**Turning Point Workforce Development Board**

**Workforce Innovation and Opportunity Act**

**Comprehensive Four-Year Title I Plan**

**July 1, 2024 - June 30, 2028**

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.

The WIOA Comprehensive Four-Year Title I Plan is to provide current information and be effective July 1, 2024 - June 30, 2028 and will include required current local policies. The Local Area Plan will support the alignment strategy described in the 2024-2025 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.  
  
The NCWorks Commission developed the strategic vision and mission for North Carolina’s Workforce System based on Governor Cooper’s NC Job Ready Initiative. 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.

Plans are reviewed by the Division of Workforce Solutions and NCWorks Commission staff. Upon completion of Plan reviews and the resolution of any concerns, as applicable, fully compliant Plans will be given Final Approval. Approval letters are distributed through Workforce Information System Enterprise (WISE). Local WDBs must have a compliant workforce board in place to receive Final Plan Approval and distribution of formula WIOA program year funding.[WIOA Section 108(e)]

**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.commerce.nc.gov/jobs-training/workforce-professionals-tools-resources/workforce-policies>. Local Area WDBs should reference the North Carolina WIOA Unified State Plan to be posted March 2024.

**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.

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| **The Program Year 2024 - 2028 Plan is Due: May 1, 2024** |

Each attachment must be clearly labeled in either Word or PDF format. 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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1. **Local Area Workforce Development Board (WDB) Overview**

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| *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.* |

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| 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. |
| Click here to enter text. |

* 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.*
* If the Local Area WDB officially changed its name, please attach a copy of the Status of Incorporation, attorney’s letter, or other document.

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| 1. List the counties served by the Local Area WDB. |
| **Edgecombe, Halifax, Nash, Northampton and Wilson Counties** |

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| 1. 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** | Email Address: **mwilliams@turningpointwdb.org** |

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| 1. Provide the name, elected title, local government affiliation, address, phone number, and email address of the **Chief Local Elected Official** (CLEO). | |
| Name: **Ralph Webb** | Elected Title & Salutation: **Board of Commissioner, Chairman** |
| Government Affiliation: **Edgecombe County** | Address: **621 Lewis Road Fountain NC 27829** |
| Phone Number: **(252) 827-2170** | Email Address: **ralphwebb@edgecombeco.com** |

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| 1. 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. |

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| 1. 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 Hiett** | 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: **rhiett@ucpcog.org** |

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| 1. 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. |

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| 1. Attach a copy of the **Administrative Entity/Fiscal Agent’s organizational chart** with an ‘effective as of date’. |
| * Name document: **Upper Coastal Plain COG Organizational Chart** |

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| 1. 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]. |
| **GHQFCNX1WGZ7** |

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| 1. 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](https://www.nccommerce.com/documents/commission-policy-cps-09-2021-workforce-innovation-and-opportunity-act-wioa-youth-formula), Change 1) |
| **Carisa Rudd, Turning Point WDB Business Service Manager** |

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

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| 1. 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 Member 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). Do not change required category names except to clarify those representing multiple categories. When determing the total number of members, representatives serving in more than one category must be counted and listed only once on the form. Identify any names representing a dual category with an asterisk (\*).

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| ***Notes:***   * *Please complete the entire form. Check the block on the last page of the form certifying compliance with required WIOA Local Area WDB business nomination process.* * *Representatives with expired terms will not be included in the counted list of Board members. Board member terms must stated in a month/date/year format.* * *Plans that do not have a compliant workforce Board will not receive Final Approval. Formula funds will not be awarded until the Local Area WDB has a compliant workforce Board.* *Exceptions are allowed only when realignment is occurring in the upcoming program year.* |

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| 1. 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.).** |

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| *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*](#Appendix_A)*. Additional by-laws guidance/template and electronic meeting formats have been provided in* [*Appendix B*](#Appendix_B) *and* [*Appendix C*](#Appendix_C)*.* |

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| 1. Attach the Local Area WDB By-Laws including date adopted/amended. By-Laws must include the required elements found in [Appendix A](#Appendix_A). |
| * Name document: **Turning Point WDB By-Laws** |

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| 1. To demonstrate that the attached Local Area WDB By-Laws comply, complete By-Laws Required Elements – Crosswalk chart (form provided). |

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| *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)]* |

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| 1. 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, as well as individual’s contact information for distribution of Plan. [WIOA Section 108(d) and 108(b)(20)] |
| **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 16, 2024, through June 19, 2024. Turning Point WDB will distribute copies of the proposed Local Plan to board members, partners and guest at board meeting. Turning Point WDB will make local plan available on www.turningpointwdb.org website or by email request mwilliams@turningpointwdb.org.** |

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| *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) and 108(b)(20)]* |

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| 1. Attach a copy of the Local Area WDB’s organizational chart with an ‘effective as of date.’ Include position titles, names, and contact information. |
| * Name document: **Turning Point WDB Organizational Chart** |

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| 1. Complete the following chart for the PY2024 Local Area WDB’s planned meeting schedule to include, date, time, location, and virtual link (if applicable). (Expand form as needed) | | |
| **Date** | **Time** | **Location (include address, room #**  **and virtual link)** |
| **August 15, 2024** | **10:00am** | **1151 Falls Road Suite 2004  Rocky Mount NC 27804** |
| **October 17, 2024** | **10:00am** | **1151 Falls Road Suite 2004  Rocky Mount NC 27804** |
| **December 19, 2024** | **10:00am** | **1151 Falls Road Suite 2004  Rocky Mount NC 27804** |
| **February 20, 2025** | **10:00am** | **1151 Falls Road Suite 2004  Rocky Mount NC 27804** |
| **April 17, 2025** | **10:00am** | **1151 Falls Road Suite 2004  Rocky Mount NC 27804** |
| **June 19, 2025** | **10:00am** | **1151 Falls Road Suite 2004  Rocky Mount NC 27804** |

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| ***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*](#Appendix_A)*.* |

*The Comprehensive Four-Year Plan is developed in partnership with the chief local elected official and approved by the Local Area WDB. This approval should be reflected in the Local Area WDB meeting minutes as an Action item.*

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| 1. Provide the Month and Date of the Local Area WDB meeting that the Comprehensive Four-Year Plan was approved. Attach a copy of the Local Area WDB minutes that reflect this action item.   **(Will send Turning Point WDB minutes after June 20, 2024 meeting)** |
| * Name document: *Local Area WDB Name Plan Approval Minutes*. |

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| 1. 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: ***Turning Point WDB Certification Form*.** |

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

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| 1. 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).   **(Will send Turning Point WDB signatory page after June 20, 2024 meeting)** |
| * Name document: *Local Area WDB Name Signatory Page*. |

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

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1. **Local Area WDB Strategic Planning**

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| ***The Local Area WDB is required to the keep the Local Area Plan up to date and adaptable 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: skills and education 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.***  ***At the local level, the Local Area 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.*** |

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| 1. Provide a description of the Local Area WDB’s strategic vision and goals for preparing an in-demand 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 advanced, 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 utilized 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.** |

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| 1. 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 services 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 fourth 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 relocated 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.** |

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| 1. Considering the analyses described in the Regional Strategic Planning Section III, describe strategies to work with the entities that carry out the core programs that align resources available to the Local Area to achieve the strategic vision and goals. [WIOA Section 108(b)(1)(F)] |
| **The Northeast Regional Collaboration (Rivers East Workforce Development Board/Turning Point WDB, and Northeastern WDB) strategic vision for preparing an educated and skilled workforce:  • Focus our resources and training on provider’s that deliver high-quality employer-focused and job seeker programs.  • Continue and expand our networking with Community Colleges to identify “gaps” in program offerings as identified through labor market research and dialogue with business. • Continue our close working relationship with the Customized Training program. • Continue and expand our assessment instruments in the NC Works Centers to help identify the best skilled workers for referral to businesses. • Continue our emphasis on more short-term training and On the Job Training in the region. • Expand our sector work to identify emerging sectors and to begin offering skills training to meet the projected needs.  • Continue our Career Pathways work (Pathways to Prosperity) to engage businesses, K-12, Community Colleges, Economic Developers, Chambers of Commerce, STEM, and the Universities to develop our workforce from school to life-long learning.  • Continue our close working relationship with local, regional, and state economic developers. • Continue our close working relationship between the Boards. • Continue our relationship with Vision East  The benefit of having such an established framework is that it can be implemented to prepare an educated and skilled workforce at any level.** |

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| 1. Provide a description of strategies concerning maximizing coordination of services provided under the Wagner-Peyser Act and services provided in the Local Area through the NCWorks Career Center system.  Include how this coordination of services improves service delivery and avoids duplication of services. [WIOA Section 108(b)(12)] |
| **The integrated service delivery system supports the integrated career center staffing, an integrated customer pool, integrated customer flow, and integrated technology in our NCWorks Career Centers. NCWorks Career Center Managers functionally reports to the Turning Point Workforce Development Board and on a day-to-day basis, functionally reports to the Turning Point Workforce Development Director. All Career Advisors have been cross-trained to perform both WIOA and Wagner-Peyser functions to increase efficiency of service and the avoidance of duplication.** |

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| 1. Describe how the Local Area WDB implements **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 allow 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.** |

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| 1. 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 – is 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.** |

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| 1. Describe the Local Area’s workforce development system. Identify the following: the programs that are included in the system, how the Workforce Development Board will work with the entities administering core programs and other workforce development programs to support alignment and provision of services, and the programs of study authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.).  [WIOA Section 108(b)(2)] |
| **There are four NC Community Colleges in our region: Edgecombe, Halifax, Nash, and Wilson and two four-year institutions: NC Wesleyan College and Barton College. Due to the rural demographics of the Turning Point WDB region, distance between higher learning institutions was difficult for cross-training. Before there was a formal Integrated Service Delivery System (ISD) regionally there was a true sense of collaboration derived. Turning Point workforce development staff and local partners such as the community colleges, K-12 schools, department of social services, vocational rehabilitation, faith-based/community agencies worked efficiently under an unwritten cost sharing memorandum of understanding. One of the three local career centers were central points of location for hosting all partners. Now that NCWorks has provided a state platform we are diligently working to officially enhance core programs and other workforce development programs. Turning Point WDB’s regional NCWorks Career Pathways propelled this initiative with funding from the North Carolina Community College System Carl D. Perkins Career and Technical Education Act.** |
| 1. 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.** |

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| 1. 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 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.** |

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| 1. Discuss the increase and expansion of service delivery and awareness efforts to reengage individuals with barriers to include dislocated workers, opportunity youth/high school dropouts, women, people of color in hard-to-reach communities, individuals with disabilities, and justice involved individuals 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 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 RAMP-East 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 helps 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 CNAs 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 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. help 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** |

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| 1. Provide a description of how the Workforce Development Board coordinates workforce investment activities carried out in the Local Area with: 2. statewide rapid response activities as described in WIOA Section 134(a)(2)(A). 3. specifically describe the coordination and delivery of services to businesses to include systems that are used to determine economic trends and partners within your Early Warning Network to help identify those businesses that are expanding and/or struggling.  [WIOA Section 108(b)(8)] |
| **A. The Business Services Unit works regionally to provide Rapid Response Coordination after a WARN is issued; convenes a team and provides an update as necessary and if there are changes to note. The Local Area Lead ensures the Employer has proper contact throughout. The Local Area Lead is in touch with management of the employer to include the local office or their corporate facilities. Employee Sessions are coordinated for dislocated workers in a timely manner and a team is convened to provide resources and information regarding NC Works, Unemployment or other services that are time-sensitive (such as DSS or mortgage assistance) Surveying the employer helps with this determination. The Business Services Manager ensures updates as necessary; however, this staff is the contact for the State and the Employer through the process and takes the lead on any meeting coordination.  B. A Regional team is in place, however, specific to the employer location; agencies of that County are in place first. With large employers, the entire team is available to assist. After staff reviews all information associated with the employer affected, to include wage data, commuting information and titles, businesses are contacted early-on and asked to be available for a recruiting event to transition workers and fill other positions. Relationships among our Engagement teams are key to this being a successful and smooth process, as Rapid Response plans change based on layoff and closing dates and plans. The Local Area has been successful in these processes.** |

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| 1. 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 diversity, equity, inclusion, and accessibility. |
| **Career Pathways work continues in our 5 counties. Local implementation of career pathways is spearheaded by Turning Point. Turning Point WDB, NCWorks (Wilson Workforce Center), 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 these videos are available on TPWDB YouTube channel.** |

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| 1. Based on the history of economic development projects in the Local Area, how many projects does the Local Area WDB expect to engage in during the upcoming program year? Please indicate the type of services the Local Area WDB expects to provide. |
| **The Local Area has provided several support letters for Economic Projects in the Region, with an overview of the Employment and Recruiting services of partnering agency, NC Works. The Board anticipates engaging in 5+ projects for the program year. The Local Area provides labor market data (traffic count, commuting patterns, wage data) as requested and information on any funding opportunities with support of Commerce.** |

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| 1. 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), Section107 (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 from 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 agree that 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 can collect data from these partners, offer insight to what may be needed for training (curriculum or con ed) 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.** |

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| 1. 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** | **1237** |
| **Agriscience/Biotechnology** | **TPWDB, Rivers East, NWDB** | **August 2020** | **656** |
| **Business Support Services** | **TPWDB, Rivers East, NWDB** | **August 2020** | **1496** |
| **Healthcare** | **TPWDB, Rivers East, NWDB** | **February 2016** | **6758** |

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| 1. 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. 2. Include plans for new career pathways. 3. Explain how career pathways in the local area are in alignment with other partners/stakeholders’ (Department of Public Instruction (DPI), community colleges, myFutureNC, universities, etc.) existing pathways or if they are duplicates. 4. Describe the strategy to avoid duplication efforts. 5. Describe the strategy to promote pathways and recruit participants. |
| 1. **In using data analysis for pathways data, collect and analyze relevant data, such as job market projections, employment statistics, wage trends, and industry reports, to identify high-demand fields and occupations. Engage industry-Consult with industry experts and employers to validate the findings of the review process, gather feedback on the adequacy of current pathways, and identify emerging skill requirements or technological advancements that may necessitate new pathways or updates to existing ones. Key partners and pathways strategic planning groups will monitor and evaluate Progress- Continuously monitor and evaluate the implementation of new pathways or updates to existing ones to track their impact, effectiveness, and alignment with industry needs. Solicit feedback from employers, participants, and other stakeholders to inform ongoing improvements and adjustments to career pathway programs.** |
| 1. **The Local area will continue to maintain partnerships with key stakeholders, including the Department of Public Instruction (DPI), community colleges, myFutureNC, universities, industry associations, and local businesses. Conduct regular meetings and workshops involving stakeholders to share information, exchange best practices, and synchronize efforts in developing and promoting career pathways.** |
| 1. **The Local Area and collaborating Boards work to maintain a website of existing career pathways, including detailed information on curriculum, credentials, and industry partnerships. Turning Point will continue to encourage collaboration and information-sharing among stakeholders to identify overlapping areas and opportunities for consolidation or specialization** |
| 1. **Turning Point’s strategy to promote pathways includes: Developing targeted marketing and outreach campaigns to raise awareness of available career pathways among students, parents, educators, and job seekers, for example using posters with high demand jobs paying a livable wage in the Northeastern part of NC. Utilize digital platforms, social media to disseminate information about the benefits and opportunities associated with various career pathways. Organize career fairs, workshops, and informational sessions in collaboration with schools, community organizations, and employers to showcase pathway options and facilitate networking opportunities. Provide personalized guidance and counseling services to help individuals navigate their career options and make informed decisions about pathway selection and advancement** |

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| 1. Provide a description of the 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. (e) Explain strategies to align work across the North Carolina Community College System (NCCCS) and (DPI) to increase youth apprenticeships or assist businesses in hiring youth apprentices. |
| 1. **Education Attainment and Skill Needs of High-Demand Fields:  - Continue collaboration with local educational institutions, employers, and industry partners to identify high-demand fields and the specific skills required.  - Continue offering career counseling and guidance services to individuals seeking to enter or advance in high-demand fields, including assessment of skills and educational pathways, using NCWorks and nccareers.org.** |
| 1. **Awareness and Cultivation Efforts for Education Access and Credentials:  - Conduct outreach campaigns targeting underserved populations to increase awareness of educational opportunities and the benefits of postsecondary credentials. This includes re-entry resource fairs.  - Partner with schools, community organizations, and employers to provide informational sessions, workshops, and career exploration activities using NCWorks, NENC Career Pathways posters and nccareers.org.  - Establish connections with local businesses to create learn-and-earn opportunities such as apprenticeships, like with Down East Partnership for Children, early childhood apprenticeships.** |
| 1. **Supportive Services for Hard-to-Reach Communities:  - Implement outreach strategies tailored to the needs of hard-to-reach communities, minority populations, and individuals with disabilities. Continue our work with Vocational Rehabilitation and Re-entry council.  - Offer supportive services such as transportation assistance, childcare, and language support to remove barriers to education and employment.  - Collaborate with community-based organizations and social service agencies to provide wraparound support for individuals facing multiple barriers to workforce participation.** |
| 1. **Strategies Involving NextGen, NCCareers.org, and Awareness Models:  - Utilize NextGen, a comprehensive workforce development platform, to connect individuals with educational resources, job opportunities, and support services.  - Leverage NCCareers.org, an online portal, to provide access to career exploration tools, labor market information, and training resources.  - Implement awareness models that utilize digital marketing, social media, and community events to promote success stories, testimonials, and case studies highlighting the benefits of workforce development programs** |
| 1. **Strategies to Align Work with NCCCS and DPI for Youth Apprenticeships  - Collaborate with the North Carolina Community College System (NCCCS) and the Department of Public Instruction (DPI) to develop youth apprenticeship programs aligned with industry needs. An example is early childhood education.  - Facilitate partnerships between businesses and educational institutions to create apprenticeship opportunities for youth, providing hands-on training and work experience.  - Provide technical assistance and resources to businesses interested in hiring youth apprentices, including guidance on program development, recruitment, and retention strategies.** |

1. **Regional Strategic Planning:**

*North Carolina is defined by an expansive geography that covers over 53,000 square miles and spans from the mountains in the west, to the piedmont region in the state’s center to the coastal plain region in the east. This expansive geography contributes to the state’s diverse mix of rural communities, small towns, cities, metropolitan areas, and regional economic centers, each with its own unique industrial composition. Part of North Carolina’s economic development strategy includes organization of the state’s 100 counties into eight multi-county regions called Prosperity Zones, which are intended to help ensure economic growth across all areas of the state, by leveraging regional economic, workforce, and educational resources. Overlaying the eight prosperity zones are North Carolina’s 20 Local Area WDBs that facilitate the delivery of workforce services to the state’s citizens and employers.*

*Local Area WDBs are to continue, or begin, formal interaction based on these regional geographies.  The following regional configurations will be used for submission of this Regional Plan:*

* *Western Region: Southwestern, Region C (Foothills), and Mountain Area WDBs;*
* *Northwest Region: High Country, Western Piedmont, and Region C (Foothills)WDBs;*
* *Piedmont Triad Region: Piedmont Triad Regional and GuilfordWorks WDBs;*
* *Southwest Region: Centralina, Charlotte Works, Region C (Foothills), and Gaston County WDBs;*
  + *North Central Region: Kerr-Tar, Durham County, Turning Point, Mid-Carolina, and Capital Area WDBs;*
* *Sandhills Region: Cape Fear, Lumber River and Mid-Carolina WDBs;*
* *Northeast Region: Rivers East, Northeastern, and Turning Point WDBs; and*
* *Southeast Region: Eastern Carolina and Cape Fear WDBs.*

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| 1. Provide an analysis of the regional economic conditions to include a) existing and emerging in-demand industry sectors and occupations; as well as conditions that contribute to potential layoffs and closures and, b) knowledge and skills needed to meet the employment needs of employers in those industry sectors and occupations. Include sources used and business involvement in determining needs. [WIOA Section 108 (b)(1)(A)(i)(ii) and (B)]. |
| **The 20 county Northeast region has a total population of 735,098 with 323,901 individuals employed with average earnings of $58.1 annually. Total population decreased by 29,343 over the last five years and is projected to further decrease by 31,356 over the next 5 years. This is significant for many reasons including that a lot of funding, such as WIOA funding, is based on population. With a decreasing population, this region is likely to receive less WIOA funds. On a positive note, jobs decreased by 832 over the past five years, but are projected to grow by 8,869 over the next five years. Median earnings for the region are significantly lower than the national average which is $82.5K. Concerning educational attainment, 16.0% of the regions’ residence possess a Bachelor’s Degree (5.1% below the national average), and 10.9% hold an Associates’ Degree (2.0% above the national average). Currently, the largest industries are Government, Retail Trade, Manufacturing, Health Care and Social Assistance, and Accommodation and Food Services. Industries with the highest expected growth are Manufacturing, Construction, Wholesale Trade, Retail Trade, and Professional, Scientific, and Technical Services. The most in-demand skills needed to meet the demands of employers in the Northeast region are Merchandising, Nursing, Auditing, Accounting, and Cash Register. This data was collected from Lightcast. In additional to using Lightcast, the workforce boards of the northeast are in constant communication local employers about their needs.  Conditions that contribute to potential layoffs are subject to local, state, and national trends. As inflation and gas prices soar, so does the cost of business. If businesses are not able to produce their products or services at prices that align with what consumers are willing to pay, there will be layoffs and closures. As Government is one of the largest employers, as noted above, a lot of government services are funded through formulas that use population. With a decreasing population, this could result in less government services resulting in layoffs. Also, with a decreasing population, employers will have even more difficulties filling their open positions. If companies cannot access the workforce they need, some will relocate to areas in which they can. The Northeast Region, unlike many other regions throughout the state, is also subject to extreme weather and its impact on local economies. Hurricanes can have a extremely negative effect on the economy and result in layoffs.** |
| 1. Describe how the regional strategic vision aligns with the [NCWorks Commission’s 2023-2025 Strategic Plan.](https://www.nccommerce.com/documents/ncworks-commission-strategic-plan-2019-2021) |
| **There are four main goals in the NCWorks Commission Strategic plan as follows: 1. Prepare workers to exceed in the North Carolina by increasing skills and education attainment. 2. Create a workforce system that is responsive to the needs of the economy by fostering employer leadership. 3. Promote replication of creative solutions to challenging workforce problems by supporting local innovation. 4. Promote system access, alignment, integration, and modernization. The Northeast Region has been a leader in promoting skill and education attainment for close to 12 years now through our NENC Career Pathways Partnership. Through this partnership, four regional employer-driven career pathways have been developed (Health Sciences, Business Support Services, Advanced Manufacturing, Agri-Science/Biotechnology). Careers in these fields and the credentials/stackable credentials are promoted in the high schools, community colleges, and NCWorks Career Centers. The three Workforce Board Directors in the Northeast Region meet regularly to ensure that each local area is aware of what the others are doing and either partner in the efforts or replicate the efforts as appropriate. The Northeast is more than a team, it is a family. Employer leadership is very important in the northeast. The above-mentioned career pathways were developed with input from local employers. Also, each local area is currently working on sector strategies – and again, we learn from each other as we do this. Lastly, in an effort to promote system alignment, the three boards in the Northeast Region, along with Eastern Carolina Workforce Development Boars, have held numerous meetings to align policies to make workforce services more consistent throughout the regions.** |

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| 1. Provide an analysis of the workforce in the region, including current labor force employment and unemployment data, and information on labor market trends, and the educational and skill levels of the workforce in the region, including individuals with barriers to employment. [WIOA Section 108 (b)(1)(C)]. |
| **The 20 county Northeast region has a total population of 735,098 with 323,901 individuals employed with average earnings of $58.1 annually. Total population decreased by 29,343 over the last five years and is projected to further decrease by 31,356 over the next 5 years. On a positive note, jobs decreased by 832 over the past five years, but are projected to grow by 8,869 over the next five years. Median earnings for the region is significantly lower than the national average, which is $82.5K. Concerning educational attainment, 16.0% of the regions’ residence possess a Bachelor’s Degree (5.1% below the national average), and 10.9% hold an Associates’ Degree (2.0% above the national average). In 2022, there were 13,429 graduates in the region. This pipeline shrunk by 10% over the last 5 years. The highest share of these graduates come from “Liberal Arts and Sciences/Liberal Studies” (Associate’s), “Business Administration and Management, General” (Bachelor’s), and “Registered Nursing/Registered Nurse” (Bachelor’s). Currently, the largest industries are Government, Retail Trade, Manufacturing, Health Care and Social Assistance, and Accommodation and Food Services. Industries with the highest expected growth are Manufacturing, Construction, Wholesale Trade, Retail Trade, and Professional, Scientific, and Technical Services. The most in-demand skills needed to meet the demands of employers in the Northeast region are Merchandising, Nursing, Auditing, Accounting, and Cash Register. Unemployment in the Rivers East region as of January 2024 is 4.1%, Turning Point is 5.1%, and NWDB is 4.6%. The overall Unemployment Rate for the region is 4.58%. All of these are high than NC (3.5%) and the US (3.7%).** |

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| 1. Describe strategies, used to facilitate engagement of businesses and other employers, including small employers and in-demand industry sector occupations. Describe methods and services to support the workforce system in meeting employer needs. [WIOA Section 108 (b)(4)(A)(i)(ii)]. |
| **The workforce boards in the region frequently engage with businesses, including small employers and those in in-demand industries. 96.2% of the businesses in the region have 49 or less employees – so most of the business engagement is with small employers.  Through our NENC Career Pathways Partnership, we identified four industry sectors to build career pathways and focus business engagement – Health Science, Advanced Manufacturing, Business Support Services, and Agri-Science/Biotechnology. We hold regional quarterly meetings focusing on one of these sectors (all four annually). This allows for frequent and intentional business engagement, as we continuously work to ensure that our pathways, and the work of our business/employer’s services staff align with the needs of these sectors.  In addition, the three boards have worked together to align our Incumbent Workers Grant and On-the-Job Training policies, to allow for consistency in services to businesses. In addition to these services, other services are available to help meet employer needs. This includes customized recruitment strategies based on the individual needs of the employers. Customized recruitment may or may not include pre-screening of applicants. This just depends on the needs of the employer. We realize there isn’t a “one size fits all” approach to recruitment, so staff in the region work hard to understand the employers’ specific needs and design a recruitment strategy based on those needs.** |

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| 1. Describe strategies and services used to coordinate workforce development programs  and economic development. [WIOA Section 108 (b)(4)(A)(iii)]. |
| **Many of the regional economic developers are geographically aligned to the areas these three boards cover. An example of this is the NCEast Alliance. Board Directors and Business Services staff have developed relationships with the staff of NCEast and have provided workforce availability data to this group to help them recruit new businesses. Staff are also invited to on-site discussions that NCEast may organize with a business to help provide context to the data. NCEast Alliance staff serve on both the Rivers East and Northeastern Workforce Development Board. Another example is the regional representative from EDPNC which is aligned to our region. These individual attends regional meetings and has been de-briefed on the board’s role and business services. Board staff also participate in joint business meetings with EDPNC staff. The boards also have strong relationships with local economic developers and work to maintain those relationships.** |

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| 1. Outline regional transportation issues related to workforce development and ways the region is/will address needs identified.  Include a description *and* map of the regional commuting patterns. [WIOA Section 108(b)(11)]. |
| **Transportation is a major workforce development issues in the region. The inter-regional highway system is inadequate for many businesses that may otherwise relocate to the area. Widening, bridge replacement, ferry upgrades, and new construction are necessary to allow business to efficiently import resources and export goods. Furthermore, the current system creates long commute times, placing additional burdens on working families. On December 14, 2015, the US 17 corridor was officially designated as a future interstate with the passage of the Fixin America’s Surface Transportation Act (FAST Act) and in May of 2016, the American Association of State Highway and Transportation Officials (AASHTO) approved the designation of Interstate 87 (I-87) for the corridor.   From a workforce perspective, the boards will continue to voice the concerns of transportation challenges on the workforce and for I-87 to come to fruition. Also, knowing the expense of transportation can be a barrier to individuals, preventing them from accomplishing their educational goals, the boards offer transportation as a supportive service to help ease that burden.  Regarding commuting patterns: A significant number of workers commute outside of the region. In 2023, 97,935 workers commuted out of the region, while only 64,093 workers commuted to the region. This is a net loss of 33,842 workers. Most of those who commute outside of the region commute to Virginia. In 2023 58% of those who commute out of the region, commuted to Virginia. I tried to cut and paste a commuting map but the way this document will not let me paste it.** |

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| 1. Briefly provide a description of how the Local Area WDB will coordinate education and workforce investment activities carried out in the local area with relevant secondary and postsecondary education programs and activities to coordinate strategies, enhance services, and avoid duplication of services. [WIOA Section 108(b)(10)]. |
| **Boards of the Northeast have many types of relationships with secondary education and community college and university partners. One example is the close relationship between boards and customized training departments. Business services staff aligns marketing efforts with local and regional customized training representatives, particularly for Incumbent Worker Grants. Another example of alignment is working collaboratively with career coaches (titles differ across the region) to ensure community college staff are aware of approved trainings, eligibility for Title I participation, etc. Moreover, each board has a representative from Adult and Basic Education as a member on the board.  Here is some information specific to NWDB: NWDB staff and Career Center Staff network collaborates regularly with secondary school and community colleges to provide wrap-around services to customers. Career Advisors communicates and meet with secondary school counselors and CTE teachers to evaluate the need of eligible youths and partner to service students jointly. Career Advisors are housed in the local community college to maximize the partnership and provide services to students. Likewise, the Career Center provides office space for the local community college staff to facilitate partnership between the two organizations and provide onsite services to Career Center customers. NWDB participates in joint meetings with secondary and community college staffs to collaborate on services provided to students and roles are identified to reduce duplication of services. Career Center and NWDB staff have collaborated with the local 4-year university to provide on campus services to students and provide them exposure and resources to WIOA resources and services. NextGen staff regularly visit High Schools in the NWDB region to conduct workshops for Seniors and expose them to the services offered through the NCWorks Career Center System.  Community college representatives for College of the Albemarle (COA) and Beaufort County Community College (BCCC) sit on the NWDB Board and participate on other Board committees and attend partnership meetings held monthly by the NCWorks Career Centers of the region. Dialog between the community colleges is transparent, therefore avoiding duplication of services and ensuring that strategies are aligned. Community college alliances are evidenced through the four distinct Career Pathways developed for the NWDB region. In addition, the community colleges of the region are valued referral sources for WIOA Title I services. NWDB Career Advisors hold office hours on each of the community college campuses to ensure continuity of services.  We have also identified several opportunities to work with Elizabeth City State University (ECSU) including project GAP and Employer NENC: An Educational Collaborative. We also helped ECSU open their on-campus Career Center.** |

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| 1. Briefly describe how the NCWorks Career Centers serve military veterans. |
| **Veterans and eligible spouses receive priority of service for all USDOL-Funded job training programs, which include WIOA programs. When veterans visit one of our centers, they do receive priority of services. There is a form that they must complete (Veteran Intake Form) to identify any barriers that they may have which will allow us to determine if the veteran should speak to a veteran representative or one of our career advisors at the office. If the veteran is to meet with a veteran representative there are additional benefits that the veteran program can offer these individuals. It is important that we gather as much information as possible from that individual to determine what his/her needs may be. For the person to receive these benefits they must accept being placed on a case load so the veteran representative can properly assist and assess their needs.  We have two types of veteran representatives that are housed in our center. One is a DVOP, which is the veteran representative that works with the jobs seekers to ensure that they find employment or receive services. The other is the LVER, this individual is responsible for building and engaging in relationships with our business community to ensure that we are explaining all the services that the veteran program offers and the benefits of hiring a veteran. They are also responsible for outreach in the community and working in partnership with the center business service coordinator to provide services to the business community. Recently, DWS has implemented Hybrid staff which perform the functions of both the DVOP and LVER.** |

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| 1. Explain the strategic plan for how the region will respond to national emergencies or weather-related disasters to serve victims (such as lay-off aversion activities) and utilize special grants efficiently throughout the recovery period. |
| **Through prior experience, Boards of the Northeast are prepared to respond to national emergencies including weather related disasters. In addition to utilizing previous NEG funds, the boards realize the value of providing mobile and virtual services to customers impacted by hurricanes that lack the means to travel to a center or when a region must close a center due to a hurricane’s impact. For example, each board of the Northeast has used the mobile unit in the aftermath of a hurricane to provide services to customers. During this pandemic, the boards of the Northeast were quick to respond to needs by developing texting platforms, virtual career services (such as online soft skills courses), virtual job fairs and more. The tools and skills we’ve acquired due to the pandemic will be valuable in normal circumstances and will aid in expediting services and using outreach techniques in atypical ways.** |

1. **NCWorks Commission**

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| *The NCWorks Commission recommends policies and strategies which value diversity, equity, inclusion, and accessibility while enabling the state’s workforce to compete in the current and future global economy. The commission leads, builds partnerships, forms alliances, and is accountable for strengthening North Carolina’s innovative, inclusive, relevant, effective, and efficient workforce development system.*  *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.*  *After extensive stakeholder work and programmatic reviews, the following systemwide goals and objectives were created for the workforce development system:*   * *Prepare workers to succeed in the North Carolina economy by increasing skills and education attainment.* * *Create a workforce system that is responsive to the needs of the economy by fostering employer leadership.* * *Promote replication of creative solutions to challenging workforce problems by supporting local innovation.* * *Promote system access, alignment, integration, and modernization.* |

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| 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.** |

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| 1. 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 Representatives of the Local Area which all provide updates to the BSM/BSR for overall review and to properly disperse information and report from the Region. Any referrals may be discussed within the team and if team members find inform, it is requested that it is shared among the team for discussion.** |
| 1. Briefly describe how the Local Area WDB plans to increase NCWorks brand awareness at the local level (consult NCWorks Commission 2023-2025 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 his 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, partnership 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.** |

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| *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.* |

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| 1. 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 while including Diversity, Equity, Inclusion, and Accessibility. |
| **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.** |

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| *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.* |

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| 1. Describe the Local Area WDB’s strategy for:    1. incorporating job quality principles into ongoing workforce development activities, to assist with identifying and creating long-term partnerships with employers offering good jobs;    2. creating strategic, flexible career pathways to good jobs that respond to local labor market needs. |
| **1. 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 can 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.** |

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| 1. 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. |
| **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.** |
| 1. 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.** |

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| 1. Briefly describe how the local board will ensure the continuous improvement of eligible providers of services through the system and ensure that such providers meet the employment needs of local employers, and workers and jobseekers. [WIOA Section 108(b)(6)(A)] |
| **In adhering to the new process, all eligible providers must now start the process by contacting the Local Area but be referred to NC Commerce for the eligibility process. The Local Area can recommend the provider, but all final approval is at the State level. Consideration of the provider being added to the Local Area is based on the needs of employers of the Turning Point WDB Regions.** |

1. **NCWorks Career Centers**

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| *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 a specific date”.*

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| 1. Identify PY 2024 NCWorks Career Center location(s) including Comprehensive and Affiliate 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 2024 NCWorks Career Center Chart. [WIOA Section 121(b)(1)(A) and (b)(1)(B)] |
| * Name document: **Turning Point WDB PY 2024 NCWorks Career Centers** |

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| 1. Provide the name(s) of the current One-Stop 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). [WIOA Section 108(b)(16)] |
| **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.** |

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| 1. Provide a brief description of how Career and Training Services are provided. [WIOA Section 121(e), 134(c)] 2. Provide a description of how Career and Training services are provided to adults. 3. Provide a description of how Career and Training services are provided to dislocated workers. 4. Provide a description of how Career and Training services are provided to youth. |
| 1. **All customers will be greeted upon arrival and given prompt service using the triage process outlined in the policy guide. For first-time customers aged 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 training 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.** |
| 1. **Dislocated Worker Services are provided the same as above A.** |
| 1. **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 an Individual Employment Plan (IEP) or Individual Service Strategy (ISS), that will be used to structure the participant’s activities throughout enrollment. IEP/ISS is reviewed at least every 90 days to ensure participant is on track to attain goals, or to make revision were necessary. IEP/ISS is also signed by all pertinent parties and scanned into NCWorks Online. Participants are provided access to 14 program elements that will assist them in reaching their desired goals and successfully overcoming barriers.** |

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| 1. 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.** |

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| 1. 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.** |

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| 1. Describe how: 2. New NCWorks Career Center staff (DWS, service providers, and partner staff) are trained in the integrated service delivery system model (include a training timeline). 3. How long after the initial start date does staff have full access to NCWorks.gov? 4. The staff development activities reinforce and improve the initial training efforts. 5. Describe the specific training that staff receive around diversity, equity, inclusion, and accessibility. |
| 1. **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.** |
| 1. **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.** |
| 1. **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.** |
| 1. **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.** |

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| 1. 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.** |

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| 1. Briefly describe how the NCWorks Career Center serves 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.** |

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| 1. 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 always open for Business Services and engagement 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 always open for Business Services and employer engagement 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.** |

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| 1. 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.** |

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| 1. Attach a flowchart for services – flowchart must include: 2. initial one-on-one interviews with customers, 3. skills assessments, and 4. determination of the need for further services. |
| * Name document: **Turning Point WDB Services Flowchart 2024**   **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 in. 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.** |

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| 1. Attach the Memorandum of Understanding (MOU) between the Local Area WDB and partners concerning operation of the NCWorks Career Center system. [WIOA Section 121(c)(1)(2)(A)] |
| * Name document: **Turning Point WDB NCWorks Career Center MOU** |

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| 1. Describe the Local Area WDB’s method for providing oversight to include: 2. 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 3. the roles and any resource contributions of the NCWorks Career Center partners. [WIOA Section 121(a)(3)] [WIOA Section 108(b)(6)(D)] |
| **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 Managerwill 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.** |

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| 1. Describe how the Local Area WDB facilitates access to services provided through the NCWorks Career Center delivery system, including in remote areas, through the use of technology and through other means. **[**WIOA Section 108(b)(6)(B)] |
| **The Board has created partnerships between Community Colleges, Employers and Community Based Organizations to provide services to those that may not have access to the NCWorks Career Center’s main office. With the NCWorks system, having access from any location is key; however, for those without a computer and internet, other methods are still necessary. Agencies have provided a location for the community to use computers and when needed; assistance is provided by volunteers or staff of that agency to assist with resume writing, or basic computer skill assistance as needed. One designated Shared Access site for example is Regeneration, Inc. (Access Point) that was certified to provide services as the Center would provide and more. Classes were offered through this agency that also graduated CNAs for the first time in their rural area. Efforts to access videos for training or online courses have also been part of reaching those needing the services or training. These are a result of good partnerships and collaboration with agencies that are in the furthermost parts of our Region.** |

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| 1. 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.** |

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| 1. Describe how entities within the NCWorks Career Center system, including Career Center operators and partners, will comply with Section 188, if applicable, and provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities. [WIOA Section 108(b)(6)(C)] |
| **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.** |

1. **Employer Services**

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| 1. 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:   1. Utilizing regional and local economic data to inform priorities [WIOA Section 108 (b)(1)(A)(i)(ii) and (B)]. 2. Collaborating with employer-facing partners such as Agricultural Services, Foreign Labor and Veteran Services to meet employer needs and jobseeker recruitment efforts. 3. 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)] 4. 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) 5. Including Historically Underutilized Businesses (OG 20-2021) |
| 1. **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 to compile information that is helpful to employers when making decisions regarding business or employees. Local and Regional data is reviewed to determine what other services are needed and what is priority among programs to better service clients (jobseekers and businesses in the Region).** |
| 1. **The Business Services Manager (BSR) Oversees Business Services, including programs works with the Business Engagement Coordinator which focuses on WBL activity and outreach of IWT and contact with some business engagement efforts. The BSM works with the Special Projects Coordinator (working on special activity and initiatives as a liaison with NC Works and special initiatives such as Sector Strategies, Business Education Partnerships and Chambers) and key NC Works team members that includes: NC Works Career Center Managers, which are in contact with employers with immediate needs and their Employer/Employment Team Leads of the Centers and Veterans Representative of the Local Area which all provide updates to the BSM/BSR for overall review and to properly disperse information and report from the Region. Any referrals may be discussed within the team and if team members find inform, it is requested that it is shared among the team for discussion.** |
| 1. **The Business Services Unit works regionally to provide Rapid Response Coordination after a WARN is issued; convenes a team and provides an update as necessary and if there are changes to note. The Local Area Lead ensures the Employer has proper contact throughout. The Local Area Lead is in touch with management of the employer to include the local office or their corporate facilities. Employee Sessions are coordinated for dislocated workers in a timely manner and a team is convened to provide resources and information regarding NC Works, Unemployment or other services that are time-sensitive (such as DSS or mortgage assistance) Surveying the employer helps with this determination. The Business Services Manager ensures updates as necessary; however, this staff is the contact for the State and the Employer through the process and takes the lead on any meeting coordination. A Regional team is in place, however, specific to the employer location; agencies of that County are in place first. With large employers, the entire team is available to assist. After staff reviews all information associated with the employer affected, to include wage data, commuting information and titles, businesses are contacted early-on and asked to be available for a recruiting event to transition workers and fill other positions. Relationships among our Engagement teams are key to this being a successful and smooth process, as Rapid Response plans change based on layoff and closing dates and plans. To prevent layoffs (layoff aversion) the Business Services Manager assesses companies that may have some concerns with retention for finances. After which, a plan is recommended to include partners such as the SBTDC for some review of financial information and the State Business Edge Contact for further review, assessment, and recommendation by the Local Area to proceed with a Layoff Aversion plan.** |
| 1. **See above response for detailed coordination among team members for Rapid Response. TAA is included in any discussion as needed IF it meets TAA requirements to transition dislocated workers when jobs are lost to overseas contracts, or companies close for these reasons. Staff works to stay updated among employer engagement and TAA as well.** |
| 1. **Historically underserved businesses are also a priority for the business services team. All resources are made available, with targeted emphasis on programs to serve this group.** |

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| 1. Please describe employer-focused partnership efforts in the areas of education and training and economic development in the following areas: 2. 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. 3. Coordinating and promoting entrepreneurial skills training and microenterprise services. [WIOA Section 108 (b)(5)] 4. 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)]. |
| 1. **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 involve 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 Service Manager (BSR) and all areas to be covered are reached with our partners covering each area listed.** |
| 1. **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 businesses by increasing employees. They seek better training with being an entrepreneur. This has really increased during and since the pandemic.** |
| 1. **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 partners. 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.** |

1. **Performance**

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| 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) |

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| 1. Examine the Local Area WDB’s current Adult, Dislocated Worker, and Youth performance on the Federal Primary Indicators of Performance for PY 2022-2023 and prior Program Years. (Reports available via FutureWorks BI.) What are some factors that have impacted performance levels both positively and negatively in the current program year? 2. Provide at least two examples of positive factors and two examples of negative factors with an explanation of each. Some examples to consider include:  * unemployment rate * factory closures/openings * economic development recruitment * retention and expansion efforts * regional industry growth priorities * weather events and natural disasters that may have impacted the area * internal operational factors  1. Are there any factors that you anticipate will impact your performance during the upcoming program year(s) either positively or negatively? |
| **a. Examples that have impacted performance levels both positively and negatively in the current program year is that with internal operational factors. Experience Staff affects performance in a positive manner, whereas contractor Staff turnover has an opposite and negative impact. Understanding performance through training takes both time and experience.  • Some Staff are more knowledgeable of data entry than others.  • Some Contractors are offering better customer service and data entry than others • Improvement in recording Skills gains will have positive impact • Participant demographics and work experience has effected performance  • Career Readiness Training has a positive impact. • Using sustainable career pathways based on labor market demand • Regional high employment and employer layoffs/closings has a negative impact • Recent announcements of new businesses will bring forth positive impact • Rural access to transportation and broadband has a negative impact.  b. The factors that are anticipated to impact performance during the upcoming program year are Staff Development sessions where we address Service provision, Service recording, and Performance reviews to assist in improving performance regionally. In addition, One on One trainings and group sessions with staff having difficulties in recording service provision also improves career development training. Tech Assistance is provided upon request.** |

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| 1. What strategies and methods are in place to meet or exceed performance goals? 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 reporting resources are used? * Is FutureWorks BI employed? If so, how, and how often? * How often is training provided to staff? |
| **Staff Development sessions are held bi-monthly, quarterly, or as often as needed to provide the most recent or up-to-date information to review and project Performance. TPWDB Administration is responsible for tracking performance, ensuring accountability, and guiding positive performance outcomes. FutureWorks BI is used to review all Performance Data and projections. Training for improvement in areas of concern are conducted within the Staff Development sessions and Case Management accountability is emphasized to contracted providers to improve/maintain performance measures.** |
| 1. Discuss what corrective action steps are in place if, at any point during the program year, the Local Area WDB is not on track to meet or exceed yearly performance indicator goals.   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, * makes changes to Local Area WDB performance and training strategies based on reporting data, * and utilizes follow-up accountability measures. |
| **According to Future Works Data analysis we are currently on track in the Adult and Dislocated Worker cohort to attain negotiated Performance Goals. Also, according to Future Works Data Analysis the Youth Cohort is on track for employment and education; but is not on track for Measurable Skill Gain or 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.** |

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| 1. 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.   Consider including the following information:   1. How is performance tracked in your organization? 2. How is performance information communicated with staff? 3. How are staff/contractors held accountable? 4. How is training provided in your organization? |
| **a. Performance is tracked through FutureWorks BI by TPWDB Administration.   b. Through access to Future Works, administrative staff can generate reports regarding local area performance that is shared to board and corresponding sub-committees that provide oversite 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.   c. Desk reviews are conducted, and Future Works reports are reviewed as often as needed. Information is shared virtually and during the Staff Development sessions for all programs (Youth, Adult, and Dislocated Worker Staff). 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 measures.  d. Information is often shared during in-person and virtual training sessions, in which further details can be provided and questions and concerns can be addressed. In addition to Staff Development Sessions, Tech Assistance can be provided to train Staff for Performance improvement in all areas.** |

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| 1. Discuss the factors that contribute to the Local Area WDB’s credential attainment indicator. 2. What are the challenges that the Local Area WDB faces in achieving its credential attainment goal? 3. What are some of the strategies that contribute to the Local Area WDB’s success in achieving its credential attainment goal? 4. How do case managers make use of NCcareers.org and the NC Workforce Credentials list? |
| **a. The Challenges that TPWDB faces in achieving credential attainment goal would be in the transferability of skills and employment opportunities. The 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 and negatively affects performance. Also, low educational attainments/credentials by local citizens negatively affect employment opportunities and credential performance due to many obstacles of not completing trainings. Incomplete training reduces the effectiveness of positive outcomes and further reduces the ability to overcome barriers to obtaining gainful employment related to the specified training or area of career interest.  b. Therefore, strategies that include 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 training to credential attainment and then acquiring employment. Utilizing local labor market information to create sustainable Career Pathways has positively affected a niche for the TPWDB region. The enhancing relationship with local K-12 Schools systems, Community Colleges, and organizations 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 affected outreach and marketing for the younger population to retain talent.   c. Case Managers use NCcareers.org to provide needed information to both youth and adults in identifying careers of interest that match their skills. Case managers use the system to highlight and explore many aspects of career planning, research wages needed for various lifestyle levels, and find specific labor market information and training resources. Along with various tools including the NC Workforce Credential Listing, case managers can provide a high-quality and unified career information that is available to all to assist in making informed education, training, and career decisions. With the right information available, business leaders can continue to provide the needed assistance in filling the gap between employers and skilled employees for in-demand careers and overall workforce development across the region.** |

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| 1. **When selecting an eligible training provider from the State Eligible Training Provider List to certify for local use, what is the review process the Local Area WDB uses to make this decision?** How does the Local Area WDB ensure informed customer choice in the selection of training providers? **In other words, how are customers advised that they have options in choosing their provider?** [WIOA Section 108(b)(19)] |
| **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.** |
| 1. **Indicate whether the Local Area WDB has additional requirements for training providers above and beyond those requirements stated in the State ETPL policy. Does the Local Area WDB make use of USDOL’s trainingproviderresults.gov website in its evaluation of which training providers to certify for local area use? If so, how?** |
| **PER THE NEW GUIDELINES FROM THE STATE REGARDING ETPL the Local Area wants to ensure the ETP meets ALL requirements, however the State has staff in place to process all ETPL applicants. The Local Area is contacted, however all ETPL must begin with the State contact. When contacted and allowed to move forward the Local Area will review the information as well and maintain contact if any issues come up regarding the ETP that the State is reviewing for the Region.** |
| * **Name Document: Turning Point WDB** **ETPL Policy** |

1. **Equal Opportunity**

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| 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 to review client processes throughout facilities. Training and materials are shared annually with staff of the Region by the State Representatives 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 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 to review client processes throughout facilities. Training and material are shared annually with staff of the Region by the State Representatives and Local Area EO Contact. Information will be provided that can meet this virtually.** |

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| 1. 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 EOComplaint Grievance Procedure** |

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| 1. 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.** |

1. **Adult and Dislocated Worker Services**

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| 1. Provide an analysis of the strengths and weaknesses of existing Adult and Dislocated Worker education and training services. 2. 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. 3. 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 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 workers 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.** |

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| 1. Provide a description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area. [WIOA Section 108(b)(7)] |
| **The availability of Adult and Dislocated Worker programs, in connection with Wagner-Peyser employment services, are essential with the TPWDB workforce system. Individuals are provided access to career and training services to meet the diverse needs of adults and/or dislocated workers. Training is supported via the ETPL, comprised of entities with the capability of securing quality employment outcomes with participants. With priority of service to individuals that are veterans, recipients of public assistance, low-income and basic skills-deficient, services and activities are focused on individuals with barriers to securing employment. Employment and training activities include but are not limited to:   Providing career counseling and guidance to navigate employment and training needs  Customer support in connecting individuals to community resources.  Employment screening and referral of qualified applicants to employers.  Employment-related services to employers and/or organizations.  Improving services and linkages between the local workforce employers and skilled  jobseekers using Career Pathways.  Assisting in providing labor market information for in-demand careers for workforce   development.  Outreach and orientation to information and services available through NCWorks.  Initial assessment of literacy and mathematical skill levels proficiency, as well as   abilities and supportive service needs.  Job search and placement assistance including information about in-demand industry   Information about nontraditional employment opportunities.  Performance and program cost information about eligible training service providers   by program and type.  Turning Point WDB also provides access and flexibility for work-based training options and on-the-job training (OJT).** |
| 1. 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. Include the expected length of the contract(s) (one to three years and the current year status of the contract (e.g., two of three years). Identify any serviceprovider contract extensions. [WIOA Section 108(b)(16), CPS 04-2022] |
| **The local area uses the competitive bidding for proposal procurement of WIOA program activities. Turning Point WDB will release PY2024 Statement of Works (SOW’s) for Adult/Dislocated Workers Integrated Service Delivery narrative/budget May 2024. Program narrative/budget are due May 2024 for review. Recommendations will be presented to full board June 2024. These are two-year contracts (this will be the second of two years)** |

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| ***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.* |

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| 1. Attach the Local Area WDB’s Adult/Dislocated Worker Service Provider list effective July 1, 2024, using the PY 2024 Adult/Dislocated Worker Service Provider List provided.   **(Will send Turning Point WDB PY2024 Adult/Dislocated Worker Service Provider list after June 20, 2024 meeting)** |
| * Name document: *Local Area WDB Name PY 2024 Adult/Dislocated Worker Service Provider List*. |

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| 1. 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 can help them recruit, train, and retain a skilled workforce, and in turn increase performance outcomes. Turning Point WDB has invested in NCWorks brochures and rack cards for businesses and jobseekers. Turning Point WDB and local NCWorks Career Centers are increasing outreach efforts by social media, participating in community/civic/faith-based groups, community college and public school committees, presenting at county commissioner meetings, chamber of commerce memberships, economic development events, etc.** |

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| 1. 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 them 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 statue 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 childcare 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.** |

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| 1. Describe follow-up services provided to Adults and Dislocated Workers. [WIOA Section 134(c)(2)(xiii)] |
| **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.** |

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| *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.* |
| 1. 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 provide 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.** |

1. **Youth Services**

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| *USDOL provides funds to states who in turn provide local workforce areas resources to deliver a comprehensive array of youth services that focus on assisting out-of-school youth and in-school youth with one or more barriers to employment, prepare for post-secondary education and employment opportunities, attain educational and/or skills training credentials, and secure employment with career/promotional opportunities. USDOL and North Carolina’s priorities are:*   * *Out-of-School Youth (OSY) – A minimum of 75% of the Youth funds allocated to Local Area WDBs, except for the Local Area WDB expenditures for administration, must be used to provide services to OSY;* * *Work Experience – Not less than 20% of Youth funds allocated to the Local Area WDB, except for the Local Area WDB expenditures for administration, must be used to provide paid and unpaid work experiences; and a* * *Focus on Partnering – Co-enrollment encouraged where appropriate with Title II and IV.* |

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| 1. Provide a general overview of the local current total population (within five years) of the Title I WIOA eligible youth by Local Workforce Development Board area. Include the following general information:   **In-School Youth Analysis**   1. Approximately, what number of the Youth are ages 14-21? 2. Approximately, what percentage of these youth are low-income (eligible for WIOA In-school program)? 3. Approximately, what number of these Youth are in the current school dropout statistics?     **Out-of-School Analysis**   1. Approximately what number of Youth ages 16-24 of the current total population (within five years) make up the population? 2. Youth ages 16-24 represent what % of the population? 3. What are the general educational levels of this age group? 4. What is the general employment status of this age group? |
| **In-School Youth Analysis a. TPWDB have serviced 461 In-School Youth between the ages of 14-21 within the past five years. b. Approximately 100% of youth were/are low-income and eligible for the WIOA In-School Program c. Approximately 0 are in the current school dropout statistics.  Out-of-School Analysis  a. TPWDB have serviced 515 Out-of-School Youth between the ages of 16-24 within the past five years. b. Approximately 100% of youth are low-income and eligible for the WIOA Out-School Program c. The general education level of this age group that are:  Completed 9th grade (Drop Out/Withdrawn)  High School Diploma or GED as highest completed education level d. The general employment status of this age group is underemployed.** |

*\*NC Division of Labor and Economic Analysis Division (LEAD) is a data resource.*

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| 1. Based on the analysis in question 1, does the local Workforce Development Board plan to  serve In-School Youth? |
| **Yes. Turning Point WDB is invested in serving both In-School Youth and Out-of-School Youth in our local area to empower youth and foster a modern workforce. The important task of guiding youth that are in school between the ages of 14-21 years of age and assisting with a variety of barriers decrease the potential of dropouts, disconnection from school, and low academic performance. With purpose, Turning Point WDB plan to assist our In-school Youth in development to overcome barriers that hinder them from being successful and prepare for furthering their education or entering a growing workforce.** |

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| 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** | **Activities 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** |

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| 1. Describe how the Local Area WDB’s Young Adult (NextGen) Program design is unique to include: 2. providing objective assessments; 3. supportive services needed; and 4. 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 can 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.** |

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| 1. 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 administered, 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.** |

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| 1. 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.** |

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| 1. Describe how follow-up services will be provided for (NextGen) youth. [WIOA Section 134(c)(2)(xiii)] |
| **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.** |

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

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| 1. Where does the Local Area WDB plan to serve the young adults (NextGen): NCWorks Career Centers 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 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.** |

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| 1. Attach the Local Area WDB Youth Service Provider’s chart, effective July 1, 2024, using the PY 2024 Youth Service Provider List provided. Complete each column to include specifying where Youth Services are provided.   **(Will send Turning Point WDB PY2024 Youth Service Provider list after June 20, 2024 meeting)** |
| * Name the document: *PY 2024* *Local Area WDB Name Youth Service Provider List*. |

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| 1. Provide the date and process for the competitive procurement of the Youth Programs that ensures an arm’s-length relationship between the Local Area WDB and service delivery. Include the expected length of the contract(s) (one to three years and the current year status of the contract (e.g., two of three years). Identify any serviceprovider contract extensions. [WIOA Section 108(b)(16), CPS 04-2022] |
| **The local area uses the competitive bidding for proposal procurement of WIOA program activities. Turning Point WDB will release PY2024 Youth NextGen Program Services Statement of Works (SOW’s) May 2024. SOW’s will be due May 2024 for review. Recommendations will be presented to the full board in June 2024.** |

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| *USDOL granted North Carolina a waiver for Program Years 2022 and 2023, which reduced the minimum Title I Youth expenditure rate requirement for OSY from 75% to 50% and allowed the maximum expenditure rate for in-school youth (ISY) to be increased from 25% to up to 50%. NC is requesting the same waiver for Program Year 2024.* |

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| 1. 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. 2. State how the WDB will achieve the 75% OSY expenditure rate and describe the steps that will be taken to comply with the WDB's programmatic goals and outcomes. 3. Describe why there is a need to serve additional ISY in the local area region and state how the WDB will achieve the 25% ISY expenditure rate. 4. 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, Change 1) (OG 07-2022, Change 1) |
| **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.** |

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| 1. 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, Change 1) |
| **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.** |

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| 1. 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. If so, state at which level, how many representatives, and how this impacts the Youth Program Design? |
| **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.)** |

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| 1. 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 priority. 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. to enter text.** |

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| 1. Describe how the Local Area WDB partners, aligns, and leverages, as appropriate with: 2. Title II Adult Education and Family Literacy Act program resources and policies. 3. Title IV Vocational Rehabilitation program resources and policies. 4. 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.** |

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| 1. Specify if the Local Area WDB plans to offer incentives for (NextGen) youth. If yes, attach the Youth Incentive Policy, which should include: 2. criteria to be used to award incentives; 3. type(s) of incentive awards to be made available; 4. whether WIOA funds will be used; and 5. the Local Area WDB’s internal controls to safeguard cash/gift cards. |
| * Name document: **Turning Point WDB Youth Incentive Policy** |

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| ***Note:*** *Federal funds may not be spent on entertainment costs. Youth Incentive Policies should include: compliance with the Cost Principles in 2 CFR part 200; identify types of items that may be awarded (gift cards, plaques, certificates, checks); identify types of achievements/completion of activities (an inclusive list is required); practices for internal controls for safeguarding incentives, and provide a sample list of required documentation for reimbursement (diploma, evaluations).* |

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| 1. If the Local Area WDB does not offer incentives for (NextGen) youth, please explain why. |
| **N/A** |

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| 1. 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 workplace 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.** |

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| 1. 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 of the chart 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** |

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| 1. 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)] |
| 1. 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** |
| 1. If yes, please provide a response to the following |
| 1. Provide the committee’s purpose/vision. |
| **We will support experiences and opportunities that will result in ALL youth becoming educated and responsible citizens** |
| 1. Provide the youth committee’s top three goals or objectives for PY 2024. |
| **Increase credential attainment rates** |
| **Increase focus on financial literacy** |
| **Continue to support local statewide youth empowerment events** |
| 1. 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: **See attached Turning Point WDB Youth Committee Members** [WIOA Section 107(b)(4)(A)(ii)] |
| 1. Complete the following chart for the PY 2024 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 #)** |
| --- | --- | --- |
| **August 7, 2024** | **10:00am** | **Virtual** |
| **November 6, 2024** | **10:00am** | **Virtual** |
| **February 5, 2025** | **10:00am** | **Virtual/TBD** |

1. **Local Area WDB Innovations**

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| 1. List all additional funding received by the Local Area WDB (for example, to include but not limited to, special grants, NC Job Ready Workforce Investment Grants, Business Services funds, National Dislocated Worker Grants (NDWG) (disaster), YouthBuild, Foundations, American Rescue Plan Act (ARPA), Partners for Reentry Opportunities in Workforce Development (PROWD), NCWorks Commission Local Innovation Fund Grant, and/or 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)** |
| --- | --- | --- | --- | --- |
| **QVC NDWG** | **Employment Recovery** | **2/1/2022- 6/30/2024** | **NC Commerce Division of Workforce Solutions (DWS)  $1,166,666** | **N/A** |

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| 1. Provide a clear and detailed example of the Local Area WDB’s best or promising **Adult/Dislocated Worker** program practice that has yielded positive results with evidence, which affirms this practice is effective. |
| **One of the Best practices 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, childcare, DSS, high school CTE directors, Vocational Rehabilitation, local non-profits, re-entry professionals, transportation professionals, chamber of commerce’s and employers all participated.** |

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| 1. Provide a clear and detailed example of the Local Area WDB’s best or promising **Youth** program practice that has yielded positive results with evidence, which affirms 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.** |

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| 1. Provide a clear and detailed example of the Local Area WDB’s best or promising **regional strategy** that has yielded positive results with evidence, which affirms this practice is effective. |
| **Turning Point Workforce Development Board (TPWDB) assessed the needs of our region and created the videos to help meet the need of exposure to family sustaining jobs in the area. Also, TPWDB continues to share the link with partners, new employees and any who would benefit. Videos were created to create an interest, educate and encourage job seekers, including school aged individuals, to explore careers in our region that pay a livable wage. Using free software, Powtoon videos were created during COVID to continue outreach into our region for career exploration and encouragement in growing, life sustaining wage jobs. Partnerships that had long been established in K-12 education, community colleges, our NC job center network and other partners were given the link to our YouTube channel to use any videos at their convenience and need. The videos are short and encourage use of tools of partners like Reality Check by NC Commerce. The videos also include explanations of commonly used definitions like post-secondary education, what is a workforce board and successful career advising efforts. Workforce development is critical to continued Economic Development. The videos supported our region's vision for economic development by creating entertaining, short explanatory videos of pathways to careers in our region and how to build the necessary skills to obtain those careers. The quality of life for job seekers who are stuck in a low paying job, now have an explanation of ways out of that job into a career that is life sustaining.** |

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| 1. Provide a clear and detailed example of the Local Area WDB’s best or promising **virtual services strategy** that has yielded positive results with evidence, which affirms this practice is effective. |
| **Creating a YouTube channel and sharing it with partners to provide career exploration, hot topics and other videos to varied audiences has been a promising virtual services strategy that has yielded positive results. With over 21 different videos in the library, customers can gain access to information at any time, from anywhere in our local area and beyond. Use of Premier Virtual during one of our largest Rapid Response Sessions with QVC, we held hiring events for over 1900 QVC dislocated workers to have access to employers January through March 2022 and over 100 employers were able to use this platform for chats (over 300 chats in one session) to talk with candidates, review resumes and provide details of open positions. This is available for other events also aside from the QVC Rapid Response, if employers just want the Local Area to host and this was evident October and November of 2021 with career fairs held at those times. Employers are still supplying numbers for positions they filled. It has been a very positive resource for the Local Area and employers have provided good outcomes from this resource.** |

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| 1. Provide a clear and detailed example of the Local Area WDB’s innovative **business services strategies** and engagement practices that demonstrated employers taking charge and driving the agenda that has yielded positive results with evidence, which affirms this practice is effective. |
| **The Business Services team has continued to encourage Employers to be involved as we want to continue the employer and skills driven concept. While staff work closely in Employer Engagement, Work based learning efforts, upskilling workers and layoff aversion, some businesses have reached out in an effort to discuss their ideas to take advantage of resources and utilize a wholistic approach. For example: Incumbent Worker funds were used for an employer that sought to move workers up the ladder in the very near future. However, to do so, they knew it would need to be a strategic plan that needed to be followed. Over a 3 year period, the employer reached out to a University for a full training plan of Lean Concepts and other topics, with a cost of well over $20,000 and a Community College for a portion to be part of a training plan offered through the College system so that all pieces would be covered and the Local Area to ensure the process could work.  After contacting the Workforce team, employees completed training, with the company having a portion of their training budgets dedicated to this project. The team members in mind were watched as they put their new knowledge to use for the first and 2nd year. Some in-house practices were put in place to be continuous improvements. After the 3rd year, the Employer discussed the business services strategies with the Workforce Board team for the next phase. Afterward, the company received funds for Management and Supervisor/Leadership skills. 6 employees would be able to complete this and move into Management roles after receiving an array of training throughout the process with a team of partners. The Employer developed better workers, best practices, and the ability to reach goals in a more effective manner. This was an innovative approach from the employer that was discussed with the Local Area to yield positive results. Another employer has taken this concept as well.** |

1. **Program Year 2024 Local Area WDB Plan Required Policy Attachments**

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| 1. The following policies are *required* to be attached as separate documents in WISE as part of the PY 2024 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 2024 Plan and has not been previously submitted to the DWS.
* Revised policies should be submitted with a highlight or summary of the changes made to the local policy.
* 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 2024 (Yes/No) and needs review** |
| --- | --- | --- |
| 1. Adult/Dislocated Worker Experience Policy | **Yes** | **No** |
| 1. Competitive Procurement Policy | **Yes** | **No** |
| 1. Conflict of Interest Policy | **Yes** | **No** |
| 1. Nondiscrimination/Equal Opportunity Standards and Complaint Procedures | **Yes** | **No** |
| 1. Financial Management Policy for Workforce Innovation and Opportunity Act Title I | **Yes** | **No** |
| 1. Individualized Training Account Policy | **Yes** | **No** |
| 1. On-the-Job Training Policy | **Yes** | **No** |
| 1. Oversight Monitoring Policy, Tool and Schedule | **Yes** | **No** |
| 1. Priority of Service Policy | **Yes** | **No** |
| 1. Youth Work Experience Policy | **Yes** | **No** |
| 1. Supportive Services Policy | **Yes** | **No** |
| 1. Local Area WDB WIOA and TAA Co-enrollment Policy | **Yes** | **No** |
| 1. Eligible Training Provider Policy | **Yes** | **No** |
| 1. Non-Criminal Complaint Procedures | **Yes** | **No** |

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| 1. 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 2024 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 2024 (Add Yes or N/A for this column)** |
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| 1. Local Area WDB Guidance for Local Incumbent Worker Grants | **Yes** | **No** |
| 1. Local Area WDB Needs-Related Policy | **N/A** | **N/A** |
| 1. Local Area WDB Transitional Jobs Policy | **N/A** | **N/A** |
| 1. Local Area WDB Youth Incentive Policy | **Yes** | **No** |

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| 1. Individual Training Accounts (ITAs) are required [Regulations Section 680.300] to pay the cost of training provided with Adult and Dislocated Worker funds and limitations on duration and amount may be included [Regulations Section 680.320]. Please provide the following ITA elements in summary: |

| **Individual Training Accounts (ITA) Summary** | |
| --- | --- |
| Dollar Amounts | **$15,000.00** |
| Time Limits | **Lifetime** |
| Degree or Certificates allowed (Associate, Bachelor’s, other) | **Associate degree/Diploma/Certificates** |
| Procedures for determining case-by-case exceptions for training that may be allowed | **TPWDB ITA Policy** |
| 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, fingerprints, drug screen and shots** |
| Other | **Any other items that are required depending on curriculum.** |

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| 1. Provide a description of how training services under chapter 3 of subtitle B will be provided in accordance with section 134(c)(3)(G), including if contracts for the training services will be used, how the use of such contracts will be coordinated with the use of individual training accounts under that chapter and how the local board will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided. [WIOA Section 108(b)(19)] |
| **Per policy, all training programs must be ETPL approved concerning customer choice in selection.** |

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| 1. 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**  *(include examples)* | **Emergency**  *(include examples)* | **Other**  *(include examples)* |
| --- | --- | --- | --- | --- |
| **See TPWDB Supportive Services Policy** | **N/A** | **See TPWDB Supportive Services Policy** | **See TPWDB Supportive Services Policy** | **See TPWDB Supportive Services** |

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| ***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**

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*)

Local Area WDB Workforce Development Area Signatory Form\* (*form provided*)

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*)

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)*

Non-Criminal Complaint Procedures

Local Area WDB Transitional Jobs 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](#Appendix_A) |
| By-Laws Guidance | [Appendix B](#Appendix_B) |
| Guidance Regarding Meetings and Conferencing via Electronic Means | [Appendix C](#Appendix_C) |
| Local Area WDB Membership Requirements | [Appendix D](#Appendix_D) |

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.

*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.
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 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:

1. shall include representatives of labor organizations, who have been nominated by local labor federations, or other representatives of employees;
2. 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.
3. 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
4. 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:

1. shall include a representative of eligible providers administering adult education and literacy activities under Title II of the WIOA;
2. shall include a representative of institutions of higher education providing workforce investment activities (including community colleges);
3. 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:

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

1. may include representatives of agencies or entities administering programs serving the local area relating to transportation, housing, and public assistance, and
2. 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.

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.

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:

1. Information about the Local Area Plan, or modification to the Local Area Plan, before submission of the Local Area Plan;
2. List and affiliation of Local Area WDB members;
3. Selection of one-stop operators;
4. Award of grants or contracts to eligible training providers of workforce investment activities including providers of youth workforce investment activities;
5. Minutes of formal meetings of the Local Area Board; and
6. 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:

1. The individual,
2. any member of the individual 's immediate family,
3. the individual's partner, or
4. 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.

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.

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.

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.

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| *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* |

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:

1. 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.
2. 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.
3. 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.
4. 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.
5. 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.
6. 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.
7. 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.
8. The procedures outlined above shall also apply to each Board and its Committee members.

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| **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.

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| **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;

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| *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.* |

* **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

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| *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 of eligible youth, including representatives of organizations that serve out-of-school youth.

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| *Community College representatives would not be appropriate for this category.* |

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| **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 provideradministering **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.

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.

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| ***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.*** |