**North Carolina Instructions**

**for Local and Regional**

**Workforce Development Area Plans**

**Workforce Innovation and Opportunity Act**

**Title I**

**PY 2019 Plan Update**

**July 1, 2019 – June 30, 2020**

*North Carolina Department of Commerce*

*Division of Workforce Solutions*

*4316 Mail Service Center*

*313 Chapanoke Road, Suite 120*

*Raleigh, NC 27699-4316*

**Instructions**

**Introduction**

The Workforce Innovation and Opportunity Act (WIOA) requires each Workforce Development Board (WDB) to develop and submit, in partnership with the local chief elected official a comprehensive four-year plan. Four-Year Plans were submitted in May 2016. Annually, each WDB is to provide updates to the Comprehensive Four-Year Plan (PY 2016). The WIOA Program Year (PY) 2019 Plan is to provide current information and be effective July 1, 2019 - June 30, 2020 and will include all current local policies. The Comprehensive Four-Year Plan (PY 2016) should be maintained and updated, as appropriate.

**Federal and State Requirements for Local Administration of the**

**Workforce Innovation and Opportunity Act**

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

North Carolina policy information is available at <https://www.nccommerce.com/document-collection/workforce-policies>. Local Workforce Development Boards may reference the North Carolina [WIOA Unified State Plan](https://www.nccommerce.com/nc-workforce-development/workforce/commission--workforce/priorities-and-initatives/reports/wioa-unified-state-plan--final.pdf).

**Plan Submission and Due Date**

The Local Plan must be submitted through Workforce Information System Enterprise (WISE). ***The due date is May 7, 2019****.* Each attachment must be submitted and labeled separately in either Word or PDF format. Attachments not submitted separately will not be accepted.Forms requiring original signatures may be mailed to the local Board’s assigned Planner at:   
N.C. Division of Workforce Solutions, 4316 Mail Services Center, Raleigh, NC 27699-4316. Hand delivered documents may be left at 313 Chapanoke Road, Suite 120, Raleigh, NC 27603.

**Workforce Development Board Overview**

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

1. Provide the Local Area’s official (legal) name as it appears on the local Consortium Agreement established to administer the Workforce Innovation and Opportunity Act (WIOA) or, if not a Consortium, in the formal request for Local Area designation. If the Local Area is a Consortium, attach a copy of the current Consortium Agreement. Name document: *Local Area Name Consortium Agreement*.
2. Provide the name, title, organization name, address, telephone number and e-mail address of the Workforce Development Director.

|  |  |
| --- | --- |
| **Name**: Vincent Gilreath | **Title**: Workeforce Development Director |
| **Organization**: Kerr-Tar Regional Council | **Address**:1724 Graham Avenue, Henderson, NC 27535 |
| **Phone** **number**: 252-436-2040 | **Email** **address**:vgilreath@kerrtarcog.org |

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

|  |  |
| --- | --- |
| **Name**: Sidney Dunston | **Elected Title**:Chair, Franklin County Commissioner |
| **Government**: | **Address**: **1495 East River Road**  **Louisburg, N.C. 27549** |
| **Phone** **number**: **919-496-7855** | **Email** **address**: **sid2543@earthlink.net** |

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

|  |  |
| --- | --- |
| **Name**: Vincent Gilreath | **Title**: Workforce Development Director |
| **Business Name**: Kerr-Tar COG | **Address**: 1724 Graham Ave. Henderson, NC 27536 |
| **Phone** **number**: 252-436-2040 | **Email** **address**:vgilreath@kerrtarcog.org |

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

|  |  |
| --- | --- |
| **Name**: Patricia Diane Cox | **Title**:Executive Director |
| **Organization**: Kerr-Tar Regional COG | **Address**: 1724 Graham Ave. Henderson, NC 27536 |
| **Phone** **number**:252-436-2040 | **Email** **address**:dcox@kerrtarcog.org |

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

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | **Name**: Patricia Diane Cox | **Title**:Executive Director | | **Organization**: Kerr-Tar Regional COG | **Address**: | | **Phone** **number**:252-436-2040 | **Email** **address**:dcox@kerrtarcog.org | | **Title**: |
| **Organization**: | **Address**: |
| **Phone** **number**: | **Email** **address**: |

1. Attach a copy of the Administrative Entity/Fiscal Agent’s organizational chart with an ‘effective as of date’. Name document: *Administrative Entity Name Organizational Chart*.
2. Provide the Administrative Entity’s Data Universal Numbering System (DUNS) number and assurance that the ‘System for Award Management’ (SAM) status is current.  Administrative Entities must register at least annually on the SAM website ([https://www.sam.gov/portal/SAM/##11](https://www.sam.gov/portal/SAM/%23%2311)) to receive Federal funding [required by Federal Acquisition Regulation (FAR) Section 4.11 and Section 52.204-7].

**DUNS number is 040046740, and registration is current on the SAM website.**

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

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

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

**Note:** Check the block on provided form certifying compliance with required WIOA local Workforce Development Board business nomination process.

\* Use and identify categories as indicated on the form. Do not change required category  
 names.

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

1. Attach the Workforce Development Board By-laws including date adopted/amended. List any recent changes here. Name document: *Local Area Name WDB By-laws*.

Note: If changes are needed to meet the NC DWS Bylaws requirements, include an expected date of submission with Plan response.

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

1. Describe how the Workforce Development Board meets the Sunshine Provision.

*Public Comment - The Workforce Development Board shall make copies of the proposed Local Plan available to the*

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

**Local Area Plans are posted on the Administrative Entity’s website under Wokforce Development and a hardcopy of the completed plan is available for review in the office. The Local Area works with Clerks to the Board of Commissioners in the region when vacancies on the Board arise. The Chief Elected Official is copied on all correspondene pertaining to do Board vacancies and reappointments. All potential contract opportunities are posted on the website, and sent electronically to the most up to date bidder’s list which anyone can request on which to be included. Board meeting dates, RFPs for Service Providers and One-Stop operators are posted on the COG website as well.**

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

**A public notice will be made indicating that copies of the plan will be made available at the office of the administrative entity with instructions for comment submissions. If there are public comments, contact information will be provided for submission to the administrative entity which will be forwarded to the Local Area Workforce Development Director. The plan will be posted on the administrative entity’s website with a way that comments can be sent in electronically. A hard copy of the plan will also be available for public review at the Board’s office.**

1. Attach a copy of the Local Workforce Development Board’s organizational chart with an ‘effective as of date.’ Include position titles. Name document: *Local WDB Name Organizational Chart*.
2. Complete the following chart for the PY19 Local Workforce Development Board’s planned meeting schedule to include time, dates and location. *[Expand form as needed.]*

|  |  |  |
| --- | --- | --- |
| **Date** | **Time** | **Location**  **(include address and room #)** |
| |  | | --- | | September 10, 2019 | | December 3, 2019 | | March 3, 2020 | | June 2, 2020 | | |  | | --- | | 6:00 p.m. | | 6:00 p.m. | | 6:00 p.m. | | 6:00 p.m. | | |  | | --- | | Kerr-Tar COG  1724 Graham Ave  Henderson, NC  Board Rooom | | Kerr-Tar COG  1724 Graham Ave  Henderson, NC  Board Rooom | | Kerr-Tar COG  1724 Graham Ave  Henderson, NC  Board Rooom | | Kerr-Tar COG  1724 Graham Ave  Henderson, NC  Board Rooom | |
|  |  |  |
|  |  |  |
|  |  |  |

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

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

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

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

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

**WIOA Title I Programs**

**NCWorks Career Centers**

1. Identify NCWorks Career Center location(s) including Tier 1, Tier 2, Affiliate, and Specialized sites; On-site partners; how NCWorks Career Center operator(s) are designated; provider(s) of WIOA career services and method of selection; whether youth services provider is on-site and, if so, youth services offered. Use the NCWorks [Career Center Chart](#Career_System_form). [WIOA Section 121(b)(1)(A) and (b)(1)(B)] Name document: *Local Area Name Career Centers.*
2. Provide the date and process for when the competitive procurement of the One-Stop Operators(s) occurred. Include the expected length of the contract (one-four years).

**On January 25, 2018 Kerr-Tar WDB released a RFP for Bidders for One-Stop Career Center Operator. The RFP contained the scope of services, guidelines and requirements, and scoring criteria. An information session was held at the COG office on January 30, 2018 for interested respondents. Three proposals were received on February 9, 2018 by the 12:00 noon deadline. The proposals were reviewed by private sector executive committee members. The highest scoring RFP was the Division of Workforce Solutions. At the March WDB meeting, it was recommended and the Board approved going into contract with DWS for an initial year, with the option to renew if performance is satisfactory. Due to satisfactory performance the one-stop operator agreement will be extended for another year.**

1. What strategies have been used to better meet the needs of individuals with barriers to employment and increase access to services and programs of the one-stop delivery system, such as improving digital literacy skills; and leveraging resources and capacity within the local workforce development system? **Due to reduced funding Kerr-Tar’s contractor (EDSI) lost their trainer who provided these services. The main strategy to address this this program year is partnering with Vance-Granville Community College to do customized HRD classes in the career centers. Piedmont Community College has HRD as well but do not provide services in the Career Center.**
2. How are training programs such as apprenticeship, on-the-job training, and other work-based learning opportunities leading to industry-recognized credentials aligned with employers’ needs, and marketed to support talent development? **Kerr-Tar, Capital Area, and Durham WDBs have submitted and received 4 Career Pathways to the Department of Commerce in the areas of Information Technology, Construction and Skilled Trades, Health and Life Sciences, and Advanced Manufacturing. Career Advisors have been trained to promote these pathways to customers as these pathways were chosen through employer engagement.**

**Business Services**

1. Please state and briefly describe the priorities of Business Service Representatives and/or Employer Services staff. **The role of the Business Services Manager is to oversee the Talent Employment Solutions Team in the Career Centers, to maintain working relationshps with the Economic Developers in the region, as well as the Customized Training personnel at the two community colleges in the region.**
2. Please describe the efforts the Workforce Development Board has made to deliver business services on a regional basis. **Business services are overseen by the Board but are carried out by a subcontractor agency (EDSI). Work experience, hiring events, OJT, are services provided. Also provided to businesses is office space and a training room in the Regional Business Services Center.**
3. Describe how the Board leverages existing business organizations (chambers, economic developers, community colleges, universities, etc.) to promote work-based learning activities. **The Board relies heavily on economic developers to get existing employer labor needs. Econonmic developers also rely on Business Service Manager for potential new businesses by requesting labor market information.**
4. Complete the following chart (by placing an X in each applicable box) to demonstrate work-based learning opportunities available in the local Workforce Board area. *[Expand form as needed.]*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **On-the-Job Training** | **Local Incumbent Worker Training** | **Internships** | **Job Shadowing** | **Paid/Unpaid Work Experience** | **Specify Others:** |
| X | X |  |  | X |  |

1. Please complete the following chart.

| **Business Services Elements** |  | **Executed by Board staff**  **(x)** | **Executed by Service  Provider staff**  **(x)** | **Executed by other**  **(x)** | **Briefly explain** |
| --- | --- | --- | --- | --- | --- |
| a.The Workforce Development Board uses initiatives designed to meet the needs of employers in the corresponding region. [WIOA Section 108 (b)(4)(B)] |  |  |  |  |  |
|  | Incumbent Worker Training Programs | X |  |  |  |
| On-the-Job Training |  | X |  |  |
| Customized Training |  |  | X | Community Colleges |
| Work Opportunity Tax Credits |  |  | X | DWS |
| Business Edge Layoff Aversion |  |  | X | DWS |
| Sector Strategies |  |  |  |  |
| Career Pathways Initiatives | X |  |  | Collaboration with Durham and Capital Area WDBs. |
| b. The Workforce Development Board coordinates and promotes entrepreneurial skills training and microenterprise services. [WIOA Section 108 (b)(5)] |  |  |  | X | Community College Business Center, Kerr-Tar COG Revolving Loan Fund |
| c. The Workforce Development Board enhances the use of apprenticeships to support the regional economy and individuals' career advancement |  |  | X | Continual development of collaboration with Community Colleges and NC TAP |
| d. The Workforce Development Board coordinates workforce investment activities carried out in the Local Area with statewide rapid response activities as described in WIOA section 134(a)(2)(A). [WIOA Section 108 (b)(8)]. | X | X |  | When a layoff is a 100 or more our Local rapid response team waits for the State team to start the process. For layoffs under 100 the local rapid response teams have initial meeting with management, get employee surveys to customize information that employees indicate. We also do hiring events for affected employees with coordination from businesses laying off. |
| e. The Workforce Development Board collaborates in the alignment of economic development efforts. [WIOA Section 108 (b)(4)(A)(iii)]. | X |  |  | Business services manager meets regularly with Economic Developers as well as attend EDC meetings. |
| f. The Workforce Development Board facilitates the engagement of businesses, including small business employers and in-demand sector occupations [WIOA Section 108 (b)(4)(A)(i)(ii)]. |  | X |  |  | WDB membership, and through Business Services outreach. |
| g. The Workforce Development Board provides an analysis of workforce in the region, including labor force employment and unemployment data, labor market trends, and educational and skill levels of workforce in the region, including individuals with barriers to employment [WIOA Section 108 (b)(1)(C)]. | X |  |  | Use of data from NC Commerce LEAD. LMI data is shared with Board Members at each meeting. Also through Chamber HR meetings, and employer focus groups, local area needs are gathered. |
| h. The Workforce Development Board collaborates with business and industry leaders to provide an analysis of the regional economic conditions to include existing and emerging in-demand industry sectors and occupations, and knowledge and skills needed to meet the employment needs of employers in those industry sectors and occupations [WIOA Section 108 (b)(1)(A)(i)(ii) and (B)]. | X | X |  | Local Area Focus Group Meetings and Regional Career Pathways Meetings with Capital Area and Kerr-Tar. |

**Performance and Accountability**

1. Examine the local Board’s current Adult, Dislocated Worker, and Youth performance on the Federal Primary Indicators of Performance for PY 2018 and previous Program Years (reports available via FutureWorks).
   1. What are the primary factors in the local area that impact performance levels (both positively and negatively)? **Performance measures have been met via work-based learning strategies (OJT) which also help with Entered Employment. The Performance and Accountability Coordinator randomly checks NC Works files to assure that case notes are correct, credentials are uploaded, and eligibility determination documents are uploaded.**
   2. What strategies are in place to maintain or improve performance? **Due to decreased funding, more efforts are being placed on direct placements. Also, short-term training options that are in our Certified Career Pathways is a stra**tegy to improve performance and serve more participants.
   3. If the local Board is not on track to meet yearly performance indicator goals, please discuss what corrective actions/steps would be undertaken to address the concern**. Performance goals are being met.**
   4. How is performance information shared throughout the hierarchy of staff? In particular, please detail how the Board addresses performance data in its relationship with its contractor and how case managers are using performance data to drive local area performance. **The Board’s Performance and Accountability Coordinator gets regular updates from Future Works. She also works closely with DWS Employment Analyst to address NC Works training strategies for front line staff to assure that all relevant information is being uploaded in order to meet or maintain performance.**
2. In recent years, many Workforce Development Boards have seen decreasing population counts for the number of Dislocated Workers served. Please describe the strategies the Board has in place to ensure this population is sufficiently (proportionately) represented in the performance pool. Be sure to include whether the Board makes use of nontraditional Dislocated Worker definitions (such as any individuals who are long-term unemployed and can, therefore, be considered Dislocated Workers) in the response.

**Kerr-Tar WDB DW Contractor does use the non-traditional definitions listed above. However, to further proportionally serve additional customers in light of the reduction of time of UI benefits, and the RESA Center visit requirements, the Contractor has placed more emphasis on direct placements for dislocated workers.**

1. The Measurable Skill Gains measure is a real-time indicator denoting participants who are making demonstrable progress on a track toward Credential Attainment. Please describe how the Board makes use of the information the Measurable Skill Gains measure provides as a means of ensuring the Board reaches its Credential Attainment indicator goal.

**The Measurable Skills Gains (MSG) performance & accountability indicator helps to assess the effectiveness of our local areas in achieving positive outcomes for individuals served by the workforce development adult, dislocated worker or youth programs. The MSG indicator is useful in making sure that Kerr-Tar Workforce Development Board (WDB) meets the Credential Attainment indicator goals.**

**For example, the successful path of a Measurable Skills Gain, such as a knowledge-based exam, is useful in helping our local area determine a participant’s level of skills progression. Measuring a participant’s progress in attaining occupational skills helps Kerr-Tar WDB to determine that a participant is most likely prepared to take a state-required exam necessary for obtaining a recognized postsecondary credential, state approved license or unsubsidized employment. Alternatively, the MSG indicator helps the Kerr-Tar local area to identify the participant’s need for a refresher or remedial course or additional skills-related training and is useful for determining the need to adjust an individual service strategy or individual employment plan. Ultimately, the information provided by the MSG indicator is one means that the local Board executes to help ensure Kerr-Tar participants achieve successful outcomes and the Board maintains a successful path towards Credential Attainment goal.**

1. Please describe the process for monitoring service providers in the local area. Include details such as how it is conducted, who is involved, how often, et cetera. **The Performance and Accountability Coordinator conducts random reviews in Nc Works MIS system to make sure all requirements are being inputed and scanned. Weekly all staff meetings are held at the Career Center to discuss policychanges and any relevant NC Works updates. Full annual monitoring visits are conducted annually for each subcontractor.**

**Adult and Dislocated Worker Services**

Provide the date and process for the competitive procurement of the Adult and Dislocated Worker Programs that ensures an arm’s-length relationship between the Workforce Development Board and service delivery. Identify any service provider contract extensions.  
**On January 25, 2018 Kerr-Tar WDB released a RFP for Bidders for Adult and Dislocated Worker Services. The RFP contained the scope of services, guidelines and requirements, and scoring criteria. An information session was held at the COG office on January 30, 2018 for interested respondents. Three proposals were received on February 9, 2018 by the 12:00 noon deadline. The proposals were reviewed by private sector executive committee members. The highest scoring RFP was Educational Data Solutions, Inc. Because the provider met performance with significantly less money, the Board excersided the option to renew the contract for one additional year.**

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

1. Attach the Local Workforce Development Board’s Adult and Dislocated Worker (DW) service providers chart effective July 1, 2019 using the [Adult/Dislocated Worker Service Provider List](#ADW_Provider_form) provided. Name document: *Local Area Name Adult and DW Providers 2019*.
2. Describe how and when eligible training providers are reviewed at the local level and how customers are informed they have choices in choosing their providers. Define what “significant number of competent providers” means in the local area. Include whether the local Workforce Development Board uses more strict performance measures to evaluate eligible training providers. Attach if a separate policy. Name document: *Local Area Name Eligible Training Providers Policy*. [Division Policy Statement 21-2015]

**To ensure that customers are sited to make informed choices, relative to selecting training providers, prospective WIOA customers are referred to NCWorks Online where they select from an eligible training providers list (ETPL). The Local Area ETPL consist of a significant number of competent providers with two (2) community colleges, eligible providers with expertise in assisting individuals with disabilities and individuals in need of adult education & literacy activity, and several non-for profit training providers as well. Customers may also request that a training provider or program of interest be added or approved by the local area WDB if the program or provided is not already a part of the current ETPL. The Workforce Development Board continues to review the current list of approved in-demand industries and occupations for training. Training providers that have been approved in NCWorks Online routinely come up for review every two (2) years. The current providers and programs are reviewed for demands for jobs in the Local Area, past successes of the program, and criteria of performance achieved. (Eligible training provider policy is attached). Significant number of competent providers is defined as training providers who offer “in-demand”, “high demand”, “targeted industries” of the region taken from NC LEAD LMI system to promote opportunities while maximizing informed consumer choice in selecting eligible providers. Also providers are given priority consideration to programs that lead to recognized credentials aligned with in-demand industry sectors OR occupations in the local area.**

1. Describe follow-up services provided to Adults and Dislocated Worker.

*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.*

**Once a customer is placed in employment, the Career Advisor prepares the case for exit from the WIOA program and completes an exit audit. The Career Advisor will follow up with the client after 30 days to conduct job retention coaching sessions and thereafter at the first quarter, second quarter, third quarter and fourth quarter after exit. Once a customer is placed in employment, he/she will be followed and supported throughout the retention period. If the participant is still enrolled in a training component when employment is obtained, contact with the participant is maintained and services can still be provided. The participant would remain in active status in NCWorks.**

*\Y***outh Services**

1. Describe the local area’s Youth Program design. [WIOA Section 129(c)(1)(A)]

**One Youth provider operates out of the Career Centers serving exclusively out-of school youth. Pre-employment services, direct placements, and work-based learning are the service strategies utilized. Two other youth contracts are operated by community colleges in the region. Their service strategies include year round and summer work experience opportunities, and short term occupational skills training.**

1. How does the local area ensure the Individual Service Strategy (ISS) identifies appropriate services based on the objective assessment and is linked to youth performance indicators, career pathways and program elements? [WIOA Section 129(c)(1)(B); Page 1508] **By weekly All Staff meetings with Career Center staff when random file reviews findings are discussed, staff is also given time to make corrections/changes in their active NCWorks files. The Youth Coordinator meets monthly will all Youth subcontractors to go over any policy or procedural changes.**
2. Describe the local area strategy to ensure youth program activities lead to a High School diploma or its equivalent or a recognized postsecondary credential and post-secondary education and training opportunities. [WIOA Section 129(c)(1)(C)] **The Performance and Accountability Coordinator and Youth Coordinator conduct random file reviews for youth customers going through credential training activities to assure accurate case noting, ISSP updates and to check to make sure at the end of training credentials are uploaded in a timely manner.**
3. Describe the local strategy to prepare youth 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)]

**The Youth Providers in the Local area use three approaches to prepare customers for unsubsidized employment. One is to try to assist with direct placements with the Talent Development team if the customers has been assessed as job ready. Work-based learning (based on customers interest, identified career pathways given during counseling, is used to attempt to establish good work habits as well as giving customers exposure to local businesses.**

1. Please complete the [Youth Program Elements chart](#Y_Program_Elements) provided to demonstrate how the local Workforce Development Board ensures each of the 14 youth program elements is made available to youth participants.[WIOA Section 129(c)(2)(A)] Name document: *Local Area* *Name Youth Program Elements*
2. How does the local area ensure that the minimum of 20 percent of funds is spent on work experience and is the local area expending the 20 percent minimum on work experience? [WIOA Section 129(c)(4)] **Budgets are reviewed prior to executing a contract to assure that at least 20% of the budget is for work experience. The administrative entity’s Finance Department has entered a formula on the Monthly Financial Reimburse request that tracks the percentage of work experience expenditures each month.**
3. Does the Workforce Development Board have a standing committee to provide information to assist with planning, operational and other issues relating to the provision of services to youth? [WIOA Section 107(b)(4)(A)(ii)] No, due to attrition of Local Area staff and retirements of committee meeting members.

**If no, describe how oversight to planning, operational and other issues relating to the provision of services to youth will be provided. Until a committee is reconstructed, which will be part of the Youth Cooordinator’s Work plan for PY19, The Youth Coordinator will continue to work closely with the Performance and Accountability Coordinator, subcontractors, and Youth Leads across the state to stay informed on planning and oversight issues for youth services in the Local Area.**

If yes, please provide a response to the following:

1. Provide the committee’s purpose/vision.
2. Provide the committee’s top three goals or objectives for PY 2019.
3. Attach the list of members to include members’ agency/organization, one of which must be a community-based organization with a demonstrated record of success in serving eligible youth. Provide the Committee’s Chair information in the first block (who must be a Workforce Development Board member.) Name document: *Local Area Name Youth Committee Members.* [WIOA Section 107(b)(4)(A)(ii)] and,
4. Complete the following chart for the PY 2019 Youth Committee’s planned meeting schedule to include dates, time and location. *[Expand form as needed.]*

|  |  |  |
| --- | --- | --- |
| **Date** | **Time** | **Location**  **(include address and room #)** |
|  |  |  |
|  |  |  |

1. Provide the date and process for when the competitive procurement of the Youth Programs was completed, to include any contract extensions.
2. Attach the Local Workforce Development Board Youth service provider’s chart, effective July 1, 2019, using the [Youth Service Provider List](#Y_Provider_form) provided. Complete each column to include specifying where Youth Services are provided. Name the document: *Local Area Name Youth Providers 2019*.
3. Specify if the Local Workforce Development Board plans to offer incentives for youth. If yes, attach the Youth Incentive Policy to include: a) criteria to be used to award incentives; b) type(s) of incentive awards to be made available; c) whether WIOA funds will be used and d) whether the Local Workforce Development Board has internal controls to safeguard cash/gift cards. Name document:  *Local Area Name Youth Incentive Policy*. B

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

**Local Innovations**

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

|  |  |  |
| --- | --- | --- |
| **Grant Name/Kind** | **Description** | **Source and Amount** |
|  |  |  |
|  |  |  |

1. Describe one local Workforce Development Board best adult/dislocated worker program practice.
2. Describe one local Workforce Development Board best youth program practice.
3. Describe one local Workforce Development Board regional strategy that has yielded positive results. **Collaboration with Capital Area and Durham WDBs in Career Pathways development, certification, employer engagement, and Career Staff training has proved to be most benefitial in that so many of the residents in each Local Area comute between the three boards..**
4. Describe one local Workforce Development Board Incumbent Worker or other business services best strategy. Kerr-Tar has worked with Capital Area and Durham WDBs to develop very similar applications. **Maximum amounts are different; however the rationale for do this was in the event that we worked with the same employers in the different local areas to promote consistency.**