



# **Workforce Innovation and Opportunity Act**

## **Title I**

### **PY 2018 Plan Update July 1, 2018 – June 30, 2019**

**Regional Consolidated Services  
221 South Fayetteville Street  
P.O. Box 1883  
Asheboro, North Carolina 27203-1883**

## 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, to the state a comprehensive four-year plan, which was submitted in May, 2016. Annually, each WDB will provide updates to the four-year plan. The WIOA Program Year (PY) 2018 Plan will provide current information and be effective July 1, 2018 - June 30, 2019. 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 <http://www.nccommerce.com/workforce/workforce-professionals/policy-statements>. Local Workforce Development Boards may reference the North Carolina WIOA Unified State Plan. Helpful Appendices have been provided as references for use in this document.

### Plan Submission and Due Date

The Local Plan must be submitted through Workforce Information System Enterprise (WISE). ***The due date is April 30, 2018.*** Each attachment should be submitted separately in Word or PDF format. Attachments not submitted separately will not be accepted. Forms requiring original signatures may be mailed to the local Boards' 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, Raleigh, NC 27603.

## Workforce Development Board Overview

*The Local Area Overview provides important contact information that is used throughout the Division. It is important 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 Local Board 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.

### **Regional Partnership WDB Consortium Agreement**

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

**James Bain, Director**  
**Regional Partnership Workforce Development**  
**P.O. Box 1883**  
**221 S. Fayetteville Street**  
**Asheboro, NC 27204-1883**  
**336-629-5141**  
[jbain@regionalcs.org](mailto:jbain@regionalcs.org)

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

**David L. Allen, Chairman**  
**Randolph County Board of Commissioners**  
**6411 Shiloh Rd.**  
**Liberty, NC 27298**  
**Home: 336-622-2070**  
[David.Allen@RandolphCountyNC.gov](mailto:David.Allen@RandolphCountyNC.gov)

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

**Same as A-3**

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

**Krystal Parks, Executive Director**  
**Regional Consolidated Services**  
**P.O. Box 1883**  
**221 S. Fayetteville Street**  
**Asheboro, NC 27204-1883**  
**336-629-5141**  
[kparks@regionalcs.org](mailto:kparks@regionalcs.org)

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

**Krystal Parks, Executive Director**  
**Regional Consolidated Services**  
**P.O. Box 1883**  
**221 S. Fayetteville Street**  
**Asheboro, NC 27204-1883**  
**336-629-5141**  
[kparks@regionalcs.org](mailto:kparks@regionalcs.org)

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

**Regional Consolidated Services Organizational Chart Effective 03/2018**

8. Provide the Administrative Entity's Data Universal Numbering System (DUNS) number and assurance that the 'System for Award Management' (SAM) status is current. Administrative Entities must register at least annually on the SAM website (<https://www.sam.gov/portal/SAM/##11>) to receive Federal funding [required by Federal Acquisition Regulation (FAR) Section 4.11 and Section 52.204-7].

**The Local Workforce Area Administrative/Fiscal Agent's DUNS number is 099229775. It is assured that the Local Workforce Area Central Contractor Registration status is current.**

*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 A](#).*

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

### **Regional Partnership WDB Membership List attached**

**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.

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

### **Regional Partnership WDB By-Laws attached**

*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)]*

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

**Regional Partnership Workforce Development Board includes in its meeting agenda the opportunity for the public to speak at each meeting. Public Comment forms are provided to the public prior to the open meeting.**

**A copy of the Regional Partnership Workforce Development Board's WIOA Plan, Board membership, significant policy interpretations, and on request minutes of formal meetings of the board is posted on the Regional Consolidated Services and the Regional Partnership WDB websites (updated as needed). All Board meetings are open to the public. If a public comment form is submitted the comment will be reviewed and the individual will be awarded time to voice his/her message or concern to the board.**

*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)]*

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

**A copy of the Regional Partnership Workforce Development Board’s Local Plan 2017 is posted on the Regional Partnership WDB and Regional Consolidated Services websites. When RPWDB’s PY 18 Plan is approved, that Plan will be uploaded to both websites.**

13. 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.

**Regional Partnership WDB Organizational Chart attached**

14. Complete the following chart for the PY 18 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 #)
July 19, 2018	11 a.m.	Orange Works/Orange County DSS 113 Mayo St Hillsborough NC 27278 Board Room
October 18, 2018	11 a.m.	Alamance Community College 1247 Jimmie Kerr Rd Graham NC 27253 Board Room
January 17, 2019	11 a.m.	Montgomery Community College 1011 Page St Troy NC 27371 Board Room
April 28, 2019	11 a.m.	Sandhills Community College 3395 Airport Rd Pinehurst NC 28374 Board Room
June 20, 2019 (Awards Banquet)	6 p.m.	Pinewood Country Club 247 Pinewood Rd Asheboro NC 27205 Banquet Room

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

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

**Regional Partnership Workforce Development Debarment Form attached**

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

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

**Regional Partnership Workforce Development Signatory Page attached**

**NCWorks Career Centers**

1. Identify NCWorks Career Center location(s) including Tier 1, Tier 2 affiliate, and specialized sites; on-site partners; how NCWorks Career Center operator(s) are designated; provider(s) of WIOA career services and method of selection; whether youth services provider is on-site and, if so, youth services offered. Use the NCWorks [Career Center Chart](#). [WIOA Section 121(b)(1)(A) and (b)(1)(B)] Name document: *Local Area Name Career Centers*.

**Regional Partnership WDB NCWorks Career Center Listing attached**

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

**RFP's for One-Stop Alamance County and Moore County were released on March 16, 2018. Bidder's conference was held on March 26, 2018. Proposals were due no later than 4:00 on April 2, 2018. The Board Action will be held on April 19, 2018 at 11 a.m. Notice of selection will be on April 20, 2018. The contract length is for 2 years starting on July 1, 2018.**

**Montgomery County, Orange County, and Randolph County One-Stop Operator were part of our Adult and DW Service Provider RFP which was released on March 3, 2017. A General Bidder's Conference was held on March 17, 2017. Proposals were due on April 3, 2017. Regional Partnership WDB Staff Review was held April 24-27 2017. Any WDB members, who have a conflict of interest due to the bids, must recuse themselves from the bidding and negotiation process. WDB RFP Committee Reviewed May 1-12, 2017. WDB RFP Committee presented their recommendations for contract award at the June 15 WDB meeting. The Contract**

**Negotiation was held on June 16, 2017 with a Project Startup Date of July 1, 2017. The contract length is for 1 year with an option to renew for 2 additional years.**

3. How do you coordinate services with WorkFirst (Temporary Assistance for Needy Families)?

**The WorkFirst Supervisor and/or staff are members of our Partnership Team which attends our quarterly career center partnership meetings. During the meetings, updates are shared and information on events happening, services needed and / or ways to partner together to better serve customers are shared. During the quarterly meetings with DSS Success Team, WorkFirst cases are discussed and the NCWorks Career Center is available to assist with information on services, resources or programs which NCWorks could provide for their clients. A WorkFirst staff member verifies what services our WIOA applicants receive such as food stamps etc. We are in constant contact also as needed in making referrals on both sides from DSS to NCWorks and from NCWorks to DSS for customers who we are currently enrolled and who may need additional assistance. At times WorkFirst clients utilize our Career Resource Center in their job search efforts, creating a NCWorks account, resume, researching labor market information, and career self-assessments.**

4. How is the Career Center used outside of regular business hours?
  - **Randolph County NCWorks Career Center is opened each Tuesday until 7:00 p.m. for customers to come in to use the career center. Remaining open one day a week after 5:00 gives the customers who can't come in during regular business hours an opportunity to visit the center or their career advisor. The center also has after hour's workshops on Tuesday evenings.**
  - **Durham Tech holds classes at the Orange County NCWorks Career Center at least 3 days a week until 9:00 p.m. and they are HRD classes, Adult Family Literacy classes, and NA I classes. DTCC is currently planning to expand the number of classes offered after hours in the center.**
  - **Alamance County NCWorks Career Center has extended hours specifically for NextGen to conduct after hours workshops for the young adult customers. Additionally, the center will remain open after normal business hours for specific hiring events**

## **WIOA Title I Programs**

### **Adult and Dislocated Worker Services**

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 Workforce Development Board and service delivery. Identify any service provider contract extensions.



**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.

**Regional Partnership Request for Proposals for Adult/DW Service Providers was released on March 3, 2017 for the entire service area: Alamance, Montgomery, Moore, Orange and Randolph Counties. A General Bidder's Conference was held on March 17, 2017. Proposals were due on April 3, 2017. Regional Partnership WDB Staff Review was held April 24-27 2017. Any WDB members, who have a conflict of interest due to the bids, must recuse themselves from the bidding and negotiation process. WDB RFP Committee Reviewed May 1-12, 2017. WDB RFP Committee presented their recommendations for contract award at the June 15 WDB meeting. The Contract Negotiation was held on June 16, 2017 with a Project Startup Date of July 1, 2017. Current Adult/DW Service Providers will be granted their first year contract extension efficient July 1, 2018.**

2. Attach the Local Workforce Development Board's Adult and Dislocated Worker (DW) service providers chart effective July 1, 2018 using the [Adult/Dislocated Worker Service Provider List](#) provided. Name document: *Local Area Name Adult and DW Providers 2018*.

**Regional Partnership WDB Provider List is attached**

3. 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 stricter performance measures to evaluate eligible training providers. Attach if a separate policy. Name document: *Local Area Name Eligible Training Providers*. [Division Policy Statement 21-2015]

**To ensure that Workforce Innovation and Opportunity Act consumers have a current and readily available list of training providers that are reflective to the local workforce labor market so that they can make informed decisions relevant to training opportunities available and to ensure provider performance and continuous improvement, the Board developed a Training Provider Policy. The career advisor will discuss the training program that the customer will major in and then review the list of approved training providers/programs with the customer to make sure that they are informed of the choices they have in training providers. The approved training providers and programs are reviewed to ensure alignment with local in-demand occupations. Training providers are reviewed every 2 years to account for changing labor market conditions. Our Region has a significant number of capable training providers: which includes 11 Community Colleges, 9 Universities and multiple private training providers.**

**Regional Partnership WDB Eligible Training Providers Policy attached**

4. What strategies are in place to ensure Local Workforce Boards meet or exceed federal Adult and Dislocated Worker Performance Measures?

**The process to ensure that the Regional Partnership Workforce Development Board will meet all federal, state, and local area Adult and Dislocated Worker performance outcomes is established through a comprehensive process that begins with the Request for Proposal document that specifies the terms and conditions for delivering WIOA services and identifies performance goals to be met. While it is the goal for the Regional Partnership Workforce Development Board to meet all federal and state Adult and Dislocated Worker performance outcomes, the board fully understands that human behavior, federal and state policies, and economic conditions are often times beyond the board's ability to control. With that said, the Regional Partnership Workforce Development Board establishes processes to predict the best possible outcomes for achieving its goals.**

**As previously stated, the Regional Partnership Workforce Development Board staff monitors the performance data of all WIOA service contractors and NCWorks Career Centers on a monthly basis at a minimum through the review of client records and reports available through NCWorks and NCWorks Performs Online systems. The WIOA Accountability Systems Manager conducts random monthly desk top reviews of WIOA participant files to: determine compliance for eligibility; ensure documents are scanned in for review; ensure credentials and employment are captured; ensure case notes are thorough and accurate; ensure activities are coded correctly; and to ensure expenditures are recorded correctly. NCWorks Career Center Managers and WIOA Directors have been trained to run reports on the NCWorks Online system and are required to monitor their own performance on a regular basis. The Accountability Systems Manager also conducts a thorough monitoring of all programs annually.**

**WDB staff prepares WIOA activity reports for the Regional Partnership Workforce Development Board meetings on a quarterly basis. Staff prepares reports for the NCWorks Career Center Committee to review WDB performance. Staff shares updated performance measures reports with career advisors and contractors during quarterly training sessions. Additionally, staff prepares NCWorks Career Center job-seeker, employer, and staff activity reports that are analyzed and shared with the NCWorks Committee.**

**The Regional Partnership Workforce Development Board takes their oversight role seriously and strives to ensure that WIOA service providers and Career Center staff understand the value of the services provided and the importance of documenting and entering correct and timely data.**

Provide the Workforce Development Board's approach to providing work experience to Adult and Dislocated Workers. If work experience is provided, attach the local work

experience policy. Name document: Local Area Name Adult/Dislocated Worker Work Experience Policy.

**Regional Partnership Transitional Jobs Policy attached**

- Describe how the board uses local funds for Incumbent Worker Training (IWT). If the Board does not use local funds for IWT, please state why and what would be needed to incorporate IWT as a locally offered service.

**Our local board voted in October 2017 to set aside \$50,000.00 of programmatic funding specifically for IWT projects. We developed an IWT policy to address the needs of the local employers. The local area is currently working with several employers in various stages with IWT grants, which include: Piedmont Health Services in Alamance County, Wells Hosiery in Randolph County, Post Consumer Brands in Randolph County, City of Graham in Alamance County, AirServe of Chapel Hill and Orange County PTA Thrift Shop.**

**Regional Partnership IWT Policy attached**

- Complete the following chart (by placing an X in each applicable box) to demonstrate what work-based learning opportunities are available in the local Workforce Board area. *[Expand form as needed]*.

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

- Please describe the efforts the Workforce Development Board has made to deliver business services on a regional basis.

**Regional Partnership Workforce Development Board delivers business services regionally in several different ways. Partnering, collaborating, and aligning in a four workforce board consortium called TriadWorks. TriadWorks serves fourteen counties in total. RPWDB business services team meets on a regular basis with other business services members in TriadWorks. The business services team members work on regional efforts to deliver business services to employers throughout the 14 county region. The services provided are Labor Market Information, On the Job Training grant, Incumbent Worker grant, job/career fairs, gathering business intelligence for projects, HR counseling, conducting Job Profiles, job posting, job referrals, candidate searches, and introducing employers to NCWorks System.**

**Business Services and Regional Partnership Workforce Development Board staff have recently worked on developing career pathways in the region; they include Advanced Manufacturing, Aviation, Logistics and Transportation, and Nursing. TriadWorks business services members are now in the phase of implementing the career pathways. Webinars are planned for each pathway to inform businesses and NCWorks staff about each pathway and how they can support the efforts. TriadWorks business service team members stay connected and assist each other on special projects and with common employers that have employees in many counties. Working regionally with other workforce board business services staff provides additional resources and strengthens Regional Partnership Workforce Board.**

**Regional Partnership business services team often partner with local economic developers and state EDPNC consultants by attending site visits to address employer needs. Business services staff also partner with regional community college business and industry consultants to address employer needs. RPWDB business services staff are also a part of the State Workforce Board Business Services Team. The group meets quarterly to receive updates, attend training, learn from others and work on state initiatives such as addressing common issues for businesses. Regional Partnership Workforce Board business services staff works to continuously stay up to date on business needs and how they can create new services and improve current services provided."**

8. 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.*

**In the WIOA Adult and DW Contract, it is specified that WIOA service providers will ensure that comprehensive career guidance and follow-up services are integrated into the overall Adult and DW program design. WIOA Adult and DW contractors are responsible for ensuring that appropriate follow-up services for all participants are completed according to Regional Partnership's Local Area follow-up instructions to ensure continued success. The appropriate types of follow-up activities provided will be determined based on the individual needs a participant.**

**Local Area Follow-up: Follow-up begins when a participant gains employment. The career advisor documents follow-up services in NCWorks Online by clicking on the Create Activity function and by selecting the appropriate activity code (F01 through F19). If the activities listed do not match the participant's situation, a case note is**

required under Staff Profile, Case Notes. If the career advisor is unable to locate the participant, then Follow-up Tracking is required.

**Federal Follow-up:** Once a participant is exited from the program in NCWorks Online, the Federal Quarterly Follow-Up screen appears in NCWorks and the career advisor will document follow-up activities for the first, second, third and fourth quarters following exit in NCWorks Online by clicking on Create a Follow-up and completing the four tabs: Exit, Employment, Credential, and Staff. More than one follow-up may be added per quarter.

### Youth Services

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

**Regional Partnership WDB has a standing committee.**

If no, describe how oversight to planning, operational and other issues relating to the provision of services to youth will be provided.

If yes, please provide a response to the following questions.

- a) Provide the committee's purpose/vision.

**Regional Partnership WDB established a standing Youth Committee in lieu of the Youth Council. The standing youth committee provides information and assists with planning, operational, and other issues relating to the provision of services to youth.**

- b) 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)]
- c) Complete the following chart for the PY 18 Youth Committee has planned meeting schedule to include dates, time and location. [Expand form as needed.]

Date	Time	Location (include address and room#)
July 19, 2018	11:00	Randolph County NCWorks Career Center 600 S. Fayetteville St Asheboro, NC 27203 Board Room
October 18, 2018	11:00	Orange County NCWorks NextGen Center 113 Mayo St. Hillsborough, NC 27278 Board Room
February 21, 2018	11:00	Alamance Community College 1247 Jimmie Kerr Rd. Graham, NC 27253 Room to be Announced
June 21, 2018	11:00	Randolph County NCWorks Career Center 600 S. Fayetteville St. Asheboro, NC 27203 Board Room

### Regional Partnership WDB Youth Committee Members List attached

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

**Regional Partnership Request for Proposals for Youth Service Providers was released on March 31, 2017 for the entire service area: Alamance, Montgomery, Moore, Orange and Randolph Counties. A General Bidder's Conference was held on April 13, 2017. Proposals were due on May 1, 2017. Regional Partnership WDB Staff Review May 2-12 2017. WDB RFP Committee Review May 15-26, 2017. WDB RFP Committee will present their recommendations for contract award at the June 15 WDB meeting. The Contract Negotiation began on June 16, 2017 with a Project Startup Date of July 1, 2017. Current Youth Service Providers will be granted their first year contract extension efficient July 1, 2018.**

3. Attach the Local Workforce Development Board Youth service provider's chart, effective July 1, 2018, using the provided [Youth Service Provider List](#). Complete each column to include specifying where Youth Services are provided. Name the document: *Local Area Name Youth Providers 2018*.

### Regional Partnership Youth Service Provider List attached

4. What strategies are in place to ensure Local Workforce Boards meet or exceed federal Youth Performance Measures?

**The process to ensure that the Regional Partnership Workforce Development Board will meet all federal, state, and local area Adult Youth performance outcomes is established through a comprehensive process that begins with the Request for Proposal document that specifies the terms and conditions for delivering WIOA services and identifies performance goals to be met. While it is the goal for the Regional Partnership Workforce Development Board to meet all federal and state Youth performance outcomes, the board fully understands that human behavior, federal and state policies, and economic conditions are often times beyond the Board's ability to control. With that said, the Regional Partnership Workforce Development Board establishes processes to predict the best possible outcomes for achieving its goals.**

**As previously stated, the Regional Partnership Workforce Development Board staff monitor the performance data of all WIOA service contractors and NCWorks Career Centers on a monthly basis at a minimum through the review of client records and reports available through NCWorks and NCWorks Performs Online systems. The WIOA Accountability Systems Manager conducts random monthly desk top reviews of WIOA participant files to: determine compliance for eligibility; ensure documents are scanned in for review; ensure credentials and employment are captured; ensure case notes are thorough and accurate; ensure activities are coded correctly; and to ensure expenditures are recorded correctly. NCWorks Career Center Managers and WIOA Directors have been trained to run reports in the NCWorks Online system and are required to monitor their own performance on a regular basis. The Accountability Systems Manager also conducts a thorough monitoring of all programs annually.**

**WDB staff prepares WIOA activity reports for the Regional Partnership Workforce Development Board meetings on a quarterly basis. Staffs prepare reports for the Youth Committee to review. Staff share updated performance measures reports with career advisors and contractors during quarterly training sessions.**

**The Regional Partnership Workforce Development Board takes their oversight role seriously and strives to ensure that WIOA service providers and Career Center staff understand the value of the services provided and the importance of documenting and entering correct and timely data into NCWorks.gov.**

5. 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) the Local Workforce Development Board has internal controls to safeguard cash/gift cards. Name document: *Local Area Name Youth Incentive Policy*.

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

**In order to provide incentives that will motivate and encourage youth to succeed in planned WIOA activities, the Workforce Development Board established an Incentive Policy for WIOA Youth Program. Incentives are utilized for recognition and rewards for achievements and accomplishments towards program goals. Contractors are encouraged to offer incentives and to design their programs with benchmarks for rewards according to the local area policy and federal register guidelines sec. 681.650. All incentives except for GPA achievements are limited to \$20.00 each and are given in the form of gift certificates or checks. To track and safe guard gift cards/awards the participant must sign in on an attendance sheet when the participant participates in an activity and sign a sign out form when they collect the gift card or award.**

**Regional Partnership WDB Youth Incentive Policy attached**

### **Local Innovations**

1. List additional funding received by the local Workforce Development Board to include special grants, National Dislocated Worker Grants, YouthBuild, outside funding and others to include a brief description of the source and the amount.
  - **\$30,000.00 NEG Planning Grant to develop pathways**  
The pathways earned are:
    1. Healthcare
    2. Transportation
    3. Aviation
    4. Advanced Manufacturing
    5. Nursing and Allied Heath
  - Received \$30,000.00 of Career Pathway Implementation Grant from TriadWorks
  - \$350,000.00 Work Ready Committee Grant (TriadWorks)
  - Applied for a Program Enhancement-Virtual Reality Training Grant in the amount of \$200,000.00

**Regional Partnership WDB, Guilford County WDB, and Northwest Piedmont WDB are working together on the Eastern Triad Workforce Development Initiative. This initiative is a community wide workforce development initiative in cooperation with K-12 schools, community colleges, local chambers of commerce, and other community partners in Guilford, Alamance, Randolph, and Rockingham Counties. It is funded by the NC General Assembly State budget. Total project funds of 3.2 million dollars.**

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



**We have worked with our local CSBG Community Services Block Grant case manager staff to cross train them on NCWorks in order to facilitate cross program referrals and to increase the career centers capacity for integrated service delivery.**

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

**Our youth committee has really evolved into an excellent forum for youth case manager/supervisor staff to share best practices across both county lines and contractor lines. Recently we added a young adult participant to the committee for their insight on the program and how to more efficiently serve our young adult customers.**

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

- **The local area has begun utilizing social media by posting regional employment and training news, job openings, success stories and labor market information on Regional Partnership Workforce Development Board’s Facebook page**
- **Posting Regional Partnerships newsletter on Facebook and on our website**
- **We have created a twitter account**
- **We completely revamped our WDB website to a much more interactive and user friendly format**
- **We maintain electronic copies of our annual reports on our Regional Partnership Workforce Development Board website**

#### **PY 2018 Local Area Plan Required Policy Attachments**

1. The following policies must be attached as separate documents in the PY 2018 Plan. Name documents: *Local Area Name, Policy Name.*

Please name a notation below if the Policy has been revised for Program Year 2018.

*Example: Competitive Procurement – Revised*

1. Adult/Dislocated Worker Work Experience Policy (PS 10-2017)
2. Competitive Procurement Policy (PS 19-2017)
3. Conflict of Interest Policy (PS-18-2017)
4. Equal Opportunity Procedures (PS-05-2015)
5. Financial Management Policy for Workforce Innovation and Opportunity Act Title I (PS-20-2017)
6. Individualized Training Account Policy
7. On-the-Job Training Policy (PS 04-2015)

8. Oversight Monitoring Policies and Tools
  9. Priority of Service Policy (PS03-2017)
  10. Supportive Service Policies
  11. Youth Work Experience Policy (PS 10-2017)
2. Designate whether or not you have the following Optional Policies. If yes, attach the policy as a separate document. Name documents: Local Area Name, Policy Name. [Example: IWT Policy – Yes. Attached as *Workforce Development Board, IWT Policy*.
1. Local Area Incumbent Worker Training Policy
  2. Local Area Needs-Related Policies-**No**
  3. Local Area Transitional Jobs Policy
  4. Local Area Youth Incentive Policy
3. Individual Training Accounts (ITA’s) are required [Regulations Section 680.300] to pay the cost of training provided with Adult and Dislocated Worker funds and limitations on duration and amount may be included [Regulations Section 680.320]. Please provide the following ITA elements in summary:

<b>Individual Training Accounts (ITA) Summary</b>	
<b>Dollar Amounts</b>	Up to \$4300 per program year
<b>Time Limits</b>	4 years
<b>Degree or Certificates allowed (Associate’s, Bachelor’s, other)</b>	Certificates, Diploma’s, Associate’s Degrees, and the last two years of a 4 year college to earn a Bachelor’s.
<b>Period of time for which ITAs are issued (semester, school year, short term, etc.)</b>	ITA’s are issued each semester or when needed for tuition, books and fees.
<b>Supportive Services covered by ITA (uniforms, tools, physical exams, etc.)</b>	ITA is only used for Supportive Services if it’s listed on school registration at the time the Financial Award Analysis (FAA) is completed. Or if the items can be purchased from the school store. For nursing uniforms in some cases the uniforms have to be ordered from the school store, a cost authorization (CA) would be used then. If customers have to purchase from a retail store a CA is used. Tools and physical exams can be reimbursements or CA used. Exams to earn a

	diploma or Associate's Degree a CA will be used or reimbursement to participant.
<b>Other</b>	Short term training a CA will be issued. For example: Nursing Assistant, Pharmacy Tech, Welding, etc.

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

<b>Transportation</b>	<b>Childcare</b>	<b>Supplies</b> <i>(include examples)</i>	<b>Emergency</b> <i>(Include examples)</i>	<b>Other</b> <i>(include examples)</i>
Reimbursements to participant	Request for Payment will be done each month	Tools, Uniforms, Business attire, shoes or medical items, educational testing,	Car repairs (car has to be the only means of transportation and the vehicle is registered to the participant or parent),	Medical Services, medical, dental and vision expenses may be provided in emergency situations only when necessary to continue training
Transportation may be subcontracted		Pens, pencils, paper, notebooks, programs for computer, rulers, calculators	Housing (rent assistance), Utilities,	Immunizations and drug checks

**PY 2018 Local Area Plan Instructions Attachment Checklist**

- Signed copy of Consortium Agreement (if applicable)
- Administrative Entity Organizational Chart (Regional Consolidated Services)
- Regional Partnership Workforce Development Board List (*form provided*)
- Regional Partnership Workforce Development Board By-laws
- Regional Partnership Local Area Organizational Chart
- Regional Partnership Local Area Certification Regarding Debarment \* (*form provided*)
- Regional Partnership Local Area Signatory Form\* (*form provided*)
- Regional Partnership Local Area NCWorks Career Center System (*form provided*)
- Regional Partnership Local Area Adult and Dislocated Worker Services Providers (*form provided*)
- Regional Partnership Workforce Local Area Eligible Training Provider (*optional*)
- Regional Partnership Local Area Youth Committee Meeting Schedule (*optional*)
- Regional Partnership Local Area Youth Committee Members (*optional*)
- Regional Partnership Local Area Youth Services Providers (*form provided*)
- Regional Partnership Local Area Youth Incentive Policy (*optional*)

\*Mail signed and unfolded *originals* to assigned Division Planner at N.C. Division of Workforce Solutions at:

313 Chapanoke Road, Suite 120, 4316 Mail Services Center, Raleigh, NC 27699-4316

**Appendix**

## Local Workforce Development Board Membership Requirements...

**Local Workforce Development Boards Membership Requirements**

<b>Representative of Business</b>	<b>Who May Satisfy the Requirements</b>
(WIOA Section 107(b) (2)(A))	<p><b>The majority</b> of the members of the Local Board must be representatives of business in the local area. At a minimum, <b>two members must represent small business</b> as defined by the U.S. Small Business Administration. Business representatives serving on Local Boards may also serve on the State Board. Each business representative must meet the following criteria:</p> <ul style="list-style-type: none"> <li>• be an owner, chief executive officer, chief operating officer or other individual with optimum policy making and hiring authority;</li> <li>• 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</li> <li>• are appointed from among individuals nominated by local business organizations and business trade associations.</li> </ul>
<b>Representative of Workforce</b>  (WIOA Section 107(b)(2)(B))	<p><b>Not less than 20 percent</b> of the members of the Local Board <b>must</b> be workforce representatives. These representatives:</p> <ul style="list-style-type: none"> <li>• <b>must include two or more representatives of labor organizations</b>, where such organizations exist in the local area. Where labor organizations do not exist, representatives must be selected from other employee representatives; <i>[In North Carolina, such examples include the North Carolina Association of Educators (NCAE) or the State Employees Association of North Carolina (SEANC)].</i></li> <li>• <b>must include one or more representatives of a joint labor management, or union affiliated, registered apprenticeship</b> 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, and <b>may include:</b></li> </ul> <p>In addition to the representatives enumerated above, the Board <b>may</b> include the following to contribute to the 20 percent requirement:</p>

	<ul style="list-style-type: none"> <li>• one or more representative 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</li> <li>• one or more representatives of organizations that demonstrated experience or expertise in addressing the employment, training, or education needs or eligible youth, including representatives of organizations that serve out-of-school youth.</li> </ul>
<p><b>Representatives of Education and Training</b> (WIOA Section 107(b) (2)(C))</p>	<p>The balance of Local Board membership <b>must include:</b></p> <ul style="list-style-type: none"> <li>• <b>At least one</b> eligible provider administering <b>adult education and literacy</b> activities under WIOA Title II;</li> <li>• <b>At least one</b> representative from an <b>institution of higher education</b> providing workforce investments activities, including community colleges; and</li> <li>• <b>At least one representative</b> from each of the following governmental and economic and community development entities: <ul style="list-style-type: none"> <li>• <b>Economic and community development</b> entities;</li> <li>• The state <b>Employment Service Office</b> under the Wagner-Peyser Act (29 U.S. C. 49 et seq.) serving the local area; and</li> <li>• The programs carried out under Title I of the Rehabilitation Act of 1973, other than Sec. 112 or part C of that title.</li> </ul> </li> </ul> <p>In addition to the representatives enumerated above, the CLEO <b>may</b> appoint other appropriate entities in the local area, including:</p> <ul style="list-style-type: none"> <li>• 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;</li> <li>• Governmental and economic and community development entities who represent transportation, housing and public assistance programs;</li> <li>• Philanthropic organizations serving the local area; and</li> <li>• Other appropriate individuals as determined by the chief elected official.</li> </ul>

*Source: USDOL Training and Employment Guidance Letter (TEGL) 27-14*