



Regional and Local Workforce Development Area Plans

Workforce Innovation and Opportunity Act Title I

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

**Four-Year Plan Update
July 1, 2018 – June 30, 2019**

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) 2018 Plan is to provide current information and be effective July 1, 2018 - June 30, 2019 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

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.

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 must 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 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, 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.

Region C Workforce Development Consortium Consortium Agreement uploaded to NC Wise.

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

**Steve Lockett, Director of Economic, Community and Workforce Development
Isothermal Planning and Development Commission
PO Box 841
Rutherfordton NC, 28139
(828) 287 0262 ext. 1264
slockett@regionc.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.

**Eddie Holbrook – Chairman, Cleveland County Board of Commissioners
201 Troon Place
Shelby, NC 28150
Phone (Home) 704-482-7888**

Email eddie.holbrook@clevelandcounty.com

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.

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)].

**Isothermal Planning and Development Commission
111 W. Court Street,
Rutherfordton, NC 28139
828-287-0262**

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

**Scott Dadson, Executive Director,
Isothermal Planning and Development Commission
111 W. Court Street, Rutherfordton, NC 28139
828-287-0262 ext 1229
sdadson@regionc.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.

Uploaded to NCWise

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].

DUNS #: 101773695

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 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](#)). 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.

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.

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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.

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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.

Meeting schedules will be published in the local newspapers and posted on the WDBs website. Activities regarding the designation/certification and further development of the NC Works Career Centers, availability of grant/service provision funding will be made available through the websites and local media outlets that include newspapers, newsletters, radio, and television where appropriate. Availability of the local area plan will also be post electronically and made available via hardcopy at the administrative entity.

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)]

Region C will post the completed draft of the plan on the website (www.regioncwdb.org) and have a hard-copy available in the administrative entity's library for public viewing. Availability for review will be published in the local newspapers and through other media outlets. Region C will comply with the *Public Comment* requirements outlined above.

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.

Uploaded to NCWise

14. Complete the following chart for the PY18 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 #)
08/02/2018	12:00 p.m	IPDC 111W. Court St. Rutherfordton NC, Conference Room
11/01/2018	12:00 p.m.	IPDC 111W. Court St. Rutherfordton NC, Conference Room
02/07/2019	12:00 p.m.	IPDC 111W. Court St. Rutherfordton NC, Conference Room
05/02/2019	12:00 p.m.	IPDC 111W. Court St. Rutherfordton NC, Conference 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*.

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

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*.

Uploaded to NCWise

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

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.

Uploaded to NCWise

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).

Letter of intent to bid process was used to procure Region C's One-Stop operators during May of 2017. Expected length of service is 4 years.

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

NCWorks Centers developed an orientation and pre-employment workshops specifically for the Department of Social Services' clients. Those workshops were scheduled at the DSS location. Attendance was not compulsory and those events were discontinued due to lack of interest. Referrals are made on an individual basis with outreach conducted specifically for the McDowell Manufacturing Employment Program and other short-term training opportunities.

Additionally, WorkFirst is represented on the steering committee for the development of a Strategic Employment Plan with the goal of identifying those individuals that are not currently in the workforce. A strategy will be developed to potentially move those identified individuals into the workforce.

Memorandum of Agreement for required work registration for TANF recipients has been developed:

Pursuant to the Workforce Innovation and Opportunity Act (WIOA) and G.S. 108A-29 (A2) the undersigned parties hereby acknowledge that the Division of Workforce Solutions NC Works Career Center is the presumptive deliverer of job placement services for Work First Program and critical partner with the Department of Health and Human Services. The office of the Division of

Workforce Solutions' NC Works Career Center and the Department of Social Services will work together to provide services to Work First recipients.

4. How is the Career Center used outside of regular business hours?

The Center facilities are available for after-hour use. However, the facilitation of activities during non-traditional hours, such as hiring events, exhibits, career fairs, and etc. are conducted at locations with more space to accommodate larger attendance. Additionally, a number of week-end hiring events have been facilitated by WDB and NC Works Career Center staff.

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.

Adult and Dislocated Worker services were initially competitively procured with contract awarded to the Foothills Workforce Partnership (McDowell Technical Community College as administrative entity) for the program year beginning July 1, 2015. Subsequent contract extensions through 2016 and 2017 were awarded with a potential additional year beginning July 1, 2018.

The process for competitive procurement is as follows:

Procurement by Competitive Proposals – Competitive procurement shall be the method of procurement of workforce services, except as provided for in situations that are allowable under the noncompetitive procurement.

RFPs shall be publicized for a minimum of five consecutive days on the Board's website (www.regioncwdb.org) and may also be publicized in newspapers or other media published in the region (including minority publications where feasible) that will provide for a general circulation throughout the area served. This public notice will be made at least ten calendar days prior to the release of the RFP. This public notice shall also contain information on the bidders' conference, if one is to be held. A bidder's list shall be maintained of all entities that have indicated in writing an interest in providing workforce services in the WDB's service area. This list shall be updated biannually. A notice indicating the service or activity being procured, date,

time, location of the RFP release, etc., shall be sent to all individuals on this list, all existing service providers, and others as applicable.

All RFPs shall be released with language which shall include:

- Name and address of the Isothermal Planning and Development Commission,
- Name, address and phone number of person(s) to contact regarding the solicitation.
- General description of the sub-grant program, including identification of the applicable Federal and State laws and regulations with which the selected contractor must comply, to include at a minimum reference to the Workforce Innovation and Opportunity Act, USDOL WIOA Regulations, 20 CFR Parts 626-631, and all appropriate policy issuances from the NC Division of Workforce Development..
- The population to be served and minimum service levels to any specific target groups, if any.
- An estimate of the number/range of individuals to be served and expected performance results in each activity.
- Requirements for coordination with other workforce entities, as applicable.
- Funding parameters by activity or program.
- A detailed description of the training and/or services to be provided.
- The period of performance.
- Applicable monitoring and reporting requirements, including, but not limited to, data entry, performance, and financial reporting.
- Other services or requirements (e.g., responsibility for eligibility determination, WDB policy on support payments, audit requirements and work statement requirements) that will affect proper budgeting by the offeror.
- Prohibition against subcontracting without WDB approval.
- Line item budget of proposed costs, including any profit to be realized and/or funds to be contributed.
- Documentation to be supplied by the offeror to establish its programmatic and financial capability to perform the work.
- Requirements for preparation and submission of the proposal, due date and time, content and format, number of copies, location and method for submitting the bid.
- Process and procedures by which proposals will be evaluated for competitiveness, including identification of specific criteria which will be used.
- Description of the procedures for responding to bidder inquiries and a schedule for the receipt of proposals, approximate dates for review and award.
- Conditions under which the completed contract may be modified and extended for additional years, if applicable.

- **Grievance procedures for contesting the procurement process.**
- **Affirmative action assurance that the offeror will comply fully with the nondiscrimination and equal opportunity provisions of the Workforce Innovation and Opportunity Act, the Non-traditional Employment for Women Act of 1991; Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975, as amended; Title IX of the Education Amendments of 1972, as amended; and with all applicable requirements imposed by or pursuant to regulations implementing those laws, including but not limited to 29 CFR Part 34.**

At the WDB's discretion, it may procure either single or multi-year program proposals and enter single or multi-year contracts. Multi-year contracts may not exceed a three (3) year period. Such multi-year contracts shall include provisions for first year funding and activity levels and provisions and conditions for the negotiation of subsequent year funding and activity levels.

Proposers will be required to submit their qualifications to function as a service provider. The provider, at a minimum, shall submit a brief description of the following: 1) organizational structure and experience; 2) personnel standards; 3) financial system; 4) latest audit; 5) bonding coverage; 6) procurement procedures; and, 7) monitoring procedures.

A log will be maintained of all bidders that have requested and been sent an RFP.

A conference for potential bidders *may* be held after the RFP becomes publically available. To maintain fair and open competition, the answers to questions that arise from the bidders' conference shall be provided to all entities on the bidders' list and all entities that have requested an RFP.

Amendments to solicitations will be accepted if submitted within the time frames of the original solicitation requirement. The closing submission date must be clearly stated in the RFP. Where late proposals are received, these shall be accepted and the date and time recorded. A letter shall then be sent to the proposer returning its proposal package and explaining why it is not being considered. The WDB reserves the right to accept or reject any and all proposals received in response to the RFP. Obligation to the bidder is contingent upon the availability of grant funds. No legal liability on the part of the WDB for payment of any money shall arise unless and until funds are made available to the WDB for procurement. The bidders shall be responsible for all costs involved in the development of the proposal.

The intent of the evaluation process is to certify that each proposal received meets the basic submission requirements (Proposal Review Criteria) and to determine the quality of each proposal. Under the Board's by-laws, the Youth

Council serves as the Board's youth policy arm and has full authority to evaluate eligible providers of youth activities and select providers of WIOA youth services. The youth program advisory committee's decision is then forwarded to the WDB for information.

The evaluation process may be divided into the following major steps: 1) a general review of proposals; 2) an evaluation of vendor qualifications; 3) an evaluation of the technical aspects of each proposal; 4) an evaluation of the cost aspects of each proposal; and, 5) an evaluation of demonstrated performance, effectiveness, potential for meeting performance goals, costs, and quality of training.

In concert with the WDB and its committees, the local WDB staff shall develop a process for conducting technical evaluations and the review of the proposals received and for selecting contractors. Using the evaluation criteria contained in the RFP, the local WDB staff will review all proposals that meet the submission requirements; will submit technical evaluation and other summary reports to the WDB or designated committee of all proposals received; and may make recommendations to the WDB/committee for contract award based on these factors and the apparent ability to operate the program efficiently and effectively, with price and other factors considered. Alternatively, at the committee's discretion, proposal reviews will be jointly conducted by WDB staff and a WDB subcommittee created specifically for that purpose. In such case, it is the responsibility of the committee to become familiar with the programs, services, and activities being solicited and to understand what is being asked of the bidders in the proposal request. WDB staff shall provide training, guidance, and/or technical assistance on an as-needed basis to the review committee.

After evaluation of the proposals received by the WDB staff and/or WDB committee and recommendation for award, the final selection of service providers will be made by the WDB. The WDB will have the final authority for selection of service providers.

Final selections will primarily be based on, yet not limited to, effectiveness, demonstrated performance, potential for meeting performance goals, costs, quality of training, participant characteristics, past workforce development experience and performance of the bidder, and non-duplication of services.

Upon the Board's selection, a letter will be sent to each successful and unsuccessful bidder that contains the WDB decisions related to that procurement.

Intention to Bid Option. The WDB may use this option when there is a high level of uncertainty regarding the number of proposals which will be received for a workforce service or activity and whether there will be a sufficient number of bids to justify the development of a solicitation. This

competitive method maintains the integrity of a competitive procurement process by identifying, through public notice, potential bidders to determine the feasibility of procurement.

Procedural Requirements. When using this option, the WDB will develop a set of preliminary training/service specifications for which the WDB intends to request bids. The specifications will include the following parameters:

- **date the proposed solicitation will be issued**
- **specific type of training/services to be performed**
- **estimated number of participants and/or available funds or ranges, if preferred**
- **expected period of performance**
- **geographic area to be served**
- **specific target groups to be served**
- **type of contract to be awarded**
- **expected performance**

A public notification will be issued in the same manner as that used for the issuances of RFPs. In addition, letters or e-mail notifications will be sent to all applicable organizations on the bidders' list, requesting an indication of whether the organization intends to bid on specific training/services which are described in the letter, consistent with the specifications developed. The letter will indicate the date by which a response is to be received.

If the intention to bid process is used and no interest is received, noncompetitive sole source procurement may be used. When only one intention to bid response is received for a service of geographic area, every effort will be made to negotiate the desired training/services with that provider. However, if acceptable training/services cannot be negotiated, the WDB may use sole source procurement to obtain the training/service. A complete history of this process will be documented in the procurement file.

Limitations. Sole source procurement will not be used if more than one organization indicated its intent to bid. In this case, an RFP solicitation for the training/services advertised must be developed and transmitted to all who responded to the intention to bid.

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*.

Uploaded to NCWise

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 more strict 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]

Region C is a rural region with a limited number of providers. The significant number of competent providers of workforce development training includes the Community College System with three colleges—McDowell Technical Community College in McDowell County, Isothermal Community College in Rutherford and Polk Counties, and Cleveland Community College in Cleveland County with Gardner Webb University (private provider) located in Cleveland County. Other colleges and some private providers are available within commutable distance including into South Carolina. The region has utilized approximately 10 providers in the expanded region for the provision of training.

Eligible training providers will be reviewed/monitored annually utilizing information entered into NCWorks online based on the following criteria when available:

- **Number program exiters during the year**
- **Number completers during the program year**
- **Number of exiters who obtained a recognized postsecondary credential during participation**

As follow-up is conducted

- **Number of exiters in unsubsidized employment in 2nd quarter after completion**
- **Number of exiters in unsubsidized employment in 4th quarter after completion**
- **Number of program completers who obtained unsubsidized employment in a related area of completion**

Providers and programs will also be reviewed as requests for approval are submitted for potential approval.

A significant numbers of unsuccessful completions by participants or participants’ inability to obtain certifications related to specific programs will trigger additional evaluation of a provider’s program. This evaluation may result in removal from the approved list of programs or the implementation of improvement strategies. These evaluations will be conducted when completion/success issues become evident.

Local Area staff will work with designated community college staff responsible for entering data into the NC Works On-line system to ensure proper data entry. Data will be obtained by local area staff through the NC Works Online system by reviewing

each individual program or through other reports that may be available. Recommendations will be made for approval or disapproval based on the performance of each program. Minimum standards for approval MAY be established after base line and historical data for programs has been analyzed.

Individuals seeking training will be provided a list of eligible training providers and program by NC Works center staff or provided appropriate links to obtain that information online. Case management staff will assist customers in making and informed and the most appropriate choice in the selection of training providers.

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

Region C will strive to meet performance outcome measures by assuring, as practicable, that individuals are connected with the most appropriate training opportunities. The assessment process will help determine the best fit regarding capabilities, interests, and aptitudes for a participant which is a predictor of success. Additionally, training will be provided for occupations that are in demand and have opportunities for employment within the region or in a location that the training completer is willing to relocate. The case management process and the provision of supportive services are important components of successful completion. Interventions on behalf of the participant's needs will continue to be provided to those in need. Performance of the service provider will be monitored on an on-going basis throughout the year with technical assistance provided as needed.

Future works will be utilized to monitor performance during the year in addition to NCWorks reporting.

Expenditures for training are monitored and reported on the quarterly expenditure reports with adjustments and technical assistance provided as needed.

5. 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.

Region C has developed the Incumbent Worker Training Program Policy which is uploaded to NCWise. The local area has not yet promoted or entered into any agreements or contracts with employers. During PY 2018/2019 Region C plans to devote \$70,000 to this initiative.

6. 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 Worker Training	Internships	Job Shadowing	Paid/Unpaid Work Experience	Specify Others: Industry tours
X	Pending	X		X	X

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

Region C’s Business Services Representatives work with teams, other agencies, and independently while delivering a pro-active approach to serving local business needs, enhancing economic development efforts, strengthening our businesses in their marketplace, and growing/retaining employment opportunities for our workforce.

Activities include

- **Assisting the Workforce Development Director in providing leadership to ensure successful accomplishment of goals and performance standards in the administration of Workforce Innovation and Opportunity Act activities, NC Works Career Center services, workforce development services, and related programs in the local area.**
- **Maintains a comprehensive, current knowledge of business trends of the local, state, national, and global economy. Assists the Workforce Development Director in implementation and continuous improvement efforts of the NCWorks Career Center (One-Stop) system and marketing of Workforce Development Board services in the region.**
- **Prepares industry trend analyses, demographic studies, labor market information and other related reports on behalf of local businesses, based on their individual needs. Prepares reports of activities for submission to the Workforce Development Board and Workforce Development Department staff.**
- **Encourages area businesses to utilize NCWorks and provides technical assistance for company registration, the posting of specific opportunities, and finding candidates utilizing the service**
- **Works with area businesses developing opportunities in, and managing all aspects of the On-the-Job Training program working closely with case management staff and job/training seekers.**
- **Facilitates and assists with industry/employer specific hiring events and job fairs**

The McDowell County Pipeline Committee (winner of the 2017 Governor’s Award for Innovative Partnership) was established and continues to be facilitated by Region C’s Business Services staff and has been an important component in

industry's ability to recruit talent and educate the public about local opportunities in manufacturing.

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.

Job Matching, Placement, and Follow-Up Job matching and placement require knowledge of the customer's skills, interests, and career goals, as well as familiarity with his or her employment plan and access to LMI. As part of the coaching role, case managers provide career planning, review resumes, help the customer develop interviewing skills, provide counseling regarding the labor market and job requirements, provide links to needed services at the area community services and additional Community College programs if needed. The case manager will connect the customer to staff Business Services specialists (or job developers) who may help with job matching and placement.

The individual case managers are responsible for providing follow-up services for 12 months following exit with oversight and technical assistance provided by WDB staff. Case managers will maintain frequent contact with the customer after placement and program exit to ensure that he or she is receiving any needed job retention assistance or services. Follow-up contacts will be made once a quarter or more frequently if needed.

Youth Services

1. 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)]

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.
- 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)]

The Region C WDB will not maintain a standing committee or Youth Council. Committees to provide information and assist with planning and operational and other issues relating to the provision of services to youth, and other activities, will be appointed by the WDB and convened as need. The youth committee will be chaired by a member of the WDB and will include at least one community-based organization with a demonstrated record of success in serving eligible youth.

- c) Complete the following chart for the PY18 Youth Committee’s planned meeting schedule to include dates, time and location. *[Expand form as needed.]*

Date	Time	Location (include address and room #)
N/A		
N/A		

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

Youth services were initially competitively procured with contract awarded to the McDowell Technical Community College, form McDowell County, Cleveland County Schools for services in Cleveland County, and Clay Wilson and Associates for Rutherford/Polk County for the program year beginning July 1, 2015. Subsequent contract extensions through 2016. Contract extensions were awarded for 2017 to Cleveland County Schools and McDowell Technical Community College. Due to performance issues, the Clay Wilson and Associates contract was not extended.

The procurement process utilized was the same as for the Adult and Dislocated Worker services. See item number 1. under Adult and Dislocated Worker Services.

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*.

Uploaded to NCWise

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

Region C will strive to meet performance outcome measures by assuring, as practicable, that Eligible youth are enrolled in and are connected with the most appropriate training opportunities. The assessment process will help determine the best fit regarding capabilities, interests, and aptitudes for a participant which is a predictor of success. Additionally, training will be provided for occupations that are in demand and have opportunities for employment within the region or in a location that the training completer is willing to relocate. The case management process and the provision of supportive services are important components of successful completion. Interventions on behalf of the participant's needs will continue to be provided to those in need. Performance of the service provider will be monitored on an on-going basis throughout the year with technical assistance provided as needed.

Future works will be utilized to monitor performance during the year in addition to NCWorks reporting.

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) whether 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.

Region C does plan to offer incentives for youth. The Youth Incentive Policy is uploaded to NCWise

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.

Two Certified Career Pathway Grants—Advanced Manufacturing and Nursing/Allied Health

Maximize Carolina Grant—Electrical Line Worker (First class of 19 students with 100% completion and job placement rate—March 2018)

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

Increased emphasis on work-based learning through the utilization of On-the-Job Training and paid work experience.

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

Continued utilization of career exploration through events that include local industry such as the Making it Work Manufacturing and Engineering Fair and work-based learning activities through work experience.

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

The Making it Work manufacturing and Engineering Fair has encouraged many young individuals to consider careers in local manufacturing. Additionally, industry and local foundations have contributed funding for scholarships that have been awarded, through a competitive application process, to a number of youth in the region.

Additionally, the Electrical Line-Worker program funded through the Maximize Carolina Grant with training delivered by Cleveland Community College enrolled 19 students for the first 10-week class. All students completed the program with 100% job placement rate. This is an example of a targeted sector with high paying jobs and identified projected shortages of skilled workers. Other targeted short-term training will be a strategy going forward that should produce good outcomes for job seekers and regional industry.

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 make 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 (PS 03-2017)
 10. Supportive Services 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
 3. Local Area Transitional Jobs Policy
 4. Local Area Youth Incentive Policy

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

Individual Training Accounts (ITA) Summary	
Dollar Amounts	\$4,300 per year \$8,600 life-time limit
Time Limits	The length of participation will be limited to one term beyond the curriculum schedule for full-time students. Exceptions will be made in cases of courses not being available, illness, family problems, or part-time students who are employed.
Degree or Certificates allowed (Associate's, Bachelor's, other)	Degree's and Certificates. Consideration given to Bachelor's degree if the degree can be reached within 2-3 years and builds on previous college experience and credits—e.g. Teaching, Engineering, Accounting, and etc.
Procedures for determining case-by-case exceptions for training that may be allowed	Recommendations made by the case manager and approved by the Director of Workforce Development
Period of time for which ITAs are issued (semester, school year, short term, etc.)	Semester
Supportive Services covered by ITA (uniforms, tools, physical exams, etc.)	Supportive services are not included in the ITA limited amount.
Other	

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.]*

Transportation	Childcare	Supplies <i>(include examples)</i>	Emergency <i>(include examples)</i>	Other <i>(include examples)</i>
Mileage reimbursement,	Reimbursement to child care provider (limited)	Uniforms, work shoes/boots, welding supplies, tools, stethoscope, etc.	Car repair, one-time power bill, emergency rent, limited medical costs	

Required Attachment Checklist from Plan Instructions:

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

