



**MOUNTAIN AREA
LOCAL WORKFORCE DEVELOPMENT AREA
REGIONAL AND LOCAL
WORKFORCE DEVELOPMENT AREA PLAN**

**WORKFORCE INNOVATION AND OPPORTUNITY ACT
TITLE I**

**PY 2017 Plan Update
July 1, 2017 – June 30, 2018**

*Mountain Area Workforce Development
Consortium
An Agency of Land of Sky Regional Council
339 New Leicester Highway, Suite 140
Asheville, NC 28806-2088*

I. Local Area Outline

Instructions

Introduction

The Workforce Innovation and Opportunity Act (WIOA) requires each Workforce Development Board (WDB) to develop and submit, in partnership with the local chief elected official, to the state a comprehensive four-year plan, which was submitted in May, 2016. Annually, each WDB will provide updates to the four-year plan. The WIOA Program Year (PY) 2017 Plan will provide current information and be effective July 1, 2017 - June 30, 2018. The Comprehensive Four-Year Plan (PY 2016) should be maintained and updated, as appropriate.

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

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

North Carolina policy information is available at <http://www.nccommerce.com/workforce/workforce-professionals/policy-statements>. Local Workforce Development Boards may reference the North Carolina WIOA Unified State Plan. Helpful Appendices have been provided as references for use in this document.

Plan Submission and Due Date

The Local Plan must be submitted through Workforce Information System Enterprise. ***The due date is April 28, 2017.*** Each attachment should be submitted separately. Forms requiring original signatures may be mailed to the assigned Planner at: N.C. Division of Workforce Solutions, 313 Chapanoke Road, Suite 120, 4316 Mail Services Center, Raleigh, NC 27699-4316.

A. Local Area Overview

The Local Area Overview provides important contact information that is used throughout the Division. It is important this section remain current. Updates should be submitted to the Division Planner when changes occur, especially to contact names and addresses in questions Section A 1-10.

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.

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) is the Mountain Area Workforce Development Consortium.

Attached is a copy of the current Consortium Agreement.

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

**Mr. Nathan Ramsey
Local Workforce Development Director
Mountain Area Workforce Development Board
Land of Sky Regional Council
339 New Leicester Highway, Suite 140
Asheville, NC 28806-2088
Phone: (828)251-7473 Fax: (828)251-6353 E-mail: nathan@landofsky.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.

**Mr. Brownie Newman
Chairman
Buncombe County Board of Commissioners
200 College Street, Room 316
Asheville, NC 28801
Phone: (828) 250-4011 Fax: (828) 250-6076
E-mail: brownie.newman@buncombecounty.org**

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.

Ms. Kathy Hughes
Clerk to the Board
Buncombe County Board of Commissioners
200 College Street, Room 316
Asheville, NC 28801
Phone:(828)250-4001 Fax:(828)250-6076
E-mail: kathy.hughes@buncombecounty.org

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

Land of Sky Regional Council
339 New Leicester Highway, Suite 140
Asheville, NC 28806-2088
Phone: (828)251-6622 Fax: (828) 251-6353

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

Mr. Justin Hembree
Executive Director
Land of Sky Regional Council
336 New Leicester Highway, Suite 140
Asheville, NC 28806-2088
Phone: (828) 251-6622 Fax: (828) 251-6353
E-mail: justin@landofsky.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.

A copy of the Administrative Entity/Fiscal Agent's organizational chart with an effective "as of date" is attached.

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].

The Data Universal Numbering System (DUNS) number is 1133470250000. The "System for Award Management" (SAM) status is current

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 the Workforce Development Board member's name, business title, business name and address, telephone number and e-mail address. The first block is reserved to identify the Board chairperson. 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.

Attached is the provided form with the current WIOA Board Membership Listing for the Mountain Area WDB.

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

The Mountain Area WDB By-Laws are attached as required.

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.

The notice for all meetings of the Mountain Area WDB is posted on the Mountain Area WDB website www.MountainAreaWorks.org and the Land of Sky Regional

Council website www.LandOfSky.org. All meeting notices are sent to a public distribution list which includes over five hundred individuals, elected officials and organizations in the region.

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

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

The Local Area Plan will be posted to the website of the Mountain Area Workforce Development Board at www.MountainAreaWorks.org and to the website of the Land of Sky Regional Council at www.LandOfSky.org. The Local Area Plan will be distributed via electronic mail to the Mountain Area Workforce Development Board distribution list and to local media outlets.

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*.

A copy of the Mountain Area Workforce Development Consortium’s organizational chart with an effective “as of date” is attached. The chart includes position titles.

14. Attach a copy of the Local Workforce Development Board’s planned meeting schedule to include time, dates and location. Name document: *Local Area Name Board Meeting schedule*.

A copy of the Mountain Area Workforce Development Board’s planned meeting schedule is attached including time, dates, and location.

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.

A copy of the signed “Certification Regarding Debarment, Suspension, and other Responsibility Matters-Primary Covered Transactions” has been uploaded to the WISE System and the hard copy has been mailed to the Local Area’s Planner.

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

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

The original Mountain Area Workforce Development Board and Chief Elected Official (CEO) Signatory Page bearing the original signatures of the Chief Elected Official and the Mountain Area Workforce Development Board Chairman with the attached copy of the signed document have been mailed as a hard copy to the Local Area’s Planner.

B. NCWorks Career Centers

1. Attach the Memorandum of Understanding (MOU) among the local Workforce Development Board and partners concerning operation of the local NCWorks Career Center system. (A MOU guide is attached for your reference as [Appendix B](#). [WIOA Section 121(b)(A (iii)]. Name document: *Local Area Name NCWorks Career Center MOU*.

Memorandum of Understanding (MOU) among the Mountain Area WDB and partners concerning operation of the NC Works Career Center system is attached.

2. 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*.

Using the form provided, the Mountain Area’s NC Works Career Center System has been uploaded to WISE.

3. Provide the date and process for when the competitive procurement of the One-Stop Operator(s) occurred. Include the expected length of the contract (one-four years). **Note:** By June 30, 2017, every Local Board must select One-Stop Operator(s) through competitive process. [WIOA Regulations 678.605, TEGL 15-16].

Mountain Area Workforce Development Board released a Request for Proposals (RFP) for One-Stop Operator(s) which was integrated in the Request for Proposals (RFP) for WIOA Adult and Dislocated Worker Services. The RFP was released on January 18, 2017. Proposals were due no later than 4:00 pm on Friday, March 3, 2017. The contract award date will be no later than June 1, 2017. The contract term will be for one year, renewable in one year increments for up to four years.

C. WIOA Title I Programs

i. 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.

Mountain Area Workforce Development Board released a Request for Proposals (RFP) for WIOA Adult and Dislocated Worker Services on January 18, 2017. Proposals were due no later than 4:00 pm on Friday, March 3, 2017. The contract award date will be no later than June 1, 2017. The contract term will be for one year, renewable in one year increments for up to four years. Current program year Adult and Dislocated Worker contracts were procured in 2015, now the Local Area is in the second year of that contract. The Board renewed the contract for one-year on May 24, 2016.

2. Attach the Local Workforce Development Board's Adult and Dislocated Worker (DW) service providers chart effective July 1, 2017 using the [Adult/Dislocated Worker Service Provider List](#) provided. Name document: Local Area Name Adult and DW Providers 2017.

The Mountain Area's Adult and Dislocated Worker (DW) service providers chart, effective July 1, 2017 is attached in WISE.

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]

Mountain Area WDB Policy Statement 2016 Number 2 “Policy Statement Regarding the Approval of Training Providers (excluding OJT, customized training, incumbent workforce training, work experience and transitional training)” was adopted September 27, 2016 and this local policy dictates the local procedures regarding the selection and approval of training providers. Section 122 of the Workforce Innovation and Opportunity Act (WIOA) specifies the criteria, information requirements, and procedures regarding the determination of eligible providers of training services under WIOA. While the state has responsibility for the determination of the list of eligible training providers, Section 122 (b) (3) permits local boards to establish criteria and information requirements in addition to those requirements established by the Governor. After the prospective training provider has completed the NCWorks training service provider’s registration online and been approved by the state for the list of approved training providers, the Mountain Area WDB requires that applicants seeking to be approved as training providers within the region also submit the following information by responding to the questionnaire listed below in the following paragraph. All competent training providers offering in demand occupational training are considered by the Local Area and career counselors after they complete a standard questionnaire. The following questionnaire included in the Board Policy Regarding the Approval of Training Providers solicits basic information regarding the potential training provider and their occupational training programs:

Please provide the following information if you wish to be considered for approval as a Mountain Area Workforce Development WIA/WIOA training provider:

- 1. Describe your organization’s billing processes and schedule/frequency.*
- 2. At what point in a trainee’s participation are billable costs incurred?*
- 3. What are your organizations refund policies for “no shows” and/or “dropouts”?*
- 4. If Board policies do not provide sufficient funds to cover the entire costs of the training and certification, what options does your organization offer to trainees that will enable them to pay the additional costs? Provide copies of any specific documents that trainees must sign to assure that these unsubsidized costs will be paid.*
- 5. Please provide a copy of your organization’s latest audit, financial balance sheet and cash flow report.*
- 6. Please provide at least four references from other local areas, and/or employers who have experience with the performance of your organization’s graduates.*

7. *Also provide the following performance data for the past two years. Out of the total number enrolled for the year, how many completed training, passed training, and entered employment. Of those who entered employment, please provide the name of the company and the beginning rate of compensation for employment.*

The Mountain Area WDB Policy Regarding the Approval of Training Providers is attached in WISE.

Jobseeker clients and those seeking additional training are provided a detailed listing of all the training opportunities available in the region. Career counselors and customers evaluate the training options available to determine which option is the best fit for that individual. The preference in the Local Area is for training that provides an industry recognized, portable post-secondary credential. Earning said credential will provide the most economic opportunity and the best career pathway for the individual. The career counselors will confirm whether the training provider is in compliance with the appropriate state and/or federal agency or with a national industry sector group. The same evaluation method is used for in-state and out-of-state providers. Career counselors and individuals consider the cost of the training relative to other training options and attempt to discern the best return on the individual's time and Local Area training investment to make a final decision on the training plan, provider, and method of delivery. The training must lead to an occupational skill credential resulting in a certificate, degree, or diploma and the occupational skill must be identified by the Mountain Area WDB as being in demand for the Local Area. In some cases, there are many competent providers and in others only one or a few. Mountain Area WDB evaluates the training provider's ability to do business in North Carolina, reviews the proposed training program and course schedule, reviews all program costs and fees, evaluates the training provider's history at providing said training, confirms whether the training provider is in compliance with all EEO (Equal Employment Opportunity) requirements, among other considerations. Training providers must submit online applications through NCWorks.gov to remain on the approved training provider list.

Customers are informed that they have choices in choosing their training providers through the NCWorks Online system, all Mountain Area WDB outreach materials, and through the NCWorks Career Advisors. The Mountain Area WDB has determined there is a "significant number of competent providers" in the Local Area based on the number of post-secondary institutions that provide a programs of training that will lead to an industry recognized, post-secondary credential, the number of apprenticeship programs registered by USDOL and NCWorks Apprenticeship, the number of public or private training providers including joint labor-management organizations, pre-apprenticeship programs, and technical and occupational training programs, and the number of adult education and literacy training activities provided in conjunction with workforce occupational skills training. The Mountain Area WDB will review, at a minimum on a biannual basis, the training providers list in the region in order to maintain a significant number of competent providers. Employers are also providing constant feedback to the

Mountain Area WDB on whether training programs available in the region meet the need for the in demand jobs available in the region. There is an ongoing effort to encourage training providers to develop more short-term training programs that lead to an industry recognized, post-secondary credential. While community colleges and other training providers in the region are offering more short-term training, our region's employers working with Mountain Area WDB continue to encourage the development of more short-term training programs. Mountain Area WDB's five sector work groups evaluate the available training programs in the region and are working on development of more short-term training courses. With significant reductions in funding allocations from DWS, short-term training will help the Mountain Area WDB serve more clients in a cost efficient manner with skills training to expedite re-entry into the workforce as soon as possible. Studies from the Georgetown University Center on Education and the Workforce contend short-term training combined with work experience is the most effective way to learn new and improve existing skills. Based on the economic and workforce need, Mountain Area WDB will continue to allocate more resources toward short-term training and away from long term training with Individualized Training Accounts (ITAs).

4. Establish and attach the local area written policy AND procedures for implementation to ensure priority of service for populations described in the WIOA Adult programs for both veterans and low income individuals. Attach the document and name document: Local Area Name Priority of Service Policy.

Note: The policy and procedures must include specific details as outlined in USDOL TEGL 19-16, pages 6-8. Local Workforce Development Boards should also reference USDOL TEGL 10-09, TEN 15-10 and Policy Statement 03-2017 when developing the policy and procedures.

Veterans and eligible spouses continue to receive priority of service for all USDOL-funded job training programs, which include WIOA programs. However, as described in TEGL 10-09, when programs are statutorily required to provide priority for a particular group of individuals, such as the WIOA priority described above, priority must be provided in the following order:

- i. First, to veterans and eligible spouses who are also included in the groups given statutory priority for WIOA adult formula funds. This means that veterans and eligible spouses who are also recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient would receive first priority for services provided with WIOA adult formula funds.*
- ii. Second, to non-covered persons (that is, individuals who are not veterans or eligible spouses) who are included in the groups given priority for WIOA adult formula funds.*

iii. Third, to veterans and eligible spouses who are not included in WIOA's priority groups.

iv. Last, to non-covered persons outside the groups given priority under WIOA.

Priority for services does not preclude service to individuals who are not low-income or not receiving public assistance or not a veteran, but rather establishes the order of precedence for service as provided at WIOA and section 134(b)(3)(E).

The Workforce Innovation and Opportunity Act (WIOA) mandates the provision of services to those “individuals with barriers to employment” as defined by the statute. Section 134(c)(3)(E) of WIOA establishes Priority of Service with respect to funds allocated for adult employment and training activities. The Local Area's Priority of Service Policy is consistent with the legislative mandate of WIOA and the first priority of service shall be on serving priority groups (Veterans and Eligible Veteran's Spouses, Public Assistance Recipients, other low income individuals, and individuals who are basic skills deficient). The Priority of Service policy is consistent with WIOA in that the following priority of service shall be followed: “First, to veterans and eligible spouses who are also included in the groups given statutory priority for WIOA adult formula funds. Veterans and eligible spouses who are also recipients of public assistance, other low income individuals, or individuals who are also recipients of public assistance, other low income individuals, or individuals who are basic skills deficient would receive first priority for services provided with WIOA adult formula funds. Second, to non-covered person (individuals who are not veterans or eligible spouses) who are included in groups given priority for adult formula funds. Third, to veterans and eligible spouses who are not included in WIOA's priority groups. Fourth, to non-covered persons outside the groups given priority under WIOA.” The Local Area will continue to serve individuals who are not in a priority group as long as funds are available. The Local Area's Priority of Service Policy establishes which clients should receive employment and job training services as the first priority.

In accordance with WIOA's Priority of Service requirements for Adult Training Services, the Mountain Area Workforce Development Board's process to meet those requirements is as follows:

Ensure that all Local Area career center staff are aware of and adhere to the WIOA Priority of Service requirements so that referrals to Training Services reflect those requirements. Local Area center staff engage with all center customers regarding short-term and long-term training opportunities whenever possible, and the WIOA Training Services counselors are well versed in WIOA's priority of service requirements. Because center staff are knowledgeable about the Local Area's sector strategies and career pathways initiatives and are able to discuss in-demand jobs and the recommended and/or required training needed, they can encourage customers to consider training for those jobs.

Title I and Title III staff in the centers are the first to engage with veterans and eligible spouses who are also recipients of public assistance, and refer those customers to a center DVOP if they are eligible for the SBE Program. DVOP staff work very closely with Training Services Counselors to ensure that any SBE veteran who meets all other eligibility requirements and who wants Training Services receives those services upon completion of the SBE program. For those veterans and eligible spouses who do not meet eligibility for SBE services or decline SBE services, center staff will refer to Training Services whenever possible. In addition, the center DVOP's conduct outreach on an ongoing basis to shelters, veteran's supportive services organizations and other related organizations in the Local Area to identify and engage with SBE eligible and non-SBE eligible veterans. Those veterans can then be referred to Training Services whenever appropriate. For those veterans and eligible spouses who are not included in WIOA's priority groups, center staff are aware of priority of service requirements and include referral to Training Services as part of their service delivery whenever possible.

The Mountain Area Workforce Development Board is also committed to partnering with Local Area DHHS and Title II service providers in order to reach out to low income individuals and/or individuals who are basic skills deficient. The Local Area centers have had informal referral agreements with these partners for some time so those individuals could have easy access to center services. The Mountain Area WDB, in conjunction with and these and other partner agencies serving these populations, are now in discussions about developing a more structured process for engaging these individuals in employment and training services. Again, with the WDB's emphasis on addressing the Local Area's workforce short fall and employers' need for a more skilled workforce, MAWDB, partner agencies and the career centers can more effectively promote Training Services to these individuals.

For non-covered persons outside the groups given priority under WIOA, center staff will still refer to Training Services whenever possible. Again, with the Local Area's identification of the top five sectors with in-demand jobs, and career pathways being developed for each of those sectors, center staff can do a more effective job of marketing Training Services to individuals in the groups given priority under WIOA, as well as those individuals outside the groups given priority of service.

The Mountain Area's Priority of Service Policy is attached in WISE.

5. What strategies are in place to ensure Local Workforce Boards meet or exceed PY2018 Adult and Dislocated Worker Performance Measures?

Mountain Area WDB is committed to meeting or exceeding PY2018 Adult and Dislocated worker Performance Measures. The ability of Mountain Area WDB will meet all federal and state Adult and Dislocated Worker performance outcomes and

training expenditure requirements begins with the Request for Proposal Process. Macro-economic and social conditions beyond the control of the Board in the Local Area will have a material impact on the performance in the Local Area. WIOA service providers and NCWorks Career Centers in the Local Area are monitored on a monthly basis to determine compliance with all relevant regulations and policies. Board staff and WIOA service providers meet on a quarterly basis to review performance, share best practices and to develop strategies to improve performance. The Mountain Area WDB MIS Specialist reviews participants' files to determine compliance with eligibility, that all documents are entered into NCWorks Online and that case notes are comprehensive and appropriately detailed. The Mountain Area WDB reviews performance reports on a monthly basis and discussion occurs continually on possible opportunities to improve performance outcomes and to meet training expenditure requirements.

6. Provide the Workforce Development Board's approach to providing work experience to Adult and Dislocated Workers. If work experience is provided, attach the local work experience policy. Name document: Local Area Name Adult/Dislocated Worker Work Experience Policy.

Mountain Area Workforce Development Board recently adopted a Transitional Jobs Policy on March 28, 2017. See attached Mountain Area Transitional Jobs Policy. The purpose of this policy is to provide work-experience to Adult and Dislocated Workers to prepare these individuals for employment. This work-experience could be followed by OJT contract to transition the individual to unsubsidized employment. This policy also recognizes many Adults and Dislocated Workers lack the practical experience needed by employers so the work-experience can provide work based learning that an academic setting is unable to provide.

7. 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 in paragraph (1) 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.

The NCWorks Career Centers in the Local Area currently provide follow-up services for Adult and Dislocated workers who have completed WIOA Title I short-term or long-term training and are seeking employment or have entered employment. Staff conduct these follow-ups in person, by telephone and/or by email if the individual is seeking employment, and by phone and/or email once the individual has entered employment. Follow-up services continue for a minimum of 12 months after the first day of employment. Mountain Area WDB places significant emphasis on providing follow-up since we recognize most of our clients

have many barriers to employment. Working with the clients proactively can help the individual remain employed and making progress on their self-selected career pathway. Centers received Draft WIOA Eligibility Overview documents in April of this year and centers awaiting further guidance and clarification on Follow-up Services.

Basic career services are available to all Adult and Dislocated Workers in the Local Area seeking career center services. These services are made available via the *Welcome*, *Employment* and *Skills* functions and are easily accessible to all career center customers.

The *Welcome* function includes 1) dual enrollment (whenever possible) in NCWorks Online and orientation to information and services available through the Local Area career centers; 2) an initial, informal assessment of various skill levels, including job seeking skills; 3) referral to supportive services as appropriate 4) job search assistance and provision of local labor market information; 5) recommendations for next steps and referral(s) to center and partner products and services; 6) an initial determination of eligibility to receive assistance from the adult, dislocated worker and/or youth programs and referral to training services as appropriate.

The *Employment* function includes 1) job search and placement assistance; 2) information on local occupations in demand and the earnings, skill requirements and opportunities for advancement for those jobs; 3) labor market information, including wage, availability of particular occupations and/or industries in the Local Area and/or region; 4) information on and referral to organizations providing self-employment assistance; 5) recommendations for next steps and referral(s) to center and partner products and services; 6) referral to training services as appropriate.

The *Skills* function includes 1) administering of informal and formal skill assessments; 2) referral to and assistance with various skill development tools; 3) assistance with identifying transferrable skills and addressing skills gaps; 4) career counseling; 5) information on and referral to eligible training providers; 6) recommendations for next steps and referral(s) to center and partner products and services; 7) referral to training services as appropriate. Local Area career center staff are cross-trained in the *Welcome*, *Employment* and *Skills* functions so customers have easy access to information and activities associated with each of the functions. In addition, all center staff can provide general information regarding the state's UI program and can effectively refer individuals that need more specific assistance to the state's UI website and customer assistance center. The ISD model implemented in Local Area centers calls for continuous engagement with individuals accessing center services, and center staff use phone calls and emails to follow-up with those individuals currently engaged in job seeking and skill assessment/development activities. As the centers begin a new program year, the Mountain Area WDB Director, in conjunction with the WDB MIS Specialist, the Regional Operations Director and career center managers and leadership teams, will have procedures in place to provide follow-up services, as appropriate, to

individuals who obtain unsubsidized employment. These procedures will cover methods of contact, frequency of contact and appropriate case notes and activity codes to be used. The populations identified as benefiting most from follow-up services at this time are SBE Program veterans and TANF recipients entering employment. Other priority of service populations will also receive follow-up services as appropriate.

ii. Youth Services

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

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

Yes. The Mountain Area Workforce Development Board has a standing youth committee that provides information and assists with planning, operational and other issues relating to the provision of services to youth. The youth committee is comprised of employers, educators and representatives of community organizations that serve youth.

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 help all youth, including but not limited to WIOA eligible in school and out of school youth, obtain the necessary education and training to be able to earn a wage that will lead to self-sufficiency. To accomplish this purpose, the Youth committee will work with employers, educators and other community organizations serving youth to assist the youth in obtaining an industry recognized post-secondary credential in addition to their High School Diploma or the equivalent certificate to a High School Diploma. As part of the youth's education and training, work based learning opportunities, like registered apprenticeships, internships, job shadowing, etc., will be expanded to include as many youths as possible. A special emphasis is placed on helping youth who have barriers to employment and who are in need of supportive services. Youth unemployment is a significant challenge nationwide and data indicates that youth unemployment can have lasting negative impacts on the individual. The earlier the youth can receive work experiences and connection to employment, the better opportunity the youth will have to improve their skills and to maximize their employment and earning potential. The Youth committee will assess the needs of the youth populations as they relate to future

workforce preparation and will encourage the coordination of services, activities and support that will enable youth to successfully attain their career goals. The Youth committee will make policy recommendations for and assist in the oversight and accountability of WIOA supported youth programs. The Youth committee's recommendations will be presented to the Board for approval.

- b) Attach the planned Program Year meeting schedule. Name document: Local Area Name Youth Committee Meeting Schedule.

Mountain Area Youth Committee Meeting Schedule is attached.

- 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)]

Mountain Area Youth Committee Members document is attached.

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

There was competitive procurement for Youth Programs in 2015 with a Request for Proposals for WIOA Youth Services being released. The Mountain Area WDB awarded contracts for WIOA Youth Services in 2015 to Buncombe County Schools, Henderson County Schools, Madison County Schools, Transylvania County Schools, Goodwill, and Green Opportunities. Those contracts were extended by the Board after careful review for 2016. On January 18, 2017 the Board released a Request for Proposals (RFP) for WIOA Youth Services. Proposals were due by 3:00 pm on Friday, March 3, 2017. The Youth committee met on April 19, 2007 to evaluate the proposals. Board Action will take place on May 23, 2017 with a recommendation from the Youth Committee. Contracts will be in place by June 15, 2017 and the program will begin on July 1, 2017.

3. Attach the Local Workforce Development Board Youth service provider's chart, effective July 1, 2017, 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 2017.

Mountain Area Youth Providers 2017 chart effective July 1, 2017 is attached.

4. What strategies are in place to ensure Local Workforce Boards meet or exceed PY2018 Youth Performance Measures?

Mountain Area WDB is working with our contractors to improve performance and to meet and exceed all performance standards including Youth Performance Measures for PY2018. Contractors and Workforce Board staff take advantage of educational opportunities offered by DWS to learn best practices to meet the performance targets. Mountain Area WDB has the second highest performance targets of any Workforce Board in the state. Despite these high standards, Mountain Area strives to meet and exceed all performance targets. The Workforce Board utilizes all available technology to monitor performance and validate data. Contractors and Workforce Board staff meet on a quarterly basis and review performance, to share information on best practices and areas for improvement. Workforce Board staff has emphasized to contractors the need for comprehensive follow-up services and other strategies to improve performance. The Youth Committee meets on an as needed basis to review performance and to focus on areas for improvement in the youth program. The Youth Committee has invited youth contractors and other youth service providers to make presentations and to provide their input on the progress needed to meet and exceed performance.

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) 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.

Mountain Area Workforce Development Board does not currently have a Local Area Incentive Policy and we do not award incentives to youth. There has been an ongoing discussion if an incentive policy is needed and we listen to the Youth Committee's direction on whether to adopt an incentive policy.

6. Provide the Workforce Development Board's approach to providing work experience to Youth. If work experience is provided, attach the local work experience policy. Name document: *Local Area Name Youth Work Experience Policy*.

Mountain Area Workforce Development Board provides up to 400 hours per year for Youth Work Experience. The Youth Wage Rate for Work Experience was increased recently by the Board, upon the recommendation by the Youth Committee, to \$9.00 per hour. Work experience provides income to very low income youth as well as practical understanding of the soft skills and technical skills

required by the workplace. Work experience helps the youth better understand the direction the youth would like to take in their career pathway. While academic instruction is critical, work experience helps meet the demand for practical skills that employers demand. Youth contractors reach out to youth friendly employers who want to provide youth with many barriers to employment more opportunity. The Local Area's Regional Business Services Coordinator will work with youth contractors to assist in the placement of youth into work-experience. There is the opportunity to follow up the work experience with OJT contract with the employer if the employer wishes to provide full-tiem employment to the youth. The Local Area has consistently met the mandate of 20% of youth expenditures should be spent on youth work-experience.

PY 2017 Local Area Plan Instructions Attachment Checklist

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*)
One-Stop Memorandum of Understanding (*guide provided*)
Local Area NCWorks Career Center System (form *provided*)
Local Area Adult and Dislocated Worker Services Providers (form *provided*)
Local Area Priority of Service Policy
Local Area Adult/ Dislocated Worker Work Experience Policy (*optional*)
Local Area Youth Committee Meeting Schedule (*optional*)
Local Area Youth Committee Members (*optional*)
Local Area Youth Services Providers (form *provided*)
Local Area Youth Incentive Policy (*optional*)
Local Area Youth Work Experience Policy (*optional*)

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

4316 Mail Services Center, Raleigh, NC 27699-4316.

Appendices

Local Workforce Development Board Membership Requirements

[A](#)

Sample Memorandum of Understanding Guide

[B](#)

NC General Statute 14-234

[C](#)