manager and participant. Goals are then reassessed and all changes are documented. in a new ISS and uploaded into NCWorks Online.

4. Describe the Local Area WDB's 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.

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

Local area, and state policy requires that all exited WIOA participants must be provided follow-up services for at least 12 months immediately after leaving the program. Post program data is captured as needed, often quarterly, for performance purposes. Further information is acquired to determine if a participants requires permissible services to increase probabilities of post program success.

Local area, and state policy requires that all exited WIOA participants must be provided follow-up services for at least 12 months immediately after leaving the program. Post program data is captured as needed, often quarterly, for performance purposes. Further information is acquired to determine if a participants requires permissible services to increase probabilities of post program success. These services include resume writing, practice interviews, labor market information, as well as general career and/or academic guidance.

Note: All youth participants must receive some form of follow-up for a minimum duration of 12 months.

6. Where does the Local Area WDB plan to serve the young adults (NextGen): NCWorks Career Centers Tier 1, Tier 2, Specialized Centers, Services Provider Offices, or Hybrid situations? Explain if it is both NCWorks Career Centers and Provider Offices or some other option.

NextGen service providers are located in community organization/agencies throughout the service region. Services are predominantly provided on-site. However, service providers partner with local NCWorks Career centers to provide additional support/resources to enhance program enrollment.

7. Attach the Local Area WDB Youth Service Provider's chart, effective July 1, 2022, using the PY 2022 [Youth Service Provider List](#) provided. Complete each column to include specifying where Youth Services are provided. Name the document: *PY 2022 Local Area WDB Name Youth Service Provider List*.

(See attached: Turning Point WDB Youth Providers 2021)

8. 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. However, for PY22-23 NC Commerce Division of Workforce Solutions provided a waiver to for needed competitive procurement. Therefore, the board exercises the option to renew contracts for the third year based upon performance and funding availability. Turning Point WDB will release PY2022 Youth NextGen Program narrative/budget May 9, 2022. Program narrative/budget are due May 23, 2022 for review. Recommendations will be presented to full board June 24, 2022.

9. Provide the Local Area WDB'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)] (CPS 09-2021)

The WBD process to ensure that the 75% expenditure rate is met begins at the RFP/SOW process. Bidders and/or contractors are informed of the federal requirement. Also, the local area currently limits allocations to one in school service provider per county and cap allocations at 25%. Financial oversight is conducted frequently during each program year to ensure expenditure requirements are met.

10. How does the Local Area WDB ensure that the minimum of 20% of funds is spent on work experience and is the Local Area WDB expending the 20% minimum on work experience to include an estimate of expenditures that will be paid wages to youth? If the Local Area WDB has not been meeting the minimum of 20% of funds, please explain additional measures to be taken this year. [WIOA Section 129(c)(4)] (CPS 09-2021)

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

11. Does the Local Area WDB have a dedicated full-time Youth Business Services Representative (or similar title) at the Local Area WDB level or at the Provider level, and if so, state which level and how many?

The Business Services Manager and the Youth NextGen Manager collaborate in areas in which Business Services or Employer Engagement may overlap. This could include Work Experience (Paid or Non) in which there is contact and "engagement" with employers by contractors, however the Youth NextGen Manager will need to be aware of what companies "the program" may be using for those contracts; therefore this could fall into the realm of business or employer engagement. Staff will stay engaged in this area and these team members will work together on any programs, initiatives or processes that may fall in this area. There is not a Youth BSR (dedicated title.)

12. Does the Local Area WDB have a re-entry program for young adults? If yes, please briefly describe it.

The Local Area maintains contact and works closely on ReEntry Councils and partners with agencies with ReEntry and Second Chance as a priorities. The Business Engagement Coordinator remains in contact with partners and works closely with Chairs of the ReEntry Councils that are

active in the Region meeting regularly to discuss opportunities and work with Employers that encourage hiring of employees that may be reentering the workforce. Partners of NC Works Centers have designated staff on the Employer Team that works with employers also, seeking these workers. This team member is asked to remain in contact with Board staff for updated information of these employers also for ReEntry Initiatives. A State ReEntry representative is in touch regarding local activity of the Region.

13. Describe how the Local Area WDB 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 Local Area WDB's and 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.

14. Specify if the Local Area WDB 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 Area WDB's internal controls to safeguard cash/gift cards.

Name document: *Local Area WDB Name Youth Incentive Policy*.

(See attached: Turning Point WDB Youth Incentive Policy)

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

15. If the Local Area WDB does not offer incentives for (NextGen) youth, please explain why. N/A

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 providers usually structure WEX opportunities to align with the participant's career goals, if applicable, and previous work history, if any. Each service provider is required to have program support from local employers both large, and small. Employer collaboration is used to enhance overall youth employability, job sustainability, and work place maturity. Furthermore, admin staff shares labor market information with service providers to identify in-demand careers, and sectors with the largest growth. Information is used to educate youth in current and future employment trends.

17. Please complete the [Youth Program Elements chart](#) provided to demonstrate how the Local Area WDB ensures each of the 14 youth program elements is made available to youth participants. Be certain to complete both columns to demonstrate partnerships and potential use of shared funding. [WIOA Section 129(c)(2)(A)] Name document: *Local Area WDB Name Youth Program Elements Chart*

(See Attached: Turning Point WDB Youth Program Elements)

18. Does the Local Area WDB 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:

a) Provide the committee's purpose/vision.

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

b) Provide the committee's top three goals or objectives for PY 2022.

1. Increase credential attainment rates

2. Increase focus on financial literacy

3. Continue to support local statewide youth empowerment events

c) 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 Local Area WDB member.) Name document: Local Area WDB Name Youth Committee Members. [WIOA Section 107(b)(4)(A)(ii)] and,

(See attached: Turning Point WDB Youth Committee Members)

c. Complete the following chart for the PY 2022 Youth Committee's planned meeting schedule to include dates, time, and location. *[Expand form as needed.]*

Date	Time	Location (include address and room #)
August 3, 2022	10am	Virtual
November 2, 2022	10am	Virtual
February 1, 2023	10am	Virtual/TBD
May 3, 2023	10am	Virtual/TBD

X. Local Area WDB Innovations

1. List additional funding received by the Local Area WDB to include special grants (Finish Line, Youth Initiative), NC Job Ready Workforce Investment Grants, National Dislocated Worker Grants (NDWG) (disaster), YouthBuild, Foundations, NCWorks Commission, and outside funding to include a brief description of the source and the amount.

Grant Name/Kind	Description	Beginning and End date	Source and Amount
Finish Line Grant – Halifax Community College	Finish Line grants help community college students who face unforeseen financial emergencies complete their training.	12/13/2018 – 6/30/2022	NC Commerce Division of Workforce Solutions (DWS) \$50,000.00
Finish Line Grant – Nash Community College	Finish Line grants help community college students who face unforeseen financial emergencies complete their training.	3/25/2019 – 6/30/2022	NC Commerce Division of Workforce Solutions (DWS) \$30,000.00
Finish Line Grant – Edgecombe Community College	Finish Line grants help community college students who face unforeseen financial emergencies complete their training.	3/14/2019 – 6/30/2022	NC Commerce Division of Workforce Solutions (DWS) \$20,000.00
Finish Line Grant – Wilson Community College	Finish Line grants help community college students who face unforeseen financial emergencies complete their training.	3/13/2019 – 6/30/2022	NC Commerce Division of Workforce Solutions (DWS) \$20,000.00
Turning Point Temp Lease – Roanoke Rapids	Temporary lease funding for the NCWorks Career Center-Roanoke Rapids	11/7/2019 – 12/31/2022	NC Commerce Division of Workforce Solutions (DWS) \$80,000.00
Work Based Learning	Business Engagement Coordinator	9/7/2018 – 6/30/2021	\$75,000
Work Based Learning	Business Engagement Coordinator	1/6/2020 – 6/30/2022	\$25,000
QVC NDWG	Employment Recovery	2/1/2022 – 6/30/2024	\$1,166,666

2. Describe one of the Local Area WDB’s best or promising Adult/Dislocated Worker program practices that has yielded positive results. Provide any evidence that you have collected or plan to collect to suggest this practice is effective.

One of the Best practice was hosting a Job Fest for the community was a promising practice. It was different from other events, in that it provided resources for job seekers for many areas of their life. For example, children were encouraged to attend with their parents, so activities were available for the youth, while the parents networked with employers. Health vendors, community colleges, child care, DSS, high school CTE directors, Vocational Rehabilitation, local non-profits, re-entry professionals, transportation professionals, chamber of commerce's and employers all participated.

3. Describe one of the Local Area WDB's best or promising youth program practices that has yielded positive results. Provide any evidence that you have collected or plan to collect to suggest this practice is effective.

As it pertains to work experiences. Youth are provided work experience opportunities based on their current job experience. Youth is then placed on a work site that matches their previous job experience or lack thereof. Work experience opportunities are meant to be built in a progressive manner that will allow the youth to gain valuable work experiences and potentially obtain unsubsidized employment. Throughout the enrollment in WIOA, youth are exposed to the 14 elements and offered concurrent services, if needed, by partnering agencies/organization, to increase a youth's probability of finding suitable employment.

Working as a team, the Business Engagement Coordinator(BEC) and the Outreach Coordinator work with youth to explore careers using NCWorks, Traitify, Reality Check on NCCareers. Then the BEC provides current business advice on interviewing skills and skills needed to retain the job. These workshops are provided at high schools, community colleges or partner events and have proven effective by young adults requesting additional events to be hosted. Plans to collect feedback and data from CTE counselors are forthcoming.

4. Describe one of the Local Area WDB's best or promising regional strategy that has yielded positive results. Provide any evidence that you have collected or plan to collect to suggest this practice is effective.

A good regional strategy is having a good Rapid Response Team such as the QVC dislocated workers. Our team worked across our Region but also into other Regions. The team NC Works representatives had to be onboard with being prepared for dislocated workers to reach out via phone or visit the office when going through a tragic time. Because of good partnership, the NC Works Career Centers were able to have material ready, an updated employer list for open positions, and rotating staff; while working at the request of the Business Services Manager. Efforts to assist this employer was Regional, though the majority was in one county and the business was also located there; this had to be a regional effort. We have reviewed the list of employers that reached out to hire dislocated workers and the BSM requested that any QVC member be tracked in the center as they reached out. This allowed us to stay in contact with specific employers that can be matched to this targeted group.

5. Describe one of the Local Area WDB's innovative business services strategies. Provide any evidence that you have collected or plan to collect to suggest this practice is effective.

A very good example is the Rapid Response with QVC from Dec 2021 to present. The Local Area has been leading this effort since the day of the fire that destroyed most of QVC, causing over 1900 dislocated workers to surface. The team lead (BSM/BSR) reached out to the State to get

things started and also was immediately in contact with County Management for that County the business is located. The Rapid Response team worked to provide what servers were needed per the BSM after plans were made with the Executives in another State to line up sessions, provide material to over 1900 employees, have DES/UI on board, have top executives on site for a “command center” in conjunction with the County officials and have NC Works Centers ready to receive visits and calls from workers. The Local Area Rapid Response contact had to remain in contact with this company daily due to the size and magnitude of the situation. A very large scale event was held with over 300 attendees, 40 businesses and 60 attendees with 20 businesses in person, while over 100 employees were in virtual settings and over 100 employers chatted or interviewed in events held over a 3 month period. Executives with the company affected have only had positive feedback, staying in touch with the team lead (the Business Services Manager), reviewing social media, news articles and even news media reports. Dislocated workers from this tragedy have returned to work in many cases, some retired, however employers are still updating the local area on those they have transitioned by bringing them onboard. Many are in the same area. This has been a successful rapid response for the local area with outreach, resources being made (financial, grief counseling, faith based assistance, housing needs and more) We consider this to be innovative as it was so large and this was no business closing per se. This was a fire and there was no time to be notified or plan. The Local Area took the lead in every aspect, reaching out to the State to have materials before the official notices were prepared and this was managed like none before it. This example has been discussed with teams from the Community College, Economic Development, DES, DWS, County Officials and the Workforce Board, all while working with neighboring Boards that also offered opportunities to assist. It required working quickly, but still thinking strategically; making this innovative and a best practice.

6. Describe one of the Local Area WDB’s best or promising virtual services strategies that has yielded positive results. Provide any evidence that you have collected or plan to collect to suggest this practice is effective.

Creating a YouTube channel and sharing it with partners to provide career exploration, hot topics and other videos to varied audiences has been a promising virtual services strategy that has yielded positive results. As of the end of March 2022, there have been over 3800 viewings of the videos.

Use of Premier Virtual during our largest Rapid Response with QVC, we held hiring events for over 1900 QVC dislocated workers to have access to employers January through March 2022 and over 100 employers were able to use this platform for chats (over 300 chats in one session) to talk with candidates, review resumes and provide details of open positions. This is available for other events also aside from the QVC Rapid Response, if employers just want the Local Area to host and this was evident October and November of 2021 with career fairs held at those times. Employers are still supplying numbers for positions they filled. It has been a very positive resource for the Local Area and employers have provided good outcome and were very glad we have invested in this resource.

7. Describe how the Local Area WDB’s inform other Local Area WDB’s of best or promising regional workforce practices.

The Local Area shares with their partners via Social Media, but also during meetings specific to these areas, bringing these team members together. For example, the BSR Cosortium, Directors Council, State Youth Leads; these are good opportunities to discuss what works. Making introductions to new staff members from one area to another is very helpful and effective. On Social Media, when a story is shared, it is discussed as possible idea to gather more information for making use of that in the Local Area as a best practice also. Videos have also been created for jobseekers and employers and these have been shared with others that have asked to create similar items for their workforce toolkits and packages.

8. Describe one of the Local Area WDB's business engagement practices that demonstrated employers taking charge and driving the agenda.

A Business Engagement Practice is a Sector Strategy Initiative in which Employer of the Healthcare sector meet regularly to discuss their needs such as hiring, training, recruiting, staffing, etc. with partners at the State Level, Board level (leading) with Special Projects Coordinator. This is not a new initiative. This was a very successful practice during the start of Career Pathways. Employers come together and the agenda is revised to reflect the items they seek to discuss and that our team wishes to address. This was successful for our Local Area over the years and has been a model to others Local Areas and it has brought numerous employers together (virtually the last year) as we got this started as an initiative on a topic that has been a focus for a number of years, healthcare.

XI. Program Year 2022 Local Area WDB Plan Required Policy Attachments

1. The following policies are *required* to be attached as separate documents in WISE as part of the PY 2022 Local Area Plan. The Local Area Plan is not complete without these documents. Name each document: Local Area WDB Name, Policy Name.

- In the first column, state if the policy is attached or why it is missing and when it can be expected. If two of the policies have been combined, please make a notation.
- In the second column mark “Yes” ***only*** if the policy has been changed/revised since PY 2021 and requires a review for PY 2022 and has not been previously submitted to the DWS.
- Do not add an empty document in WISE as a “placeholder”.

Required Local Area WDB Policies	Attached (Yes/No). If no, why?	Revised for PY 2022 (Yes/No) and needs review
1. Adult/Dislocated Worker Experience Policy	YES	NO
2. Competitive Procurement Policy	YES	NO
3. Conflict of Interest Policy	YES	NO
4. Nondiscrimination/Equal Opportunity Standards and Complaint Procedures	YES	NO
5. Financial Management Policy for Workforce Innovation and Opportunity Act Title I	YES	NO
6. Individualized Training Account Policy	YES	NO
7. On-the-Job Training Policy	YES	NO
8. Oversight Monitoring Policy, Tool and Schedule	YES	NO
9. Priority of Service Policy	YES	NO
10. Youth Work Experience Policy	YES	NO
11. Supportive Services Policy	YES	NO
12. Sampling Policy/Self-Attestation Procedures & Monitoring Schedule	YES	NO

Appendix C
Local Area WDB Membership Requirements

2. Designate whether the following local *Optional Policy* is included and used at the Local Area WDB and is included in the Local Area Plan or write “N/A” implying “Not Applicable”, if the Local Area WDB does not have this policy and; therefore, does not use these services.
- In the second column mark “Yes” *only* if the policy has been changed/revised since PY 2021 and requires a review for PY 2022 and has not been previously submitted to the DWS.
 - Do not add a blank document in WISE as a “placeholder”.

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

Optional Local Area WDB Policies	Yes- the Local Area WDB has a policy or N/A (Not Applicable)	Revised for PY 2022 (Add Yes or N/A for this column)
1. Local Area WDB Guidance for Local Incumbent Worker Grants	YES	NO
2. Local Area WDB Needs-Related Policy	N/A	NO
3. Local Area WDB Transitional Jobs Policy	N/A	NO
4. Local Area WDB Youth Incentive Policy	YES	NO
5. Local Area WDB Guidance for Finish Line Grant	YES	NO

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:

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

Individual Training Accounts (ITA) Summary	
Period for which ITAs are issued (semester, school year, short-term, etc.)	Semester and short term period
Supportive Services covered by ITA (provide examples such as uniforms, tools, physical exams, etc.)	Uniforms, clinical equipment, physical exams, equipment/tools, licenses/certification, testing, permit, background checks, finger prints, drug screen and shots
Other	n/a

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

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

Note: The Local Area WDB must adequately safeguard all forms of supportive services payments (i.e., gas cards, cash, gift cards, etc.) and assure that they are used solely for authorized purposes. The Supportive Services Policy must include the Local Area WDB's internal controls to safeguard supportive services. The internal controls must address issuance, storage, and reconciliation of supportive services throughout the area.