

DavidsonWorks



Cutting Edge, Globally Competitive  
Workforce Development Solutions For  
Individuals and Businesses

# **Workforce Innovation and Opportunity Act**

## **Title I PY 2017 Plan Update**

**July 1, 2018 – June 30, 2019**

*DavidsonWorks  
220 East 1<sup>st</sup> Avenue Extension, Suite 10  
PO Box 1067  
Lexington, NC 27293*

## **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 a comprehensive four-year plan. Four-Year Plans were submitted in May 2016. Annually, each WDB is to provide updates to the Comprehensive Four-Year Plan (PY 2016). The WIOA Program Year (PY) 2018 Plan is to provide current information and be effective July 1, 2018 - June 30, 2019 and will include all current local policies. 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](http://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.

### **Plan Submission and Due Date**

The Local Plan must be submitted through Workforce Information System Enterprise (WISE). ***The due date is April 30, 2018.*** Each attachment must be submitted separately in Word or PDF format. Attachments not submitted separately will not be accepted. Forms requiring original signatures may be mailed to the local Board's assigned Planner at: N.C. Division of Workforce Solutions, 4316 Mail Services Center, Raleigh, NC 27699-4316. Hand delivered documents may be left at 313 Chapanoke Road, Raleigh, NC 27603.

## **Workforce Development Board Overview**

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

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

*Davidson County Local Area (Local Area is not a Consortium)*

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

***Pamela Walton, Director**  
Davidson Works  
PO Box 1067  
Lexington, NC 27293  
(336) 242-2065  
[pam.walton@davidsoncountync.gov](mailto:pam.walton@davidsoncountync.gov)*

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. Steve Shell, Chairman**  
Davidson County Board of Commissioners  
PO Box 1067  
Lexington, NC 27293  
(336) 242-2200  
[steve.shell@davidsoncountync.gov](mailto:steve.shell@davidsoncountync.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 disbursement of grant funds. [WIOA Sections 107(d)(12)(B)(i)(III) and 108(b)(15)].

***County of Davidson  
PO Box 1067  
Lexington, NC 27293  
(336) 242-2000***

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

***Mr. Zeb M. Hanner, County Manager  
County of Davidson  
PO Box 1067  
Lexington, NC 27293  
(336) 242-2200  
[zeb.hanner@davidsoncountync.gov](mailto:zeb.hanner@davidsoncountync.gov)***

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*.

***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].

***Dun & Bradstreet # 077 839 744***

***The Assurance is a separate attachment entitled: Davidson County 'SAM' Status and is current in 2018.***

*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 DavidsonWorks Workforce Development Board list as it is likely to appear as on July 1, 2018 is attached. Any changes in the Board from what is attached will be uploaded into WISE and the Division Planner notified of changes.***

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

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.

***Current by-laws are attached. By-Laws will change after July 1, 2018 and changes will be uploaded into WISE and the Division Planner notified.***

*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.

***LA staff will present the Local Plan at a public Davidson County Commissioner's meeting on May 15, 2018. At that meeting, the Plan will be either approved or disapproved (and edits made) by consensus of the Commissioners. In addition, the Plan will be published to the DavidsonWorks website at [www.davidsonworks.org](http://www.davidsonworks.org) (and/or [TriadWorks.org](http://TriadWorks.org) website) for not less than thirty days as soon as it is approved by the Commissioners. As an attachment on the website, anyone may view it or download and print it. Upon notice, LA will make copies for anyone who requests a hard copy. Approval from the Commissioners (the Chair of the Davidson County Commissioners is the LA Elected Official) is obtained before the Plan is posted on the website, however, it is posted well before the "active" date of July 1, giving time for public comment and any changes that may be needed after comments.***

***In addition to the Annual Plan, DavidsonWorks also lists all WDB Board minutes on the website. DavidsonWorks also posts RFPs on the website, and in the past few years when no proposals were received for Adult/Dislocated Worker Services, notices were posted for all to see that no proposals were received and a waiver would be sought from the State.***

*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)]

***See answer 11, above.***

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.

***Attached***

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

<b>Date</b>	<b>Time</b>	<b>Location (include address and room #)</b>
<i>August 30, 2018</i>	<i>8:00 – 9:30 AM</i>	<i>DavidsonWorks WDB Office 220 East 1<sup>st</sup> Ave., Extension Lexington, NC</i>
<i>October 25, 2018</i>	<i>8:00 – 9:30AM</i>	<i>Same</i>
<i>January 31, 2019</i>	<i>8:00 – 9:30AM</i>	<i>Same</i>
<i>March 28, 2019</i>	<i>8:00 – 9:30AM</i>	<i>Same</i>
<i>May 30, 2019</i>	<i>8:00 – 9:30AM</i>	<i>Same</i>

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.

***Attached***

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

***The signatory page will follow after the Davidson County Commissioner's meeting on May 15, 2018. A copy will be posted to WISE and the original mailed to the Division Planner.***

## **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*.

### ***Attached***

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).

***On March 12, 2018 RFPs were released for Adult/Dislocated Worker and One-Stop Service Provider for Davidson County. RFP notices were sent to every entity on the Adult/Dislocated Worker Bidder's list, notices were placed in the local newspaper, and on the DavidsonWorks and TriadWorks websites.***

***A Bidder's Conference was held on March 28, 2018 and no potential bidder's showed. At a WDB meeting held on March 29, 2018, the Board was told that no potential bidder's had come to the Bidder's Conference and it was decided to wait until the RFP proposal deadline of April 13, 2018 to see if any proposals would come in and then the Board would decide next steps.***

***The DavidsonWorks director sent an email to all WDB members on April 26, 2018 letting the Board members know that no proposals were received and asking the Board if they wanted to re-release the RFP, or to request a waiver based on failed procurement. After all votes were received, and after a meeting of the DavidsonWorks Workforce Development Board Executive Committee, the Board decided to ask for a waiver based on a failed procurement. LA staff sent in the request for waiver, along with all required documentation of the RFP process. A letter notifying LA that the waiver was granted was received on May 10, 2018 for PY2018.***

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

*Currently, LA and local DSS office coordinate services for WorkFirst on a referral basis. Customers from DSS/WorkFirst are referred to one of the NCWorks Career Centers in Davidson County to be registered in the NCWorks system. Upon registration, customers are also given an orientation to other services provided in the NCWorks centers including workshops and partner services. When a NCWorks customer presents to staff information that suggests they may benefit from the services of TANF, NCWorks staff refers that customer to either the DSS office in Thomasville or Lexington (whichever is closer for the customer). The Thomasville NCWorks Career Center is located in the same building at DSS, so customers can go directly from one office to the other as referred. In Lexington, the DSS office is located in another County building, but the DavidsonWorks director and DSS director are working together to bring DSS/TANF staff to the Lexington office at least one day per week in the coming year.*

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

*Currently, the normal operating hours for both NCWorks Career Centers in Davidson County are Monday through Friday from 8:00AM until 5:00PM. Neither of the centers close at lunch, meaning both are open a full forty (40) hours per week. However, both centers have remained open beyond normal operating hours to accommodate customers who need assistance outside of those hours. In addition, staff are available beyond the standard operating hours as well and do so in order to attend attend community events to promote services, to attend Rapid Response sessions, etc.*

## **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.

*On March 12, 2018 the RFP for Adult/Dislocated Worker and One-Stop Service Provider for Davidson County was released. RFP notices were sent to every entity on the Adult/Dislocated Worker Bidder's list, notices were placed in the local newspaper, on the DavidsonWorks and TriadWorks websites.*



***On March 28, 2018 a Bidder's Conference was scheduled to answer any questions about the RFP. Notification was given to potential bidders that they could come in person, or call-in. No one came to the Bidder's Conference.***

***No bids for Adult/Dislocated Worker/One-Stop were received by the due date of April 13, 2018.***

***The RFP and lack of attendance at the Bidder's Conference was discussed at the DavidsonWorks Workforce Development Board meeting on March 29, 2018. The DavidsonWorks director sent an email to all WDB members on April 26, 2018 letting the Board members know that no proposals were received and asking the Board if they wanted to re-release the RFP, or to request a waiver based on failed procurement. After all votes were received, and after a meeting of the DavidsonWorks Workforce Development Board Executive Committee, the Board decided to ask for a waiver based on a failed procurement. LA staff sent in the request for waiver, along with all required documentation of the RFP process; the letter granting the waiver was received on May 10, 2018 for PY2018.***

**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.

***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 DavidsonWorks WDB has established an Eligible Training Providers Policy in order to ensure Workforce Innovation and Opportunity Act customers have a current and readily available list of training providers that are reflective of the local workforce labor market. This list will aid consumers in making informed decisions relevant to training opportunities available and will also ensure provider performance and continuous improvement.***

***The Board and Local Area take seriously the approval of training providers and programs. Supported programs, and those deemed as "competent providers," are evaluated based on the information provided regarding location, cost, performance standards, outcomes, and its relativity to our local labor market. Training programs are not rejected due to monetary cost but rather type of training (continuing education vs. diploma/degree), length of training, demand for occupation in local area, etc. The***

*Board will consider any provider's request to be on the approved list as long as they can show performance, outcomes, and placements into employment. Based on this criteria, some training programs may only be offered by one approved provider, but customers are always counseled by their career development consultants on the importance of making the best choice. Thus, if a customer seeking training wants to attend a training facility not on the list, the training provider can be considered, as long as they are willing to provide the information needed to make an informed decision about their competency. As long as there is a training provider who has provided performance and outcome information for a customer seeking training in that area, the LA considers there are significant enough providers for the training. In the event there is more than one approved training provider, the training seeking customer is urged and counseled on making appropriate choices for their own training needs. Customers are not limited to training providers who are based solely in Davidson County, but may expand their options to regional providers, and the Board has also approved online training providers in certain areas of training.*

*The Davidson Works Eligible Training Provider Policy, DWORKS 2018-21 is attached. As is noted in the policy, the list of eligible training providers is reviewed annually.*

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

*The process to ensure that Davidson Works will meet federal, state and local area Adult and Dislocated Worker performance outcomes is established through a comprehensive process that begins with the staff being trained to understand performance and how to document services so that performance goals are accounted for appropriately in the NCWorks system. While staff continuously monitor their performance, the WDB Accountability Specialist conducts random monthly desktop reviews of WIOA participant files to determine: compliance for eligibility, that documents are scanned into files, credentials and employment are captured, etc. Additionally, management staff conducts intensive internal monitoring at least annually on all programs.*

*Davidson Works will continue to implement these measures to maintain high performance, and also continue offering opportunities to customers to ensure success including: intensive individualized job search services provided by a Career Advisor, workshops on topics such as interviewing and resumes, Job Clubs provided by Workshop and Job Developers, and follow-up procedures to ensure that WIOA terminated customers are being contacted and provided additional services to enhance job retention.*

*Davidson Works will continue to encourage short-term training and/or paid or unpaid work experience as alternate training options to increase the number of customers being served and entering employment within the performance year. While Davidson Works does not screen out customers due to performance standards, feasibility for services is considered prior to enrolling customers in training services.*

*DavidsonWorks WDB takes the oversight role seriously and strives to ensure that Career Center staff understand the value of services provided and the importance of documenting and entering correct and timely data.*

- 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.

*Incumbent Worker Training is a service that DavidsonWorks has provided to local employers in the past, but in recent years there have been challenges with funding that did not allow IWT to be offered. However, DavidsonWorks has already applied for and received funds through the Business Services Funding grant recently released by the State for PY2017. Promotion of IWT and other Work Based Learning opportunities have already started being promoted, and will continue into PY2018.*

- 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.]*

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

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

*The WDB’s business and industry manager meets with the BSRs of TriadWorks (made up of four Triad area WDBs) every other month. The meetings typically include discussions about serving businesses in a comprehensive, regional manner opposed to in geographical silos. As a result of the TriadWorks BSRs meeting regularly, local business service policies (i.e. OJT, IWT) have been adopted that are as consistent across the region with few variations that are necessary to meet specialized needs locally. Much of the same language in each policy ensures businesses across the region are being served in a consistent, seamless manner.*

*In addition to the bi-monthly meetings with the regional BSRs, the WDB business and industry manager meets regionally with community colleges, regional board directors, and regional BSRs, this group is known as the Piedmont Regional Workforce Alliance (PRWA) and represents 11 area community colleges and four WDBs. The PRWA takes a regional approach to meeting industries’ needs. For example, the PRWA created regional machinist training opportunities that included internships and other work-*

*based learning opportunities to meet the needs of machine shops across the region. The curriculum was designed at a regional level to ensure the training one received in Davidson County would cover the same curriculum as training taking place in Rockingham County. Regional trainings are offered on an as needed basis. One of the next regional training offerings planned is a Production Technician training. Like the machinist training program, this training is designed to supply businesses in the advanced manufacturing sector with an applicant that has been exposed to many skills valued within the industry (e.g. OSHA training, introduction to lean principles, etc.). This training will include a work-based learning component as well.*

*One final example of note deals with the NCWorks Certified Career Pathway initiative. The TriadWorks business services team, including the local business and industry manager, worked regionally to engage employers, K-12 leaders, community colleges, chambers of commerce, economic development leaders, university staff, etc. to shape the four certified career pathways (Healthcare/Nursing, Advanced Manufacturing, Transportation and Logistics, and Aviation). As the implementation process unfolds, the business services team will continue with its regional approach to ensure employers' needs across the Triad region are met in a consistent, seamless manner.*

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

*Follow-up services begin immediately following exit from the program. Career Development Consultants who work with Adults and Dislocated Workers in training activities, ensure customers know that services remain available to them after exit by telling them during pre-exit interviews, and also in written communication following exit. The same services are available to customers whether they obtain employment at exit, or before exit. Services available include retention counseling, job referrals, community resource referrals, etc.- all to ensure that the customer is as successful as possible in the workplace.*

*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.*

## **Youth Services**

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

*Yes*

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

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

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

***“Developing the workforce of tomorrow, today...by enabling the Davidson County Youth, with emphasis on disadvantaged youth, to be successful in education and the workplace, and to become effective leaders in our community.”***

- 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)]

***Attached***

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

<b>Date</b>	<b>Time</b>	<b>Location (include address and room #)</b>
<b><i>August 7, 2018</i></b>	<b><i>Noon – 1:30PM</i></b>	<b><i>DavidsonWorks WDB Office 220 East 1<sup>st</sup> Avenue, Extension Lexington, NC</i></b>
<b><i>October 4, 2018</i></b>	<b><i>Noon – 1:30PM</i></b>	<b><i>Same</i></b>
<b><i>December 13, 2018</i></b>	<b><i>Noon – 1:30PM</i></b>	<b><i>Same</i></b>
<b><i>February 7, 2019</i></b>	<b><i>Noon – 1:30PM</i></b>	<b><i>Same</i></b>
<b><i>April 4, 2019</i></b>	<b><i>Noon – 1:30PM</i></b>	<b><i>Same</i></b>
<b><i>June 6, 2019</i></b>	<b><i>Noon – 1:30PM</i></b>	<b><i>Same</i></b>

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

***The RFP to provide Youth services in the local area was released in April 2016 to provide services for PY2016. Davidson County Community College replied to the request with a plan of service and was chosen as the contractor.***

*The DavidsonWorks Youth Council monitors the youth contract, and as permitted in the RFP, has decided to recommend continuing the contract with Davidson County Community College into the next year- PY2018. This will be the second extension of the contract, and the last year an extension will be permitted and an RFP for Youth services will go out again for PY2019.*

*The Youth Council Chair (a WDB member) will present this recommendation to the full WDB at their meeting on May 31, 2018.*

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

***Attached***

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

*The DavidsonWorks Youth Council, and DavidsonWorks staff, monitors the performance data of the WIOA Youth program by reviewing data available from NCWorks and NCWorks Performs. In addition, the DavidsonWorks Accountability Specialist conducts random monthly desk top reviews of WIOA participant files to: determine compliance for eligibility; ensure documents are scanned in for review; ensure credentials and employment (if applicable) are captured; ensures case notes are thorough and accurate; and ensures activities are properly coded. Performance measures are shared with contractors and training is conducted as needed, but usually at least twice per year.*

*The DavidsonWorks WDB and Youth Council take their oversight role seriously and strive to ensure that WIOA service providers and Career Center staff understand the value of the services provided and the importance of documenting and entering correct and timely data.*

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.

***Policy attached***

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

## 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.

*Additional funding received in PY2017 includes:*

*\$1,769.00- from DWS- cost share for NCWorks Career Center brochures and literature*

*\$14,371.37- from DWS- Infrastructure Cost Share*

*\$25,000.00- from DWS- Business Services Funding for WBL staffing*

*\$167,930.00- from Davidson County Government- local funding for costs non-WIOA allowed*

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

*WDB has found that working in collaborative relationships with partners has been a best practice for PY2017, and hopes to continue in those relationships into PY2018. As funding has been a challenge for DavidsonWorks this year, so it has also been for other local agencies that offer services to the same customer base. Because of this, strong partner relationships have become more developed and resource sharing has expanded our ability to reach more customers.*

*For example, in partnership with Davidson County Community College, the WDB was able to co-sponsor a job fair for the entire community in March. Aside from the WDB and Community College, other partners were able to take part, and around 40 employers and 300 job seekers were served.*

*Another example of collaborative relationships is Working Smart soft skill training offered through TriadWorks to community college staff. Working Smart is a great way to get job seekers trained in the essential skills they need to find and retain employment and something that employers have been saying job seekers are lacking.*

*Another community partner, Vocational Rehabilitation has begun using space at the Lexington NCWorks Career Center to meet customers. This allows their customers to become familiar with NCWorks resources and staff, and allows VR staff to become more familiar with other partner services within the NCWorks system.*

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

*A best practice for our youth program has been, and continues to be, year round work experience opportunities. The out-of-school program offered through the WDB Youth contractor, Davidson County Community College, is called Get REAL. Get REAL is an alternative for older youth who have not been successful in traditional high school, or who have been previously home-schooled. Get REAL provides youth the opportunity to finish their high school diplomas, or their high school equivalencies, in combination with taking continuing education classes to enhance their job readiness upon*

*completion. In addition to high school and continuing education classes, WIOA eligible students are able to take part in WBL opportunities while in school. This has proved to be a great advantage for older youth needing a hands-on, practical employment experience to prepare them to enter into the workforce.*

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

*The DavidsonWorks WDB is part of the TriadWorks regional consortium and as such, works regionally on many initiatives. One of the most successful projects for PY2017 has been Career Pathways which TriadWorks decided to take on as a regional initiative. Business Service Representatives from all local areas within TriadWorks worked collaboratively to create a process through which the pathways would be certified, including reaching out to regional employers, K-12 school systems and higher education institutes, chambers of commerce, etc. The end result is that the Boards within TriadWorks now have 4 certified pathways, employers and regional partners are engaged in the process, and the relationship between BSRs in the Triad has become more developed.*



## **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)  
*Attached*
2. Competitive Procurement Policy (PS 19-2017)  
*Attached*
3. Conflict of Interest Policy (PS 18-2017)  
*Attached*
4. Equal Opportunity Procedures (PS 05-2015)  
*Attached*
5. Financial Management Policy for Workforce Innovation and Opportunity Act Title I (PS 20-2017)  
*Attached*
6. Individualized Training Account Policy
7. *Attached*
8. On-the-Job Training Policy (PS 04-2015)  
*Attached*
9. Oversight Monitoring Policies and Tools  
*Attached*
10. Priority of Service Policy (PS 03-2017)  
*Attached*
11. Supportive Services Policies  
*Attached*
12. Youth Work Experience Policy (PS 10-2017)  
*Included with the Adult/Dislocated Worker Work Experience Policy*

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

*Yes- attached*

2. Local Area Needs-Related Policies

*N/A*

3. Local Area Transitional Jobs Policy

*N/A*

4. Local Area Youth Incentive Policy

*Yes- attached*

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:

<b>Individual Training Accounts (ITA) Summary</b>	
<b>Dollar Amounts</b>	<p><i>\$2,400 per year/Curriculum courses</i></p> <p><i>\$1,200 per year/Continuing Education</i></p> <p><i>\$4,800 lifetime limit</i></p>
<b>Time Limits</b>	<i>Training is expected to be completed within 24 months, with 36 months being the maximum allowable.</i>
<b>Degree or Certificates allowed (Associate's, Bachelor's, other)</b>	<i>Certifications, Diplomas, Associate Degree's, and Bachelor's Degrees (when student is within 4 semesters of completion)</i>
<b>Procedures for determining case-by-case exceptions for training that may be allowed</b>	<i>Any exceptions to any of the policies outlined in the ITA/Training Policy must be staffed with the Career and Program Services Manager and approved by the Director of DavidsonWorks. Exceptions are made based on individual circumstances of the customer; for example, if someone has had health issues and are unable to complete an Associate's Degree within the 36 month time limit, and needs another semester. If the health issues have been documented in the case files, student had good grades before health issues and is in good standing with educational institution, then the logical decision would be to allow the student an extra semester to finish their degree.</i>
<b>Period of time for which ITAs are issued (semester, school year, short term, etc.)</b>	<i>Per semester. Other payment vouchers (not ITAs) are used for shorter term training programs that are not held on a semester basis</i>
<b>Supportive Services covered by ITA (uniforms, tools, physical exams, etc.)</b>	<i>Supplies, uniforms and tools that are required for classes or courses (as proven through a class syllabus or other documentation); physical exams that are required by courses,</i>
<b>Other</b>	

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.]*

<b>Transportation</b>	<b>Childcare</b>	<b>Supplies</b> <i>(include examples)</i>	<b>Emergency</b> <i>(include examples)</i>	<b>Other</b> <i>(include examples)</i>
<p><i>*Gas vouchers not to exceed \$50 per month for those enrolled in training (school or WBL)</i></p> <p><i>*\$250 annual limitation</i></p>	<p><i>*Child care assistance for those participating in a WIOA activity not to exceed \$250 in one year.</i></p>	<p><i>*Uniforms, tools, shoes, etc. for customers participating in a WBL/OJT</i></p> <p><i>*\$250 annual limitation/\$500 lifetime limit</i></p>	<p><i>*Payment of “cut-off” utility bills</i></p> <p><i>*Car repair</i></p> <p><i>*Payment of rent or mortgage with notice of eviction</i></p> <p><i>*Medical, dental, vision expenses when treatment is necessary to continue in training program</i></p> <p><i>*\$250 annual limitation/\$500 lifetime limit</i></p>	

**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.