

Kerr-Tar Workforce Development Board

North Carolina Modification for Local Area Workforce Development Workforce Innovation and Opportunity Act Title I Plans

July 1, 2022 – June 30, 2023

*North Carolina Department of Commerce
Division of Workforce Solutions
4316 Mail Service Center
313 Chapanoke Road, Suite 120
Raleigh, NC 27699-4316*

Introduction and Instructions

The Workforce Innovation and Opportunity Act (WIOA) requires each Local Area Workforce Development Board (WDB) to develop and submit, in partnership with the chief local elected official, a comprehensive four-year plan. Four-Year Plans were submitted in May 2020.

In North Carolina, annually, each Local Area WDB, in consultation with the chief local elected official, is to provide updates to the Comprehensive Four-Year Plan. The WIOA Program Year (PY) 2022 Plan is to provide current information and be effective July 1, 2022 - June 30, 2023 and will include required current local policies. The Local Area Plan will support the alignment strategy described in the 2020-2024 NC Unified State Plan in accordance with WIOA Section 102(b)(1)(E), and otherwise be consistent with the NC Unified State Plan. North Carolina Governor Roy Cooper's mission is to ensure North Carolinians are better educated, healthier, and have more money in their pockets so that they can live more abundant, purposeful lives. The cornerstone to achieving this goal is to help people get good-paying jobs to support themselves and their families. Through NC Job Ready, Governor Cooper's workforce development initiative, North Carolina is working to build a stronger and better workforce. NC Job Ready is built on three core principles: education and skills attainment are the foundation to a strong and resilient workforce; an employer-led workforce development system is key to the growth of a highly skilled and job ready workforce; and local innovation is critical to a dynamic and effective workforce system. In addition, Local Area WDBs shall comply with WIOA Section 108 in the preparation and submission of the plan.

Through its strategic planning efforts, the NCWorks Commission developed a vision and mission for North Carolina's Workforce System. This vision is to build a job-ready workforce to strengthen North Carolina companies, attract new businesses, and ensure our state can adapt to a changing economy. The mission of the state's workforce development system is to ensure North Carolina has an innovative, relevant, effective, and efficient workforce development system that develops adaptable, work-ready, skilled talent to meet the current and future needs of workers and businesses to achieve and sustain economic prosperity, and to ensure North Carolinians are ready for the jobs of today and tomorrow by increasing access to education and skills training, fostering employer leadership to prepare workers, and supporting and scaling local innovation.

Federal and State Requirements for Local Administration of the Workforce Innovation and Opportunity Act

Local Area WDBs should reference the Workforce Innovation and Opportunity Act, Public Law 113-128, enacted July 22, 2014. Additional information is available at the U.S. Department of Labor Employment and Training Administration website: www.doleta.gov.

North Carolina policy information is available at <https://www.nccommerce.com/jobs-training/workforce-professionals-tools-resources/workforce-policies>. Local Area WDBs should reference the North Carolina [WIOA Unified State Plan](#).

Local Area Plan Submission and Due Date

The Local Area Plan must be submitted through Workforce Information System Enterprise (WISE), the Division's web-based financial system. The due date is **May 6, 2022**. Each attachment must be submitted and labeled separately in either Word, Excel, or PDF format. Attachments not submitted separately will not be accepted. Forms requiring original signatures may use DocuSign® (or similar) and may be uploaded in WISE. If original signatures are obtained, forms must be mailed (and uploaded in WISE) to the Local Area WDB's assigned Planner at: N.C. Division of Workforce Solutions, 4316 Mail Service Center, Raleigh, NC 27699-4316.

I. Local Area WDB Overview

The Local Area WDB Overview provides important contact information that is used throughout the Division of Workforce Solutions (DWS). It is important that this section remain current during the Program Year. Updates should be submitted to the Local Area WDB's assigned DWS Planner when changes occur.

In the first section and anywhere else in the Local Area Plan, please include the appropriate salutation along with Titles such as Dr., The Honorable, Chairperson, and Judge. Thank you.

1. Provide the Local Area WDB's official (legal) name as it appears on the local Consortium Agreement established to administer the WIOA or, if not a Consortium, in the formal request for Local Area designation.
 - If the Local Area is a Consortium, attach a copy of the current Consortium Agreement. Name document: Local Area WDB Name Consortium Agreement.
 - If the Local Area is not a Consortium, attach a copy of the formal request for Local Area designation. Name document: Local Area WDB Name Local Area designation letter.
2. Provide the Local Area WDB's official name.
 - If the Local Area WDB officially changed its name, please attach a copy of the Status of Incorporation, attorney's letter, or other document.
3. Provide the name, title, organization name, address, phone number, and email address of the Local Area WDB Director.

Name: Lou Grillo	Title: Workforce Development Director
Organization: Kerr-Tar Regional Council of Governments	Address: P.O. Box 709 Henderson, N.C. 27536
Phone number: (252) 436-2040	Email address: lgrillo@kerrtarcog.org

4. Provide the name, elected title, local government affiliation, address, phone number, and email address of the Local Area WDB's Chief Local Elected Official (CLEO).

Name: Derrick Sims	Elected Title: County Commissioner
Government: Person County Government	Address: 304 S. Morgan Street Roxboro, N.C. 27573
Phone number: (919) 645-6040	Email address: dsims@usleaf.com

5. Provide the name, title, business name, address, phone number, and email address of the individual authorized to receive official mail for the CLEO, if different than question 3.

Name:	Title & Salutation:
Business Name:	Address:
Phone number:	Email address:

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

Name: Patricia S. Cox	Title & Salutation: Executive Director
Organization: Kerr-Tar Regional Council of Governments	Address: P.O. Box 709 Henderson, N.C. 27536
Phone number: (252) 436-2040	Email address: dcox@kerrtarcog.org

7. Provide the name, title, organization name, address, phone number and email address of the Administrative/Fiscal Agent’s signatory official.

Name: Patricia S. Cox	Title & Salutation: Executive Director
Organization: Kerr-Tar Regional Council of Governments	Address: P.O. Box 709 Henderson, N.C. 27536
Phone number: (252) 436-2040	Email address: dcox@kerrtarcog.org

8. 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.

9. 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 www.sam.gov to receive Federal funding [required by Federal Acquisition Regulation (FAR) Section 4.11 and Section 52.204-7].

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

10. Provide the name of the Local Area WDB’s Equal Opportunity Officer who shall be responsible for assuring that discrimination does not occur in its programs or projects. (CPS 10-2021)

Sharon Thomas

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

11. Provide each Local Area WDB members' name, business title, business name and address, phone number and email address on the provided form. The first block is reserved to identify the Local Area WDB chairperson ([form provided](#)). Indicate all required representation and indicate if vacant. [WIOA Section 107(b)(2)]. Name document: Local Area WDB Name Board List.

Note: *Please complete the entire form. Check the block on the form provided certifying compliance with required WIOA Local Area WDB business nomination process.*

If a Local Area WDB list is not in compliance, please provide the current list and state the expected date that a compliant list will be provided (detailing vacant positions).

Use and identify categories as indicated on the form. Do not change required category names except to clarify those with multiple categories and do not count those names twice. Identify any names representing a dual category with an asterisk (*).

12. Briefly describe how the Local Area WDB works with local elected officials to ensure viable local business representatives are appointed to the Local Area WDB in compliance with WIOA Section 107.

The Local Area works with Clerks to the Board of Commissioners in the region when vacancies on the Board arise. The Chief Elected Official is copied on all correspondence pertaining to Board vacancies and reappointments.

The Chief Local Elected Official must establish by-laws consistent with applicable local procedures, state, and federal laws to include WIOA Final Rules and Regulations 679.310(g). The Local Area WDB shall submit by-laws that clearly demonstrate all WIOA and North Carolina required elements described in [Appendix A](#). Additional by-laws guidance/template and electronic meeting formats have been provided in [Appendix B](#).

13. Attach the Local Area WDB By-laws including date adopted/amended. By-laws must include the required elements found in [Appendix A](#). Name document: Local Area WDB Name By-laws.
14. To demonstrate that the attached Local Area WDB By-laws comply, complete [By-Laws Required Elements – Crosswalk chart](#).

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

15. Describe how the Local Area WDB will make copies of the proposed Local Area Plan available to the public. If stating the Local Area Plan will be on the Local Area WDB website, provide link. [WIOA Section 108(d)]

Local Area Plans are posted on the Administrative Entity’s website (Kerr-Tar COG) under Workforce Development and a hardcopy of the completed plan is available for review in the office. www.kerrtarco.org

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

- 16. Attach a copy of the Local Area WDB’s organizational chart with an ‘effective as of date.’ Include position titles. Name document: Local Area WDB Name Organizational Chart.
- 17. Complete the following chart for the PY2022 Local Area WDB’s planned meeting schedule to include time, dates, and location. *[Expand form as needed]*

Note: All Local Area WDB meetings shall be held in accessible facilities. All materials and discussions should be available in an accessible format upon request as indicated under North Carolina specific requirements detailed in [Appendix A](#).

Date	Time	Location (include address and room #)
September 6, 2022	6:00 p.m.	Kerr-Tar COG, 1724 Graham Avenue, Henderson, N.C. Board Room
December 6, 2022	6:00 p.m.	Kerr-Tar COG, 1724 Graham Avenue, Henderson, N.C. Board Room
March 7, 2023	6:00 p.m.	Kerr-Tar COG, 1724 Graham Avenue, Henderson, N.C. Board Room
June 6, 2023	6:00 p.m.	Kerr-Tar COG, 1724 Graham Avenue, Henderson, N.C. Board Room

- 18. 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, 2 CFR 180, participants’ responsibilities.] Name document: Local Area WDB Name Certification Form.

Note: Document must have the original signature or DocuSign® (or similar) of the Administrative Entity signatory official. If using original signatures, mail the signed [Certification form](#) to the assigned DWS Planner at N.C. Division of Workforce Solutions, 4316 Mail Service Center, Raleigh, NC 27699-4316.

19. Submit the original Local Area WDB and Chief Local Elected Official (CLEO) Signatory Page ([form provided](#)), bearing the original signatures of the Chief Local Elected Official(s) and the Local Area WDB Chairperson, and attach a copy of the signed document if not using DocuSign® (or similar). Name document: Local Area WDB Name Signatory Page.

Note: If using original signatures, mail the [Signatory Page](#) to the assigned DWS Planner at N.C. Division of Workforce Solutions, 4316 Mail Service Center, Raleigh, NC 27699-4316.

II. Local Area WDB Strategic Planning

The Local Area WDB is required to keep the Local Area Plan up to date and fluid as events and funding changes occur which may require local area responses. Local Area Plans will require an annual modification. North Carolina has implemented integrated services delivery with an enhanced emphasis on regional planning and services. This approach is consistent with federal, state, and regional initiatives and opportunities. North Carolina's workforce development system includes businesses, organizations, agencies, employed and unemployed persons, training and educational institutions, adults, and youth. To enhance services to all constituents, aligning workforce development planning and services with regional labor markets is both effective and productive. North Carolina Governor Roy Cooper's NC Job Ready Initiative is built on three core principles: education and skills development are the foundation to a strong and resilient workforce; an employer-led workforce development system is key to the growth of a highly skilled and job ready workforce; and local innovation is critical to a dynamic and effective workforce system.

Locally, WDBs are creatively working to address the new challenges of job growth and expansions. Employers in Local Area WDB areas continue to have a shortage of lower-wage, entry-level and middle-skilled level workers. As a Local Area WDB and workforce system, Local Area WDBs are leveraging resources and engaging in new partnerships that include the business community, economic developers, chambers of commerce, NCWorks Career Centers, community colleges, public schools, and community partners. Working together, Local Area WDBs are paving the way for an even stronger economy through sector partnerships and career pathways initiatives.

1. Provide a description of the Local Area WDB's strategic vision and goals for preparing an industry-driven, educated and skilled workforce, including youth and individuals with barriers to employment. Include goals relating to the performance accountability measures based on primary indicators of performance and how it aligns with regional economic growth, industry sectors, and economic self-sufficiency. [WIOA Section 108(b)(1)(E)]

The Kerr-Tar WDB's strategic goal involves enforcing an innovative and relevant vision that is aligned with the NCWorks Commission's vision for the North Carolina's Workforce System. The mission is to prepare and educate a skilled workforce that meets the needs of our local industry, by increasing opportunities for short-term occupational skills training and work-based learning, through the use of recruiting efforts to expand the number of available certified and eligible training providers and in-demand credential-based online and virtual trainings, and by improving access to education and workforce services for individuals with significant barriers to employment. Effectively trained career center advisors have been provided information to distribute to customers on Certified Career Pathways to facilitate career growth planning with customers. Comprehensive Assessments and Individual Employment Plans or Service Strategies are developed for all job-seekers prior to entering training and serves as a roadmap to facilitate the development of a skilled and job-ready workforce.

The Kerr-Tar WDB adheres to a performance-based, data-driven strategies to enhance services and improve access to education and workforce services for the unemployed, individuals with disabilities, out-of-school and at-risk youth, some veterans and other populations with significant barriers to employment. Performance measurement based on primary indicators will take into account the differences in the populations served to remove any disincentives to serving those who need the most help with achieving a career goal and ensures that everyone has an opportunity for economic self-sufficiency. Indicators to be reviewed for performance are the number of job seekers

who entered employment, measurable skill gains, credential attainment, median earnings and regional employment rate data.

2. Provide a description of how the Local Area WDB, working with the entities carrying out core programs, will expand access to employment, training, education and supportive service for eligible individuals, particularly eligible individuals with barriers to employment. Include how the Local Area WDB will facilitate the development of career pathways and co-enrollment, as appropriate, in core programs, and improve access to activities leading to a recognized postsecondary credential including a credential that is an industry-recognized certificate or certification, portable, and stackable. Include how these strategies will be a result of regional economic and employer-driven priorities. [WIOA Section 108(b)(3)]

At the Kerr-Tar NC Works Career Centers Wagner-Peyser, WIOA Title I Adult, Dislocated Worker, and Youth Services are provided. Through shared information on NC Works online, customers have more access to information and services from CORE programs in the center, as well as information on career pathways and access to training providers. Training options to customers include short-term credentials, work-based learning, including entry and exit strategies between training and work to obtain higher credentials within a career pathway, which will lead to increased earnings.

3. Describe the Local Area WDB's use of **each** of the following initiatives: incumbent worker training programs, on-the-job training programs, customized training programs, industry and sector strategies, career pathways initiatives, layoff aversion, utilization of effective business intermediaries, and other employer services and strategies, designed to meet the needs of employers in the corresponding region in support of the regional strategy to meet the needs of businesses. [WIOA Section 108 (b)(4)(B)]

Incumbent worker and on-the-job training are guided by the Board's Business Services Manager leading the Career Center Talent Employment Solutions Team members. The Business Services Manager communicates regularly with the region's Economic Development Directors which keeps the staff member current on industry needs and positions the Economic Developers to provide referrals on Incumbent Worker and OJT opportunities. The Board's Business Services Manager also works with Customized Industry Training Directors, often doing joint visits with the Directors and Economic Development Directors. Customized Industry Training Directors have proven to be another good referral source for Incumbent Worker promotions. The partners mentioned above have also been a good referral source for company specific hiring events, which includes pre-screening for interviews, for local businesses.

4. Provide a description of how the Local Area WDB coordinates workforce investment activities—including strategies, enhancing services, promoting participation in training programs, and avoiding duplication of services - carried out in the Local Area with the provision of Adult Education and Literacy activities. [WIOA Section 108(b)(13)]

Basic Skills Plus Program is a good venue for coordination. When class sizes permit, HRD classes are executed at Career Centers. ABE Coordinators and WDB Directors review each entity's State Plan to assure alignment in Career Pathway implementation and avoid duplication of services when addressing students with barriers to the workforce. Referrals are made between ABE and WIOA Title I.

5. Provide a description of cooperative agreements, as defined in WIOA Section 107(d)(11), between the Local Area WDB and other local entities described in Section 101(a)(11)(B) of the Rehabilitation Act of 1973 (29 U.S.C. 721(a)(11)(B)) with respect to efforts that will enhance the provision of service to individuals with disabilities and to other individuals, such as cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers, and other efforts to include cooperation, collaboration, and coordination. [WIOA Section 108(b)(14)]

VR is an intergral partner in the Career Centers in the region. VR staff have already been trained by the Local Area on how to help clients build a NCWorks Profile. Talent Engagement and Talent Development Staff in the Career Centers have been trained to collect information during initial assessment to determine if the customer may be a suitable candidate for VR Services. A NCWorks Online profile is created, and a referral is either made to VR, or an appointment is scheduled for a time when the VR representative is present at the Career Center. VR has a designated partner office to assure confidentiality. The LA Director and VR District Manager who sits on the WDB speak quarterly on how the Board and VR can best collaborate and lessen the likelihood of duplication of services.

6. Provide a brief description of the actions the Local Area WDB will take toward becoming or remaining a high-performing Local Area WDB, consistent with the factors developed by the NCWorks Commission. [WIOA Section 108(b)(18)]

In order to remain a high-performing Board, WDB staff will continue extensive collaboration with Local Area Economic Developers and Community Colleges in the region to support existing and developing industry efforts. Board staff has increased employer engagement via Focus Groups, HR Chamber speaking engagements, and regional collaboration with contiguous Workforce Boards (Capital Area and Durham) in Career Pathway Development/Implementation, similar Incumbent Worker application processes, Regional Virtual & In-Person Job Fairs and Rapid Response coordination between the three boards when layoffs and closures affect employees in multiple Local Areas, and a business may be located in one of the three.

7. Explain the strategic plan for how the region will respond to national emergencies (such as the Covid-19 pandemic) or weather disasters to serve victims (such as aversion activities) and utilize special grants efficiently throughout the recovery period.

The Board's partnerships and multiple collaborative efforts with Economic Development, Chambers of Commere, Social Services, Community College and other education partners as well as many community partners ensure that we are all informed of what is currently effecting our community as well as ready to respond together if something unforeseen were to happen. This network is not only vital to provide services but has proven to also be an effective vehicle for sharing information with segments of the population that are hard to reach, especially during the COVID-19 pandemic.

8. Discuss the increase and expansion of service delivery and awareness efforts to reengage individuals with barriers (include dislocated workers, disconnected youth/high school dropouts, women, people of color in hard to reach communities, individuals with disabilities) to help reconnect the disconnected workforce. More importantly, clarify how success is measured.

Kerr-Tar WDB along with our NCWorks team and NCWorks partnerships have intentionally increased and enhanced our service delivery and program awareness efforts through expanded outreach in the community with community partners and organizations that serve individuals with barriers to employment, including but not limited to individuals that are dislocated workers, homeless, justice-involved, women, and minorities. Our outreach efforts with these organizations, such as the Chamber of Commerce HR Committee in Vance and Granville Counties have included face to face information sessions to create awareness and connection to our programs. Often, as a result of such meetings, the workforce team is made aware of employment opportunities that re-engages individuals with barriers and connects skills to talent. Below are other partnerships and outreach efforts that have been most impactful:

Kerr-Tar has increased collaborative efforts with in-region businesses and employers to host resource job fairs and hiring events that serves the justice-involved. Recently Kerr-Tar's Youth Program Coordinator and Business Service Manager was provided an opportunity to participate in a Reentry Simulation event hosted by our Wake County regional partners. The event created an awareness on the deficiencies and barriers experienced by the justice involved population. As a result, the Kerr-Tar WDB reached out to partners in our local community to host a reentry simulation event, create local awareness, reengage the justice-involved population, address barriers, and provide information about access to training and employment opportunities, programs and services available through WIOA funding, community health and dental care, food distribution, and housing resources. The recently formed Kerr-Tar Reentry Council meets on a monthly basis during which the team shares information regarding the outcomes of expanded service delivery that reengages a disconnected workforce.

Kerr-Tar is actively engaged and provides our youth access to work-based learning with job shadowing work experience opportunities for eligible youth and career exploration opportunities to enhance connection and engagement at all levels. Through our commnutiy colleges and training providers partners, we are increasing access to training and careers in multiple industries including manufacturing, technology, healthcare, and transportation, and social services while reengaging all cohorts on various levels. The development of the Marketing team has increased responsiveness of center services by creating content designed to target specific hard to reach populations with barriers. Measurable metrics are available via Facebook

Through the Incumbent Worker training (IW) grant, Kerr-Tar recently awarded local area employers to aide in supporting manufacturing industries in the Local Area. The grant supports recruitment, long term retention and career advancement of employees, and educated managers in inclusive workforce culture. Success is measured through career advancement opportunities and wage increases for employees receiving IW training.

9. Provide an overview of how the region partners with NC Community Colleges, UNC institutions, and independent colleges in the local areas to prepare workers to succeed by using skills and education attainment with a focus on equity and inclusion.

The Kerr-Tar WDB and NCWorks team partners with certified post-secondary institutions, not only through training programs, but through strategic initiatives and collaborations that focus on providing access to college, and to career pathways offered by our K-12 and postsecondary institutions. The partnership ensure that the education and training provided through the institution's programs develops a talented pipeline that meets the needs of local industry and career pathways that align with in-demand industries. Labor market intelligence is available

through the [https:// NCWorks.gov](https://NCWorks.gov) website and provides the institutions with the demands of businesses, training interests of job seekers, and wage data. The promotion of economic mobility ensure that training offered through these institutions are accessible and inclusive of marginalized populations. Kerr-Tar continues to work on enhancing our partnerships with higher-ed institutions in an effort to increase access to education attainment while ensuring equity and inclusion. Community college partners and training institutions will continue to receive invites to attend NCWorks team meetings. This will help to ensure that opportunities are available to jointly discuss plans on preparing jobseekers to succeed through education and skills gains with an emphasis on inclusion and equity.

10. Please describe how the Local Area WDB engages with local and regional Economic Developers.

Kerr-Tar WDB places high value on engaging with Economic Developers in an effort to develop “Work-Ready Communities” and change perceptions of manufacturing jobs in our rural five county area. Key strategies implemented by the board ensure alignment between economic and workforce development activities included in the NCWorks Commission plan.

- **Kerr Tar continues to incorporate and promote the NCWorks brand that focuses on development systems to help customers recognize the value of a state-wide system; Subrecipients no longer use their organization’s email account but the NCWorks email staff account instead when conducting NCWorks business, and Board staff uses both the Kerr-Tar Regional Council of Governments and NCWorks logo on email and other business documents**
- **Kerr-Tar WDB engages with businesses to identify ways to interact with the workforce development system from facility tours, and on-the-job training opportunities. The Board partners with the Chamber of Commerce and attends HR Committee meetings and events routinely, and the Business Services team holds bi-weekly Talent Connect meetings to share information on the full range of activities available to customers. Ongoing businesses engagements helps businesses access the services they need and provide opportunities for individuals to gain work experience necessary to be a successful candidate for employment.**
- **Kerr-Tar WDB along with the Kerr-Tar Council of Governments engaged Economic Developers, local Chambers of Commerce and other community partners to host a regional economic summit in April to create awareness around multiple economic development related topics. The recent event Focus 2022 had workforce as a theme where industry lead panels discussed new workforce trends and best practices as well as pipeline development and strategic planning. Focus 2022 was the second event of this kind and it is the intention of the partnership to continue the regional summit as an annual event.**

11. How many new/expansion economic development projects has the Local Area WDB engaged in during the previous program year? Please indicate the type/number of services provided.

The local WDB Director and/or Business Services Manager worked with local economic developers on at least 14 new/expansion related opportunities. The majority of these projects were in person visits where the WDB representative and the economic development director met together with the business. The meetings included opportunities with businesses that moved into the region, expanded

facilities in the region or the company was considering a move or expansion. The WDB also provided letters of support for economic development projects and labor market data for projects as well.

12. Identify the Career Pathways developed by the Local Area. Complete the chart below.

Pathway Name	Partner WDBs	Year the pathway was developed	Number of trainees (to date) who have utilized the pathway
Advanced Manufacturing	Kerr-Tar WDB Capital Area WDB Durham WDB	2017	26
Health and Life Sciences	Kerr-Tar WDB Capital Area WDB Durham WDB	2017	21
Information Technology	Kerr-Tar WDB Capital Area WDB Durham WDB	2017	1
Construction and Skilled Trades	Kerr-Tar WDB Capital Area WDB Durham WDB	2018	1

13. In addition to facilitating the development of career pathways, also describe the review process for in-demand career pathways to determine if new pathways are needed, or if current pathways should be updated or removed based on the needs of the industry.
- Include plans for new career pathways.
 - Explain how career pathways in the local area are in alignment with other partners/stakeholders' (DPI, community colleges, myFutureNC, universities, etc.) existing pathways or if they are duplicates.
 - Describe the strategy to avoid duplication efforts.

Affordable short-term training opportunities that have been identified with the two community colleges in the region were derived from employment engagement activities in prior career pathway certification development and implementation. Training infrastructure that is in place locally include Health and Life Sciences (Medical), Truck Driver Training, Heavy Equipment Operator, Information Technology, Certified Logistics Technology, Mechatronics, and Certified Production

Technician. A formalized referral process is in place for customer referrals between Kerr-Tar Career Centers and the community colleges. Since COVID-19, Kerr-Tar WDB Director has been in contact with leadership of both Community Colleges in the region, and with subcontractor service providers to minimize interruptions in service delivery during the pandemic. Virtual meetings with career advisors, customers and community college staff have been implemented.

14. Provide a description of Local Area WDB's capacity to provide workforce investment activities to address education attainment and skill needs of high-demand fields - strategies for awareness and cultivation efforts to increase access to education and postsecondary credentials and certificates, availability of learn-and-earn opportunities (internships, apprenticeships, summer employment) and supportive services for hard-to-reach communities.
 - a. Explain strategies that include NextGen, NCCareers.org and any awareness models for success.

Kerr-Tar Career Center front-line staff have received training on certified career pathways in the region, training options for customers, and on the formalized referral process with Community Colleges in the region. Weekly all staff meetings allow Talent Development and Talent Employment Solutions Team members to exchange information, which often leads to work-based training opportunities to supplement classroom training and keep customers aware of career related information on NCCareers.org that pertains to career exploration or information on their chosen career pathways.

III. NCWorks Commission

The NCWorks Commission recommends policies and strategies that enable the state's workforce and businesses to compete in the global economy.

The Commission is designated as the state's WDB under the federal Workforce Innovation and Opportunity Act. Led by a private sector chair, the 37-member Commission includes representatives from the business community, heads of state workforce agencies, educators, and community leaders. All members are appointed by the Governor.

Mission of the NCWorks Commission: To ensure North Carolina has an innovative, relevant, effective, and efficient workforce development system that develops adaptable, work-ready, skilled talent to meet the current and future needs of workers and businesses to achieve and sustain economic prosperity; and to ensure North Carolinians are ready for the jobs of today and tomorrow by increasing access to education and skills training, fostering employer leadership to prepare workers, and supporting and scaling local innovation.

Employer-led job training programs have the best career outcomes. Employers know best what skills their workers need, and employer involvement is key for workforce development and job readiness. Businesses that invest in developing North Carolina's workforce will benefit from well-trained employees and a more innovative and diverse workplace that better reflects its community.

1. Briefly describe how the Local Area WDB engages with local employers and informs them of the wide array of business services offered. Include how the Local Area WDB ensures collaboration with other

employer-facing workforce program representatives, such as Vocational Rehabilitation, Agriculture Services, Foreign Labor, Re-Entry, and Veterans Services, through processes and procedures for information sharing and efficient employer customer service delivery.

The Board's Business Service Manager works closely with Economic Development Directors and Community College Customized and Industry Training Directors to remain abreast of expansion opportunities and training needs from businesses in the region. The Business Service Manager also meets weekly with Re-Entry, Veterans Services and Talent Employment Solutions Career Center Team Members to keep them abreast of pending employer needs. The weekly meetings also include frequent visits by VR, Agriculture Services and Foreign Labor representatives to discuss program updates and potential collaborations. The Business Services Manager and Talent Employment Solutions Team members regularly attend Chamber of Commerce meetings and events, often as speakers. The Business Services Manager also attends local Economic Development Commission meetings which leads to opportunities to promote the Career Center services and creates opportunities for individual employer engagement.

2. Please provide a brief overview of the business services team within the local area. Please identify the individual staff roles the Local Area WDB utilizes to conduct business services (that is Business Services Representative (Local Area WDB staff), contractor staff, Business Engagement Coordinator, NCWorks Career Center Manager, DWS staff, Disabled Veterans Outreach Program, identify who makes regional and local employer referrals to Agricultural Services and/or Foreign Labor staff, etc.)
 - **Promoting work-based learning opportunities to employers**
 - **Business Services team employer calls, visits and check ins**
 - **Representation at Chamber of Commerce Events**
 - **Representation at Local community events**
 - **Representation at Community College events and Career Days**
 - **Joint employer visits with Community College Customized Training Directors**
 - **Board's Business Service Manager's representation on VGCC Business Advisory Board**
 - **Participation and representation on Local K-12 School System Business Engagement Councils and CTE Advisory Council**
 - **Local partner agency events (Vocational Rehabilitation and Kittrell Job Corps Business Advisory Board representation**
 - **COG Newsletter success stories and program information**
 - **VGCC Blueprint publication with success stories and program information**
 - **Exploring/ promoting sector strategies with employers**
 - **Career Pathways planning, employer engagement activities in collaboration with Capital Area and Durham Workforce Boards**
 - **Next Gen Sector Partnership with Person and Durham for Advanced Manufacturing**
 - **Utilizing employer data to inform priorities**
 - **LMI and hiring trends to forecast service level volume and prepare activities**
 - **Making employer referrals to Agricultural Services and/or Foreign Labor staff**
 - **Utilized Cooperative Extension Ag Agents to meet with hemp employers in the region in an effort to assist with education efforts for employees and other support businesses**

3. Briefly describe how the Local Area WDB plans to increase NCWorks brand awareness at the local level (consult NCWorks Commission new 2021 Strategic Plan).

The Board plans to continue to promote the NCWorks brand as the communities location for jobseeker employment or re-employment resources, where the local community can undertake career awareness and exploration activities as well as learn about opportunities for skill attainment and education advancement. The Board will follow the lead of the DWS Public Information Office, NCWorks Commission Staff, and NC Association of Workforce Boards to assure that the Boards printed and online marketing material is consistent with other Boards in North Carolina.

4. Describe how the Local Area WDB and the partners identify and address local challenges for job growth and business expansions.

The Board's Business Service Manager works closely with Economic Development Directors and Community College Customized and Industry Training Directors to remain abreast of expansion opportunities and training needs from businesses in the region. The Business Service Manager also meets weekly with Talent Employment Solutions Career Center Team Members to keep them abreast of pending employer needs. The Business Services Manager and Talent Employment Solutions Team members regularly attend Chamber of Commerce meetings and events, often as speakers. The Business Services Manager also attends local Economic Development Commission meetings which leads to opportunities to promote the Career Center services and create opportunities for individual employer engagement.

Communities across North Carolina are developing great local models of workforce development. North Carolina should build on those successes and replicate them in more places to continue building and expanding innovative solutions.

5. Briefly describe how the Local Area WDB provides new and innovative solutions to support the growth of the local workforce system.

The Board maintains constant communication with partners (Wagner Peyser, Economic Developers, Customized Industry Training Directors, Vocational Rehabilitation, Job Corps, Adult Basic Education, and K-12 mostly through CTE Advisory Boards to stay current on labor trends, partners service delivery successes and challenges, and to promote as much system alignment to complement each other's work.

6. Is the Local Area WDB engaged in work-based learning? If so, please describe how the Local Area WDB is engaged in work-based learning projects with local employers.

The Local Area WDB through the Kerr-Tar Career Centers have operated a very robust Work-Based Learning program. To enhance or increase opportunities, the Board's Business Services Manager provides the Career Center referrals and leads. The Board's Business Services Manager will also make an initial visit with team members to employers who are not currently utilizing Work Experience or On-The-Job Training.

IV. NCWorks Career Centers

North Carolina's workforce system includes multiple agencies, programs, and funders. Collaboration, policy alignment, systemic communication, integration, and modernization of the workforce system will ensure a strong and healthy workforce system that can adapt to a changing economy.

For any documents that are missing or are unnecessary based on the response provided, please state, "No document is loaded and/or it will be loaded by the XX date".

1. Identify PY 2022 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 service provider is on-site and, if so, youth services offered. Use the PY 2022 NCWorks [Career Center Chart](#). [WIOA Section 121(b)(1)(A) and (b)(1)(B)]
Name document: Local Area Name PY 2022 NCWorks Career Centers.
2. Provide the name(s) of the current service provider(s), date, and process for when the competitive procurement of the One-Stop Operator(s) occurred. Include the expected length of the contract(s) (one to four years).
3. Provide a brief description of how Career and Training Services are provided. [WIOA Section 121(e), 134(c)]

- a. Provide a description of how Career and Training services are provided to adults.

The NCWorks Career Center system are one stop centers for individuals seeking employment and training as well as a resource to employers seeking qualified job candidates. The career center is a user-friendly facility that provides job seekers with the opportunities to attend workshops and meet with a career advisor (virtually as well as in-person) to explore obtaining funding for education and training, as well as on-the-job training and work experience opportunities. The career center offers provision of services from a career advisors, access to computers, and, faxes and copying at no cost to aid job seekers in their job search.

- b. Provide a description of how Career and Training services are provided to dislocated workers.

The NCWorks Career Center Talent Engagement (TE) and Talent Development (TD) teams work together with partners to address the needs of job seekers. When a job seeker comes into the center, he is assessed by Talent Engagement, to determine education, previous work experience, and transferable skills. A profile is developed in NCWorks online, and once this is complete, he is referred to Talent Development. Talent Development determines where the job seeker is and what he wants to ultimately do using assessment tools in NCWorks and ONetOnline and active listening techniques. TD will discuss career choices and career pathways and determine if deficiencies exist and if so where. He will be referred to appropriate services or partners to address these deficiencies, or referred directly to business services if none exist.

- c. Provide a description of how Career and Training services are provided to youth.

An intake process is conducted to ensure that a youth entering the youth programs is both eligible and suitable for WIOA services. Following the completed intake, files are reviewed by Program Manager, Director, or Kerr-Tar WDB Program or Coordinator Staff to ensure all

documents are compliant prior to enrollment in participation. A career advisor is assigned to meet with the youth to go through the enrollment process [i.e. Objective Assessment, and Individualized Employment Plan or Individual Service Strategy (ISS)]. The individual is co-enrolled in both Wagner Peyser and WIOA youth programs. Eligibility is determined through NCWorks Online VOS case management system. During the enrollment process, the career advisor facilitates the necessary assessments to determine interest and basic skills deficiencies needed to assist the youth in developing a plan for participation and discusses next steps in order to begin meeting necessary benchmarks. Plan Implementation /Program Participation completes the enrollment for the youth who is considered a WIOA participant at this point. Funds (i.e. supportive services, training, incentives etc.) can be made available to the youth as long as the need is documented on the ISS and reflected in a detailed case note. The career advisor supports the youth in providing necessary wrap around services, guidance, direction, technical assistance, career advising, etc. The youth must participate in one of the 14 WIOA elements for youth, whichever is appropriate and necessary for participant to meet their goals.

4. Describe how Local Area WDBs determine the need for enrollment in Training Services.

The need for training services will continue to be approved by the EDSI Strategic Program Manager. All assessments will be conducted by the Career Center staff and recommendations for training will be carefully considered based on the recommendation by the center staff. Initial assessments will be case noted in the NC Works online system and as inquiries are made for training services, a Career Advisor will meet with the customer and conduct a more in depth assessment of the customers current skill set and weigh the wishes of the customer along with the needs of the local area to ensure all training dollars are spent on industries expected to support the candidates new skill set. EDSI will continue to partner with both community colleges making sure that the appropriate training classes are available to serve the community. Career Center Talent Development Team member staff are proficient in identifying training opportunities relevant to the Board's Certified Career Pathways, and on how to check the Eligible Training Provider List if local options are not available.

5. Describe how follow-up services are provided through the NCWorks Career Centers. [WIOA Section 134(c)(2)(xiii)]

When preparing a customer for exit, the EDSI Career Advisor has a detailed conversation with the customer to ensure they have all contact information should they have a need for services in the future. Keeping contact with the customer post exit allows for the customer to have access to basic career services through the center which allows for the building of the customers career path. The customer must be allowed multiple entry and exit points while building their individual career path and by providing basic career services at exit, we are providing the necessary tools for the successful development of a career path that will allow the customer access to services as needed. These services could include job readiness classes and assistance with further training options and resources on how to pay for them.

6. Describe how

- a. New NCWorks Career Center staff (DWS, service providers, and partner staff) are trained in the integrated service delivery system model (include a training timeline).

A comprehensive onboarding plan is created for all new staff and completed within 15 days of their hire date. The onboarding process includes, but is not limited to, in-person, and online interactive training, Integrated Services Delivery strategy, Labor Market Information, Customer Service, Confidentiality, Resume Builder, and a 1 to 2 days of required NCWorks.gov training. New staff receives full access to NCWorks.gov after completing the NCWorks Onboarding training with Kerr-Tar Super User/Performance and Accountability Coordinator within the first two weeks of their employment. In addition, internal training or “Power Training” occurs regularly in bi-weekly and monthly team meetings across the career centers where changes in policies, processes, procedures and service delivery areas are discussed. In instances where new staff require additional training/guidance, follow-up training sessions and technical assistance meetings are scheduled as needed and upon request. Service Providers Managers and Center Managers are expected to help facilitate training of their new hire.

The NCWorks Career Center team has ongoing training and development, and has facilitated cross training for DWS center staff and Service Provider/Subrecipient staff as well. The process ensure all the NCWorks team is aware of the functions of each NCWorks team and the functions of the business solutions, talent engagement, and talent development.

- b. Long after the initial start date does staff have full access to [NCWorks.gov](https://www.ncworks.gov)?

During the first week of onboarding, the new staff member will complete the onboarding skill set required by both the state and local area. Once this training has been completed and signed off, the forms will be submitted to the Performance and Accountability Coordinator for approval and access is requested from the state’s Regional Analyst. Full access is granted following the completion of the onboarding process and/or the state required training. NCWorks Online privileges are based upon staff role and job functions.

- c. The staff development activities reinforce and improve the initial training efforts.

Special attention will be paid to the work being produced by new staff members through audits and individual meetings to ensure they have the support needed to succeed. The EDSI Strategic Program Manager will continue current practice of reviewing cases on a daily basis along with all OJT, ITA and WEX contracts. Continuation of this practice will ensure compliance for the local area. Weekly All Staff meetings will remain in place which is inclusive of all Career Center Partner staff are included to assure all staff receive the same information at the same time. These sessions will focus on questions regarding caseloads, unique customer situations and general case management best practices.

- d. Describe the specific training that staff receive around diversity, equity, and inclusion.

Our NCWorks team receives Diversity, Equity and Inclusion training via the NCWorks Online and NC Dept of Commerce DWS training modules for Diversity and. Service Providers also have available internal requirements for compliance training. Currently the program service provider EDSI has required compliance training and has local Belonging Ambassadors to facilitate discussions.

7. Briefly explain coordination with the Trade Adjustment Act (TAA) to maximize resources and prevent duplicative services.

TAA recipients are co-enrolled in WIOA whenever possible to afford customers the most comprehensive support. Case managers are in constant contact to avoid duplication of services or to provide supportive services that would otherwise not be available under TAA alone.

8. Briefly describe how the NCWorks Career Centers serve military veterans.

Veteran preference and Priority of Service are observed in the center. Veterans with significant barriers to employment receive intensive case management from the Hybrid DVOP/LVER stationed in the Oxford office.

9. Briefly describe how the NCWorks Career Center serve persons with disabilities.

Persons with disabilities are afforded all of the services available in the center. In addition, if appropriate, they may be referred to one of our partner agencies (such as Vocational Rehabilitation) for more intensive assistance. The Centers are physically accessible according to the requirements for compliance with the Americans with Disabilities Act. They have been reviewed by Mose Dorsey, WIOA EEO Officer with DWS. Additionally, the CRC computers have the capability to magnify the screen through the settings. A CapTel phone is available for use in the Oxford Center. This device captions and displays everything a person says on the phone into text. A quieter space is also available for use for individuals with low or limited hearing.

10. Briefly describe the integrated service delivery strategy for serving employers and how the Local Area WDB staff and staff within the NCWorks Career Center coordinate outreach strategies and services to maximize resources and prevent duplicative services.

Designated ISD trained NCWorks Career Center staff (DWS or EDSI service providers) alert the Career Center's Business Solutions Team (BST) to provide outreach to new employers that have registered an account in NCWorks Online. Business Services targets sector specific employers for engagement, and advises Career Center job seekers of employment opportunities, hiring events, resource fairs, and other employer services offered through the Center. WDB partners with Economic Development and business resource associations, to coordinates public speaking engagements and sponsors strategic business events and outreach campaigns, to promote Career Center services and to support Economic Development initiatives, and provide employer leads that produce warm hand-offs to ISD Center Staff. Business Service Manager convenes joint Business Services team to discuss outreach efforts, aligning business engagement which helps prevents duplication of services.

11. Describe Local Area WDB strategies and services that will be used to strengthen linkages between Local Area WDBs and the NCWorks Career Center system and unemployment insurance programs. [WIOA Section 108(b)(4)(A)(iv)]

RESEA and TAA programs are included in the Career Center's Product Box through the local NCWorks Integrated Service Delivery system. Talent Development Team members have been trained to assist clients while also identifying possible training needs. Since unemployment claims are not being processed in Career Centers, customers are given access to computers for claim filing or given telephone numbers for Division of Employment Security.

12. Attach a flowchart for services – flowchart must include:
- a. initial one-on-one interviews with customers,
 - b. NCWorks.gov dual registration,
 - c. skills assessments, and
 - d. determination of the need for further services.

Name document: Local Area WDB Name Services Flowchart 2022.

The Kerr-Tar Local Area adopted the Customer flow from the N.C. Association of Workforce Boards (See Attached)

13. Attach the Memorandum of Understanding (MOU) between the Local Area WDB and partners concerning operation of the NCWorks Career Center system. [WIOA Section 121(b) (A (iii))] Name document: Local Area WDB Name NCWorks Career Center MOU.

14. Describe the Local Area WDB's method for providing oversight to include:

- a. the review process and the frequency of review for the NCWorks Career Center system in the Local Area, including processes for ensuring quality customer service; and
- b. the roles and any resource contributions of the NCWorks Career Center partners. [WIOA Section 121(a)(3)] [WIOA Section 108(b)(6)(D)]

- (a) Local Area staff conducts regular reviews of eligibility documents scanned into NCWorks for participants who will be entering WIOA funded activities. The Board's Performance and Accountability Coordinator conducts monthly on-site NCWorks updates to Career Center staff, as well always being available for technical assistance. Center managers will monitor the talent engagement customer flow to assure low wait times; and talent development staff to assure prompt service. Tracking new and returning customers for activities at the center, analysis of customer complaints, and running Future Works performance reports are also used to track quality service.**

The Board reserves the right to monitor program, fiscal, personnel and management activities under this contract to assure that performance goals are being met, that appropriate administrative procedures, controls and records are maintained, that contractual terms and conditions are being fulfilled and that personnel and equal employment opportunity requirements are being met. The subrecipient does hereby authorize and agree to permit on-site visits by the Local Area Board, State or their designees, private questioning of employees and participants through an interview and/or questionnaire, and access for review or copying of subrecipient records maintained under this Contract, including but not limited to the pertinent on-site records of Work-Base Learning On-the-Job Training (OJT) and work experience (WEX) training programs. The Oversight process requires fiscal and programmatic monitoring of its subrecipients annually; random file reviews and monthly invoice reviews are also conducted by the Board throughout the program year. Such meetings as requested by the Board regarding the monitoring or evaluation of all programs must be attended by Subrecipient.

The Kerr-Tar WDB Director meets with the Kerr-Tar Leadership Team monthly to discuss processes for ensuring quality customer service to individuals and businesses in the local area.

The Performance and Accountability/Program Coordinator provides oversight of the Title I Adult and Dislocated Worker programs and meets weekly with the Subrecipient's Program Director and quarterly with the Performance Matters (compliance) Team to discuss progress toward performance goals, or any issues that may need attention. Management and compliance team meetings are held to discuss policy changes and staff training needs on a bi-weekly basis through the newly implemented Bi-weekly "Power Training Check-In". Items needing immediate attention are shared with the Performance and Accountability Coordinator (PAC) for quality control; information is routinely shared by the PAC with the WDB Director for accountability, for review and/or implementation of change as needed. The Performance and Accountability Coordinator along with the Program Specialist, Program Coordinator and Financial Monitor reviews monthly expenditures for all programs to ensure that local, state and federal compliance fulfillments are met on an on-going basis.

(b) The Local Area pays occupancy costs at one of the Career Centers and the Business Service Center in the region through its contractor. The Local Area reimburses DWS for MIS charges so that all Career Center staff can have access to the State's computer network and copier.

15. Describe how NCWorks Career Centers are using virtual technology to provide integrated, technology-enabled intake and case management information systems for programs carried out under WIOA, and programs carried out by NCWorks Career Center partners. [WIOA Section 108 (b)(21)]

All NCWorks Career Center staff (regardless of the employer of record) use NCWorks Online Management Information System. This system is used in the Talent Engagement Process, checking to see if walk in customers are in the system or not; if they are not in NCWorks Online, talent engagement team members can provide immediate staff assistance in getting people registered. Each of the other functional teams (regardless of employer of record), will be able to access each client's information, add activities, case notes, etc. once NCWorks registration has been completed.

16. How does the Local Area WDB use data to monitor and track performance measures for serving individuals and business? Be specific about what systems are used, how regularly the Local Area WDB looks at these sources, and how the Local Area WDB might change the strategies based on the data.

The Kerr-Tar WDB produces a monthly dashboard for tracking programmatic performance including the number of individuals and businesses served through various programs and our overall progress towards our WIOA metrics. NCWorks Predictive Reports are generated quarterly by Program Coordinators to ensure that individual captured in the denominator produced a positive outcome and are being counted in the numerator. NCWorks Services Provided Individual or Employer report are accessed for tracking types of service provided and the number of individuals and employers served. FutureWork Systems Bi application is used routinely, randomly, monthly and quarterly to access performance data, view trends, and track overall state performance outcomes through individual program indicators. This information is regularly shared with all staff on a weekly basis and board members on a quarterly basis to ensure broad organizational visibility, which provides the local area with the ability to quickly adapt to needs and react to the data. Should specific issues develop or is identified, performance data is readily produced and used to dissect the

issues and remediation steps offered. In the event that the need to reallocate funding arises or further intervention needed, our board of directors is made aware of the situation and able to quickly implement necessary organizational changes.

V. Employer Services

1. Please briefly describe the efforts of the Business Services Representative and/or Employer Services staff in the following areas:
 - a. Utilizing regional and local employer data to inform priorities.
 - b. Making regional and local employer referrals to Agricultural Services, Foreign Labor and Veteran Services.
 - c. Participating in regional economic strategic planning and economic development recruitment, retention and expansions with employers, education partners and economic developers. [WIOA Section 108 (b)(4)(A)(iii)].
 - d. Including Historically Underutilized Businesses.
- **Promoting work-based learning opportunities to employers**
 - **Business Services team employer calls, visits and check ins**
 - **Representation at Chamber of Commerce Events**
 - **Representation at Local community events**
 - **Representation at Community College events and Career Days**
 - **Joint employer visits with Community College Customized Training Directors**
 - **Board's Business Service Manager's representation on VGCC Business Advisory Board**
 - **Participation and representation on Local K-12 School System Business Engagement Councils and CTE Advisory Council**
 - **Local partner agency events (Vocational Rehabilitation and Kittrell Job Corps Business Advisory Board representation**
 - **COG Newsletter success stories and program information**
 - **VGCC Blueprint publication with success stories and program information**
- **Exploring/ promoting sector strategies with employers**
 - **Career Pathways planning, employer engagement activities in collaboration with Capital Area and Durham Workforce Boards**
 - **Next Gen Sector Partnership with Person and Durham for Advanced Manufacturing**
- **Utilizing employer data to inform priorities**
 - **LMI and hiring trends to forecast service level volume and prepare activities**
- **Making employer referrals to Agricultural Services and/or Foreign Labor staff**
 - **Utilized Cooperative Extension Ag Agents to meet with hemp employers in the region in an effort to assist with education efforts for employees and other support businesses**

2. Please describe the efforts of the Local Area WDB staff, Employer services staff and career center staff have made to deliver business services on a regional basis in the following areas:
 - a. Utilizing regional and local economic data to inform priorities [WIOA Section 108 (b)(1)(A)(i)(ii) and (B)].
 - b. Collaborating with employer-facing partners such as Agricultural Services, Foreign Labor and Veteran Services to meet employer needs and jobseeker recruitment efforts.
 - c. Providing local and regional Rapid Response services, including identifying struggling and at-risk businesses and providing services to help avert layoffs. [WIOA Section 108 (b)(8)]
 - **Career Pathways Regional meetings for partner agencies and front line staff that involved employer panels from Certified Career Pathway Sectors**
 - **Next Gen Sector Partnership sessions with partner agencies from Person, Durham, Orange, Wake and Kerr-Tar counties.**
 - **Business Services Regional Collaborative meetings**

3. Please describe employer-focused partnership efforts in the areas of education and training and economic development in the following areas:
 - a. Enhancing the use of On-the-Job Training (OJT), Incumbent Worker Training (IWT), apprenticeships, and other work-based learning opportunities to support the regional economy and individuals' career advancement.
 - b. Coordinating and promoting entrepreneurial skills training and microenterprise services. [WIOA Section 108 (b)(5)]
 - c. Participating in regional economic strategic planning and economic development recruitment, retention and expansions with employers, education partners and economic developers. [WIOA Section 108 (b)(4)(A)(iii)].
 - **Education:**
 - **Participation/representation K-12 Business Advisory Groups**
 - **Working with K-12 CTE outreach and in-school activities to share the benefits of the available programs with students**
 - **Partnering with K-12 CTE Career Fair planning**
 - **VGCC Small Business Advisory Group planning engagement, education and support activities for businesses**
 - **VGCC & PCC Customized Training joint strategy meetings with new and existing employers to create training and development opportunities for current and future employees.**
 - **PEER (Person County Economic and Education Resource Group) is a collaboration between KTWDB, Person Economic Development and PCC to discuss business engagement and support activities for the businesses of Person County**
 - **Next Gen Sector Partnerships – KTWDB, PCC and VGCC with a host of our other partner agencies meet in a forum led by industry to discuss sector issues**
 - **Career Pathways – Community Colleges and K-12 CTE directors give valuable input on educations current and future offerings to support the training needs of the area industries**

 - **Economic Development**

- **Participation/representation with EDC Business Advisory Groups**
 - **Partner with EDC Directors in joint strategy meetings with new and existing employers to understand and support current and future opportunities for company growth and transition.**
 - **PEER (Person County Economic and Education Resource Group) is a collaboration between KTWDB, Person Economic Development and PCC to discuss business engagement and support activities for the businesses of Person County**
 - **Next Gen Sector Partnerships – KTWDB, our area Economic Developers and a host of our other partner agencies meet in a forum led by industry to discuss sector issues**
 - **Career Pathways – Economic Development partners help bring the business leaders to the table and offer necessary insight into the current and future business opportunities in the area.**
- Employers**
- **Next Gen Sector Partnerships – Employer led forum where representatives from similar industries work to improve the overall business landscape in the region by sharing challenges and best practices with other area businesses and our group of support agencies**
 - **Career Pathways – Employers provide the necessary insight into their current labor needs and the developing trends. It is a regular business practice to discuss Career Pathways its relevance to the employers current needs.**
 - **Employers are involved in career exploration activities and supportive services general sessions at the NCWorks Career Centers. Employer involvement has the potential to increase job seeker attendance and allows the employer to share the impact of the available services and work based learning programs. Employer engagement is also achieved by utilizing our support partners business advisory groups. The WDB involvement in multiple existing business advisory groups allows us to be strategically engaged with employers and our partner agencies.**

VI. Performance

U.S. Department of Labor (USDOL) has the following WIOA Performance Indicators:

- Employment Rate – 2nd Quarter After Exit
- Employment Rate – 4th Quarter After Exit
- Median Earnings – 2nd Quarter After Exit
- Credential Attainment Rate
- Measurable Skill Gains
- Effectiveness in Serving Employers (system-wide measure, not program specific)

1. Examine the Local Area WDB's current Adult, Dislocated Worker, and Youth performance on the Federal Primary Indicators of Performance for PY 2021 and prior Program Years. (Reports available via Future Works)
 - a. What are some of the factors in the Local Area WDB that impact performance levels both positively and negatively? Be sure to consider factors such as the unemployment rate, factory closures/openings, economic development recruitment, retention and expansion efforts, regional industry growth priorities, and weather events and natural disasters that may have impacted the area, as well as internal operational factors that may impact the Local Area WDB's performance.

(**Note:** Provide at least two examples of positive factors and two examples of negative factors that have impacted the performance levels in your Local Area WDB, with an explanation of each).

Kerr-Tar local area serves a population of customers who have overcome many barriers to successfully achieve training and employment goals. Some factors that impact performance positively are strong partnerships with training providers and the employment and economic development sectors, skilled career-center staff and the on-going availability of career development assistance. Maintaining planned career service workshops improves opportunity for jobs and skills enhancement, and better prepares local job seekers for successfully obtaining and retaining unsubsidized employment opportunities. Also, as a result of the long-term unemployment wrought by the COVID-19 recession and the expected changes in labor demand, employment and training opportunities have increased and are necessary for some whose pre-Pandemic jobs will not be coming back and who want to get into higher paying careers. Doing so requires those affected by the pandemic recession to be equipped with different skills and the workforce board making a greater investment in quality education and training. This increases the potential need to certify more state-approved training providers in the Kerr-Tar Local Area, add more in-demand training programs to the WIOA-approved list of trainings, and recruit more work-based learning prospects. All of which are key components to labor recovery in our local area and can have a vast and positive impact on the overall performance measured by employment after exit from training, skills and credential attainment, and median earnings indicators.

Factors that have a negative impact on performance were identified as, parenting youth, justice-involved and living in a high poverty areas, and transportation. KTWDB operates within a rural area that serves a five-county region with a limited public transit system. These dynamics combined with a wider distance between customers and their nearest

location has negative implications on customers' abilities to visit our one-stop locations and on the availability of our services to participants, especially the youth population. Another factor having devastating impact on performance includes the many local challenges we are currently still facing as a result of the COVID-19 global Pandemic. For example, a temporary delay in participant enrollments due to significant reduction in customer responsiveness. This disruption in business resulted in fewer work-based learning opportunities that ultimately had an enormous negative impact on our local performance. Although State-mandated "Social Distancing" orders, "Occupancy" and "Gathering Size" mandates resulted in business closures and lay-offs, many of which are permanent. For those business remaining open and for specific industries like healthcare, hospitality, restaurant and transportation, the Pandemic fallout has led to colossal problems with employers hiring skilled employees that the business desperately needs or just filling necessary job vacancies. This dynamic in turn has an overall negative effect on our performance; specifically the employment Q2 and Q4 metrics for WIOA and WP programs.

- b. Discuss whether or not participants that have been served and/or enrolled as a result of COVID-19 differ in characteristics as compared to participants who have historically been served by the Local Area WDB. If so, how do these differences impact service delivery and performance?

A few of the noticeable differences involves customers who are deficient in computer skills and require more support for basic operations. In addition, the COVID-19 Pandemic continues to have an obvious and overwhelming impact on individuals, families, and communities, especially where educational opportunity is a concern. The educational gaps that existed before the pandemic—in access, opportunities, achievement, and outcomes have widened, with some impact falling excessively on students who went into the pandemic with the greatest educational needs and fewest opportunities—many of marginalized and underserved groups. Again, greater support required for basic operations resulting in longer times for providing staff-assisted services; when coupled with the recent and significant reduction in workforce staff, this task can be demanding and can affect the number of participants staff can adequately and effectively serve.

- c. Discuss how your Local Area WDB's industries and business sector have been impacted by COVID-19.

Kerr-Tar businesses have been impacted by COVID-19 by having a smaller pool of qualified candidates in every industry and a decline in individuals seeking training opportunities. Some companies in the home improvement field have experienced increased demand for their products but the tight labor market has impacted their ability to meet customer demand. Some Kerr-Tar business in the warehouse and distribution industry experienced growth due to an increased demand in retail products being shipped and the demand for certain household goods. Companies in our area that support the shipping industry experienced increased request for packaging material. Truck Drivers with a CDL A endorsement were in high demand prior to the pandemic and the need has not changed. COVID safety protocols led to reduced class sizes that has led to a long wait list of individuals desiring to take the CDL class and in turn puts a strain on local industries. As a response to the tight labor market the Kerr-Tar NCWorks Career Centers are continuing to focus on in-demand industries as well as encouraging job seekers to attend classes at the community

college to learn additional skills or get a credential to be more marketable and increase the potential for longterm employment.

(Note: Include which industries and businesses have been permanently affected, which are recovering or perhaps are expected to recover, and how these industry changes may impact how the Local Area approaches serving its participants).

2. What strategies and methods are in place to maintain or improve performance?

(Note: Include information about tracking performance, ensuring accountability of positive performance outcomes, and training. Consider including the following information: Who is responsible for tracking performance? Which reports are reviewed? Are Future Works reports used? If so, how often? How are staff held accountable? How often is training provided to staff)?

Kerr-Tar is staffed by experienced career service professionals who have long-standing working relationships with WIOA external partners (Employer, Community College and other Training Providers), with internal partners (DWS, Contractor, WDB), as well as the community served. Maintaining strong partner relationships are vital to the success of Kerr-Tar LA's performance and helps to ensure greater reliability when it comes to successful training outcomes for participants and the collection of documentation to support successful attainment of performance indicators. In addition, Kerr-Tar has subrecipient staff in place whose primary role is to ensure that compliance and performance indicators are met. FutureWork Systems and NCWorks Online Detailed Reports are used by all staff to track performance. Management staff and WDB Program Coordinators also generates Predictive Reports and Rosters to track performance and reconcile data. Staff are responsible for correcting data issues immediately. The Superuser also assists with updates and corrections for NCWorks performance data.

The Team continues to design detailed process flows based on practical experience and to standardize service delivery. The result is a more consistent and clearer vision for understanding each team member's functions, as well as helping to identify root cause in deficiencies that may affect performance. Kerr-Tar will continue to cross-train staff to function seamlessly and in innovative ways. The case management team continues to expand their duties to include developing and cultivating relationships with local area training providers. Facilitating this level of communication and collaboration allows our local area to successfully continue its service model despite the continued reduction in career center staff.

In 2019-2021, the Kerr-Tar NCWorks Team implemented strategies and practices to maintain and improve customer flow and availability of training and employment services to local area customers. Career Center staff continues to receive technical assistance and webinar training and will utilize the NCWorks "Live Chat" and documents upload feature for support of confidentiality-based WIOA participant enrollments, virtually. In addition, the Performance & Accountability Coordinator has implemented Bi-weekly Power Trainings on Tuesdays. This training ensures that the Kerr-Tar team is held accountable to adhering to current WIOA guidelines, and receiving appropriate technical assistance. Staff are also encouraged to carve out time to access the NCworks Training Center website and NCWorks Online Staff Resources for continued professional growth and accountability.

3. In the event the Local Area WDB is not on track to meet yearly performance indicator goals, please discuss what corrective actions/steps would be undertaken to address this situation.

(Note: This question is intended to be hypothetical and is seeking what plan the Local Area WDB has in place to address failing performance if it were to occur. Answers should address how the Local Area WDB monitors performance, communicates with staff, strategies for training and/or addressing potential issues, and follow-up accountability measures).

Kerr-Tar WDB is on track to meet all performance indicator goals except the “Median Earnings” indicator for the Dislocated Worker program. Corrective actions/steps to address the insufficiency involves a renewed emphasis that has been placed on the timeliness and consistency of follow-up services and activities, to ensure participants are employed after exit and that any out of state or qualified unreported wages are captured through supplemental data that may be obtained from participants or employer. For a minimum duration of one year, career advisors/case managers are expected to see that follow-up services are available to adults who exited to employment and required to follow-up and make contact with exited youth participants at least once every quarter. Other corrective actions to be carried out involve reviewing case notes and reconciling participant data that was entered in NCWorks Online for inconsistencies, for example, identifying and verifying any “Exclusions” from performance indicator calculations; in accordance with WIOA Regulations.

In addition, the Kerr-Tar local area WDB Performance and Accountability Coordinator has implemented a monthly and end of quarter performance meeting that allows the team to identify data which affects performance and ensure that correct information has been keyed into NCWorks Online. Staff are expected to attend quarterly “Kerr-Tar Performance Matter” meetings, identify areas that may be hindering performance, and offer resolutions. For example conducting thorough and more objective assessments (OA) at the beginning of intake and making appropriate adjustments to the participants OA, IEP or ISS until the participant exits to employment. In addition, corrective action includes using NCWorks Labor Market Information (LMI) to identify higher or better wage earnings for all local area job seekers.

KTWBD’s Performance & Accountability Coordinator shares performance information with the Youth Program Coordinator, the Program Specialist, the Business Service Representative, WIOA contractors’ Program Managers and Performance Analyst, and the NCWorks Career Center Management Staff, who in turn share with the career advisors and case management staff, and business service team. NCWorks Online and FutureWorks Reports are run to monitor local area performance. If any area of performance is deficient, NCWorks case note details and FutureWorks Predictive Rosters are used to analyze and reconcile data relevant to credential attainment, measurable skills gains, and exit to employment performance indicator goals. For example, the Predictive Roster report may reveal that a customer should be contacted to provide supplemental documentation for the “Enter Employment” indicators. Performance data is also used to emphasize where customer follow-up services requires staff attention; and to identify keying/data entry issues and determine if there are other ways to address or remedy those issues. Staff takes advantage of professional development opportunities by attending NCWorks Online trainings offered by the NCWorks Training Center for Median Earning guidance and for guidance on all performance indicators.

4. How is performance information shared throughout the hierarchy of staff? Please detail how the Local Area WDB addresses performance data in its relationship with its service provider(s) and how case managers are using performance data to drive Local Area WDB performance.

(**Note:** This question should address how frequently [monthly, quarterly, etc.] performance information is shared and by what method/medium [e.g. print-out, electronically, verbally through meetings, etc.], how the performance information shared may differ for the various levels of staff at the Local Area WDB, and specifically for case managers, how performance data is shared with them and how they, in turn, use this information in their roles.)

KTWDB's Performance & Accountability Coordinator shares performance information with the Youth Program Coordinator, the Program Specialist, the Business Service Representative, WIOA contractors' Program Managers and Performance Analyst, and the NCWorks Career Center Management Staff, who in turn share with the career advisors and case management staff, and business service team. NCWorks Online and FutureWorks Reports are run to monitor local area performance. If any area of performance is deficient, NCWorks case note details and FutureWorks Predictive Rosters are used to analyze and reconcile data relevant to credential attainment, measurable skills gains, and exit to employment performance indicator goals. For example, the Predictive Roster report may reveal that a customer should be contacted to provide supplemental documentation for the "Enter Employment" indicators. Performance data is also used to emphasize where customer follow-up services requires staff attention; and to identify keying/data entry issues and determine if there are other ways to address or remedy those issues.

5. The Measurable Skill Gains (MSG) measure is a real-time indicator denoting participants who are making demonstrable progress on a track toward Credential Attainment. Please describe how the Local Area WDB makes use of the information the MSG measure provides as a means of ensuring the Local Area WDB achieves its Credential Attainment indicator goal.

(**Note:** For this question, describe the methods and/or strategies in using the MSG measure as a means of tracking Credential Attainment. Who is responsible for tracking the MSG performance indicator? Are the Roster Reports in FutureWorks utilized? If so, how? Who is this information provided to, and then used by, career advisors, the Local Area WDB, or other staff.)

The "Measurable Skills Gains" (MSG) performance indicator is a primary indicator of the effectiveness in achieving positive outcomes for individuals enrolled in WIOA-funded training and is useful in ensuring that Kerr-Tar Workforce Development Board (KTWDB) meets credential attainment indicator goals. The successful path of a measurable skills gain, such as a knowledge-based exam, is used to help determine a participant's level of skills progression. For example, measuring a participant's progress in attaining occupational skills helps KTWDB to determine that a participant is most likely prepared to take a state-required exam necessary for obtaining a recognized postsecondary credential, state approved license or unsubsidized employment. Alternatively, the MSG indicator helps to identify the participant's need for a refresher or remedial course or additional skills-related training and is useful for determining the need to adjust an individual service strategy or individual employment plan.

KTWDB's Performance and Accountability Coordinator uses FutureWork and NCWorks Online systems to generate reports and analyze data on measurable skills gains. This allows Kerr-Tar WDB to track progress, and to assess if a participant is on target for attaining a credentials. Each participant in training is expected to receive measurable skill gains and credentials; although work-based learning participants are excluded from the credential attainment indicator. Reports and data are also used to confirm if participants

have earned a measurable skills gain or credential, and that required data and activities has been accurately entered into the NCWorks Online system for accurate performance calculation. Ultimately, the information provided by the MSG indicator is a means used by the Board to help ensure that Kerr-Tar participants achieve successful outcomes and the Board maintains a successful path towards its Credential Attainment indicator goal.

6. 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.

The training provider application process locally requires interested providers to submit an additional form indicating their interest in operating locally. The review process requires providers to demonstrate an alignment with our local list of occupations in demand, validate that the credential is industry recognized through employer references, as well as confirm other requirements for our local area (insurance, performance, operational history). This review process is designed to ensure that all providers have a significant interest in working with our local area, demonstrate proven success, and meet regulatory standards. In addition to producing an annual export of the current provider list and sharing with the career center, we have worked to ensure this information is shared more regularly. We have worked to clean up our provider list in NCWorks to ensure that career center staff are aware of the current list of approved programs and providers for our local area at any given moment. Career advisors are able to share information about various providers to ensure clients can make a well-informed choice as to the provider that best meets their own individual needs and compliments their training, education, and employment goals.

7. Define what “significant number of competent providers” means in the Local Area WDB. Include whether the Local Area WDB uses more strict performance measures to evaluate eligible training providers. Attach if a separate policy. Local Area WDB Name ETPL Policy.

Significant number of competent providers is defined as training providers who offer “in-demand”, “high demand”, “targeted industries” of the region taken from NC Works LMI resources to promote opportunities while maximizing informed consumer choice in selecting eligible providers. Also providers are given priority consideration to programs that lead to recognized credentials aligned with in-demand industry sectors OR occupations in the local area.

The Local Area ETPL consist of a significant number of competent providers with two (2) community colleges eligible training providers demonstrating expertise in assisting individuals with disabilities and individuals in need of adult education & literacy activity, and two non-for profit and two for-profit training providers as well.

VII. Equal Opportunity

1. Describe processes to ensure individuals are not discriminated against based on age, disability, sex, race, color, or national origin. [WIOA Section 188]

The EO officer conducts outreach and education about equal opportunity and nondiscrimination requirements and how an individual may file a complaint to subcontractor staff. The employee participates in continuing training to maintain competency. The EO officer also informs its participants, employees, and program beneficiaries of their EEO rights and responsibility, and how the discrimination complaint system works.

Subcontractors must provide initial and continuing notice that it does not discriminate on any prohibited basis (*Equal Opportunity is the Law*) along with language highlighting the right to file a complaint under *What to Do if You Believe You Have Experienced Discrimination*. This notice/poster must meet the following criteria:

- **Posted prominently, in reasonable numbers and places, in available and conspicuous physical locations and on the recipient's website pages;**
 - **Disseminated in internal memoranda and other written or electronic communications with staff;**
 - **Provided to each participant and employee, the notice must be made part of each employee and participants file. It must be a part of electronic files.**
 - **Included in employee and participant handbooks or manuals regardless of form, including electronic and paper form if both are available.**
2. Attach the Local Area WDB's current Equal Opportunity (EO) Complaint Grievance Procedure to address EO requirements [29 CFR 38.35]. Name document: Local Area WDB Name EO Complaint Grievance Procedure.
 3. Describe the methods used to ensure local Equal Opportunity procedures are updated.

Periodic training is recommended for the Local Area EO Officer and subcontractor staff to keep abreast of equal opportunity issues. Training on nondiscrimination and equal opportunity is available through the State EO Officer. The State EO officer also conduct oversight reviews to the Local Area to assure that policies, procedures and EO requirements are current.

VIII. Adult and Dislocated Worker Services

1. Provide an analysis of the strengths and weaknesses of existing Adult and Dislocated Worker education and training services.
 - a. Include how services are provided and the capacity to address the identified education and skill needs of the workforce and the employment needs of employers.
 - b. Describe plans to address any weaknesses identified. [WIOA Section 108(b)(1)(D)]

The first and most important strength is the real integration of the Career center staff and the extremely cooperative relationship with Board Staff. Board Staff are part of the Career Center Leadership Team, which positions them to provide relevant and needed technical assistance needed for Front Line Integrated Services Team Members. Another strength is the implementation of weekly All Staff Meetings, where all front line Career Center staff receive information on policy or MIS changes, and share updates of current issues between Talent Engagement, Development and Talent Employment Solutions team members. Strong linkages between Adult/DW Talent Development and Youth staff with the Talent Employment Solutions Team members have proven most beneficial. Speakers are sometimes invited to give all staff information on services in the region. Another strength to highlight is training. The Center Manager schedules and tracks training requirements are being met

by all staff, and with coordination with Board staff, developed and implemented Career Pathways Training with front-line staff.

A weakness that can be identified is the lack of funding to provide childcare assistance as a supportive service, due to the average cost of the service for participants who are in work-based and classroom training. Also, though the Local Area does provide transportation assistance; however, the rural nature of the region makes evening and weekend transportation an issue.

2. Provide the date and process for the competitive procurement of the Adult and Dislocated Worker Programs that ensures an arm's-length relationship between the Local Area WDB and service delivery.
 - a. Identify any service provider contract extensions.

On September 24, 2019 Kerr-Tar WDB released a RFP for Bidders for Adult/Dislocated Worker Intergrated Services. The RFP contained the scope of services, guidelines and requirements, and scoring criteria. An information session was held at the COG office on October 1, 2019 for interested respondents. Three proposals were received on October 11, 2019 by the 12:00 noon deadline. The proposals were reviewed by Board staff and an independent reviewer to assure an arm's length relationship between Board staff in the review process. The highest scoring RFP was Educational Data Solutions, Inc. At the December 3, 2019 WDB meeting, it was recommended and the Board approved going into contract with EDSI for an initial year, with the option to renew if performance is satisfactory. Board staff do not conduct any direct services, but only provide oversight, training, technical assistance, and invoice reviews for Adult/DW Service Providers. At the June 15, 2020 WDB meeting, based on satisfactory performance, it was recommended and the Board approved extending Adult/Dislocated Worker Service contracts with EDSI for a second program year. At the June 1, 2021 WDB meeting, based on satisfactory performance, it was recommended and the Board approved extending Adult/Dislocated Worker Service contracts with EDSI for a third program year.

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

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

On September 24, 2019 Kerr-Tar WDB released a RFP for Bidders for One-Stop Operator. The RFP contained the scope of services, guidelines and requirements, and scoring criteria. An information session was held at the COG office on October 1, 2019 for interested respondents. Two proposals were received on October 11, 2019 by the 12:00 noon deadline. The proposals were reviewed by Board staff and an independent reviewer to assure an arm's length relationship between Board staff in the review process. The highest scoring RFP was NC Commerce Department of Workforce Solutions (DWS). At the December 3, 2019 WDB meeting, it was recommended and the Board approved going into contract with DWS for one year. In April 2021 the Kerr-Tar WDB released an Intent to Bid to which only DWS responded. At the June 2021 the board approved continuing the contract with DWS. In April 2022 the Kerr-Tar WDB released an Intent to Bid to which only DWS responded.

4. Attach the Local Area WDB's Adult/Dislocated Worker Service Provider list effective July 1, 2022 using the PY 2022 [Adult/Dislocated Worker Service Provider List](#) provided. Name document: *Local Area WDB Name PY 2022 Adult/Dislocated Worker Service Provider List*.
5. Describe the Local Area WDB's vision for serving the WIOA eligible Adults and Dislocated Workers to include high level goals, outreach strategies, services delivery, and expected outcomes.

The Kerr-Tar Workforce Development Board (WDB) envisions a collective, comprehensive and competitive workforce system comprised of marketable employers, highly skilled/trained jobseekers, and motivated workforce staff that when strategically aligned will expand employment opportunities to help the community to flourish. The Boards' vision hinges on strong community partner relationships and is carried out by means of communal outreach and integrated services consisting of product-box services that are available at our Career Centers for the adults, dislocated workers, and employers we serve. Outreach strategies include the presence of Businesses/Employers, WIOA partner staff, DWS staff and WIOA Service providers at on-site and virtual career fairs and hiring events, the creation of Talent Connect events, and a robust emphasis on relationships with community partners to provide referrals, which will help drive the upsurge in employment outcomes in the region. The WDB and its contractor (EDSI) will continue its partnership with the local community colleges and continue the current referral process resulting in an increase of short and long-term occupational skills training and work-based learning opportunities available in the region. These will be aligned with the Board's Career Pathways or customized to local industry demand. The Local Area WDB has expanded outreach to include, attending community events, Chamber memberships and Chamber HR Committee Meetings in the counties, and by publicizing hiring events in the area for local employers. These strategies so far have created heightened awareness of Career Center Services in the region. An assessment of natural ability for a skill set will be conducted in conjunction with resume assistance, interview tips and general job seeking skills. Once the customer completes this portion of the program, he/she will be moved forward for a prescreen interview with center staff. The center staff will conduct the prescreen interview and determine suitability for placement opportunities. This is a service for both the employer and the job seeker. The ultimate desired outcome for Adult/DW participants is unsubsidized employment, preferably in a Certified Career Pathway.

The Board will continue serving WIOA eligible Adults and Dislocated Workers through continuous implementation of integrated Service Delivery. Enacting a seamless customer-centered approach and ensuring WIOA cross training is available to WIOA Adult and Dislocated Worker staff and Wagner-Peyser staff at both NCWorks Career Centers will encourage more shared functionality among the Center staff and provide ease of services for all customers; resulting in improved employment outcomes overall. In addition the Board embraces professional development opportunities for center staff as a strategy to help strengthen and simplify service delivery that engages all workforce community. All Center staff are encouraged to participate in staff development trainings offered through the NCWorks Training Center. Trainings such as Career Development Facilitator or Reentry Specialist Certification helps to support the appropriate and professional delivery of career services to targeted population, for example; the justice involved community leading to greater employment gains for this population.

Finally, the Kerr-Tar Workforce Development Board supports a vision that embraces change in the areas of a data-driven approaches to include customer-centered questionnaires and surveys that will continue to be utilized in order to ensure our responsiveness to businesses' needs and to economic shifts. A Review of local and regional labor market information is one of the tools used to achieve this, however; direct employer feedback as to their current and predicted demands are

strongly taken into consideration when making such decisions. The Kerr-Tar WDB will continue to embrace the idea of flexibility and promote continuous improvement for change through building collaborative and cohesive business relationships with service partners, serving employers, workers, and job-seekers in an effort to expand training opportunities that are linked to resulting in-demand employment outcomes.

6. Describe the Local Area WDB's method for ensuring that a sufficient number of adults receiving individualized career and training services in the Local Area are from one of the following priority of services categories: public assistance, low-income individuals and individuals who are basic skills deficient. [134(c)(3)(E), 3(24)]

Kerr-Tar WDB adheres to DWS Priority of Service guidelines by ensuring that at least 75% of the individuals enrolled in Title I Adult meet the criteria of at least one of the priority of service categories: public assistance, low-income individuals and individuals who are basic skills deficient. The NCWorks Career Center team are expected to manually tracks individuals enrolled who do not meet the Priority of Service category. Career Center program management staff can gain accesses to performance data through FutureWork to that captures priority of service data. Center staff partners with community agencies like DHHS to ensures a significant number of individuals who are receiving public assistance are referred to and have access to NCWorks Career Center services.

7. Describe follow-up services provided to Adults and Dislocated Workers.

Per Training and Employment Guidance Letter (TEGL) 19-16 and Section 134(C)(2)(A), funds described shall be used to provide career services, which shall be available to individuals who are adults or dislocated workers through the one-stop delivery system and shall, at a minimum, include - (xiii) follow-up services, including counseling regarding the workplace, for participants in workforce investment activities authorized under this subtitle who are placed in unsubsidized employment, for not less than 12 months after the first day of the employment, as appropriate.

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

8. Please describe the process for monitoring the service provider in the Local Area WDB. Include details such as how it is conducted, who is involved, and how often.

The Kerr-Tar Local Area Workforce Development Board (KT-LAWDB) staff monitors WIOA programs and the performance data of all service provider contractors through the review of client records and reports. KTWDB's approach to monitoring uses a combination of on-site and desk-review monitoring. Desk reviews are routine and ongoing and conducted on a monthly basis. The Performance & Accountability Specialist, Youth Program Coordinator, and Finance Manager conducts an annual on-site monitoring review, at minimum, once per program year, however, can be performed at the WDB's discretion on an as need basis. The office Finance Manager conducts

financial reviews to ensure WIOA expenditures are recorded correctly, and, the Accountability and Performance Coordinator, Youth Program Coordinator, and Program Specialist conducts a review of WIOA participant files to determine compliance for eligibility, ensure documents are scanned in for review and redacted, ensure credentials and employment are captured, ensure case notes are thorough and accurate, ensure activities as well as participant-related expenditures are coded correctly. WDB monitors hold an entrance conference with the service provider at the beginning of the monitoring process. This Process includes virtual file reviews through NCWorks Online, entering sites or premises to examine program and fiscal records, questioning employees and interviewing appropriate participants. A “monitoring tool” and random sample technique are used to conduct the review of program records and activities, and to ensure compliance with applicable administrative federal, state, and local area requirements. The NCWorks Online system allows for virtual, desktop monitoring of all participant files and the upload of supporting documentation. The Performance & Accountability Coordinator utilizes FutureWorks and NCWorks Online reports to routinely monitor service provider’s performance and conduct monthly desktop reviews of participant files. The WDB Performance & Accountability Coordinator, Youth Program Coordinator, Program Specialist, Finance Manager, and WIOA Program Manager have the ability to run reports on the NCWorks Online system to monitor performance on a regular basis.

The Performance and Accountability Coordinator, Youth Program Coordinator, and Finance Manager conduct a wide-ranging review of all program and financial activities to confirm appropriate use and management of funds and maximize performance outcomes; an examination of cost limitations, inventory and expenditures to determine these have been made against the proper cost categories; an evaluation of internal activities to determine programmatic and disability compliance and equal employment requirements with WIOA, program administration, integrated service delivery, outreach, NCWorks accuracy of Online data entry, and policy compliance, and the identification of any required corrective actions. At the close of the monitoring process, an exit interview is provided to emphasize strengths, to identify training and technical assistance needs, and isolate issues that may result in noncompliance and/or questioned costs. After the on-site review and exit conference interviews are concluded, additional technical assistance is offered to service providers to improve program & financial operation and management capabilities. Monitoring is an integral parts of Kerr-Tar Workforce Development Board’s (KTWDB) program and financial management systems. Documents and information obtained is used to identify areas of system strengths and weaknesses in operations with the intent of developing program performance.

IX. Youth Services

USDOL provides funds to states who in turn provide local workforce areas resources to deliver a comprehensive array of youth services that focus on assisting out-of-school youth and in-school youth with one or more barriers to employment prepare for post-secondary education and employment opportunities, attain educational and/or

skills training credentials, and secure employment with career/promotional opportunities. USDOL and North Carolina's priorities are:

- *Out-of-School Youth (OSY) – A minimum of 75% of the Youth funds allocated to Local Area WDBs, except for the Local Area WDB expenditures for administration, must be used to provide services to OSY;*
- *Work Experience – Not less than 20% of Youth funds allocated to the Local Area WDB, except for the Local Area WDB expenditures for administration, must be used to provide paid and unpaid work experiences; and a*
- *Focus on Partnering – Co-enrollment encouraged where appropriate with Title II and IV.*

1. Provide a description and assessment of the type and availability of youth workforce activities in the Local Area WDB, including activities for youth who are individuals with disabilities. Include identification of successful models of such youth workforce investment activities being used and/or planned. [WIOA Section 108 (b)(9)]

All NCWorks Career Advisors complete a thorough objective assessment on participants to determine their eligibility for WIOA Title 1 services, and if there are any additional needs to be addressed. Basic skills are assessed through school records and/or reading and math assessments. Other assessments may be completed as necessary. All NCWorks Career Advisors are required to receive EEO/ADA training annually, this is conducted with the help of DWS Equal Opportunity Officer and the Local Area Equal Opportunity Officer. No current WIOA Title I contractor serves 14-15 year olds. Vocational Rehabilitation will help anchor services for that demographic among In-School Youth with disabilities in the Kerr-Tar region. Vocational Rehabilitation clients between the ages of 16-24 are also eligible for WIOA Title I services, and this has been emphasized with the passage of the Opportunity Act of 2014 and with the participation of Resource Fairs targeting young adults with disabilities. The Title IV work groups that have been established are also charged with potentially extending VR's model of using job coaches throughout other WIOA Youth programs. A service strategy that has been used since the inception of NCWorks Online afforded Vocational Rehabilitation Business Services Representatives and Kittrell Job Corps counselors to have limited access as WIOA Staff in order to assist customers and staff with all aspects of the online product and have the same opportunities as other job seekers to access Division of Workforce Solutions services.

Youth Workforce Activity	For Persons with Disabilities?	Brief Assessment/Model Used	Success Rating
Occupational Skills Training	Yes	The local community colleges complies with ADA requirements ensuring accessibility of programs, facilities, services, technology and materials for individuals with disabilities.	Very good success, no known participant complaints of noncompliance.

Below is a list of workforce activities offered through the Kerr-Tar Local Area:

- **Career Interest assessments and career development activities**
- **Job preparation and job searching assistance**

- **Career guidance and labor market information**
- **Resume Building activities**
- **Training opportunities and skill building for specific career paths**
- **Tutoring services and mentoring opportunities**
- **College preparation and college tours**
- **Work-Based Learning opportunities such as On-the-Job Training, Internships, Work Experience, or Job Shadowing**
- **Leadership Development opportunities and team building activities**
- **Community Service Projects**
- **Cultural and educational field trips**
- **Counseling Services**
- **Financial Literacy Education**
- **Entrepreneurship Skills Training**
- **Supportive Services such as transportation and incentives for reaching various milestones through program tenure**

2. Describe how the Local Area WDB's broad Young Adult (NextGen) Program design is unique to include:
 - a. providing objective assessments;
 - b. supportive services needed; and
 - c. developmental needs of each participant, for the purpose of identifying appropriate services and career pathways for participants. [WIOA Section 129(c)(1)(A)]

The local area's broad Youth Adult (NextGen) Program design is systematic to offer youth a comprehensive set of service strategies and linkage to the labor market. The program supports an integrated service delivery system and gives a framework through which locally-based youth programs can leverage other resources to support the youth. The overall goal of the youth program is to help youth complete a high school diploma or equivalent GED and to prepare for a career pathway that will transition into skilled employment and/or post-secondary education. The youth program outcomes should prepare youth for post-secondary educational opportunities, provide better linkages between academic and occupational learning, prepare youth for employment; and offer effective connections to intermediary organizations that provide strong links to the job market and employers.

Objective assessments: The local area will ensure all participants have been provide an Objective Assessment. The OA will identify service needs, goals, interests, academic levels, abilities, aptitudes, supportive service needs, and measures barriers and strengths. It also will include a review of basic and occupational skills, prior work experience, the potential for employment, and developmental needs and assessments for basic skills deficiency.

Supportive service needs: The need for a WIOA supportive service will be identified on the participants ISS/IEP and case noted prior to approval for youth. The supportive service will be a service that enables the youth to participate in WIOA activities. These services can include, but are not limited to linkages to community services, assistance with transportation, assistance with educational testing, reasonable accommodations for youth with disabilities, assistance with uniforms or other appropriate work attire and work-related tools, assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes and payments and fees for employment and training-related applications, test and certifications.

Developmental needs of each participant, for the purpose of identifying appropriate services and career pathways for participants. [WIOA Section 129(c) (1) (A)]: The development strategy will focus on the participant's objective assessment and ISSP/IEP to ensure a successful transition to higher education, job skills and careers. Youth development activities include leadership development opportunities that encourage responsibility, employability, and other positive social behaviors. It is expected that each youth will participate in more than one of the fourteen program elements required as part of any local youth program. All youth must receive some form of follow-up services for a minimum period of 12 months following the completion of participation in the program.

3. How does the Local Area WDB ensure the Individual Service Strategy (ISS) identifies appropriate services based on the objective assessment and is linked to youth performance indicators, career pathways, and program elements? [WIOA Section 129(c)(1)(B)] How does the provider ensure the ISS is unique to the individual?

The ISS will be used as the basic instrument for the service provider to document the appropriateness of the decisions made concerning the combination of services for the participant, including referrals to other programs for specified activities. The WIOA youth service providers are required to develop an ISS for each eligible youth that meets the WIOA requirements. The ISS contains the results of the objective assessment required for all youth, including any results related to basic skills, work readiness skills, career pathways goals, occupational skills, performance indicators, and must clearly describe assessment results and planned program elements services. Each skill attainment goal must be clearly articulated and recorded on the ISS in NCWorks online. The ISS will contain education and employment goals (including, in appropriate circumstances, non-traditional employment), associated achievement objectives, including competency levels to be attained by participants as a result of program participation. All supportive services provided will also be included in the ISS. Training provided by the service provider should be in accordance with the ISS. Modifications to the ISS may be implemented if major changes occur that impact the youth's ability to achieve the stated goals.

4. Describe the Local Area WDB's strategy to ensure Youth (NextGen) Program activities lead to a high school diploma or its equivalent or a recognized post-secondary credential and post-secondary education and training opportunities. [WIOA Section 129(c)(1)(C)]

Youth service provider staff have received training on the Certified Career Pathways that have been certified for the region. During assessment process, and during the ISSP development, this information along with obtaining career and educational are used to develop ISSPs which are required to be regularly updated. During the ISSP development is when a plan is developed to whether or not training (classroom or work-based) will be utilized with the ultimate goal to be unsubsidized employment or post-secondary education.

5. Describe how follow-up services will be provided for (NextGen) youth.

Follow-up services are critical services provided following a youth's exit from the program. The goal of follow-up services is to help ensure that youth are successful in employment and/or postsecondary education and training. All youth participants will receive appropriate follow-up services for at least twelve months after program participation. As a part of the WIOA NextGen Youth program, it is specified that WIOA service providers will ensure that comprehensive career guidance and follow-up services will be integrated into the overall youth program design. Youth service providers will be responsible for conducting appropriate follow-up services for all youth to ensure continued success. Follow-up services may include regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise. Monthly contact is maintained throughout the twelve months following WIOA Youth case closure, either over the phone, via electronic communication, or face-to-face visits with WIOA Youth participants. Case managers gain valuable updates about participants' progress and motivate them to continue to hone their skills, focus on credential attainment, advance on their job and. Data is entered as the follow-up counseling or activity occurs during that quarter, paying particular attention to placements, credentials, retention in employment or education, or earnings. Human Resources Development (HRD) and NCWorks Career Center workshops are offered to participants in follow-up as a way to promote job retention and advancement and the value of continued education and training. Case managers also work with training providers, employers, parents, and other advocates or counselors to provide the necessary tools for participants to be successful. During the follow-up period, case managers continue to offer leadership development activities, mentoring, career guidance, or supportive services and connect young adults to other community services, advocacy groups, or peer support groups. Young adults still have the same opportunities to participate in WIOA-sanctioned events, workshops, or group activities as they did when considered active WIOA Youth participants. Often, these participants in follow-up are asked to share their experiences or achievements with active participants during peer-centered activities as a way to engage and inform young populations. They are also encouraged to stay active in NCWorks Online and connect with the region's NCWorks Career Centers.

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

6. Where does the Local Area WDB plan to serve the young adults (NextGen): NCWorks Career Centers Tier 1, Tier 2, Specialized Centers, Services Provider Offices, or Hybrid situations? Explain if it is both NCWorks Career Centers and Provider Offices or some other option.

The Local Area will serve Youth Participants at the two Tier 1 NC Works Career Centers. Youth will also be served on the campuses of both Community Colleges (VGCC and PCC) in the region, as well as at a Tier 2 Career Center site in Warren County.

7. Attach the Local Area WDB Youth Service Provider's chart, effective July 1, 2022, using the PY 2022 [Youth Service Provider List](#) provided. Complete each column to include specifying where Youth Services are provided. Name the document: *PY 2022 Local Area WDB Name Youth Service Provider List*.
8. Provide the date and process for when the competitive procurement of the Youth Programs was completed, to include any contract extensions.

On September 24, 2019 Kerr-Tar WDB released a RFP for Bidders for WIOA Youth Services. The RFP contained the scope of services, guidelines and requirements, and scoring criteria. An information session was held at the COG office on October 1, 2019 for interested respondents with

a call-in option. Four proposals were received on October 11, 2019 by the 12:00 noon deadline. The proposals were reviewed by Board staff and an independent reviewer. The highest scoring RFPs were Educational Data Solutions, Inc. (EDSI), Piedmont Community College, Vance-Granville Community College (VGCC). At the December 3, 2019 WDB meeting, it was recommended and the Board approved going into contract with these entities for an initial year, with the option to renew if performance is satisfactory. On March 30, 2021 Piedmont Community College requested to discontinue their Youth Contract after the end of the 2020 Program Year. Board staff do not conduct any direct services, but only provide oversight, training, technical assistance, and invoice reviews for Youth Service Providers. At the June 15, 2020 WDB meeting, based on satisfactory performance, it was recommended and the Board approved extending Adult/Dislocated Worker Service contracts with EDSI for a second program year. At the June 1, 2021 WDB meeting, based on satisfactory performance, it was recommended and the Board approved extending WIOA Youth Services contracts with EDSI and VGCC for a third program year.

9. Provide the Local Area WDB's approach to meeting the required 75% minimum (NextGen) youth expenditures on out-of-school youth and include special outreach efforts and highlight planned program design. [WIOA Section 129(a)(4)(A)] (CPS 09-2021)

Staff of the WDB will determine when negotiating contract amounts and budgets with Youth service providers that the 75% and 25% rates are reflected in the budget. From the RFP analysis of proposals submitted the WDB Youth Lead has determined that proposed amounts meet these requirements.

10. How does the Local Area WDB ensure that the minimum of 20% of funds is spent on work experience and is the Local Area WDB expending the 20% minimum on work experience to include an estimate of expenditures that will be paid wages to youth? If the Local Area WDB has not been meeting the minimum of 20% of funds, please explain additional measures to be taken this year. [WIOA Section 129(c)(4)] (CPS 09-2021)

Staff of the WDB determine when negotiating contract amounts and budgets with Youth service providers that the 20% rates are reflected in the budget. Monthly when reimbursements are received, there is a formula built in the Monthly Financial Reimbursement Request spreadsheet that gives a current year-to-date percentage of of the allocation to the service providers that are being spent on work experience.

11. Does the Local Area WDB have a dedicated full-time Youth Business Services Representative (or similar title) at the Local Area WDB level or at the Provider level, and if so, state which level and how many?
NO

12. Does the Local Area WDB have a re-entry program for young adults? If yes, please briefly describe it.
NO

13. Describe how the Local Area WDB partners, aligns, and leverages, as appropriate with:

- a. Title II Adult Education and Family Literacy Act program resources and policies.

Title II and Title I WIOA make referrals between programs with out-of-school youth. Title II leads in attainment of a diploma and GED, and Human Resource Development partnering with

Title I to get Youth customer placement, additional training assistance (classroom or work-based) either when being served or after completion of Title II services.

- b. Title IV Vocational Rehabilitation program resources and policies.

With Title IV being an integral part of the NCWorks Career Center Service Delivery Product Box, Youth Service Providers through the assessment process deems whether or not to make a referral to Title IV for additional services for Youth clients. Title IV staff are on site at the Career Centers on a routinely scheduled basis.

- c. Integrates adult education with occupational education and training and workforce preparation, as Local Area WDB's and the creation of career pathways for youth. [USDOL TEGL 8-15]

Youth service provider staff have received training on the Certified Career Pathways that have been certified for the region. During assessment process, and during the ISSP development, this information along with obtaining career and educational are used to develop ISSPs which are required to be regularly updated. During the ISSP development is when a plan is developed to whether or not training (classroom or work-based) will be utilized with the ultimate goal to be unsubsidized employment or post-secondary education.

14. Specify if the Local Area WDB plans to offer incentives for (NextGen) youth.

If yes, attach the Youth Incentive Policy to include:

- a. criteria to be used to award incentives;
- b. type(s) of incentive awards to be made available;
- c. whether WIOA funds will be used; and
- d. the Local Area WDB's internal controls to safeguard cash/gift cards.

Name document: *Local Area WDB Name Youth Incentive Policy*.

(Policy Attached)

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

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

16. Describe the local strategy to prepare the youth (NextGen) for unsubsidized employment, including with small employers, specifically those that include in-demand industry sectors and occupations of the local and/or regional labor markets. [WIOA Section 129(c)(1)(C)(v)]

The Local Area works with the Career Center Talent Employment Solutions NC Works Career Center Team to help identify immediate work-based learning opportunities for Youth customers who are deemed to be work-ready and may need Work Experience opportunities; as well as to coordinate placement opportunities to include On-The-Job Training opportunities. Community college Youth service providers tend to make referrals to the Career centers or to identify work experience opportunities to Youth to supplement classroom training either in process or that has been completed.

17. Please complete the [Youth Program Elements chart](#) provided to demonstrate how the Local Area WDB ensures each of the 14 youth program elements is made available to youth participants. Be certain to complete both columns to demonstrate partnerships and potential use of shared funding. [WIOA Section 129(c)(2)(A)] Name document: *Local Area WDB Name Youth Program Elements Chart*

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

NO

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

In Planning, the Youth Coordinator assists the Workforce Development Director in the development of Comprehensive State Plan and subsequent annual updates for policies and services to be provided. The Youth Coordinator attends all statewide YouthLeads and NCWorks Superuser meetings to assure that the Local Area remains current on system updates, changes, challenges, and best practices for Youth Programs throughout the State. For technical assistance to the contractors, the Youth Coordinator conducts monthly NCWorks OnLine system reviews both randomly and during the times of invoice receipts to assure compliance with eligibility determination and reporting requirements. Training is provided for Youth Contractors at least quarterly, and any information that is pertinent for Youth Operators are conveyed either via Policy Statement (Local Area) or presented via email or at Career Center weekly On-Staff Meetings. The Youth Coordinator is also a part of the NC Works Career Center Leadership Team in order to assure that Youth Services are in alignment with the local NCWorks Career Center. The employee conducts an Annual Comprehensive monitoring review to assure that all policies, MIS changes, records are in place. In the event of the need of a corrective action, the Youth Coordinator works with the Service Provider in the correction of files, systems, and policies.

- b. 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 2022.
 - 1.
 - 2.
 - 3.
 - c) 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 Local Area WDB member.) Name document: Local Area WDB Name Youth Committee Members. [WIOA Section 107(b)(4)(A)(ii)] and,
- c. Complete the following chart for the PY 2022 Youth Committee’s planned meeting schedule to include dates, time, and location. *[Expand form as needed.]*

Date	Time	Location (include address and room #)

X. Local Area WDB Innovations

1. List additional funding received by the Local Area WDB to include special grants (Finish Line, Youth Initiative), NC Job Ready Workforce Investment Grants, National Dislocated Worker Grants (NDWG) (disaster), YouthBuild, Foundations, NCWorks Commission, and outside funding to include a brief description of the source and the amount.

Grant Name/Kind	Brief Description	Beginning and End date	Source and Amount	Partner Organization (if applicable)
NDWG Covid	To assist job seekers affected by the pandemic obtain employment or obtain skills that will lead to employment in the future	6/11/20-3/31/23	\$200,000	N/A

2. Describe one of the Local Area WDB’s best or promising Adult/Dislocated Worker program practices that has yielded positive results. Provide any evidence that you have collected or plan to collect to suggest this practice is effective.

A best practice for our area has been to ensure suitability for training by requiring pre-assessments are completed and discuss with participants prior to enrollment. This gives the Talant Employment Solutions Team a more comprehensive list of the participant’s skills and abilities. The pre-assesment information also gives the Career Center team some insight as to how successful the customer will be at completing their goals. Another best practice that is part of this customer service process is the integrated weekly team meetings where the Career Center is updated on success stories, in-progress activities and job seeker as well as business customers in need of services.

3. Describe one of the Local Area WDB’s best or promising youth program practices that has yielded positive results. Provide any evidence that you have collected or plan to collect to suggest this practice is effective.

Kerr-Tar WDB Youth Program Coordinator and the Youth contractors participate in a monthly meeting/training entitled Youth Elements. This meeting/training support building and strengthens the contract program managers and case managers competencies in WIOA regulations, local and state policies and procedures that enhance workforce development services to youth participants and ensure providers are competent about their requirements and responsibilities. Youth Elements also focus on youth eligibility criteria, performance measures, and procedures. The monthly interactions also help develop a stronger understanding of how to recruit and serve OSY, especially practices related to serving youth with barriers.

Kerr-Tar has also implemented OJT for Out-of-School Youth through Career Center services. The Youth Contractor makes referrals to the Talent Employment Solutions Team Members for job ready youth. This is a service that had not been previously offered in the Kerr-Tar Career Centers.

4. Describe one of the Local Area WDB's best or promising regional strategy that has yielded positive results. Provide any evidence that you have collected or plan to collect to suggest this practice is effective.

A regional best practice has been the implementation of Regional Virtual Job Fairs in coordination with the Capital Area and Durham Workforce Boards. By coordinating our efforts and combining communication channels we have been able to give our local area job seekers and employers exponentially more access to opportunities using a platform that is easily accessible. This practice has also helped improve relationships that have benefited in-person job fairs in our LA due to the collaboration and awareness.

5. Describe one of the Local Area WDB's innovative business services strategies. Provide any evidence that you have collected or plan to collect to suggest this practice is effective.

An innovative business services strategy that we have put into effect is connecting with all of the non-profit and government agencies in the area. This also includes expanding our partner list with whom we share weekly updates. Connecting with these partners lead to our services reaching more people and also lead to opportunities for us serve their customers/clients. These partners also provided referrals and opportunities for Work-Based Learning programs.

6. Describe one of the Local Area WDB's best or promising virtual services strategies that has yielded positive results. Provide any evidence that you have collected or plan to collect to suggest this practice is effective.

We host weekly "Talent Connect" sessions on the Talent Space virtual platform. This has provided us with the opportunity to assist job-seekers with soft skills, resume writing, interviewing skills, etc. We have seen the greatest response from in school youth participating in these sessions, in preparation for an upcoming job fair.

7. Describe how the Local Area WDB's inform other Local Area WDB's of best or promising regional workforce practices.

Our LA has been able to share our success with other areas by using a monthly collaborative virtual meeting with Capital Area and Durham WDB's where we are able to discuss events and strategies. Also we utilize the Director's Council Meeting to share as well as learn from other areas.

8. Describe one of the Local Area WDB's business engagement practices that demonstrated employers taking charge and driving the agenda.

The Board's Business Services Manager works with Economic Development to assure that businesses are fully aware of our services available. One engagement practice that is demonstrated often is communicating the option of reverse referrals and also making sure they know if we have a candidate that fits, they can decide if they want to hire them.

XI. Program Year 2022 Local Area WDB Plan Required Policy Attachments

1. The following policies are *required* to be attached as separate documents in WISE as part of the PY 2022 Local Area Plan. The Local Area Plan is not complete without these documents. Name each document: Local Area WDB Name, Policy Name.

- In the first column, state if the policy is attached or why it is missing and when it can be expected. If two of the policies have been combined, please make a notation.
- In the second column mark “Yes” *only* if the policy has been changed/revised since PY 2021 and requires a review for PY 2022 and has not been previously submitted to the DWS.
- Do not add an empty document in WISE as a “placeholder”.

Required Local Area WDB Policies	Attached (Yes/No). If no, why?	Revised for PY 2022 (Yes/No) and needs review
1. Adult/Dislocated Worker Experience Policy	Yes	No
2. Competitive Procurement Policy	Yes	No
3. Conflict of Interest Policy	Yes	No
4. Nondiscrimination/Equal Opportunity Standards and Complaint Procedures	Yes	No
5. Financial Management Policy for Workforce Innovation and Opportunity Act Title I	Yes	No
6. Individualized Training Account Policy	Yes	No
7. On-the-Job Training Policy	Yes	No
8. Oversight Monitoring Policy, Tool and Schedule	Yes	No
9. Priority of Service Policy	Yes	No
10. Youth Work Experience Policy	Yes	No
11. Supportive Services Policy	Yes	No
12. Sampling Policy/Self-Attestation Procedures & Monitoring Schedule	Yes	No

2. Designate whether the following local *Optional Policy* is included and used at the Local Area WDB and is included in the Local Area Plan or write “N/A” implying “Not Applicable”, if the Local Area WDB does not have this policy and; therefore, does not use these services.

- In the second column mark “Yes” **only** if the policy has been changed/revised since PY 2021 and requires a review for PY 2022 and has not been previously submitted to the DWS.
- Do not add a blank document in WISE as a “placeholder”.

If “Yes”, load the policy as a separate document. Name documents: Local Area WDB Name, Policy Name. [Example: IWT Policy – Yes. Attached as *Board Name IWT Policy*.]

Optional Local Area WDB Policies	Yes- the Local Area WDB has a policy or N/A (Not Applicable)	Revised for PY 2022 (Add Yes or N/A for this column)
1. Local Area WDB Guidance for Local Incumbent Worker Grants	Yes	No
2. Local Area WDB Needs-Related Policy	No	N/A
3. Local Area WDB Transitional Jobs Policy	No	N/A
4. Local Area WDB Youth Incentive Policy	Yes	No
5. Local Area WDB Guidance for Finish Line Grant	Yes	No

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	\$3,000 per year, with the exception of Associate Degree in Nursing and Truck Driver training which is \$4,000.
Time Limits	2 years
Degree or Certificates allowed (Associate, Bachelor’s, other)	Short-Term Training, Certificates, Associates, Bachelor
Procedures for determining case-by-case exceptions for training that may be allowed	Written request to the Workforce Development Board Director

Individual Training Accounts (ITA) Summary	
Period for which ITAs are issued (semester, school year, short-term, etc.)	Short-term and semester
Supportive Services covered by ITA (provide examples such as uniforms, tools, physical exams, etc.)	Uniforms, testing fees, transportation reimbursement for training and employment activities.
Other	

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

Transportation	Childcare	Supplies <i>(include examples)</i>	Emergency <i>(include examples)</i>	Other <i>(include examples)</i>
Reimbursement not to exceed the IRS transportation rate.	N/A	Uniforms Tools	One time (annual) emergency assistance of \$750.00, such as car repairs, and matters to avoid from completion of courses.	

Note: The Local Area WDB must adequately safeguard all forms of supportive services payments (i.e., gas cards, cash, gift cards, etc.) and assure that they are used solely for authorized purposes. The Supportive Services Policy must include the Local Area WDB’s internal controls to safeguard supportive services. The internal controls must address issuance, storage, and reconciliation of supportive services throughout the area.