



REGION Q

WORKFORCE DEVELOPMENT BOARD

**Local and Regional
Workforce Development Area Plan**

Workforce Innovation and Opportunity Act

Title I

**PY 2019 Plan Update
July 1, 2019 – June 30, 2020**

*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 that this section remain current during the Program Year. Updates should be submitted to the local Board's assigned Division Planner when changes occur, especially to contact names and addresses in the Overview Section.

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

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.

Name: Jennie C. Bowen	Title: Workforce Development Director
Organization: Mid-East Commission	Address: 1502 N. Market Street, Suite A Washington, NC 27889
Phone number: 252-974-1815	Email address: 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.

Name: Beth B. Ward	Elected Title: Chair
Government: c/o Pitt County Commissioners	Address: 1717 W. 5 th Street Greenville, NC 27834
Phone number: 252-902-2950	Email address: 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.

Name: Scott Elliott	Title: County Manager
Business Name: Pitt County Government	Address: 1717 W. 5 th Street Greenville, NC 27834
Phone number: 252-902-2950	Email address: scott.elliott@pittcountync.gov

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

Name: N. Bryant Buck	Title: Executive Director
Organization: Mid-East Commission	Address: 1502 N. Market Street, Suite A Washington, NC 27889
Phone number: 252-946-8043	Email address: bbuck@mideastcom.org

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

Name: N. Bryant Buck	Title: Executive Director
Organization: Mid-East Commission	Address: 1502 N. Market Street, Suite A Washington, NC 27889
Phone number: 252-946-8043	Email address: bbuck@mideastcom.org

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

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

9. Provide the name of the local Workforce Development Board's equal opportunity officer who shall be responsible for assuring that discrimination does not occur in its programs or projects. (PS 07-2018)

Lou Stout serves as the EO Officer for Region Q.

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

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

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

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

See attached: Region Q WDB List

Note: The current WDB Chair is Jenny Brown. At the May 8, 2019 meeting, the Board will elect their chair for PY2019. Each County Clerk will be contacted following this meeting concerning private sector appointments for expiring seats and attendance records will be provided. For those who have not met the attendance requirement, the commissioners will need to appoint a replacement. An updated list will be provided once all appointments are complete for PY 19, which is anticipated to be July.

The local Workforce Development Board must establish bylaws in accordance with applicable local procedures, state and federal laws to include WIOA Final Rules and Regulations 679.310(g). The Board shall submit bylaws that clearly demonstrate all WIOA and North Carolina required elements described in [Appendix A](#). Additional bylaws guidance and electronic meeting formats have been provided in [Appendix B](#) and [Appendix C](#).

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

Note: If changes are needed to meet the NC DWS Bylaws requirements, include an expected date of submission with Plan response.

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)]

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

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

Region Q utilizes its website www.regionqwdb.org to publish information regarding activities of the board, its Centers and partner entities, board membership, all meeting notices, agendas for each meeting, Requests for Proposals for program operations and One-Stop Operators, and the availability of minutes of formal meetings by request. The Local Area Plan is also posted to the website as well as distributed to the Centers for a 30 day public comment period each year. In addition, the board has an active blog, Facebook and Twitter account.

All Board meetings are open to the public. The schedule is published at the first meeting of the PY and the list of meeting dates are 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.

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

Region Q will make copies of the proposed Local Plan available to the public for review for comment beginning May 9, 2019 for a period of 30 days, ending June 9, 2019. 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 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.

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

See attachment: Region Q Organizational Chart

15. Complete the following chart for the PY19 Local Workforce Development Board’s planned meeting schedule to include time, dates and location. *[Expand form as needed.]*

Date	Time	Location
September 11, 2019	3:00 p.m.	NCTeleCenter
November 8, 2019		405 E. Blvd
January 8, 2020		Williamston, NC-
March 11, 2020		Large Training Rm
May 13, 2020		

Note: All local Workforce Development Board meetings will be held in accessible facilities. All materials and discussions should be available in an accessible format upon request.

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

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

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

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

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 8, 2019 meeting.

WIOA Title I Programs

NCWorks Career Centers

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

See attached: Region Q Career Centers

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 were made at the June 18, 2018 WDB meeting. The contract was awarded for a two year period, with the option to extend a third and fourth year with satisfactory performance.

3. What strategies have been used to better meet the needs of individuals with barriers to employment and increase access to services and programs of the one-stop delivery system, such as improving digital literacy skills; and leveraging resources and capacity within the local workforce development system?

In these times of low unemployment rates, many individuals have multiple barriers to employment. In order to better engage these individuals in our Center and increase access to services and programs, several strategies have been deployed region wide.

To address barriers to transportation and internet access, Region Q, along with Northeastern and Turning Point, utilized an Innovative Service Delivery Grant to establish partnerships with our local libraries across the region, as well as other community organizations. Several Centers are designated “drop off” points for their local transit authority.

To ensure our Centers are physically accessible, all Centers in Region Q have completed an ADA compliance review with our local VR engineer. All Centers meet ADA compliance or currently have repairs in progress.

To address digital literacy skills, our Centers are partnered with their local community college and/or literacy council to provide referrals to individuals

needing to enhance their computer skills. While Center staff are available to provide some assistance, often the individuals need more one-on-one assistance than staff can provide in the setting of the Center.

To address the barrier of former offenders, Centers have partnered with local re-entry councils or non-profits focused on re-entry efforts. In Bertie & Martin County, the Center is the lead agency of the Re-Entry Council. WOTC and federal bonding are also utilized as incentives for employers to provide that “second chance”.

4. How are training programs such as apprenticeship, on-the-job training, and other work-based learning opportunities leading to industry-recognized credentials aligned with employers’ needs, and marketed to support talent development?

Region Q’s focus on work based learning has been a priority for many years. In PY17, the board hired a Business Engagement Coordinator to focus solely on developing work based learning opportunities in our region. With state support in PY18 and anticipated support into PY19, this position continues with this mission in mind. On-the-job training and quality work experience placements for new and existing participants are continually developed. With the addition of a Regional Apprenticeship Coordinator for the Northeast (grant funded through Pitt Community College), apprenticeships are finally on the rise in the Northeast. In addition, Region Q is partnering with local community colleges and industry leaders to promote pre-apprenticeship and youth apprenticeship and examining ways to braid funding to support work based learning experiences.

RAMP East (Regional Advanced Manufacturing Pipeline) is a prime example in Region Q and Turning Point WDB areas to address the talent needs of new and expanding advanced manufacturing businesses in the 10 county region. One curriculum will be offered at all 8 community colleges with multiple industry recognized credentials included. We are investigating the potential to tie it to pre-apprenticeship, which would lead to a registered apprenticeship, along with combining it with on-the-job training for qualified applicants.

Labor market information and other intel, including constant feedback from local industry, are utilized to ensure the training provided, whether classroom, work based or a combination of the two, are meeting the demands of local business and industry. In addition to individual outreach, our Business Services Manager and Business Engagement Coordinator partner with local economic developers, local HR organizations, and other entities to ensure local employer needs are met.

Business Services

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

The priority of the Business Services Staff is to assist employers in a coordinated process to recruit, train, and retain a skilled workforce. This is accomplished by engaging employers in the use of the Workforce Development Board and NCWorks Career Center services, and referrals to appropriate partner agencies. These services include but are not limited to, offering recruitment events or assisting employers in recruitment activities, recommending training services for new hires and current employees such as on the job training, incumbent worker training and apprenticeship programs along with recommending trainers to deliver services associated with retaining a skilled workforce. Other services associated with employer engagement include encouraging employers to use NCWorks online to post job orders, and connecting employers with the appropriate NCWorks Career Center staff capable of providing the needed services. The goal of the Integrated Service Delivery System - Business Services is to offer seamless business services by providing the best-in-class customer service to our internal and external customers.

2. 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. The Business Services staff meet at least bi-monthly to collaborate on initiatives using resources from Region Q, TurningPoint, and Northeastern Region Workforce Boards. We have collaborated on On-the-Job Training, Incumbent Worker Training, Tools for Advanced Manufacturing Training, and Career Pathways.

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. NCWorks Center Managers and designated staff are also expected to provide services to businesses.

The delivery of Regional Business Services is a concept that is practiced on a regular basis with our adjoining workforce boards. Region Q Workforce Development Board, Turning Point Workforce Development Board, Eastern Carolina Workforce Board, and the Northeastern Workforce Development Board share a labor force that is accustomed to crossing county lines and traveling more than 45 minutes each

way to their place of employment. This requires cross collaboration to deliver such services as On-the-Job Training, Incumbent Worker Training, and mass recruitment efforts as demonstrated recently in the RAMP East Project. Employer demands do not stop at county lines, and the ability to work well together has proven to be a great asset to our boards for improving economic opportunity of the regions constituents.

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

Region Q Workforce Development Board helped organize Business and Industry Councils throughout the five-county region. This is where representatives from the Chambers of Commerce, Economic Development, Community Colleges, K-12/CTE and local employers come together once a month/quarter to address specific concerns of the county or region.

One such project in Beaufort County brought together five major employers to identify and train individuals by offering pre-hire classes in Advanced Manufacturing. This pipeline development training is part of a regional effort by employers and partner agency’s to connect with the needed talent to grow and expand their companies. Work-based learning comes as the “finisher” of this concept, with the promotion of those who complete this two week training to local businesses being transitioned into paid work experience, on-the-job training, or established pre-apprenticeship or apprenticeship training models.

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

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

5. Please complete the following chart.

Business Services Elements		Executed by Board staff (x)	Executed by Service Provider staff (x)	Executed by other (x)	Briefly explain
a.The Workforce Development Board uses initiatives designed to meet the needs of employers in the corresponding region. [WIOA Section 108 (b)(4)(B)]					
	Incumbent Worker Training Programs	x			This is a service delivered by the Business Services Staff.
	On-the-Job Training	x	x		This program is delivered by Business Services Staff and the Service Provider for the NCWorks Career Centers.
	Customized Training			x	This is delivered through the NCWorks Customized Industry Training Director at the local Community College.
	Work Opportunity Tax Credits		x	x	Delivered through the NCWorks Career Center Staff on an as needed basis.
	Business Edge Layoff Aversion	x		x	This services is a collaboration between Business Services Staff, Economic Development, and the Division of Workforce

Business Services Elements		Executed by Board staff (x)	Executed by Service Provider staff (x)	Executed by other (x)	Briefly explain
					Solutions Rapid Response Department.
	Sector Strategies	x	x	x	The service originates in the Business Services Department and coordinated at the behest of the Workforce Development Board Director. Other partners are added to the strategic sessions as needed.
	Career Pathways Initiatives	x	x	x	This is a collaboration between Workforce Development, K-12 Education, Community College, Employers, and other stakeholders as needed.
b. The Workforce Development Board coordinates and promotes entrepreneurial skills training and microenterprise services. [WIOA Section 108 (b)(5)]		x		x	The Mid-East Commission / Business Services Staff provides microenterprise services such as loans provided through the revolving loan fund to new and existing businesses that need funds to expand. Additionally, the Business Services Staff engages with the NC Rural Center to provide funding for small projects, and entrepreneurial training provided at the community college.
c. The Workforce Development Board enhances the use of apprenticeships to support the regional economy and individuals' career advancement		x		x	The development of apprenticeships is an ongoing focus for the Region Q Workforce Development Board and adjoining workforce boards. The engagement with a regional Apprenticeship Coordinator is part of the strategic plan where their guidance is needed to gather information and register an apprenticeship program with the NC

Business Services Elements		Executed by Board staff (x)	Executed by Service Provider staff (x)	Executed by other (x)	Briefly explain
					Apprenticeship Program.
d. The Workforce Development Board coordinates workforce investment activities carried out in the Local Area with statewide rapid response activities as described in WIOA section 134(a)(2)(A). [WIOA Section 108 (b)(8)].		x	x	x	The rapid response activities delivered to business in the area that are planning a reduction in the workforce or planning a closing is coordinated through the Region Q Workforce Development Board Staff, and shared with others as the plan requires to assist the dislocated workers find suitable employment or training.
e. The Workforce Development Board collaborates in the alignment of economic development efforts. [WIOA Section 108 (b)(4)(A)(iii)].		x		x	The Business Services Staff collaborates with county and regional economic development to provide regional intelligence when recruiting new business to the local area. The staff meets with the employers to develop a Collaborative Recruitment Plan that addresses the staffing needs of an employer.
f. The Workforce Development Board facilitates the engagement of businesses, including small business employers and in-demand sector occupations [WIOA Section 108 (b)(4)(A)(i)(ii)].		x			The Business Services Staff conducts an annual high-growth sector analysis to identify changes to the sectors that may need assistance to meet the demands of an emerging or failing sector. This is accomplished by using economic modeling software and other resources that use predictive modeling to plan for eminent changes.

Business Services Elements		Executed by Board staff (x)	Executed by Service Provider staff (x)	Executed by other (x)	Briefly explain
g. The Workforce Development Board provides an analysis of workforce in the region, including labor force employment and unemployment data, labor market trends, and educational and skill levels of workforce in the region, including individuals with barriers to employment [WIOA Section 108 (b)(1)(C)].		x			The Business Services Staff uses workforce analysis from several sources to inform the workforce board on trends related to the workforce, unemployment rates, emerging industry sectors, and skill sets needed on the job. Additional information related to the viability of short-term and long-term training opportunities is dependent upon accurate and up-to-date labor market information.
h. The Workforce Development Board collaborates with business and industry leaders to provide an analysis of the regional economic conditions to include existing and emerging in-demand industry sectors and occupations, and knowledge and skills needed to meet the employment needs of employers in those industry sectors and occupations [WIOA Section 108 (b)(1)(A)(i)(ii) and (B)].		x		x	The Business Services Staff collaborates with county and regional economic development to provide regional intelligence to new and existing businesses in the local area. Through the Business and Industry Councils, Career Pathways, RAMP East, and other groups, current and future employment needs and skill sets are identified and a plan is initiated to address the concerns.

Performance and Accountability

1. Examine the local Board's current Adult, Dislocated Worker, and Youth performance on the Federal Primary Indicators of Performance for PY 2018 and previous Program Years (reports available via FutureWorks).
 - a. What are the primary factors in the local area that impact performance levels (both positively and negatively)?

The primary factors that impact local performance include the unemployment rate, community college attendance rate, number of new and expanding businesses, number of layoffs, and barriers to employment.

With the local unemployment numbers being low, the candidate pool available for employment and training is lower and often have more barriers to overcome to be successful in training and at work. They are also much more likely to attend short term (up to 6 months) instead of longer term (2 yr) training programs which often equates to entry level, lower paying employment.

With new and expanding businesses, the opportunity for local employment increase, however the wages offered at entry are not always at or above the median wage required to meet performance. The recent losses of higher paying jobs in our local area have certainly impacted performance.

- b. What strategies are in place to maintain or improve performance?

Consistent program oversight is a primary duty of the Region Q Performance and Accountability Manager, along with the 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.

Reports are run in NCWorks and distributed to operators to monitor performance. The super user assists in recording/correcting data as applicable. Deficiencies and nonattainment of LA goals are addressed with the WDB and operator. Areas of performance are addressed and training is provided at quarterly training sessions. Progress on indicators is also monitored through FutureWorks.

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.

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.

- c. If the local Board is not on track to meet yearly performance indicator goals, please discuss what corrective actions/steps would be undertaken to address the concern.

Board staff meet at least monthly with the contractor's local management team. Performance is discussed and reports are shared. All parties are aware that all contracts are performance based, and appropriate action will be taken as needed for consistent poor performance.

WDB staff provide quarterly training for all contractor staff, Center Managers are provided performance reports, and all Center staff receive additional training on the performance measures and the impact each staff and customers has on attaining overall performance. Additional training sessions on specific topics are scheduled monthly by contractor staff, and WDB staff provide additional training as needed, in addition to one-on-one technical assistance and caseload reviews.

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.

- d. How is performance information shared throughout the hierarchy of staff? In particular, please detail how the Board addresses performance data in its relationship with its contractor and how case managers are using performance data to drive local area performance.

WDB staff provide performance information to Center Managers for distribution to all Center staff. Staff receive additional training on the performance measures and the impact each staff and customers has on attaining overall performance. Specific contractor performance data is shared with their local management team and directly with local career advisors.

Performance data and enrollment reports are updated and shared with each Committee, the Board, and contractor at least bi-monthly. This data is, in turn, shared with local Career Advisors to drive actions and corrections to increase the performance. An example would be credential rates. If a contractor is not currently meeting their credential rate, board staff work closely with the contractor to follow up and identify credentials received but not properly recorded.

2. In recent years, many Workforce Development Boards have seen decreasing population counts for the number of Dislocated Workers served. Please describe the strategies the Board has in place to ensure this population is sufficiently (proportionately) represented in the performance pool. Be sure to include whether the Board makes use of nontraditional Dislocated Worker definitions (such as any individuals who are long-term unemployed and can, therefore, be considered Dislocated Workers) in the response.

Region Q has had several major closings and layoffs in the past two years which should have increased our numbers of Dislocated Workers served significantly. However, even with the efforts of Rapid Response, due to the low unemployment numbers, tight labor market and the reduced number of weeks for unemployment benefits payments, many of the dislocated workers are not seeking our services, as they are quickly transitioning to other employment.

In an effort to seek additional dislocated workers, Region Q has expanded the definition of a dislocated worker to include the long term unemployed. With low unemployment rates and a lower than average labor participation rate, the number of discouraged workers is high, but the outreach to this population remains a struggle.

3. The Measurable Skill Gains measure is a real-time indicator denoting participants who are making demonstrable progress on a track toward Credential Attainment. Please describe how the Board makes use of the information the Measurable Skill Gains measure provides as a means of ensuring the Board reaches its Credential Attainment indicator goal.

Measurable Skills Gains helps to document incremental progress of individuals while in training. Successful completion of skill gains document satisfactory progress while enrolled in education, which helps lead to the completion of training and the attainment of credentials. Tracking progression through training and recognizing skill gains help our career advisors track progress and continually motivate participants toward the end goal of attainment and employment. Also, by tracking skill gains, other assistance needed to achieve successful completion is more easily identified (such as tutoring). By tracking measurable skill gains in real-time, credential attainment is more easily managed, additional services are offered when needed and we are able to better set our participants up to achieve their goals and meet our performance goals.

4. Please describe the process for monitoring service providers in the local area. Include details such as how it is conducted, who is involved, how often, et cetera.

Formal programmatic and fiscal monitoring occurs one each year, normally near the mid-point of the program year. Each monitoring is completed using an established monitoring tool and includes a review of program management, relevant documentation, internal monitoring, administrative systems, and established policies and procedures.

Programmatic monitoring includes a review of a sample of participants (new, active and exits) in NCWorks Online to review eligibility, required documents, correct reporting of activity codes and case notes. The results of this online review are shared with the career advisor and their immediate supervisor during an in person visit.

Fiscal monitoring includes a review of required bonding, insurance policies, participant benefits, budgets, monthly expenditure reports, fiscal correspondence, staff payroll and travel, indirect, program income, profit and asset/property management. A sample of expenditures is pulled from the general ledger to match with documentation in NCWorks to ensure policies and procedures are being followed.

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. The WDB voted to select the service provider(s) for PY18 & 19 at their June 18, 2018 meeting. The contract was awarded for a two year period, with the option to extend a third and fourth year with satisfactory performance.

2. Attach the Local Workforce Development Board’s Adult and Dislocated Worker (DW) service providers chart effective July 1, 2019 using the [Adult/Dislocated Worker Service Provider List](#) provided. Name document: *Local Area Name Adult and DW Providers 2019*.

See attached: Region Q Adult and DW Providers 2019

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

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

Region Q's program design includes seven major components:

Outreach and recruitment and orientation to identify potentially eligible youth and provide information on all services available;

Intake, eligibility determination and registration to determine eligibility of applicants recruited to the program, determine their suitability for program services, and collect and verify all necessary eligibility documents;

Objective assessment to determine the individual's academic level, skill level and service needs at the time of enrollments. Includes assessing basic skills, work readiness skills, occupational skills, prior work experience, barrier to employment, family situation, occupational interest and aptitudes, financial resources and needs, supportive service needs and developmental needs;

Individual Employment Plan/Individual Service Strategy to provide a written, individualized plan of services and activities, including appropriate learning objectives and goals. This is a plan of action to set goals which address their educational goals, performance goals, learning objectives and provide preparation for unsubsidized employment;

Comprehensive case management provides staff support and guidance to address needs and barriers, solve problems, and assist in attainment of the identified goals and objectives;

Information and Referrals provides information on services and opportunities that are available through the program, NCWorks Career Center, and other appropriate education and training opportunities in the community (including community based organizations and local non-profits); and

Employer Engagement provides the relationships to develop work based learning opportunities for participants and to develop effective career pathways.

2. How does the local area ensure the Individual Service Strategy (ISS) identifies appropriate services based on the objective assessment and is linked to youth performance indicators, career pathways and program elements? [WIOA Section 129(c)(1)(B); Page 1508]

Each youth enrolled into WIOA will have a written, individualized plan of services and activities (an appropriate mix of the fourteen required program elements), including appropriate learning objectives and goals, based on the entry assessment information. The Individual Employment Plan (IEP) is intended to provide in-depth information about a youth, both history and present circumstances, in order to create a plan of action agreed upon by the young person and staff working together. The service plan should be flexible and responsive to the changing needs of the youth as they move through WIOA. Each service plan will outline the appropriate mix and sequence of services, indicate the rationale for decision-making, and include appropriate achievement objectives and expected timeframes. The IEP will be developed in partnership with each youth; will be client-centered and flexible in accommodating changes in plans as youth's needs and situations change. Each IEP will identify an educational goal, performance goal, selected learning objectives, and provide preparation for unsubsidized employment. The IEP will set clear and realistic goals for educational advancement, entry into employment in a targeted industry, and continued learning and development. The goal is to accurately evaluate youth in order to develop an appropriate service strategy to meet his/her individual needs. Assessment should occur throughout the program, at time of enrollment and then at appropriate intervals to document participant progress.

At a minimum every six months, a review of the IEP will be made to evaluate the progress of each participant in meeting the objectives of the service strategy. The participant's progress in acquiring basic skills, work readiness skills and occupational skills, as appropriate, and the adequacy of the supportive services provided will also be included in the periodic evaluation. The IEP will be used as the basic instrument for the LA to document the appropriateness of the decisions made concerning the combination of services for the participant, including referrals to other programs for specified activities. Training provided by the service provider should be in accordance with the IEP. The IEP is an informal "contract" between

the WIOA service provider and the client. The proposed contractor must assist the client in attaining the goals set forth in the IEP.

Because WIOA resources are generally insufficient to provide the full range of training or support services identified as needed in the IEP, every reasonable effort must be made to arrange basic, work readiness and occupational skills training as well as supportive services through other community resources for participants. WIOA service providers shall utilize the IEP document in NCWorks Online.

3. Describe the local area strategy to ensure youth program activities lead to a High School diploma or its equivalent or a recognized postsecondary credential and post-secondary education and training opportunities. [WIOA Section 129(c)(1)(C)]

The goal of the youth program is to assist the youth in attaining their educational and employment goal. A high school diploma or equivalent is a key component of ensuring their attainment of sustainable employment. Career Advisors often visit students at their local high school or community college location to verify and encourage attendance. In addition, recruitment events are often held in these locations for these targeted audiences.

To ensure individuals are active in attaining their educational goal, we define that they must be making satisfactory progress in their education component to be allowed to participate in work experience. While the ultimate experience is a combination of both components, we realize the paid work experience component is often needed leverage to ensure the credential completion.

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

To prepare youth for unsubsidized employment, a multitude of services may be needed. Work Readiness training is a base needed to ensure they have the “soft skills” to not only get the job, but keep the job. In addition, leadership development opportunities help them learn to communicate, problem solve and work within a team. To ensure youth are aware of in-demand industry sectors and occupations in the local labor market, career awareness and job shadowing may be utilized. With 4 completed pathways including career ladders, youth can take their “interest” from Traitify and connect it to the education needed to get the job they want.

Employer engagement serves as a centerpiece in the development of effective career pathways and work based learning opportunities for youth. Rapport must be established with local and regional employers to promote in-demand occupations and

to build connections between work and learning. We must engage industry and coordinate work-related activities for program participants. The primary role of the Business Engagement Coordinator (BEC) is to engage employers and secure work based learning opportunities including, but not limited to, internships, job shadowing, work experience, on-the-job training, pre-apprenticeship and apprenticeship along with unsubsidized job placements for program participants. In order to assist with these placements, Career Advisors meet with the BEC and at a minimum, provide case load review information to the BEC on a monthly basis including each participant's name, anticipated career path, and current status.

5. Please complete the [Youth Program Elements chart](#) provided to demonstrate how the local Workforce Development Board ensures each of the 14 youth program elements is made available to youth participants.[WIOA Section 129(c)(2)(A)] Name document: Local Area Name Youth Program Elements

See Attached: Region Q Youth Program Elements

6. How does the local area ensure that the minimum of 20 percent of funds is spent on work experience and is the local area expending the 20 percent minimum on work experience? [WIOA Section 129(c)(4)]

Region Q requires at least 20% of all funds are budgeted for work based learning opportunities such as paid work experience and on-the-job training. Expenditures are monitored monthly and reports provided to the Committee and Board bi-monthly. To support placement in work based learning opportunities, the Business Engagement Coordinator works closely with the Career Advisor to track participants, their career goal and progress. When ready, they work together to secure appropriate work based learning sites for the youth to get hands on experience in their desired field of work.

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

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

The purpose of the NEXTGEN/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) Provide the committee's top three goals or objectives for PY 2019.

The NEXTGEN/Youth Committee has adopted the following goals and objectives:

- **Implement Career Exploration @ each NEXTGEN site- includes identifying careers based on local labor market information and Traitify/Career Assessment Tool Results. This includes revising the current WEX program into a tier-system that utilizes Career Exploration, Job Shadowing and Work Experience and engaging five new employer partners per county.**
- **Innovative program and implementations- includes developing additional resources for Career Advisors and providing “think tank” style workshops to provide the opportunity to network and develop creative ideas.**
- **Implement a system for continuous recruitment of customers to the program- includes partnering with local community colleges and community agencies who serve 16-24 year olds and their families.**

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

See Attached: Region Q Youth Committee Members

d) Complete the following chart for the PY 2019 Youth Committee's planned meeting schedule to include dates, time and location. *[Expand form as needed.]*

Date	Time	Location (include address and room #)
September 11, 2019	1:30 p.m.	NCTeleCenter
November 8, 2019		405 E. Blvd
January 8, 2020		Williamston, NC-
March 11, 2020		Large Training Rm
May 13, 2020		

8. Provide the date and process for when the competitive procurement of the Youth Programs was 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 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. The WDB voted to select the service provider(s) for PY18 & 19 at their June 18, 2018 meeting. The contract was awarded for a two year period, with the option to extend a third and fourth year with satisfactory performance.

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

See attached: Region Q Youth Providers 2019

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

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

See attached: Region Q Youth Incentive Policy

Local Innovations

1. List additional funding received by the local Workforce Development Board to include special grants (Enhancement, Finish Line, Innovation), National Dislocated Worker Grants (disaster), YouthBuild, outside funding and others to include a brief description the source and the amount.

Grant Name/Kind	Description	Source and Amount
NEG- Hurricane Florence	Administrative funds for the NDWG Matthew project	3110-7057 \$ 22,500
NEG- Hurricane Florence	Program funding for the NDWG Matthew project	3110-7056 \$ 202,500
Maximize Carolina	Max Carolina Sector grant for Beaufort County manufacturers	4050-8012 \$ 42,500
Maximize Carolina	Administrative funds for Max Carolina Sector Grant	4050-8013 \$ 5,000
Career Pathways	Contract with Career Pathways Facilitator for the NEPZ	4050-8043 \$ 76,000
Business Services Funds	Funds to staff a Business Engagement position to focus on work based learning	4050-8031 \$ 75,000
Finish Line Grant	Operations funds for the FLG initiative	4050-8088 \$ 25,000
Finish Line Grant	Program funding for the FLG initiative	4050-8072, 8073, 8074, 8075 & 8113 \$ 120,000
Planning Grant	Enhancement Planning Grant for "Centers of Excellence"	4050-8032 \$ 30,000
NCWorks Local Innovation Grant	Capacity Building grant for Region Q Unified Communications Plan	4050-3016 \$ 50,000

Golden Leaf Community Based Grantmaking Initiative	Supports RAMP East initiative with focus on career awareness for teachers, students, parents and job seekers	Golden Leaf \$641,400 *Pending
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2. Describe one local Workforce Development Board best adult/dislocated worker program practice.

A new initiative that has proven successful is Career Advisor tours for all Center staff. This allows all Center staff the opportunity to visit local companies and learn more about their business, workforce, hiring needs, basic requirements, and application processes. As part of our Integrated Service Delivery model, this has been opened up to all Center staff, regardless of fund source, including Title I and Title II staff.

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

A best practice utilized this year regarding outreach and recruitment targeted to youth was “Recruitment” events held in each Center during a week long period. The event was promoted by a local TV station, on social media and through other means.

Also, recently approved was a new tiered work experience plan. To ensure youth are maximizing their time in the work experience component, there are now 4 steps. Step 1 is Career Exposure which allows students to tour local facilities and “see” the jobs in action. Step 2 is Job Shadowing which will allow them to “try” the job. Step 3 is Level I of paid work experience which helps participants learn the foundational skills of work. Step 4 is Level II of Work Experience which is expected to lead to full time employment (subsidized or unsubsidized).

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

Region Q partnered with the Turning Point WDB, local community colleges and local economic developers from our 10 county region to build RAMP East. RAMP East is a collaborative initiative to build a Regional Advanced Manufacturing Pipeline to serve the new and expanding industries in our regions. An estimated 5,000 jobs will be available in the next three years and this partnership is the key to success. Turning Point WDB received an Enhancement Grant to hire two Recruiters for this project and Region Q WDB applied for and received a Golden Leaf grant to address the interest gap with students, teachers, parents and job seekers. While this project is still “in progress”, the hope is our experience will serve as a pilot project for the entire state.

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

A best practice that has started in Region Q is the targeted promotion of work based learning (OJT, WEX, and Incumbent Worker) opportunities to the member governments of our administrative entity, Mid-East Commission. By engaging with

our local government partners, the services provided become beneficial to the citizens we serve in multiple ways.

PY 2019 Local Area Plan Required Policy Attachments-

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

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

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

2. Designate whether or not you have the following Optional Policies. If yes, attach the policy as a separate document. Name documents: *Local Area Name, Policy Name*. [Example: IWT Policy – Yes. Attached as *Workforce Development Board, IWT Policy*.

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

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 considerations. 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 and 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 @ \$.34 per mile MAX \$102/week	Up to \$140/week for first child and \$85/week for second child	Includes pens, pencils, notebooks, calculators, etc.	As needed- case by case Rent, utilities, car repairs	Licensing/exam fees Required uniforms Required Tools CRC test fees

Required Attachment Checklist from Plan Instructions:

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

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

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

Appendix

Bylaws Required Elements...	A
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