

Turning Point Workforce Development Board

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

July 1, 2023 – June 30, 2024

North Carolina Department of Commerce
Division of Workforce Solutions
313 Chapanoke Road, Suite 120
4316 Mail Service Center
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 (CLEO), a comprehensive four-year plan. Comprehensive 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) 2023 Plan is to provide current information and be effective July 1, 2023 - June 30, 2024 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: <https://www.dol.gov/agencies/eta>.

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 at: https://files.nc.gov/nccommerce/documents/files/WIOA_North-Carolina_2020-2023-Unified-State-Plan_2022-Modification_Published-June-2022.pdf.

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 Program Year 2023 Plan is Due: May 5, 2023

Each attachment must be submitted and labeled separately in either Word or PDF format. Attachments that are 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 may be mailed (and must be uploaded in WISE) to the Local Area WDB's assigned Planner at:

Division of Workforce Solutions
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I. Local Area Workforce Development Board (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.

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.

Turning Point Workforce Development Consortium

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

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. If the Local Area is not a Consortium, attach a copy of the formal request for Local Area designation.

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 Name: **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 Chief Local Elected Official (CLEO) .	
Name: Rob Boyette	Elected Title & Salutation: Commissioner, Chairman
Government Affiliation: Wilson County	Address: 6634 Governor Hunt Road
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 Chief Local Elected Official (CLEO) , if different than question 4.	
Name: Same as above	Title & Salutation: Click here to enter text.
Business Name: Click here to enter text.	Address: Click here to enter text.
Phone Number: Click here to enter text.	Email Address: Click here to enter text.

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 disbursal of grant funds. [WIOA Sections 107(d)(12)(B)(i)(III) and 108(b)(15)].	
Name: Robert Hiatt	Title & Salutation: Executive Director
Organization Name: 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 .	
Name: Same as above	Title & Salutation: Click here to enter text.
Organization Name: Click here to enter text.	Address: Click here to enter text.
Phone Number: Click here to enter text.	Email Address: Click here to enter text.

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*. **Upper Coastal Plain COG Organizational Chart**

9. Provide the **Administrative Entity’s Unique Entity Identifier (UEI)** number and assurance that the ‘System for Award Management’ (SAM) status is current. Administrative Entities must register at least annually on the SAM website <https://sam.gov/content/home> to receive Federal funding [required by Federal Acquisition Regulation (FAR) Section 4.11 and Section 52.204-7].

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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)

Carsia 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 D](#).

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: **Turning Point WDB Board List**

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 (*).

Notes:

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

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.

The Local Area maintains a good relationship with Local Elected Officials and updates regarding vacancies and recommendations that are compliant with WIOA Section 107. Updates to our elected officials ensure we are working with businesses that would be effective Board members and good appointees for the Board region. 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 programmatic, 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: **Turning Point WDB By-Laws.**

14. To demonstrate that the attached Local Area WDB By-Laws comply, complete By-Laws Required Elements – Crosswalk chart (form provided). Turning Point WDB By-Laws-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)]

The Plan will be made available on the Turning Point Site: www.turningpointwdb.org Turning Point will make copies of the proposed Local plan available to the public for review and comment beginning May 15, 2023 through June 14, 2024. Turning Point WDB will distribute copies of proposed Local Plan to board members, partners and guest at board meeting.

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)]

16. Attach a copy of the Local Area WDB’s organizational chart with an ‘effective as of date.’ Include position titles and names.

- Name document: **Turning Point WDB Organizational Chart**

17. Complete the following chart for the PY2023 Local Area WDB’s planned meeting schedule to include, date, time, and location or virtual link. (Expand form as needed)

Date	Time	Location (include address and room # or virtual link)
August 17, 2023	6:00pm	110 Fountain Park Drive Battleboro NC 27809
October 19, 2023	6:00pm	110 Fountain Park Drive Battleboro NC 27809
December 21, 2023	6:00pm	110 Fountain Park Drive Battleboro NC 27809
February 15, 2024	6:00pm	110 Fountain Park Drive Battleboro NC 27809
April 18, 2024	6:00pm	110 Fountain Park Drive Battleboro NC 27809
June 20, 2024	6:00pm	110 Fountain Park Drive Battleboro NC 27809

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](#).

18. Attach a copy of the signed ‘Certification Regarding Debarment, Suspension, and other Responsibility Matters – Primary Covered Transactions’ Form (*form provided*). [Required by the Regulations implementing Executive Order 12549, Debarment and Suspension, 2 CFR 180, participants’ responsibilities.]

- Name document: **(Will send Turning Point WDB Certification Form after June 15, 2023 meeting)**

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
313 Chapanoke Road, Suite 120
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 CLEO(s) and the Local Area WDB Chairperson, and attach a copy of the signed document if not using DocuSign® (or similar).

- Name document: **(Will send Turning Point WDB Signatory Page after June 15, 2023 meeting)**

If using original signatures, mail the Signatory Page to the assigned DWS Planner at:

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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)]

In revisiting the Turning Point vision: 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 continuing strong 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-based 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 items noted

above directly affects the performance and outcomes of how the Region is served and how we strive to offer ways to gain the skills, credentials and wages needed and in turn allow citizens 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.k here to enter text.

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)]

Currently access is provided 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 a forth Certified Career Pathway in the Northeast Region.

Health Care:

After having the PHCAST model for Personal Health Care Assistance I and II which starts an individual on the track to continue in other Health care careers; the demand and interest for our worth with AHEC has picked up along with sector partnerships in this area of Healthcare as well, in which numerous employers attend along with our staff for partnering, best practices and to listen to the needs of the employer. This is the Health Care Initiative, in which the Region is a model and best practice or the work in sector partnerships.

Advanced Manufacturing:

Announcements, business expansions, possible new business seeking to build or relocate in the Region, and advance manufacturing career opportunities have increased tremendously in the region. After the RAMP East partnership with the Northeast (3 Board areas), the Local Area continues to work with Employers and partners in this area as is a high-growth high demand area. 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:

Logistics, HR, IT and other areas are covered under this pathway. Currently CDL training is offered; and we seek to continue 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). Partnering Community Colleges share information of programs, short/long term areas that may be re-visited for re-naming or updating based on Employer needs, and this area is such an example.

Agriscience & Biotechnology:

The Region has numerous farmers (large/small) therefore, Agriscience & Biotechnology became a Certified Career Pathway. 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 its niche both our major employers and small business crossover one or multiple approved pathways. text.

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. ick here to enter text.

5. Provide a description of (a) 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. k here to enter text.

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 and NE/NC Prosperity Zone Regional Partnerships) 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

Turning Point WDB has had its share of experience in responding to the needs of our customers in the aftermath of national emergencies, for examples: Hurricane Floyd, Matthews, Irene to name a few. Due to the past disasters our local and regional partners have infrastructure that is in place to move quickly to serve those in need of assistance. Turning Point WDB and our local units of government who are experienced in the coordination of emergency activities with other local, state, and federal partners. Most recently in December 2021 was the unfortunate deadly burning of QVC, one of our largest employers in the region. During the Christmas Holiday season Turning Point WDB, NC Commerce Division of Workforce Solutions, Edgecombe County local leaders with the coordination and support of QVC Corporate was able quickly develop, implement and execute a plan to serve and provide assistance to those affected by the devastation. Although a temporary band-aid was provided this will be a long continual journey assisting those dislocated by the fire. here to enter text.

8. Discuss the increase and expansion of service delivery and awareness efforts to reengage individuals with barriers to 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.

Dislocated Workers: Turning Point WDB provides funding in annual contracts to providers to deliver On-the-Job Training (OJT) program. Dedicated providers work with businesses and individuals to assist with getting dislocated workers into OJTs upon reductions in force by conducting career fairs during a Rapid Response event to assist dislocated workers in obtaining work and moving seamlessly into new companies. Career Advisors routinely assist participants in translating skills, identifying skills gaps, creating resumes, and connecting Dislocated Workers with referrals to employers who are seeking qualified job candidates.

Disconnected Youth/High School Dropouts: Turning Point WDB collaborates with K-12 School systems, community college, Cooperative Extension, Non-Profit/Community Based Organizations, etc. to assist students with obtaining a GED or High School Equivalency diploma and connect with training and work experience opportunities. Turning Point WDB Youth NextGen Manager and Special Projects Outreach Coordinator coordinates with Title I Youth NextGen Providers to staff events such as community events for outreach to out-of-school youth and share active employer listing and introduction to employers for Work Experience opportunities. Example is RAMPEast pilot in which justice involve young adults completed 96 hours of advance manufacturing instruction and were hired by local companies who were champions of pilot.

Women: Turning Point WDB provides assistance to customers interested in Truck Driver Training. There has been overwhelming success in providing career advising and financial assistance to non-

traditional placement of women in Truck Driver careers locally. Currently, many of the approved eligible training providers are strongly recruiting females for these position because of the past success.

People of Color in Hard-to-Reach Communities: Turning Point WDB has enhanced the talent pool for people of color in the Healthcare Career Pathways matriculating from CNA's to LPN's and RN's. The continued advancement of our local Community Colleges to graduate more students in the Healthcare careers has increase interest and enrollment.

Individuals with Disabilities: Local NCWorks Career Centers continue to work with Vocational Rehabilitation to provide assistance to their clients. Vocational Rehabilitation also trains Career Center staff on working with and understanding individuals with disabilities. Vocational Rehabilitation regularly convene technical assistance for NCWorks Career Center team members. All Regional NCWorks Career Centers are verified ADA compliant.

Justice Involved: Staff participate in events held by local re-entry councils. Board, Title I, and Title III staff attend to ensure center services to individuals are communicated to attendees. Currently all of Turning Point WDB's Youth NextGen providers directly or indirectly serve justice involved young adults. The regional NCWorks Career Centers serve their county's re-entry councils. Turning Point WDB business service team also has a dedicated staff person who attends the re-entry councils is liaison with the businesses to encourage employment opportunities, ex. provide assistance with job applications, cover letters, resumes and how to answer tricky interview questions regarding involvement with the justice system. All customers are registered on NCWorks Online and referrals are made to Career Advisors to assist in employment searches and training and education opportunities.

Success is measured by: Success is measured by the number of enrollments into programs; number of referrals to Vocational Rehabilitation; the availability to provide a presence at multiple locations, and positive feedback from the community. Success is also measured by the U.S. Department of Labor's (USDOL) 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

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. [k here to enter text.](#)

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. [ick here to enter text.](#)

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.

The Local Area was contacted by Economic Development partners regarding several projects in the Region: Wilson County-2, Nash County-2, Edgecombe County-1 (with several contacts of interest that are pending)- and Halifax County-3; these are expansions and new industry. The Business Services Manager/Director met with Economic Development for Labor Market Data, and discussions of potential business interests. The BSM assisted in providing responses to Management of companies seeking data

to determine feasibility. Responses also included work in partnerships, processes used to assist in transition of workers, and wage data requested.

12. Provide a description of how the WDB is employing sector strategies by creating industry-led sector partnerships to facilitate engagement of employers and better coordinate workforce development services, training, and economic development activities. Include a brief example(s) of existing industry sector initiatives / partnerships or describe the strategy to implement them for evidence-based in-demand industry sectors for the region [WIOA Section 106 (c)(1)(C), Section 107 (d)(4)(D)]

The Local Area continues working with agencies and employers of the Region for industry-led sectors and expanding ways to assist employers. An example is the Health Care Initiative that is very active with health care agencies, Hospitals, Community Colleges, WDB and K-12 as a spin off of our Health Care pathway to keep this conversation going as it is a large area to address. A forum such as this offers the employers to discuss needs, and this allows for creation of the agenda, the meetings are interactive, allowing for much discussion and solving issues that several may have in common. Sessions such as this allow each to provide information on what is available and who can provide it in a way that no one should be overlapping and it is clear what workforce service is being provided. Healthcare will continue to be a large sector as hospitals are always expressing concerns with numerous staff shortages. When asked to the healthcare partners of this meeting effectiveness, all are in agreement that it is very beneficial. This sector partnership is also a best practice and is shared with the State's Sector Partnership team. Any trainings available or any new businesses or expansion on the horizon that are in any way affecting this area, it can be discussed if it is an open topic. (i.e. new programs or new business) We are able to collect data from these partners, offer insight to what may be needed for training (curriculum or content) or if we are at the table with an Economic Development partner, this initiative can be discussed if there is a possible new business or expansion in the Healthcare area.

13. 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
Advance Manufacturing	TPWDB, Rivers East, NWDB	November 2016	126
Agriscience/Biotechnology	TPWDB, Rivers East, NWDB	August 2020	31
Business Support Services	TPWDB, Rivers East, NWDB	August 2018	289
Healthcare	TPWDB, Rivers East, NWDB	February 2016	529

14. 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.
- Include plans for new career pathways.
 - 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.
 - 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.

15. Provide a description of Local Area WDB's capacity to provide workforce investment activities to address (a) education attainment and skill needs of high-demand fields (b) 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 (c) supportive services for hard-to-reach communities. (d) 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.

Turning Point WDB offers resources to promote career awareness:

- Internship/Apprenticeship – working on Healthcare Sector partnership being lead by Vidant Health to increase internships and apprenticeship. Also, partnering with Down East Partnership to increase internship/apprenticeship for early childhood education professionals.**
- Summer Employment – continues to support Youth NextGen program work-based learning opportunities especially during the summer vacation time period.**
- Supportive Services - continues to fully support those customers enrolled in Title I program needing transportation and childcare services targeting the hard to reach here to enter text.**

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 (a) ensures collaboration with other employer-facing workforce program representatives, such as (b) Vocational Rehabilitation, (c) Agriculture Services, (d) Foreign Labor, (e) Re-Entry, and (f) 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 disseminate information and report from the Region. Any referrals may be discussed within the team and if team members find information, 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 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.

Communities across North Carolina are developing strong 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.

4. Describe how the Local Area WDB and the partners identify, address, and provide new and innovative solutions to support the job growth and business expansions of the local workforce system.

The Local Area relies on good relationships with Employers, Board Members, Economic Developers and Chambers to address these areas. 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.

The U.S. Departments of Commerce and Labor have jointly identified Recruitment and Hiring; Benefits; Diversity, Equity, Inclusion, and Accessibility; Empowerment and Representation; Job Security and Working Conditions; Organizational Culture; Pay; and Skills and Career Advancement as the eight key principles of a good job. Refer to Training and Employment Guidance Letter No. 07-22 for details.

5. Describe the Local Area WDB's strategy for:

- a. incorporating job quality principles into ongoing workforce development activities, to assist with identifying and creating long-term partnerships with employers offering good jobs;
 - b. creating strategic, flexible career pathways to good jobs that respond to local labor market needs.
- Describe how the Local Area WDB ensures that individuals from underserved and underrepresented communities have equitable access to the services of the workforce system and the jobs created in the economic growth spurred by federal investments.

1. In an effort to provide "job quality principles" as we work in all workforce development areas, the Local Area will continue to build relationships both with employers and agencies for adequate resources that could assist those that have good, quality jobs to offer citizens. LMI data, convening employers and staying abreast of all changes that could affect either of these areas is a focus of the Board and staff Business Services team. The Business Services Manager also remains in contact with NC Works partners that also have contact with employers for a better flow of information, both collecting and sharing. As we hear from employers, we are able to make effective decisions when strategizing with partners in areas such as training opportunities or funding, such as: Apprenticeship versus OJT or WEX. Our strategy of convening our employers at Management level for decision-making and having a plan will result in good partnerships. Knowing what the employers need, allows us to work with our Colleges to allow for better training and education to meet their needs as well.

2. the Local Area has spear-headed Career Pathways for over 10 years. Having 4 certified pathways allows a starting point for discussion with a jobseeker, but it has allowed ongoing communication with Employers as we work to know their needs for a better-skill workforce. The pathways created have been very flexible, allowing for exit and re-entry in an area of the pathway, to still complete the trainings and courses; per the Employers' needs and requests. Labor Market data is

always key in keeping up with trends in the Region, but also following wage and growth or decline of a business.

Equitable Access to Underrepresented:

Communities of the Turning Point Region have access to services and resources both in NC Works Centers and outside of them. For example, virtual options have been offered for those unable to travel. Other options are available for those that are not able to use computers, etc. Staff, team members and partners are out in communities at CBOs, libraries, on-site with Employers, at Social Services, even visiting other events that are not always planned by our teams: such as Founders Days, County and City public downtown events, etc. the Local Area has expressed to our teams to meet the needs there they are. This strategy could allow for underserved or those needing further assistance understanding programs, a chance to receive resources in an environment they are able to access.

6. 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 2023 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 2023 [NCWorks Career Center Chart](#). [WIOA Section 121(b)(1)(A) and (b)(1)(B)]

- Name document: **Turning Point WDB PY 2023 NCWorks 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 and the current year the contract is (e.g., two of three years).

A competitive procurement was executed for the One Stop Operator. Only one (1) letter of intent was submitted (NC Commerce Division of Workforce Solutions). NC Commerce Division of Workforce Solutions was approved as regional One Stop Operator effective July 1, 2022 – June 30, 2025 (two of three years).

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

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

- 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?
- 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 on-boarding 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.

The EO officer provides any updates surrounding EO or any updates by the State EO officer if provided, and a training is requested for the entire Region. Due to COVID, training has been available online in areas that include diversity, equal opportunity in the past, but this also can include inclusion

as those terms are now utilized. Diversity, Equity and Inclusion are areas in which Equal Opportunity information shared can include this material, as it promotes being equal and no discrimination. We do anticipate more training to be made available that specifically covers these 3 areas.

Staff has previously taken part in Equal Opportunity trainings, in person then virtually. In person trainings were held by the State EO Officer in person previously, then transitioned to Online/Virtual in which staff has participated. Staff will participate in any DEI training that is made available and are currently reviewing the virtual trainings to complete and that have been made available or shared with Staff. In Career Centers also, staff have been made aware of a DEI training and are currently taking part or signing up to do so on this topic to be complete as soon as possible.

7. Briefly explain coordination with the Trade Adjustment Act (TAA) to maximize resources and prevent duplicative services. Please include specific details on how case managers for WIOA and TAA programs coordinate to provide seamless services to eligible participants.

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. In the TP Local Area, Board Staff- the Business Services Manager assists employers with more long term strategic areas while using the integrated services delivery method to funnel employers through to the employer/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. We attempt to use the most of resources that are available such as NC Works services, referrals to our partners (Community Colleges SBCs, available courses offered in the Center) It is imperative that the lines of communication are open for Business Services and employer engagement at all times among all team members in an effort NOT to duplicate services but to share information. The Business Services team works to share information with employers regarding events or available

resources and the team attempts staying up to date on which team member has provided this outreach and what was provided.

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: **Turning Point WDB Services Flowchart 2023.**

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: **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 including youth programs, and programs carried out by NCWorks Career Center partners. What software are NCWorks Career Centers using? [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.

Turning Point WDB does utilize Traitify (youth, adult and dislocated workers program) as an initial form of assessment prior to conducting the NCWorks online assessment tool. 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 HGI 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.

Turning Point WDB provides this data monthly to board members - Upper Coastal Plain Council of Government, Turning Point WDB and Executive Board as well as customers such as employers/jobseekers and partners who may request of demand.

V. Employer Services

1. Please briefly describe the efforts of the Business Services Representative and/or Employer Services staff in the following areas:
 - a. Utilizing regional and local employer data to inform priorities.
 - b. Making regional and local employer referrals to Agricultural Services, Foreign Labor and Veteran Services.
 - 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)].
 - d. 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)]
- d. Coordinating with DWS TAA and Business Services staff to provide Rapid Response assistance and appropriate career and training services to workers for whom a petition has been filed. (20 CFR 618.816)

Data is obtained and reviewed that could assist in updating HGHI 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 (BSM) 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 area programs; and rank and rate any that are being considered. This group is also the first contact for major items to be shared out in regards to business services. NC Works is represented well with this team.

Rapid Response 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 representative of the Unit to proceed after the Phase 1 assessment is complete. Other ways to assist struggling businesses, as in previous 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 and the Local Area seeks to continue this manner of oversight and team leading, as it has been used as best practice and the Local Area is an example to others that may face layoffs and closures close or just as this magnitude.

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 Coordinator and Business Engagement Coordinator 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 Services 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.*

** 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.*

- **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 announcements 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

challenges/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.

- 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 moree 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.**

***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.*

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.

In the Turning Point WDB region our manufacturers production has been at record high, however there have been major barriers in attracting and retaining workforce. This also remains true for the healthcare and retail sectors as well. There was obviously a skill gap prior to the pandemic now it appears to be more a Talent Economy (workforce talent is in demand and jobseekers are taking full advantage.....) many are not willing to return to the workforce for various reasons.

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: 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?

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 each 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. When selecting an eligible training provider from the State Eligible Training Provider List to certify for local use, what is the review process your local area uses to make this decision? How are customers informed that they have options in choosing their provider?

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. The methods utilized would include: the length of time an agency provided services, cost of training, outcomes or performance measures 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.

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.

- Attach if a separate policy.
 - Name Document: **Turning Point WDB ETPL Policy**

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 documents 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]

The Local EO Officer stays up to date on issuances and is in contact with the State EO Officer for compliance, monitoring and training and updates are requested by the Local Area Officer in an effort to share this with the Regional offices. Any EO Reporting or Monitoring results are to be shared by the State EO officer. The Local EO officer does update and share EO brochures in English and Spanish that are kept in offices for visiting customers and those that become program clients of WIOA/WP. 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.

2. Attach the Local Area WDB's current Equal Opportunity (EO) Complaint Grievance Procedure to address EO requirements [29 CFR 38.35].

- Name document: **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). As results are provided by the State EO officer on any training, law, etc. it is shared out with the Local Area offices. In the meantime, the Local EO officer is in touch with Center Managers and Operations Managers regarding any EO questions or issues.

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 Customized Training**
- **NCWorks Career Pathways**
- **Short-Term Training**
- **Occupational Skills Program (ITA's)**
- **On the Job 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. Turning Point WDB will release PY2023 Adult/Dislocated Workers Integrated Service Delivery narrative/budget May 2023. Program narrative/budget are due May 2023 for review. Recommendations will be presented to full board June 2023.

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) and the current year of the contract (e.g., Year one of possible three).

A competitive procurement was executed for the One Stop Operator. Only one (1) letter of intent was submitted (NC Commerce Division of Workforce Solutions). NC Commerce Division of Workforce Solutions was approved as regional One Stop Operator effective July 1, 2022 – June 30, 2025 (two of three years).

4. Attach the Local Area WDB's Adult/Dislocated Worker Service Provider list effective July 1, 2023 using the PY 2023 Adult/Dislocated Worker Service Provider List provided.

- Name document: **Turning Point WDB PY 2023 Adult/Dislocated Worker Service Provider List**

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

The Turning Point WDB vision 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 then 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)]

Turning Point WDB uses a priority of service policy to ensure enough adults receive 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 veterans. Turning Point WDB not only address this through policy but requires Title I Adult service providers to address this process as a part of their recruitment strategy within their to ensure priority and services are given to those who are most in need of career and training services. Priority of service will be extended to persons 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.

Turning Point WDB continues to partner with local re-entry council, faith/community based organizations, local council of government serving the same counties in the planning and aging programs, Center of Energy Education, STEP, Wilson Education Council, Roanoke Valley Education Council, etc. Engagement within the example organizations provided reaches the priority population through referral, partnered events, informational session/meetings and direct recruitment of those who visit the local NCWorks Career Centers or Youth NextGen providers.

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(s) in the Local Area WDB. Include details such as how it is conducted, who is involved, and how often.

Staff periodically reviews Service Providers throughout the program year to identify issues that would have a negative impact on local performance. Staff provides 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 staff and formal introductions are made in addition to the shared purpose for the visit. An exit interview is also held, with the same staff to discuss findings, provide technical assistance, and advise next steps and corrective actions if needed. The Monitoring Tool is completed and shared with various governing bodies for informational purposes.

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;*

Note: USDOL has granted North Carolina a waiver for Program Years 2022 and 2023, which reduces the minimum Title I Youth expenditure rate requirement for OSY from 75% to 50% and allows the maximum expenditure rate for in-school youth (ISY) to be increased from 25% to 50%.

- *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)]

Youth Workforce Activity	For Persons with Disabilities?	Brief Assessment/Model Used	Success Rating
Money Habitudes	Yes	Students learn, plan, and discuss financial decisions in budgeting money that effect their everyday lives.	Good
Exploration 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

Interview Days	Yes	Mock job interviews provided by volunteers in business the community	Good
Step- Virtual Career and Company Expo	Yes	Students are introduced to a website with various resources to assist with determining their career path	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)]

a. providing objective assessments;
During the initial enrollment for NextGen services, participants complete an objective assessment in cooperation with the case manager. The assessment identifies barriers to success. Providing an objective assessment opens the communication between the provider and participant, as well as create the opportunity to chart a guided pathway in overcoming each barrier through service and partnerships.

b. supportive services needed; and
Each NextGen Youth Service provider is required to design the process of service delivery with a concentration around supportive services. 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.

c. developmental needs of each participant, for the purpose of identifying appropriate services and career pathways for participants. [WIOA Section 129(c)(1)(A)]
In cooperation with a case manager, a plan is developed to overcome stated barriers from the objective assessment. This may include supportive services, and/or partnerships with other community agencies or services. Though the barriers are present, this plan creates the opportunity to build a unique relationship with each participant, partner, and community agency through the WDB’s Young Adult (NextGen) Program as well as identifying appropriate services and career pathways in the developmental needs of each participant for success.

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 Individual Service Strategy (ISS) is the roadmap to participants' success through NextGen services. Participants develop ISS, in cooperation with a case manager to ensure that goals set are realistic and attainable. While not all participant's career goals can be addressed by the 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.

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.

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

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 at the organization/agency. However,

service providers often partner with local NCWorks Career Centers to provide additional support/resources to enhance program enrollment and extend services.

7. Attach the Local Area WDB Youth Service Provider's chart, effective July 1, 2023, using the PY 2023 Youth Service Provider List provided. Complete each column to include specifying where Youth Services are provided.

- Name the document: **PY 2023 Turning Point WDB Youth Service Provider List**

8. Provide the date and process for when the competitive procurement of the Youth Programs was completed, to include any contract extensions and the current year of the contract (e.g., first of possible three years).

The local area uses the competitive bidding for proposal procurement of WIOA program activities. Turning Point WDB will release PY2023 Youth NextGen Program Services Request for Proposal (RFP) March 1, 2023. Request for Proposals (RFP) are due March 31, 2023 for review. Recommendations will be presented to full board April 2023.

USDOL has granted North Carolina a waiver for Program Years 2022 and 2023, which reduces the minimum Title I Youth expenditure rate requirement for OSY from 75% to 50% and allows the maximum expenditure rate for in-school youth (ISY) to be increased from 25% to 50%.

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. *If the WDB is choosing to implement the WIOA Title I Youth 75% expenditure requirement waiver for PY 2023, please state N/A for this question and respond appropriately to all questions listed below.*

Did the Local Area WDB implement the WIOA Title I Youth 75% expenditure requirement waiver for PY 2022?

Local Area WDBs choosing to implement the WIOA Title I Youth 75% expenditure requirement waiver for PY 2023 must respond to each item listed below. *If the WDB does not desire to implement the waiver, please state N/A for questions a, b, and c and respond to the questions listed above.*

- a) State how the WDB will achieve the 50% OSY expenditure rate and describe the steps that will be taken to comply with the WDB's programmatic goals and outcomes.
- b) Describe why there is a need to serve additional ISY in the local area region and state how the WDB will achieve the 50% ISY expenditure rate.

c) Describe how the local area region will be able to meet the demand for youth services by using the waiver.

[WIOA Section 129(a)(4)(A)] (CPS 09-2021) (OG 07-2022)

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 special programs for young adults that are Justice-Involved or have a substance use disorder? If yes, please briefly describe them.

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: **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. Please specify partners. [WIOA Section 129(c)(2)(A)]

- Name document: **Turning Point WDB Youth Program Elements Chart**

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.

Yes, there is a youth standing committee

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 youth committee's top three goals or objectives for PY 2023.

1. Increase credential attainment rates

2. Increase focus on financial literacy

3. Continue to support local statewide youth empowerment events

c) Provide a list of youth committee 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: **Turning Point WDB Youth Committee Members** [WIOA Section 107(b)(4)(A)(ii)]

c. Complete the following chart for the PY 2023 Youth Committee’s planned meeting schedule to include dates, time, and location. (Expand form as needed or mark Not-Applicable.)

Date	Time	Location (include address and room #)
September 7, 2023	10:00am	110 Fountain Park Drive Battleboro NC 27809
December 7, 2023	10:00am	110 Fountain Park Drive Battleboro NC 27809
March 7, 2024	10:00am	110 Fountain Park Drive Battleboro NC 27809
June 6, 2024	10:00am	110 Fountain Park Drive Battleboro NC 27809

X. Local Area WDB Innovations

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

Grant Name/Kind	Brief Description	Beginning and End date	Source and Amount	Partner Organization (if applicable)
Turning Point Temp Lease-Roanoke Rapids	Temporary lease funding for the NCWorks Career Center-Roanoke Rapids	11/7/2019-5/31/2023	NC Commerce Division of Workforce Solutions (DWS) \$ 126,342	N/A
Work Based Learning	Business Engagement Coordinator	7/01/2022-6/30/2023	NC Commerce Division of Workforce Solutions (DWS) \$20,000	N/A
QVC NDWG	Employment Recovery	2/1/2022-6/30/2024	NC Commerce Division of Workforce Solutions (DWS) \$1,166,666	N/A

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.

A promising Youth program practice would be that of work experiences (WEX). Youth are provided work experience opportunities based on their current job experience and proposed career interest. 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 or enrolling into post-secondary education.

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. 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 and describe how the WDB informs other local WDBs of the best or promising regional workforce practices. Provide any evidence that you have collected or plan to collect to suggest this practice is effective.

The Business Services Manager inquires with other BSMs of neighboring local areas, some further out, to discuss good practice and an interest in partnering on these type of successful strategies, but offering to assist in taking it to their Local Area instead. The TPWDB works well in collaboration and seeks opportunities to do so. A good regional strategy is having a good Rapid Response Team to assist in the efforts led by the Local Area for closures/layoffs, such as the QVC fire/closure. Our team worked across the 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 as the Business Services Manager requested. Because of good partnership, at the request of the Business Services Manager, the NC Works Career Centers were able to have material ready, some prepared by the Business Services Manager for local use, as some at the State level was limited due to staff shortages during covid illnesses. Updated employer lists for open positions, and rotating staff was updated and used to assist in transition of workers; 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.

The three Directors from Northeastern WDB, Rivers East WDB, and Turning Point WDB have met in person on a regular basis for many years. A discussion regarding best practices is held during each of these meetings. Over the past year, this has developed into regional policy alignment meetings. These

three boards, along with Eastern Carolina WDB, have started monthly meetings focused on aligning policies. The intent of regional policy alignment is to ensure that the boards' policies are aligned in a way that makes a business or job seeker customer's experience the same, regardless of which board they are working with. So far, we have aligned our Incumbent Worker Grant, Work Experience, and On-the-Job Training policies. This policy alignment expands throughout 29 counties. While sharing best practices during a recent Vision East Directors' meeting, Cape Fear WDB agreed to join in this regional policy alignment and is hosting our next meeting when we will be working to align our Supportive Services policies. It's too early to determine the positive impacts of this policy alignment, but we have previously heard concerns from the state level regarding boards having different policies and the impact that has on customers. This should help to alleviate some of those concerns.

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 good example is the Rapid Response with QVC from Dec 2021 to present along with DW assistance to those that are NOT QVC. Innovative efforts are needed to assist in a Rapid Response of this magnitude with the efforts expected to last a few years possibly. Every few months the numbers change, the efforts to locate and follow up with dislocated workers has to change; i.e. How do we locate them, where do we locate them and create ways to get to the clients, not wait for them to visit a local Career Center partner. Innovation is needed to have partners on board such as libraries, CBO's, churches, etc. in an effort to capture information and provide information to any affected dislocated workers, not just with QVC; as the special grant does include others. 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. 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.

Use of a YouTube channel and sharing it with partners to provide career exploration, interesting topics and other videos to varied audiences has been a promising virtual services strategy that has yielded positive results. Staff has polled clients via NC Works on their visit to the site to view these videos, the videos are also shared during sessions held with staff for review. Use of Premier Virtual during our largest Rapid Response with QVC, we held hiring events that was a combination of in person and virtual that could be accessed for over 1900 QVC dislocated workers if they were interested, assisting these DWs is ongoing. Providing more videos is something staff is working to complete. Reviewing resumes and provide details of open positions is also available using this virtual option. This is available for other events also aside from QVC but for others as well. 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 during that time period.

7. 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 an ongoing Sector Strategy Initiative in which Employers 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 in the Region and after some sector partnership work at the State level and requests for initiative ideas, the TP Region could prove this was already going on. It is very strong to date with Colleges and Healthcare partners. Employers come together and the agenda is revised to reflect the items they seek to discuss and that our team wishes to address. It has brought numerous employers together (virtually the last year) now some in person with AHEC or others offering meeting locations, as we got this started as an initiative on a topic that has been a focus for a number of years, healthcare. The agencies that join this meeting, have the opportunity to "drive the agenda" by bringing forth topics and the discussion for the next meetings can be centered around it with the Local Area and an employer providing ideas for solving an issue or offering resolution to employers with issue such as turnover or open positions. This meeting can then become a way to resolve issues for many instead of only 1 or 2, as the employers are able to weigh in.

XI. Program Year 2023 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 2023 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 for the PY 2023 Plan and requires a review for PY 2023 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 2023 (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. Local Area WDB WIOA and TAA Co-enrollment Policy	Yes	No

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 for PY 2023 and requires a review for PY 2023 and has not been previously submitted to the DWS.

- Do not add a blank document in WISE as a “placeholder”.
- These policies are required to operate/offer these services
- If “Yes”, load the policy as a separate document.
- Name document: *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 2023 (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

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
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	Turning Point WDB 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	Click here to enter text.	Click here to enter text.	Click here to enter text.

***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 and be clearly stated within the policy.*

Attachment Checklist from Local Area Plan Instructions

Please confirm all attachments are loaded in WISE. If not, provide an expected date of arrival for required documents.

[Click here to enter text.](#)

- Local Area WDB Signed copy of Consortium Agreement (if applicable)
- Local Area WDB Administrative Entity Organizational Chart
- Local Area WDB Board Members (*form provided*)
- Local Area WDB By-Laws
- Local Area WDB By-Laws Required Elements Crosswalk (*form provided*)
- Local Area WDB Organizational Chart
- Local Area WDB Administrative Entity Certification Regarding Debarment* (*form provided*) **(Will submit after June 15, 2023 board meeting)**
- Local Area WDB Workforce Development Area Signatory Form* (*form provided*) **(Will submit after June 15, 2023 board meeting)**
- Local Area WDB NCWorks Career Centers (*form provided*)
- Local Area WDB Adult and Dislocated Worker Service Provider (*form provided*)
- Local Area WDB Eligible Training Provider Policy
- Local Area WDB 14 Youth Program Elements Chart (*form provided*)
- Local Area WDB Youth Committee Meeting Schedule (*optional*)
- Local Area WDB Youth Committee Members (*optional*)
- Local Area WDB Youth Service Provider (*form provided*)
- Local Area WDB Youth Incentive Policy (*optional*)
- Local Area WDB WIOA and TAA Co-enrollment Policy (*required*) **(Will submit after June 15, 2023 board meeting)**
- Local Area Adult/Dislocated Worker Work Experience Policy
- Competitive Procurement Policy
- Conflict of Interest Policy
- Nondiscrimination/Equal Opportunity Standards and Complaint Procedures
- Financial Management Policy for Workforce Innovation and Opportunity Act Title I
- Local Area WDB Individualized Training Account Policy
- On-the-Job Training Policy
- Local Area WDB Oversight Monitoring Policy, Tool, and Schedule
- Priority of Service Policy
- Youth Work Experience Policy
- Local Area WDB Supportive Services Policy
- Local Area WDB Incumbent Worker Training Policy (*optional*)
- Local Area WDB Needs-Related Policy (*optional*) **(N/A)**

Attachment Checklist from Local Area Plan Instructions

- Local Area WDB Transitional Jobs Policy (*optional*) (N/A)
- Local Area WDB Youth Incentive Policy (*optional*)
- Memorandum of Understanding
- Customer Flow Chart

*Mail signed and unfolded originals to assigned DWS Planner at

N.C. Division of Workforce Solutions
313 Chapanoke Road, Suite 120
4316 Mail Service Center
Raleigh, NC 27699-4316

DocuSign® (or similar) signature pages may be uploaded in WISE.

Appendices

NC Local Area WDB By-Laws Required Elements

[Appendix A](#)

By-Laws Guidance

[Appendix B](#)

Guidance Regarding Meetings and Conferencing via Electronic Means

[Appendix C](#)

Local Area WDB Membership Requirements

[Appendix D](#)

NC Local Area WDB By-Laws Required Elements

At a minimum the Local Area WDB by-laws must include the following items for DWS approval. When submitting the Local Area WDB by-laws, please specify the section (provide a clear crosswalk) where the following required elements are located within the submitted by-laws.

Elements 1-7 are the *required* elements designated at WIOA Final Rule 679.310(g).

1. The nomination process used by the Chief Local Elected Officials (CLEOs) to elect the Local Area Board Chair and members.
2. The term limitations and how the term appointments will be staggered to ensure only a portion of membership expire in a given year.
3. The process to notify the Chief Local Elected Officials (CLEOs) of a Board member vacancy to ensure a prompt nominee within ninety (90) days of the vacancy.
4. The proxy and alternative designee process that will be used when a Board member is unable to attend a meeting and assigns a designee as per the requirements of 20 CFR 679.110(d)(4).
5. The use of technology such as phone and web-based meetings, that will be used to promote Board member participation (20 CFR 679.110(d)(5)).
6. The process to ensure Board members actively participate in convening the workforce development system's stakeholders, brokering relationship with a diverse range of employers, and leveraging support for workforce development activities.
7. A description of any other conditions governing appointment or membership on the Board as deemed appropriate by the Chief Local Elected Officials (CLEOs); (20 CFR 679.310(g)(1-7)).

North Carolina specific requirements that must be specified within the by-laws:

1. The adopted generally accepted parliamentary procedure, such as Robert's Rules of Order, chosen by the Board.
2. Whether an appointee filling a vacancy will serve the remainder of the unexpired term or be appointed for a new full term.
3. The Board's policy assuring attendance and participation of its members.
4. Quorum requirements to be not less than 51% constituting 51% of the total filled Board positions.
5. Any standing committees the Board has established shall be included in the by-laws.
6. The Board's conflict of interest policy, which may not be any less stringent than the requirements of the DWS's Policy, shall be referenced in the by-laws.
7. The process the Board will take when expedient action is warranted between Board meetings, such as calling a special meeting or allowing the Executive Committee to act on behalf of the Board.
8. Board meetings will be held in accessible facilities with accessible materials available upon prior request.
9. The Board will meet no less than four times per program year.

By-Laws Guidance

This template is provided for guidance purposes only. It contains sample language that may be used in by-laws development. It is not required that Boards utilize this template or language within. This template reflects multiple counties within a Consortium. Single-county Boards and non-Consortia will need to adjust their by-laws accordingly.

Article 1

Name and Purpose

Section 1. Name

The name of this organization shall be the **Click Here to Enter WDB Name. Board** (hereinafter referred to as the “Board”).

Section 2. Purpose and Responsibilities

The purpose for which the Board is organized is to perform all functions of a WDB and Local Workforce Development Area as set forth in the Federal Workforce Innovation and Opportunity Act of 2014 (“WIOA”), or the corresponding provision of any applicable federal or state laws of related purpose and the rules and regulations promulgated thereunder, and Section 143B-438.11 of the North Carolina General Statutes and to perform such functions with the **Click Here to Enter WDB Name. WDB.**

The Board services area shall encompass the counties of **Click Here to Enter WDB Name..**

The Board responsibilities shall include:

1. Develop and submit Local Area Plan annually to the Governor, a comprehensive 4-year Local Area Plan, in partnership with the Chief Local Elected Official.
2. Perform workforce research and regional market analysis.
3. Convene local workforce development system stakeholders to assist in the development of the Local Area Plan and identify non-federal expertise and resources to leverage support for workforce development activities.
4. Lead efforts to engage with a diverse range of employers and with entities in the region involved.
5. Lead efforts with representatives of secondary and postsecondary education programs in the Local Area to develop and implement career pathways within the Local Area by aligning the employment, training, education, and supportive services that are needed by adults and youth, particularly individuals with barriers.

By-Laws Guidance

6. Lead efforts in the Local Area to identify proven and promising strategies and initiatives for meeting the needs of employers, and workers and jobseekers in the local workforce system, and to identify and disseminate information on promising practices carried out in other local areas.
7. Develop strategies for using technology to maximize the accessibility and effectiveness of the local workforce development system for employers, workers, and jobseekers.
8. Conduct program oversight.
9. Negotiate and reach agreement on local performance accountability measures.
10. Designate or certify one-stop operators, contractors, and service providers and, in appropriate circumstances, terminate for cause the eligibility of such operators.
11. Coordinate activities with education and training providers in the local area.
12. Develop a budget for the activities of the Local Area WDB consistent with the Local Area Plan and the duties of the Local Area Board and subject to the approval of the Chief Local Elected Official.
13. Annually review the physical and programmatic accessibility provisions of all one-stop centers, as well as locations for contractors and service providers, in the local area, in accordance with the Americans with Disabilities Act of 1990.

Article 2

Board Members

Section 1. Appointment

There shall be a Board of no more than **Click Here to Enter Number**. Board members. Members of this organization shall be appointed by the following procedure: The Chief Local Elected Official (of the **Click Here to Enter Name**. County Board of Commissioners, hereinafter referred to as the CLEO) shall appoint members based on nominations from the following: local business organizations; local education agencies; vocational education institutions, community-based organizations, and higher educational institutions; and private and proprietary schools; state or local labor organizations and other interested organizations.

The number of business sector nominees shall be at least 51% of the number of individuals to be appointed and are appointed from amongst individuals nominated by local business organizations and business trade associations. The nominated candidate or company must be a member of the nominating organization. A majority of the Members shall be representatives of businesses in the local area (including small businesses or organizations representing businesses that, at a minimum, include high-quality, work-relevant training and development in in-demand industry sectors or occupations in the local area) and are owners, chief executives or

By-Laws Guidance

operating officers, or other business executives or employers with optimum policy making or hiring authority. The members of the local Board shall represent diverse geographic areas within the local area.

Section 2. Composition

Organized Labor and Community Based Organizations: Not less than 20% of the Members shall be representatives of the workforce within the local area, who:

- i. shall include representatives of labor organizations, who have been nominated by local labor federations, or other representatives of employees;
- ii. shall include a representative, who shall be a member of a labor organization or a training director, from a joint labor-management apprenticeship program, or if no such program exists in the area, such a representative of an apprenticeship program in the area, if such a program exists.
- iii. may include representatives of community-based organizations that have demonstrated experience and expertise in addressing the employment needs of individuals with barriers to employment, including organizations that serve veterans or that provide or support competitive integrated employment for individuals with disabilities; and
- iv. may include representatives of organizations that have demonstrated experience and expertise in addressing the employment, training, or education needs of eligible youth, including representatives of organizations that serve out-of-school youth;

Education and training activities: The Board shall include representatives of entities administering education and training activities in the local area, who:

- i. shall include a representative of eligible providers administering adult education and literacy activities under Title II of the WIOA;
- ii. shall include a representative of institutions of higher education providing workforce investment activities (including community colleges);
- iii. may include representatives of local educational agencies, and of community-based organizations with demonstrated experience and expertise in addressing the education or training needs of individuals with barriers to training;

The Board shall include representatives of governmental and economic and community development entities serving the local area, who:

- i. shall include a representative of economic and community development entities;
- ii. shall include an appropriate representative from the State Employment Service Office under the Wagner-Peyser Act serving the local area;
- iii. shall include an appropriate representative of the programs carried out under Title I of the Rehabilitation Act of 1973, serving the local area;

By-Laws Guidance

- iv. may include representatives of agencies or entities administering programs serving the local area relating to transportation, housing, and public assistance, and
- v. may include representatives of philanthropic organizations serving the local area; and

This Board may include such other individuals or representatives of entities as the Chief Local Elected Official determines appropriate.

Section 3. Tenure

All appointments will be for a two-year term to expire on June 30 of each respective term. No member shall serve more than three consecutive terms (6 years) or a total of five terms (10 years) in any one appointed position. An individual whose initial appointment is to fill an unexpired term or an initial staggered term of less than two years, shall be eligible to serve the number of full-length terms other members are eligible to serve, unless, prior to the time for reappointment that individual has already served six consecutive years. Members may be re-appointed at the discretion of the Chief Local Elected Official subject to the term limitations outlined in this section.

Terms shall be staggered to ensure that at any given time a percentage of the members are experienced in WDB functions.

The Board shall advise the Consortium Counties of potential Board member vacancies prior to the end of the term. In the case of a midterm vacancy, an immediate replacement shall be requested of the Consortium County represented by the departing Board member. The appointed Board member shall fill the remaining term of office.

The Board shall not compensate Board Members for their services, but by resolution of the Board, a fixed sum and expenses, if any, may be allowed for attendance at each regular or special meeting of the Board.

Section 4. Termination for Cause

By two-thirds majority vote of the membership or by action of the Chief Local Elected Official, a member may be removed for cause from the Board. Cause would be for such actions as malfeasance, misconduct, or any action which would be deemed not in the best interest of the Board; or three unexcused absences from regular scheduled meetings within the preceding twelve calendar months. Notice that a removal vote that may be taken for cause must be included on the agenda of said meeting. The Chair shall send a precautionary letter to the said Board member upon two unexcused absences within the preceding twelve calendar months prior to the next meeting.

Section 5. Resignation

Letters of resignation must be submitted to the [Click Here to Enter WDB Name](#). Chair. Three consecutive absences without justification and no response to the above referenced letter from the chair will be considered acceptable terms for resignation. Justification must be submitted in writing. The Board Chair has the authority to accept or deny justification.

By-Laws Guidance

Section 6. Vacancies

Upon vacancy of any position on this Board, the procedure in Article II, Section 1, will be followed to provide replacement representation to complete the remainder of that term of appointment.

Article 3 Meetings

Section 1. Regular Meetings

The Board shall meet at a public location at such time and place as determined by the Chairperson. All meetings must be held in an accessible facility, in accordance with the Americans with Disabilities Act (ADA) requirements. All materials must be in an accessible format (i.e., large print, Braille, interpreter, etc.), as needed or indicated.

The Board will meet no less than four times per program year. Regular Board meetings are face to face; however, Board members may attend meetings via conference call, video communications and other alternative methods.

Five working days' notice shall be delivered to each member stating a reasonable time, date and place of the meeting and the meeting's purpose unless deemed an emergency by the Chair or Executive Committee calling for said special meeting.

Section 2. Special Meetings

The Chair of the Board and Committee Chair may, when deemed necessary, call a special meeting of the Board via conference call, video communications, or alternative media sources for transacting any business designated in the call.

Section 3. Quorum

At all meetings (regular or special) of the Board, a majority of the Board members present constitutes a quorum for transacting business. A quorum shall require the participation of Board members constituting 51% of the total filled Board positions. Proxy representatives who are unable to cast votes shall not count toward meeting the quorum requirement. Votes may be cast via electronic medium for remote attendees. The act of the majority of the Board members present at a meeting at which a quorum is present shall be the act of the Board. However, a two-thirds vote of those present shall be required to amend any provision of these by-laws.

Section 4. Conduct of Meetings

All meetings of this Board shall be conducted in accordance with the latest edition of Robert's Rules of Order.

By-Laws Guidance

Section 5. Open Meetings

Local Area Board Conducts Business Openly: The Local Area Board must conduct its business in an open manner as required by WIOA sec. 107(e), by making available to the public, on a regular basis through electronic means and open meetings, information about the activities of the local Board. (20 CFR 679.390) This includes:

- a. Information about the Local Area Plan, or modification to the Local Area Plan, before submission of the Local Area Plan;
- b. List and affiliation of Local Area WDB members;
- c. Selection of one-stop operators;
- d. Award of grants or contracts to eligible training providers of workforce investment activities including providers of youth workforce investment activities;
- e. Minutes of formal meetings of the Local Area Board; and
- f. Local Area Board by-laws, consistent with § 679.310(g).

Section 6. Proxy Representation and Voting

A member may designate a representative to attend a meeting of the Board in his/her absence. The proxy must meet the membership criteria for the member's affiliation type. The proxy will count toward the appointed member's attendance. The representative may participate in discussions and may vote so long as the member provides written voting instructions to the Chair allowing his/her proxy representative to cast votes in accordance with the written voting instructions.

Each Board member present shall be entitled to one vote on each matter for which a vote is taken. Votes may be cast telephonically or via electronic medium.

Section 7. Conflict of Interest and Voting

No WDB member (whether compensated or not) shall engage in any activity, including participation in the selection, award or administration of a sub-grant or contract supported by WIOA funds if a conflict of interest, real or apparent would be involved. Such a conflict would arise when:

- i. The individual,
- ii. any member of the individual 's immediate family,
- iii. the individual's partner, or
- iv. an organization which employs, or is about to employ any of the above, has a financial interest in the firm or organization selected for the award.

No WDB member, member of his/her immediate family, officers, employees, or agents of the WDB member's agency or business, shall neither solicit nor accept gratuities, favors, or anything of value from contractors, potential contractors, or parties to sub agreements.

By-Laws Guidance

A WDB member shall not cast a vote on, or participate in, any decision-making capacity on the provision of services by such member (or any organization which that member directly represents), nor on any matter which would provide any direct financial benefit to that member.

No WDB members shall participate in a governmental decision including voting on a matter (including recommendations, appointments, obligating or committing the WDB to a course of action) when such action influences a decision or exercises judgement in making a decision. Any member with a potential or actual conflict of interest shall comply with requirements for public disclosure and recusal.

Article 4 Organization

Section 1. Officers

The officers of this Board shall be a Chair, a Vice-Chair, and a Secretary.

Section 2. Election of Officers

Officers of this Board shall be elected in June for two-year terms. The Chair and Vice-Chair will be elected from among the members who are representatives of the business sector. The secretary will be elected from among all members.

The Chair shall appoint a nominating committee to recommend officers who shall be elected from the Board's business sector membership and shall begin their term at the beginning of the new program year effective July 1. These officers shall serve until their successors are elected and qualified or until they are no longer Board members. If an officer is unable to complete his/her term the Board shall elect a successor to complete the remaining portion of the original term. The Vice-Chair shall not be required to succeed the Chair at the end of the Chair's term of office.

Section 3. Chair

The Chair shall preside at Board meetings, designate standing and ad hoc committees deemed appropriate and appoint their Chair and members. The Chair shall not vote except in the case of a tie, in which event he/she shall cast the deciding vote.

Section 4. Vice-Chair

The Vice-Chair shall assume all duties and responsibilities of the Chair in his/her absence from meetings. In the event that the office of Chair is vacated before the end of the term, the Vice-Chair shall assume the office in an acting capacity until such time as the Board elects a new Chair.

By-Laws Guidance

Section 5. Secretary

The Secretary shall be responsible for proper notification of meetings, review, and submission of the minutes to the Board, and shall carry out any other duties deemed appropriate by the Chair. Local Area staff will serve as support personnel in performing these duties.

Section 6. Executive Committee

The Executive Committee shall consist of the Chair, Vice Chair, Secretary (from a sector other than business), and the previous Chair or Vice-Chair. As determined by the Chair of the Board, chairs of Board committees will attend Executive Committee meetings. Responsibilities of the Executive Committee are as follows: make standing committee assignments and coordination among committees, prepare recommendations to Board on state and national issues, act as needed between regularly scheduled Board meetings, and develop immediate and long-range goals for Board concurrence.

Section 7. Vacancy

If an office becomes vacant, the Board shall elect a successor at its next meeting.

Article 5 Committees

Section 1.

The Chair of the Board shall have the power, except as otherwise provided in this Article, to appoint the members of any Committee for a term of two (2) years. No Committee, except as elsewhere provided in this Article, shall take any action or position on behalf of the Board, bind the Board, or exercise the authority of the Board in the management of the Corporation. The Chair of all the Committees shall be members of the Board. The Executive Committee of the Board shall meet at the call of the Chair of the Board or the written request of any two (2) members of the committee. The Board's other Committees shall meet at the call of their respective Chair or the Chair of the Board.

Section 2.

Electronic meetings shall be permissible in lieu of face-to-face committee meetings at the discretion of the Committee Chair. An electronic meeting of the Committee occurs when Board members are in different locations, connected by electronic means, through audio, video, or both. All votes taken during an electronic meeting shall be by roll call. All scheduled electronic meetings shall be held in such a way that all members participating can hear each other at the same time. When speaking, each member will be asked to clearly identify himself, so that proper recognition is given and recorded. All Board policies, administrative practices, and by-laws shall apply equally to electronic meetings.

By-Laws Guidance

Section 3.

The Local Area WDB may establish standing committees to provide information and assist the Board in carrying out its responsibilities (20 CFR 679.360).

Article 6 Amendments

Section 1. Amendment Procedure

Board by-laws can be amended at any regular Board meeting provided the proposed amendment(s) has been submitted in writing to the Board members at least two weeks prior to the meeting.

Section 2. Vote Needed

The by-laws shall be amended upon affirmative vote by a two-thirds majority of the Board.

Article 7 Severability

In the event that any of the rules, regulations, restrictions, covenants, or conditions of these by-laws are held to be partially or wholly invalid or unenforceable for any reason, such holding shall not affect, alter, modify, or impair in any manner any of the other terms, provisions, rules, regulations, restrictions, covenants, or conditions contained herein.

Adopted This NUMBER DATE Day of MONTH, YEAR.

Board Director, Printed Name and Signature

Date

Chief Local Elected Official Printed Name and Signature

Date

Board Chair, Printed Name and Signature

Date

Guidance Regarding Meetings and Conferencing via Electronic Means

All public WDB meetings and Committee meetings will be held at specified times and places which are convenient and open to the public.

The Board believes it is in the best interest of its members, systems, and customers that the fullest participation and attendance in all meetings be achieved whenever possible. Furthermore, it recognizes that the use of electronic, audio or video conferencing for meeting attendance and voting requirements is permissible so long as the meeting is conducted in accordance with the Sunshine Provision.

The Board in all of its regular and special, standing committee, and ad hoc committee meetings complies with and intends to comply with the provisions of the Sunshine Provision. Therefore, the Board hereby adopts this policy, to be used when needed, to make use of the capabilities for conferencing by electronic means or any other type of audio or video conferencing for its meetings *or* any of the standing committee and ad hoc committee meetings as set forth and adopted according to the following rules as applicable:

- A. All pertinent provisions of the Sunshine Provision must be complied with, including specifically the proper notice of any regular or special meeting, the proper record keeping or minutes of each meeting, the appropriate agenda preparation for each meeting, which in addition shall be posted along with the notice of the meeting; and, in particular, any use of closed sessions shall be in compliance with the provisions of WIOA.
- B. All Board and Committee members attending meetings by electronic conferencing shall be entitled to vote as if they were personally and physically present at the meeting site so long as a quorum is, in total, present and accounted for, and their votes shall be recorded by the Board Director.
- C. A Board or Committee member who attends a meeting by electronic, video, or audio conference must provide notice to the Board Director at least 24 hours prior to the meeting unless such advance notice is impracticable.
- D. The location of the meeting included on the notice shall be equipped with a suitable transmission system (e.g., a speakerphone) in order that the public audience, the members in attendance and any staff in attendance will be able to hear any input, vote, or discussion of the conference and that the member attending by electronic means shall have a similar capability of hearing and participating in such input, vote, or discussion.
- E. As the Board or its committees begin each new matter of business, the Chair will check with all remote locations(s) where members are to ensure that each such connection is active.

Guidance Regarding Meetings and Conferencing via Electronic Means

- F. When a motion is made, and seconded, and discussion regarding the motion begins, the Chair will check that the connection with remote location(s) where members are present is active. Prior to closing discussion and taking any vote, the Chair will ask all remote location(s) where member(s) is(are) present whether there are any additional comments, questions, or information to be added to the discussion.

- G. All decisions will be made using majority rule except when a higher vote is required. There will be no muting of any connections with remote location(s) where members are present at any time. There will be no sidebar discussions.

- H. The procedures outlined above shall also apply to each Board and its Committee members.

Local Area WDB Membership Requirements

Representative of Business (WIOA Section 107(b) (2)(A))

Who May Satisfy the Requirements:

The majority of the members of the Local Area WDB must be representatives of private sector business in the local area. At a minimum, two members must represent small business as defined by the U.S. Small Business Administration. Business representatives serving on Local Area WDBs may also serve on the State Board. Each business representative must meet the following criteria:

- be an owner, chief executive officer, chief operating officer, or other individual with optimum policy making and hiring authority;
- provide employment opportunities in **in-demand** industry sectors or occupations, as those terms are defined in WIOA section 3(23); and provide high-quality, work-relevant training and development opportunities to its workforce or the workforce of others (in the case of organizations representing business as per WIOA Sec. 107(b)(2)(A)(ii); and
- are appointed from among individuals nominated by local business organizations and business trade associations.

In North Carolina, examples of allowable business organizations may include chambers of commerce, trade organizations, large non-profit organizations, such as Rex Hospital, and for-profit organizations, such as Duke Hospital, depending on the specific circumstances. Examples of unallowable business organizations include the N.C. Department of Public Safety or other state or municipal agencies.

Representative of Workforce (WIOA Section 107(b)(2)(B))

Who May Satisfy the Requirements:

Not less than 20% of the members of the Local Area WDB **must** be workforce representatives. These representatives:

- **must include two or more representatives of labor organizations**, where such organizations exist in the local area. Where labor organizations do not exist, representatives must be selected from other employee representatives;

Employee representatives must come from organizations that advocate, enhance, or protect the rights of a group of employees. In North Carolina, such examples include the North Carolina Association of Educators (NCAE), the State Employees Association of North Carolina (SEANC), and the National Guard Association). The National Council for Accreditation of Teacher Education (NCATE) is an example of an organization that is not allowable as a labor organization.

Local Area WDB Membership Requirements

- **must include one or more representatives of a joint labor management, or union affiliated, registered apprenticeship** program within the area who must be a training director or a member of a labor organization. If no union affiliated registered apprenticeship programs exist in the area, a representative of a registered apprenticeship program with no union affiliation must be appointed, if one exists.

In addition to the representatives enumerated above, the Local Area WDB **may** include the following to contribute to the 20% requirement:

- one or more representatives of community-based organizations that have demonstrated experience and expertise in addressing the employment, training, or education needs of individuals with barriers to employment, including organizations that serve veterans or provide or support competitive integrated employment for individuals with disabilities; and

In North Carolina, examples of allowable community-based organizations include organizations such as Goodwill and community action agencies.

- one or more representatives of organizations that demonstrated experience or expertise in addressing the employment, training, or education needs or eligible youth, including representatives of organizations that serve out-of-school youth.

Community College representatives would not be appropriate for this category.

Representatives of Education and Training (WIOA Section 107(b) (2)(C))

Who May Satisfy the Requirements:

The balance of Local Area WDB membership **must include:**

- **At least one** eligible provider administering **adult education and literacy** activities under WIOA Title II;
- **At least one** representative from an **institution of higher education** providing workforce investments activities, including community colleges; and
- **At least one representative** from each of the following governmental and economic and community development entities:
 - **Economic and community development** entities;
 - The **State Employment Service Office** under the Wagner-Peyser Act (29 U.S. C. 49 et seq.) serving the local area; and
 - The programs carried out under Title I of the Rehabilitation Act of 1973, other than Sec. 112 or part C of that title.

Local Area WDB Membership Requirements

In addition to the representatives enumerated above, the Chief Local Elected Official (CLEO) **may** appoint other appropriate entities in the local area, including:

- Entities administering education and training activities who represent local educational agencies or community-based organizations with demonstrated expertise in addressing the education and training needs for individuals with barriers to employment;
- Governmental and economic and community development entities who represent transportation, housing, and public assistance programs;
- Philanthropic organizations serving the local area;
- and Other appropriate individuals as determined by the Chief Local Elected Official (CLEO).
- The board chair shall be elected among the business representatives.

The Division of Workforce Solutions may request additional information from Local Area WDBs on representatives and the organizations they represent at any time in order to determine compliance with these requirements. The final determination on whether requirements are met is made by the Division of Workforce Solutions.
