



**North Carolina Modification for  
Local and Regional Workforce Development Area  
Plan**

*(Serving Bladen, Hoke, Richmond, Robeson and Scotland Counties)*

**Workforce Innovation and Opportunity Act  
Title I Plan**

**Program Year**

**(July 1, 2021 – June 30, 2022)**

*Adopted by LRWDB on April 22, 2021*

## I. WDB Overview

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

*In the first section and anywhere else in the Plan, please include the appropriate salutation along with Titles such as Dr., The Honorable, Chairperson, and Judge. Thank you.*

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.

### **Lumber River Workforce Development Consortium**

If the Local Area is a Consortium, attach a copy of the current Consortium Agreement. Name document: Lumber River WDB Consortium Agreement. (Updated by May 7, 2021)

2. Provide the Local Area's Workforce Development Board's official name.

### **Lumber River Workforce Development Board**

If the local Board officially changed its name, please attach a copy of the Status of Incorporation, attorney's letter, or other document.

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

|  |   |
|--|---|
| <b>Name:</b> Patricia Hammonds                           | <b>Title &amp; Salutation:</b>                        |
| <b>Organization:</b> Lumber River Council of Governments | <b>Address:</b> 30 CJ Walker Road, Pembroke, NC 28372 |
| <b>Phone number:</b> 910-775-9764                        | <b>Email address:</b> patricia.hammonds@lrcog.org     |

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

|   |  |
|---|--|
| <b>Name:</b> James Leach                          | <b>Elected Title &amp; Salutation:</b> County Commissioner |
| <b>Government:</b> Hoke County Board of Directors | <b>Address:</b> 102 Pine Cove Avenue Raeford, NC 28376     |
| <b>Phone number:</b> 910-875-8925                 | <b>Email address:</b> jleach@hokecounty.org                |

5. 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.

|                       |                                |
|-----------------------|--------------------------------|
| <b>Name:</b>          | <b>Title &amp; Salutation:</b> |
| <b>Business Name:</b> | <b>Address:</b>                |
| <b>Phone number:</b>  | <b>Email address:</b>          |

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

|  |   |
|--|---|
| <b>Name:</b> Jo-Annah Sinclair                           | <b>Title &amp; Salutation:</b>                        |
| <b>Organization:</b> Lumber River Council of Governments | <b>Address:</b> 30 CJ Walker Road, Pembroke, NC 28372 |
| <b>Phone number:</b> 910-775-9768                        | <b>Email address:</b> Jo-annah.sinclair@lrcog.org     |

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

|  |   |
|--|---|
| <b>Name:</b> David Richardson                            | <b>Title &amp; Salutation:</b>                        |
| <b>Organization:</b> Lumber River Council of Governments | <b>Address:</b> 30 CJ Walker Road, Pembroke, NC 28372 |
| <b>Phone number:</b> 910-775-9752                        | <b>Email address:</b> David.richardson@lrcog.org      |

8. Attach a copy of the Administrative Entity/Fiscal Agent's organizational chart with an 'effective as of date'. Name document: Lumber River Council of Governments Organizational Chart.
9. 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 [www.sam.gov](http://www.sam.gov) to receive Federal funding [required by Federal Acquisition Regulation (FAR) Section 4.11 and Section 52.204-7].
10. Provide the name of the Local Area WDB's Equal Opportunity Officer who shall be responsible for assuring that discrimination does not occur in its programs or projects. ([PS 07-2018](#))

**Janet Robertson, phone 910-775-9749; email: [JFR@lrcog.org](mailto:JFR@lrcog.org)**

*Composition of the Local Area WDBs shall comply with WIOA Section 107. Local Area WDB Membership Requirements have been provided a reference at [Appendix D](#).*

11. Provide each Local Area WDB 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: *Lumber River WDB List*.

See [Appendix D](#) for Local Area WDBs' membership requirements.

**Note:** Check the block on the form provided certifying compliance with required WIOA local Area WDB business nomination process.

If a Board list is not in compliance, please provide that list and state the expected date that a compliant list will be provided.

Use and identify categories as indicated on the form. Do not change required category names except to clarify those with multiple categories and do not count those names twice.

12. Briefly describe how the Local Area WDB works with local elected officials to ensure viable local business representatives are appointed to the local Area WDB.

**The Chair or the Workforce Development Administrator shall notify the respective county commission of any board member vacancy to ensure a prompt nominee within 90 days of the vacancy. Replacements will be determined by the category being filled in order to comply with law and maintain a balanced representation between the private and public sectors.**

*The Chief Elected Official must establish by-laws consistent with applicable local procedures, state and federal laws to include WIOA Final Rules and Regulations 679.310(g). The Board shall submit by-laws that clearly demonstrate all WIOA and North Carolina required elements described in [Appendix A](#). Additional by-laws guidance/template and electronic meeting formats have been provided in [Appendix B](#) and [Appendix C](#).*

13. Attach the WDB by-laws including date adopted/amended. By-laws must include the required elements found in [Appendix A](#). Name document: *Local Area Name WDB by-laws*.
14. To demonstrate that the attached WDB by-laws comply, complete [By-Laws Required Elements – Crosswalk chart](#).

*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)]*

15. Describe how the WDB will make copies of the proposed Local Area Plan available to the public. If stating the Plan will be on the Board website, provide link. [WIOA Section 108(d)]

**The local plan draft will be made available to the public on March 19, 2021 for 30 days through the website at [www.lumberrivercog.org](http://www.lumberrivercog.org). The local media will be notified to advertise the release date, how to access the plan and where to submit written comments. At the conclusion of the public comment period the LRWDB will consider Plan approval during the board meeting scheduled on April 22, 2021 via WebEx. This information will be disseminated through the website, local media and hard copy at the LRCOG.**

*Public Comment - The WDB shall make copies of the proposed Local Area 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 Area Plan any comments that represent disagreement with the Plan. [WIOA Section 108(d)]*

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

17. Complete the following chart for the PY2021 Local Area WDB’s planned meeting schedule to include time, dates, and location. *[Expand form as needed]*

**Note:** All Local Area WDB meetings shall be held in accessible facilities. All materials and discussions should be available in an accessible format upon request as indicated under North Carolina specific requirements detailed in [Appendix A](#).

| <b>Date</b>                 | <b>Time</b> | <b>Location<br/>(include address and room #)</b> |
|-----------------------------|-------------|--|
| Thursday, June 24, 2021     | 8:15 am     | Video Conference                                 |
| Thursday, August 26, 2021   | 8:15 am     | Video Conference                                 |
| Thursday, October 28, 2021  | 8:15 am     | Video Conference                                 |
| Thursday, December 2, 2021  | 8:15 am     | Video Conference                                 |
| Thursday, February 24, 2022 | 8:15 am     | Video Conference                                 |
| Thursday, April 28, 2022    | 8:15 am     | Video Conference                                 |
| Thursday, June 23, 2022     | 8:15 am     | Video Conference                                 |
| Thursday, August 25, 2022   | 8:15 am     | Video Conference                                 |
| Thursday, October 27, 2022  | 8:15 am     | Video Conference                                 |
| Thursday, December 8, 2022  | 8:15 am     | Video Conference                                 |

18. 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, 2 CFR 180, participants’ responsibilities.] Name document: Local Area Name Certification Form.

**Note:** Document must have the original signature or DocuSign® (or similar) of the Administrative Entity signatory official. If using original signatures, mail the signed [Certification form](#) to the assigned Division Planner at N.C. Division of Workforce Solutions, 4316 Mail Service Center, Raleigh, NC 27699-4316.

19. Submit the original WDB and Chief Elected Official (CEO) Signatory Page ([\*form provided\*](#)), bearing the original signatures of the Chief Elected Official(s) and the WDB Chairperson, and attach a copy of the signed document if not using DocuSign® (or similar). Name document: Local Area Name Signatory Page. (Updated by May 7, 2021)

**Note:** If using original signatures, mail the [Signatory Form](#) to the assigned Division Planner at N.C. Division of Workforce Solutions, 4316 Mail Service Center, Raleigh, NC 27699-4316.

## II. Local Area Strategic Planning

*The Local Area WDB is required to keep the Plan up to date and fluid as events and funding changes occur which may require local area responses. Local Area Plans will require an annual modification. North Carolina has implemented integrated services delivery with an enhanced emphasis on regional planning and services. This approach is consistent with federal, state and regional initiatives and opportunities. North Carolina's workforce development system includes businesses, organizations, agencies, employed and unemployed persons, training and educational institutions, adults, and youth. To enhance services to all constituents, aligning workforce development planning and services with regional labor markets is both effective and productive. North Carolina Governor Roy Cooper's NC Job Ready Initiative is built on three core principles: education and skills development are the foundation to a strong and resilient workforce; an employer-led workforce development system is key to the growth of a highly skilled and job ready workforce; and local innovation is critical to a dynamic and effective workforce system.*

*Locally, WDBs are creatively working to address the new challenges of job growth and expansions. Boards continue to have a shortage of middle-skilled level workers. As a Board and workforce system, Boards are leveraging resources and engaging in new partnerships that include the business community, economic developers, chambers of commerce, NCWorks Career Centers, community colleges, public schools, and community partners. Working together, Boards are paving the way for an even stronger economy through sector partnerships and career pathways initiatives.*

1. Provide a description of the WDB's strategic vision and goals for preparing an educated and skilled workforce including youth and individuals with barriers to employment. Include goals relating to the performance accountability measures based on primary indicators of performance in order to support regional economic growth and economic self-sufficiency. [WIOA Section 108(b)(1)(E)]

**The vision of the board is that the Lumber River Workforce Development Region be an economic area that retains and attracts competitive employers as a result of workers that are highly skilled, adaptable and educated, with a mission to work with our partners to develop a region that has an innovative, relevant, effective and efficient workforce development system that develops a work-ready, adaptable and skilled workforce to meet the current and future needs of employers to improve and sustain economic prosperity in the region. The goals of the LRWDB are as follows:**

- **To create a seamless, integrated and efficient workforce system for workers, including those with special needs; and employers of our region through strengthened partnerships.**
- **Reduce the annual average rate of unemployment in the region by preparing workers including adult, youth, and special needs workers to succeed and to continually improve their skills in this changing economy through education and training.**
- **Use data to identify workforce and employer needs that guide the effective use of resources to meet those needs.**
- **Increase the access to and use of workforce development programs by the employers in the region to work-based learning opportunities and training grants; streamline reporting, auditing and compliance process to ensure proper oversight with efficiency.**
- **Increase communication with partners including NC Commerce, local non- profits and other community service agencies to identify gaps in service that may impede the**

**advancement of the region.**

**WIOA provides an opportunity to create a WDB that represents all of the necessary partners to meet the vision of the local area, such as Private Sector Businesses, Public School System, Vocational Rehabilitation, Economic Development, Community College System, etc. With representatives from the key partners at the table, this will allow for an opportunity for all to receive the same information as to the needs of our local workforce, in order to enhance services and resources available to meet the needs of all citizens and to help overcome barriers to employment. The LRWDB has Youth Program operators within all the counties served. Services offered to individuals are based on a thorough assessment. At the conclusion of the assessment an individual service strategy plan is designed to address any needs and alleviate barriers to success.**

- 2. Provide a description of how the WDB, working with the entities carrying out core programs, will expand access to employment, training, education and supportive services for eligible individuals, particularly eligible individuals with barriers to employment. Include how the WDB will facilitate the development of career pathways and co-enrollment, as appropriate, in core programs, and improve access to activities leading to a recognized postsecondary credential including a credential that is an industry-recognized certificate or certification, portable, and stackable. [WIOA Section 108(b)(3)]**

**The LRWDB, in partnership with other workforce development agencies including VR, DWS, Public Schools, Wagner-Peyser, Telamon, DHHS, and the Community Colleges, has implemented a system of comprehensive NCWorks Career Centers throughout the five county region. WIOA and WP services are provided at the Career Centers through funded staff positions that operate under the direction of the Career Center Manager. The Career Centers also have availability of full-time, part-time, or as needed staffing from the above listed partners to provide agency specific services strengthening the one- stop system.**

**Through the execution of the Integrated Service Delivery approach, the vision for the workforce development system is that all customers of the system will be served by staff organized by function, rather than by program or funding source. The LRWDB has revised its Occupational Skills Training Policy to align with in demand occupations/training of its region, as well as, CTE programs of study in the areas such as but not limited to: healthcare, advanced manufacturing, retail/business administration, transportation and agriculture. LRWDB staff serves on the CTE councils within the local area, and works in conjunction to provide updates on Workforce Development services and resources available.**

**The LRWDB will work with all partners including core program agencies to: Increase communication, foster relationships and convene meetings to educate entities on all partner services to identify gaps in service that may impede the advancement of the region such as the issue of transportation and other barriers to employment; Maximize resources through co-enrollment to supplement and/or avoid duplication of services.**

**LRWDB will adhere to the WIOA policies and rules as it pertains to services to eligible individuals. While the focus is on those most in need, LRWDB services are far reaching to all individuals that are seeking to gain skills that will increase employability. Staff will work closely with customers to help develop a personal plan of action to align education and/or skill upgrades to align with in-demand occupations. Not all customers will enter into occupational training, but will have the resources to access a Career Readiness Certificate, a great portable recognized certificate in job search and employment retention efforts. The NCWorks Career Centers in our region will serve as a portal for all customers to access information related to employment, training, education, and**



**supportive services. LRWDB will continue to support and promote the development of in demand career pathways within the region.**

3. Describe the WDB's use of initiatives such as incumbent worker training programs, on-the-job training programs, customized training programs, industry and sector strategies, career pathways initiatives, utilization of effective business intermediaries, and other business services and strategies, designed to meet the needs of employers in the corresponding region in support of the regional strategy to meet the needs of businesses. [WIOA Section 108 (b)(4)(B)]

**The LRWDB maintains a policy of facilitating and empowering regional initiatives with available resources including staff focus and allocation of funding resources. The WDB staff and partners have developed strong relationships with our Regional Operations Director (ROD), Regional Industry Managers, and all other regional teams including business services groups. As part of our relationship building, we facilitate an unrestricted flow of information on our current efforts with regional team members. When promoting incentive programs such as OJTs, IWT Grants, Customized Training Grants, etc., in the local area, regional equivalents and opportunities are communicated to employers. When these opportunities arise, then the WDB Staff engages proactively. The business services team communicates with applicable regional partners and coordinates the needed resources and staff for the benefit of the regional and local economic development. The Business Services team maintains continual contact with the employer and relevant regional partners from the initial contact through the completion of the projects. LRWDB continue to refine the local area IWT policy to better serve local businesses. Additionally, the OJT component has been successful throughout Adult, Dislocated Worker and Youth programs. LRWDB staff serves on career pathway teams in the local area to assist with developing the process for certified pathways.**

**The LRWDB is a member of the Chamber of Commerce in all LRWDB counties served. Additionally, the LRWDB membership includes 3 of the region's Economic Developers. Aside from the individuals serving on the board, partnership meetings are held to share information about ongoing and upcoming projects.**

4. Provide a description of how the WDB coordinates workforce investment activities carried out in the Local Area with the provision of Adult Education and Literacy activities. [WIOA Section 108(b)(13)]

**The LRWDB works closely with the local area public school systems and community colleges to ensure that customers have access to information and available resources to assist with quality learning opportunities. The local area NCWorks Career Centers provide space for Adult Education and Literacy activities onsite in addition to making referrals to the local community colleges and other satellite sites where these services are provided. The LRWDB provides assistance with supportive services and/or any required training costs if a need is identified.**

**As we continue to face the current pandemic, LRWDB is working to create more convenient access points, equipment and supplies for customers that are seeking occupational skills training.**

5. Provide a description of cooperative agreements, as defined in WIOA Section 107(d)(11), between the WDB and other local entities described in Section 101(a)(11)(B) of the Rehabilitation Act of 1973 (29 U.S.C. 721(a)(11)(B)) with respect to efforts that will enhance the provision of services to individuals with disabilities and to other individuals, such as cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers, and other efforts to include cooperation,

collaboration, and coordination. [WIOA Section 108(b)(14)] **The current Memorandum of Understanding it attached. This document is the cooperative agreement describing the local area partnerships between core partners under WIOA.**

6. Provide a brief description of the actions the WDB will take toward becoming or remaining a high-performing Board, consistent with the factors developed by the NCWorks Commission. [WIOA Section 108(b)(18)]

**The Lumber River WDB will adhere to the Performance Accountability Measures as outlined by the NCWorks Commission by reviewing compliance quarterly and holding local area service providers accountable for effective service delivery by implementing performance benchmarks and developing a tool to measure these benchmarks in addition to utilizing the FutureWork System and NCWorks Online. Quarterly monitoring will be conducted to ensure compliance, monthly Program Coordinator's meetings and regular technical assistance sessions will be provided in order to address performance. Board committees have been formed to evaluate and monitor activities and outcomes.**

7. Provide details on how the region is prepared to respond to serve victims of national emergencies or weather disasters and utilize special grants efficiently.

**Hurricane disasters of the last few years have reiterated the need for rapid response. The LRWDB has proven to be responsive to employers and job seekers by providing temporary employment opportunities to dislocated workers and filling employer staffing needs throughout the region over the past 3 years. In order to be more prepared for future disasters, we keep related documents up to date and maintain job descriptions for common positions that are needed immediately following a disaster so we can quickly update job postings should the need arise. We have developed and continue to maintain close relationships with organizations that have a primary role in providing disaster relief so that they are aware of the services and resources offered through the NCWorks Career Centers and are prepared to be deployed after a disaster in order to meet immediate needs and restore basic services throughout the community.**

**COVID-19 presents an entirely new set of concerns. The extraordinary impact of unemployment, business closures, and the overall stress on the economy will continue to resonate for a long time. There are still many unanswered questions on how we can best respond to the crisis, but we are flogging ahead and providing immediate services to those who have lost their jobs and businesses amid the crisis. By continually improving communication, in and between NCWorks Career Centers, we share resources and best practices for assisting as many as we can, as quickly as we can. It is imperative that we learn from these experiences so that we can not only continually improve upon standard practices and procedures, but we can implement measures that will enable us to react timely and appropriately in times of crisis.**

**The LRWDB is currently operating the NDWG program. Funding provided through this program affords the LRWDB to serve dislocated workers with offering supportive services and on-the-job training opportunities. In addition the the NDWG funding, the Dislocated Worker formula program is operated through the NCWorks Career Centers in all counties. Services are offered in-person and virtually, based on what is convenient for the customer seeking assistance.**

### III. NCWorks Commission

*The NCWorks Commission recommends policies and strategies that enable the state's workforce and businesses to compete in the global economy.*

*The Commission is designated as the state's WDB under the federal Workforce Innovation and Opportunity Act. Led by a private sector chair, the 33-member Commission includes representatives from the business community, heads of state workforce agencies, educators, and community leaders. All members are appointed by the Governor.*

*Mission of the NCWorks Commission: To ensure North Carolina has an innovative, relevant, effective, and efficient workforce development system that develops adaptable, work-ready, skilled talent to meet the current and future needs of workers and businesses to achieve and sustain economic prosperity; and to ensure North Carolinians are ready for the jobs of today and tomorrow by increasing access to education and skills training, fostering employer leadership to prepare workers, and supporting and scaling local innovation.*

*Employer-led job training programs have the best career outcomes. Employers know best what skills their workers need, and employer involvement is key for workforce development and job readiness. Businesses that invest in developing North Carolina's workforce will benefit from well-trained employees and a more innovative and diverse workplace that better reflects its community.*

1. Briefly describe how the Local Area WDB engages with local employers and informs them of the wide array of business services offered.

**In order to make local employers aware of the wide array of business services offered, the LRWDB promotes services through outreach materials such as brochures and flyers indicating employer services, social media postings on the LRWDB and Lumber River Council of Governments' Facebook pages, have a presence at local job and career fairs, employer services staff located in the NCWorks Career Centers stay abreast of all employer services that are offered within the Career Center and at the board level, and employer relationships established by the LRWDB Business Enrichment Specialist through employer visits and hosting employer roundtable events throughout the local area.**

2. Briefly describe how the Local Area WDB plans to increase NCWorks brand awareness (consult NCWorks Commission new 2021 Strategic Plan).

**In order to increase NCWorks brand awareness, the LRWDB will continue to utilize outreach materials, signage, social media, and public forums as a platform to bring awareness to a diverse population of the NCWorks brand and what it encompasses. During the COVID-19 pandemic, alternative service delivery methods are being offered, the promotion of virtual or and/or curbside services to customers. The LRWDB also provide laptop computers, mobile printers, and wireless Wi-Fi hotspot devices to Career Center staff to enable staff to conduct scheduled visits of our more rural communities providing additional ease of access to customers that may have various barriers to transportation issues or no transportation at all. When and where available, the LRWDB also makes use of the NCWorks Mobile Unit.**

3. Describe how the Local Area WDBs and partners identify and address local challenges for job growth and business expansions?

**The LRWDB in collaboration with the local area training institutions and other system partners work to address challenges of job growth and business expansion by providing services to employers such as Customized Training, IWT Training, and On-the –Job Training. These services aid businesses in alleviating the cost of expansion and job growth.**

*Communities across North Carolina are developing great local models of workforce development. North Carolina should build on those successes and replicate them in more places to continue building and expanding innovative solutions.*

4. Briefly describe how the Local Area WDB provides new and innovative solutions to support growth of the local workforce system.

**The LRWDB is working to expand re-entry programs throughout the local area in order to make these services accessible throughout the local area to justice involved individuals that are in need of reentering the workforce. Creation of a major campaign to bring awareness to advanced manufacturing. Placement of over 300 temporary workers through disaster relief efforts to reconnect individuals with employment, upgrade skills, and placement back into the workforce. Enhance supportive services provided to community college students to enable credential attainment which leads to employment placement. Permanent employment placement through the National Dislocated Worker Grant (NDWG) COVID-19 by supporting On-the-Job Training opportunities throughout the local area.**

5. Briefly describe how the Local Area WDB plans to enhance work-based learning projects to a broader range of local employers.

**In order to enhance work-based learning projects to a broader range of local employers, the LRWDB will focus on creating work-based learning placements that are in high demand occupations that provide sustainable wages to customers. Also by combining work-based learning and educational attainment within the same job field. The LRWDB has also removed the wage reimbursement cap from its OJT policy in order to attract a broad range of local area employers.**

#### IV. NCWorks Career Centers

*North Carolina's workforce system includes multiple agencies, programs, and funders. Collaboration, policy alignment, systemic communication, integration, and modernization of the workforce system will ensure a strong and healthy workforce system that can adapt to a changing economy.*

*For any documents that are missing or are unnecessary based on the response provided, please state, "No document is loaded and/or it will be loaded by the XX date".*

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.

***Lumber River Local Area NCWorks Career Center System Chart attached.***

2. Provide a brief description of how Career and Training Services are provided. [WIOA Section 121(e), 134(c)]

**In the Lumber River Local Area, the NCWorks Career Centers are designed to serve as a one-stop shop for both jobseekers and employers to receive the services they need to achieve and remain successful. Wagner Peyser, WIOA, and other core partner staff work cohesively to provide services and meet the needs of our customers. Services to jobseekers includes, but is not limited to: skills and interest assessments, goal planning, professional development, labor market information, job referrals, and job retention strategies. Services to businesses and employers includes, but is not limited to: talent recruitment and screening, training opportunities, pipeline development, and transition or downsizing services. These services are provided on an as needed basis dependent upon the independent needs of the individual or employer seeking services. The goal of our NCWorks Career Center system is to provide the vital services that our jobseekers and businesses and employers need to be successful which in turn provides for growth and stability in our region.**

3. 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 competitive procurement process for the current One-Stop Operator for the Lumber River Region was as follows:**

|  |                          |
|--|--------------------------|
| <b>RFP Released</b>                          | <b>February 20, 2019</b> |
| <b>General Bidders Conference – 10:00 AM</b> | <b>February 27, 2019</b> |
| <b>Proposals Due – 12:00 Noon</b>            | <b>March 18, 2019</b>    |
| <b>Opening of the Bids – 3:00 PM</b>         | <b>March 18, 2019</b>    |
| <b>WD Staff Review</b>                       | <b>March 18-22, 2019</b> |
| <b>Evaluation Committee Review</b>           | <b>April 4, 2019</b>     |
| <b>Notice of Contract</b>                    | <b>April 25, 2019</b>    |
| <b>Contract Negotiation Period</b>           | <b>May 1-31, 2019</b>    |
| <b>Project Start-up</b>                      | <b>July 1, 2019</b>      |

**The One-Stop Operator was selected and was issued a 1-year provisional contract to serve as the One-Stop Operator for PY19-20. The provisional contract was lifted on July 1, 2020 extended for an additional year to include PY20-21.**

4. Describe how Local Area WDBs determine the need for enrollment in Training Services.

**Upon indication of interest in Training Services, customers are provided with a comprehensive assessment to determine strengths, deficiencies, basic skills levels, workplace personality, and workplace skills levels. This process is conducted to ensure that the individual is receiving the maximum level of service and to ensure that they will be a good fit for their area of interest. In situations where the assessment results indicate a customer may not be a good fit for their area of interest, a career advisor will work with the customer to explore alternative options to ensure the services the customer receive will set them up for growth and success.**

5. Describe how follow-up services are provided through the NCWorks Career Centers. [WIOA Section 134(c)(2)(xiii)]

**The Lumber River Region has developed and implemented a Follow-up policy which outlines our requirements for providing follow-up services to program participants. Follow-up services must be made available to customers and participants for a minimum of 12 months after finding unsubsidized employment or exiting our programs. Staff are required to maintain contact with customers and participants after those individuals have attained unsubsidized employment or exited our programs and provide assistance and awareness of the follow-up services available to them and document the provision and utilization of these services accordingly.**

6. Describe how a) new NCWorks Career Center staff are trained in the integrated services delivery system model, b) at what point do they have full access to [NCWorks.gov](https://www.ncworks.gov), c) the timeline for accomplishing the training for new staff, and d) describe the staff development activities that reinforce and improve the initial training efforts.

**NCWorks Career Center Staff in the Lumber River Region receive an abundance of training throughout the year from a variety of sources. Staff training and professional development days are scheduled monthly, alternating between in office training and system wide training conducted by the LRWDB Staff, and even peer-to-peer training to diversify our training methods and encourage innovative thinking and new ideas. Types of training conducted includes, but is not limited to: ISD Training, Customer Service Training, and Business Service Training. Additionally, all staff are provided an overview of WIOA, NCWorks Online, Dual Enrollment, and the Integrated Services Policies and are provided with copies of all policies and procedures for reference. Staff also are required to complete the NCWorks Training Center's "Welcome to the Workforce" training series and are encouraged to attend relevant Training Center courses and trainings. Training is also provided to Career Center Staff on an as needed basis, or upon request.**

7. Briefly explain coordination with the Trade Adjustment Act (TAA) to maximize resources and prevent duplicative services.

**The LRWDB staff collaborates together as a team with the Lumber River Local Area**

**NCWorks Career Centers as well as with the rapid response team from Raleigh to ensure that maximum resources are used and that none are duplicative services.**

8. Briefly describe how the NCWorks Career Centers serve military veterans.

**The Lumber River Local Area NCWorks Career Centers utilize the Adult Priority of Services as well as conduct the Veterans Intake Form and then refer them local veteran representatives to assist military veterans ensuring that they are granted all the services needed when reaching out to our career centers.**

9. Briefly describe how the NCWorks Career Center serve persons with disabilities.

**All LRWDB NCWorks Career Centers are currently in compliance with the Americans with Disabilities Act of 1990. Our Local Area ensures that its facilities, programs, activities, and services are physically and programmatically accessible to individuals with disabilities in the most integrated setting possible by providing auxiliary aids and services when necessary to ensure equal opportunity for individuals with disabilities. Additionally, the LRWDB also utilizes services from partner agencies, such as Vocational Rehab and Services for the Blind, to provide additional services to individuals with disabilities. All NCWorks Career Centers are visited and monitored annually by the LRCOG EEO Officer and a Department of Commerce EEO Representative to ensure compliance with state policy and regulation. Annual EEO Training is also provided to all NCWorks Career Center Staff, regardless of employing agency, to ensure every employee is equipped with the skills and procedures for serving individuals with disabilities.**

**The LRWDB has also has helped to provide the Lumber River Local Area NCWorks Career Centers with equipment such as large screens, large mouse and relay phones which have all been a tremendous help in assisting individuals with disabilities within the Lumber River Local Area.**

10. Describe Local Area strategies and services that will be used to strengthen linkages between Boards and the NCWorks Career Center system and unemployment insurance programs. [WIOA Section 108(b)(4)(A)(iv)]

**The LRWDB has developed ISD Policy & Procedures to assist WIOA and WP staffing in providing seamless, quality services to all customers.**

#### **Lumber River Local Area ISD Policy & Procedures Attached**

11. Attach a flow chart for services to include initial one-on-one interviews with customers, including NCWorks.gov dual registration, skills assessments, and determination of further services. Name document: Local Area Name Service Flow Chart 2021.
12. Attach the Memorandum of Understanding (MOU) between the Local Area WDB and partners concerning operation of the NCWorks Career Center system. [WIOA Section 121(b)(A (iii))] Name document: Local Area Name NCWorks Career Center MOU.
13. Describe the Local Area WDB's method for providing oversight to include:

- a. the review process and the frequency of review for the NCWorks Career Center system in the Local Area, including processes for ensuring quality customer service; and
- b. the roles and any resource contributions of the NCWorks Career Center partners. [WIOA Section 121(a)(3)] [WIOA Section 108(b)(6)(D)]

**The LRWDB Evaluation Committee is tasked with providing oversight and guidance for the NCWorks Career Center System for the Lumber River Local Area. The Committee meets bi-monthly to discuss career center performance and service reports and to discuss career center operations, to ensure that the centers are on track to meet targeted performance and to ensure that our centers are providing the best customer service experience possible. Occasionally, the LRWDB also utilized the services of a “Mystery Shopper” agency to ensure that all of our centers are providing a standard quality of service to our customers. The LRWDB developed the Mystery Shopper initiative into an annual continual improvement measure to ensure that our centers continue to grow and improve while providing an outstanding customer service experience.**

**The Board provides guidance and oversight of the system by providing training to all center staff to ensure a clear understanding of service delivery. Additionally, the board has provided supplies and equipment to better equip the centers with tools and resources to meet the needs of our community. In order to provide support and participate in infrastructure costs, the board sets aside sufficient funding in administration dollars to address these areas.**

**An Infrastructure Funding Agreement (IFA) is entered by and between the Lumber River Workforce Development Board and Lumber River NCWorks Partners. The IFA provides information on the shared infrastructure cost and/or in-kind arrangements. All partners in the IFA recognize that infrastructure and other additional costs are applicable to all required partners, as outlined in Section 121(b)(1)(B) of WIOA, whether they are physically located in the NCWorks Career Center or not. Each partner’s contribution to these costs, however, may vary, as these contributions are based on the proportionate use and relative benefit received.**

**The sharing and allocations of infrastructure costs among NCWorks partners are governed by the Workforce Innovation and Opportunity Act (WIOA) Sec. 121(b), its implementing regulations, and the Federal Cost Principles contained in the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards at 2 CFR part 200 (Uniform Guidance).**

14. Describe how NCWorks Career Centers are using virtual technology to provide integrated, technology-enabled intake and case management information system for programs carried out under WIOA, and programs carried out by NCWorks Career Center partners. [WIOA Section 108 (b)(21)]

**All NCWorks Career Center Staff, regardless of program affiliation or funding source, have been trained to use the NCWorks Online system. Throughout the program year, staff attend and participate in NCWorks Online trainings, update sessions, and technical assistance sessions carried out by both the LRWDB and the NCWorks Training Center to ensure knowledge and correct usage of the NCWorks Online System. Training and technical assistance with the system is also made available to center staff upon request.**



## **V. Employer Services**

1. Please briefly describe the efforts of the Business Services Representatives and/or Employer Services staff in the following areas:
  - Utilizing regional and local employer data to inform priorities;
  - Making regional and local employer referrals to Agricultural Services and/or Foreign Labor staff;
  - Reaching out to education partners and economic developers; and
  - Including persons with disabilities.

**The primary goals of Business and Employer Services staff are focused around convening WD core partners, promoting work-based learning opportunities, promoting sector strategies among groups of like-minded and invested employers, utilizing the data we receive from our employers to prioritize our services and making employer referrals to partner agencies. The staff accomplishes these goals by attending a wide variety of regional meetings and events to connect with potential customers and market our services to a wide range of businesses and organizations. These meetings and events include, but is not limited to: bi-monthly Management and Leadership Team and Human Resources Group meetings held in each of our counties, CTE Advisory Council Meetings, employer led group meetings as well as job and career fairs and expos across our local area. The LRWDB engages staff serving diverse populations to ensure we are meeting the needs of individuals and employers of various backgrounds and needs.**

2. Please describe the efforts the WDB has made to deliver business services on a regional basis.

**Efforts that the LRWDB has made to deliver business services on a regional basis in our local area include attending a wide variety of regional meetings and events throughout our local area to reach as wide an audience as possible. These meetings and events serve as opportunities to connect with potential businesses, employers, and other partner organizations to spread the knowledge of our services and provide them to any and all interested parties. Additionally, the LRWDB has hosted NCWorks Open House Events periodically at each of the NCWorks Career Centers to serve as opportunities to connect with new businesses and employers, as well as following up with our existing clients.**

3. Please describe business services partnership efforts in the areas of education, economic development and with employers.

**Forming partnerships with educational institutions, the economic developers, and with key employers in our region is a key goal of LRWDB staff as all of these entities serve as valuable avenues from which we are able to expand upon and provide our services. Staff utilize a variety of methods for interacting with these individuals. Attending jobs and career fairs hosted by the community colleges, public school systems, or the University in our local area is a great opportunity to market and provide outreach to our services to both businesses and employers, as well as, the students and jobseekers that are participating. Additionally, partnering with the public school systems to present labor market and current workforce trend information to the CTE departments to ensure that current and future instruction is meeting the needs of business and industry in our area. LRWDB staff have also made concerted efforts to partner with the economic development staff in our local area. Staff make frequent contact with the local economic developers and with our region's EDPNC**

**representative to discuss current trends, issues or concerns, and target businesses that could benefit from utilizing the services we have available. Board Staff also utilize these connections with the local developers, and with EDPNC, to share our message and our services with a wider variety of businesses and employers in our region.**

## VI. Performance

USDOL has the following WIOA Performance Indicators:

- Employment Rate – 2nd Quarter After Exit
- Employment Rate – 4th Quarter After Exit
- Median Earnings – 2nd Quarter After Exit
- Credential Attainment Rate
- Measurable Skill Gains
- Effectiveness in Serving Employers (system-wide measure, not program specific)

1. Examine the Workforce Board's current Adult, Dislocated Worker, and Youth performance on the Federal Primary Indicators of Performance for PY 2020 and prior Program Years. (Reports available via FutureWorks).
  - a. What are some of the factors in the Local Area that impact performance levels (both positively and negatively)? Be sure to consider factors such as the unemployment rate, factory closures/openings, weather events and natural disasters that may have impacted the area, as well as internal operational factors that may impact the Local Area's performance.

(**Note:** Provide at least two examples of positive factors and two examples of negative factors that have impacted the performance levels in your Local Area, with an explanation of each.)

**The Lumber River local area has some really great positive factors that impact performance levels such as there are opportunities for our WIOA participants to attend local area universities which include the University of North Carolina at Pembroke and St. Andrews University. Our local area also has several community colleges located throughout the region in which we serve, which are Bladen Community College, Richmond Community College, Robeson Community College and Sandhills Community College. Several customers who receive these training opportunities remain loyal to the area by securing job opportunities within the local area to contribute to the local economy upon completion.**

**Our local area has also partnered with Bladen Community College, Richmond Community College, Robeson Community College and Sandhills Community College along with the NC Works Career Centers in our region in order to be very successful with Governor Coopers initiative of the Finish Line Grant. This FLG Initiative has tremendously assisted college students within our local area to have continued success while completing the secondary education without the weight of emergency barriers that could have prevented held from graduating and reaching their finish line of success. Our local area has successfully operated this program in-house with a Special Projects Coordinator who works along with the business office personnel and financial aid office personnel at each of the for colleges assisting students with their emergency needs. This has also been an opportunity for the participants to complete their programs in college and secure job opportunities locally.**

**The negative factors in our local area that impact performance levels are accessible transportation due to being a rural area. The limited access to internet creates barriers for jobseekers. However, our local board has worked together along with our partners in the NC**

**Works Career Centers to ensure that we can help assist with jobseekers limited access to internet by providing non-traditional hours at the Career Centers and assisting these customers with the computers in the CRC lab. On special and unique situations and occasions, we have been able to loan laptops out to participants who were in our WIOA program to assist them with their participation in the program for computer specific needed occupational skills training courses or for positions through our OJT or WEX programs.**

**Another negative factor that has affected our local area is the pandemic with COVID-19 and the overall effect that it has had on our training programs and styles. Although we have offered many opportunities to assist our participants virtually, we still have situations where the participants cannot complete their training courses because the institutions that are offering the training does not offer virtual access for those programs that require in-person interaction such as clinical, internships, and programs that need hands-on style training. This is a situation that we are currently still undergoing and is changing every day. Presently, there are no clear answers on what will be the final outcome of this pandemic. However, vaccinations have been developed and in phases to be administered to the public to help slow down or stop the spread of the virus and therefore to help those who are affected in our local area be able to take preventative measures to ensure that they are given the opportunity to complete their training opportunities.**

- b. Discuss whether or not participants that have been served and/or enrolled as a result of COVID-19 differ in characteristics as compared to participants who have historically been served by the Local Area. If so, how do these differences impact service delivery and performance?

**The LRWDB offers services to Adults, Dislocated Workers and Youth as they are deemed eligible for each respective program. The population served has not shown considerable difference in characteristics. The number of individuals seeking assistance and employment has been heavily impacted out of fear from being exposed to COVID-19.**

- c. Discuss how your Local Area's industries and business sector have been impacted by COVID-19.

**(Note: Include which industries and businesses have been permanently affected, which are recovering or perhaps are expected to recover, and how these industry changes may impact how the Local Area approaches serving its participants.)**

**At the beginning of the pandemic local area industries and businesses affected included retail, manufacturers, retail, medical and restaurants. Several industries had to lay off workers or decrease employee hours. The restaurant industry took a huge hit, some have recovered; some had to close their doors permanently. Within the first week of the statewide shut down the LRWDB received WARN notices for the following: Outback Steakhouse of Lumberton; Carolina Eye Associates; Golden Corral (did not file a warn notice, but similar situation as Outback); Elkay; Campbell Soup; Kayser-Roth. Our major food manufacturers such as Smithfield, Perdue, Sanderson Farms, Mountaire Farms, Butterball, Steven Roberts Original Desserts, expressed a dire need for employees as they immediately lost workers as a result of the pandemic. In efforts to address the jobseeker and employer needs, the LRWDB applied and received funds through the National Dislocated Worker Grant. With these funds we have been able to assist with job seeker skills upgrading and On-the-Job Training (OJT) opportunities. The LRWDB has also provided Contact Tracer positions to the local Health Department.**

2. What strategies and methods are in place to maintain or improve performance?

(Note: Include information about tracking performance, ensuring accountability of positive performance outcomes, and training. Consider including the following information: Who is responsible for tracking performance? Which reports are reviewed? Are FutureWorks reports used? If so, how often? How are staff held accountable? How often is training provided to staff?)

**The LRWDB will continuously track program performance by analyzing data accessed through NCWorks Online Reports and the FutureWork System and appropriately address any areas identified as not on target. Training expenditures will be tracked on a monthly basis with the use of a cumulative internal expenditure report updated based on the expenditures reported on the service providers' monthly invoices. Desk monitoring and physical monitoring will be processed accordingly to ensure performance is on track.**

**Monitoring of our local area systems is also completed by the WD Fiscal and Evaluation Coordinator, Ann Bullard or LRWDB staff to ensure compliance of performance outcomes is on target. LRWDB staff uses the predictive reports from NCWorks Online as well as reports from FutureWorks to evaluate and track performance outcomes. The information gathered is shared with providers as a means of helping them understand what they can do to elevate their outcomes as well as give them insight as to what these outcomes affect the Lumber River Local Area performance overall. LRWDB provider staff are held responsible for poor performance measures that are in their control as they are reported out to our board committee members and they have the ultimate determination on whether or not to let the provider staff still operate the contract under a provisional contract until outcomes are strengthened or whether or not to remove the provider from the contract and do a RFP to get other bidders to bid on the contract to see if under different direction, accountability of positive performance outcomes can be achieved.**

**The LRWDB staff continuously works with the provider staff throughout the program year to offer technical assistance trainings before and after monitoring is completed on the local level as well as on the state level. The staff also meets with the provider staff bi-monthly to address any issues of ensuring that they all have a clear understanding of what concerns or issues the board staff have with reports generated from NCWorks Online as well as FutureWorks. These bi-monthly meetings also give the provider staff the opportunity to ask questions or give feedback on what they need in order to ensure that they are in accountability of maintaining positive performance outcomes.**

3. In the event the Local Area Board is not on track to meet yearly performance indicator goals, please discuss what corrective actions/steps would be undertaken to address this situation.

(Note: This question is intended to be hypothetical and is seeking what plan the Local Area has in place to address failing performance if it were to occur. Answers should address how the Board monitors performance, communicates with staff, strategies for training and/or addressing potential issues, and follow-up accountability measures.)

**The LRWDB Fiscal and Evaluation Coordinator along with the LRWDB Services Director will be responsible for conducting this tracking of training expenditures and processing both desk and physical monitoring. This information will be shared with the entire LRWDB Staff Team Members, as well as with the LRWDB contract providers of these services as well as with the full LRWDB. By analyzing the data from NCWorks Online and Future Works, the Lumber River Local Area will be enhancing the ability to maintain and/or improve performance measure goals set by the state through the negotiation process. The local area board staff would ensure that the contract providers have all the information that they will need in order to be successful and stay successful. We plan to utilize**

the data and have Technical Assistance Trainings with the contract provider staff throughout the year in order to help them meet and improve overall performance.

The LRWDB closely monitors WIOA contractors and NCWorks Career Centers to ensure that performance standards are being met. The LRWDB reviews the programmatic and fiscal performance every other month to ensure that they are on track to meet performance. This performance is discussed among all staff and recommendations are made as needed. The Quality Improvement meetings were put in place to address concerns with performance and customer service so that proper monitoring was also taking place. Ongoing staff development trainings is a strategic way to address goals and strategies for improvement together.

In addition to monitoring performance standards, the Lumber River Local Area would use the monitoring tools as guidance to where our contract providers are and what steps need to be taken to get them to where they need to be and maintain or even exceed those standards. The LRWDB Fiscal and Evaluation Coordinator along with the LRWDB Services Director would identify performance issues through the shared analysis of the data pulled from NCWorks Online and Future Works. This information would be shared with the remaining LRWDB staff team members and communicated to our contract provider staff through Technical Assistance Trainings refreshing them on performance and meeting or exceeding negotiated goals. The types of actions and/or steps that would be expected of the contract providers to address the issue is pull their reports, locate the missing components (i.e. failing to meet employment rates, credentials, measurable skills gain, etc.) and working on an action plan to resolve the issue. We would hold the contract providers accountable with a turn-around time and show significant improved measures within the program year that they are operating in. Some of the actions that the LRWDB has done in the past that has significantly improved performance and meeting goals has been placing the contract provider on a provisional or probation contract with stipulations in place to make sure that improvements are being made that significantly improve the overall performance or the contract would be pulled from the contract provider.

4. How is performance information shared throughout the hierarchy of staff? Please detail how the Board addresses performance data in its relationship with its contractor(s) and how case managers are using performance data to drive Local Area performance.

The performance information is shared with LRWDB staff, contractor staff, Career Center staff and Board members as soon as information is received. The discussion of any concerns and action plans are put in place as needed. Through Evaluation Committee meetings, Youth Committee Meetings, NextGen meetings and Leadership Team meetings these items are continually discussed bi-monthly ensure full disclosure. The information is accessed and reviewed by Leadership Team and shared with Career Center staff in detail during morning meetings weekly. Board staff pulls information from FutureWorks and perform internal monitoring at least twice a month to ensure they are meeting the goals and inputting information into NCWorks properly.

The LRWDB staff continuously works with the provider staff throughout the program year to offer technical assistance trainings before and after monitoring is completed on the local level as well as on the state level. The staff also meets with the provider staff bi-monthly to address any

issues of ensuring that they all have a clear understanding of what concerns or issues the board staff have with reports generated from NCWorks Online as well as FutureWorks. These bi-monthly meetings also give the provider staff the opportunity to ask questions or give feedback on what they need in order to ensure that they are in accountability of maintaining positive performance outcomes.

(**Note:** This question should address how frequently [monthly, quarterly, etc.] performance information is shared and by what method/medium [e.g. print-out, electronically, verbally through meetings, etc.], how the performance information shared may differ for the various levels of staff at the Local Area, and specifically for case managers, how performance data is shared with them and how they, in turn, use this information in their roles.)

5. The Measurable Skill Gains (MSG) measure is a real-time indicator denoting participants who are making demonstrable progress on a track toward Credential Attainment. Please describe how the Workforce Board makes use of the information the MSG measure provides as a means of ensuring the Local Area achieves its Credential Attainment indicator goal.

(**Note:** For this question, describe the methods and/or strategies in using the MSG measure as a means of tracking Credential Attainment. Who is responsible for tracking the MSG performance indicator? Are the Roster Reports in FutureWorks utilized? If so, how? Who is this information provided to, and then used by, career advisors, the Board, or other staff?)

**The LRWDB's goal is increase the emphasis on the Measurable Skill Gains measure to ensure enhanced credential attainment. The information provided by the Measurable Skill Gains measure will be used to assist WIOA staff in tracking achieved progression and identifying the need of additional assistance in order to reach the desired outcome of customers enrolled in education or training services. It is expected for our career advisors to enter a measurable skills gain into the NCWorks Online for each participant that is in a training program because it measures real-time performance.**

6. Please describe the process for monitoring service providers in the Local Area. Include details such as how it is conducted, who is involved, and how often.

**The LRWDB staff monitors service providers in the local area by using the NCWorks reports and FutureWorks. These reports that are utilized from both these systems are conducted monthly. From those reports, the LRWDB staff is able to keep the providers abreast on actions necessary for the program to keep running effectively and efficiently. If there are issues that arise from these weekly reports, the WD Fiscal and Evaluation Coordinator works closely with the DWS analyst for the Lumber River Local Area in order to correct any issues that would ultimately affect the program or performance. The WD Fiscal and Evaluation Coordinator schedules in-person or WebEx meetings with services providers annually or as often as needed to provide technical assistance and ensure program compliance.**

7. Describe the Local Area WDB's vision for serving the WIOA eligible Adults and Dislocated Workers to include high level goals, outreach strategies, service delivery, and expected outcomes.

**In order to increase the pool of Dislocated Workers served, the LRWDB encourages its WIOA**

**contractor staff to collaborate with partner staff to facilitate on-site recruitment of customers that come into the NCWorks Career Center for their scheduled Employment Assessment Interview (EAI) and Reemployment Services and Eligibility Assessment (RESEA) appointments. These are customers that have been separated from employment and are receiving unemployment insurance benefits. These customers generally fit the more traditional dislocated worker definitions.**

**The LRWDB ensures that an Employment Services representative along with designated WIOA contractor staff and other partner representatives attend Rapid Response sessions that are scheduled for businesses that are closing or have major lay-offs in order to educate the affected individuals of the services available at the NCWorks Career Center to include Dislocated Worker services.**

**Thorough customer screenings are conducted to identify customers that may fit into the nontraditional dislocated worker categories such as; the spouse of an active duty Armed Forces member that is under employed or unemployed and is experiencing difficulty in obtaining or upgrading employment, or has experienced loss of employment due to relocation to accommodate a permanent change in duty station. There is also focus on the use of the state defined dislocated worker definition of an individual who has been unemployed for 13 consecutive weeks.**

**The LRWDB also operates a NDWG COVID-19 Grant which provides the opportunity for use of the DWG dislocated worker definition. Customers that are enrolled in this dislocated worker definition do not count in the performance pool, however, there is the possibility that these customers may transition into WIOA dislocated worker services that are counted in the performance pool.**



## VII. Equal Opportunity

1. Describe processes to ensure individuals are not discriminated against based on age, disability, sex, race, color or national origin. [WIOA Section 188]

**The LRWDB local area has policy in place which includes the following statement: Equal Opportunity Is the Law: It is against the law for this recipient of Federal financial assistance to discriminate on the following bases: Against any individual in the United States, on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or, against any beneficiary of, applicant to, or participant in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act, on the basis of the individual's citizenship status or participation in any WIOA Title I-financially assisted program or activity. The recipient must not discriminate in any of the following areas: Deciding who will be admitted, or have access, to any WIOA Title I-financially assisted program or activity; providing opportunities in, or treating any person with regard to, such a program or activity; or making employment decisions in the administration of, or in connection with, such a program or activity. Recipients of federal financial assistance must take reasonable steps to ensure that communications with individuals with disabilities are as effective as communications with others. This means that, upon request and at no cost to the individual, recipients are required to provide appropriate auxiliary aids and services to qualified individuals with disabilities. What to Do If You Believe You Have Experienced Discrimination: If you think that you have been subjected to discrimination under a WIOA Title I-financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either: The recipient's Equal Opportunity Officer (or the person whom the recipient has designated for this purpose); or The Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue NW., Room N-4123, Washington, DC 20210 or electronically as directed on the CRC Web site at [www.dol.gov/crc](http://www.dol.gov/crc). If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above). If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you may file a complaint with CRC before receiving that Notice. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient). If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.**

**Individuals who receive WIOA services through our local area are provided a copy of the equal opportunity information.**

2. Attach the Local Area's current Equal Opportunity (EO) Complaint Grievance Procedure to address EO requirements [29 CFR Part 37.71]. Name document: Local Area Name *EO Complaint Grievance Procedure*.
3. Describe methods to ensure local Equal Opportunity procedures are updated. **Ongoing training with state and local equal opportunity officers ensure that the most current and up to date information on procedures is provided. When updates to this policy occur, LRWDB staff makes necessary updates to the local area policy and provide to the local area contractor staff. state, local and LRWDB staff to ensure continued compliance and that updates have been fulfilled.**

## **VIII. Adult and Dislocated Worker Services**

1. Provide an analysis of the strengths and weaknesses of existing Adult and Dislocated Worker education and training services. Include how services are provided and the capacity to address the identified education and skill needs of the workforce and the employment needs of employers. Describe plans to address any weaknesses identified. [WIOA Section 108(b)(1)(D)]

**Strengths include a strong partnership with local area Community Colleges, a robust On the-Job training program that connects customers to employment with livable wages, and our resilience to overcome the impact the current COVID-19 pandemic. The LRWDB has persevered through the pandemic to continue delivering services. Weaknesses include limited WIOA Title I funding levels, recruitment of dislocated workers into the Title I program. To over address our weaknesses, the LRWDB will continue to seek additional funding streams to enhance services to its customers. In order to increase the pool of Dislocated Workers served, the LRWDB encourages its WIOA contractor staff to collaborate with partner staff to facilitate recruitment of customers that participate in virtual events. The increase of emphasis on producing additional outreach resources to be utilized in the community and on social media. The LRWDB ensures that all Career Center staff including designated WIOA contractor staff and other partner representatives attends Rapid Response sessions that are scheduled for businesses that are closing or have major lay-offs in order to educate the affected individuals of the services available at the NCWorks Career Center to include Dislocated Worker services. Thorough customer screenings are conducted to identify customers that may fit into the nontraditional dislocated worker categories such as; the spouse of an active duty Armed Forces member that is under employed or unemployed and is experiencing difficulty in Page 40 obtaining or upgrading employment, or has experienced loss of employment due to relocation to accommodate a permanent change in duty station. There is also focus on the use of the state defined dislocated worker definition of an individual who has been unemployed for 13 consecutive weeks.**

2. 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 WDB and service delivery. Identify any service provider contract extensions.

**The 2020-2021 competitive procurement process was completed using the following timeline:**

|                                      |                                    |
|--------------------------------------|------------------------------------|
| <b>Request for Proposal Released</b> | <b>February 19, 2020</b>           |
| <b>General Bidders Conference</b>    | <b>March 3, 2020 – 10:00 am</b>    |
| <b>Proposals Due</b>                 | <b>March 19, 2020 – 12:00 noon</b> |
| <b>WD Staff Review</b>               | <b>March 19 – April 3, 2020</b>    |
| <b>Committee Review</b>              | <b>April 14 – 15, 2020</b>         |
| <b>Notice of Contract</b>            | <b>April 23, 2020</b>              |
| <b>Contract Negotiation Period</b>   | <b>May 1 – 31, 2020</b>            |
| <b>Project Start-up</b>              | <b>July 1, 2020</b>                |

**The 2021-2022 CFP process will be completed using the following timeline:**

|                                   |                         |
|-----------------------------------|-------------------------|
| <b>CFP Released</b>               | <b>April 22, 2021</b>   |
| <b>Proposals Due - 12:00 Noon</b> | <b>May 6, 2021</b>      |
| <b>CFP Committee Review</b>       | <b>May - June, 2021</b> |
| <b>Notice of Contract</b>         | <b>June 24, 2021</b>    |
| <b>Project Start-up</b>           | <b>July 1, 2021</b>     |

**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.

3. Attach the Local Area WDB's Adult and Dislocated Worker (DW) service providers chart effective July 1, 2021 using the [Adult/Dislocated Worker Service Provider List](#) provided. Name document: Local Area Name Adult and DW Providers 2021.
4. 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 Area WDB uses more strict performance measures to evaluate eligible training providers. Attach if a separate policy. Local Area Name ETPL Policy.

**The LRWDB is currently compiling an Eligible Training Provider Policy. At this time, interested training providers are guided through completing the ETPL request in NCWorks Online. In addition to completing NCWorks Online information, a local area interest form is provided for completion. All information within the training provider request is reviewed by LRWDB staff and presented to the board for Page 41 approval or denial. Eligible Training Providers that are approved, receive an official acceptance letter from the LRWDB staff. Information pertaining to the trainings offered by the provider is dispersed to providers in the Lumber River local area and is added to the NCWorks Online system immediately. All eligible training providers are evaluated every two years and consideration is made for continuation as training provider. All customers are informed of customer choice and are instructed on how to navigate training provider information in the NCWorks Online system. "Significant number of competent providers" represents making available to customers for selection, a substantial amount of providers that are proficient in their course offerings.**

5. Describe follow-up services provided to Adults and Dislocated Workers.

**Follow-up services must be made available to a participant placed in unsubsidized employment for a minimum of 12 months following the participant's first date of employment. Follow-up services can be useful for participants in order to maintain employment. One-stop staff can provide workplace information and tips for success in a workplace environment. Follow-up services provide a continuing link between the program participant and workforce system; these services allow the Career Center staff to assist with other services the participant may need once he or she obtains employment. Assistance may be help with employer benefits, financial literacy and budgeting assistance. Follow-up should be keyed into the NCWorks Online system to include First Quarter, Second Quarter, Third Quarter, and Fourth Quarter Supplemental Data. LRWDB Follow-Up Policy requires contact documentation must occur at least monthly during the 1-year follow-up period.**

*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.*

## IX. Youth Services

*USDOL provides funds to states who in turn provide local workforce areas resources to deliver a comprehensive array of youth services that focus on assisting out-of-school youth and in-school youth with one or more barriers to employment prepare for post-secondary education and employment opportunities, attain educational and/or skills training credentials, and secure employment with career/promotional opportunities. USDOL and North Carolina's priorities are:*

- *Out-of-School Youth – A minimum of 75 percent of the Youth funds allocated to Local Areas, except for the Local Area expenditures for administration, must be used to provide services to OSY;*
- *Work Experience – Not less than 20 percent of Youth funds allocated to the Local Area, except for the Local Area expenditures for administration, must be used to provide paid and unpaid work experiences; and a*
- *Focus on Partnering – Co-enrollment encouraged where appropriate with Title II and IV.*

1. Provide a description and assessment of the type and availability of youth workforce activities in the Local Area, including activities for youth who are individuals with disabilities. Include identification of successful models of such youth workforce investment activities being used and/or planned. [WIOA Section 108 (b)(9)]

**The Lumber River Workforce Development Board Youth Services continues efforts to provide activities that will be beneficial to all populations enabling youth and young adults to be work ready and prepared for future success. The LRWDB young adult participants will have access to work based learning, complete industry recognized credentials and enter into employment at in demand industry occupations.**

**The LRWDB provides young adult services at the NCWorks Career Center and at off-site locations to ensure service availability for all youth. Keeping up with current trends the LRWDB Youth Services program will utilize virtual communication when face to face interaction is not available. Additionally, service providers will work closely with core partners (Vocational Rehabilitation, and Adult Education & Literacy) to address & ensure all participants needs are met.**

| Youth Workforce Activity | For Persons with Disabilities? | Brief Assessment/Model Used  | Success Rating   |
|--------------------------|--------------------------------|--|--|
| Virtual Job Shadowing    | Yes                            | Virtual platform such as Zoom, WebEx, etc. used to help youth participate in job shadowing activities and career exploration.  | Virtual is both safe and convenient for youth to ensure program activities are made available during the pandemic in a safe environment. |
| College Tours            | Yes                            | Virtual platforms such as Zoom, WebEx and some recorded video has been used to provide youth the opportunity to explore college opportunities. Youth have participated in Virtual Open Houses that provide insight and allow | Virtual opportunities have made it both convenient and safe for youth to explore post-secondary educational opportunities.               |

|                                   |     |   |   |
|-----------------------------------|-----|---|---|
|                                   |     | students to ask questions.  |   |
| Community Service Projects        | Yes | Youth safely participated in person and virtually in service learning projects that play a vital role in teaching youth to give back to their community especially during the pandemic when so many people are in need. This has been conducted through drive thru food drives, community garden projects, virtual Veterans events, and road side pickup. | Youth safely participated in events in person and virtually that allowed them to learn from the experience in a safe manner.                |
| Leadership Development Activities | Yes | Virtual Platforms have been utilized to ensure workshops and leadership activities are made accessible to youth participants  | Youth Safely participate in these activities and provide input concerning the impact of the activity with staff                             |
| Financial Literacy                | Yes | Virtual Platforms and online programming have made it accessible to youth. Youth are able to interact online through a meeting and hear presentation from presenters. They are also able to utilize the Web to complete activities with a financial literacy focus.   | Youth are able to participate safely. They are able utilize the information learned and apply to next steps in successfully reaching goals. |

2. Describe how the Local Area's broad Young Adult (NextGen) Program design is unique to include:

- a. Providing objective assessments;
- b. Supportive services needs; and
- c. Developmental needs of each participant, for the purpose of identifying appropriate services and career pathways for participants. [WIOA Section 129(c)(1)(A)]

a. **The LRWDB recognizes assessments as an essential tool in identifying the needs of a young adult participants when determining goals, professional and skill development activities and educational or employment objectives. The process includes a review of basic and occupational skills, prior work experience, employability potential, and developmental need. The Local Area utilizes the objective assessment as a tool to identify participant needs and barriers to employment and training that may deter successful completion. The objective assessment will be an ongoing process utilized by the LRWDB to assess the appropriate pathway for each participant.**

b. **The LRWDB accesses the need for supportive services based on the documented needs as outlined during the objective assessment. During the review of the ISS, the adequacy of supportive services will be determined to ensure that the participant is making satisfactory progress toward established goals and that the provision of needed supportive services is not impeding attainment of goals.**

c. **The LRWDB staff use the NCWorks Online Work Interest Analyzer. to assist with determining employability, interests and aptitudes. This self-assessment career exploration**

**tool helps participants discover the type of work activities and occupations that they would like and find exciting. The Interest Profiler scores help identify their strongest work-related interests.**

3. How does the Local Area ensure the Individual Service Strategy (ISS) identifies appropriate services based on the objective assessment and is linked to youth performance indicators, career pathways, and program elements? [WIOA Section 129(c)(1)(B)] How does the provider ensure the ISS is unique to the individual?

**The LRWDB utilizes the objective assessment and interest profiler, along with interviewing the customer, to develop the Individual Service Strategy (ISS). The Individual Service Strategy (ISS) is utilized to set and track goal attainment. The LRWDB utilize the ISS plan to identify the employment and training goals, educational objective and overall appropriate services for each participant. It serves as a roadmap for the customer while participating in WIOA. Using the ISS plan young adult participants are linked to leadership development activities and program activities that are provided in the Lumber River local area. Due to the current pandemic some services have been moved to virtual platforms when available. This can include but no limited to virtual leadership development workshops, virtual financial literacy activities, tutoring and career exploration through virtual platforms.**

4. Where does the Local Area plan to serve the young adults (NextGen): NCWorks Career Centers Tier 1, Tier 2, Specialized Centers, Service Provider Offices, or Hybrid situations? Explain if it is both NCWorks Career Centers and Provider Offices or some other option.

**The Lumber River Workforce Development Board serves young adults through the WIOA contractor sites and the local NCWorks Career Center. WIOA Contractors also provide services at outreach sites as needed to ensure service availability to all communities. Also, due to the current pandemic services provided to youth are conducted virtually through Webex and other virtual platforms.**

5. Attach the Local Area WDB Youth service provider's chart, effective July 1, 2021, using the [Youth Service Provider List](#) provided. Complete each column to include specifying where Youth Services are provided. *Name the document: Local Area Name Youth Providers 2021.*
6. Provide the WDB's approach to meeting the required 75% minimum (NextGen) youth expenditures on out-of-school youth and include special outreach efforts and highlight planned program design. [WIOA Section 129(a)(4)(A)]

**At least seventy-five percent (75%) of WIOA youth funds will be expended on providing workforce investment activities and services for Out-of-School Youth. The Out-of-School Youth population will be visiting the NCWorks Career Center seeking service, appropriately trained staff will identify which customers may be most appropriate for receiving youth-funded services/elements. Additionally, staff will provide outreach services throughout the local area counties to recruit more out of school youth. These efforts may include, but are not limited to, non-traditional hours of operations, working with drop-out prevention programs & partnering with agencies that have a pool of Out-of-School Youth that may benefit from WIOA services.**

7. Describe how the Local Area WDB partners, aligns, and leverages, as appropriate with:
  - a. Title II Adult Education and Family Literacy Act program resources and policies;

- b. Title IV Vocational Rehabilitation program resources and policies;
- c. Integrates adult education with occupational education and training and workforce preparation, as Boards and the creation of career pathways for youth. [USDOL TEGL 8-15]

**LRWDB provides training and staff development meetings that focuses on providing information concerning partners and the services provided. The Youth Contractors are also involved in meetings held at the NCWorks Career Center that involve all partners and allows time for collaboration. The Business Enrichment Specialist also provides support at the Career Center and in promoting of Career Pathways for youth through partnerships with available resources including employer opportunities.**

8. Describe how follow-up services will be provided for (NextGen) youth.

**The Lumber River Workforce Development Board staff will maintain the following standards concerning follow up as stated in the Lumber River local area policy. WIOA Youth contractors document follow-up in both Supplemental Data and Follow-Up Activities for a minimum of 12 months in the NCWorks Online system for all Youth Program participants that exit. These follow-up services includes Leadership Development and Supportive Service activities; Regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise; Assistance in securing better paying jobs, career pathway development, and further education or training; Work-related peer support groups; and Adult mentoring; and/or services necessary to ensure success of youth participants in employment and/or post-secondary education.**

**Note:** All youth participants must receive some form of follow-up for a minimum duration of 12 months.

9. Specify if the Local Area WDB plans to offer incentives for (NextGen) youth.

**Yes, the Lumber River Workforce Development Board will offer incentives for youth as a means to recognize youth for their successes. The Lumber River WDB Incentive Policy is attached.**

If yes, attach the Youth Incentive Policy to include:

- a) criteria to be used to award incentives;
- b) type(s) of incentive awards to be made available;
- c) whether WIOA funds will be used; and
- d) the Local Area WDB's 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.

10. If the Local Area WDB does not offer incentives for (NextGen) youth, please explain why.

**The Lumber River WDB offers incentives for NextGen youth and the policy is attached.**

11. Describe the Local Area strategy to ensure youth (NextGen) program activities lead to a High School Diploma or its equivalent or a recognized post-secondary credential and post-secondary education and training opportunities. [WIOA Section 129(c)(1)(C)]

**The LRWDB will continuously track program performance by analyzing data accessed through NCWorks Online Reports and the FutureWork System and appropriately address any areas identified as not on target. In the event that there are shortfalls in meeting performance, technical assistance will be provided**

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

**The LRWDB utilizes the relationships and partnerships that are obtained through our business engagement services. This is provided by our Business Engagement Specialist that focuses on building relationships and providing information concerning opportunities for youth to be considered for employment.**

13. Please complete the [Youth Program Elements chart](#) provided to demonstrate how the Local Area WDB ensures each of the 14 youth program elements is made available to youth participants. Be certain to complete both columns to demonstrate partnerships and potential use of shared funding. [WIOA Section 129(c)(2)(A)] Name document: Local Area Name Youth Program Elements
14. How does the Local Area ensure that the minimum of 20% of funds is spent on work experience and is the Local Area expending the 20% minimum on work experience to include an estimate of expenditures that will be paid wages to youth? If the Local Area WDB has not been meeting the minimum of 20% of funds, please explain additional measures to be taken this year. [WIOA Section 129(c)(4)]

**Building relationships with local area employers and providing skilled employees has always been the forefront of LRWDB's goals and expectations. With the specified 20% minimum for work-based learning, it has been reinforced with current service providers. All providers are required to specify how they will meet the 20% requirement. LRWDB staff work closely with providers to ensure they continue to provide beneficial work based learning opportunities and aim towards meeting the 20% minimum.**

15. Does the Local Area WDB 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 Lumber River Workforce Development Board has a Youth Committee.**

- a. If no, describe how oversight to planning, operational, and other issues relating to the provision of services to youth will be provided.
- b. If yes, please provide a response to the following:
  - a) Provide the committee's purpose/vision.

**It is the purpose of the Lumber River Youth Committee to provide policy recommendations to and exercise oversight for youth activities authorized under the Workforce Innovation and Opportunity Act (WIOA) with the Lumber River Workforce Development Board (LRWDB), for the five counties of the Lumber River Workforce Development Consortium (Bladen, Hoke, Richmond, Robeson and Scotland), and in partnership with the county governments within that area, to the extent that the LRWDB authorizes such activity, in accordance with the**



**WIOA. Duties include:**

- 1. Develop the portions of the local plan relating to eligible youth, as determined by the Chairperson of the LRWDB;**
- 2. Subject to approval of the LRWDB and consistent with recommended eligible providers of youth activities, to be awarded grants or contracts on a competitive basis by the LRWDB to carry out the youth activities; and conduct oversight with respect to the eligible providers of youth activities in the five counties of the Lumber River Workforce Development Consortium;**
- 3. Coordinate youth activities (as authorized under Section 129 of the WIOA) in the Lumber River Workforce Development Consortium; and**
- 4. Other duties determined to be appropriate by the Chairperson of the LRWDB.**

b) Provide the committee's top three goals or objectives for PY 2021.

- 1. Reduce the number of unemployed individuals and the number of public assistance recipients;**
- 2. Improve the quality of the workforce reducing the number of high school dropouts and illiteracy rates, and by promoting the need for post-secondary education;**
- 3. Improve opportunities for persons with special needs.**

c) 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 WDB member.) Name document: Local Area Name Youth Committee Members. [WIOA Section 107(b)(4)(A)(ii)] and,

c. Complete the following chart for the PY 2021 Youth Committee's planned meeting schedule to include dates, time and location. *[Expand form as needed.]*

| <b>Date</b>               | <b>Time</b> | <b>Location<br/>(include address and room #)</b> |
|---------------------------|-------------|--|
| Monday, August 9, 2021    | 9:00am      | Video Conference                                 |
| Monday, October 11, 2021  | 9:00am      | Video Conference                                 |
| Monday, December 13, 2021 | 9:00am      | Video Conference                                 |
| Monday, February 14, 2022 | 9:00am      | Video Conference                                 |
| Monday, April 11, 2022    | 9:00am      | Video Conference                                 |
| Monday, June 13, 2022     | 9:00am      | Video Conference                                 |

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

**The 2020-2021 competitive procurement process was completed using the following timeline:**

**Request for Proposal Released  
General Bidders Conference**

**February 19, 2020  
March 3, 2020 – 10:00 am**

|                                    |                                    |
|------------------------------------|------------------------------------|
| <b>Proposals Due</b>               | <b>March 19, 2020 – 12:00 noon</b> |
| <b>WD Staff Review</b>             | <b>March 19 – April 3, 2020</b>    |
| <b>Committee Review</b>            | <b>April 14 – 15, 2020</b>         |
| <b>Notice of Contract</b>          | <b>April 23, 2020</b>              |
| <b>Contract Negotiation Period</b> | <b>May 1 – 31, 2020</b>            |
| <b>Project Start-up</b>            | <b>July 1, 2020</b>                |

**The 2021-2022 CFP process will be complete using the following timeline:**

|                                   |                         |
|-----------------------------------|-------------------------|
| <b>CFP Released</b>               | <b>April 22, 2021</b>   |
| <b>Proposals Due - 12:00 Noon</b> | <b>May 6, 2021</b>      |
| <b>CFP Committee Review</b>       | <b>May - June, 2021</b> |
| <b>Notice of Contract</b>         | <b>June 24, 2021</b>    |
| <b>Project Start-up</b>           | <b>July 1, 2021</b>     |

## **X. Local Area Innovations**

1. List additional funding received by the Local Area WDB to include special grants (Enhancement, Finish Line, Innovation), National Dislocated Worker Grants (disaster), YouthBuild, Foundations, NCWorks Commission, other outside funding and others to include a brief description of the source and the amount.

| <b>Grant Name/Kind</b>                      | <b>Description</b>   | <b>Beginning and End date</b> | <b>Source and Amount</b>                                       |
|---|--|-------------------------------|--|
| Finish Line Grant/Statewide Adult           | Provide supportive service assistance to community college students on the cusp of completing their credential and is faced with an unforeseen emergency.  | 7/01/2020 – 6/30/2021         | NC Commerce, Division of Workforce Solutions<br>\$168,882.50   |
| National Dislocated Worker Grant (COVID-19) | Provide assistance to jobseekers and employers through the use of On-The-Job Training (OJT) opportunities. Also to provide disaster relief employment portions to individuals in the specific job of Contact Tracer. | 4/16/2020 – 3/31/2022         | NC Commerce, Division of Workforce Solutions<br>\$1,346,832.00 |

2. Describe one of the Local Area WDB’s best adult/dislocated worker program practice.

**The LRWDB includes employer/customer impact stories from the local area NCWorks Career Centers and Service Providers at each of its meetings. This allows the employer/customer to present to the LRWDB a firsthand account of the impact of receiving WIOA services. Recognition from the WDB encourages program completion by Adult and Dislocated Worker customers and provides a meaningful view of successful outcomes to the board members.**

3. Describe one of the Local Area WDB’s best youth program practice.

**The LRWDB sponsors an annual Real World Summit annually to expose Youth Program Participants to “real life” experiences. The summit focuses on a one-day simulated program that offers youth hands-on practical learning in the areas of financial decision making pertaining to education, careers, lifestyle choices and transitioning into the adult world. Participants are able to practice life events and learn how to make real world decisions, which builds confidence in their abilities to be successful. The addition of an employer panel to the annual Real World Summit allowed youth the opportunity to address actual local area employers with questions concerning employment attainment. Some of the topics discussed were centered around the impact of social media accounts, unfavorable backgrounds, and the importance of the appropriate educational attainment.**

4. Describe one of the Local Area WDB’s regional strategy that has yielded positive results.

**The LRWDB sponsors 20 Youth Program Participants to attend the NC Youth Summit each year to gain exposure outside of the local area. This provides an opportunity for networking and exploratory workshops in order gain a better understanding of themselves and the endless possibilities that awaits them.**

**The LRWDB sponsors a Real World Summit annually to expose Youth Program Participants to “real life” experiences. The summit focuses on a one-day simulated program that offers youth hands-on practical learning in the areas of financial decision making pertaining to education, careers, lifestyle choices and transitioning into the adult world. Participants are able to practice life events and learn how to make real world decisions, which builds confidence in their abilities to be successful.**

**The LRWDB provided ongoing staff development training to its service providers and NCWorks Career Center staff in order to enhance service delivery for the WIOA Adult and Dislocated Worker participants, Youth Program participants, jobseekers and businesses. Trainings held such as customer service training and personality awareness has helped to encourage collaboration and enhanced Integrated Service Delivery. The staff development trainings also encourage NCWorks Career Center staff and WIOA contractor staff to work together to have cross trainings during months when there is not a LRWDB hosted training**

5. Describe one of the Local Area WDB’s Incumbent Worker or other business services best strategy.

**The LRWDB maintains vital relationships with businesses throughout the local area by attending having staff to attend Management & Leadership meetings, Human Resource group meetings, Chamber of Commerce events, Job & Career Fairs, and other employer related functions within the local area. These networking efforts are crucial in staying abreast of employer needs and promoting WDB business services that are available.**

## XI. Program Year 2021 Local Area WDB Plan Required Policy Attachments

1. The following policies are *required* to be attached as separate documents in WISE as part of the PY2021 Plan. The Plan is not complete without these documents. Name each document: Local Area Name, Policy Name.

- In the first column, state if it is attached or why it is missing and when it can be expected. If two of the policies have been combined, please make a notation.
- In the second column mark “Yes” *only* if the policy has been changed/revised since PY2020 and requires a special review for PY 2021 and has not been previously submitted to the Division.
- Do not add an empty document in WISE as a “placeholder”.

| Required Local Area Policies and DWS Reference Policy  | Attached (Yes/No). If no, why?                  | Revised for PY2021 (Yes/No) and needs review |
|--|---|--|
| 1. Adult/Dislocated Worker Work Experience Policy (PS 10-2017)   | Yes   |  |
| 2. Competitive Procurement Policy (PS 19-2017, Change 2)   | Attached as part of Financial Management Policy |  |
| 3. Conflict of Interest Policy (PS 18-2017)  | Yes   |  |
| 4. Nondiscrimination/Equal Opportunity Standards and Complaint Procedures (PS 07-2018)                     | Yes   |  |
| 5. Financial Management Policy for Workforce Innovation and Opportunity Act Title I (PS 20-2017, Change 1) | Yes   |  |
| 6. Individualized Training Account Policy  | Yes   | Yes  |
| 7. On-the-Job Training Policy (PS 04-2015, Change 1)   | Yes   | Yes  |
| 8. Oversight Monitoring Policy, Tool and Schedule  | Yes   |  |
| 9. Priority of Service Policy (PS 03-2017)   | Yes   |  |
| 10. Youth Work Experience Policy (PS 10-2017)  | Yes   |  |
| 11. Supportive Services Policy (PS 10-2020)  | Yes   |  |
| 12. Sampling Policy/Self-Attestation Procedures & Monitoring Schedule                                      | Yes   |  |

2. Designate whether the following local *Optional Policy* is included and used at the Local Area WDB and is included in the Plan or write “N/A” implying “Not Applicable”, the WDB does not have this policy and; therefore, does not use these services.

- In the second column mark “Yes” **only** if the policy has been changed/revised since PY 2020 and requires a special review for PY 2021 and has not been previously submitted to the Division.
- Do not add an empty document in WISE as a “placeholder”.

If “Yes”, load the policy as a separate document. Name documents: Local Area Name, Policy Name.  
[Example: IWT Policy – Yes. Attached as *Board Name IWT Policy*.]

| Optional Local Area Policies  | Yes- the Board has a policy or N/A (Not Applicable)  | Revised for PY 2021 (Add Yes or N/A for this column) |
|---|--|--|
| 1. Local Area Incumbent Worker Training Policy (PS 13-2020, Change 1) | Yes, Attached as Lumber IWT Policy                   |  |
| 2. Local Area Needs-Related Policy                                    | N/A  |  |
| 3. Local Area Transitional Jobs Policy                                | N/A  |  |
| 4. Local Area Youth Incentive Policy                                  | Yes. Attached as Lumber River 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   | \$5,500 per year/per participant / \$11,000 lifetime maximum    |
| Time Limits  | Two Years – (WD Admin. approval for extension)                  |
| Degree or Certificates allowed (Associate’s, Bachelor’s, other)            | Up to Associates, assist with last two years of Bachelor degree |
| Individual Training Accounts (ITA) Summary                                 |   |
| Period for which ITAs are issued (semester, school year, short term, etc.) | ITA’s issued per semester                                       |

|   |   |
|---|---|
| Supportive Services covered by ITA (provide examples such as uniforms, tools, physical exams, etc.) | Uniforms, physical examinations, tools, books |
| Other   |   |

4. Please specify the supportive services provided by the Local Area WDB 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><br>(include examples)  | <b>Emergency</b><br>(include examples)  | <b>Other</b><br>(include examples)   |
|--|---|--|---|--|
| Participants will only be reimbursed for the miles actually driven not to exceed 200 miles per week. Enrollees in OJT/Transitional Jobs /Work Experience can be reimbursed for a maximum of three weeks not to exceed one hundred and eighty dollars (\$180) | Childcare ensures the proper care of children while the parent participates in the program or is employed. Childcare may include day care for children under six (school-age) and after school care for children over six. The contractor staff will coordinate with the following agencies to provide child care services for enrollees if it is determined that childcare is necessary for the individual to participate in a program: Departments of Social Services; Headstart Programs; and Lumbee Regional Development Association. These agencies receive federal funds to provide child care to low income families. Efforts will be made to secure assistance from these agencies to meet immediate child care needs; however, if not available, child care payments will be reviewed and determined by the LRWDB Administrator/One-Stop Career Center Manager/Service Provider(s) on an individual basis. | Participants placed in WEX, Internship, or OJT that require assistance with uniforms, work attire, safety wear are limited to 2 complete uniforms or work attire and 1 pair of shoes; unless approved by the LRWDB Administrator | Emergency or short-term housing (3-month limit); relocation of families into new rental housing (utility deposits, rental deposits, etc.) | Healthcare assistance such as physical examination and required shots. Limit up to \$150.00 per participant, per year. Educational fees only for Youth Program |

**Note:** The Local Area WDB must adequately safeguard all forms of supportive services payments (i.e., gas cards, cash, gift cards, etc.) and assure that they are used solely for authorized purposes. The

Supportive Services Policy must include the Local Area WDB's internal controls to safeguard supportive services. The internal controls must address issuance, storage, and reconciliation of supportive services throughout the area.



# Workforce Innovation and Opportunity Act of 2014

## Program Year 2021 Local Area Plan Signatory Page for

Lumber River

### Local Workforce Development Area Name

Boards affirm that the Local Area WDB (WDB) and the Chief Elected Official(s) of the Local Area, in partnership, have developed and now submit this update to the Comprehensive, Strategic Regional and Local Area Plan in compliance with the provisions of the Workforce Innovation and Opportunity Act of 2014 and instructions issued by the Governor under authority of the Act.

May 7, 2021

Submission Date

WDB Chair

Chief Elected Official

Jay Todd

James Leach

Typed or Printed Name

Typed or Printed Name

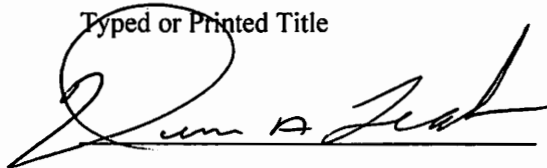
Chairman, LRWDB

LRWDB CEO

Typed or Printed Title

Typed or Printed Title





Signature

Signature

3-17-2021

3/17/2021

Date

Date

## Certification Regarding Debarment, Suspension, and Other Responsibility Matters

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 2 CFR 180, Participant's Responsibilities.

**(Before completing this certification, read the instructions on the following page which are an integral part of the certification.)**

- 1) The prospective primary participant certifies, to the best of its knowledge and belief, that it and its principals:
  - a) are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any federal department or agency;
  - b) have not within a three-year period preceding this certification been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state or local) transaction or contract under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property;
  - c) are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (federal, state or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and
  - d) have not within a three-year period preceding this certification had one or more public transactions (federal, state or local) terminated for cause or default.
- 2) Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

David Richardson, Executive Director

Printed Name and Title of Authorized Administrative Entity Signatory Official

David Richardson  
Signature

March 3, 2021  
Date

## **Instructions for Certification**

1. By signing and submitting the certification signature page with this proposal, the prospective primary participant is providing the certification set out above.
2. The inability of a person to provide the certification required above will not necessarily result in denial of participation in this covered transaction. The prospective participant shall submit an explanation of why it cannot provide the certification set out above. The certification or explanation will be considered in connection with the department or agency's determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.
3. The certification in this clause is a material representation of fact upon which reliance was placed when the department or agency determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.
4. The prospective primary participant shall provide immediate written notice to the department or agency to which this proposal is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
5. The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participants, person, primary covered transaction, principal, proposal, and voluntarily excluded, as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549. You may contact the department or agency to which this proposal is being submitted for assistance in obtaining a copy of those regulations.
6. The prospective primary participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR Part 9, Subpart 9.4, debarred, suspended, declared ineligible or voluntarily excluded from participation in this covered transaction.
7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "A Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transaction," provided by the department or agency entering into this covered transaction, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that is not proposed for debarment under 48 CFR Part 9, Subpart 9.4, debarred, suspended, ineligible or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Non-Procurement programs.
9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
10. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR Part 9, Subpart 9.4, suspended, debarred, ineligible or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.