



REGION Q

WORKFORCE DEVELOPMENT BOARD

**Local and Regional
Workforce Development Area Plan**

Workforce Innovation and Opportunity Act

Title I

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

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

Workforce Development Board Overview

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

1. Provide the Local Area's official (legal) name as it appears on the local Consortium Agreement established to administer the Workforce Innovation and Opportunity Act (WIOA) or, if not a Consortium, in the formal request for Local Area designation. If the Local Area is a Consortium, attach a copy of the current Consortium Agreement. Name document: Local Area Name Consortium Agreement.

Region Q Workforce Investment Consortium

See attached: Region Q Consortium Agreement

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

Jennie C. Bowen
Workforce Development Director
Mid-East Commission
1502 N. Market Street, Suite A
Washington, NC 27889
(252) 974-1815
jbowen@mideastcom.org

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

Mark W. Owens, Jr
Pitt County Commissioners
1717 W. 5th Street
Greenville, NC 27834
(252) 902-2950
c/o scott.elliott@pittcountync.gov

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

Scott Elliott, County Manager
1717 W. 5th Street
Greenville, NC 27834

(252) 902-2950
scott.elliott@pittcountync.gov

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

Bryant Buck, Executive Director
Mid-East Commission
1502 N. Market Street, Suite A
Washington, NC 27889
(252) 946-8043

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

Bryant Buck, Executive Director
Mid-East Commission
1502 N. Market Street, Suite A
Washington, NC 27889
(252) 946-8043

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

See attached: Mid-East Commission Organizational Chart

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

DUNS Number: 173851528
Assurances are given that the SAM status is current and up to date.

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

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

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

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

See attached: Region Q WDB List

Note: The current WDB Chairman is Quinton Turman. At their May 9, 2018 meeting, the Board will elect their new Chairman for PY 2018. Each County Clerk will be contacted in early May concerning private sector board appointments for expiring seats. The appointments should occur during the June or July County Commissioner meetings. In addition, a Consortium meeting is scheduled in June to (re)appoint the other representatives to the Board for PY 18. An updated list will be provided once all appointments are complete for PY 18.

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

See attached: Region Q WDB By-Laws

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

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

Public Comment - The Workforce Development Board shall make copies of the proposed Local Plan available to the public through electronic and other means, such as public hearings and local news media; allow for public comment not later than the end of the 30 day period beginning on

the date the proposed plan is made available; and, include with submission of the Local Plan any comments that represent disagreement with the Plan. [WIOA Section 108(d)]

Region Q WDB will make copies of the proposed Local plan available to the public for review and comment beginning May 1, 2018 for a period of 30 days, ending June 1, 2018. A link to the proposed Local Plan will be placed on the Region Q WDB website (www.regionqwdb.org) and the Mid-East Commission website (www.mideastcom.org). The plan will also be submitted electronically to all Region Q Consortium members and each WDB member. A printed copy of the Plan will also be available at the front desk of each NCWorks Career Center for public review and comment. At the close of the public comment period, a list of all comments will be compiled and submitted to the Division Planner.

For Board meetings, the schedule of all WDB meetings is provided at the first meeting of the PY and the list of meeting dates is published on the website, www.regionqwdb.org. A meeting notice and agenda is sent to everyone on the “Interested Parties” list via e-mail and posted on the website, www.regionqwdb.org, approximately one week prior to each meeting. For any special called meetings, a notice is posted on the Region Q WDB website, www.regionqwdb.org, and notice is distributed via e-mail to those who request placement on the “Interested Parties” list.

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

Region Q WDB will make copies of the proposed Local plan available to the public for review and comment beginning May 1, 2018 for a period of 30 days, ending June 1, 2018. A link to the proposed Local Plan will be placed on the Region Q WDB website (www.regionqwdb.org) and the Mid-East Commission website (www.mideastcom.org). The plan will also be submitted electronically to all Region Q Consortium members and each WDB member. A printed copy of the Plan will also be available at the front desk of each NCWorks Career Center for public review and comment. At the close of the public comment period, a list of all comments will be compiled and submitted to the Division Planner.

13. Attach a copy of the Local Workforce Development Board’s organizational chart with an ‘effective as of date.’ Include position titles. Name document: Local WDB Name Organizational Chart.

See attachment: Region Q Organizational Chart

14. Complete the following chart for the PY18 Local Workforce Development Board’s planned meeting schedule to include time, dates and location. *[Expand form as needed.]*

Date	Time	Location (include address and room #)
September 12, 2018	3:00 p.m.	NCTeleCenter
November 14, 2018	3:00 p.m.	405 E. Blvd,
January 9, 2019	3:00 p.m.	Williamston, NC
March 13, 2019	3:00 p.m.	in the Large Training
May 8, 2019	3:00 p.m.	Room

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

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

See attachment: Region Q Debarment Form

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

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

NOTE: The Signatory page will be uploaded and the original forwarded to the Planner after the WDB votes to approve the plan at their May 9, 2018 meeting.

NCWorks Career Centers

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

NOTE: The Career Center Chart for PY 2018 will be provided after the May 9, 2018 WDB meeting.

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

The Region Q WDB released a RFP for competitive procurement of One-Stop Operator(s) on March 19, 2018 due April 23, 2018. Awards are scheduled to be made at the May 9, 2018 WDB meeting. The contract will be awarded for a two year period, with the option to extend a third and fourth year with satisfactory performance.

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

Each Career Center in Region Q has an established working relationship with their local Department of Social Services (DSS) and the WorkFirst program. DSS staff attend the monthly partnership meetings in the Center and work with Center staff to create holistic service strategies for shared customers including information, program eligibility, resource connections and on-site presence of staff.

For example, in Pitt County, DSS is present in the Center twice a week to meet with customers and assist them with job search and other related services offered by both agencies. Staff also attend our NCWorks Committee and WDB meetings.

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

All Career Centers are expected to operate outside of regular business hours as needed for the purposes of serving customers. This could include individual or group meetings with job seekers or businesses, hiring events, workshops/training events, open houses, or community meetings that relate to the services provided by the Center or its partners and occurs on an as-needed basis.

WIOA Title I Programs

Adult and Dislocated Worker Services

1. Provide the date and process for the competitive procurement of the Adult and Dislocated Worker Programs that ensures an arm's-length relationship between the Workforce Development Board and service delivery. Identify any service provider contract extensions.

Note: While Final Regulations Section 679.410 (b) and (c) provide exceptions to the

competitive procurement process, WDBs *must* have an arm's-length relationship to the delivery of services.

At the March 14, 2018 WDB meeting, the Board reviewed the programmatic and fiscal performance for each contractor. Based on the WDB approved WDB's WIOA Program Demonstrated Performance Criteria (Last revised 2/1/18) and the failed procurement in four (4) counties for PY17, the WDB voted to place all Adult/DW programs out for competitive bid. Requests for Proposal (RFPs) were released on March 19, 2018 with written notification sent by mail and e-mail to all parties on the bidder's list, notice was placed in all local newspapers and posted on the Region Q website www.regionqwdb.org. Proposals were due on April 23, 2018. The RFP Review Committee, consisting of 5 members of the WDB, will meet to review the proposals and establish their recommendations for program operators for PY18. At the May 9, 2018, the NCWorks Committee and WDB will hear the RFP Review Committee's recommendations for PY18 and the WDB will vote to select the service provider(s) for PY18 & 19. New two-year contracts will be effective July 1, 2018.

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

NOTE: The Adult and DW Provider for PY 2018 will be provided after the May 9, 2018 WDB meeting.

3. Describe how and when eligible training providers are reviewed at the local level and how customers are informed they have choices in choosing their providers. Define what "significant number of competent providers" means in the local area. Include whether the local Workforce Development Board uses more strict performance measures to evaluate eligible training providers. Attach if a separate policy. Name document: Local Area Name Eligible Training Providers. [Division Policy Statement 21-2015]

Region Q's goal is to offer a wide variety of training programs and occupational choices that are in demand and align with our established career pathways. Current, along with any additional providers, are evaluated based on demonstrated performance regarding credentialing/licensure rates and employment rates along with the capacity to provide comprehensive training at a reasonable cost. The Performance & Accountability Manager, along with the Director and Business Services Manager review all new providers or programs for relevance to the local labor market prior to approval. Providers are reviewed every two years on program outcomes including overall program completion rate, WIOA completion rate, and training completers and noncompleters that enter employment. This list of programs by provider is shared with and approved by the WDB.

A full list of eligible providers and programs is available in each Center and NCWorks Online. The list is reviewed with any customer who expresses a need and/or interest in training. Region Q most often utilizes the local community college and university system, along with private providers for classroom training. Local area staff will continue to ensure a significant number of competent providers are available to maximize customer choice.

The board defines “significant number of competent providers” in the local area based upon the following types of training providers that are located within the local area who are subject to the ETPL requirements in order to receive WIOA Title I Adult and Dislocated Worker funds to provide training services to eligible adult and dislocated worker individuals through ITAs:

- 1. institutions of higher education that provide a program of training that leads to a recognized postsecondary credential;**
- 2. apprenticeship programs registered by the USDOL Office of Registered Apprenticeship;**
- 3. public or private training providers, including joint labor-management organizations, pre-apprenticeship programs, and occupational/technical training; and**
- 4. providers of adult education and literacy activities provided in combination with occupational skills training.**

Based upon this criteria, the local area has determined that a significant number of competent providers are available within the local area (and adjoining local areas) to deliver WIOA funded training services to eligible Adults, Dislocated Workers and Youth.

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

Consistent program oversight is a primary duty of the Region Q Performance and Accountability Manager, along with the Compliance Manager and WDB Director. The ability to interpret indicators to monitor the progress of the WIOA programs based on performance criteria and attainment of set goals is indicative of the regions past and future performance goals. Monthly desk monitoring is performed on program performance and contractor monthly reimbursement forms including line item budget tracking of training expenditure to ensure the appropriate percentage of expenditures. Budgets were set for PY16 with appropriate funding in the training line items to meet or exceed the planned minimums. This practice will continue in PY18 and beyond.

Technical assistance on a one-on-one basis in support of attainment of performance measures is also provided in areas such as: data entry and accurate recording of services, improvement in assessment and suitability screening, timely follow up,

assistance with overcoming barriers, maintaining contact, career counseling, reporting of all supplemental data in NCWorks, increased coordination of services with other entities, and employability skills training.

In addition, WDB staff provide quarterly trainings for Adult & DW contract staff, Center Managers are provided performance reports, and all Center staff will receive additional training on the performance measures and the impact each staff and customers has on attaining overall performance. The Region is focused on providing staff the training and tools required to provide excellent customer service and continuous engagement with each and every customer until the time of employment and after to ensure retention.

It is with a keen eye on the details and business instincts that the Workforce Development Board will ensure that all federal and state performance outcomes will be met.

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

The Region Q WDB set aside \$60,000 in Adult program funding for PY17 to address the skill gaps of existing incumbent workers. The training will be utilized to increase the knowledge, skills or wages for the employee and increase the stability and competitiveness of the employer. Preference will be given to training that results in or provides a significant step towards achieving an industry-recognized certification/credential.

It is anticipated that the amount set aside will remain the same for PY18, but may increase based on funding and identified needs.

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

On-the-Job Training	Local Incumbent Worker Training	Internships	Job Shadowing	Paid/Unpaid Work Experience	Specify Others:
X	X		X (proposed policy being developed for PY18)	X	

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

Region Q has two (2) full-time board staff providing Business Services. The Business Services Manager provides a multitude of intensive services to the businesses in all five counties of the region including ACT profiling, one-on-one consultations, incumbent worker training, development of collaborative recruitment plans, valuable labor market information, and connections with appropriate partners.

In addition, a new position, Business Engagement Coordinator, was created in PY17 to expand our reach and enhance engagement with businesses of all sizes across the region. The main focus of this position is to promote NCWorks Career Centers and its services to local businesses, along with the promotion and coordination of placements for work based learning.

Region Q also expects every NCWorks Career Center Manager and designated staff to engage with its local businesses.

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

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

Follow-up services will be provided, as appropriate, for participants in adult or dislocated worker activities who are placed in unsubsidized employment for a minimum of 12 months after the first day of employment. NCWorks Career Center staff will provide counseling regarding the workplace and labor exchange services, including job search and placement assistance along with other Career Services as appropriate. Follow-up is provided in a variety of methods including by phone, text, e-mail or in person.

Youth Services

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

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

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

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

The purpose of the Youth Committee is to develop portions of the local plan related to youth with co-design by youth and business leaders; recommendation of providers of youth activities in the area with input from youth; oversight of eligible providers of youth activities; establishment of linkages with educational agencies and other youth entities and leverage of non-WIOA resources; implementation of youth friendly and one time service interventions; establishment of rapid attachment to work for out of school youth with focus on retention and advancement to higher level jobs; focus on continuous improvement. This Committee will also coordinate with other school-to-work programs such as Career Pathways and apprenticeship, and develop strategies to impact the success of these programs and participate in coordinated analysis of efforts to comprehensively serve youth.

- b) Attach the list of members to include members’ agency/organization, one of which must be a community-based organization with a demonstrated record of success in serving eligible youth. Provide the Committee’s Chair information in the first block (who must be a Workforce Development Board member.) Name document: Local Area Name Youth Committee Members.
[WIOA Section 107(b)(4)(A)(ii)]

See attachment: Region Q Youth Committee Members

NOTE: The Youth Committee Chair and committee members will be appointed by the incoming PY WDB Chair. An updated list will be provided once appointments are complete.

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

Date	Time	Location (include address and room #)
September 12, 2018	11:30 a.m.	NCTeleCenter 405 E. Blvd, Williamston, NC in the Large Training Room
November 14, 2018	11:30 a.m.	
January 9, 2019	11:30 a.m.	
March 13, 2019	11:30 a.m.	
May 8, 2019	11:30 a.m.	

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

At the March 14, 2018 WDB meeting, the Board reviewed the programmatic and fiscal performance for each contractor. Based on the WDB approved WDB's WIOA Program Demonstrated Performance Criteria (Last revised 2/1/18) and the failed procurement in one (1) county for PY17, the WDB voted to place all Youth programs out for competitive bid. Requests for Proposal (RFPs) were released on March 19, 2018 with written notification sent by mail and e-mail to all parties on the bidder's list, notice was placed in all local newspapers and posted on the Region Q website www.regionqwdb.org. Proposals were due on April 23, 2018. The RFP Review Committee, consisting of 5 members of the WDB, will meet to review the proposals and establish their recommendations for program operators for PY18. At the May 9, 2018, the Youth/NEXTGEN Committee and WDB will hear the RFP Review Committee's recommendations for PY18 and the WDB will vote to select the service provider(s) for PY18 & 19. New two-year contracts will be effective July 1, 2018.

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

NOTE: The Youth Providers for PY 2018 will be provided after the May 9, 2018 WDB meeting.

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

Consistent program oversight is a primary duty of the Region Q Performance and Accountability Manager, along with the Compliance Manager and WDB Director. The ability to interpret indicators to monitor the progress of the WIOA programs based on performance criteria and attainment of set goals is indicative of the regions past and future performance goals. Monthly desk monitoring is performed on program performance and contractor monthly reimbursement forms including line item budget tracking of work based learning expenditures to ensure the appropriate percentage of expenditures. Budgets were set for PY16 with appropriate funding in the Out Of School portion of the program and work based learning line items to meet or exceed the planned minimums. This practice will continue in PY18 and beyond.

Technical assistance on a one-on-one basis in support of attainment of performance measures is also provided in areas such as: data entry and accurate recording of services, improvement in assessment and suitability screening, timely follow up,

assistance with overcoming barriers, maintaining contact, career counseling, reporting of all supplemental data in NCWorks, increased coordination of services with the schools (K12 and Community College) and other community agencies, remediation and employability skills training. Activities will be provided to help prepare youth for postsecondary education with promotion of short-term occupational skills training where youth can attain approved credentials and certifications in less than six months.

In addition, WDB staff provide quarterly trainings for Youth contract staff, performance reports are provided, and staff will receive additional training on the performance measures and the impact each staff and participant has on attaining overall performance. The Region is focused on providing staff the training and tools required to provide excellent service and ensure that all federal and state performance outcomes will be met.

To assist youth in obtaining employment, youth will be directed to career pathways, occupations that are in demand and work experience worksites that are likely to hire youth in unsubsidized employment after the completion of work experience. To retain employment, follow-up services will be provided for a year after exit. Participants will be contacted and monitored for employment retention through the second and fourth quarter after exit. Counseling, career advancement and job keeping skills instruction will continue while the participant is in follow-up. Youth that lose employment will receive job referrals and other appropriate follow-up services as assessed.

5. Specify if the Local Workforce Development Board plans to offer incentives for youth. If yes, attach the Youth Incentive Policy to include: a) criteria to be used to award incentives; b) type(s) of incentive awards to be made available; c) whether WIOA funds will be used and d) whether the Local Workforce Development Board has internal controls to safeguard cash/gift cards. Name document: *Local Area Name Youth Incentive Policy*.

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

Incentives will be provided as a means to recognize and reward a youth's success. WIOA Youth funds may be used to provide incentives for recognition and achievement to eligible youth. Incentives payments are made by check and no cash/gift cards are utilized for incentive payments.

See Attachment: Region Q Youth Incentive Policy

Local Innovations

1. List additional funding received by the local Workforce Development Board to include special grants, National Dislocated Worker Grants, YouthBuild, outside funding and others to include a brief description of the source and the amount.

Fund Source	Title	Amount
3130-7016	NEG- Sector Partnership- Contract Career Pathways Facilitator	\$ 6,083*
3130-7030	NEG- Sector Partnership- Career Pathways Planning- Business Support Services	\$ 8,461*
3130-7051	NEG- Sector Partnership- CP Facilitator	\$ 77,137
3110-7033	NEG- Hurricane Matthew- Adm	\$ 61,989*
3130-7033	NEG- Hurricane Matthew	\$ 384,035*
4050- 8024	Cost Sharing- DWS Brochures	\$ 4,504
4050- 8029	Infrastructure Costs	\$ 3,333
4050- 8030	Region Q Program Outreach Costs	\$ 2,574
4050-8031	Business Services Funds	\$ 25,000
4050-8034	Certified Turnaround Professional	\$ 25,000

* indicates balance remaining as of 6/30/17

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

The staff of our Adult & Dislocated Worker programs during PY17 have focused on outreach to potential participants and community partners. Outreach Expos and door-to-door outreach has occurred to reach previously “untapped” areas. As part of the outreach plan, partnerships have expanded to include community agencies, local government and other interested parties to foster community awareness of the NCWorks Career Centers and its resources.

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

In Pitt County, the Youth/NEXTGEN program has partnered with the City of Greenville to launch a summer work experience component to target youth who live within the City and County limits to spend the summer working in the different departments of the City. Placements occur in a variety of fields, based on the youth’s career goal, and provide true hands-on learning not only of the job, but also in serving their community.

The unique part of the program is the funding strategy. 25 Youth have been placed with the City of Greenville the last two summers, with 20 of the Youth (city residents) being paid by the City and 5 of the Youth (county residents) being paid from WIOA Title I Youth funds.

In an effort to expand this initiative to other municipalities, several meetings have been held across our five county region to promote the success of this model. Several smaller towns and one county have expressed interest in starting a similar program for their communities in the near future.

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

The three Workforce Development Boards in the Northeast Prosperity Zone have worked together on several projects. A few key projects include:

- **NEPZ Workforce Professionals Day-** This is a one-day event with the Career Center staff from all three WDB's joining together for a day of professional development. It allows sharing of ideas across Centers and WDB's with presentations from conference level speakers on relevant topics. Since all Center staff cannot attend a conference, we bring the conference to them. After events in 2016 & 2017, we received rave reviews indicating staff felt re-energized and appreciated, which increases customer satisfaction for our internal and external customers.
- **Innovative Service Delivery Grant-** This grant has allowed each WDB an NCWorks Outreach Coordinator to help expand the knowledge of our Centers and services to our outlying areas. This includes visiting our local libraries, working one-on-one with customers and with library staff to promote NCWorks.gov and our Centers. We are also reaching out to the schools, training Career and Technical Education and other staff on NCWorks.gov and the services available in our Centers.
- **Career Pathways-** As part of our Career Pathways Initiative, the 3 WDB's in the Northeast have purchased Traitify, an online assessment tool to help an individual determine their best career path based on their personality. This tool is being shared with our Community Colleges, K-12 Schools, and other partners to provide career guidance to match individuals to a variety of career options. Staff are then using the results to provide valuable labor market information and connect individuals to available jobs and/or training options that aligns with their goals.

PY 2018 Local Area Plan Required Policy Attachments

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

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

Example: Competitive Procurement – Revised

1. Adult/ Dislocated Worker Work Experience Policy (PS 10-2017)
 2. Competitive Procurement Policy (PS 19-2017)- **REVISED**
 3. Conflict of Interest Policy (PS 18-2017)
 4. Equal Opportunity Procedures (PS 05-2015)
 5. Financial Management Policy for Workforce Innovation and Opportunity Act Title I (PS 20-2017)- **REVISED**
 6. Individualized Training Account Policy
 7. On-the-Job Training Policy (PS 04-2015)- **REVISED**
 8. Oversight Monitoring Policies and Tools
 9. Priority of Service Policy (PS 03-2017)
 10. Supportive Services Policies
 11. Youth Work Experience Policy (PS 10-2017)- **REVISED**
-
2. Designate whether or not you have the following Optional Policies. If yes, attach the policy as a separate document. Name documents: *Local Area Name, Policy Name*. [Example: IWT Policy – Yes. Attached as *Workforce Development Board, IWT Policy*.]
 1. Local Area Incumbent Worker Training Policy
 2. Local Area Needs-Related Policies **N/A**
 3. Local Area Transitional Jobs Policy **N/A**
 4. Local Area Youth Incentive Policy

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

Individual Training Accounts (ITA) Summary	
Dollar Amounts	No set limit
Time Limits	No set limit
Degree or Certificates allowed (Associate's, Bachelor's, other)	Certificate, Diploma, Associate or Bachelor Degree
Procedures for determining case-by-case exceptions for training that may be allowed	Request for exceptions are submitted in writing to the LA for consideration. Information reviewed includes cost of training, past performance (outcomes) of training provider, and local labor market information.
Period of time for which ITAs are issued (semester, school year, short term, etc.)	Semester
Supportive Services covered by ITA (uniforms, tools, physical exams, etc.)	Books & Fees
Other	

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

Transportation	Childcare	Supplies <i>(include examples)</i>	Emergency <i>(include examples)</i>	Other <i>(include examples)</i>
Travel Reimbursement @ \$ 0.34 per mile MAX \$102/week	Up to \$140/wk for first child and \$85/wk for second child	Includes pens, pencils, notebooks, calculators, etc.	As needed- case-by-case Rent Electric billy Car reparis	Licensing/Exam fees Required Uniforms Required Tools CRC test fees