



Workforce Innovation and Opportunity Act

Title I

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

Eastern Carolina Workforce Development Board, Inc.
1341 South Glenburnie Road | New Bern, North Carolina 28562
Phone: 252-636-6901 | Fax: 252-638-3569
Email: childers@ecwdb.org | Website: ecwdb.org

Workforce Development Board Overview

- 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.**

Eastern Carolina Workforce Development Board, Inc.

The Eastern Carolina Workforce Development Consortium Agreement is attached.

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

The following is provided concerning the Workforce Development Director:

Name: Ms. Tammy Childers

Title: Executive Director

Organization Name: Eastern Carolina WDB, Inc.

Address: 1341 South Glenburnie Road, New Bern, NC 28562

Telephone Number: (252) 636-6901

E-mail address: childers@ecwdb.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.**

The following is provided concerning the Local Area's Chief Elected Official:

Name: Mr. Joseph Wiggins

Elected title: Commissioner

Local government affiliation: Jones County Board of Commissioners

Address: 641 Richlands Rd, Trenton, NC 28585

Telephone number: (910) 324-4726

E-mail address: jwiggins@jonescountync.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.**

Same as A.3.

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

The following is provided concerning the Administrative/Fiscal Agent responsible for disbursing Local Area WIOA grant funds:

Name: Eastern Carolina WDB, Inc.

Address: 1341 South Glenburnie Road, New Bern, NC 28562

Telephone Number: (252) 636-6901

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

The following is provided concerning the Administrative/Fiscal Agent's signatory official:

Name: Ms. Tammy Childers

Title: Executive Director

Organization name: Eastern Carolina WDB, Inc.

Address: 1341 South Glenburnie Road, New Bern, NC 28562

Telephone number: (252) 636-6901

E-mail address: childers@ecwdb.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.**

The Eastern Carolina WDB, Inc., Organizational Chart 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 Eastern Carolina WDB, Inc.'s DUNS number is 111529389. According to a March 19, 2018, email from the U.S. Federal Government's System for Award Management (SAM) Administrator, our registration is active and "The Periodic Update Requirement Date for the registration is 24-JAN-19".

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

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

The Eastern Carolina WDB List is attached.

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

The Eastern Carolina WDB By-Laws are attached.

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

The Eastern Carolina WDB advertises all meetings on its website, www.ecwdb.org, as well as sends emails out to the elected officials, county managers, WDB members, NCWorks managers, WIOA service providers and partners. Agendas, meeting minutes, resources and information regarding the activities of the Eastern Carolina WDB are made available to the public on a regular basis through electronic means and open meetings. The board advertised information regarding the Local Plan prior to submission of the Plan through the website and through emailing interested parties referenced above. Additionally, information regarding membership, the designation and certification of one-stop operators, and the award of grants or contracts to eligible providers of Youth, Adult, and Dislocated Worker workforce investment activities, and on request, minutes of formal meetings of the Eastern Carolina WDB are also made available.

The public may view this information by accessing our website at www.ecwdb.org or contacting the Board by email through admin@ecwdb.org.

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 Eastern Carolina WDB made copies of the proposed Local Plan available to the public through electronic means. On April 21, 2018, the Eastern Carolina WDB will host a public hearing in their offices at 1341 S. Glenburnie Road, New Bern, NC, beginning at 1:00 p.m. on the Local Plan to receive public comments.

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.

The Eastern Carolina WDB organizational chart, with an effective date as of July 1, 2018, is attached.

14. Complete the following chart for the PY 2018 Local Workforce Development Board’s planned meeting schedule to include time, dates and location. [Expand form as needed.]

Date	Time	Location (include address and room #)
July 12, 2018	6:00 PM	ECWDB Offices, 1341 S. Glenburnie Rd, New Bern, NC
September 6, 2018	6:00 PM	ECWDB Offices, 1341 S. Glenburnie Rd, New Bern, NC
ANNUAL BANQUET October 25, 2018	6:00 PM	New Bern Convention Center, New Bern, NC

January 10, 2019	6:00 PM	ECWDB Offices, 1341 S. Glenburnie Rd, New Bern, NC
March 7, 2019	6:00 PM	ECWDB Offices, 1341 S. Glenburnie Rd, New Bern, NC
May 2, 2019	6:00 PM	ECWDB Offices, 1341 S. Glenburnie Rd, New Bern, NC

- 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.**

The Eastern Carolina Debarment Form is attached.

- 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. The Eastern Carolina Signatory Page is attached.**

The Eastern Carolina Signatory Page is attached.

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.**

Information concerning the Eastern Carolina Workforce Development NCWorks Career Centers is contained in the attached form.

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

The date that the procurement of the One-Stop Operators was approved by the Eastern Carolina Workforce Development Board was on July 13, 2017 for a period ending June 30, 2019.

The process is described as follows:

On June 15, 2017, the ECWDB released the Request for Proposal for competitive selection of local One-Stop Operators under the Workforce Innovation and Opportunity Act of 2014 (WIOA) Title I, Public Law 113-128, in the following Counties: **Carteret, Craven, Duplin, Lenoir, Onslow, and Wayne**. The announcement was sent to interested parties on the ECWDB bidder's list. The RFP was made available at www.ecwdb.org. A bidders' conference was held on **June 19, 2017, at 10:00 a.m.** to answer questions. Two Proposals were submitted before the deadline of **4:00 p.m., June 29, 2017**.

ECWDB requested a 3-5 page document that addressed the following:

1. Describe any previous experience with providing the services listed in the "One-Stop Operator Requirements" section. Describe the staff and/or personnel that will be involved in the project. Specify how many years working in the state of North Carolina, if any, and how much experience working with NCWorks agencies or other workforce development agencies. Two references may be listed, if desired.
2. Describe your plan and approach to implementing the One-Stop Operator and Career Center manager requirements. Provide any other information, innovative practices, or potential ideas you'd like to add.
3. What is your proposed annual cost to fulfill all requirements listed in this RFP? Provide a detailed budget.

PROPOSAL REVIEW CRITERIA

- A. Experience and Personnel (40%) The successful bidder must show experience in similar activities and working knowledge of NCWorks or other workforce development programs/agencies. Personnel assigned to the contract will be experienced and/or well-educated in such endeavors.
- B. Project Approach (40%) The successful bidder must propose a plan and approach that will demonstrate an understanding of partnership development and coordination. Knowledge and expertise with advising the Boards and staff on improving services will be present.

- C. Proposed fees (20%) The successful bidder will provide s proposed budget and an estimated time commitment which are competitive and reasonable. ECWDB anticipates the annual cost to be no more than \$25,000 for all nine counties.

CONTRACT REQUIREMENTS

A. Administrative Entity Held Harmless

If awarded a contract, the bidder shall defend, indemnify and hold harmless the ECWDB and Consortium, its officers, agents, member counties and employees from any and all claims and losses incurred by or resulting to any person, firm, or corporation who may be damaged or injured by the bidder in the performance of said contract. The bidder, if awarded a contract, shall maintain at its expense during the term of the contract the following insurance:

- a. Workers' Compensation Insurance with the North Carolina statutory limits and an employers liability insurance with a minimum limit of \$500,000 each accident.
- b. Comprehensive General Liability Insurance with a combined single limit of \$1,000,000 each occurrence for bodily injury and property damage. Policy shall include contractual liability coverage, and personal injury coverage.
- c. If there is to be transportation of participants during the course of the program, Automobile Liability Insurance covering all owned, hired and non-owned vehicles with personal protection insurance and property protection insurance to comply with the provisions of the North Carolina No Fault Insurance Law, including residual liability insurance with a minimum combined single limit of \$1,000,000 each accident for bodily injury and property damage.

B. Certification Regarding Debarment and Suspension

A prospective recipient of federal assistance funds, in accordance with Executive Order 12549, Debarment and Suspension, 29 CFR Part 98, Section 98.510, and Executive Order 12689, 2 CFR 215 Appendix A8, page 26297 is required to certify with an official signature on the Debarment and Suspension form that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in a transaction with any federal department or agency.

C. Certification Regarding Lobbying

Prospective recipients of federal assistance funds must certify with an official signature on the Certification Regarding Lobbying form that no federally appropriated funds have been used or will be used by the prospective recipient for the purpose of lobbying. 5. Reporting If awarded funding, the bidder shall: a. Provide access and the rights to examine, transcribe and audit all records, books, papers, tapes or documents related to contract performance. b. Record all costs incurred, and report these costs in the manner and format prescribed by and in conformance with applicable Federal/State requirements. c. Retain all records pertinent to the program, including financial, participant and statistical records and supporting documents, for at least five (5) years from the date of expiration of any contract awarded as a result of this proposal.

D. Supplemental Nepotism Clause

The bidder must assure that during the time period of the proposed program, no individuals who are members of the immediate family of the bidder's staff or governing board will be enrolled as program participants in the offered program. Immediate family member is defined as: father, mother, sister, brother, child, aunt, uncle, nephew, niece, grandmother or grandfather.

E. Prevention of Fraud and Program Abuse

To ensure the integrity of the Workforce Development Agency, State of North Carolina programs, special efforts are necessary to prevent fraud and other program abuses. Fraud includes deceitful practices and intentional misconduct, such as willful misrepresentation in accounting for the use of program funds. "Abuse" is a general term which encompasses improper conduct which may or may not be fraudulent in nature. While the Workforce Development Agency, State of North Carolina law and regulations are specific, possible problem areas could include the following: conflict of interest, kickbacks, commingling of funds, charging fees to participants and employers, nepotism and child labor, political patronage, political activities, sectarian activities, unionization and anti-unionization activities/work stoppages and maintenance of effort. Bidders who receive contracts will be required to report immediately any violations in these areas or in problem areas which may later be defined.

F. Monitoring

ECWDB staff will be monitoring, auditing, and evaluating services provided under this Request for Proposals throughout the contract period. Contractors must allow Agency staff or its agent full access to all

files and records relating directly to Agency funds, participant case files, accounting files and records, and to any related files and records associated with proper accounting of such funds and participants.

Proposal Certifications

Agency Signature that all information contained in this proposal in response to questions concerning the applicant organization, its operation, and its proposed program, is true and accurate; and that if selected, the applicant organization will be bound by the information contained herein as well as by the terms and conditions of the resultant contract or agreement.

Proposals were submitted for the following review:

ECWDB staff - Staff reviewed proposals for technical compliance with the RFP to include a review of a summary of the bidder's qualifications, scope of work and budget. Staff confirmed that all required signature pages and sections of RFP were completed.

Review Committee - Proposals were reviewed by a WDB committee of board members in accordance with the published review criteria. Recommendations were submitted to the ECWDB and Consortium Board for final approval.

The board received proposals from 1) the North Carolina Department of Commerce Division of Workforce Solutions to serve as the One-Stop Operator for the NCWorks Career Centers in Carteret, Craven, Duplin, Onslow and Wayne counties and 2) Lenoir Community College to serve as the One-Stop Operator for the NCWorks Career Center in Lenoir County.

On June 29, 2017, the Executive Committee approved the One-Stop Operators. On July 13, 2017, the ECWDB concurred with the Executive Committee's Action of June 29, 2017. The approved One-Stop Operators are as follows:

North Carolina Department of Commerce Division of Workforce Solutions

NCWorks Career Center – Carteret County
NCWorks Career Center – Craven County
NCWorks Career Center – Duplin County
NCWorks Career Center – Onslow County
NCWorks Career Center – Wayne County

Lenoir Community College

NCWorks Career Center – Lenoir County

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

The local NCWorks Career Centers provide assistance with job search, career development, and other needs for TANF individuals. A number of the Centers have representatives from the Departments of Social Services available at least on a part-time basis. In the absence of this staff person, Center staff may schedule appointments for the appropriate DSS representatives and/or make referrals accordingly. During PY2016, 45% of the WIOA participants enrolled within the Eastern Carolina WIOA programs were either SNAP or TANF recipients.

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

The NCWorks partners facilitate access to Career Center services through the use of technology located at partner locations, such as on the campuses of community colleges, public high schools, military installations, Department of Corrections, and public libraries. Partner staff have been trained on NCWorks.gov to access services and the availability of the wide range of resources. The NCWorks Career Centers also participate in local hiring/career fair/rapid response events during evenings and weekends in order to meet the needs of businesses and job seekers.

WIOA Title I Programs

Adult and Dislocated Worker Services

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

The Eastern Carolina WDB, Inc. released a Request for Proposals (RFPs) for operation of Workforce Innovation and Opportunity Act Title I Adult and Dislocated Worker Programs within Carteret, Craven, Duplin, Greene, Jones, Lenoir, Onslow, Pamlico, and Wayne Counties. The announcement for the RFPs was posted on the Board website on December 1, 2017, and ran in the local newspapers the last week of December 2017. Additionally, e-mails were sent to all parties on the bidder's list as well as to the local community colleges, public schools, NCWorks Career Center partners, elected officials, and board members.

The announcement stated that "RFPs may be picked up on **January 8, 2018**, at the Eastern Carolina WDB office, located at 1341 South Glenburnie Road, New Bern, NC, or to receive a copy via email, please contact Anita Bradley at abradley@ecwdb.org. A bidders' conference will be held on **January 16, 2018, at 10:00 a.m.** to answer questions. Proposals must be submitted by **4:00 p.m., February 16, 2018**". The board took action on March 3, 2018. Contracts were awarded based on funding availability,

with the option to renew contracts a second year based upon performance and funding availability.

The Local Area uses competitive proposals to procure WIOA program activities. The Local Area develops Request for Proposals (RFPs) and procures services for the Adult, Youth, and Dislocated Worker programs every two years. The board exercises the option to renew contracts for the second year based upon performance and funding availability. RFPs are published for three consecutive days in a sufficient number of newspapers or other media (including minority publications where feasible) that provide for a general circulation throughout the area as well as publication on the Eastern Carolina WDB website. The Local Area Director is responsible for developing the process for conducting technical evaluations of the proposals received. The Eastern Carolina WDB staff and WDB members who serve on the WIOA Planning and Oversight Committee review all proposals that meet the submission requirements. After evaluation and recommendation of the RFPs by the Local Area staff and WIOA Oversight committee, the final selection of service providers is made by the WDB. The WDB is responsible for selecting the agency it deems best able to operate the program efficiently and effectively, with price and other factors considered.

On March 3, 2018, the board approved contract extensions concerning the Adult and Dislocated Worker Programs for a one year period from July 1, 2018- June 30, 2019 based upon performance and funding availability.

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

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

The Eastern Carolina Adult and Dislocated Worker (DW) service providers chart effective July 1, 2018, is attached.

- 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]**

The first step in the online application process for training providers is to verify that the training provider is licensed, certified, or authorized by the relevant state agency with oversight, to operate training programs in North Carolina. If a provider is in compliance with the oversight agency, the provider can proceed to the next step in the application process. If a program is not in compliance with the oversight agency as required by state law, the provider will not be able to apply for inclusion on the eligible training provider list until they meet the necessary requirements. This applies to in-state and out-of-state training providers with training programs.

Once the initial steps are completed on NCWorks, the eligible training provider application will be considered by the Eastern Carolina WDB. Potential training providers will then be mailed a letter that includes additional requirements for consideration prior to approval.

1. In order to be considered by the Eastern Carolina WDB to meet the initial eligible training provider requirements, the training provider must have been in business for a minimum of one year. In addition, if an approved training provider has a request for a new program, the new training program must have been in existence for a minimum of one year.
2. The proposed training must lead to an occupational skill credential resulting in certificate, degree, or diploma AND the occupational skill must have been identified by the WDB as in demand in the local area. If this requirement has been sufficiently addressed, the application process may continue.
3. The applicant must mail a printed copy of the application certifying that all information is accurate by the agency's signatory official. The training provider must include the following documents when submitting the application:
 - a) Federal ID Number.
 - b) Copy of last financial audit or, if not available or required, the proposing agency must submit the most recent financial statements including balance sheets, income statements, and statements of cash flow.
 - c) Copy of Agency Equal Employment Opportunity (EEO) Compliance and Grievance Procedures.
 - d) Copy of current Bond Coverage (or an explanation of coverage if approved).
 - e) Current organization chart that identifies the principal officers of the business/organization. If any of the principal officers also serve in a similar capacity in any other business/organization, please identify those entities.
 - f) If applicable, copy of Articles of Incorporation and By-Laws of Organization (attach list of Current Board Members). If not applicable, provide the name under which the business is registered with the North Carolina Department of the Secretary of State.
 - g) If applicable, copy of current license issued by the appropriate North Carolina licensing organization.
 - h) A copy of the proposed training program syllabus and course schedule.
 - i) A detailed explanation for all program costs and fees.

- j) Supporting documentation for verifiable performance data as stated on the application.
 - k) Copy of student's Tuition Refund Policy.
4. The WIOA committee shall review the training provider's application and supporting documents to determine if Board requirements are met and prepare a written recommendation to be considered by the full Board at their regularly scheduled meeting.
 5. Upon Board approval, the Local Area staff may conduct a Pre-Award Survey using the document provided by the NC Department of Commerce's Division of Workforce Solutions at the training provider's site. The Pre-Award Survey may be waived if the training provider is licensed as a proprietary school by the appropriate board or agencies charged with regulating the proprietary school industry in North Carolina and has met the general requirements for licensing standards for program and course offerings, facilities, financial stability, personnel, and operating practices.

Requirements for Training Providers Approved for WIOA Vouchers:

1. Training providers who have met the initial approval process to receive WIOA funds will be required to comply with the USDOL regulations and any other interpretations published by the USDOL. Administration and operation of this program is subject to compliance with the federal Workforce Innovation and Opportunity Act of 2014, State policies and procedures as issued from the Department of Commerce, Division of Workforce Solutions, and local policies and procedures as issued by the Eastern Carolina WDB.
2. The approved training provider will be required to comply with the procedures for issuing and reimbursing ITA vouchers that have been established by the WIOA service provider responsible for referring potential participants for training. All reimbursement agreements will be between the training provider and the WIOA Service Provider.
3. Approved training providers may remain certified as eligible training providers for an initial one year period. Upon review of satisfactory performance data and compliance with Local Area policies and procedures, the provider may be recertified as eligible. If performance data is unsatisfactory, the training provider will be removed from the approved training provider list.
4. After the initial eligibility period of one full fiscal year, training providers must submit online applications through the NCWorks website for continued program eligibility every two years. Applications for continued eligibility must show the training program is still authorized by the appropriate oversight agency to operate and must include the following (in addition to updating the information provided for initial eligibility):
 - total number of participants enrolled in the program;
 - total number of participants completing the program;
 - total number of participants exiting the program;

- information on recognized post-secondary credentials received by program participants; and
- information on the program completion rate for such participants.

Removal from the Eligible Training Provider List:

The training provider must deliver results and provide accurate information in order to retain its status as an eligible training provider. If the provider's programs do not meet the established performance levels, the programs will be removed from the eligible provider list. The Board will determine the subsequent eligibility determination process, whether a provider's programs meet performance levels as described below.

The following criteria will be utilized for removing eligible training providers:

1. The training provider has intentionally supplied inaccurate information on an application. Upon determination, the training provider will lose its eligibility for two years from the date of determination. All local WDBs and NCWorks Career Center operators and other training providers will be notified immediately of the removal of a provider from the State approved list.
2. The training provider has substantially violated any requirement under the Workforce Innovation and Opportunity Act. Upon determination, the training provider will lose its eligibility for a certain period of time or sanctions may be imposed. All local WDBs and NCWorks Career Center operators will be notified as to what conditions have been imposed.
3. The training provider failed to meet the applicable performance criteria during the previous year based on an annual review and reporting process. The training provider will not be approved for the next year. Meeting the performance criteria will be the main factor in re-establishing eligibility. All requirements, sanctions and the grievance process will be transmitted to training providers in writing so they will be aware of their responsibilities, rights and sanctions.
4. A provider whose eligibility is terminated may be liable for re-payment of all funds received for the program during any period of non-compliance.

Definition of "significant number of competent providers":

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, youth, and dislocated workers.

Customers are informed they have choices in choosing their training providers through the NCWorks Online system, the Eastern Carolina WDB website, and through the NCWorks Career Advisors. Upon being determined eligible for WIOA training services and having completed an objective assessment, eligible adults and dislocated workers who will benefit from occupational skills training programs or courses of study and who possess the requisite skills and abilities to successfully complete the program, may be enrolled in a WIOA-approved program at the community college or at other approved local training providers. In addition to viewing the training options on NCWorks, customers are provided with a copy of the Eastern Carolina WDB's NCWorks Training Options Guide which provides the training options under each of the board approved industry sectors, and identifies wage information for the types of training for the local area. Occupational skills training funded under WIOA must be directly linked to identified targeted industry sectors that provide employment opportunities in the Eastern Carolina WDB region.

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

The Eastern Carolina WDB will meet all federal and state Adult and Dislocated Worker performance measures through an established process that begins with the Request for Proposal document that specifies the terms and conditions for delivering WIOA services. While it is the goal of the Eastern Carolina WDB to meet all federal and state WIOA performance outcomes and training expenditures requirements, the board fully understands that personal behavior, federal and state policies, and economic conditions are often beyond the Board's ability to control. With that said, the Eastern Carolina WDB establishes policy to predict the best possible outcomes for achieving its goals.

The Eastern Carolina WDB staff monitors the performance data of all WIOA service providers at a minimum of a monthly basis (often more) through the review of client records and reports available through NCWorks Online. The staff also uses the records in NCWorks to ensure the participant is enrolled into training prior to approving expenditure of funds through the monthly invoice review. The review of this data ensures that the Local Area is on track with their overall performance and training expenditure rates. The staff prepares WIOA activity reports for the Eastern Carolina WDB's oversight committee on a bi-monthly basis. Additionally, staff prepares NCWorks Career Center activity reports that are analyzed and shared with the service providers and oversight

committee. The reports are compared with data from the prior year and prior month to gauge improvements or determine any areas of concern.

The Local Area has a tracking system that requires the WIOA service providers to report their performance outcomes on a quarterly basis. The WIOA service providers are required to collect data pertaining to the performance measures. The WIOA staff understand that they are expected to meet or exceed the PY 2019 goals established for the adult and dislocated worker programs.

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

On March 8, 2018, the ECWDB approved setting aside \$50,000 of the PY2017 Adult funds for the development of an Incumbent Worker Training Program (IWT). The maximum amount that companies will be able to apply for is \$10,000 per grant, with a lifetime limit of \$50,000. The IWT program will target qualifying businesses who can utilize these IWT funds to address employees' skill gaps. The skills gaps can be a result of an employee's changing responsibilities/requirements in her/his job, or for an employee whose job may potentially be eliminated and skill upgrading is needed to accept new responsibilities. The training should result in increased knowledge/skills for the employee and increase the stability and competitiveness of the employer.

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

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

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

The ECWDB Business Services Representative (BSR) has been active in promoting efforts to improve coordination of services for existing business and industry through integrated approaches. This past year, the ECWDB, in partnership with the Regional Operations Director and the NCCCS Regional Customized Training Director, has partnered to facilitate regional business services meetings for the purpose of sharing best practices and identifying regional employer needs. These efforts included establishment of local Business Engagement Teams, scheduled employer engagements, and engagement with the NCWorks Career Center employer representatives.

The teams were established following BSR visits with local economic developers, career center managers, Career and Technical Education directors, college Customized Training Directors, and partners. The teams created protocols that ensured employer visits and interactive information exchange efforts. Many of these led to the establishment of apprenticeship programs, employer visitation events, and customized training offerings. Each event encouraged NCWorks Online registration to facilitate postings of jobs and résumés.

Both the BSR and Career Pathways Specialist participated in BusinessU Training and workforce meetings to enable collaboration with training personnel promoting work based learning options and the NCWorks Workforce Innovation and Opportunities Act training services.

The BSR frequently joins local teams to visit designated employers and encourages contact with each employer posting a position. The BSR attends Chamber of Commerce, Economic Development and educational program meetings to promote activities and schedules a regional business services engagement meeting to share successes. The BSR assists center staff in presenting RESEA sessions and participates in job fair events.

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 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.

As a part of the contract document, WIOA service providers must describe the types of planned follow-up activities they will provide for individuals who enter employment and for those who do not enter employment for up to one-year of exiting the program. Follow-up services must be made available, as appropriate, for a minimum of 12 months following the first day of employment to WIOA adults and dislocated workers who are placed in unsubsidized employment. During this period, the customer and/or employer may be contacted periodically to assist in employment retention and to make certain that the customer's employment situation is going well. During follow-up, career center staff may assist the customer to work toward future goals such as career advancement and/or other job-related issues. Customers may be asked to participate in a survey about the services received at the career center.

Youth Services

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

Yes. The Eastern Carolina Youth Council serves as a standing committee to provide information and to assist with planning, operational and other issues relating to the provision of services to youth.

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

a) Provide the committee's purpose/vision.

The Eastern Carolina Youth Council will be the leading resource for providing leadership and employment opportunities for youth in order to accomplish the mission of facilitating youth programs that provide opportunities to empower youth to become independent and employable.

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

The Eastern Carolina Youth Council Membership is attached.

- c) Complete the following chart for the PY 2018 Youth Committee’s planned meeting schedule to include dates, time and location. *[Expand form as needed.]*

Date	Time	Location (include address and room #)
September 27, 2018 January 24, 2019 March 28, 2019 May 23, 2019	6:00PM	ECWDB Offices, 1341 S. Glenburnie Road, New Bern

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

The Local Area uses competitive proposals to procure WIOA program activities. The Local Area develops Request for Proposals (RFPs) and procures services for the Adult, Youth, and Dislocated Worker programs every two years. The board exercises the option to renew contracts for the second year based upon performance and funding availability. RFPs are published for three consecutive days in a sufficient number of newspapers or other media (including minority publications where feasible) that provide for a general circulation throughout the area as well as publication on the Eastern Carolina WDB website. The Local Area Director is responsible for developing the process for conducting technical evaluations of the proposals received. The Eastern Carolina WDB staff and WDB members who serve on the WIOA Planning and Oversight Committee review all proposals that meet the submission requirements. After evaluation and recommendation of the RFPs by the Local Area staff and WIOA Oversight committee, the final selection of service providers is made by the WDB. The Eastern Carolina WDB is responsible for selecting the agency it deems best able to operate the program efficiently and effectively, with price and other factors considered.

In December 2016, the Eastern Carolina WDB, Inc. advertised the release of a Request for Proposals (RFPs) for January 9, 2017, for operation of PY 2017-2018 Workforce Innovation and Opportunity Act Title I Youth Programs within Carteret, Craven, Duplin, Greene, Jones, Lenoir, Onslow, Pamlico and Wayne Counties. A bidders’ conference was held on January 13, 2017, at 10:00 a.m. to answer questions. The deadline for submission was February 16, 2017, and the board took action on March 2, 2017.

The initial funding period was from July 1, 2017 through June 30, 2018. Based on funding availability, the option to extend the contract for a second year beginning July 1, 2018, exists with the opportunity for re-negotiation to be initiated in writing by the ECWDB at least sixty days before the expiration date of the first year contract. In order for the ECWDB to exercise its second year option, the contractor must meet the

performance requirements as outlined in the contract. However, the ECWDB is not bound to exercise a second year contract solely on stated performance criteria. Funding will be based upon PY 2018 allocations and carryover funds.

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

The Eastern Carolina WDB Youth Providers 2018 list is attached.

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

The Eastern Carolina WDB will meet all federal and state Youth performance measures through an established process that begins with the Request for Proposal document that specifies the terms and conditions for delivering WIOA services. While it is the goal of the Eastern Carolina WDB to meet all federal and state Youth performance outcomes and training expenditures requirements, the Board fully understands that personal behavior, federal and state policies, and economic conditions are often beyond the Board's ability to control. With that said, the Eastern Carolina WDB establishes policy to predict the best possible outcomes for achieving its goals.

The Eastern Carolina WDB staff monitors the performance data of all WIOA service providers at a minimum of a monthly basis (often more) through the review of client records and reports available through NCWorks Online. The staff also uses the records in NCWorks to ensure the participant is enrolled into training prior to approving expenditure of funds through the monthly invoice review. The review of this data ensures that the Local Area is on track with their overall performance and training expenditure rates. The staff prepares WIOA activity reports for the Eastern Carolina WDB's oversight committee on a bi-monthly basis. Additionally, staff prepares Youth activity reports that are analyzed and shared with the service providers and Youth Council. The reports are compared with data from the prior year and prior month to gauge improvements or determine any areas of concern.

The Local Area is implementing a new tracking system based upon FutureWorks that will provide real time performance data for WIOA service providers. This information will be shared with the service providers, in which they will be required to report their plans to achieve performance measures on a quarterly basis. The WIOA service providers are required to collect data pertaining to the performance measures. The WIOA staff understand that they are expected to meet or exceed the PY 2018 goals for youth.

- 5. Specify if the Local Workforce Development Board plans to offer incentives for youth. If yes, attach the Youth Incentive Policy to include: a) criteria to be used to**

award incentives; b) type(s) of incentive awards to be made available; c) whether WIOA funds will be used and d) whether the Local Workforce Development Board has internal controls to safeguard cash/gift cards. Name document: Local Area Name Youth Incentive Policy.

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

Yes, the Workforce Development Board plans to offer incentives for youth.

The Eastern Carolina WDB Youth Incentive Policy is attached.

Local Innovations

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

During the past year, the ECWDB has received additional funding through special grants as follows:

As a result of DWS partnering with the NC4Me, the ECWDB received \$10,000 to assist this partnership with funding three NC4ME Hiring Events targeting exiting military and veterans. These events were held across the State. Funds were used to help sponsor these events.

As a result of DWS applying for a USDOL NEG Sector Grant, the ECWDB was able to apply for and receive two \$30,000 career pathways planning grants in the areas of Health Sciences and Advanced Manufacturing. Funds were used toward the efforts of developing these pathways and applying for Certification. The Health Science Career Pathway was officially certified by the NCWorks Commission on February 8, 2017. The Advanced Manufacturing Career Pathway was officially certified by the NCWorks Commission on November 15, 2017.

As a result of DWS making additional funds available to local boards to promote Incumbent Worker Training and Business Services, the ECWDB recently received \$25,000. Additionally, the ECWDB received a \$30,000 Program Enhancement Grant to strengthen regional collaboration and planning of business services activities to include the development of a local BusinessU model.

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

The ECWDB Career Pathways Specialist recently developed a four-part Career Pathways Webinar Series that is designed to acquaint career advisors with career pathways as a guiding tool for career advising. This webinar series includes information on career pathways and NCWorks Certified Career Pathway, a review of the Facilitating Career Development Competencies and how they relate to advising on career pathways, and using career pathways as a goal setting tool. The content is illustrated with examples from our regional career centers and is adapted from a two-hour training that was provided to each NCWorks Career Center in the region. Creating a webinar from this content has allowed us to share regional best practices in a convenient manner and target a larger audience with what we feel is invaluable information for NCWorks career advisors across the state.

In addition to the recently developed webinar series, new NCWorks Career Center staff are trained in the integrated services delivery system by the Center Manager and the Regional DWS Liaison. If the new staff is a WIOA service provider staff member, the Eastern Carolina WDB WIOA Program Coordinator provides detailed training as it relates to delivering services through the Adult, Youth, or Dislocated Worker programs as well as provides training on using NCWorks.gov. The methods and content of new staff training and timeline for accomplishing the training are dependent upon the individual, their specific job function, and their computer skills. The WIOA Program Coordinator has developed a manual which is used for NCWorks training and has shared this manual with DWS and other local areas.

New staff members, as well as seasoned staff will continue in ongoing capability building and cross training activities under the Integrated Service Delivery model. Center staff are assigned to the various functions on a rotating basis in effort to ensure cross training and to streamline services to customers to prevent customers from being sent away or told that another staff will need to see them. Each year, the ECWDB requires mandatory training sessions for Wagner Peyser and WIOA Service Provider Staff as it relates to ensuring dual enrollment in NCWorks and determining eligibility for WIOA training services.

Additionally, NCWorks Career Center Staff regularly participate in monthly staff meetings, where they are given the opportunity to learn from partners, discuss strategies for improving services to customers based upon customer feedback, work on internal processes to improve customer flow of services, and identify ways to reduce duplication of effort. Additionally, the Center Managers and select staff participate in ISD Leadership Meetings at the ECWDB offices on a quarterly basis. As training opportunities become available, either online or in person from the NCWorks Training Center, staff are encouraged to participate. An example is that all WIOA service provider staff are required

to participate in the Certified Facilitating Career Development training. Efforts are underway to require Wagner Peysers staff to participate in this training as resources are identified.

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

An innovative approach that is used by Lenoir Community College's WIOA Youth Program is social media. Lenoir Community College Youth program has incorporated social media within the program by creating a Facebook YELL [Youth Excelling in Lifelong Learning] Club page. The page is maintained by the Youth Career Advisors and is private so only the members of the page can see the information posted. The participants are added to the group upon enrollment in the program. Various information to keep the participants engaged is posted, including motivational quotes. The participants can post news and information on the page as well. Required leadership activities and community service projects are also posted. When a participant completes a goal such as obtaining a High School Equivalency Diploma, National Career Readiness Certification, short-term training goal, etc., the Career Advisors post a congratulatory message on the page to promote the achievement. By doing so, this encourages other participants to work towards achieving their goals. Information about upcoming classes, Job Fairs, Student Appreciation days, and anything that would benefit the participant is shared. The staff feel this addition has helped to increase participation in events and increase positive outcomes within the program.

In Wayne County, Wayne Community College is now enrolling their WIOA Out-of-School Youth participants in an online class titled "Entering the Workforce." It is offered through Wayne Community College and it is completely online. This course prepares students for their worksite experience as well as their career. It covers personal hygiene, financial literacy, understanding tax forms, preparing for a job interview, and how one should dress for job interviews and the actual job. This online training initiative just started this month and WCC hopes this course will help their participants be more prepared to enter the workforce.

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

The most successful strategy for the ECWDB has been our efforts to pilot and coordinate the Work Ready Communities efforts. While the NCWorks Work Ready Communities initiative is now led through ACT's Work Ready Communities initiative, much of the framework was developed as a result of the local pilot which was built on the premise that local economic developers should serve in leadership roles to ensure business involvement and success. This model certainly has proven true for this local area, as the

local economic developers have been very engaged with the NCWorks Work Ready Communities Application providing leadership and support since its inception in 2008. The results are that all nine counties have addressed the criteria in the Work Ready Communities Applications and are now designated as Certified Work Ready Communities. In addition to our partners at the NCEast Alliance, our local economic developers have been very supportive and instrumental in working with the colleges, schools, and the Eastern Carolina WDB to ensure that the goals of certification were achieved. Throughout our nine counties, over 600 employers have signed on to endorse our Work Ready Communities efforts.

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PY 2018 Local Area Plan Required Policy Attachments

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

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

Example: Competitive Procurement – Revised

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

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

Individual Training Accounts (ITA) Summary	
Dollar Amounts	\$4,000 per year
Time Limits	\$8,000
Degree or Certificates allowed (Associate's, Bachelor's, other)	LA policy – Certificates, Associate degree, Bachelor's degree depending upon type of Board approved training.
Procedures for determining case-by-case exceptions for training that may be allowed	If a participant is interested in a training offering that is not approved in our local area, but the participant has a demonstrated ability to be successful in this training, the Executive Director may grant special approval for enrollment into the training activity based upon the likelihood that this participant will complete training and enter the workforce in a training related field. In doing so, the career advisor must have uploaded the participant's assessment results and completed an IEP that indicates his goals and steps taken to prepare for this field of study.
Period of time for which ITAs are issued (semester, school year, short term, etc.)	At the beginning of the registration for the specific semester or short-term training activity.
Supportive Services covered by ITA (uniforms, tools, physical exams, etc.)	Costs of items needed to enter a training course such as: physicals and immunizations needed to enter a medical course, cost of a driving record printout (needed for truck driving course), background check (needed for a child care or law enforcement course), cost of taking entrance exams, licensing exams or standardized tests, cost of uniforms, special shoes, protective clothing, tools of the trade required for course (stethoscope, BP kits, etc.), etc. Dues to professional organizations (e.g., National Student Nurses Association). Graduation fees and other costs associated with placement. <u>Must be required according to curriculum guide or written notice from instructor.</u> Expenses to be used to provide staff support and services to participant, TABE, reference books, Tutor costs, and videos. Field Trip expenses such as

	transportation & 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>
Request from participant for mileage, cab, bus or other transportation fees to attend school, travel for work experience, OJT, field trip, or travel to other locations for required exams.	Request from participant for daycare, dependent care or after school care. Proof that child, children, or dependent for whom request is made is a blood relative of the participant and that they reside in the same household (copies of birth certificates, marriage or divorce documents, lease or DSS document showing child or dependent as residing with participant, etc.).	Costs of items used to the direct benefit of the participant. Examples: supplies such as paper, pencils, pens, calculator, class materials, etc.	Demand letter for payment of rent or mortgage in participant's name. Documentation from social agency of individual being homeless. Demand letter from vendor in participant's name. Participant request for food/meals. Corroborating statement from someone other than a family member stating need.	

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 Providers (*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*)

*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.