



**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, 2019 – June 30, 2020**

Instructions

Introduction

The Workforce Innovation and Opportunity Act (WIOA) require 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.

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](#).

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. A form 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: Steve Lockett	Title: Director of Economic, Community and Workforce Development
Organization: Isothermal Planning and Development Commission	Address: PO Box 841 Rutherfordton NC, 28139
Phone number: (828) 351 2373	Email address: 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.

Name: Susan K. Allen	Elected Title: Chair
Government: Cleveland County	Address: 110 Harbor Point Drive Cherryville, N.C. 28021
Phone number: 704-564-7562	Email address: SusanK.allen@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.

Name: Phyllis Nowlen	Title: Clerk to the Board of County Commissioners
Business Name: Cleveland County Board of Commissioners	Address: PO Box 1210, Shelby, NC 28151
Phone number: (704) 484-4766	Email address: Phyllis.nowlen@clevelandcounty.com

5. 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: Rebecca Evans	Title: Finance Director
Organization: Isothermal Planning and Development Commission	Address: PO Box 841 111 West Court St. Rutherfordton, NC 28139
Phone number: 828 351 2335	Email address: bevans@regionc.org

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

Name: Scott Dadson	Title: Executive Director
Organization: Isothermal Planning and Development Commission	Address: PO Box 841 111 West Court St. Rutherfordton, NC 28139
Phone number: 828 351 2369	Email address: 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

9. 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)

Judy Lynch, Administrative Assistant

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](#).

10. 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 D](#) 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](#). Additional bylaws guidance and electronic meeting formats have been provided in [Appendix B](#) and [Appendix C](#).

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11. 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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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)]

12. 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)]

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13. 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.

14. 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

15. 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 #)
8/1/2019	1 2:00 P.M.	Isothermal Planning and Development Commission 111 West Court St, Rutherfordton NC
11/7/2019	12:00 P.M.	Isothermal Planning and Development Commission 111 West Court St, Rutherfordton NC
2/6/2020	12:00 P.M	Isothermal Planning and Development Commission 111 West Court St, Rutherfordton NC
5/7/2020	12:00	Isothermal Planning and Development Commission 111 West Court St, Rutherfordton NC

Meeting location may vary. Appropriate notifications will be made in advance.

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.

16. 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.

Uploaded to NCWise and original mailed

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

17. 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.

Uploaded to NCWise and original mailed

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](#). [WIOA Section 121(b)(1)(A) and (b)(1)(B)] Name document: Local Area Name Career Centers.

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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. 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?

Region C services partner with community organizations such as Vocational Rehabilitation, Department of Social Services and Community College programs that address special populations, and businesses to provide access and increased resources for individuals with barriers to employment. The programs will also increase collaboration with the local NPS probation/parole services to facilitate services to former offenders. Training of one-stop staff and continued staff development is a key component. A more thorough assessment of individuals' needs is conducted to determine specific appropriate services. Helping individuals with barriers succeed in employment requires service strategies that address the barriers directly. It requires strategies that identify or create employment opportunities in which individuals with barriers can succeed. Referrals based on the assessment can be made to other resources or those resources available within the NCWorks system. Those internal services include but are not limited to:

**Occupational Skills Training
Paid or Unpaid Work Experience
On-the-Job Training (OJT)
Adult Basic Education
Job Search Assistance**

Working with employers is also an important component. Both the employer and individual have to be satisfied. NCWorks staff will work with the employer to determine the best service and help the employer is willing to make exceptions to the hiring policy and give the individual a chance. This may help that employer to change in their belief system. The labor market is very tight in the region with few experienced workers to fill available jobs. It is a priority of job development staff to encourage business and industry to hire individuals that they would not have hired during a period with more available workers. It is important to inform employers of specific benefits that may be available to them for hiring individuals with barriers to employment, such as OJT, re-entry services for offenders, Work Opportunity Tax Credit, and Federal Bonding Program.

4. 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?

Registered Apprenticeship continues to evolve in the region with few programs beening registered in the region. However, examples of apprenticeship programs partnering with WIOA On-the-Job Training program with the long-term goal of completion and awarding of journeyman status. The primary occupations apprenticable occupations have been industrial maintenance electrician. McDowell Technical Community College and Isothermal Community College have developed Applied Science, engineering/advanced manufacturing and workforce development centers that focus primarily on and market to industry in the region. Cleveland Community College is in the development stages of developing a center. Cleveland Community College's Line-Worker Academy is training entry level line-workers for the energy sector providing industry recognized credentials needed by that

sector. The WIOA On-the-Job Training program has partnered heavily with this project.

The Incumbent Worker project at Pioneer Motor Bearing enabled the company to obtain ISO 9001 certification allowing them to maintain their current customer base and expand and become a premier Babbitt bearing service and repair company I the global market.

Business Services

1. Please state and briefly describe the priorities of Business Service Representatives and/or Employer Services staff.

Region C's Business Services Representatives work with teams, other agencies, and independently while delivering a proactive 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 trend analyses for industry and other agencies, 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**
- **Helps facilitate community events that provided strategic value to organizations such as County Job Fairs, Making it Work Engineering and Manufacturing Fair, Taste of Industry, and etc.**
- **Oversees and manages business service related grants.**
- **Helps communities engage in strategic workforce initiatives such as ACT Work-Ready Communities, Edge Factor, Accelerate Cleveland.**

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.

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

The Business Services Representatives work with business in all counties of the region developing OJT/Incumbent Worker projects, helping businesses with hiring events and working with economic development to addresses the needs of existing business in industry.

3. Describe how the Board leverages existing business organizations (chambers, economic developers, community colleges, universities, etc.) to promote work-based learning activities.

Region C Staff works directly with the Chambers of Commerce and county-specific human resource associations to promote the services of the NCWorks system including work-based learning opportunities. The Business Services Staff directly facilitates the activities of the McDowell County Pipeline Committee that is directly responsible for the promotion of occupations in manufacturing and the Rutherford County counterpart. Region C is a member of the Cleveland County Chamber of Commerce’s Business and Education Alliance.

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		X	

5. 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			WDB Staff Employer Contracts and Service Provider Staff manage participant functions
	On-the-Job Training	X			WDB Staff Employer Contracts and Service Provider Staff manage participant functions
	Customized Training			X	Community College Program
	Work Opportunity Tax Credits			X	NC Works/ Vocational Rehabilitation
	Business Edge Layoff Aversion				
	Sector Strategies	X		X	Business Services Staff and Community College
	Career Pathways	X			Facilitated primarily by the WDB Staff

Business Services Elements		Executed by Board staff (x)	Executed by Service Provider staff (x)	Executed by other (x)	Briefly explain
	Initiatives				
b. The Workforce Development Board coordinates and promotes entrepreneurial skills training and microenterprise services. [WIOA Section 108 (b)(5)]		X			In collaboration with Community College
c. The Workforce Development Board enhances the use of apprenticeships to support the regional economy and individuals' career advancement		X		X	WDB Promotes apprenticeship in collaborating with the Community Colleges and Career and Technical Education programs through secondary education
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	Rapid response is coordinated with the WDB, State Rapid Response Team, local/regional NC Division of Workforce Solutions, Community Colleges, Economic Development and other critical partners
e. The Workforce Development Board collaborates in the alignment of economic development efforts. [WIOA Section 108		X	X	X	WDB staff and partners meet regularly and coordinate activities with local and regional Economic Develop entities

Business Services Elements		Executed by Board staff (x)	Executed by Service Provider staff (x)	Executed by other (x)	Briefly explain
(b)(4)(A)(iii)].					
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	x	X	The WDB facilitates in partnership with Community Colleges and Economic Development in the engagement of industry in the developing strategies for demand sector occupations...e.g. McDowell County Pipeline Committee.
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		X	WDB provides, on a regular basis labor market information in various formats utilizing EMSI and services provided by LEAD

Business Services Elements		Executed by Board staff (x)	Executed by Service Provider staff (x)	Executed by other (x)	Briefly explain
<p>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)].</p>		X		X	<p>Business Education Alliance (Cleveland County) McDowell County Pipeline Committee, and the Rutherford RBEST continually collaborates with industry to provide analysis of conditions and determine emerging and in-demand sectors and occupations that includes skills needed for those sectors.</p>

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).
 - a. What are the primary factors in the local area that impact performance levels (both positively and negatively)?
 - **Low unemployment positively affects the entered employment rate**
 - **Low enrollment numbers can negatively affect all performance measures due to a lower pool.**
 - **Currently enrolled participants seem to be more dedicated to obtaining credentials and gaining skills. Retention is positively impacted.**
 - **Higher wages positively impacts earnings measure. Employers need to be more competitive in attracting new workers.**
 - **Continue to enroll participants in medical occupations that have higher wages for in-demand occupations**
 - **The region is experiencing a very low unemployment rate—4.4 for February 2019. There are significant employment opportunities and many individuals those seeking and enrolled in training have barriers to employment. Those individuals may have difficulty being successful in an academic program and may negatively impact performance.**
 - b. What strategies are in place to maintain or improve performance?

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.

- c. 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.

Region C is currently on track for meeting performance.

- d. 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.

Performance Data is shared with WDB staff and contractors as reports are generated NCWorks Performs and Future Works. Additionally, participant data entry is monitored on a continual basis by super user and feedback provided to the case managers on any corrections that need to be made. Performance data is also shared with the NCWorks staff.

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.

Rapid Response is the primary source of access to Dislocated Workers, providing training information and work-based learning opportunities. Region C has also utilized expanded definition—long-term unemployed—to ensure services to this population. As the number of Dislocated Workers has decreased and the Adult demand continues, it has been necessary to transfer funds from Dislocated Worker to Adult funds.

3. 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.

Measurable Skills Gains are tracked regularly to ensure that participants continuing to make progress toward their credential attainment. This could also be an indicator that further assistance may be required for a specific participant.

4. 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.

Monitoring is conducted on an ongoing basis and could be as frequently as weekly. At enrollment, case managers send WDB staff a checklist of all required elements

are included in the enrollment. WDB staff monitors all training entries, supportive services, case notes, measurable skills gains, credentials, and all other services provided to participants. Staff ensures that all eligibility documents and training related documents are appropriately scanned into NCWorks. Documents may include vouchers, supportive service documents, training plans, OJT Contracts, OJT/Work Experience time sheets and etc. Staff ensures that all cases are closed out properly with supportive documentation. Two WDB staff are currently responsible for this activity. Contractors' invoices include all backup documentation with each submission. Invoices amounts are compared to these backup documents to ensure invoiced amounts are correct.

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.

Adult and Dislocated Worker services were competitively procured using a letter of intent and Request for Proposal during the fall of 2018 with a contract awarded to the Foothills Workforce Partnership (McDowell Technical Community College as administrative entity) for the program year beginning July 1, 2018 with a potential two extensions for year beginning July 1, 2019. Potential contract extension may be available for program year 2019 and 2020.

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.

2. 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](#) provided. Name document: Local Area Name Adult and DW Providers 2019.

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

The focus of the youth formula-funded program has changed under WIOA to focus more on out-of-school youth; work based learning opportunities, and additional program elements. Key features of the program design are outlined in Section 129 of the Act. The structure of the program is similar to the structure under WIA in that comprehensive youth services are provided by competitively-selected youth service providers where each youth receives an objective assessment and an individual service strategy and the objective is to prepare youth for post-secondary education and employment.

The design requires that programs focus on the following:

- Significantly increased services to out-of-school youth ages 16-24;
- High school dropout recovery;
- Achievement of recognized post-secondary credentials;
- Career pathways and work-based learning tied to a systematic approach that offers youth a comprehensive set of service strategies;
- Closer linkages to the local labor markets; and
- Required connections between WIOA-funded youth programs and the one-stop system providing information on the full array of appropriate services that are available to youth.

New requirements with respect to WIOA Youth programs:

1. At least seventy-five percent (75%) of WIOA youth funds must be expended on providing workforce investment activities and services for out-of-school youth.
2. At least twenty percent (20%) of total allocated WIOA youth funds must be expended on paid or unpaid work-based learning activities that have as a component academic and occupational education for both in-school and out-of-school youth which may include the following: employment opportunities such as work experiences during the summer and throughout the school year; pre-apprenticeship programs; internships and job shadowing; and on the job training. Note: per state clarification, of the 20% dedicated to work based learning, up to 8% may be charged for staff time associated with work based learning activities. (See Training and Employment Guidance Letter-[TEGL 8-15](#), Second Title 1 WIOA Youth Program Transition Guidance, for further details)

Eligibility

Service providers may use youth funds to provide services for out-of-school youth between the ages of 16-24 and in-school youth between the ages of 14-21 that meet the federal WIOA eligibility criteria. Suitability factors should also be considered when making a determination for enrollment.

Per WIOA expectations funding allocations will be distributed with the goal of at least seventy-five percent (75%) of youth funding to be expended serving out-of-school youth across the region.

Out-of-school youth means an individual who is not attending any school and is between the ages of 16 and 24 and exhibit one or more of the following characteristics:

1. A school dropout;
2. A youth who is within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter;

3. A recipient of a secondary school diploma or its recognized equivalent who is a low-income individual *and* is basic skills deficient or an English language learner;
4. An individual who is subject to the juvenile or adult justice system;
5. A homeless individual, a homeless child or youth, a runaway, in foster care or has aged out of the foster care system, a child eligible for assistance under section 447 of the Social Security Act (42 USC 677) or in an out-of-home placement. *(Defined in section 41403(6) of the Violence Against Women Act of 1994 (42 USC 14043e-(6)); (as defined in section 725(2) of the McKinney-Vento Homeless Assistance (42 USC 1134a (2)));*
6. An individual who is pregnant or parenting;
7. A youth who is an individual with a disability;
8. A low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment.

Dropouts attending Adult Basic Skills are considered Out of School youth.

In-School Youth means an individual who is attending school (as defined by state law); between the ages of 14 and 21; who is low income *and* one or more of the following:

1. Basic skills deficient;
2. An English language learner;
3. An offender;
4. A homeless individual ,a homeless child or youth, a runaway, in foster care or has aged out of the foster care system, a child eligible for assistance under section 447 of the Social Security Act (42 USC 677) or in an out-of-home placement. *(Defined in section 41403(6) of the Violence Against Women Act of 1994 (42 USC 14043e-(6)); (as defined in section 725(2) of the McKinney-Vento Homeless Assistance (42 USC 1134a (2)));*
5. Pregnant or parenting;
6. A youth who is an individual with a disability;
7. An individual who requires additional assistance to enter or complete an educational program or to secure or hold employment.

For specific WIOA Youth program eligibility details follow this link: [US DOL TEGL 21-16](#)

Students attending post-secondary school (regardless of their basic skills deficient status) are considered In School youth.

Selected service providers will be expected to continue services with currently enrolled youth participants.

Service Delivery

It is the goal of NCWorks youth services to provide activities to enable young adults to be work-ready and prepared for their future. Provided services will help young adults'

access opportunities for work-based learning, complete industry recognized credentials, and enter employment in demand occupations. NCWorks youth services in the Region C area, where applicable, should be designed in a manner that integrates young adults into the career center in order to receive the full range of services. Integration with other program staff, such as the adult program for referrals and with business services for work-based learning and connections with employers, will be necessary to meet expectations. Coordination, delivery and career services may vary for In-School-Youth.

With the focus moved to older, out-of-school youth, it is likely this population will be visiting the NCWorks Career Center seeking career services. Appropriately trained staff and customer flow of the center will be important in identifying which customers may be most appropriate for receiving youth-funded services/elements. At least one Out-of-School service provider career coach must be located at each NCWorks Career Center in the REGION C WDB area.

WIOA requires the following fourteen (14) elements to support the success of youth. While every youth may not need every element, providers are required to either provide or connect youth to organizations that meet their identified needs. Proposals must identify an initial plan of how the following elements will be addressed.

1. Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of a school diploma or its recognized equivalent (including a certificate of attendance for individuals with disabilities) or for a recognized postsecondary credential;
2. Alternative secondary school services or dropout recovery services;
3. Paid and unpaid work experiences that have as a component academic and occupational education which may include the following:
 - a. Summer employment opportunities and other employment opportunities available throughout the school year;
 - b. Pre-apprenticeship programs;
 - c. Internships and job shadowing; and
4. Occupational skills training, which shall include priority consideration for training programs that lead to recognized post-secondary credentials that are aligned with in-demand industry sectors or occupations in the local area;
5. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster;
6. Leadership development opportunities, which may include community service and peer-centered activities;
7. Supportive services;
8. Adult mentoring for a period of participation and a subsequent period for a total of no less than 12 months;
9. Follow up services for no less than 12 months after the completion of participation, as appropriate;
10. Comprehensive guidance and counseling;

- 11. Financial literacy education;
- 12. Entrepreneurial skills training;
- 13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration; and
- 14. Activities that help youth prepare for and transition to postsecondary education and training.

Note: All customers interested in receiving WIOA scholarship assistance must apply for a Pell Grant if eligible.

- 2. 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]

The ISS is a distinct plan designed specifically for the WIOA Youth Program participants and is based on the information obtained during the objective assessment. The ISS will serve as the basis for the entire case management service strategy and as a guide for delivery of appropriate services. The ISS will identify and document a youth’s progress, activities completed, benchmarks reached, and any other accomplishments. Additionally, the ISS shall be:

- developed in partnership with the youth used as a tool that can and will change over time, as necessary,
- to meet the needs of the young person;
- used as a roadmap to achieve measurable and attainable short-term and long-term goals; and
- designed to reflect the young person’s interests and incorporate career pathway planning

Develop, and update as needed, an individual service strategy based on the needs of each youth participant that is directly linked to one or more indicators of performance that identifies career pathways that include education and employment goals, that considers career planning and the results of the objective assessment and that prescribes achievement objectives and services for the participant.

Region C PY2019 performance indicators include:

Employment at 2 nd Quarter	76%
Employment at 4 th Quarter	74%
Credential Attainment	74%

3. 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)]

Service Strategy: Each youth enrolled will have an individualized plan of services and activities (an appropriate mix of the fourteen required program elements), including appropriate learning objectives and goals, based on the entry assessment information. Service plans should be flexible and responsive to the changing needs of the youth as they move through WIOA and should be updated at least every quarter. Each plan will identify educational goals that lead to credentials, selected learning objectives, work-based learning (when provided) and provide preparation for unsubsidized employment. The plan will set clear and realistic goals for educational advancement, entry into employment in a targeted industry, and continued learning and development. Service Plans should be developed and updated in NCWorks. When indicated by the service strategy and where applicable, youth participants will be enrolled in secondary education programs, (high school diploma or equivalent) and/or post-secondary education programs to achieve credentials or certificates for in-demand occupations.

4. 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)]

Participants will be prepared for unsubsidized employment utilizing both short-term and longer-term occupational skills training available through the Community Colleges or other approved training provider for in-demand occupations. Also available is the paid and unpaid work experience opportunities, on-the-job training which may or may not be connected to an occupational skills program. Connections with employers that have registered Apprenticeship programs may develop as a strategy.

5. Please complete the [Youth Program Elements chart](#) 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

Uploaded to NCWise

6. 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)]

Each contract budget has line items specific to work-based learning. Invoices are prepared utilizing work-based-learning line item and requests for reimbursements include those amounts for that activity for the billing period. Expenditures for work-based learning are tracked on a monthly basis and are reported through the NCWise system.

7. 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:

- a) Provide the committee’s purpose/vision.
- b) Provide the committee’s top three goals or objectives for PY 2019.
- c) 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,
- d) 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 #)
N/A		
N/A		

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.

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

RFP's were released for Youth services and were competitively procured with contract awarded to Cleveland County Schools for services in Cleveland County, and McDowell Technical Community College for McDowell County for the program year beginning July 1, 2018. Isothermal Planning and Development Commission continued services for Rutherford and Polk Counties. RFP's were again released for program year 2019. Contracts were awarded through 2019 to Cleveland County Schools for services in Cleveland County, Isothermal Community College for services in Rutherford and Polk Counties, and Isothermal Planning and Development Commission will provide services for McDowell County. McDowell Technical Community College chose not to submit a proposal for 2019.

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.

9. Attach the Local Workforce Development Board Youth service provider's chart, effective July 1, 2019, using the [Youth Service Provider List](#) provided. Complete each column to include specifying where Youth Services are provided. Name the document: Local Area Name Youth Providers 2019.

Uploaded to NCWise

10. 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 to WIOA Youth Policy Uploaded to NCWise

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
Finish Line Grant	Designed to assist community college students during times of financial difficulty	Source: NC Commerce DWS Amount: \$75,000
Max Carolina	Funding for Advanced Manufacturing Workforce Shortage Future Forward project	Source: NC Commerce DWS Amount: \$51,300

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, paid work experience and Incumbent Worker training. Current Development, in collaboration with Cleveland County Government, EDC, local industry and Community College of the Accelerate Cleveland project will focus on the underemployed providing short-term training opportunities in for in-demand occupations

Development of the Strategic Employment Plan for McDowell County. Link to entire plan [here](#).

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. Assist Cleveland County Schools with Edge Factor event that is part of a larger program designed to inspire and equip communities through the power of storytelling and make STEAM learning relevant.

4. Describe one 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.

Continuing for last year, the Electrical Line-Worker program funded through the Maximize Carolina Grant with training delivered by Cleveland Community College. This has resulted in the development of an Energy Sector Certified Career Pathway.

5. Describe one local Workforce Development Board Incumbent Worker or other business services best strategy.

- **Facilitates and assists with industry/employer specific hiring events and job fairs**
- **Helps facilitate community events that provided strategic value to organizations such as County Job Fairs, Making it Work Engineering and Manufacturing Fair, Taste of Industry, and etc.**
- **Helps facilitate community events that provided strategic value to organizations such as County Job Fairs, Making it Work Engineering and Manufacturing Fair, Taste of Industry, and etc.**
- **Helps communities engage in strategic workforce initiatives such as ACT Work-Ready Communities, Edge Factor, Accelerate Cleveland.**

PY 2019 Local Area Plan Required Policy Attachments

1. The following policies must be attached as separate documents in the PY 2019 Plan. Name documents: *Local Area Name, Policy Name.*

Please make a notation below if the Policy has been revised for Program Year 2019.

Policy	Attached (Yes/No)	Revised for PY2019 (Yes/No)
1. Adult/ Dislocated Worker Work Experience Policy (PS 10-2017)	Yes	
2. Competitive Procurement Policy (PS 19-2017)		Yes
3. Conflict of Interest Policy (PS 18-2017)	Yes	
4. Equal Opportunity Procedures (PS 07-2018)	Yes	
5. Financial Management Policy for Workforce Innovation and Opportunity Act Title I (PS 20-2017, Change 1)		Yes
6. Individualized Training Account Policy	Yes	
7. On-the-Job Training Policy (PS 04-2015)	Yes	
8. Oversight Monitoring Policy and Tools	Yes	
9. Priority of Service Policy (PS 03-2017)	Yes	
10. Youth Work Experience Policy (PS 10-2017)	Yes	
11. Supportive Services Policy	Yes	

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.*

Policy	Yes (attached)	N/A
1. Local Area Incumbent Worker Training Policy	Yes	
2. Local Area Needs-Related Policy		N/A
3. Local Area Transitional Jobs Policy		N/A
4. Local Area Youth Incentive Policy	Yes	

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	\$8,600 lifetime, \$4,300 for program year
Time Limits	N/A
Degree or Certificates allowed (Associate's, Bachelor's, other)	Degrees (associates and Bachelor's degrees with special approval), Certificates, other short-term training for in-demand occupations
Procedures for determining case-by-case exceptions for training that may be allowed	Staffing and approval by Workforce Development Director
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.)	No. Supportive services and additional tools, physical exams, and equipment are not included in the ITA amounts.
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 to training if needed based on one round trip distance from residence to training site. Not provided for paid work-based learning. Limited	In order to assist customers to successfully complete employment and training programs, it shall be the policy of the Region C Local Area to offer	Tools, Uniforms, work shoes, other items required for training programs. Limited to \$500.00	Emergency assistance can be provided for but not limited to, the following: <ul style="list-style-type: none"> • emergency rent • emergency utilities (power, heating fuel) 	

to .50 per mile for a maximum of 100 miles per week	dependent care services only after referrals to other agencies, such as the Department of Social Services, have been exhausted		<ul style="list-style-type: none"> • emergency car repairs • emergency medical costs <p>Limited to \$500.00 per</p>	
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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 Provider Policy (*optional*)
- 14 Youth Program Elements Chart ([form provided](#))
- 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.