Capital Area Workforce Development

North Carolina Modification for Local Area Workforce Development Workforce Innovation and Opportunity Act Title I Plans

July 1, 2025 - June 30, 2026

North Carolina Department of Commerce Division of Workforce Solutions 313 Chapanoke Road, Suite 120 4316 Mail Service Center Raleigh, NC 27699-4316

Introduction and Instructions

The Workforce Innovation and Opportunity Act (WIOA) requires each Local Area Workforce Development Board (WDB) to develop and submit, in partnership with the chief local elected official (CLEO), a comprehensive four-year plan. Comprehensive Four-Year Plans were submitted in May **2024**.

In North Carolina, annually, each Local Area WDB, in consultation with the chief local elected official, is to provide updates to the Comprehensive Four-Year Plan. The WIOA Program Year (PY) **2025** Plan is to provide current information and be effective **July 1, 2025 - June 30, 2026**, and will include updated current local policies. The Local Area Plan will support the alignment strategy described in the **2024-2027** NC Unified State Plan in accordance with WIOA Section 102(b)(1)(E), and otherwise be consistent with the NC Unified State Plan. Local Area WDBs shall comply with WIOA Section 108 in the preparation and submission of the Plan.

Through its strategic planning efforts, the NCWorks Commission developed a vision and mission for North Carolina's Workforce System. This vision is to build a job-ready workforce to strengthen North Carolina companies, attract new businesses, and ensure our state can adapt to a changing economy. The mission of the state's workforce development system is 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.

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

Local Area WDBs should reference the Workforce Innovation and Opportunity Act, Public Law 113-128, enacted July 22, 2014. Additional information is available at the U.S. Department of Labor Employment and Training Administration website: <u>https://www.dol.gov/agencies/eta</u>.

North Carolina policy information is available at: <u>https://www.commerce.nc.gov/jobs-training/workforce-professionals-tools-resources/workforce-policies</u>. Local Area WDBs should reference the North Carolina WIOA Unified State Plan at: https://www.commerce.nc.gov/north-carolina-wioa-unified-state-plan-2024/open.

Local Area Plan Submission and Due Date

The Local Area Plan must be submitted through Workforce Information System Enterprise (WISE), the Division's web-based financial system.

The Program Year 2025 - 2026 Plan is Due: <u>May 1, 2025</u>

Each attachment must be clearly labeled in either Word or PDF format. Forms requiring original signatures may use DocuSign® (or similar) and may be uploaded in WISE.

If original signatures are obtained, forms may be mailed (and must be uploaded in WISE) to the Local Area WDB's assigned Planner at:

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I. Local Area Workforce Development Board (WDB) Overview

The Local Area WDB Overview provides important contact information that is used throughout the Division of Workforce Solutions (DWS). This section must remain current during the Program Year. Updates should be submitted to the Local Area WDB's assigned DWS Planner when changes occur.

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

1. Provide the **Local Area WDB**'s official (legal) name as it appears on the local Consortium Agreement established to administer the WIOA or, if not a Consortium, in the formal request for Local Area designation.

Capital Area Workforce Development Board

- If the Local Area is a Consortium and the agreement has been updated since the PY24 Plan submission, attach a copy of the current Consortium Agreement. If the Consortium Agreement has not been updated since the PY24 Plan submission, state N/A.
 - Name document: <u>N/A</u> Consortium Agreement.
- If the Local Area is not a Consortium and there have been updates to the Local Area designation since the PY24 Plan submission, attach a copy of the formal request for Local Area designation. If the Local Area is not a Consortium and there have not been updates since the PY24 Plan submission, state N/A.
 Name document: <u>N/A Local Area designation letter</u>.
- If the Local Area WDB officially changed its name, please attach a copy of the Status of Incorporation, attorney's letter, or other document to verify the official name change. If not applicable, state N/A.
- 2. Provide the name, title, organization name, address, phone number, and email address of the Local Area WDB Director.

Name: Pat E. Sturdivant	Title & Salutation: Executive Director & Ms.
Organization Name: Capital Area Workforce Development	Address: 5942 Six Forks Road, Raleigh, NC 27609
Phone Number: 919-856-6048	Email Address: pat.sturdivant@wake.gov

3. Provide the name, elected title, local government affiliation, address, phone number, and email address of the **Chief Local Elected Official** (CLEO).

Name: Susan P. Evans	Elected Title & Salutation: Chair, Wake County Board of Commissioners; The Honorable
Government Affiliation: Wake County	Address: P. O. Box 550, Raleigh, NC 27602
Phone Number: 919-856-5574	Email Address: susan.evans@wake.gov

Provide the name, title, business name, address, phone number, and email address of the individual authorized to receive official mail for the Chief Local Elected Official (CLEO), if different than question 4.

Name: Yvonne Gilyard	Title & Salutation: Clerk of the Board & Ms.
Business Name: Wake County Government	Address: P. O. Box 550, Raleigh, NC 27602
Phone Number: 919-856-7573	Email Address: Yvonne.gilyard@wake.gov

5.

Provide the name, title, organization name, address, phone number, and email address of the **Administrative/Fiscal Agent responsible for disbursing Local Area WIOA grant funds**. [WIOA Sections 107(d)(12)(B)(i)(III) and 108(b)(15)].

Name: Pat E. Sturdivant	Title & Salutation: Executive Director & Ms.
Organization Name: Wake County Government	Address: P. O. Box 550, Raleigh, NC 27602
Phone Number: 919-856-6048	Email Address: pat.sturdivant@wake.gov

6. Provide the name, title, organization name, address, phone number, and email address of t Administrative/Fiscal Agent's signatory official.		
Name: Pat E. Sturdivant	Title & Salutation: Executive Director & Ms.	
Organization Name: Wake County Government	Address: 5942 Six Forks Road, Raleigh, NC 27609	
Phone Number: 919-856-6048	Email Address: pat.sturdivant@wake.gov	

7. Attach a copy of the Administrative Entity/Fiscal Agent's organizational chart with an 'effective as of date'.

- Name document: <u>CAWD Administrative Entity</u> Organizational Chart.
- 8. Provide the Administrative Entity's Unique Entity Identifier (UEI) number and assurance that the 'System for Award Management' (SAM) status is current. Administrative Entities must register at least annually on the SAM website <u>https://sam.gov/content/home</u> to receive Federal funding [required by Federal Acquisition Regulation (FAR) Section 4.11 and Section 52.204-7].

UEI: MBQVYH61TEJ1

9. 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. (CPS 10-2021, Change 1)

Jessica Locklear-McLeod, One-Stop System Director/Equal Employment Officer

10. Provide each **Local Area WDB member's** name, business title, business name and address, phone number, and email address on the provided form. The first block is reserved to identify the Local Area WDB chairperson (*form provided*). Indicate all required representation and if the category is vacant. [WIOA Section 107(b)(2)].

- Name document: <u>CAWD</u> Board Member List.
- Composition of the Local Area WDBs shall comply with WIOA Section 107. Local Area WDB Membership Requirements have been provided as a reference in <u>Appendix D</u>.
- If a Local Area WDB list is not in compliance, please provide the current list and state the expected date that a compliant list will be provided (detailing vacant positions). Do not change required category names except to clarify those representing multiple categories. When determining the total number of members, representatives serving in more than one category must be counted and listed only once on the form. Identify any names representing a dual category with an asterisk (*).

Notes:

- Please complete the entire form. Check the block on the last page of the form certifying compliance with the required WIOA Local Area WDB business nomination process.
- Representatives with expired terms will not be included in the counted list of Board members.
- Board member terms must be stated in a month/date/year format.
- Plans that do not have a compliant workforce Board will not receive Final Approval. Formula funds will not be awarded until the Local Area WDB has a compliant workforce Board. Exceptions are allowed only when realignment is occurring in the upcoming program year.

The Chief Local 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 Local Area WDB shall submit by-laws that clearly demonstrate all WIOA and North Carolina required elements described in <u>Appendix A</u>. Additional by-laws guidance/template and electronic meeting formats have been provided in <u>Appendix B</u> and <u>Appendix C</u>.

11. Attach the Local Area WDB By-Laws including the date adopted/amended, if they have been updated since the PY24 Plan submission. Please state N/A if the By-Laws have not been updated since the PY24 Plan submission. By-Laws must include the required elements found in <u>Appendix A</u>.

- Name document: <u>*N/A By-Laws*</u>.
- 12. To demonstrate that the attached Local Area WDB By-Laws comply, complete the By-Laws Required Elements Crosswalk chart if the By-Laws have been updated since the PY24 Plan submission (form provided). Please state N/A if the By-Laws have not been updated since the PY24 Plan submission.
 - Name document: <u>N/A</u> By-Laws Required Elements- Crosswalk chart.

Sunshine Provision – The Local Area WDB shall make available to the public, on a regular basis through electronic means and open meetings, information regarding the activities of the Local Area WDB, including information regarding the Local Area Plan prior to submission of the Local Area 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 Area WDB. [WIOA Section 107(e)]

13. Describe how the Local Area WDB will make copies of the proposed Local Area Plan available to the public. If stating the Local Area Plan will be on the Local Area WDB website, provide the link, as well as the individual's contact information for the distribution of the Plan. [WIOA Section 108(d) and 108(b)(20)]

CAWD will publish the Local Area Plan on its website at http://www.capitalareancworks.com, inviting the public to provide feedback and suggestions. Jessica Locklear McLeod, One Stop System Director, is responsible for distribution of the plan. The contact information is noted as follows: 5942 Six Folks Road, Raleigh, NC 27609, jessica.locklearmcleod@wake.gov.

Comments and suggestions will be accepted from April 23, 2025, through May 23, 2025. Following the conclusion of the comment period, CAWD will submit any remarks expressing disagreement with the Plan.

Public Comment – The Local Area 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 Local Area Plan is made available; and, include with submission of the Local Area Plan any comments that represent disagreement with the Local Area Plan. [WIOA Section 108(d) and 108(b)(20)]

- 14. Attach a copy of the Local Area WDB's organizational chart with an 'effective as of date.' Include position titles, names, and contact information.
 - Name document: <u>CAWD</u> Organizational Chart.

15. Complete the following chart for the PY2025 Local Area WDB's planned meeting schedule to include, the
date, time, location, and virtual link (if applicable). (Expand form as needed)

Date	Time	Location (include address, room # and virtual link)
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September 25, 2025	8:30 am – 10:30 am	Zoom meeting https://us02web.zoom.us/j/85391552847?pwd =ODYwdXRXR3NtZk9rVDF2SzRoT0phdz09
December 4, 2025	8:30 am – 10:30 am	Park Alumni Center, 2450 Alumni Dr., Raleigh, NC 27606
March 26, 2026	8:30 am – 10:30 am	Zoom meeting https://us02web.zoom.us/j/85391552847?pwd =ODYwdXRXR3NtZk9rVDF2SzRoT0phdz09
June 25, 2026	8:30 am – 10:30 am	Zoom meeting https://us02web.zoom.us/j/85391552847?pwd =ODYwdXRXR3NtZk9rVDF2SzRoT0phdz09

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 <u>Appendix A</u>.

16. Provide the Month and Date of the Local Area WDB meeting that the PY25 Local Area Plan was approved. Attach a copy of the Local Area WDB minutes that reflect this action item.

The PY25 Local Area Plan was approved on April 17, 2025

• Name document: <u>CAWD</u> Plan Approval Minutes.

17. Attach a copy of the signed 'Certification Regarding Debarment, Suspension, and Other Responsibility Matters – Primary Covered Transactions' Form (*form provided*). [Required by the Regulations implementing Executive Order 12549, Debarment and Suspension, 2 CFR 180, participants' responsibilities.]

• Name document: <u>CAWD</u> Certification Regarding Debarment Form.

Documents 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 DWS Planner at:

N.C. Division of Workforce Solutions313 Chapanoke Road, Suite 1204316 Mail Service CenterRaleigh, NC 27699-4316

- 18. Submit the original Local Area WDB and Chief Local Elected Official (CLEO) Signatory Page (*form provided*), bearing the original signatures of the CLEO(s) and the Local Area WDB Chairperson, and attach a copy of the signed document if not using DocuSign® (or similar).
 - Name document: <u>CAWD</u> Signatory Page.

If using original signatures, mail the Signatory Page to the assigned DWS Planner at:

N.C. Division of Workforce Solutions313 Chapanoke Road, Suite 1204316 Mail Service CenterRaleigh, NC 27699-4316

II. Local Area WDB Strategic Planning

The Local Area WDB is required to the keep the Local Area Plan up to date and adaptable 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.

At the local level, the Local Area WDBs are creatively working to address the new challenges of job growth and expansions. Employers in Local Area WDB areas continue to have a shortage of lower-wage, entry-level and middle-skilled level workers. As a Local Area WDB and workforce system, Local Area WDBs 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, Local Area WDBs are paving the way for an even stronger economy through sector partnerships and career pathways initiatives.

1. Based on the history of economic development projects in the Local Area, how many projects does the Local Area WDB expect to engage in during the upcoming program year? Please indicate the type of services the Local Area WDB expects to provide.

CAWD has provided 13 Letters of Support and engaged in five Workforce Discussions in the previous program year (PY23). To date in PY24 (July 1, 2024 - March 15, 2025), CAWD has provided six Letters of Support and engaged in four Workforce Discussions. CAWD highlights the business services available to support that employe. CAWD's projection for economic development project support for PY25 is eight Letters of Support and five Workforce Discussions.

The services include employment recruitment and screening services; workforce partnership with local agencies and institutions of higher education; and workforce development funding such as OJT and Incumbent Worker Training. Employment recruitment and screening services include assistance with job orders, candidate sourcing and referrals, targeted hiring events and career fairs, outreach to promote awareness of the organization and its opportunities, space to conduct interviews at the NCWorks Career Center, and labor market data providing relevant intelligence.

Some examples of how we are supporting existing employers and will support new economic projects are listed:

1. CAWD has elevated its support of the Fujifilm Diosynth Biotechnologies (FDB) project. Due to the largescale talent needs of this employer over an extended number of years, a special project committee was formed to focus on recruitment and training. CAWD is engaged in this economic development committee work to support the needs of this employer. The committee meets quarterly with FDB representatives to understand and partner to address their immediate and strategic needs regarding access to talent.

2. CAWD is the WDB leader within the AdvanceNC Executive Committee. This work supports major

economic development projects such as Wolfspeed and VinFast. This work is focused on building a robust talent pipeline to support these major advanced manufacturing employers in our service area.

2. Identify any **new** Career Pathways developed by the Local Area since the last Local Area Plan submission. Complete the chart below.

Pathway Name	Partner WDBs	Year the pathway was developed	Number of trainees (to date) who have utilized the pathway
N/A	Click here to enter text.	Click here to enter text.	Click here to enter text.
Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.

a. Does the Local Area have plans for the creation and implementation of new career pathways?

We currently have 4 career pathways developed: IT, Advanced Manufacturing, Healthcare, and Construction & Skilled Trades. While we don't plan to develop any new career pathways, we are working to update the healthcare pathway with a new round of employer engagement, career awareness training for staff, students, and job seekers, and updated materials about healthcare careers. We will also start the update at least one other career pathway as determined by the CAWD Board.

III. 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 a specific date".

 Identify PY 2025 NCWorks Career Center location(s) including Comprehensive (Tier I) and Access Points (Affiliate or Specialized) Sites; On-site partners; how NCWorks Career Center operator(s) are designated and procurement information; provider(s) of WIOA career services and method of selection; whether the youth service provider is on-site and, if so, youth services offered. Use the PY 2025 NCWorks Career Center Chart. [WIOA Section 121(b)(1)(A) and (b)(1)(B)]

• Name document: <u>CAWD</u> PY 2025 NCWorks Career Centers.

2. Provide the name(s) of the current One-Stop provider(s), date, and process for when the competitive procurement of the One-Stop Operator(s) occurred. Include the expected length of the contract(s) (one to four years and the current year the contract is (e.g., two of three years). [WIOA Section 108(b)(16)]

Capital Area solicits proposals for the One-Stop Operator/WIOA Adult and Dislocated Worker Service Provider through a Request for Proposal (RFP) process every four years for Wake, Lee, Chatham, & Johnston Counties and for the WIOA Adult/Dislocated Worker Services in Orange County.

Equus Workforce Solutions was awarded the One-Stop Operator/WIOA Adult/Dislocated Worker Service Provider contract in Wake, Johnston, Lee, and Chatham Counties. Orange DSS was awarded the WIOA Adult/Dislocated Worker service provider contract in Orange County. The competitive RFP process took place from December 2022 to March 2023. The contract award began on July 1, 2023, and was for one year. Contract extensions for the One-Stop Operator/WIOA Adult/Dislocated Worker Service Provider in the Capital Area are available for up to three additional years based on performance, quality of services, responsiveness of providers, and the ability to meet contract expectations. Presently, this is year two of three years. Contract extensions for the One-Stop Operator/WIOA Adult/Dislocated Worker Service Providers contract took place for PY24. A solicitation for proposals may be released sooner due to circumstances including, but not limited to, termination of a contract due to contractor performance, and funds availability.

The goal of CAWD is to ensure fair and lawful award of public funds to eligible service providers. Procurement of the One-Stop Operator/WIOA Adult and Dislocated Worker Service Provider, to conduct Workforce Innovation and Opportunity Act activities, is accomplished through a competitive procurement process, as follows:

- The competitive procurement process starts with the release of the Request for Proposal. To ensure that the notification is viewed by the public as well as local, state, and federal employment and training agencies, the notice is posted in newspapers (including at least one minority publication), Capital Area Workforce Development's website, Wake County Government's website, National Association of Workforce Development Boards' website, and emailed electronically to an established list of adult employment and training agencies across the country.
- 2) After the notification release, a Pre-Proposal Information Session is then conducted by Capital Area and Wake County Procurement Service staff to discuss the RFP and answer any questions. Attendance at the session is recommended, but not required for agencies responding to the proposal. Questions, other than those addressed in the session, must be submitted to Capital Area before the established due date. The RFP provides clear guidelines on the submission requirements and the proposal deadline date and time. Proposals are not accepted after the deadline.
- 3) The Proposal Review Panel consists of Capital Area Board members and Capital Area staff. In selecting an organization for One-Stop Operator/Adult and Dislocated Worker services, primary consideration is given to the demonstrated effectiveness of the organization in delivering comparable services, the overall quality of the proposed plan of services, the likelihood of meeting or exceeding federal Performance Indicators, and cost. In addition, consideration is given to a strong record of integrity, business ethics, fiscal management, and accountability; staff qualifications and technical skills to perform the work; and the ability of the organization to meet service delivery requirements at

a reasonable cost. As part of the proposal review and selection process, the top 3-5 respondents, based on the reviewers' ratings, are required to meet with the Proposal Review Panel to briefly discuss their proposal and answer questions.

- 4) After the review process is completed by the Proposal Review Panel, the Panel presents a recommendation to the Board at the scheduled Board meeting for Board approval. The selected respondent receives written notification of the award. The non-awarded respondents will also receive written notification with the instructions on how to request a debriefing or appeal, as follows:
 - a) The debriefing must be requested in writing to the CAWD Executive Director within ten (10) working days of notification of non-award. In a debriefing, the discussion will be limited to a critique of the RFP response, i.e., specific information as to factors where the proposal manifested weaknesses and strengths. Comparisons between proposals or evaluations of the other proposals are not considered.
 - b) The appeal request must be submitted in writing to the CAWD Executive Director within five (5) working days following a debriefing. An appeal request must identify an issue or fact concerning a matter of bias, discrimination, conflict of interest, or non-compliance with procedures described in the RFP document. Appeal requests not based on those conditions are not considered. Appeal requests are rejected as without merit if they address such issues as professional judgment on the quality of a proposal or the CAWD's assessment of Local Area needs, priorities, or requirements. The CAWD Executive Director will issue a decision within five (5) working days of receipt of a written appeal. The decision will be final.

Funds for One-Stop Operator/WIOA Adult and Dislocated Worker Services are provided under a cost reimbursement contract, for the services provided during program delivery, between Capital Area and the service provider. CAWD also uses a pay-for-performance model for all service providers that include profit in their budget.

- 3. Attach the Memorandum of Understanding (MOU) between the Local Area WDB and partners concerning the operation of the NCWorks Career Center system. [WIOA Section 121(c)(1)(2)(A)]
 - Name document: <u>Capital Area Workforce Development</u> NCWorks Career Center MOU.

IV. Performance

The U.S. Department of Labor (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 Local Area WDB's current Adult, Dislocated Worker, and Youth performance on the Federal Primary Indicators of Performance for PY 2023-2024 and prior Program Years. (Reports available via FutureWorks BI.) What are some factors that have impacted performance levels both positively and negatively in the current program year?
 - a. Provide at least two examples of positive factors and two examples of negative factors with an explanation of each. Some examples to consider include:
 - unemployment rate
 - factory closures/openings
 - economic development recruitment
 - retention and expansion efforts
 - regional industry growth priorities
 - weather events and natural disasters that may have impacted the area
 - internal operational factors
 - b. Are there any factors that you anticipate will impact your performance during the upcoming program year(s) either positively or negatively?

Below are two examples each of factors that positively and negatively affect CAWD's performance, considering various contextual elements:

Positive Factors:

Economic Development Recruitment: The successful economic development initiatives in the Capital Area region, which attract new businesses and industries, provide a significant advantage. This influx of companies leads to an increase in job openings and a growing demand for a skilled workforce. CAWD capitalizes on this trend by adapting its credential programs to meet the specific needs of newly established businesses, creating mutual benefits for employers and job seekers alike. As the region grows, entry-level opportunities in fields like advanced manufacturing are expected to rise, further supporting job seekers.

Regional Industry Growth Priorities: The growth priorities of key industries in the region play a crucial role in CAWD's credentialing success. When there is a concerted focus on supporting industries that are either expanding or poised for growth, CAWD can design its credential programs to align with the required skill sets. This strategic approach enhances the employability of program graduates, contributing to the success of workforce development goals.

Negative Factors:

Unemployment Rate: As of December 2024, the unemployment rate in CAWD's service area stands at 3.7%, and has been below 4% for three years. This low unemployment rate presents challenges for job seekers at NCWorks Career Centers, as those seeking assistance may require more intensive support and services. With fewer open positions relative to the number of qualified job seekers, this mismatch can make it more difficult to achieve successful employment outcomes for participants.

Factory Closures: The shutdown of factories or large employers that hire employees within the CAWD region can have a severe impact on the local workforce. For example, a couple of companies such as West Logistics, LLC in Johnston County and Midwest Transport, Inc., one of the largest transportation contractors in association with the United States Postal Service (USPS), permanently closed. When major employers

close, a large number of workers with specialized skills may suddenly find themselves unemployed. CAWD faces significant challenges in retraining and upskilling these workers to meet the demands of other growing industries in the area. When compared to previous program year, the number of WARN notices received by CAWD this program year is still over 10, which continues to highlight the growing challenge posed by factory closures.

To effectively respond to both positive and negative factors, CAWD must continuously adapt its strategies and initiatives. Proactive actions, such as aligning programs with emerging industries and providing tailored support during economic downturns, will help mitigate the negative impacts and maximize the benefits of positive trends in the upcoming program year.

2. What strategies and methods are in place to meet or exceed performance goals? 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 reporting resources are used?
- Is FutureWorks BI employed? If so, how, and how often?
- How often is training provided to staff?

CAWD's Accountability Specialist monitors performance monthly to ensure CAWD meets its federal performance indicators. To support this process, FutureWorks BI is utilized alongside NCWorks predictive and federal reports. FutureWorks BI proves valuable by providing monthly performance data downloads, which are distributed monthly via email by the Accountability Specialist to all service providers, accompanied by actionable strategies for performance improvement. Since the certified ETA NCWorks federal reports directly feed the FutureWorks BI system, they offer essential insights into the customer pools, further enhancing performance tracking.

In addition, NCWorks predictive reports are crucial, particularly when monitoring credential attainment, alongside FutureWorks BI. FutureWorks BI uses a participant ID instead of the customer's name, unlike the NCWorks Predictive reports, which provide the customer's name. This makes the NCWorks predictive reports an indispensable tool for comprehensive tracking.

Training and technical assistance on federal performance standards and data validation procedures is provided to service provider staff throughout the program year. This training is designed to ensure that service providers contribute effectively to CAWD's overall success in meeting its federal performance goals. To further support this, CAWD's Accountability Specialist, together with the Youth Workforce Development Program Consultant, conducts monthly performance data meetings with Youth Service Providers. For Adult Service Providers, quarterly performance meetings are held, led by CAWD's Accountability Specialist and Adult Workforce Development Program Consultant.

3. Discuss what corrective action steps are in place if, at any point during the program year, the Local Area WDB is not on track to meet or exceed yearly performance indicator goals.

This question is intended to be hypothetical and is seeking what plan the Local Area WDB has in place to address failing performance, if it were to occur. Answers should address how the Local Area WDB:

- monitors performance,
- communicates with staff,
- makes changes to Local Area WDB performance and training strategies based on reporting data,
- and utilizes follow-up accountability measures.

If CAWD is not on track to meet or exceed its annual performance goals, a set of corrective actions would be implemented to address the issue. Below is an overview of how CAWD might approach this situation:

- 1. Performance Monitoring:
 - **Ongoing Monitoring:** CAWD maintains a comprehensive system for continuous tracking and analysis of performance indicators throughout the program year. This includes regularly reviewing data and comparing it against set goals and benchmarks.

2. Communication with Staff:

- Internal Communication: Clear and consistent communication channels are in place to keep staff informed about performance status. Regular meetings, reports, and updates ensure transparency across the CAWD region.
- **Identifying Issues:** Collaborating with staff to pinpoint challenges or obstacles contributing to underperformance. Open dialogue helps uncover the underlying causes of any performance gaps.

3. Adjusting Performance and Training Strategies:

- **Data-Informed Decisions:** Performance data is used to make informed adjustments to strategies. Areas where performance is lagging are identified, and corrective measures are implemented to address them.
- **Staff Training and Development:** Additional training or professional development programs are introduced to address specific weaknesses. This may involve external experts, workshops, or targeted training sessions tailored to the identified needs.

4. Accountability and Follow-Up:

- Action Plans: Detailed action plans are created, outlining specific steps to address performance shortfalls. These plans will include timelines, responsibilities, and measurable outcomes to ensure progress.
- **Performance Improvement Teams:** Specialized teams are formed to focus on executing corrective actions. These teams will consist of staff members with expertise in the identified areas of concern.
- 5. Feedback Loops and Continuous Improvement:

- **Feedback Mechanisms:** CAWD implements systems for ongoing feedback from service provider staff. This could include surveys, focus groups, or regular check-ins to assess the effectiveness of the corrective actions and gather input for further improvement.
- **Culture of Continuous Improvement:** A culture focused on continuous improvement will be nurtured within CAWD. Staff will be encouraged to share ideas, propose solutions, and actively contribute to the enhancement of program strategies.

6. External Support and Collaboration:

• Seeking External Support: If needed, CAWD may seek external guidance, such as partnering with other workforce development boards, consulting industry leaders, or collaborating with other successful programs to gain insights and support.

Ultimately, CAWD's approach to performance management is designed to be flexible and responsive, ensuring CAWD can quickly address challenges, adapt strategies, and drive continuous improvement to meet its performance goals.

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

Consider including the following information:

- a. How is performance tracked in your organization?
- b. How is performance information communicated with staff?
- c. How are staff/contractors held accountable?
- d. How is training provided in your organization?

CAWD holds monthly meetings with its Youth service providers and quarterly meetings with its Adult service providers to review performance and discuss strategies for improvement. Performance is tracked quarterly for for-profit service providers through pay-for-performance metrics and for non-profit Service Providers through real-time measures, all aimed at positively influencing CAWD's overall federal performance outcomes. Performance discussions also take place during the monthly Operations meetings and quarterly Manager's meetings.

Alongside FutureWorks BI Predictive Rosters for Measurable Skill Gains and Credential Rate, CAWD's Accountability Specialist generates monthly NCWorks predictive and federal reports. These reports, along with data on Measurable Skill Gains, are shared with Service Providers via Smartsheet. This ensures that the relevant pool of customers is identified and remains the focus throughout the program year, helping CAWD stay on track to meet its federal performance goals by program year end.

Performance is closely monitored throughout the program year, and CAWD regularly engages with Service Providers. If a Service Provider is not meeting performance expectations, CAWD issues a formal letter requesting an improvement plan. This letter outlines the need for a corrective strategy to address performance deficiencies.

To ensure consistent quality, CAWD provides performance and data validation training for Service Provider staff during the program year. CAWD's Accountability Specialist and Workforce Development Program Consultants conduct quality assurance checks on NCWorks customer files in the Capital Area region, ensuring that Service Provider case managers are accurately inputting activities, documenting case notes, and uploading the appropriate documentation.

- 5. Discuss the factors that contribute to the Local Area WDB's credential attainment indicator.
 - a. What are the challenges that the Local Area WDB faces in achieving its credential attainment goal?
 - b. What are some of the strategies that contribute to the Local Area WDB's success in achieving its credential attainment goal?
 - c. How do case managers make use of NCcareers.org and the NC Workforce Credentials list?

As the new program year begins, the Credential pool is established, and obtaining the necessary documentation to meet the Federal Credential measure is pertinent while the customer is still enrolled in the program.

a. Below are key challenges that CAWD faces in achieving the credential attainment goal:

GED Program Completion and Documentation: For individuals enrolled in GED programs who either did not complete the program or failed to pay for a diploma, documenting their credential attainment becomes difficult. GED programs are typically seen as a pathway to earning a recognized high school equivalency credential, but incomplete programs or unpaid diplomas create obstacles to obtaining the necessary documentation for the NCWorks system to meet the federal credential requirement.

FERPA Regulations: FERPA (Family Educational Rights and Privacy Act) safeguards the privacy of student education records, which limits the ability of organizations to access and share diplomas or transcripts without explicit consent. This creates both a legal and procedural challenge when obtaining required documentation for participants.

Documentation Process: The process of securing the appropriate documentation can be complicated by various factors, including losing contact with customers, incomplete training (such as unfinished GED programs), and FERPA restrictions. Navigating these challenges makes it difficult for case managers to efficiently gather the credentials needed for the Federal Credential measure.

Importance of Timely Documentation: Timeliness is crucial when collecting documentation, either while the customer is still enrolled in a program or within one year of program exit. This urgency directly impacts the Federal Credential measure, influencing both compliance and performance outcomes.

Communication Difficulties with Exited Customers: For career advisors, contacting individuals who have exited their training programs presents a further challenge. These individuals may have

relocated, changed contact information, or disengaged, making it harder to reach them for necessary documentation updates.

In conclusion, obstacles like incomplete program participation and FERPA limitations make meeting credential attainment goals more challenging.

b. However, CAWD has developed several strategies to overcome these barriers and improve outcomes. To enhance credential attainment, CAWD has implemented several key strategies:

Strategic Partnerships with Training Providers: One key strategy contributing to CAWD's success in achieving its credential attainment goal is the development and maintenance of strong partnerships with local and out-of-state training providers. These strategic partnerships ensure that customers are connected to industry-specific credential programs that are aligned with current and projected local workforce needs. By fostering close collaboration with training providers, CAWD can better tailor training opportunities to meet employer demand and ultimately increase credential attainment among participants.

Targeted Outreach and Awareness Campaigns: Comprehensive outreach campaigns are conducted to raise awareness about the value of specific credentials. These efforts focus on educating communities, schools, and organizations about available programs and the benefits of obtaining credentials.

Technology Integration and Accessibility: Investing in technology is a priority, ensuring that training programs are accessible and up-to-date. Tools like Transfr and CareerViewXR, which use virtual reality, allow CAWD to reach broader audiences, especially individuals from historically underserved communities. CAWD's focus is on meeting customers where they are, leveraging technology to expand access.

Individualized Case Management: Career advisors provide personalized support, helping customers navigate challenges, access supportive services, and ensure that documentation is submitted and uploaded promptly.

Community Engagement and Supportive Services: CAWD engages with the local community to understand specific barriers and needs. Providing services such as transportation assistance, exam fee coverage, and needs-related payments can help participants overcome obstacles and improve completion rates.

Continuous Monitoring and Evaluation: To ensure program success, CAWD has established continuous monitoring and evaluation systems. Customer feedback through surveys is used to assess training program effectiveness, allowing for adjustments to improve outcomes.

Data Sharing and Collaboration with Organizations: Collaboration with other agencies and organizations helps streamline the credentialing process. By working within legal frameworks such as

FERPA, CAWD can facilitate the sharing of necessary documentation without violating privacy regulations. CAWD has instituted a process in collaboration with the community colleges to ensure a FERPA Disclosure of Information form is completed by customers that attend most of the community colleges within the CAWD region. This signed form is collected by staff prior to customer enrollment into training programs as part of their NCWorks documentation process. These strategies collectively enable CAWD to strengthen its efforts toward meeting credential attainment goals, fostering a supportive environment for participants, and contributing to the success of CAWD.

c. Below are the ways in which NCWorks and NextGen Career Advisors make use of NCCareers.org and the NC Workforce Credentials list:

NCCareers.org for Career Exploration: Career Advisors utilize NCCareers.org to offer assessments and career exploration tools, such as the Reality Check assessment for those seeking a career or location change or entering the workforce. Other tools include career path assessments with wage data, interest surveys, and skills matching. NCcareers.org also supports job searches, complementing the NCWorks system.

NC Workforce Credentials List: The NC Workforce Credentials List on NCCareers.org is a valuable tool used by Career Advisors to assist customers by providing guidance on the necessary credentials, certifications, and qualifications required for specific careers in North Carolina. Staff use the list to help job seekers understand which credentials are essential for their desired job roles, ensuring they meet the qualifications needed to be competitive in the job market. By referencing the list, staff can also match job seekers with job opportunities that align with their current credentials or suggest pathways to acquire the missing qualifications. Overall, the NC Workforce Credentials List serves as a valuable resource for staff to provide tailored advice and support, ensuring that job seekers have the tools and knowledge needed to succeed in the workforce.

6. When selecting an eligible training provider from the State Eligible Training Provider List to certify for local use, what is the review process the Local Area WDB uses to make this decision? How does the Local Area WDB ensure informed customer choice in the selection of training providers? In other words, how are customers advised that they have options in choosing their provider? [WIOA Section 108(b)(19)]

When selecting an Eligible Training Provider from the State Eligible Training Provider List to certify for local use, CAWD follows the below review process:

- 1. Research Training Provider
 - a. Look up the Training Provider on the NC Secretary of State (SOS) website
 - Determine years in business (must be in business for at least 2 years)
 - Determine if the Training Provider is in good standing and active with SOS and annual reports have been submitted on time
 - b. Utilize USDOL's trainingproviderresults.gov website to assist with certifying training providers.
 - c. Google maps (<u>https://maps.google.com</u>)

- Determine if address is at a commercial/business facility (not residential)
- Confirm location from NCWorks Online
- d. Training Provider's website
 - Confirm information provided in NCWorks Online
 - 1. Location/address of facility
 - 2. Company representative(s)
 - 3. Type of training provided
 - 4. Other, as deemed appropriate
- 2. Review listed Training Provider program(s)

3. Sign into NCWorks Online and select the checkbox to certify the eligible program(s) for local EPTL. Note: Training provider approvals are good for one year. Approval is required each year to remain on the training provider list.

In addition, CAWD also follows the Capital Area Eligible Training Provider Policy to ensure all guidelines and processes are adhered to.

Customers collaborate with their Capital Area NCWorks or NextGen Career Advisor to identify the training provider and program that best meets their needs. NCWorks Career Center staff provide customers with access to the following: skills assessment tools; career planning resources; updated labor market information identifying industry sectors and occupational clusters that are high-growth, high-demand, projecting skills shortages, and/or vital to the regional economy; and access to the ETPL through the NCWorks Online system (www.ncworks.gov). Advisors can assist customers in comparing training programs based on their individual career goals, learning preferences, schedule needs, and financial situation. Customers are encouraged to research training providers and are not steered toward any single provider, in accordance with WIOA's emphasis on customer choice and empowerment. This ensures customers can make an informed choice and are prepared with the skills needed to fill hiring opportunities in in-demand sectors and career pathways in high wage occupations. The NCWorks Online system provides relevant information on available training programs, including performance and cost.

7. Indicate whether the Local Area WDB has additional requirements for training providers above and beyond those requirements stated in the State ETPL policy. Does the Local Area WDB make use of USDOL's trainingproviderresults.gov website in its evaluation of which training providers to certify for local area use? If so, how? Attach the Local Area ETPL Policy, if it has been updated since the PY24 Plan submission.

CAWD does have additional requirements for training providers above and beyond those requirements stated in the State ETPL policy. Capital Area has established the following additional criteria for approval programs:

- As part of the review process, program(s) of study are evaluated based on student performance. CAWD reserves the right to not approve program(s) of study that lack or maintain an overall program completion rate of at least seventy-five percent (75%) or higher. CAWD may reevaluate the program of study when the completion rate increases to 75% or higher. New program(s) of study that have never been offered may be approved, based on meeting CAWD general guidelines and will be contingent until performance is available.
- CAWD will not approve programs that are considered to be remediation, professional conduct, motivational classes, and/or pre-employment skills, (courses that do not provide occupational skills training) for WIOA training funds through Individual Training Accounts. Courses and/or programs in human resource development (HRD), Career Readiness Certificate (CRC) preparation, professional conduct, workforce preparation activities, etc. may be provided through WIOA Career Services and do not require program approval in NCWorks Online.
- If a particular type of training is readily available at an eligible training provider located within the Capital Area local area, CAWD will not approve, for WIOA training funds, programs offered by training providers located outside of the Capital Area local area. Exceptions will be considered and may include online courses, training sites in adjacent counties and/or those programs approved based on special circumstances and/or special needs of a Capital Area NCWorks Career Center customer. Exceptions may also include programs that are full, have wait lists, or programs that are not offered during the needed semester.
- CAWD has additional regulations for individuals that can affect eligibility and/or suitability for WIOA training funds. For these additional regulations such as student performance and other student requirements, please refer to the ITA/Voucher policy for WIOA Adult/DW participants and the Occupational Skills Training (OST) policy for WIOA Youth participants.
- Programs may periodically be purged from the NCWorks Online system if the program has not been recently WIOA funded. This process is done at the State level and CAWD is not responsible for which programs are, or are not, purged. It is each training provider's responsibility to keep track of their programs in NCWorks Online.
- Training Providers must agree not to use the Capital Area Workforce Development name or logo on their web site or on printed materials without the expressed written consent from the Capital Area One-Stop System Director.
- Training Providers must agree not to use the NCWorks name or logo on their web site or on printed materials without the expressed written consent from the Capital Area One-Stop System Director.
- Training Providers must agree not to promise or imply that individuals will receive funding through WIOA. (There is an eligibility process, and no one is guaranteed funding for training.)

• Training Providers may appeal a denial or termination of eligibility for programs at any time. See CAWD's ETPL policy Section *IV. Appeals Process* for more details on the appeals process.

Please Note: At least eighty percent (80%) of WIOA training dollars spent must lead to an occupation in an in-demand industry as defined by CAWD with an emphasis on the high growth, in- demand, hard-to-fill occupations, and no more than twenty percent (20%) of WIOA training dollars may be for other occupations. CAWD's target industries are provided in the ITA/Voucher policy for WIOA Adult/DW participants and the Occupational Skills Training (OST) policy for WIOA Youth participants.

CAWD also utilizes the USDOL's Training Provider Results (trainingproviderresults.gov) website in conjunction with the CAWD ETPL policy to enhance the certification process for local training providers by leveraging national performance data on outcomes such as employment rates, wages, and program completion. This data allows CAWD to verify and assess the effectiveness of potential providers, ensuring they meet both local and national standards for success. By incorporating these performance metrics into the local ETPL certification process, CAWD can offer job seekers transparent, data-driven options, ensuring informed customer choice and enhancing the likelihood of successful career outcomes. Additionally, the website's comparison tools enable CAWD to highlight high-performing providers, fostering greater accountability and ensuring the local training ecosystem meets regional workforce needs.

Name Document: <u>N/A</u> ETPL Policy

V. Equal Opportunity

- 1. Attach the Local Area WDB's current Equal Opportunity (EO) Complaint Grievance Procedure to address EO requirements, if it has been updated since the PY24 Plan submission. If the EO Complaint Grievance Procedure has not been updated since the PY24 Plan submission, please state N/A.[29 CFR 38.35].
 - Name document: <u>CAWD</u> EO Complaint Grievance Procedure.

VI. Adult and Dislocated Worker Services

1. Provide the date and process for the competitive procurement of the Adult and Dislocated Worker Programs that ensure an arms-length relationship between the Local Area WDB and service delivery. Include the expected length of the contract(s) (one to three years and the current year status of the contract (e.g., two of three years). Identify any service provider contract extensions. [WIOA Section 108(b)(16), CPS 04-2022, Change 1]

Capital Area solicits proposals for the One-Stop Operator/WIOA Adult and Dislocated Worker Service Provider through a Request for Proposal (RFP) process every four years.

Equus Workforce Solutions was awarded the One-Stop Operator/WIOA Adult/Dislocated Worker Service Provider contract in Wake, Johnston, Lee, and Chatham Counties. Orange DSS was awarded the WIOA Adult/Dislocated Worker service provider contract in Orange County. The competitive RFP process took place from December 2022 to March 2023. The contract award began on July 1, 2023, and was for one year. Contract extensions for the One-Stop Operator/WIOA Adult/Dislocated Worker Service Provider in the Capital Area are available for up to three additional years based on performance, quality of services, responsiveness of providers, and the ability to meet contract expectations. This marks the second year of a potential three-year contract extension for Equus Workforce Solutions as the One-Stop Operator/WIOA Adult/Dislocated Worker Service Provider. This marks the second year of a potential three-year contract extension for Orange County DSS. Contract extensions for the One-Stop Operator/WIOA Adult/Dislocated Worker Service Provider contract took place for PY25. A solicitation for proposals may be released sooner due to circumstances including, but not limited to, termination of a contract due to contractor performance, and funds availability.

The goal of CAWD is to ensure fair and lawful award of public funds to eligible service providers. Procurement of the One-Stop Operator/WIOA Adult and Dislocated Worker Service Provider, to conduct Workforce Innovation and Opportunity Act activities, is accomplished through a competitive procurement process, as follows:

- The competitive procurement process starts with the release of the Request for Proposal. To ensure that the notification is viewed by the public as well as local, state, and federal employment and training agencies, the notice is posted in newspapers (including at least one minority publication), Capital Area Workforce Development's website, Wake County Government's website, National Association of Workforce Development Boards' website, and emailed electronically to an established list of adult employment and training agencies across the country.
- 2) After the notification release, a Pre-Proposal Information Session is then conducted by Capital Area and Wake County Procurement Service staff to discuss the RFP and answer any questions. Attendance at the session is recommended, but not required for agencies responding to the proposal. Questions, other than those addressed in the session, must be submitted to Capital Area before the established due date. The RFP provides clear guidelines on the submission requirements and the proposal deadline date and time. Proposals are not accepted after the deadline.
- 3) The Proposal Review Panel consists of Capital Area Board members and Capital Area staff. In selecting an organization for One-Stop Operator/Adult and Dislocated Worker services, primary consideration is given to the demonstrated effectiveness of the organization in delivering comparable services, the overall quality of the proposed plan of services, the likelihood of meeting or exceeding federal Performance Indicators, and cost. In addition, consideration is given to a strong record of integrity, business ethics, fiscal management, and accountability; staff qualifications and technical skills to perform the work; and the ability of the organization to meet service delivery requirements at a reasonable cost. As part of the proposal review and selection process, the top 3-5 respondents, based on the reviewers' ratings, are required to meet with the Proposal Review Panel to briefly discuss their proposal and answer questions.
- 4) After the review process is completed by the Proposal Review Panel, the Panel presents a recommendation to the Board at the scheduled Board meeting for Board approval. The selected

respondent receives written notification of the award. The non-awarded respondents will also receive written notification with the instructions on how to request a debriefing or appeal, as follows:

- a. The debriefing must be requested in writing to the CAWD Executive Director within ten (10) working days of notification of non-award. In a debriefing, the discussion will be limited to a critique of the RFP response, i.e., specific information as to factors where the proposal manifested weaknesses and strengths. Comparisons between proposals or evaluations of the other proposals are not considered.
- b. The appeal request must be submitted in writing to the CAWD Executive Director within five (5) working days following a debriefing. An appeal request must identify an issue or fact concerning a matter of bias, discrimination, conflict of interest, or non-compliance with procedures described in the RFP document. Appeal requests not based on those conditions are not considered. Appeal requests are rejected as without merit if they address such issues as professional judgment on the quality of a proposal or the CAWD's assessment of Local Area needs, priorities, or requirements. The CAWD Executive Director will issue a decision within five (5) working days of receipt of a written appeal. The decision will be final.

Funds for One-Stop Operator/WIOA Adult and Dislocated Worker Services are provided under a cost reimbursement contract, for the services provided during program delivery, between Capital Area and the service provider. CAWD also uses a pay-for-performance model for all service providers that include profit in their budget.

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

- 2. Attach the Local Area WDB's Adult/Dislocated Worker Service Provider list effective July 1, 2025, using the PY 2025 Adult/Dislocated Worker Service Provider List_provided.
 - Name document: <u>CAWD</u> PY 2025 Adult/Dislocated Worker Service Provider List.

VII. 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 (OSY) A minimum of 75% of the Youth funds allocated to Local Area WDBs, except for the Local Area WDB expenditures for administration, must be used to provide services to OSY;
- Work Experience Not less than 20% of Youth funds allocated to the Local Area WDB, except for the Local Area WDB expenditures for administration, must be used to provide paid and unpaid work experiences; and a
- Focus on Partnering Co-enrollment is encouraged where appropriate with Title II and IV.
- 1. Attach the Local Area WDB Youth Service Provider's chart, effective July 1, 2025, using the PY 2025 Youth Service Provider List provided. Complete each column to include specifying where Youth Services are provided and procurement information.
 - Name the document: PY 2025 <u>CAWD</u> Youth Service Provider List.
- 2. Provide the date and process for the competitive procurement of the Youth Programs that ensures an arm'slength relationship between the Local Area WDB and service delivery. Include the expected length of the contract(s) (one to three years and the current year status of the contract (e.g., two to three years). Identify any service provider contract extensions. [WIOA Section 108(b)(16), CPS 04-2022, Change 1]

CAWD has a competitive procurement process for all Workforce Innovation and Opportunity Act (WIOA) Youth Services. CAWD solicits proposals for WIOA Youth Services Providers through a Request for Proposal (RFP) process every three years. The goal of CAWD is to ensure fair and lawful award of public funds to eligible service providers.

The competitive RFP process took place from December 2022 to March 2023. The competitive procurement process starts with the release of the RFP. To ensure that the notification is viewed by the public as well as local, state, and federal employment and training agencies, the notice is posted in newspapers (including at least one minority publication), CAWD's website, Wake County Government's website, National Association of Workforce Development Boards' website, and emailed electronically to an established list of adult employment and training agencies across the country.

After the notification release, a Pre-Proposal Information Session is then conducted by Capital Area and Wake County Procurement Service staff to discuss the RFP and answer any questions. Attendance at the session is recommended, but not required for agencies responding to the proposal. Questions, other than those addressed in the session, must be submitted to Capital Area before the established due date. The RFP provides clear guidelines on the submission requirements and the proposal deadline date and time. Proposals are not accepted after the deadline.

The Proposal Review Panel consists of Capital Area Board members and Capital Area staff. In selecting an organization for Youth services, primary consideration is given to the demonstrated effectiveness of the organization in delivering comparable services, the overall quality of the proposed plan of services, the likelihood of meeting or exceeding federal Performance Indicators, and cost. In addition, consideration is given to a strong record of integrity, business ethics, fiscal management, and accountability; staff qualifications and technical skills to perform the work; and the ability of the organization to meet service delivery requirements at a reasonable cost. As part of the proposal review and selection process, the top 3-5 respondents, based on the reviewers' ratings, are required to meet with the Proposal Review Panel to briefly discuss their proposal and answer questions.

After the review process is completed by the Proposal Review Panel, the Panel presents a recommendation to the Board at the scheduled Board meeting for Board approval. The selected respondent receives written notification of the award. The non-awarded respondents will also receive written notification with the instructions on how to request a debriefing or appeal, as follows.

The debriefing must be requested in writing to the CAWD Executive Director within ten (10) working days of notification of non-award. In a debriefing, the discussion will be limited to a critique of the RFP response, i.e., specific information as to factors where the proposal manifested weaknesses and strengths. Comparisons between proposals or evaluations of the other proposals are not considered.

The appeal request must be submitted in writing to the CAWD Executive Director within five (5) working days following a debriefing. An appeal request must identify an issue or fact concerning a matter of bias, discrimination, conflict of interest, or non-compliance with procedures described in the RFP document. Appeal requests not based on those conditions are not considered. Appeal requests are rejected as without merit if they address such issues as professional judgment on the quality of a proposal or the CAWD's assessment of Local Area needs, priorities, or requirements. The CAWD Executive Director will issue a decision within five (5) working days of receipt of a written appeal. The decision will be final. Funds for WIOA Youth Services are provided under a cost-reimbursement contract, for the services provided during program delivery, between Capital Area and the service provider. CAWD also uses a pay-for-performance model for all service providers that include profit in their budget.

The youth service provider awardees are as follows:

- Educational Data Systems, Inc. (EDSI) was awarded the WIOA Youth Service Provider contract for Wake, Lee, and Chatham Counties.
- Johnson County Industries (JCI) was awarded the WIOA Youth Service Provider contract for Johnston County.
- Orange County Department of Social Services (OCDSS) was awarded the WIOA Youth Service Provider contract for Orange County.

The contracts started on July 1, 2023, for a duration of one year. For the WIOA Youth Service Providers within CAWD, contract extensions are permissible for up to two additional years contingent upon factors such as performance, service quality, provider responsiveness, and the ability to meet contractual expectations. Presently, this marks the second year of a potential two-year extension. However, circumstances such as

contract termination due to inadequate contractor performance or funding availability may prompt an earlier release of solicitation for proposals.

A sole-source contract was awarded to the Orange County Department of Social Services (OCDSS) until CAWD could issue a new Request for Proposal (RFP) in December 2023. The Division of Workforce Solutions (DWS), as the WIOA state administrator, along with Wake County Government Procurement Management, permitted CAWD to grant this contract outside of the RFP process to maintain services for Orange County citizens until a new RFP was issued and a Service Provider was selected through a competitive process. The primary reasons for granting the sole-source contract were twofold: (1) Ensuring continuous services for youth and young adults in Orange County, and (2) OCDSS's deep integration within their community.

The competitive RFP process took place from December 2023 to March 2024 for Orange County Youth Services. OCDSS was awarded a contract with conditions. The contract started on July 1, 2024, for a duration of one year. For the WIOA Youth Service Providers within CAWD, contract extensions are permissible for up to two additional years contingent upon factors such as performance, service quality, provider responsiveness, and the ability to meet contractual expectations. Presently, this marks the first year of a potential two-year extension. However, circumstances such as contract termination due to inadequate contractor performance or funding availability may prompt an earlier release of solicitation for proposals CAWD followed the process noted above.

Contract extensions for the WIOA Youth Service Providers were executed for PY24 for EDSI, JCI and OCDSS. The contracts will start on July 1, 2025, for a duration of one year.

CAWD plans to release the next RFP for WIOA Youth Services in late 2025, with new contracts set to begin on July 1, 2026.

USDOL granted North Carolina a waiver for Program Years 2022-2025 which reduced the minimum Title I Youth expenditure rate requirement for OSY from 75% to 50%. Implementing this waiver for the OSY expenditure rate allows the maximum expenditure rate for in-school youth (ISY) to be increased from 25% to up to 50%. While this waiver has been granted, Local Areas are not required to implement it.

3. Provide the Local Area 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.

If the WDB is choosing to implement the WIOA Title I OSY 75% expenditure requirement waiver for PY 2025, please state N/A for the question above and respond appropriately to questions a - c.

If the WDB does not desire to implement the waiver, please state N/A for questions a, b, and c.

- a) State how the WDB will achieve the 50% OSY expenditure rate and describe the steps that will be taken to comply with the WDB's programmatic goals and outcomes.
- b) Describe why there is a need to serve additional ISY in the local area region and state how the WDB will achieve the 50% ISY expenditure rate.
- c) Describe how the local area region will be able to meet the demand for youth services by using the waiver.

[WIOA Section 129(a)(4)(A)] (CPS 09-2021, Change 1) (OG 07-2022, Change 2)

CAWD and NextGen service providers use targeted strategies to meet the required 75% expenditure on Outof-School Youth (OSY) while also supporting In-School Youth (ISY).

NextGen reaches OSY through partner referrals, word-of-mouth recommendations, social media, community events, and outreach in areas with high numbers of disconnected youth. Enrollment targets are set annually and tracked monthly to ensure program goals are met. Additionally, NextGen strengthens its partnerships with WIOA Title IV and community-based organizations, including Employment and Independence for People with Disabilities (EIPD), NC Division of Social Services (DSS), behavioral health agencies, NCWorks Career Centers, and juvenile probation offices. These collaborations help to attract and support OSY participants in the program.

Recognizing the local need to support ISY, NextGen service providers maintain active partnerships with WIOA Title II Adult Education and Literacy partners, including public school systems, community colleges, and CAWD-approved training providers. NextGen has also established collaborations with specialized programs such as the Occupational Course of Study (OCS) program in public schools, which refers students in need of work experience to fulfill high school diploma requirements. Additionally, partnerships with parenting programs, such as Johnston and Orange County's Adolescent Parenting Programs (APP), provide support for pregnant and parenting teens to achieve their education and career goals while accessing community resources.

CAWD is meeting the demand for Youth Services with the flexibility in allocating resources to meet the growing demand for youth services. By leveraging partnerships, data-driven enrollment targets, and a comprehensive outreach strategy, CAWD ensures that both OSY and ISY populations receive the necessary support to successfully transition into education, training, or employment pathways.

Lastly, CAWD does not desire to implement the waiver, and is responding N/A for questions a, b, and c.

4. How does the Local Area WDB ensure that the minimum of 20% of funds is spent on work experience and is the Local Area WDB 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)] (CPS 09-2021, Change 1)

CAWD ensures compliance with the WIOA requirement to allocate at least 20% of youth funds to work experience by setting a higher standard—requiring youth service providers to dedicate 25% of their funds to work-based learning activities. These activities include paid and unpaid work experiences, on-the-job training, pre-apprenticeships, and apprenticeships, all of which are crucial to the success of NextGen participants.

To achieve this, CAWD's NextGen Business Services staff and Business Engagement team work closely with service providers to strengthen partnerships with local businesses, create career pathways, and expand workbased learning opportunities. Special emphasis is placed on high-growth industries within the CAWD region to ensure that youth gain valuable skills and experience that align with workforce needs. CAWD has been expending the 20% minimum on work experience and does not include estimated expenditures that will be paid wages to youth. Our finance and One-Stop team work diligently to ensure that service providers incorporate all permissible work experience expenditures and implement corrective actions when necessary. Service providers remain committed to prioritizing and expanding these efforts to maximize work experience opportunities for youth, ensuring compliance with expenditure requirements and enhancing career readiness for participants.

- 5. Specify if the Local Area WDB plans to offer incentives for (NextGen) youth. If yes, attach the Youth Incentive Policy, if it has been updated since the PY24 Plan submission. The policy should 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.
 - Yes, CAWD plans to offer incentives for youth.
 - Name document: <u>*N/A*</u> Youth Incentive Policy.

Note: Federal funds may not be spent on entertainment costs. Youth Incentive Policies should include: compliance with the Cost Principles in 2 CFR part 200; identify types of items that may be awarded (gift cards, plaques, certificates, checks); identify types of achievements/completion of activities (an inclusive list is required); practices for internal controls for safeguarding incentives, and provide a sample list of required documentation for reimbursement (diploma, evaluations).

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

N/A

- 7. 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 of the chart to demonstrate partnerships and the potential use of shared funding. Please specify partners. [WIOA Section 129(c)(2)(A)]
 - Name document: <u>CAWD</u> Youth Program Elements Chart.
- 8. 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)]

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

Currently, Capital Area does not maintain a standing committee specifically dedicated to advising on the planning, operational, and other pertinent matters associated with delivering services to the NextGen participants. CAWD's NextGen Program Consultant and One-Stop System Director oversee the NextGen programs on a consistent basis. The NextGen service providers are provided training and technical support throughout the year, while CAWD's Accountability Specialist monitors performance. NextGen providers submit monthly reports outlined by CAWD staff to monitor the progress of service delivery. As with all CAWD programs, the CAWD Board provides overall guidance for the youth centers.

- b. If yes, please provide a response to the following
 - a) Provide the committee's purpose/vision.

N/A	

b)	Provide the youth committee's top three goals or objectives for PY 2025.
N/A	
N/A	
N/A	
c)	Provide a list of youth committee members to include members' agency/organization, one of which n

- c) Provide a list of youth committee 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 Local Area WDB member*).
- Name document: <u>N/A</u> Youth Committee Members [WIOA Section 107(b)(4)(A)(ii)]
- c. Complete the following chart for the PY 2025 Youth Committee's planned meeting schedule to include dates, times, and locations. (Expand form as needed or mark Not Applicable.)

Date	Time	Location (include address and room #)
N/A	Click here to enter text.	Click here to enter text.
Click here to enter text.	Click here to enter text.	Click here to enter text.
Click here to enter text.	Click here to enter text.	Click here to enter text.

VIII. Program Year 2025 Local Area WDB Plan Required Updated Policy Attachments

- 1. The following policies, **if updated** since the PY24 Plan submission, are *required* to be attached as separate documents in WISE as part of the PY 2025 Local Area Plan. The Local Area Plan is not complete without these documents.
 - Name Each Document: *Local Area WDB Name*, *Policy Name*.
 - In the first column, state if the policy 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 revised for the PY 2025 Plan and has not been previously submitted to the DWS Planner.
 - Revised policies should be submitted with a highlight or summary of the changes made to the local policy.
 - Do not add an empty document in WISE as a "placeholder".

	Required Local Area WDB Policies	New or Revised and needs review (Yes/No)
1.	Adult/Dislocated Worker Experience Policy	No
2.	Competitive Procurement Policy	No
3.	Conflict of Interest Policy	No
4.	Nondiscrimination/Equal Opportunity Standards and Complaint Procedures	Yes
5.	Financial Management Policy for Workforce Innovation and Opportunity Act Title I	Yes
6.	Individual Training Account Policy	No
7.	On-the-Job Training Policy	No
8.	Oversight Monitoring Policy, Tool and Schedule	No
9.	Priority of Service Policy	No
10	Youth Work Experience Policy	No
11	Supportive Services Policy	Yes (Adult policy only)
12.	Local Area WDB WIOA and TAA Co-Enrollment Policy	Yes
13	Eligible Training Provider Policy	No
14	Non-Criminal Complaint Procedures	No

2. Designate whether the following local *Optional Policies* have been **updated** and are included in the Local Area Plan or write "N/A" implying "Not Applicable" if the Local Area 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 for PY 2025 and has not been previously submitted to the DWS Planner.

- Do not add a blank document in WISE as a "placeholder".
- These policies are required to operate/offer these services.
- If "Yes", load the policy as a separate document.
- Name document: *Local Area WDB Name, Policy Name*. (Example: IWT Policy Yes. Attached as *Board Name IWT Policy*.)

	Optional Local Area WDB Policies	Yes - the Local Area WDB has a policy or N/A (Not Applicable)	New or Revised and needs review (Yes or N/A)
1.	Local Area WDB Guidance for Local Incumbent Worker Grants	Yes	N/A
2.	Local Area WDB Needs-Related Payment Policy	N/A	N/A
3.	Local Area WDB Transitional Jobs Policy	N/A	N/A
4.	Local Area WDB Youth Incentive Policy	Yes	N/A

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	\$3500 for tuition only		
Time Limits	Up to 2 years, with exceptions available		
Degree or Certificates allowed (Associate, Bachelor's, other)	 Associate's Degree Completion of a Bachelor's Degree (within the time limit cited above) Occupational Licensure Occupational certificate, including Registered Apprenticeship and Career and Technical Educational certificates Occupational certificates 		

Individual Training Accounts (ITA) Summary			
• Other recognized certificates of industry/occupational skills completion sufficient to qualify for entry-level or advancement in employment			
Requests for exceptions should be submitted via email to Jessica Locklear McLeod at <u>Jessica.locklearmcleod@wake.gov</u> . The documentation must clearly outline the reason for the exception request and include the following details: a. Name of participant b. NCWorks Online User ID c. Enrollment date d. Date of last service e. Type of exception being requested f. Justification for the exception Capital Area staff will respond in writing, indicating if the request is approved or denied, within five business days.			
Capital Area ITAs/vouchers are issued on a term basis or for the duration of a specific course of study for short term training. Students will be reassessed on a term basis to determine need for ongoing scholarship funds			
Supportive Services covered by the ITA include books, uniforms, certifications, exams, supplies, student activity fees, campus access fees, criminal background checks, physicals, and vaccinations.			
At least eighty percent (80%) of training dollars spent must lead to an occupation in an in-demand industry as defined by CAWD with an emphasis on the high-growth, in-demand, hard-to-fill occupations, and no more than twenty percent (20%) of training dollars may be for other occupations.			

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 Area WDB policy. (Expand
	form as needed.)

Transportation	Childcare	Supplies (include examples)	Emergency (include examples)	Other (include examples)
Youth – One-time transportation related expenses for: North Carolina Vehicle Registration Fee, Vehicle Inspection Fee, Vehicle License Plate, and North Carolina Driver's License	Youth – Childcare costs of \$50 per child or the actual cost per day if less than \$50 per day.	Youth – Clothing needed for an interview Clothing and other items (tools, etc.) required for employment and/or training, Reasonable accommodations for persons with disabilities (special services, supplies, assistive technology, etc.), Records required for employment (birth certificate, background checks, etc.), their employment-related needs	Youth – Emergency housing, rent, utilities, car repairs, etc.	
A/DW/Youth – Ongoing transportation-related expenses that may be paid with WIOA funds include: Public/Private Bus Tickets Carpool/Van Fees Taxi/Uber/Lyft Fares Parking Fees Mileage Reimbursement	A/DW – Allowed only through special approval	A/DW – Available Clothing and other items (tools, etc.) required for an interview, employment, and/or training Reasonable accommodations for Persons with Disabilities (special services, supplies, assistive technology, etc.) Records required for employment (birth	A/DW – Allowed only through special approval	A/DW – Exam and Testing Fees: allowed if an individual does not pass a test/exam on the first try, supportive services funds can be used for them to retake the test/exam one- time; Participants can be reimbursed for additional exam

Transportation	Childcare	Supplies (include examples)	Emergency (include examples)	Other (include examples)
		certificate, background check, etc.) Other employment- related needs		and testing fees if they pass and provide verification of the credential or certification received

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 the issuance, storage, and reconciliation of supportive services throughout the area and be clearly stated within the policy.

Attachment Checklist for Local Area Plan Instructions

□ Local Area WDB Signed copy of Updated Consortium Agreement (submit only if have been updated - (*if applicable*)

- ☑ Local Area WDB Administrative Entity Organizational Chart
- ☑ Local Area WDB Board Members (form provided)
- Local Area WDB By-Laws (submit only if have been updated)

□ Local Area WDB By-Laws Required Elements Crosswalk (submit only if By-Laws have been updated - *form provided*)

- ⊠ Local Area WDB Organizational Chart
- ☑ Local Area WDB Administrative Entity Certification Regarding Debarment* (form provided)
- ☑ Local Area WDB Workforce Development Area Signatory Form* (form provided)
- ☑ Local Area WDB NCWorks Career Centers (form provided)
- ☑ Local Area WDB Adult and Dislocated Worker Service Provider (form provided)
- ☑ Local Area WDB 14 Youth Program Elements Chart (form provided)
- Local Area WDB Youth Committee Meeting Schedule (*if applicable*)
- □ Local Area WDB Youth Committee Members (*if applicable*)
- ☑ Local Area WDB Youth Service Provider (*form provided*)
- ☑ Local Area Memorandum of Understanding
- ☑ Local Area Board Minutes Approving Plan Draft
- ☑ Local Area WDB Youth Service Provider (form provided)

Only Policies that are new or have been updated since the Program Year 2024 Plan submission should be submitted

- □ Local Area WDB Youth Incentive Policy
- Local Area WDB Eligible Training Provider Policy
- Iccal Area WDB WIOA and TAA Co-enrollment Policy
- Local Area Adult/Dislocated Worker Work Experience Policy
- Competitive Procurement Policy
- □ Conflict of Interest Policy
- Nondiscrimination/Equal Opportunity Standards and Complaint Procedures
- Solution Financial Management Policy for Workforce Innovation and Opportunity Act Title I
- Local Area WDB Individual Training Account Policy
- □ On-the-Job Training Policy
- □ Local Area WDB Oversight Monitoring Policy, Tool, and Schedule
- \Box Priority of Service Policy
- □ Youth Work Experience Policy
- □ Local Area WDB Supportive Services Policy
- Local Area WDB Incumbent Worker Training Policy
- □ Local Area WDB Needs-Related Policy

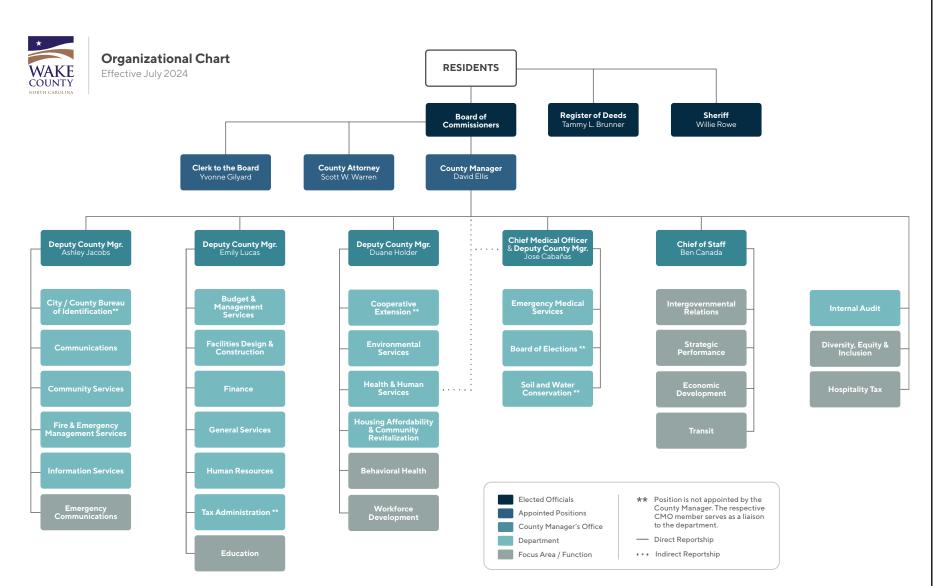
□ Non-Criminal Complaint Procedures

□ Local Area WDB Transitional Jobs Policy

*Mail signed and unfolded originals to assigned DWS Planner at:

N.C. Division of Workforce Solutions313 Chapanoke Road, Suite 1204316 Mail Service CenterRaleigh, NC 27699-4316

DocuSign® (or similar) signature pages may be uploaded in WISE



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Category	Name and Business Title	Business Name and Address	Phone Number	Email Address	Term Start and End Dates (month/date/year)
1. Business, Chair	Brian Holland General Counsel	Sectigo, Inc. 167 E. Chatham Ste. 300 Cary, NC 27511	919-412-4535	Brian.holland@sectigo.com	7/1/23-6/30/25
2. Business	Rodney Carson Principle Engagement Manager	SAS 100 SAS Campus Drive Bldg. C Office 5263 Cary, NC 27513	e 5263		7/1/24-6/30/26
3. Business	Melissa Short VP Human Resources	Transitions LifeCare 250 Hospice Circle Raleigh, NC 27607	919-828-0890 Mshort@transitionslifecare.com		7/1/24-6/30/26
4. Business	Nicole Jarvis-Miller HR VP Talent Acquisition	Nordstrom (Former) 6910 Fayetteville Road Durham, NC 27713	e Road		9/1/23-8/31/25
5. Business	Jerilyn Iacovetto Managing Director Strategy & Performance Core	Ankura Consulting Group 132 Oakwood Drive Macon, NC 27551	919-749-5601 Jerilyn.iacovetto@ankura.com		5/1/25-4/30/27
6. Business	Courtney Holcomb Human Resources Manager	Bharat Forge Aluminum USA, Inc. 777 Kalyani Way Sanford, NC 27330	919-412-5150 Courtney.holcomb@bharatforge- alusa.com		7/1/24-6/30/26
7. Business	Glenda Underwood Talent Acquisition Partner	Lowe's Home Improvement 121 South Woodstone Drive Clayton, NC 27527	919-634-1456	Glenda.t.underwood@lowes.com	7/1/24-6/30/25

Category	Name and Business Title	Business Name and Address	Phone Number	Email Address	Term Start and End Dates (month/date/year)
8. Business	Danielle Sardo Human Resources/PO & T	Biogen 500 Davis Drive Durham, NC 27709	919-993-1116 Danielle.sardo@biogen.com		5/1/25-4/30/27
9. Small Business	Sue Holaday Chief Human Resources Officer	Summit Design & Engineering Services 320 Executive Drive Hillsborough, NC 27278	19-886-3958 Sue.holaday@summitde.com		9/1/22-8/31/25
10. Business	Rita Lawrence Talent Acquisition Specialist	ABB (Former) 6801 Industrial Drive Mebane, NC 27302	678-830-1095	lawrerc@aol.com	9/1/23-8/31/25
11. Small Business	Doug Blizzard Chief Solutions Officer	Catapult 624 Tralee Drive Smithfield, NC 27577	919-878-9222	Doug.blizzard@letscatapult.org	7/1/24-6/30/26
12. Business	Shawnice Meador Senior Director, Global Talent Management	Wolfspeed (Former) 4000 Silicon Drive Durham, NC 27577	919-389-9424	Shawnice.meador@wolfspeed.com	7/1/24-6/30/26
13. Small Business	Jerry Pedley President/Owner	Mertek, Inc. 3913 Hawkins Avenue Sanford, NC 27330	919-774-7827 ext. 11	jerry@mertek.com	8/1/24-7/31/26
14. Business	Kristina Gates Nix Chief HR Officer	UNC Medical Center & Chatham Hospital 101 Manning Drive, Chapel Hill, NC 27514	984-974-4431	Kristina.gates@unchealth.unc.edu	4/1/25-3/31/27
15. Business	Cameron McNeill Product Expansion Market Lead	Guild 529 Euclid Street Raleigh, NC 27604	919-219-4563	Mcneill.cam@gmail.com	7/1/25-6/30/27

Category	Name and Business Title	Business Name Phone Number and Address		Email Address	Term Start and End Dates (month/date/year)
16. Business TBD					
17. Small Business	Dreama Pilson HR Manager	CTI Systems 751 S. Church St. Goldston NC 27252	rch St. C 27252		7/1/25-6/30/27
18. Labor Organization	Tamika Walker Kelly President Labor Organization- NCAE	North Carolina Association of Educators 700 S. Salisbury St Raleigh, NC 27601	919-832-3000	tamikawalkerkelly@ncae.org	4/1/25-3/31/27
19. Labor Organization *(Dual Role)	Rob Axford Business Manager	International Brotherhood of Electrical Workers Local 553 3300 US Hwy 70 East Durham, NC 27703	919-596-8220	raxford@ibew553.org	12/1/24-11/30/26
20. Business Labor organization *(Dual Role)	Paul Kane Executive Vice President/CEO	Home Builders Associations of Raleigh-Wake County 5580 Centreview Dr., Suite 115 Raleigh, NC 27606	919-233-2033	-233-2033 pkane@hbawake.com	
21. Representative of Apprenticeship	Mark Bertoncino Director of Customer Service	Buhler Aeroglide 100 Aeroglide Drive Cary, NC 27511	919-449-6844	Mark.bertoncino@buhlergroup.com	7/1/24-6/30/26

Category	Name and Business Title	Business Name and Address	Phone Number	Email Address	Term Start and End Dates (month/date/year)
program					
22. Community- Based Organization	Jill Straight Assistant Director of Volunteers & Partnerships	Meals On Wheels 1001 Blair Drive Suite 100 Raleigh, NC 27603	984-333-0058	jillstraight@gmail.com	7/1/24-6/30/26
23. Adult Education and Literacy	Vic McCormick Asst. VP. Workforce Development & Biotechnology	Johnston Community College 245 College Road P.O. Box 2350 Smithfield, NC 27577	919-209-2027	kvmccormick@johnstoncc.edu	7/1/24-6/30/26
24. Higher Education	Tom White Director	NCSU Economic Development Partnership 1021 Main Campus Drive Raleigh, NC 27695	919515-5353	Tjwhite3@ncsu.edu	7/1/23-6/30/25
25. Vocational Rehabilitation Program	Jordan Thomas Chief of Rehabilitation Field Services In the Blind 309 Ashe Ave. Fisher Bldg. Raleigh, NC 27699		Jordan.thomas@dhhs.nc.gov	4/1/24-3/31/26	
26. Economic Development	Michael Haley Executive Director	Wake County Economic Development 800 S. Salisbury Street Raleigh, NC 27601	919-664-7042	mhaley@raleighchamber.org	7/1/23-6/30/25

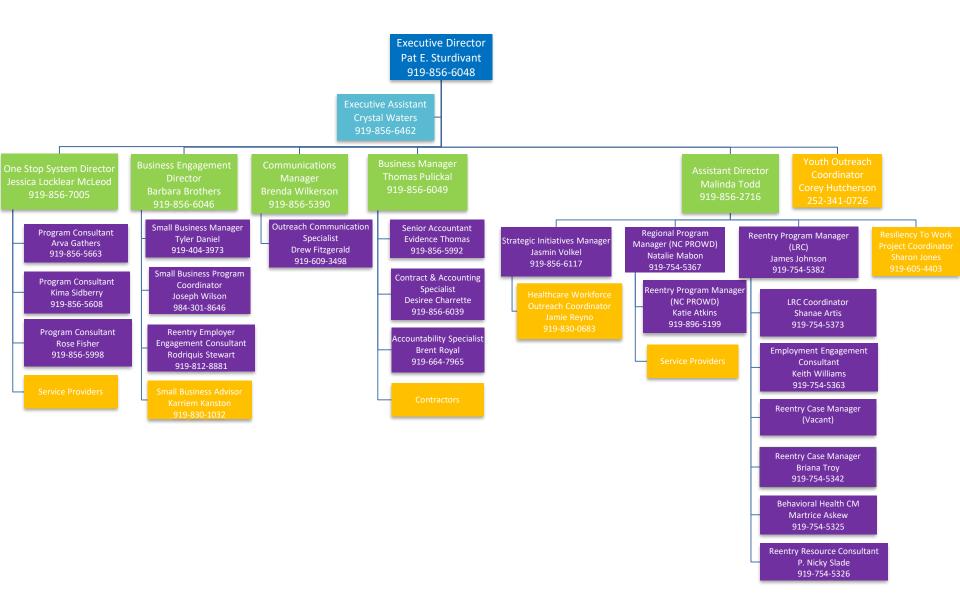
Category	Name and Business Title	Business Name and Address	Phone Number	Email Address	Term Start and End Dates (month/date/year)				
27. Community- Based Organization	Ross Yeager Director	Wake County Northern Regional Center 350 E. Holding Avenue Wake Forest, NC 27587	919-562-6363	ryeager@wake.gov	7/1/23-6/30/25				
28. Wagner-Peyser Act	Kenneth Angeli Center Manager	NCWorks Career Center 1830 B Tillery Place Raleigh, NC 27604	919-754-5356	Kenneth.angeli@commerce.nc.gov	7/1/24-6/30/26				
□ Mark (X)	By submission of this form, the WDB certifies its compliance with the appointment and nomination process of business representatives from amon local business organizations and business trade associations. [WIOA Section 107(b)(2)(A)]								

Notes:

- Use the form provided and identify categories as indicated on the form.
- Do not change required category names, but clearly indicate the category by making the font bold or by highlighting.
- Clearly identify members if they are providing a dual role in one box by using an asterisk (*) and the word "dual". Dual role Board members should be listed only once.
- If the Local Area WDB has more than 19 total members: add lines to chart and complete all columns for additional members.
- Representatives with expired terms will not be included in the counted list of Board members. Board member terms must be stated in a month/date/year format.
- Be sure to signify that the Board membership is in compliance by marking an "X" in the box supplied.

Capital Area Workforce Development Org Chart

Effective as of 4/2/25



Instructions for Certification Regarding Debarment, Suspension, and Other Responsibility Matters

Before completing this certification, read the instructions below which are an integral part of the 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.

Instructions for Certification Regarding Debarment, Suspension, and Other Responsibility Matters

- 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.

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.

- 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.

Susan P. Evans, Chair, Wake County Board of Commissioners

Printed Name and Title of Authorized Administrative Entity Signatory Official

Signature

4/14/2025

Commission Policy Statement: CPS: 01-2025 Attachment 2 Page 3 of 16

Workforce Innovation and Opportunity Act of 2014

Program Year 2025 Plan

Signatory Page

Capital Area Workforce Development Board

Boards affirm that the Local Area Workforce Development Board and the Chief Local 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.

April 23, 2025

Submission Date

Workforce Development Board Chair

Chief Local Elected Official

Brian Holland

Typed or Printed Name

Board Chair

Typed or Printed Title

0C931136A641

cuSianed by:

Signature

4/7/2025

Date

Susan P. Evans

Typed or Printed Name

Chair, Wake County Board of Commissioners

Typed or Printed Title

Stephature 4/14/2025

Date

Commission Policy Statement: CPS: 01-2025 Attachment 2 Page 4 of 16

PY 2025 Capital Area Workforce Development NCWorks Career Center Locations (Effective July 1, 2025)

A. One-Stop Location(s) (Address, Phone number, and Hours) Counties Served	*B. Comprehensive (Tier I) or Access Points (Affiliate or Specialized) Sites	C. On-site Partners	**D. Career Center Operator, Method of Selection, Year Procured, Contract Extension (Y/N)	E. Provider(s) of WIOA Title I Adult/DW Career Services and Method of Selection	F. Functional Manager (manages the day-to-day operations)	G. WIOA Title I Youth Services Provided Onsite (Y/N) Name of Youth Provider(s) (list youth services provided)	H. Additional Partners
1830-B Tillery Place, Raleigh, NC 27604 Hours: M-TH 8:30am - 5:00pm; F 8:30am - 2:00pm; Contact Center: M- TH 8:30am - 5:00pm; F 8:30am - 2:00pm; Virtual hours of operation - T, TH 8:30am - 6:00pm County: Wake	Comprehensive	WIOA Adult/DW; Wagner-Peyser (WP); Trade Act, Veterans Services (DVOP & LVR); Job Corps; Centre for Homeownership; Community Success Initiative; NCOA; Eckerd; Roads to Reentry; Wake Local Reentry Council; Wake county Department of Social Services	Equus Workforce Solutions - Competitive Process, 2023, Contract Extended Y	Equus Workforce Solutions - Contract Extended	Kenneth Angeli	N. Youth Services provided through referral process	Wake Tech Community College (WTCC), WC HS (Veterans Services), Division of Employment and Independence for People with Disabilities (EIPD), Job Corps, Centre for Homeownership, Community Success Initiative (CSI), Step Up Ministries
8998 US Hwy 70 West, Suite 100 Clayton, NC 27520 Hours:	Affiliate	WIOA Adult /DW; WP; Trade Act, Veterans Services (DVOP); Job Corps;	Equus Workforce Solutions - Competitive Process, 2023,	Equus Workforce Solutions - Contract Extended	Genita Spencer	N. Youth Services provided through referral process	Johnston Community College, Department of Social Services

A. One-Stop Location(s) (Address, Phone number, and Hours) Counties Served	*B. Comprehensive (Tier I) or Access Points (Affiliate or Specialized) Sites	C. On-site Partners	**D. Career Center Operator, Method of Selection, Year Procured, Contract Extension (Y/N)	E. Provider(s) of WIOA Title I Adult/DW Career Services and Method of Selection	F. Functional Manager (manages the day-to-day operations)	G. WIOA Title I Youth Services Provided Onsite (Y/N) Name of Youth Provider(s) (list youth services provided)	H. Additional Partners
M-TH 8:30am - 5:00pm; F 8:30am - 2:00pm; County: Johnston		NCOA; Consumer Credit Counseling	Contract Extended Y				(DSS), JCI, National Farmworkers and Native American Programs, Literacy Council, EIPD, NCBA, Johnston County Schools, Johnston County Youth Services, Inc.
220 Swinburne Street Raleigh, NC 27610 Hours: M-TH 9:00am - 5:00pm; F 9:00am - 2:00pm; County: Wake	Affiliate	WIOA Adult/DW; WP; WC Human Services (Homeless Services, WorkFirst); WTCC; Services for the Blind; NCBA; Dress for Success; Job Corps	Equus Workforce Solutions - Competitive Process, 2023, Contract Extended Y	Equus Workforce Solutions - Contract Extended	Genita Spencer	N. Youth Services provided through referral process	DSS Economic Services (F&N, Medicaid, Energy, Child Subsidy), WCHS (Children Youth & Family, Family Support Services, Family Community Network), EIPD, Triangle Literacy Council, Job Corps, Centre for

A. One-Stop Location(s) (Address, Phone number, and Hours) Counties Served	*B. Comprehensive (Tier I) or Access Points (Affiliate or Specialized) Sites	C. On-site Partners	**D. Career Center Operator, Method of Selection, Year Procured, Contract Extension (Y/N)	E. Provider(s) of WIOA Title I Adult/DW Career Services and Method of Selection	F. Functional Manager (manages the day-to-day operations)	G. WIOA Title I Youth Services Provided Onsite (Y/N) Name of Youth Provider(s) (list youth services provided)	H. Additional Partners
350 E. Holding Avenue Wake Forest, NC 27587 Hours: M-Tuesday 8:30am -5:15pm County Wake	Affiliate	WIOA Adult/DW; WC Human Services (WorkFirst)	Equus Workforce Solutions - Competitive Process, 2023, Contract Extended Y	Equus Workforce Solutions - Contract Extended	Ross Yeager	N. Youth Services provided through referral process	Homeownership, Step Up Ministry, CSI Wake Tech Community College (WTCC), WC HS (Veterans Services), Division of Employment and Independence for People with Disabilities (EIPD), Job Corps, Centre for Homeownership, Community Success Initiative (CSI)
891002 Dogwood Drive Zebulon, NC 27597 Hours: M-TH 8:30am - 5:00pm;	Affiliate	WIOA Adult /DW; WC Human Services (WorkFirst)	Equus Workforce Solutions - Competitive Process, 2023, Contract Extended Y	Equus Workforce Solutions - Contract Extended	Darryl Blevins	N. Youth Services provided through referral process	WTCC, WC HS (Veterans Services), VR, Job Corps, Centre for Homeownership, CSI

A. One-Stop Location(s) (Address, Phone number, and Hours) Counties Served	*B. Comprehensive (Tier I) or Access Points (Affiliate or Specialized) Sites	C. On-site Partners	**D. Career Center Operator, Method of Selection, Year Procured, Contract Extension (Y/N)	E. Provider(s) of WIOA Title I Adult/DW Career Services and Method of Selection	F. Functional Manager (manages the day-to-day operations)	G. WIOA Title I Youth Services Provided Onsite (Y/N) Name of Youth Provider(s) (list youth services provided)	H. Additional Partners
F 8:30am - 2:00pm; County: Wake 1909 Lee Avenue Sanford, NC 27330 Hours: M-TH 8:30am - 5:00pm; F 8:30am - 2:00pm County: Lee	Affiliate	WIOA Adult/DW; WIOA Youth; WP	Equus Workforce Solutions - Competitive Process, 2023, Contract Extended Y	Equus Workforce Solutions - Contract Extended	Esther Rogers	Y. EDSI. Capital Area's NextGen service model meets young people where they are in their development and helps them engage in the 14 WIOA youth program elements according to their needs. Services noted below are provided onsite but not limited to the following: registration and enrollment, skill assessments, job search and placement assistance, LMI,	Veterans Services (DVOP, LVR), Central Carolina Community College, EIPD, Literacy Council, DSS

A. One-Stop Location(s) (Address, Phone number, and Hours) Counties Served	*B. Comprehensive (Tier I) or Access Points (Affiliate or Specialized) Sites	C. On-site Partners	**D. Career Center Operator, Method of Selection, Year Procured, Contract Extension (Y/N)	E. Provider(s) of WIOA Title I Adult/DW Career Services and Method of Selection	F. Functional Manager (manages the day-to-day operations)	G. WIOA Title I Youth Services Provided Onsite (Y/N) Name of Youth Provider(s) (list youth services provided)	H. Additional Partners
						Development of ISS, career counseling and planning, work base learning, soft skills training, life skills training, remediation, alternative secondary school services, or dropout recovery services, as appropriate occupational skills training, short-term skill development, interest assessment, job shadowing job fairs, leadership development, and entrepreneurship Counseling in the	

A. One-Stop Location(s) (Address, Phone number, and Hours) Counties Served	*B. Comprehensive (Tier I) or Access Points (Affiliate or Specialized) Sites	C. On-site Partners	**D. Career Center Operator, Method of Selection, Year Procured, Contract Extension (Y/N)	E. Provider(s) of WIOA Title I Adult/DW Career Services and Method of Selection	F. Functional Manager (manages the day-to-day operations)	G. WIOA Title I Youth Services Provided Onsite (Y/N) Name of Youth Provider(s) (list youth services provided)	H. Additional Partners
						Workplace etc. financial literacy, English language acquisitions program and integrated education, training explorations, assistance in completing financial aid (FAFSA), Mentoring, 12- months of follow up services include job retention strategies, referrals to community resources, referrals to unsubsidized placement, etc.	
126 Village Lake Road, Siler City, NC 27344 Hours: W-Th 9:00am-	Affiliate	WIOA Adult/DW; WIOA Youth	Equus Workforce Solutions - Competitive Process, 2023,	Equus Workforce Solutions - Contract Extended	Kenneth Gathers	Y. EDSI Capital Area's NextGen service model meets young people where	EIPD, Literacy Council, Salvation Army

Commission Policy Statement: CPS: 01-2025

A. One-Stop Location(s) (Address, Phone number, and Hours) Counties Served	*B. Comprehensive (Tier I) or Access Points (Affiliate or Specialized) Sites	C. On-site Partners	**D. Career Center Operator, Method of Selection, Year Procured, Contract Extension (Y/N)	E. Provider(s) of WIOA Title I Adult/DW Career Services and Method of Selection	F. Functional Manager (manages the day-to-day operations)	G. WIOA Title I Youth Services Provided Onsite (Y/N) Name of Youth Provider(s) (list youth services provided)	H. Additional Partners
5:00pm County: Chatham			Contract Extended Y			they are in their development and helps them engage in the 14 WIOA youth program elements according to their needs. Services noted below are provided onsite but not limited to the following: registration and enrollment, initial skill assessments, job search and placement assistance, Development of ISS, career counseling and planning, work base learning, soft skills training, life	

A. One-Stop Location(s) (Address, Phone number, and Hours) Counties Served	*B. Comprehensive (Tier I) or Access Points (Affiliate or Specialized) Sites	C. On-site Partners	**D. Career Center Operator, Method of Selection, Year Procured, Contract Extension (Y/N)	E. Provider(s) of WIOA Title I Adult/DW Career Services and Method of Selection	F. Functional Manager (manages the day-to-day operations)	G. WIOA Title I Youth Services Provided Onsite (Y/N) Name of Youth Provider(s) (list youth services provided)	H. Additional Partners
						skills training, remediation, alternative secondary school services, or dropout recovery services, as appropriate occupational skills training, short-term skill development, interest assessment, LMI job shadowing, leadership development, and entrepreneurship Counseling in the Workplace etc. financial literacy, English language acquisitions program and integrated education, training explorations, assistance in completing financial aid	

A. One-Stop Location(s) (Address, Phone number, and Hours) Counties Served	*B. Comprehensive (Tier I) or Access Points (Affiliate or Specialized) Sites	C. On-site Partners	**D. Career Center Operator, Method of Selection, Year Procured, Contract Extension (Y/N)	E. Provider(s) of WIOA Title I Adult/DW Career Services and Method of Selection	F. Functional Manager (manages the day-to-day operations)	G. WIOA Title I Youth Services Provided Onsite (Y/N) Name of Youth Provider(s) (list youth services provided)	H. Additional Partners
						(FAFSA), Mentoring, 12- months of follow up services include job retention strategies, referrals to community resources, referrals to unsubsidized placement.	
203 South Greensboro Street, Carrboro, NC 27510 Hours: M-F 8:00am - 5:00pm County: Orange	Affiliate	WIOA Adult/DW; Wagner-Peyser (WP); Durham Tech, DSS	Orange County Department of Social Services- Competitive Process, 2023, Contract Extended Y	Orange County Department of Social Services- Contract Extended	Chaquita Breland	Y. OCDSS Capital Area's NextGen service model meets young people where they are in their development and helps them engage in the 14 WIOA youth program elements according to their needs. Services noted below are provided onsite but not limited to the following:	Durham Tech Community College, Orange County Schools, Orange JCPC, Orange County Health and Human Services

A. One-Stop Location(s) (Address, Phone number, and Hours) Counties Served	*B. Comprehensive (Tier I) or Access Points (Affiliate or Specialized) Sites	C. On-site Partners	**D. Career Center Operator, Method of Selection, Year Procured, Contract Extension (Y/N)	E. Provider(s) of WIOA Title I Adult/DW Career Services and Method of Selection	F. Functional Manager (manages the day-to-day operations)	G. WIOA Title I Youth Services Provided Onsite (Y/N) Name of Youth Provider(s) (list youth services provided)	H. Additional Partners
						registration and enrollment, initial skill assessments, job search and placement assistance, LMI, Development of ISS, career counseling and planning, work base learning, soft skills training, life skills training, life skills training, remediation, alternative secondary school services, or dropout recovery services, as appropriate occupational skills training, short-term skill development, interest assessment, job shadowing, leadership development, and	

A. One-Stop Location(s) (Address, Phone number, and Hours) Counties Served	*B. Comprehensive (Tier I) or Access Points (Affiliate or Specialized) Sites	C. On-site Partners	**D. Career Center Operator, Method of Selection, Year Procured, Contract Extension (Y/N)	E. Provider(s) of WIOA Title I Adult/DW Career Services and Method of Selection	F. Functional Manager (manages the day-to-day operations)	G. WIOA Title I Youth Services Provided Onsite (Y/N) Name of Youth Provider(s) (list youth services provided)	H. Additional Partners
						entrepreneurship Counseling in the Workplace etc. financial literacy, English language acquisitions program and integrated education, training explorations, assistance in completing financial aid (FAFSA), Mentoring, 12- months of follow up services include job retention strategies, referrals to community resources, referrals to unsubsidized placement.	
130 N. Judd Parkway NE Fuquay-Varina, NC 27526	Outpost	WIOA Adult/DW; WC Human Services (WorkFirst)	Equus Workforce Solutions - Competitive Process, 2023,	Equus Workforce Solutions - Contract Extended	Richard Hayner	N. Youth Services provided through referral process	WTCC, WCHS (Veterans Services), Centre for

A. One-Stop Location(s) (Address, Phone number, and Hours) Counties Served	(Affiliate or Specialized)	C. On-site Partners	**D. Career Center Operator, Method of Selection, Year Procured, Contract Extension (Y/N)	E. Provider(s) of WIOA Title I Adult/DW Career Services and Method of Selection	F. Functional Manager (manages the day-to-day operations)	G. WIOA Title I Youth Services Provided Onsite (Y/N) Name of Youth Provider(s) (list youth services provided)	H. Additional Partners
Hours: W 8:30am - 5:00pm			Contract Extended Y				Homeownership, CSI

Notes:

• *Type of Center Designation: Comprehensive or Access Point (Affiliate or Specialized) Site

• ** Method of Selection: Competitive Procurement, Sole Source, Contract Extended

• Directions and explanations provided on the preceding page.

PY 2025 Capital Area Workforce Development WIOA Adult/Dislocated Worker Service Provider List

WIOA Adult/Dislocated Worker Service Provider (Organization Name, Address, and Phone Number)	Contact Person (Name, Title and Email Address)	County/Counties Served and where services are provided* (One-Stop, Office, and/or Both)	Type of Organization (State Agency, For- profit, Non-profit, other- specify)	Type of Contract, RFP Release Date/Year Procured/Contract extended (Y/N) (Cost Reimbursement, Fixed Price, Performance Based, Hybrid, other-specify)
EQUUS, Inc 9901 Linn Station Road Louisville, KY 40223 Phone: 502.394.2100	Kenneth Gathers Director of Operations Kenneth.gathers@ncworks.gov	Wake County – One-Stop Johnston County - One-Stop *Lee County - One-Stop *Chatham County - Office *Youth Services onsite	For-Profit	Hybrid: Cost Reimbursement, Profit is performance based. RFP Release date December 6, 2022/ Year Procured April 2023/ Extended July 2024 and July 2025
Orange County Department of Social Services 113 Mayo Street Hillsborough, NC 27278 Phone: 919.245.2840	Sharron Hinton Human Service Manager Shinton@orangecountync.gov	*Orange County- One- Stop *Youth services onsite	State Agency	Cost Reimbursement. RFP Release date December 6, 2022/ Year Procured April 2023/ Extended July 2024 and July 2025

Notes:

• Complete all columns.

• *Specify where youth services are provided: at the One-Stop Centers, the Office location provided, and/or combination. Be specific.

PY 2025 WIOA Capital Area Workforce Development Board WDB Youth Program Elements Chart

In order to support the attainment of a secondary school diploma or its recognized equivalent, entry into postsecondary education, and career readiness for participants, the WIOA Youth Program shall provide elements consisting of the following program elements.

20 CFR §681.470 states that it is not required for local programs to use funds for each program element. Local Area WDB programs may leverage partner resources to provide program elements. However, if the program is not funded with WIOA youth funds, the Local Area WDB must have an agreement in place with a partner organization to ensure that the program element will be offered. If offered by a partner, the program element must be connected and coordinated with the WIOA youth program.

Please denote whether the required WIOA Program Element will be WIOA funded by the Local Area WDB, provided by referral, or both. Specify the provider(s) in the referral section.

	WIOA Youth Program Elements	WIOA Funded (Specify Provider)	Referral By Agreement (Specify Providers)
1.	Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential.	JCI Orange County DSS	Wake Tech Community College, Johnston County Community College, Central Carolina Community College, Durham Tech Community College, Literacy Council, Wake County Public Schools, Johnston County Schools, Lee County Schools, Chatham County Schools, Orange County Schools
2.	Alternative secondary school services, or dropout recovery services, as appropriate.	EDSI JCI Orange County DSS	Wake Tech Community College, Johnston County Community College, Central Carolina Community College, Durham Tech Community College, Literacy Council, Wake County Public Schools, Johnston County Schools, Lee County Schools, Chatham County Schools, Orange County Schools
3.	Paid and unpaid work experiences that have as a component academic and occupational education, which may include (i) summer employment opportunities and other employment opportunities available throughout the school year; (ii) pre-		Local businesses in Wake, Johnston, Lee, Chatham, and Orange Counties

PY 2025 WIOA Capital Area Workforce Development Board WDB Youth Program Elements Chart

	WIOA Youth Program Elements	WIOA Funded (Specify Provider)	Referral By Agreement (Specify Providers)
	apprenticeship programs; (iii) internships and job shadowing; and (iv) on-the-job training opportunities.		
4.	Occupational skill training, which shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors or occupations in the Local Area involved.	JCI Orange County DSS	Wake Tech Community College, Johnston Community College, Central Carolina Community College, Durham Tech Community College, and approved training providers
5.	Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.	TOT	Wake Tech Community College, Johnston Community College, Central Carolina Community College, Durham Tech Community College, NC State, and local businesses
6.	Leadership development opportunities, which may include community services and peer-centered activities encouraging responsibility and other positive social and civic behaviors, as appropriate.	JCI Orange County DSS	Click here to enter text.
7.	Supportive Services.	EDSI JCI Orange County DSS	Click here to enter text.
8.	Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months.	EDSI JCI Orange County DSS	Click here to enter text.
9.	Follow-up services for not less than 12 months after the completion of participation, as appropriate.	EDSI JCI Orange County DSS	Click here to enter text.
10.	Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate.	EDSI JCI Orange County DSS	Alliance Behavioral Health, Southlight and Wake Monarch Academy
11.	Financial literacy education.	EDSI JCI Orange County DSS	Consumer Education Services Inc. (CESI) and local financial institutions
12.	Entrepreneurial skills training.	EDSI JCI Orange County DSS	Wake Tech Entrepreneurship & Small Business Center

PY 2025 WIOA Capital Area Workforce Development Board WDB Youth Program Elements Chart

WIOA Youth Program Elements	WIOA Funded (Specify Provider)	Referral By Agreement (Specify Providers)
13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the Local Area WDB, such as career awareness, career counseling and career exploration services.	EDSI JCI Orange County DSS	Click here to enter text.
14. Activities that help youth prepare for and transition to postsecondary education and training.	EDSI JCI Orange County DSS	Click here to enter text.

PY 2025 CAWD WIOA Youth Service Provider List

WIOA Youth Service Provider (Organization Name, Address)	Contact Person (Name, Title, Email Address, and Contact number)	County/Counties Served and where services are provided** (One-Stop, Office, Both)	Type of Organization (State Agency, For-profit, Non-profit, other- specify)	Type of Contract/RFP Release Date/Year Procured/Contract extended (Y/N) (Cost Reimbursement, Fixed Price, Performance Based, Hybrid, other- specify)
Educational Data Systems, Inc. 1800-H Tillery Place Raleigh, NC 27604 919.615.1919	Kevin Schnieders President kschnieders@edsisolutions.com	Wake County - Office (NextGen Ctr) Lee and Chatham Counties -One-Stop	For-Profit	Hybrid: Cost Reimbursement Profit is performance based/RFP Release date December 6, 2022/Year Procured April 2023/ Extended July 2024 and July 2025
Johnston County Industries, Inc. 912 N. Brightleaf Blvd. Smithfield, NC 27577 919.934.1029	Taylor Kirks Vice President Taylor.Kirks@jcindustries.com	Johnston County - Office (NextGen Center)	Non-Profit	Cost Reimbursement RFP Release date December 6, 2022/Year Procured April 2023/ Extended July 2024 and 2025
Orange County DSS 203 S Greensboro St, Carrboro, NC 27510 Phone: 919.245.2840	Sharron Hinton Human Service Manager Shinton@orangecountync.gov	Orange County- One-Stop	State Agency	Cost Reimbursement RFP released December 13, 2023/ Year Procured April 2024/ Extended July 2025

Notes:

- Complete all columns.
- Be specific to state where Youth Services are provided: at the One-Stop Centers, the Office location provided, or a combination.
- Type of Contract: Cost Reimbursement, Fixed Price, Performance Based, Hybrid, Other- Be specific.
- *RFP Release Date/Year Procured/Contract Extended. Example: RFP Released: January 4, 2023/Procured: April 2023; Extended July 2024 and July 2025.*



ADDENDUM TO THE NCWORKS CENTER MEMORANDUM OF UNDERSTANDING

Date: February 19, 2025 Contact: Jessica Locklear McLeod Jessica.locklearmcleod@wake.gov

This Addendum is made to the NCWorks Center Memorandum of Understanding (MOU) between the Capital Area Workforce Development (CAWD) and its partners, effective as of July 1, 2024 – June 30, 2025.

Purpose of the Addendum

This purpose of this Addendum is to add the WIOA Title 1 YouthBuild required partner to the CAWD NCWorks Career Center MOU. This includes providing clarification to the roles and responsibilities for WIOA Title 1 YouthBuild and adding the Director of WIOA Title 1 YouthBuild information to the CAWD WIOA Partners List. Addendum additions are noted below:

1. Section III - Roles and Responsibilities (WIOA Section 121 (b)(l)(A))

- Central Carolina Community College (CCCC) administers the YouthBuild program that helps young people ages 16-24 who are out of school and unemployed gain education, job skills, and leadership training. The program primarily serves lowincome youth, including those who may have dropped out of high school, been involved with the justice system, or faced other barriers to employment and education. CCCC's YouthBuild program agrees to:
 - 1. Provide referrals to NCWorks Career Center and NCWorks NextGen for additional services, such as job placement, resume assistance, and career counseling,
 - 2. Partner with the NCWorks Career Center and NCWorks NextGen to coenroll eligible YouthBuild participants in WIOA programs,
 - 3. Share data on employment, educational attainment, and retention to support performance measures.

2. Attachment – Attachment A – CAWD WIOA Partner List

 WIOA Title 1 YouthBuild program representation and contact information has been added to the CAWD WIOA Partner List.



3. Effective Date of Addendum

 This Addendum is effective as of February 19, 2025, and all other provisions of the CADW NCWorks Center MOU shall remain unchanged, except as specifically amended herein.

4. Duration and Review

 The terms of this Addendum will remain in effect until June 30, 2025 unless otherwise amended or terminated. A review of the Addendum will take place on July 1, 2025.

Signatures

This Addendum to the NCWorks Center Memorandum of Understanding is executed by the undersigned party.

I certify that I have read and understand the above information and agree to the terms outlined herein. By signing this document, I also certify that I have the legal authority to bind my agency to the terms of this MOU.

	Signed by:		
James Thomas	James Huomas	Director	02/19/25
Printed Name	Signature	Title	Date
Title I Youth Build	-		

Workforce Innovation and Opportunity Act of 2014

July 1, 2024 – June 30, 2025 Infrastructure Funding Agreement Signatory Page

Capital Area Workforce Development Local Workforce Development Area Name

We affirm that the Local Area Workforce Development Board (WDB) and the Chief Local Elected Official (CLEO) of the Local Area, in partnership, have developed and now submit this Local Infrastructure Funding Agreement 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.

December 12, 2024

Submission Date

Workforce Development Board Chair Chief Local Elected Official

Brian Holland ______ Typed or Printed Name

<u>Chair, Capital Area WDB</u> Typed or Printed Title

igned by

Signature

12/10/2024

Date

<u>Matthew M. Calabria</u> Typed or Printed Name

Chair, Wake County Commissioners Typed or Printed Title

7 (

Signature

Date

Operational Guidance: OG 05-2024 Attachment 3

NCWorks Career Center Memorandum of Understanding

The **Capital Area** Workforce Development Board (WDB), with the agreement of the Chief Local Elected Official (CLEO), shall develop and enter into this Memorandum of Understanding (MOU) between the **Capital Area** WDB and the One-Stop Partners under the Workforce Innovation and Opportunity Act (WIOA) P.L. 113-128, concerning the operation of the One-Stop delivery system. This MOU is effective for the period of **July 1, 2024 – June 30, 2025**.

I. <u>Required Partners (WIOA 121 (b)(1)(B)</u>)

- 1. Title I Adult, Dislocated Workers, Youth, Job Corps, YouthBuild, National Farmworkers Jobs Program (NFJP), and Native American Programs
- 2. Programs authorized under the Wagner-Peyser Act
- 3. Adult education and literacy activities authorized under Title II
- 4. Programs authorized under Title I of the Rehabilitation Act of 1973
- 5. Activities authorized under Title V of the Older Americans Act of 1965
- 6. Career and technical education programs at the postsecondary level authorized under the Carl D. Perkins Career and Technical Education Act of 2006
- 7. Activities authorized under Chapter 2 of Title II of the Trade Act of 1974
- 8. Activities authorized under Chapter 41 of Title 38, United States Code: Job Counseling, Training, and Placement Service for Veterans
- 9. Employment and training activities carried out under the Community Services Block Grant Act
- 10. Employment and training activities carried out by the Department of Housing and Urban Development
- 11. Programs authorized under the State of North Carolina (the "State") unemployment compensation laws (in accordance with applicable federal laws)
- 12. Programs authorized under Section 212 of the Second Chance Act of 2007
- 13. Programs authorized under part A of Title IV of the Social Security Act: Temporary Assistance for Needy Families

II. Additional Partners

The Local Area WDB may have specialized centers to address special needs, such as the needs of dislocated workers, youth, or key industry sectors or clusters. With the approval of the Capital Area WDB and CLEO, the following entities may be additional One-Stop partners: *Community Success Initiative and Centre for Home Ownership & Economic Development*.

- 1. Employment and training programs administered by the Social Security Administration, including the Ticket to Work and Self-Sufficiency Program established under section 1148 of the Social Security Act;
- 2. Employment and training programs carried out by the Small Business Administration;
- 3. Programs authorized under section 6(d)(4) of the Food and Nutrition Act of 2008;
- 4. Work programs authorized under Section 6(o) of the Food and Nutrition Act of 2008;
- 5. Programs carried out under section 112 of the Rehabilitation Act of 1973;
- 6. Programs authorized under the National and Community Service Act of 1990; and

7. Other appropriate federal, State, or local programs, including employment, education, and training programs provided by public libraries or in the private sector.

III. Roles and Responsibilities (WIOA Section 121 (b)(1)(A))

Each required partner of the One-Stop delivery system shall:

- a.) provide access through the One-Stop delivery system, including making the career services or activities that are applicable to the program (eligibility determination, outreach, initial assessment, labor exchange service, job search, recruitment, referrals, job listings, training provider information, local area performance, supportive service information, financial aid assistance, career planning, financial literacy, and more) available at the One-Stop centers;
- b.) use a portion of the funds available for the program and activities to maintain the One-Stop delivery system, including payment of the infrastructure costs of One-Stop centers;
 See Attachment B – Capital Area Infrastructure Agreement (IFA);
- c.) enter into a local MOU (shown by signature on this document) with the local board, relating to the operation of the One-Stop system;
- d.) participate in the operation of the One-Stop system consistent with the terms of this MOU, the requirements of this title, and the requirements of the federal laws authorizing the program or activities;
- e.) use a common One-Stop delivery system identifier (in North Carolina, this is NCWorks);
- f.) identify strategies to meet the needs of individuals with barriers to employment;
- g.) use customer service features such as common intake and referral procedures, customer databases, and resource information, as appropriate;
- h.) coordinate business services activities through the Capital Area NCWorks Career Center's Business Services Team;
- i.) provide opportunities for staff to participate in education and cross-training activities as needed; and,
- j.) provide a representative to participate in the CAWD partner meetings on a regular basis.

In addition to the roles and responsibilities stated above, each individual partner hereto agrees to its specific responsibilities as stated below.

i. Wake County Government, Capital Area Workforce Development (CAWD) – WIOA Title I: Adult, Dislocated Workers, and Youth programs, Reentry Employment Opportunities (REO) programs

CAWD is responsible for coordinating and aligning workforce development services and strategies that meet local workforce and economic needs. This is accomplished, in part, by the CAWD carrying out its responsibility of certifying and overseeing the NCWorks Career Center System in the Capital Area. CAWD will utilize the Certification Criteria for NCWorks Career Center Policy, developed by the Commission on Workforce Development. CAWD will provide:

1. Coordination with system stakeholders and partners in determining the appropriate Product Box services and center locations, based on local needs;

- 2. Coordination and leadership in convening partner meetings for information sharing;
- 3. Designation of Capital Area NCWorks Career Center Operator(s);
- 4. Assurance that all Capital Area NCWorks Career Centers meet North Carolina's Certification Criteria (Attachment C), as well as the additional standards established by CAWD;
- 5. Assurance that WIOA services provided in Capital Area are delivered in a manner consistent with North Carolina's Certification Criteria (including the minimum staffing and service requirements);
- 6. Assurance that a Memorandum of Understanding is executed between CAWD and the NCWorks Career Center Partners as identified in the WIOA;
- 7. Consistent and continuous oversight and monitoring of the Capital Area NCWorks Career Center System. CAWD will provide the leadership and advocacy for maintaining a quality and continuous improvement focus to ensure excellent customer service in the Capital Area NCWorks Career Center System. CAWD will also provide the administrative/policy guidance and funding resources to local WJOA Service Providers;
- 8. Provision of the necessary WIOA staffing and services required for Tier 1 NCWorks Career Centers (based on funding availability);
- 9. Provision of the necessary WIOA staffing and services required for Tier 2 NCWorks Career Centers (based on funding availability);
- 10. Identification of staff roles, responsibilities, and available resources;
- 11. Training on and access to NCWorks Online to Partner staff (for information, labor market information, job openings, career planning and workforce investment activities) who meet requirements as defined by the North Carolina Division of Workforce Solutions;
- 12. Provision of technical assistance, as needed;
- 13. Inclusion of NCWorks Career Centers in Rapid Response initiatives;
- 14. Information on Reentry Employment Opportunities (REO) services, program eligibility and resources; and,
- 15. The promotion of equal, effective, and meaningful participation by individuals with disabilities in workforce investment activities.

16. **Covenant Learning Solutions – WIOA Title I: Job Corps**

Covenant Learning Solutions provides free education and training that helps young people earn their high school diploma or GED, learn a career, attend college, and provide assistance in finding, and keeping, successful employment. Covenant Learning Solutions, Inc. agrees to provide:

- 1. Job Corps services at Capital Area NCWorks Career Centers, as customers' needs dictates; and,
- 2. Information on Job Corps services, program eligibility and resources.

iii. Southeastern NonProfit Housing – WIOA Title I: National Farmworker Jobs Program (NFJP)

Southeastern NonProfit Housing administers the National Farmworker Jobs Program (NFJP) to provide eligible farmworkers and their dependents with the means to reach self-sufficiency through better employment. Southeastern NonProfit Housing agrees to provide information on NFJP services, program eligibility and resources.

 iv. North Carolina Department of Commerce, Division of Workforce Solutions – WIOA Title III: Wagner-Peyser Act Employment Service (ES) program; Trade Adjustment Assistance (TAA) activities; Jobs/or Veterans State Grants (JVSG) programs.

DWS administers Wagner-Peyser services, Veterans services, and other workforce development programs, and is a key partner in the Capital Area NCWorks Career Center System, DWS agrees to provide:

- 1. The necessary DWS staffing and services required for Tier 1 NCWorks Career Centers;
- 2. The necessary DWS staffing and services required for Tier 2 NCWorks Career Centers; and,
- 3. Support delivery of services using an integrated service delivery model.

v. National Council on Aging (NCOA) – Senior Community Service Employment Program (SCSEP)

NCOA administers programs to help people aged 60+ meet the challenges of aging including the SCSEP that provides training and part-time work to help older adults aged 55+ get back on the path to financial stability. They also partner with nonprofit organizations, government, and business to provide innovative community programs and services, online help, and advocacy. NCOA agrees to provide:

- 1. Information on agency services and eligibility at Capital Area NCWorks Career Centers, as customer' needs dictates; and,
- 2. Older Worker participants for work experience opportunities in the NCWorks Career Centers.
- vi. North Carolina Department of Commerce, Division of Employment Security (DES) Unemployment compensation (UC) programs

DES is responsible for the administration of the unemployment insurance program in the state of North Carolina. Division of Employment Security (DES) agrees to provide:

- 1. Access to information on the wage database as needed by NCWorks Career Center staff; and,
- 2. Referral of Unemployment Insurance claimants to the NCWorks Career Center as required.
- vii. Wake Technical Community College (WTCC), Johnston Community College (JCC), Durham Technical Community College (DTCC) and Central Carolina Community

College (CCCC). WIOA Title II: Adult Education and Family Literacy Act (AEFLA) programs; Carl D. Perkins Career and Technical Education Act, Career and technical education programs

The Adult Education and Family Literacy Act provider assist adults in: becoming literate; obtaining the knowledge and skills necessary for employment and self-sufficiency; obtaining the necessary education and skills to become full partners in the educational development of their children; and completing secondary education or its equivalent. The AEFLA provider will partner with the NCWorks Career Centers and NCWorks NextGen programs to ensure there is a seamless referral between programs.

The Carl Perkins programs develop more fully the academic, career, and technical skills of secondary and postsecondary students who elect to enroll in career and technical education programs. Carl Perkins program will partner with the NCWorks Career Centers and NCWorks NextGen programs to ensure there is a seamless referral between programs.

In addition to the above, WTCC, JCC, CCCC, and DTCC agree to provide:

- 1. Referrals to the Capital Area NCWorks Career Centers for wrap around services and employment support;
- 2. Information on college admissions, the Pell Grant and other financial aid resources;
- 3. Information on all classes and services available and registration assistance for customers;
- 4. Training completion documents for WIOA participants to satisfy Credential Performance Indicator documentation;
- 5. Services offered by the Human Resources Development Program (HRD), including instructional training, skill assessments, and career development activities, to Capital Area NCWorks Career Centers;
- A strong HRD presence at NCWorks Career Centers. Maintaining a presence includes, but is not limited to, the following: on-site instruction, co-location of program operations, and established NCWorks Career Center office hours when applicable;
- 7. Skills and occupation assessments, where available, for employers; and,
- 8. The opportunity to partner on other grants that build capacity for the system.
- viii. Triangle Literacy Council (TLC), Orange County Literacy Council (OCLC) and Chatham County Literacy Council (CCLC) – WIOA Title II: Adult Education and Family Literacy Act (AEFLA) programs

TLC, OCLC, and CCLC improves the lives of adults, youth, and families by teaching basic literacy and life skills for economic and social success. TLC, OCLC, and CCLC agrees to provide information on agency services, program eligibility and resources.

 ix. Division of Employment and Independence for People with Disabilities (EIPD) formally known as North Carolina Vocational Rehabilitation (VR) – WIOA Title IV: EIPD formally known as State Vocational Rehabilitation (VR) Services program

EIPD helps people with disabilities achieve their goals for employment and independence. EIPD offers to enhance the facilities and services of the Capital Area NCWorks Career Center System. EIPD agrees to provide:

- 1. Guidance and advice on matters related to facility and service access for the disabled;
- 2. Information on EIPD services, program eligibility and resources; and,
- 3. Strong considerations of opportunities for on-site presence or colocation in Capital Area NCWorks Career Centers, as leases expire.
- x. North Carolina Division of Services for the Blind (DSB): WIOA Title IV: Services for the Blind

DSB provides services to people who are visually impaired, blind and deaf-blind to help them reach their goals of independence and employment. Services for the Blind agrees to provide:

- 1. Guidance and advice on matters related to facility and service access for individuals with visual impairments; and,
- 2. Information on Services for the Blind services, program eligibility and resources.

xi. Passage Home and Johnston/Lee/Harnett Community Action (JLHCA) – Community Services Block Grant (CSBG) programs – Employment and training activities

Passage Home help individuals break the cycle of poverty and create generational self-sufficiency by helping them achieve housing and income security. JLHCA promotes self-sufficiency for low-income individuals and encourage the use of private sector involvement in anti-poverty activities. Passage Home and JLHCA agrees to provide agency services and information at Capital Area NCWorks Career Centers, as customers' needs dictates.

 Wake County Human Services (WCHS), Johnston County Department of Social Services (JCDSS), Lee County Department of Social Services (LCDSS), Orange County Department of Social Services (OCDSS) and Chatham County Department of Social Services (CCDSS) – Temporary Assistance for Needy Families (TANF) program

WCHS, JCDSS, LCDSS, OCDSS, and CCDSS offer to provide Temporary Assistance for Needy Families (TANF) services and other pertinent services at Capital Area NCWorks Career Centers. WCHS, JCDSS, LCDSS, OCDSS, and CCDSS agree to provide:

- 1. Information on Work First services, program eligibility and resources; and
- 2. A strong presence at NCWorks Career Centers. Maintaining a presence include but Is not limited to, on-site presence, co-location of program

operations, and established NCWorks Career Center office hours when applicable.

Each additional partner of the One-Stop Delivery System shall:

- a.) Enter into a local Memorandum of Understanding (shown by signature on this document) with the local board, relating to the operation of the One-Stop system;
- b.) Provide information about program services, eligibility requirements and resources.
- c.) Make referrals among One-Stop partners based on customer needs.
- d.) Provide opportunities for staff to participate in education and cross-training activities as needed.

In addition to the shared roles and responsibilities stated above for Additional One-Stop partners, each individual additional partner hereto agrees to its specific responsibilities as stated below.

i. Community Success Initiative (CSI)

Community Success Initiative (CSI) works with men and women who are transitioning from prison and jail, or who otherwise find themselves entangled in the criminal justice system. CSI agrees to provide:

- 1. Information on CSI services, program eligibility and resources; and,
- 2. Opportunities for on-site presence or co-location in Capital Area NCWorks Career Centers, as suitable for both parties.
- 3. Workshops in the NCWorks Career Center for former offenders.

ii. Centre for Home Ownership & Economic Development

Centre for Home Ownership & Economic Development enriches, empowers and invests in the economic growth of the community by providing financial stability, jobs, business development and housing opportunities. Centre for Home Ownership & Economic Development agrees to provide:

- 1. Information on services, program eligibility and resources; and,
- 2. Opportunities for on-site presence or co-location in Capital Area NCWorks Career Centers, as suitable for both parties.

iii. Costs of Services (WIOA Regulations 678.700, USDOL December 27, 2016: Infrastructure Guidance)

This section must contain an effective time period and infrastructure and shared services budget, identify all One-Stop partners/CLEOs/local Boards participating, and describe the periodic review and reconciliation process to ensure equitable benefit among partners. The infrastructure funding agreement (IFA) may have a different effective time period from the duration of the MOU. Also, the infrastructure funding agreement must include binding signatories if submitted as a separate document.

The IFA, included as Attachment B – Capital Area Infrastructure Agreement (IFA), provides information on the shared infrastructure cost and/or in-kind arrangements with the partners including:

- a.) Identification of the infrastructure costs budget, which is a component of the overall One-Stop operating budget.
- b.) If different from Section I above, identify all One-Stop partners, CLEOs, and the Local WDB participating in the IFA.
- c.) Describe how the periodic modification and review process to ensure equitable benefit among One-Stop partners will be conducted. Include a timetable.
- d.) Provide the process used to reach consensus among all partners when developing the IFA. (Or, if applicable, provide assurance that the local area followed the State Funding Mechanism process.)
- e.) Describe the process to be used among partners to resolve issues related to infrastructure funding during the MOU duration period when consensus cannot be reached.
- V. Funding definitions
 - a.) Cash and In-Kind for Ongoing One-Stop delivery system Operators

Non-cash contributions must be valued consistent with 2 CFR 200.306 and reconciled regularly (e.g., monthly or quarterly). Third-party in-kind contributions are contributions of space, equipment, technology, non-personnel services, or other like items to support the infrastructure costs associated with One-Stop operations. The value of third-party in-kind contributions must also be consistent with the Uniform Guidance at 2 CFR 200.306 and reconciled on a regular basis (e.g., monthly or quarterly) to ensure they are fairly evaluated and meet the partners' proportionate share.

b.) Infrastructure Costs One-Stop Centers

Non-personnel costs are necessary for the general operation of the One-Stop center. The funds provided under this paragraph by each One-Stop partner shall be provided only from funds available for the costs of administration under the program administered by such partner and shall be subject to the program's limitations with respect to the portion of funds under such program that may be used for administration (WIOA Regulations 678.720).

a. Non-personnel costs include rental of the facilities; utilities and maintenance; equipment (including assessment-related products and assistive technology for individuals with disabilities); and technology to facilitate access to the One-Stop center, including technology used for the center's planning and outreach activities.

NOTE: The IFA is a required component of the MOU and not a separate document. The reasonable cost allocation methodology should be provided and should be consistent with Federal Cost Principles in the Uniform Guidance 2 CFR Part 200.94.

VI. Methods of Referrals

Methods should ensure the needs of workers, youth, and individuals with barriers to employment, including individuals with disabilities, are addressed in the provision of necessary and appropriate access to services, including access to technology and materials, made available through the One-Stop delivery system.

Partners will utilize methods of referrals of individuals between One-Stop operators and One-Stop partners for appropriate services and activities.

VII. Certification and Continuous Improvement

The parties herein shall comply with established Certification and Continuous Improvement Criteria established by the State board, in consultation with CLEOs and local boards. The objective criteria and procedures for use by local boards in assessing, at least once every three (3) years, the effectiveness, physical and programmatic accessibility in accordance with section 188, if applicable, and the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.), and continuous improvement of One-Stop centers and the One-Stop delivery system. See Attachment C - NCWorks Career Center Certification Criteria.

VIII. Performance and Accountability

Each partner is responsible for ensuring that its legislated programs, services, and activities are provided in the One-Stop center in accordance with the goals, objectives, and performance measures of the WIOA P.L. 113-128 and regulations. Each partner agrees to work to support the achievement of WIOA and One-Stop performance measures.

IX. Confidentiality of Information

The exchange of information among partners is encouraged and expected. Exchanged information shall remain private and confidential in accordance with the most restrictive confidentiality requirements of any of the partners collecting, receiving, or sharing information. Each partner agrees to collect and share information necessary to track the performance of the One-Stop Center in accordance with provisions of the WIOA P.L. 113-128 and accompanying regulations.

X. Monitoring and Oversight

The CLEO, the WDB, the DWS, the United States Department of Labor, and the local area administrative entity have the right to monitor activities under this MOU to ensure performance goals are being maintained and the MOU terms and conditions are being fulfilled. The partners shall permit on-site visits and reviews by the above-mentioned agencies or their designee.

XI. Disputes

The parties shall first attempt to resolve any disputes informally. Any party shall call a meeting of the partners to discuss and resolve disputes. Should informal resolution efforts fail, the dispute shall be referred to the Chair of the local WDB who shall place the dispute upon the agenda of a regular or special meeting of the Board's Executive Committee. The Executive Committee shall attempt to mediate and resolve the dispute. If the Executive Committee's resolution efforts fail, any party may file a grievance in accordance with agreed-upon WIOA grievance procedures.

XII. Duration

This MOU shall remain in effect until terminated by the repeal of the WIOA P.L. 113-128, or otherwise by action of law.

Any party may withdraw from this MOU by giving written notice of intent to withdraw at least sixty (60) calendar days in advance of the effective withdrawal date. Notice of withdrawal shall be given to all parties at the addresses shown within this MOU and to the contact persons so listed, considering any information updates received by the parties.

Should any One-Stop partners withdraw, this MOU shall remain in effect with respect to the remaining Partners until a new MOU is executed or the end of the current federal program year (July through June).

The WDB reserves the right to terminate the participation of any partner upon sixty (60) days' notice if the partner's actions are inconsistent with the terms and conditions of this MOU.

This memorandum shall be reviewed not less than once every three years to ensure appropriate funding and delivery of services. [WIOA 121].

XIII. Modification and Assignment

This MOU may be modified at any time by written agreement of the Parties. Assignment of responsibilities under this MOU by any of the Parties shall be effective upon written notice to the other Parties. Any assignee shall also commit in writing to the terms of this MOU.

Such other provisions are consistent with the requirements of this title, as the Parties to the agreement determine to be appropriate.

XIV. Signatures

By signatures hereto, the partner(s) attest to participation in the development of this MOU and will support and implement the provisions contained herein.

I certify that I have read and understand the above information and agree to the terms outlined herein. By signing this document, I also certify that I have the legal authority to bind my agency to the terms of this MOU.

Please do not delete signature lines. If a partner is not applicable, please place N/A on the signature line. It is allowable to add signature lines, if necessary. Strikethroughs are not allowed, as this is a legally binding document. Please note the status of any missing signatures (i.e., forthcoming, cannot obtain, refused to sign, etc.) and do not leave signature lines blank.

Matthew M. Calabria

Printed Name Signature Capital Area Workforce Development, Chief Elected Official

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Brian Holland	DocuSigned by:	Chair	12/10/2024
	B90C931136A6411	Chan	
Printed Name	Signature	Title	Date
o 1. 1			

Capital Area Workforce Development, Workforce Development Board Chair

	DocuSigned by:		
Pat E. Sturdivant	(for	Executive Director	11/22/2024
Printed Name	Signature	Title	Date
WIOA Title I: Adult, Dislocat	ted Worker, and Youth Formula progra	ms	
Jordan Whichard		Chief Deputy Secre	tary
Printed Name	Signature	Title	Date
	ser Act Employment Service (ES) progra	im	
Trade Adjustment Assistance			
Jobs for Veterans State Gra			
State Unemployment Comp	pensation Laws		
	See Jermaine Whitaker's Signature	Job Corps Center	
Norman Turner Printed Name	Signature	Director	Dete
Title I Job Corps	Signature	Title	Date
The FJOD Corps			
N/A			
Printed Name	Signature	Title	Date
Title I Youth Build		The second secon	Dute
	Signed by:		
Jacob Rogers	ted for	Chief Executive Offi	_{cer} 11/25/2024
Printed Name	Signature	Title	Date
Title I National Farmworker	5		Dute
N/A			
Printed Name	Signature	Title	Date
Title I Native American Prog	rams		
	DocuSigned by:		
Lisa Rowe	lisa Rowe	Executive Director	11/22/2024
Printed Name	Signature	Title	Date
Adult education and literacy	activities authorized under Title II		
	DocuSigned by:		
	Virgan Deman		12/2/2024
Vicki Newell	6DA5B692174D414	Executive Director	
Printed Name	Signature	Title	Date
Adult education and literacy	/ activities authorized under Title II		

Jermaine Whitaker	Signed by: Jermaine Whitaker	Job Corps Director	12/3/2024
Printed Name Title I Job Corps	Signature	Title	Date

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Alice Denson	Alice Denson	Executive Director	11/26/2024	
Printed Name	Signature	Executive Director Title		
	education and literacy activities authorized under Title II		Date	
Addit education and n	iteracy activities authorized under Title II			
	Signed by:			
	Alma Taylor	Central Regional	11/24/2024	
Alma Taylor	44707F4760F14FC	Director	11/24/2024	
Printed Name	Signature	Title	Date	
Programs authorized	under Title I of the Rehabilitation Act of 19	973		
	DocuSigned by:	Chief of		
	NORDAN THOMAS	Rehabilitation Fie	ld 11/25/2024	
Jordan Thomas	76FFD88F07A945A	Services		
Printed Name	Signature	Title	Date	
Programs authorized (under Title I of the Rehabilitation Act of 19	973		
	DocuSigned by:			
	Kevin Madden		11/25/2024	
Kevin Madden	Signature	CFO		
Printed Name		Title	Date	
Activities authorized u	under Title V of the Older Americans Act of	1965		
	Signed by:			
	Brenda Cogdell		11/23/2024	
Brenda Cogdell		Program Manager	11/25/2024	
Printed Name	Signature	Title	Date	
Activities authorized u	under Title V of the Older Americans Act of	1965		
	Signed by:			
			11/25/2024	
	tran there will			
Tracy Honeycutt	Tracy Honeycutt	Aging Director	11,23,2021	
Tracy Honeycutt Printed Name	tracy Honeycutt EDC3930437C19474 Signature	Aging Director Title	Date	
Printed Name	EDC996437C19474	Title		
Printed Name	Signature	Title		
Printed Name Activities authorized u	Signature Inder Title V of the Older Americans Act of	Title	Date	
Printed Name Activities authorized u Bob Witchger	Inder Title V of the Older Americans Act of Bob Witchger	Title 1965 Director		
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Printed Name Activities authorized u Bob Witchger Printed Name Career and technical e	Signature under Title V of the Older Americans Act of Bob Withger observation programs at the postsecondary le chnical Education Act of 2006	Title 1965 Director Title	Date 12/9/2024 Date the Carl D.	

	Signed by:		
Dr. Vern Lindquist	2/0	> President	11/25/2024
Printed Name	Signature	Title	Date
Career and technical educat	ion programs at the postsecondary lev	el authorized under	
the Carl D. Perkins Career ar	nd Technical Education Act of 2006		
	Signed by:		
Dr. Lica Chanman	lisa M. Chapman	Drasidant	11/23/2024
Dr. Lisa Chapman Printed Name	12C979F8B4D146F	President	
	Signature ion programs at the postsecondary lev	Title	Date
	nd Technical Education Act of 2006	rei authorized under	
the carr D. Ferkins career ar			
			44 (22 (2024
John B. Buxton		President	11/23/2024
Printed Name	Signature	Title	Date
Career and technical education	ion programs at the postsecondary lev	el authorized under	
the Carl D. Perkins Career an	d Technical Education Act of 2006		
	Signed by:		
	Claudia Clayton	Dean of Career and	11/25/2024
Claudia Clayton	2DB11161F34A41D	Academic Engagen	nent 11,25,2021
Printed Name	Signature	Title	Date
Adult education and literacy	activities authorized under Title II		
(DocuSigned by:	Dont Chair Acada	
Marvilo Gay	Manulo Gay	Dept. Chair, Acade and Career Readin	11/25/2024
Printed Name	Signature	Title	Date
	activities authorized under Title II	inte	Date
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(Signed by:		
Marguerita Best	Marguerita Best	Executive Director	11/25/2024
Printed Name	Signature	Title	Date
Adult education and literacy	activities authorized under Title II		
	DocuSigned by:		
(Jurry Jones		11/25/2024
Jerry Jones	75187B194D94497	Executive Director	11/25/2024
Printed Name	Signature	Title	Date
Adult education and literacy	activities authorized under Title II		
	Signed by:		
Dr. Michael Elli-	Michael Ellis	Discontest	11/27/2024
Dr. Michael Ellis	E89D58741B514D5	Director	
Printed Name	Signature activities authorized under Title II	Title	Date
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ſ	DocuSigned by:		
Marie Watson	Marie Watson	Executive Director	11/25/2024
Printed Name	733D4970CD40439 Signature	Title	Date
	tivities carried out under the Commun		

	Signed by:		
Cari Boram	Cari Boram	Interim Chief Exec Officer	12/2/2024
Printed Name	Signature	Title	Date
	vities carried out under the Communi		
		,	
Natasha J. Elliot	N/A	Executive Director	r
Printed Name	Signature	Title	Date
Employment and training activ	vities carried out under the Communi	ty Services Block Gr	ant Act
N/A			
	Signature	Title	Date
	vities carried out by the Department of	of Housing and Urba	an Development
		-	
	DocuSigned by:		11 (22 (2024
Pat E. Sturdivant		Executive Director	11/22/2024
Printed Name S	bignature	Title	Date
Reentry Employment Opportu	nities (REO) programs authorized une	der sec. 212 of the	
Second Chance Act of 2007 (42	2 U.S.C. 17532) and WIOA sec. 169) C	AWD Grants	
	DocuSigned by:		
	Lindsey Shewmaker		11/25/2024
Lindsey Shewmaker	EDEFESSB29F0453	Director	11/25/2024
Printed Name	Signature	Title	Date
Orange County Temporary Ass	sistance for Needy Families (TANF)		
(DocuSigned by:		
Christine Dowdell	(Uristine Dowdell	DSS Director	12/2/2024
Printed Name	4D507139079B435	Title	Data
	Signature ssistance for Needy Families (TANF)	nue	Date
sonnston county remporary A			
	Signed by:		
(Takishia McMiller		12/5/2024
Takishia McMiller	44920F0B7EF7442	Director	12/3/2024
Printed Name	Signature	Title	Date
Lee County Temporary Assista	nce for Needy Families (TANF)		
(DocuSigned by:		
	5		12/4/2024
Jennie Kristiansen	178967C0FEBE404	Director	, .,
Printed Name	Signature	Title	Date
Chatham County Temporary A	ssistance for Needy Families (TANF)		

	Signed by:		
Antonia Pedroza	Antonia Pedroza	Interim Director	12/10/2024
Printed Name	AFC19F118B494ED Signature	Title	Date
Wake County Temporar	y Assistance for Needy Families (TAN	F)	
	Signed by:	Economic Services	5

Yolanda Thacker	Yolanda Hiacker	Division Directo	12/10/2024
Printed Name	Signature	Title	Date
Wake County Temporary	y Assistance for Needy Families (TAN	-)	

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Other partners (add a signature line for each additional partner included)

Dennis Gaddy	-signed by: Dunnis Gaddy	Executive Director	11/22/2024
Printed Name	Signature	Title	Date
Community Success Initiative			
	DocuSigned by:		
James Stroud	James Stroud	Executive Director	11/25/2024
Printed Name	Signature	Title	Date
Centre for Home Ownership &	Economic Development		
Stephanie Deese	-Docusigned by: Stephanie Deuse	Executive Director	12/2/2024
Printed Name	Signature	Title	Date
North Carolina Association of	Workforce Development Boards		

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Representing	Agency	Agency Contact Name	Email	Phone Number	Signatory Name	Signatory Title
WIOA Title I: Adult, Dislocated Worker, and youth formula programs: Roads to Reentry Employment Opportunities (RED) program; and Local Reentry council	Wake County Government/Capital Area Workforce Development Board	Pat E. Sturdivant	pat.sturdivant@wake.gov	919.856.6048	Pat E. Sturdivant	Executive Director
WIOA Title 1: Job Corps	Covenant Learning Solutions	Jermaine Whitaker	whitaker.jermaine@jobcorps.org	252.438.9100	Jermaine Whitaker	Job Corps Center Director
WIOA Title 1: National Farmworker jobs Program (NFJP)	Southeastern NonProfit Housing (SENPH)	Jacob Rogers	jrogers@senph.org	919.901.8979	Jacob Rogers	Chief Executive Officer
WIOA Title III: Wagner- Peyser Act Employment Service (ES) program; Trade Adjustment Assistance (TAA) activities; Jobs for Veterans State Grants (JVSG) programs; Unemployment Compensation (UC) programs	North Carolina Department of Commerce	Amber Thiel Andrea DeSantis	Jordan.whichard@nccommerce .com amber.thiel@commerce.nc.gov andrea.desantis@commerce.nc. gov	919.817.4600	Jordan Whichard	Chief Deputy Secretary
Senior Community Service Employment Program (SCSEP)	National Council on Aging	Kevin Madden Elizabeth Berke	kevin.madden@ncoa.org elizabeth.berke@ncoa.org	571.527.4001	Kevin Madden	CFO
Senior Community Service Employment Program (SCSEP) (Chatham)	National Caucus and Center on Black Aged, Inc.	Brenda Cogdell	bcogdell@myncba.com	919.400.3351	Brenda Cogdell	Program Manager
Senior Community Service Employment Program (SCSEP) (Lee)	Mid-Carolina Regional Council	Tracy Honeycutt	thoneycutt@mccog.org	910.323.4191 x27	Tracy Honeycutt	Aging Director
WIOA title II: Adult Education and Family Literacy Act (AEFLA) programs; Carl D. Perkins Career and Technical Education Act, Career and technical education programs	Wake Technical Community College	Dr. Scott Ralls Anthony Caison	sralls@waketech.edu amcaison@waketech.edu	919.866.5141	Dr. Scott Ralls & Anthony Caison	President



Representing	Agency	Agency Contact Name	Email	Phone Number	Signatory Name	Signatory Title
WIOA title II: Adult Education and Family Literacy Act (AEFLA) programs; Carl D. Perkins Career and Technical Education Act, Career and technical education programs	Durham Technical Community College	John B. Buxton	buxtonj@durhamtech.edu	919-536-7200 x6004	John B. Buxton	President
WIOA Title: Adult Education and Family Literacy Act (AEFLA)programs; Carl D. Perkins Career and Technical Education Programs	Johnston Community College	Dr. Vern Lindquist	vllindquist@johnstoncc.edu	919.209.2050	Dr. Vern Lindquist	President
WIOA Title II: Adult Education and Family Literacy Act (AEFLA) programs; Carl D. Perkins Career and Technical Education Act, Career and technical education programs	Central Carolina Community College	Dr. Lisa M. Chapman	lchapman@cccc.edu	919.718.7246	Dr. Lisa Chapman	President
WIOA title II: Adult Education and Family Literacy Act (AEFLA) programs; Carl D. Perkins Career and Technical Education Act, Career and technical education programs	NC Community College System	Dr. Bob Witchger	witchgerb@nccommunitycolle ges.edu	919.807.7126	Dr. Bob Witchger	Director, Career and Technical Education
WIOA Title II: Adult Education and Family Literacy Act (AEFLA) programs	Triangle Literacy Council	Lisa Rowe	lrowe@triangleliteracy.org	919.787.5559	Lisa Rowe	Executive Director
WIOA Title II: Adult Education and Family Literacy Act (AEFLA) programs (Chatham)	Chatham County Literacy Council	Vicki Newell	vicki@chathamliteracy.org	919.742.0578	Vicki Newell	Executive Director



Representing	Agency	Agency Contact Name	Email	Phone Number	Signatory Name	Signatory Title
WIOA Title II: Adult Education and Family Literacy Act (AEFLA) programs (Orange)	Orange County Literacy	Alice Denson	adenson@orangeliteracy.org	919.914.6153	Alice Denson	Executive Director
WIOA Title IV: Division of Employment and Independence for People with Disabilities (EIPD)	NC EIPD	Alma Taylor	Alma.Taylor@dhhs.nc.gov	910.892.7040	Alma Taylor	Central Regional Director
WIOA Title IV: Division of Employment and Independence for People with Disabilities	NC EIPD (Wake County)	Brittney Teasley	brittney.teasley@dhhs.nc.gov Alma.Taylor@dhhs.nc.gov	336.597.2150	Alma Taylor	Central Regional Director
WIOA Title IV: Division of Employment and Independence for People with Disabilities	NC EIPD (Johnston County)	Tressa Cuff	Teressa.Cuff@dhhs.nc.gov Alma.Taylor@dhhs.nc.gov	910.892.7040	Alma Taylor	Central Regional Director
WIOA Title IV: Division of Employment and Independence for People with Disabilities	NC EIPD (Lee, Chatham, and Orange County)	Danyel Bailey	danyel.bailey@dhhs.nc.gov Alma.Taylor@dhhs.nc.gov	919.357.9111	Alma Taylor	Central Regional Director
WIOA Title IV: Services for the Blind (CAWD Region)	NC Division of Services for the Blind	Jordan Thomas	Jordan.Thomas@dhhs.nc.gov	(O) 919.527.6707 (M) 984.202.3070	Jordan Thomas	Chief of Rehabilitation Field Services
Community Services Block Grant (CSBG) programs - Employment and training activities	Johnston-Lee- Harnett Community Action	Marie Watson	jlhca@jlhcommunityaction.org	919.934.2145	Marie Watson	Executive Director
Community Services Block Grant (CSBG) programs - Employment and training activities	Passage Home	Cari Boram	Cboram@passagehome.org	919.834.0666 x224	Cari Boram	Interim Chief Executive Officer
Community Services Block Grant (CSBG) programs - Employment and training activities	Central Piedmont Community Action	Natasha J. Elliott	jacksonn@cpcanc.org	919.742.2277	Natasha J. Ellíot	Executive Director
Temporary Assistance for Needy Families (TANF) program	Wake County Human Services - Work First	Antonia Pedroza Angela Von Canon	antonia.pedroza@wake.gov yolanda.thacker@wake.gov angela.voncanon@wake.gov	919.212.7076	Antonia Pedroza Yolanda Thacker	Interim Director Economic Services Division Director



Representing	Agency	Agency Contact Name	Email	Phone Number	Signatory Name	Signatory Title
Temporary Assistance for Needy Families (TANF) program	Johnston County Department of Social Services – Work First	Christine Dowdell	christine.dowdell@johnstonnc. com	919.989.5302	Christine Dowdell	DSS Director
Temporary Assistance for Needy Families (TANF) program	Lee County Department of Social Services – Work First	Takishia McMiller	tmcmiller@leecountync.gov	919.718.4690 x5257	Takishia McMiller	Director
Temporary Assistance for Needy Families (TANF) program	Chatham County Department of Social Services – Work First	Jennie Kristiansen	jennie.kristiansen@chathamcou ntync.gov	919.642.6976	Jennie Kristiansen	Director
Temporary Assistance for Needy Families (TANF) program	Orange County Department of Social Services – Work First	Lindsey Shewmaker	lshewmaker@orangecountync. gov	919.245.2817	Lindsey Shewmaker	Director
Title II: Adult Education and Literacy Activities	Central Carolina Community College	Claudia Clavton	cfarnandez@cccc.edu	919.545.8668	Claudia Clayton	Dean of Career and Academic Engagement
Title II Adult Education and Literacy Activities	Johnston Community College	Marvilo Gray	mlgay@johnstoncc.edu	919.209.2065	Marvilo Gay	Dept. Chair, Academic and Career Readiness
Title II Adult Education and Literacy Activities	Durham Technical Community College	Marguerita Best	bestm@durhamtech.edu	919.536.7200 x2429	Marguerita Best	Executive Director, College and Career Readiness
Title II Adult Education and Literacy Activities	Durham Technical Community College	Jerry Jones	jonesj@durhamtech.edu	919.536.7200 x8022	Jerry Jones	Executive Director, Center for Workforce Engagement
Title II Adult Education and Literacy Activities	Wake Technical Community College	Michael Ellis	meellis@waketech.edu	919.334.1614	Michael Ellis	Director
			Additional Partners			
Local program for former offenders	Community Success Initiative (CSI)	Dennis Gaddy	Dgaddy1@communitysuccess. org	919.715.0111 x239	Dennis Gaddy	Executive Director
Federal Program	Centre for Home Ownership & Economic Development	James Stroud	jstroud@choedc.org	919.241.4718	James Stroud	Executive Director
North Carolina Association of Workforce Development Boards	North Carolina Association of Work force Development Boards	Stephanie Deese	Sdeese@ncawdb.org	919.414.2085	Stephanie Deese	Executive Director

Capital Area Workforce Development NCWORKS Career Center Partner Infrastructure Funding Agreement (IFA)

I. Purpose

This Partner Infrastructure Funding Agreement (IFA) is entered by and between the <u>Capital</u> <u>Area Workforce Development</u> (WDB) and <u>Capital Area NCWorks Partners</u>. This IFA provides information on the shared infrastructure cost and/or in-kind arrangements. All partners to this IFA recognize that infrastructure and other additional costs are applicable to all required partners, as outlined in Section 121(b)(1)(B) of the Workforce Innovation and Opportunity Act (WIOA), whether they are physically located in the NCWorks Career Center or not. Each partner's contributions 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 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).

Infrastructure costs are defined as non-personnel costs that are necessary for the general operation of the NCWorks Career Center, including rental of the facilities; utilities and maintenance; equipment (including assessment-related and assistive technology for individuals with disabilities); technology to facilitate access to the center; and many other infrastructure costs, such as signage and supplies. NCWorks Career Center shall share in additional costs, which must include applicable career services and may include shared operating costs and shared services that are necessary for the general operation of the Career Center.

II. <u>Capital Area Workforce Development</u> NCWorks System Infrastructure Budget

\$ 957,192.54

See Capital Area NCWorks Career Center Budget as Appendix I

III. Cost Allocation Methodology

There is a two-tiered approach for determining infrastructure and additional costs for required WIOA Career Center partners using the Local Funding Mechanism (LFM). For Temporary Assistance for Needy Families (TANF), Community Services Block Grant (CSBG), and Senior Community Service Employment (SCSEP) programs, the LFM method uses a funding percentage cap of 1.5% to determine the agency's proportionate share of infrastructure and additional costs. The 1.5% is then distributed to workforce boards based on workforce service criteria outlined by each agency. The Division of Employment and Independence for People with Disabilities (EIPD) formally known as Vocational Rehabilitation (VR) program authorized by WIOA Title IV, postsecondary career and technical education programs under the Adult Education and Family Literacy Act (AEFLA) authorized by WIOA Title II contribute proportionate shares based on the number of VR and adult education clients who received services in the previous program year and were documented in NC Works.

The LFM is used to negotiate appropriate contributions from each required partner that will be allocated to the <u>Capital Area Workforce Development</u> WDB, as outlined below. The twotiered approach methodology does not include Division of Workforce Solutions (DWS) administered programs or WDB-administered programs. For required partners with state agencies (this does not include Title II), infrastructure contributions will be transferred to DWS as a lump sum based on the LFM for the said agency. Once DWS receives funding from the State agency, DWS will distribute funding to the local area via the funding methodology set up for each State agency as outlined in the table below. For Title II providers, Workforce Boards will invoice the local Title II provider via the funding methodology in the table below.

For required partners without a State agency, but which are federally funded, the LFM is used as well; however, this negotiation will vary per WDB and should be outlined in the table below. Not all federally funded required partners may administer programs in a WDB's Local Area. In such cases, infrastructure cost-sharing is not required.

For required partner programs administered by the DWS - Title III Wagner-Peyser Employment Services, Trade Adjustment Assistance (TAA), and Jobs for Veterans State Grants (JVSG) - the cost-sharing model is based on the grant employees' proportionate use of the NCWorks Career Center. DWS and the WDB will pay a cost per employee housed in the center. The cost per employee will be based on the total infrastructure cost of the NCWorks Career Center, where applicable.

WIOA Required Partners	Funding Methodology
WIOA Title I: Adult, Dislocated Worker, and Youth Formula Programs	Proportionate use – cost per employee
WIOA Title I: Job Corps	Co-located in the NCWorks Career Center – Based on square footage occupancy and shared space
WIOA Title I: YouthBuild	N/A
WIOA Title I: Native American Programs	N/A
WIOA I: National Farmworker Jobs Program (NFJP)	Based on 1.5% of administrative and program funding, distributed based on the number of clients served in prior years, as well as expected numbers to serve in the local board area.
WIOA Title III: Wagner-Peyser Act Employment Service (ES) Program	Proportionate use – cost per employee
WIOA Title III: Trade Adjustment Assistance (TAA) activities	Proportionate use – cost per employee
Jobs for Veterans State Grants (JVSG) Programs	Proportionate use – cost per employee
Senior Community Service Employment Program (SCSEP)	Co-located in the NCWorks Career Center – Based on square footage occupancy and shared space

(Please do not delete any partners from the table. If not applicable, please write N/A)

Unemployment Compensation (UC) Programs	Based on the Title I Dislocated Worker Formula
Reentry Employment Opportunities (REO) programs (Second Chance Act of 2007)	Local negotiation: Based on 1.5% of administrative and program funding
WIOA Title II: Adult Education and Family Literacy Act (AEFLA) Program	A calculated amount per participant served is allocated based upon the number of AEFLA participants receiving staff-assisted services at a WDB within each provider's service area.
Carl D. Perkins Career and Technical Education Programs	A calculated amount per participant served is allocated based upon the number of CTE participants receiving staff- assisted services at a WDB within each provider's service area.
WIOA Title IV: Division of Employment and Independence for People with Disabilities (EIPD) formally known as Vocational Rehabilitation (VR) Services Program	Based on the number of EIPD clients with IPEs that received NCWorks service in the previous program year. Differences are reconciled in the following program year.
Department of Housing and Urban Development Employment and Training Programs	N/A
Services for the Blind	Based on the number of VR clients with IPEs that received NCWorks service in the previous program year. Differences are reconciled in the following program year.
Community Services Block Grant (CSBG) Programs	CSBG amount is based on a 2017 survey of Community Action Agencies, the amount of awarded CSBG identified as being directed to employment screening was calculated. In aggregate, employment services accounted for 20% of the CSBG awards. 20% times the state maximum percent of 1.5% = amount to be awarded for infrastructure cost sharing. The amount for infrastructure cost sharing was allocated to counties/agencies based on each their allocation of CSBG funding.
Temporary Assistance for Needy Families (TANF) Program	TANF Amount to distribute is determined by county(ies) coding (method of recording expenditures) to WFCBG for Employment Services in FY2020-2021. The percentage of funding for each county of the total allocation of the TANF Work First County Block Grant (this funding provides dollars for Employment Services Funded with TANF) is applied to the coded expenditure amount.

For additional partners that are not required partners, funds are paid directly to the Local Area WDB based on the partner's proportionate use of the center, as outlined in the table below.

Additional Partners	Funding Methodology
Community Success Initiatives	Co-located in the NCWorks Career Center – Based on
	square footage occupancy and shared space
Centre for Home Ownership & Economic	Co-located in the NCWorks Career Center – Based on
Development	square footage occupancy and shared space
Local Reentry Council	Co-located in the NCWorks Career Center – Based on
	square footage occupancy and shared space

	o-located in the NCWorks Career Center – Based on quare footage occupancy and shared space
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IV. IFA Modifications

The partners recognize that modifications to the IFA may be necessary during the program year. Any authorized representative of a partner may make a written request for modification. In order to be valid, any modification to the IFA must be in writing, with a thirty (30) day notice, signed, and sent to **Pat E. Sturdivant, Executive Director, Capital Area Workforce Development**. If **Capital Area Workforce Development** requests a modification, notice will be sent to the partner organization contact and address identified in section V. IFAs shall be reviewed by all partners at least **once per** year as part of the WDB's Local Plan MOU update process. If partners are unable to reach a consensus and resolve issues related to infrastructure funding during the duration of the MOU, partner contribution defaults to the State Funding Mechanism limits.

V. Partner Infrastructure Contributions

For required partners that have a State agency, required infrastructure costs will be transferred to DWS. DWS will then distribute the funds to each WDB based on the methodology agreed on between the agency and the NC Director's Council.

Where DWS needs to contribute funds to a WDB, the DWS Finance Unit will issue checks to WDBs that are to receive IFA funding. Checks will be issued after each board's designated DWS Planner has received, reviewed, and accepted the board's fully compliant IFA documents. Because funding will not be distributed through the Workforce Information System Enterprise (WISE), for reporting purposes, boards will be expected to keep a list of all IFA expenditures and invoices and have them available for on-site monitoring.

Where the WDB needs to contribute funds to DWS, DWS will issue an invoice, which will provide the required documentation and audit trail, to allow the WDB to draw down the funds and write a check to DWS. The local areas that owe DWS will be invoiced the amount owed and tracked for receipt by the DWS finance unit. (Please do not delete any of the partners from the table. If not applicable, please write N/A).

For partner cost-sharing funds not distributed by the DWS, <u>Capital Area Workforce</u> <u>Development</u> WDB will invoice Partner within thirty (30) days of the signed MOU for infrastructure cost-sharing effective July 1, 2024.

					In-kind	Partner Contact (Name,
	Infrastructure		In-		Descripti	Organization, Address, email,
NCWorks Partner	Total Share S	Funded	kind	Payment	on	and phone number)
						Pat E. Sturdivant
						Capital Area Workforce
WIOA Title I: Adult, Dislocated						Development
Worker, and Youth Formula						5942 Six Forks Road,
Programs;						Raleigh, NC 27609
						Pat.sturdivant@wake.gov
	\$410,574.18	Yes	No	Monthly	N/A	919.856.6048
						Jermaine Whitaker
WIOA Title I: Job Corps						Covenant Learning Solutions
	\$9,875.40	Yes	No	Monthly	N/A	Job Corps Center Kittrell

						1096 U.S. Highway 1 South Kittrell, NC 27544 jermaine.whitaker@jobcorps.org 252.438.9100
WIOA Title I: YouthBuild	N/A	N/A	N/A	N/A	N/A	N/A
WIOA Title I: Native American						
Programs	N/A	N/A	N/A	N/A	N/A	N/A Jacob Rodgers
WIOA Title I: National Farmworker Jobs Program (NFJP)	\$2,006.35	Yes	No	One-time Payment	N/A	Southeastern Non-Profit Housing 8801 Fast Park Dr., Suite 117 Raleigh, NC 27617 <u>jrogers@senph.org</u> 919.901.8979
WIOA Title III: Wagner-Peyser Act Employment Service (ES) Program WIOA Title III: Trade Adjustment						Jordan Whichard NC Department of Commerce 301 North Wilmington Street 4336 Mail Service Center
Assistance (TAA) activities					IT, Talanhana	Raleigh, NC 27699-4346 Jordan.whichard@nccommerce.
Jobs for Veterans State Grants (JVSG) Programs	\$406,626.36	Yes	Yes	NFA	Telephone , Office Supplies	<u>com</u> 919.814.4695
Senior Community Service Employment Program (SCSEP)	\$5,774.03	Yes	No	NFA	N/A	Kathryn Lanier NC Department of Health and Human Services Division of Aging and Adult Services 693 Palmer Drive Raleigh, NC 27603 Kathryn.lanier@dhhs.nc.gov 919.855.3400
Unemployment Compensation (UC) Programs	\$117.101.00					Jordan Whichard NC Department of Commerce 301 North Wilmington Street 4336 Mail Service Center Raleigh, NC 27699-4346 Jordan.whichard@nccommerce.
	\$117,101.00	Yes	No	NFA	N/A	<u>com</u> Pat E. Sturdivant
Reentry Employment Opportunities (REO) Programs (Second Chance Act of 2007) Capital Area WD Grant	\$22,328.58	Yes	No	Monthly	N/A	Capital Area Workforce Development 5942 Six Forks Road, Raleigh, NC 27609 <u>Pat.sturdivant@wake.gov</u> 919.856.6048
WIOA Title II: Adult Education and Family Literacy Act (AEFLA) Programs	# (52.00					Sandra Thompson NC Community College System 200 West Jones Street Raleigh, NC 27603 thompsons@nccommunitycolle ges.edu
Carl D. Perkins Career and Technical Education Programs	\$652.00 \$627.00	Yes	No	NFA NFA	N/A N/A	919.807.7172 Bob Witchger NC Community College System 200 West Jones Street Raleigh, NC 27603 <u>witchgerb@nccommunitycollege</u> <u>s.edu</u> 919.807.7126

WIOA Title IV: Division of Employment and Independence for People with Disabilities (EIPD) formally known as Vocational Rehabilitation (VR) Services Program Division of Services for the Blind Department of Housing and Urban	\$12,270.00 \$1,066.00	Yes	No	NFA NFA	N/A N/A	Judy Cajigas NC Department of Health and Human Services Division of Vocational Rehabilitation Services, Services for the Blind, and Services for the Deaf and Hard of Hearing 805 Ruggles Drive 2801 Mail Service Center Raleigh, NC 27603 Judy.cajigas@dhhs.nc.gov 919.855.3591
Development Employment and Training Programs	N/A	N/A	N/A	N/A	N/A	N/A
Community Services Block Grant (CSBG) Programs	£5.044.00	V	N			Marionna C. Poke-Stewart NC Department of Health and Human Services Division of Social Services 820 S. Boylan Avenue Raleigh, NC 27603 Marionna.Poke- Stewart@dhhs.nc.gov
Temporary Assistance for Needy Families (TANF) Program	\$5,064.00	Yes	No	NFA	N/A N/A	919.527.6250 Susan Osborne NC Department of Health and Human Services NC Division of Social Services 820 S. Boylan Ave. McBryde Bld. Raleigh, NC 27603 <u>Susan.osborne@dhhs.nc.gov</u> 919.527.6335
Community Success Initiative	\$21.042.84	Yes	No	Monthly		Dennis Gaddy Community Success Initiative 1830 B Tillery Place Raleigh, NC 27604 Dgaddy1@communitysuccess.or g 919.614.2369
Centre For Home Ownership & Economic Development	\$6,787.63	Yes	No	Monthly	N/A N/A	James Stroud Centre for Home Ownership & Economic Development 960 Corporate Drive, Suite 409 Hillsboro, NC 27278 jstroud@choedc.org 919.241.4718
Local Reentry Council	\$3,721.42	Yes	No	Monthly	N/A	Pat E. Sturdivant Capital Area Workforce Development 5942 Six Forks Road, Raleigh, NC 27609 Pat.sturdivant@wake.gov 919.856.6048
NC Association for Workforce Development Boards	\$1,190.00	Yes	No	One-time payment	N/A	Stephanie Deese North Carolina Association of Workforce Development Boards, 1830 – B Tillery Place Raleigh, NC 27604 <u>s.deese@ncwadb.org</u> 919.414.2085

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NC PROWD Grant						Pat E. Sturdivant Capital Area Workforce Development 5942 Six Forks Road, Raleigh, NC 27609 Pat.sturdivant@wake.gov
	\$13,518.19	Yes	No	Monthly	N/A	919.856.6048

VI. Term of Agreement

This Agreement will remain in effect from July 1, 2024, to June 30, 2025. It shall be reviewed by the Parties as necessary or at least once per year as part of the WDB's Local Plan update.

VII. Signatures

Please do not delete signature lines. If a partner is not applicable, please place N/A on the signature line. It is allowable to add signature lines, if necessary. Strikethroughs are not allowed, as this is a legally binding document. Please note the status of any missing signatures (e.g., forthcoming, cannot obtain, refused to sign), and do not leave signature lines blank.

Jordan Whichard		Chief Deputy Secret	ary
Printed Name	Signature	Title	Date
North Carolina Department of	f Commerce		
Representing:			
WIOA Title III: Wagner-Peyser	Act Employment Service (ES) program	n	
Trade Adjustment Assistance	(TAA) activities		
Jobs for Veterans State Grants	s (JVSG) programs		
Unemployment Compensatio	n (UC) programs		
	DocuSigned by:		
		F B	11/22/2024
Pat E. Sturdivant	025C4CFB97FD44E	Executive Director	,,
Printed Name	Signature	Title	Date
Capital Area Workforce Devel			
	dult, Dislocated Worker, and Youth Fo		
	EO) programs (Second Chance Act of	2007) Capital Area W	D Grant; NC
PROWD Grant and Local Reen	try Council		
Normon Turner	See Jermaine Whitaker's Signature	Joh Corros Director	
Norman Turner	e :	Job Corps Director	
Printed Name	Signature	Title	Date
Adams and Associates			
Representing: WIOA Title I: Jo	b Corps programs		
N/A			
Printed Name	Signature	Title	Date
Representing: WIOA Title I: Yo	outhBuild program		

	Signed by:		
Jermaine Whitaker	Jermaine Whitaker	Job Corps Dire	12/3/2024 ector
Printed Name	Signature	Title	Date
Covenant Learning Soluti	on		

Representing: WIOA Title I: Job Corps programs

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N/A			
Printed Name	Signature	Title	Date
Representing: WIOA Title I: Na	tive American programs		
	Signed by:		
Jacob Rogers	Ad p	Chief Executive O	fficer11/25/2024
Printed Name	Signature	Title	Date
Southeastern NonProfit Housin	ng		
Representing WIOA Title I: Nat	ional Farmworker Jobs Program (NFJ	P)	
C	DocuSigned by:		
Kevin Madden	Kevin Madden	CFO	11/25/2024
	16ACC8BB606D49E		_
Printed Name National Council on Aging	Signature	Title	Date
	ity Service Employment Program (SC		
Representing. Senior commun	ity service Employment Program (Sc.	JLF)	
	Signed by:		
Brenda Cogdell	Brenda Cogdell	Program Manager	11/23/2024
Printed Name	Signature	Title	Date
National Caucus and Center or			
Representing: Senior Commun	ity Service Employment Program (SC	SEP)	
	Signed by:		
The second design of the	Tracy Honeycutt		11/25/2024
Tracy Honeycutt	EDC996437C19474	Aging Director	
Printed Name	Signature	Title	Date
Mid-Carolina Regional Council	ity Convice Employment Dreasers (SCC		
Representing, senior commun	ity Service Employment Program (SCS	SEP)	
	DocuSigned by:		
Lisa Rowe	lisa Rowe	Executive Directo	or 11/22/2024
Printed Name	Signature	Title	Date
Triangle Literacy Council	-		
Representing: WIOA Title II: Ac	lult Education and Family Literacy Act	: (AEFLA) Programs	
	Descriptions of the	. , .	
(DocuSigned by:		
Vicki Newell	Victual ferra	Executive Directo	_r 12/2/2024
Printed Name	Signature	Title	Date
Chatham County Literacy Coun	cil		
Representing: WIOA Title II: Ad	lult Education and Family Literacy Act	: (AEFLA) Programs	
	Signed by:		
	Alice Delasan		11 /26 /2024
Alice Denson	5BE44E187F8B412	Executive Directo	or 11/26/2024
Printed Name	Signature	Title	Date
Orange County Literacy			
Representing: WIOA Title II: Ad	lult Education and Family Literacy Act	(AEFLA) Programs	

	Classed have		
	Scott Kalls		11/22/2024
Dr. Scott Ralls	98DFB767264D48B	President	11/22/2024
Printed Name	Signature	Title	Date
Wake Technical Comm	, 8		
	itle II: Adult Education and Family Lite	eracy Act (AEFLA) progr	am; Carl D. Perkins
Career and Technical E	ducation programs		
	DocuSigned by:		
John D. Duuten	AB R		11/23/2024
John B. Buxton	2FB5DF2D9569498	President	
Printed Name	Signature	Title	Date
Durham Technical Com Representing: WIOA Ti	tle II: Adult Education and Family Lite	eracy Act (AEELA) progr	am: Carl D. Barkins
Career and Technical E		eracy Act (Act LA) progr	ann, Carr D. Perkins
	Signed by:		
Dr. Vern Lindquist	21.0	President	11/25/2024
Printed Name	Signature	Title	Date
Johnston Community (-		Dute
-	tle II: Adult Education and Family Lite	eracy Act (AEFLA) progr	am; Carl D. Perkins
Career and Technical E		/ / 0	
	Signed by		
	Signed by:		
	1: 1. 11		11 /22 /2024
Dr. Lisa Chapman	Lisa M. Chapman	President	11/23/2024
	Lisa M. (Liapman 120979F884D140F Signature	President Title	11/23/2024 Date
Printed Name Central Carolina Comm	Signature Signature	Title	Date
Printed Name Central Carolina Comm Representing: WIOA Ti	Signature Signature nunity College tle II: Adult Education and Family Lite	Title	Date
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Career and Technical E Dr. Bob Witchger Printed Name NC Community College	Signature Signature nunity College tle II: Adult Education and Family Lite ducation programs Bob Witchger Signature System	Title eracy Act (AEFLA) progra Director Title	Date am; Carl D. Perkins 12/9/2024
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Printed Name Central Carolina Comm Representing: WIOA Ti Career and Technical E Dr. Bob Witchger Printed Name NC Community College Representing: Carl D. P Marguerita Best	Signature Signature Signature Signature Signature Signature Signature Signature System Perkins Career and Technical Educatio Signed by: Marguerita Bust E031271E3082431	Title eracy Act (AEFLA) progra Director Title on programs Executive Dir	Date am; Carl D. Perkins 12/9/2024 Date ector 11/25/2024
Printed Name Central Carolina Comm Representing: WIOA Ti Career and Technical E Dr. Bob Witchger Printed Name NC Community College Representing: Carl D. P Marguerita Best Printed Name	Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature	Title eracy Act (AEFLA) progra Director Title on programs	Date am; Carl D. Perkins 12/9/2024 Date
Printed Name Central Carolina Comm Representing: WIOA Ti Career and Technical E Dr. Bob Witchger Printed Name NC Community College Representing: Carl D. P Marguerita Best Printed Name Durham Technical Com	Signature Signature	Title eracy Act (AEFLA) progra Director Title on programs Executive Dir Title	Date am; Carl D. Perkins 12/9/2024 Date ector 11/25/2024 Date
Printed Name Central Carolina Comm Representing: WIOA Ti Career and Technical E Dr. Bob Witchger Printed Name NC Community College Representing: Carl D. P Marguerita Best Printed Name Durham Technical Com	Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature Signature	Title eracy Act (AEFLA) progra Director Title on programs Executive Dir Title	Date am; Carl D. Perkins 12/9/2024 Date ector 11/25/2024 Date
Printed Name Central Carolina Comm Representing: WIOA Ti Career and Technical E Dr. Bob Witchger Printed Name NC Community College Representing: Carl D. P Marguerita Best Printed Name Durham Technical Com	Signature Signature Signature Signature Signature DocuSigned by: Bob Wilchar Signature Signature System Perkins Career and Technical Education Signed by: Marguerita Bust Ecost271E2082431 Signature Signature Signature Signature Signature Signature Signature Signature	Title eracy Act (AEFLA) progra Director Title on programs Executive Dir Title	Date am; Carl D. Perkins 12/9/2024 Date ector 11/25/2024 Date
Printed Name Central Carolina Comm Representing: WIOA Ti Career and Technical E Dr. Bob Witchger Printed Name NC Community College Representing: Carl D. P Marguerita Best Printed Name Durham Technical Com	Signature Signature	Title eracy Act (AEFLA) progra Director Title on programs Executive Dir Title	Date am; Carl D. Perkins 12/9/2024 Date ector 11/25/2024 Date
Printed Name Central Carolina Comm Representing: WIOA Ti Career and Technical E Dr. Bob Witchger Printed Name NC Community College Representing: Carl D. P Marguerita Best Printed Name Durham Technical Com Representing: WIOA Ti	Signature Signature Signature Signature Signature DocuSigned by: Bob Wilchar Signature Signature System Perkins Career and Technical Education Signed by: Marguerita Bust Ecost271E2082431 Signature Signature Signature Signature Signature Signature Signature Signature	Title eracy Act (AEFLA) progra Director Title on programs <u>Executive Dir</u> Title eracy Act (AEFLA) progra	Date am; Carl D. Perkins 12/9/2024 Date ector 11/25/2024 Date am
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	Signed by:	Dean of Career	and
Claudia Clayton	Claudia Clayton	Academic Engagement	11/25/2024
Printed Name	Signature	Title	Date
Central Carolina Comm	unity College		
Representing: WIOA Tit	le II: Adult Education and Family Lit	eracy Act (AEFLA) program	I
	Signed by:		
Dr. Michael Ellis	Michael Ellis	Director	11/27/2024
Printed Name	Signature	Title	Date
Wake Technical Comm	unity College		
Representing: WIOA Tit	le II: Adult Education and Family Lit:	eracy Act (AEFLA) program	
Representing: WIOA Tit	le II: Adult Education and Family Lit	eracy Act (AEFLA) program	

Marvilo Gay	Marvilo Gay	Dept. Chair Aca and Career Rea	Dept. Chair Academic and Career Readiness	
Printed Name	Signature	Title	Date	
Johnston Community College				

Johnston Community College

Representing: WIOA Title II: Adult Education and Family Literacy Act (AEFLA) program

Alma Taylor	Signed by: Alma Taylor	Central Regional Director	11/24/2024
Printed Name	Signature	Title	Date

NC Department of Health and Human Services

Representing: WIOA Title IV: Division of Employment and Independence for People with Disabilities formally Vocational Rehabilitation Services Program

	DocuSigned by:	Chief of Rehabilitation Fiel	d
	JORDAN THOMAS	Services Division	11/25/2024
Jordan Thomas	JURVIN HUMUS	Director	11/25/2024
Printed Name	Signature	Title	Date
NC Division of Services for the	Blind		
Representing: WIOA Title IV: Se	ervices for the Blind		

N/A

Printed NameSignatureTitleDateRepresenting: Department of Housing and Urban Development Employment and Training Programs

Marie Watson	Marie Watson	Executive Dire	_{ctor} 11/25/2024
Printed Name	Signature	Title	Date
ohnston-Lee-Harnett C			
	ity Services Block Grant (CSBG) Prog	grams	
	Signed by:		
		Interim Chief	12/2/2024
Cari Boram	Can Doram	Executive Offic	er 12/2/2024
Printed Name	Signature	Title	Date
Passage Home			
Representing: Commun	ity Services Block Grant (CSBG) Prog	grams	
Natasha J. Elliott	N/A	Executive Dire	ctor
Printed Name	Signature	Title	Date
Central Piedmont Comn	nunity Action		
Representing: Commun	ity Services Block Grant (CSBG) Prog	grams	
	DocuSigned by:		
Christine Dowdell	Christine Dowdell	DSS Director	12/2/2024
Printed Name	Signature	Title	Date
	tment of Social Services	The	Dute
Representing: Tempora	ry Assistance for Needy Families (TA	ANF) Program	
Representing: Tempora	ry Assistance for Needy Families (TA	ANF) Program	
Representing: Tempora	Signed by:	ANF) Program	12 (5 (2024
Representing: Tempora Fakishia McMiller	ry Assistance for Needy Families (TA Signed by: Takishia McMiller	NNF) Program Director	12/5/2024
	Signed by:		12/5/2024 Date
Fakishia McMiller Printed Name Lee County Department	Signed by: Takishia MMiller 40226F087EF74A2 Signature t of Social Services	Director Title	
Fakishia McMiller Printed Name Lee County Department	Signed by: Takishia McMiller 44020F007EF7442 Signature	Director Title	
Fakishia McMiller Printed Name Lee County Department	Signed by: Takishia MMiller 40226F087EF74A2 Signature t of Social Services	Director Title	
Takishia McMiller Printed Name Lee County Department Representing: Tempora	Signed by: Takislua McMillur 440920F007EF74A2 Signature t of Social Services ry Assistance for Needy Families (TA	Director Title ANF) Program	Date
Takishia McMiller Printed Name Lee County Department Representing: Tempora Iennie Kristiansen	Signed by: Takisluia McMiller AA020F607EF74A2 Signature t of Social Services ry Assistance for Needy Families (TA DocuSigned by: 178907C0FEBE404	Director Title ANF) Program Director	Date 12/4/2024
Takishia McMiller Printed Name Lee County Department Representing: Temporat lennie Kristiansen Printed Name	Signed by: Takishia McMiller AA920FF07EF74A2 Signature t of Social Services ry Assistance for Needy Families (TA DocuSigned by: 178967C0FEBE404 Signature	Director Title ANF) Program	Date
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Antonia Pedroza	—signed by: Antonia fedroza	Interim Director	12/10/2024
Printed Name	AFC19F118B494ED Signature	Title	Date
Wake County Department of S	Social Services		
Representing: Temporary Assi	stance for Needy Families (TA	ANF) Program	

Yolanda Thacker	Jolanda thacker	Economic Services Division Director	12/10/2024
Printed Name	Signature	Title	Date
Wake County Department	of Social Services		

Representing: Temporary Assistance for Needy Families (TANF) Program

Operational Guidance: OG 05-2024 Attachment 2 Page 8 of 8

	Signed by:	,	
Dennis Gaddy	Dennis Gaddy	Executive Director	11/22/2024
Printed Name	Signature	Title	Date
Community Success Initiative			
Representing: Local Program			
	DocuSigned by:		
James Stroud	James Stroud	Executive Director ¹	L1/25/2024
Printed Name	Signature	Title	Date
Centre for Home Ownership &	Economic Development		
Representing: Federal Program	1		
	DocuSigned by:		
Stephanie Deese	Stephanie Deese	Executive Director ¹	2/2/2024
Printed Name	Signature	Title	Date
North Carolina Association of V	Norkforce Development Boards		

Other partners (add a signature line for each additional partner included)

North Carolina Association of Workforce Development Boards Representing: North Carolina Association of Workforce Development Boards

North Carolina's One-Stop Delivery System under the Workforce Innovation and Opportunity Act (WIOA)



NCWorks Career Center Certification *Criteria* 2022-2024

A proud partner of the americanjobcenter network

Introduction

The one-stop delivery system brings together workforce development, educational, and other human resource services in a seamless customer-focused service delivery network that enhances access to the programs' services and improves long-term employment outcomes for individuals receiving assistance. One-stop partners administer separately funded programs as a set of integrated, streamlined services to customers.

The Workforce Innovation and Opportunity Act (WIOA) establishes the one-stop delivery system, identified nationwide as the American Job Center Network, and in North Carolina as the NCWorks Career Center system. WIOA requires there be at least one comprehensive physical location (Tier 1 Center) in each local workforce area. Additional arrangements may also be made to supplement the comprehensive location, including a network of affiliated sites, eligible one-stop partners, and specialized centers that address specific needs.

NCWorks Career Centers provide workforce development services as well as access to other programs and activities carried out by one-stop partners identified in WIOA. The programs identified in WIOA are listed below, yet North Carolina recognizes that not all of these programs and activities are available in all parts of the state:

- WIOA Title I
 - Adult, Dislocated Worker, Youth, Job Corps, YouthBuild, Indian and Native American program, National Farmworker Jobs programs/Migrant & Seasonal Farmworker programs
- WIOA Title II Adult Education and Family Literacy program
- WIOA Title III Wagner-Peyser Employment Services program
- WIOA Title IV Rehabilitation Act Title I Programs (Vocational Rehabilitation)
- Carl D. Perkins Career & Technical Education programs
- Community Services Block Grants
- HUD Employment and Training Programs
- Local Veterans' Employment Representatives and Disabled Veterans' Outreach Program
- Senior Community Service Employment Program
- Temporary Assistance for Needy Families (TANF)
- Trade Adjustment Assistance Programs
- Unemployment Compensation Programs (UI)
- Reentry Employment Opportunities (REO) Second Chance Act programs

Each required partner must provide access to its programs or activities through the NCWorks Career Center system, in addition to any other appropriate locations. Other workforce partners, with the approval of the local workforce development board, may also carry out services through the career centers which may not be identified in WIOA.

North Carolina's state Workforce Development Board, the NCWorks Commission, works on behalf of the Governor and under the authority of WIOA, N.C. General Statute 143B-438.10 and other applicable laws, rules, regulations, and requirements to develop and oversee an effective and efficient workforce development system in North Carolina. Per WIOA sections 101 (d)(6) and 121 (g)(1), the commission, in consultation with chief elected officials and local boards, establishes criteria for assessing NCWorks Career Centers. The commission develops these criteria to ensure a consistent level of quality service delivery throughout the NCWorks Career Center system, and to ensure the physical and programmatic accessibility of services to customers.

The commission understands the importance of establishing minimum standards that allow for local flexibility, while protecting the minimum service expectations of the system brand. It is the commission's vision that these criteria move the system to higher levels of quality and seamless service, as well as to foster performance accountability and continuous improvement. The criteria are to be used to assess NCWorks Career Centers at least once every 3 years. For the 2022-24 certification cycle, the criteria have been updated to reflect the wide range of virtual services developed since the onset of the COVID-19 global pandemic.

Local Workforce Development Boards (WDBs), under WIOA and N.C. General Statute 143B-438.11, are policy, planning, and oversight entities responsible for organizing a comprehensive, communitywide response to the challenges of building a highly skilled workforce. In carrying out this responsibility, WDBs are responsible for assessing the needs of individuals and employers and determining the appropriate geographic areas where NCWorks Career Centers are needed. It is the local WDBs' responsibility to ensure that operational and service quality standards are being followed by certified centers and to help protect the system brand. Please note customers refers to both jobseekers and employers.

NCWorks Career Center System Criteria

Criteria for the NCWorks Career Center system and all centers comprising this system must address effectiveness, including customer satisfaction, physical and programmatic accessibility, and continuous improvement. Career Center certification is guided by WIOA law (**Final Rule 20 CFR 678.800 and TEGL 16-16** *One-Stop Operations Guidance for the American Job Center Network*). Based on this guidance, the NCWorks Career Center System will be evaluated on the following criteria:

- 1. Customer Centered Design and Accessibility
- 2. Partnerships and Integrated Services
- 3. Professional Staff
- 4. Performance and Customer Satisfaction



Customer Centered Design & Accessibility

<u>Tier 1 Career Center Criteria</u>

1. Customer Centered Design and Accessibility

- Hours of operation are easily identified and clearly visible. (Up-to-date center contact information phone number, center email address, and hours of operation are also posted in NCWorks Online.)
- Centers have a plan/process in place to offer services, as needed, during nontraditional hours to meet customers' needs.
- Centers identify virtual service availability and how virtual services can be accessed.
- Centers follow current NCWorks branding guidelines; internal and external signage clearly identifies the location as an NCWorks Career Center. Centers also incorporate the American Job Center Network brand/logo.
- Centers are professional, clean and offer an environment that provides for an integrated, functional approach to service delivery.
- Centers have a resource area that includes various local, regional, and state resources on job seeking, career development, and employability skills for customers. Staff is available to support customers who are accessing the resource center as needed.
- Centers must meet federal requirements as stated in the Americans with Disabilities Act (ADA) for programmatic and physical accessibility.
- Assistive technology is available to ensure programmatic access for those with disabilities.
- Appropriate space and equipment are provided based on customer need and traffic:
 - Access to NCWorks Online (internet access including Wi-Fi)
 - Computers/laptops for public use
 - Phone, and printer/fax/copier for public use
 - Space for workshops and/or group trainings
- Centers have a phone/voicemail system supported by trained staff so that call-in customers can quickly and efficiently receive information and services.
- Centers have a central email address monitored by trained staff, so customers can quickly and efficiently receive information and services.
- Translation services are available and provided to Limited English Proficiency (LEP) populations.

Partnerships and Integrated Services

2. Partnerships and Integrated Services

- Centers provide available services for participants and businesses, meeting the workforce development needs of participants and the employment needs of local employers. Services are available both in-person and virtually.
- Centers use NCWorks Online to connect employers with job seekers, to enroll customers, and for client management.
- Centers offers career services according to TEGL 16-16 and WIOA Final Rule 20 CFR 678.430 *What are career services?*
 - Basic; Individualized; and Follow-up Career Services
 - When possible, services are available in-person and virtually
- Centers offer access to training services according to WIOA Final Rule 20 CFR 680.200 What are training services for adults and dislocated workers?
- Centers offer access to any employment and approved training services carried out under Section 134(d) of WIOA.
- Centers coordinate business services with the local workforce board and business services partners. (TEGL 16-16 and WIOA Final Rule 20 CFR 678.435) What are the business services provided through the one-stop delivery system, and how are they provided?
- Centers are engaging in integrated service delivery activities.
- Local workforce areas have active partnerships and referral processes in place with federally mandated partners and services, indicated in an MOU, per description in **TEGL 16-16**.
- Areas and their centers collaborate with the local community college(s) to address skills gaps and assist customers in pursuing career pathways.
- Areas and their centers collaborate with career development coordinators from Local Education Agencies in the service area to address skills gaps and assist students in pursuing career pathways.

Professional Staff

3. Professional Staff

- Center staff work in the following areas (1) Customer Welcome Team, (2) Skills Development Team, (3) Employment Services, and (4) Employer Services. Center staff is cross trained on all the services provided by the center, as well as on federal, state, and local programs and services provided by WIOA partners.
- Center staff is trained in state-approved customer service, labor market information, career advising, and NCWorks Online.
- Center staff is trained to provide services virtually.
- Center staff can assist customers with disabilities.
- Center staff can provide information and guidance to customers on NCWorks Certified Career Pathways.
- Center staff complete the following trainings through NC Train:
 - o NC Commerce: Career Center Certification
 - New Required Training: *The NCWorks Career Center Code of Conduct: The Role of the Career Advisor*
- Centers report on all Diversity, Equity, and Inclusion trainings (topic area and date) available to staff in the previous year (from certification application date).

Performance & Customer Satisfaction

4. Performance and Customer Satisfaction

- Centers utilize performance measures to track performance by center on at least a quarterly basis.
- Centers have a system/method/process in place for continuous improvement.
- Centers capture customer feedback using either a comment form/card or online form/tool to assess customer satisfaction and to meet customers' needs.
- Centers respond to customer feedback to improve service delivery.
- Centers offer services to customers in a cost-efficient manner.

Comprehensive and Affiliate Career Centers

The NCWorks Career Center system includes the following physical access points for customers:

- 1. Tier 1 NCWorks Career Centers comprehensive, full-service centers open full time.
- 2. Tier 2 NCWorks Career Centers affiliated sites including part-time centers.
- 3. Specialized NCWorks Career Centers meeting a specific need and serving a special target population or industry such as dislocated workers, or youth, or key industry sectors.
- 4. NCWorks outreach staff at remote (outpost) locations career center staff working at communitylocations to increase access to services in remote areas.

Tier 1 NCWorks Career Center

A Tier 1 NCWorks Career Center is a physical location, open full-time as defined by the local WDB, where job seekers and employer customers can access the programs, services, and activities of all required one-stop partners (**see TEGL 16-16, page 6**). Services must be available at Tier 1 career centers in accordance with the definition of a comprehensive center and description of what must be provided there in **WIOA Final Rule 20 CFR 678.305**, *What is a comprehensive one-stop center and what must be provided there?*

Tier 2 NCWorks Career Center

A Tier 2 NCWorks Career Center is a physical location, open to the public at least 16 hours a week, and at least two paid, trained staff are available to serve customers during all hours of operation. These are locations whose primary purpose is to provide workforce services and are considered by the workforce development board to be a part of their one-stop delivery system. There must also be a demonstrated need in the community for these sites that is not being met by existing NCWorks Career Centers.

Tier 2 NCWorks Career Centers must have a relationship with the nearest Tier 1 center and adhere to all of the criteria for a Tier 1 Center, with the exception of the following. Tier 2 Centers do not need to:

- Be open full time
- Offer nontraditional hours of operation
- Offer access to all required WIOA one-stop partners, programs, and services
- Have a resource area available that includes various local, regional, and state resources on job seeking, career development, and employability skills for customers.
- Have space available for workshops and/or group trainings.

NCWorks Specialized Career Center

An NCWorks Specialized Career Center is a physical location designed to address special needs, such as the needs of dislocated workers, youth, or key industry sectors or clusters. The facility must be open at least 16 hours a week, and at least two paid, trained staff are available to serve customers during all hours of operation. These locations are designed to serve a unique need and/or target population and are not required to serve the universal customer, although they may do so as appropriate. These locations' primary purpose is to provide workforce services and are considered by the workforce development board to be a part of their one-stop delivery system. There must also be a demonstrated need in the community for these sites that is not being met by existing NCWorks Career Centers.

Specialized NCWorks Career Centers must have a relationship with the nearest Tier 1 Center and adhere to all of the criteria for a Tier 1 Center, with the exception of the following. Specialized Centers do not need to:

- Follow external signage guidelines, but still have adequate signage to identify with the NCWorks Career Center system
- Be open full time
- Offer nontraditional hours of operation
- Offer access to all required WIOA one-stop partners, programs and services
- Have a resource area available that includes various local, regional, and state resources on job seeking, career development, and employability skills for customers.
- Have space available for workshops and/or group trainings.

WIOA prohibits stand-alone Wagner-Peyser employment service centers from being affiliate sites or specialized centers.

NCWorks Outreach Staff at Remote (outpost) Locations

The NCWorks Career Center system also includes local board, contractor and/or DWS staff that work at locations other than career centers. These staff may work at a county office, community college, library, or other location to increase access to services throughout the workforce area and to better meet customers' needs. These locations must be ADA compliant and physically and programmatically accessible to individuals with disabilities.

When an NCWorks Career Center staff person is offering services at a remote location that is not a career center, hours of operation should be clearly visible and posted online. Internal signs or indicators should be clearly visible showing that staff are *NCWorks Career Advisors*, or that *NCWorks Career Services* are available at the staff person's office or cubicle.

- These staff must be trained as per the *Professional Staff* training requirements found under the NCWorks Career Center criteria.
- These staff must use NCWorks Online to connect employers with job seekers, to enroll customers, and for client management.
- Staff must offer basic career services at the location.

References

- 1. WIOA Public Law, Section 101 (d)(6) and 121 (g)(1)
- 2. <u>TEGL No. 16-16</u>, One-Stop Operations Guidance for the American Job Center Network
- 3. <u>WIOA Final Rule 20 CFR 678.800</u> How are one-stop centers and one-stop delivery systems certified for effectiveness, physical and programmatic accessibility, and continuous improvement?
- 4. <u>WIOA Final Rule 20 CFR 678.305</u> What is a comprehensive one-stop center and what must be provided there?
- 5. WIOA Final Rule 20 CFR 678.430 What are career services?
- 6. <u>WIOA Final Rule 20 CFR 678.435</u> What are the business services provided through the onestop delivery system, and how are they provided?
- 7. <u>WIOA Final Rule 20 CFR 680.200</u> What are training services for adults and dislocated workers?
- 8. WIOA Public Law, Section 134(d)

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NCWorks Career Center Infrastructure and Shared Costs Local Area: Capital Area Workforce Development Expenses for July 1, 2022 - June 30, 2023

Expenses for July 1, 2022 - June 30, 2023						NCWorks Career	NC	larks Care			NCWorks (
			rks Career		Career	Center -		er - Fuquay-	NCW				NCWo	rks Career	NCWorks Care	er No	CWorks Career		
Infrastructure Cost Category		Center	r - Raleigh		Clayton	Swinburne		Varina	Cente	er - Zebulon	Forest				Center - Lee		enter · Orange	Fotals	
Office Supplies		5	3,631.13		,134.56		5		5		S	•	5	122.20		0 5	61.93	\$	5,982.82
Phone Expenses Internet Service Provider	Landline, toll phone line, fax, telephone installation/modification, cell phones	5	4,967.69		581.07		s		s		s		s	25.90		1 5		s	5,592.27
Software Licenses/Other IT Expenses		s		s	1						5		5			5		s	
Postage and Postage Meter Rental		2	226.01		12.18						5		S			s		s	238.19
Copier/Equipment Rental		ć		ŝ				÷			s		\$					s	238.19
Purchase of Copier/Equipment		ŝ		s												- 5		s	
Copier/Equipment Maintenance and Repair		s		5														ŝ	
Purchase of Furniture/Fixtures		5		5		5 -	s		s		s		5		\$.	ŝ		s	
Local Office Rent		5	387,821.19	5 214	,632.03	s .	5		5		5		5		s .	5		5 6	602,453.22
Utilities	Electricity, water/sewer, gas, heating oil and other utility costs associated with the	\$		\$		s .	5		s		\$		5		5 .	5		s	
Cleaning Services	comprehensive center space, if not included in the lease cost. Cost of ianitorial services, if not abready included in the lease.								÷		1								
		>		>		5	5		5		5		5		s -	5		5	
Facility maintenance	Annual costs for upkeep and maintenance of leased space, including grounds keeping, trash and shredding, if not already included as part of the lease.	s		5		s -	s		\$		5		5		s .	s		\$	
Interpreter Services		s		5		5 .	s		5		s		5		5 .	5	1.2	s	
Security Services	The cost of third party contractors and/or camera-based surveillance, if not already included in the lease.	5		5		s .	s		5		\$		s		s .	5		\$	
Additional Costs - Shared Services Technology to facilitate access/outreach (Including Software)	Cost of assistive technology enabling individuals with disabilities to utilize the resources provided at the center. One time cost baselisted with new exterior or interior tignage displaying the "common		83,690.76			s .	5		5		\$		\$		\$	5		\$	83,690.76
Branding Materials	identifier" Printed materials, costs of website changes, business cards and similar costs incurred to	5	13,372.29	5		\$	5		s		s		5		\$	\$		s	13,372.29
Outreach Materials	remeet naterian, costs of website enanges, ousness cards and similar costs incurred to implement the "common identifier" Shared reception function staffed with someone other than Title I contractors or DWS	\$	17,655.67	\$		s .	5		s		5		\$		5 -	5		\$	17,655.67
Shared Receptionist	personnel	5	56,882.13	5		s .	s		\$		5		5		S .	S		\$	56,882.13
Headcount (provide # by center) Workforce Development Board Employees and contractors			20.00		3.00			1.00		1.00		1.00			1.0	D	2.00		29.00
DWS Employees																			÷
Aggregate Salary & benefit costs PY 2022 (7/1/22-6/30/23 provide total by center)	1,	137,642.64	17	0,646.39	0.00	í.	56,882.13		56,882.13	56,8	82.13		0.00	56,882.1	3	236,258.18	1,	772,075.73

This information is only used by one of the partners to calculate their contribution.

Appendix I

North Carolina WIOA One-Stop Required Partners

Memorandum of Understanding and Infrastructure Funding Agreement Designated Signatories

Required Partners (if applicable)	Memorandum of Understanding and Infrastructure Funding Agreement Designated Signatory
WIOA Title III: Wagner-Peyser Act Employment Service (ES) program	Jordan Whichard, Chief Deputy Secretary
Trade Adjustment Assistance (TAA) activities	
Jobs for Veterans State Grants (JVSG) programs	
State Unemployment Compensation Laws	
WIOA Title I: Adult, Dislocated, and Youth Formula programs	Workforce Development Board Director
WIOA Title I, Job Corps	Designee
WIOA Title I, YouthBuild	Designee
WIOA Title I, Native American Programs	Designee
WIOA Title I, National Farmworkers Jobs (NFJP)	Designee
WIOA Title II, Adult Education and Literacy	Designee
WIOA Title IV, Vocational Rehabilitation Act of 1973	Vocational Rehabilitation Regional Director or Designee
Older Americans Act of 1965 (Title V)	Area Agency on Aging Designee
Carl D. Perkins Career and Technical Education Act of 2006	Administrator of Carl Perkins
Community Services Block Grant Act	Community Action Designee
Department of Housing and Urban Development	Housing Authority or Community Action Designee
Second Chance Act of 2007, (if applicable) Department of Justice	Second Chance Act Designee
Social Security Act (Title IV): Temporary Assistance for Needy Families (TANF)	Department of Social Services Director, Assistant Director or Designee
Other (if applicable)	Designee

Operational Guidance: OG 05-2024 Attachment 4



Executive Committee Meeting Microsoft Teams meeting

April 17, 2025

Time: 3:00 - 4:30 pm

Board Members Present:

Brian Holland, Sectigo, Inc. Rodney Carson, SAS Tom White, North Carolina State University

Staff Present: Pat E. Sturdivant, Executive Director Crystal Waters, Executive Assistant

Minutes Prepared by: Crystal Waters

-		Actions					
Item	Discussion	What	When	Who			
1. Call to Order	Brian Holland, Rodney Carson, Tom White, and Pat Sturdivant were on the call.						
2. PY25 WIOA Local Area Plan							
	 This year, the following was included for review: Update any new policies (not many new policies) Affirmation of administrative leadership Overview of the competitive process Identification of corrective actions for performance Insights on ensuring compliance regarding spending. 						
	Pat briefly discussed the parts of the plan as they were displayed on the screen.						
	The Board is required to approve the plan, which must be open for public input for 30 days. According to the CAWD Bylaws, since the board does not meet until June, the Executive Committee can act on behalf of the board. The Board will be notified of this action at the next meeting.						
	Brian Holland asked if there were any questions about the plan. There were no questions. Brian asked for a motion to approve the PY25 WIOA Local Area Plan. Tom White made the motion to approve and Rodney Carson seconded it. There was unanimous consent to approve the plan.						
3. Board Membership Update	Crystal Waters provided an update on board membership. The following members' terms expire on June 30, 2025: Michael Haley, Brian Holland, Ross Yeager,						

	and Tom White. All of these members will		
	be reappointed.		
	Kristina Gates Nix, Chief HR Officer at UNC Medical Center & Chatham Hospital, will be appointed effective April 1, 2025.		
	Brian Holland and Pat Sturdivant met with Dreama Pilson, HR Manager at CTI Systems, who will be appointed effective May 1, 2025. They also spoke with Cameron McNeill, Product Market Expansion Lead at Guild, who will also be appointed effective May 1, 2025.		
	On April 14, 2025, Pat Sturdivant met with Becky Levine, Director of Community Engagement and Public Affairs at Kyowa Kirin. Ms. Levine is consulting with her leadership on the next steps.		
Recap	Pat recommends contacting Jesse McCree and Lauren Holubec of Axios Strategy to extend their contract to help the board support committees finalize their goals and objectives. The EC agreed.		
	The new Board Committees were discussed. Board members were asked to provide their 1 st , 2 nd , and 3 rd preferences for which committee they wanted to serve on. A chart was shown with their assignments. Chair and Vice-Chair were identified. Brian Holland will ask if they want to serve.		
Nominations	There were two nominations submitted for the position of Vice Chair. An email will be sent next week to remind members to submit nominations for Board Officers. No one volunteered to serve on the Nominating Committee. Pat suggested that		
	she, Tom White, and Rodney Carson serve on the committee. The EC agreed.		

PY 2025 CAWD WIOA Youth Service Provider List

WIOA Youth Service Provider (Organization Name, Address)	Contact Person (Name, Title, Email Address, and Contact number)	County/Counties Served and where services are provided** (One-Stop, Office, Both)	Type of Organization (State Agency, For-profit, Non-profit, other- specify)	Type of Contract/RFP Release Date/Year Procured/Contract extended (Y/N) (Cost Reimbursement, Fixed Price, Performance Based, Hybrid, other- specify)
Educational Data Systems, Inc. 1800-H Tillery Place Raleigh, NC 27604 919.615.1919	Kevin Schnieders President kschnieders@edsisolutions.com	Wake County - Office (NextGen Ctr) Lee and Chatham Counties -One-Stop	For-Profit	Hybrid: Cost Reimbursement Profit is performance based/RFP Release date December 6, 2022/Year Procured April 2023/ Extended July 2024 and July 2025
Johnston County Industries, Inc. 912 N. Brightleaf Blvd. Smithfield, NC 27577 919.934.1029	Taylor Kirks Vice President Taylor.Kirks@jcindustries.com	Johnston County - Office (NextGen Center)	Non-Profit	Cost Reimbursement RFP Release date December 6, 2022/Year Procured April 2023/ Extended July 2024 and 2025
Orange County DSS 203 S Greensboro St, Carrboro, NC 27510 Phone: 919.245.2840	Sharron Hinton Human Service Manager Shinton@orangecountync.gov	Orange County- One-Stop	State Agency	Cost Reimbursement RFP released December 13, 2023/ Year Procured April 2024/ Extended July 2025

Notes:

- Complete all columns.
- Be specific to state where Youth Services are provided: at the One-Stop Centers, the Office location provided, or a combination.
- Type of Contract: Cost Reimbursement, Fixed Price, Performance Based, Hybrid, Other- Be specific.
- *RFP Release Date/Year Procured/Contract Extended. Example: RFP Released: January 4, 2023/Procured: April 2023; Extended July 2024 and July 2025.*

Commission Policy Statement: CPS:01-2025 Attachment 2 Page 17 of 17

	PY24-05
	NCWorks Career Center
	April 21, 2025
CAPITAL AREA	Workforce Innovation and Opportunity Act (WIOA) and Trade Adjustment Assistance (TAA) Co-enrollment
WORKFORCE DEVELOPMENT	Policy

- Purpose: To rescind policy PY22-15 and transmit an updated policy for Trade Adjustment Assistance (TAA) Co-enrollment with Workforce Innovation and Opportunity Act (WIOA) Dislocated Worker Programs. Introduce strategies to strengthen participant outcomes for Trade Adjustment Assistance (TAA) and Workforce Innovation and Opportunity Act (WIOA) participants by increasing access to multiple services to benefit the long-term success of program participants through simultaneous admission known as co-enrollment (20 CFR 618.600). This change provides guidance on the process for co-enrollment for TAA and WIOA participants.
- **Background:** CAWD recognizes that the Title I WIOA Dislocated Worker (DW) Program is a critical partner with TAA in identifying and serving trade-impacted workers. Co-enrollment of workers covered under certified petitions (TAA certified workers) in partnership with the WIOA Dislocated Worker programs allows for the timely provision of individualized career services and improves the overall effectiveness of the TAA Program (Training and Employment Guidance Letter 4-20).
- Changes: Clearly outlined the eligibility criteria required for co-enrollment and established comprehensive guidelines defining the respective roles of the TAA and WIOA Dislocated Worker (DW) programs.
- Action: Local TAA and WIOA staff are to utilize the guidelines provided regarding the coenrollment of TAA participants in the WIOA DW program.

All NCWorks Career Center staff must adhere to the regulations as outlined in the attached policy for Workforce Innovation Opportunity Act (WIOA) funded activities. This policy rescinds and replaces the PY22-15 Workforce Innovation and Opportunity Act (WIOA) and Trade Adjustment Assistance (TAA Co-enrollment Policy.

Please share with staff as appropriate.

Effective Date: April 21, 2025

- **Expiration:** In effect until rescinded.
- Contact: Workforce Development Program Consultant Adult
 - Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities.

Guidelines for Co-enrollment of TAA participants in the WIOA DW program:

A. Co-Enrollment

All trade-affected workers must be co-enrolled with WIOA DW when eligible. Co-enrollment occurs when an eligible participant is enrolled in more than one workforce program and supports and optimizes the participant's success. In accordance with federal requirements, co-enrollment includes simultaneous enrollment in the WIOA DW and the TAA programs. Co-enrollment across funding streams helps leverage limited resources to meet the needs of all participants working towards suitable employment.

TAA forms should continue to be utilized as the primary documentation to avoid duplication of efforts. In addition, the dislocated worker's assessment (20 CFR 618.345), or the individual employment plan that outlines the assessment results, employment, and occupation/training goals must also be uploaded to NCWorks Online. To the extent possible, local WIOA and NCWorks TAA staff should work together to share common forms for services such as attendance and travel reimbursement. Based on funding availability, TAA funds should continue to be used to pay for training costs, and WIOA program funds may be used to supplement services (20 CFR 618.804 (h)(4)).

Co-enrollment necessitates a high level of communication and coordination amongst program staff to maximize effectiveness and avoid the duplication of services. Coenrollment requires that the WIOA DW program fund a minimum of one service within the first four quarters (one year). The service will be collaboratively selected by the TAA case manager and the participant, in communication with the WIOA staff member, to maximize the utility of benefits and services for participants. For example, the WIOA service may be a career assessment, a supportive service not authorized by TAA, a workshop including resume writing, interviewing and other employment skills, a specialized assessment, or a follow-up service not authorized by TAA. The service or services used to commence participation for WIOA are left to the WDB's discretion.

Statewide co-enrollment performance outcomes are captured by the quarterly Trade Adjustment Assistance Data Integrity (TAADI) report which requires a minimum of seventyfive percent of all TAA participants to be co-enrolled in the WIOA DW program.

B. Eligibility

Co-enrollment between TAA and WIOA DW must occur for individuals who are determined eligible for both programs and eligibility must be included as part of the TAA-funded training approval process. Most trade-affected workers meet the definition of a Dislocated Worker (DW).

There may be select cases where a trade-affected worker may not be eligible for WIOA DW services. If a worker is found not eligible for WIOA (e.g., not registered with selective service) the right to decline DW Benefits & Services must be noted in case notes in NCWorks documenting that the participant was considered but not eligible for co-enrollment. The DOL target measure for co-enrollment performance is seventy-five percent (75%). The target allows for circumstances that may preclude TAA participants from being co-enrolled in WIOA DW.

According to TAA Final Rule 20 CFR 618.325(a)(1): A State must co-enroll trade-affected workers who are eligible for WIOA's dislocated worker program. Workers may choose to decline co-enrollment in WIOA. A State cannot deny such a worker benefits or services under the TAA Program solely for declining co-enrollment in WIOA. If a TAA worker within the CAWD region chooses to decline co-enrollment in WIOA services, Center staff must record this decision in the NCWorks online platform as part of the case notes.

It is recommended that WIOA conduct orientation in coordination with the TAA informational session required for certified Trade Act petitions. Co-enrollment of tradeaffected workers provides earlier intervention, and orientation may occur prior to certification of the Trade Act petition. Throughout co-enrollment, the TAA case manager will maintain responsibility for the provision of the training services and primary case management, while WIOA must provide a minimum of one service or activity that meets the needs of the participant as determined by both workforce program partners and the participant. All steps, courses, workshops, certifications, etc. towards suitable employment, whether provided by TAA or WIOA, shall be documented in the participant's Individual Employment Plan (IEP) in addition to case notes in NCWorks. Local Area WDBs shall work with the State Trade Office to cross-train staff to build collaborative, informed partnerships and streamline co-enrollment.

For workers who are eligible for WIOA programs and are awaiting the result of a Trade Act petition investigation by the US Department of Labor (DOL), the provision of services should not be delayed while the DOL is conducting its investigation. WIOA Dislocated Worker may fund initial assessment(s) of the participant for later consideration by the TAA Case manager. As indicated by DOL's studies, enrollment of dislocated workers into the WIOA DW program will reduce the time between their layoff and return to suitable employment. https://www.dol.gov/sites/dolgov/files/ETA/tradeact/pdfs/Co-Enrollment_FAQ-3.pdf.

After the DOL certifies the petition and the participant is enrolled in the TAA program, then TAA shall be the primary funder of training and provide the required TAA case management services. Prior to the approval of WIOA DW program-funded training, WIOA Case Managers must coordinate with TAA Case managers to determine that the training meets the six criteria for the approval of TAA training found under 20 CFR 617.22 to ensure the seamless transition from WIOA-funded training to TAA-funded training. Once the participant is engaged in TAA-funded training, he or she may continue to be enrolled in WIOA services that meet their needs as determined by the WIOA Case Manager and approved by the TAA Case Manager.

C. Case Management

The TAA case managers will take primary responsibility for case management while the participant is completing TAA-funded training. A coordinated service strategy shall be built into the Individual Employment Plan to ensure case management and employment services between WIOA Case Managers and TAA case managers are seamless. During this process,

the participant should not experience being frequently passed between various case managers.

Throughout participation, the TAA Case Manager must communicate regularly with the WIOA Case Manager to provide updates on the needs of the participant, measurable skills gains, credential attainment, and the need for any appropriate supportive service(s). Upon completion of the TAA-funded training, the TAA Case manager and the appropriate career center staff should assist the participant with job placement into suitable employment. The WIOA DW funds may support resume writing, financial literacy, computer literacy, interviewing skill development, and other workshops or pre-vocational skills to obtain suitable employment. Upon gaining suitable employment and common program exit of the applications in NCWorks, all programs will receive credit for the placement and associated outcomes.

D. Rapid Response

Rapid Response encompasses the strategies and activities necessary to plan for and respond to announcements of a business closure, layoff, or mass job dislocations. In accordance with 20 CFR 682.330, Rapid Response delivers services to enable dislocated workers to transition to new employment as quickly as possible. Rapid Response promotes economic recovery by providing layoff aversion services to employers, responding to layoffs and dislocations of any size, and minimizing the impact on workers, businesses, and communities. Section 221(a)(2)(A) of the Trade Act requires that Rapid Response services are delivered to all affected workers covered by a Trade Act petition. However, Rapid Response services are triggered by separation. Rapid Response is timely, and it does not require the Trade Act petition to be officially certified by the DOL to proceed. Rapid Response services must be coordinated during the TAA information session to ensure that all individuals receiving TAA services have received Rapid Response services. Regarding Rapid Response sessions strictly for trade-affected workers, the TAA Case manager may conduct the session or is highly encouraged to attend the session. Documentation that trade-affected workers received Rapid Response services must be present in the participant's NCWorks profile. Rapid Response services are required and do not constitute co-enrollment between WIOA and TAA, regardless of whom administers the service.

To ensure that the local coordination is informed and timely, WIOA DW Case Managers and TAA Case Managers must be regularly updated on local layoffs, local market changes, local natural disasters, and other emergency events, and all Rapid Response activities taking place in their respective areas, including when Trade Act petitions are <u>filed</u>. This shall be completed by the WDBs sharing and/or publishing all scheduled Rapid Response activities in the region, post-Rapid Response events on their websites, post-event information on social media, or sending out regular e-mails announcing every Rapid Response event. The WDBs shall ensure the appropriate staff are receiving Worker Adjustment and Retraining Notification (WARN) e-mails. If there is a change in staff, WDBs are responsible for submitting a notification to the State Trade Office.

E. Eligible Training Provider List

TAA participants enrolled in the WIOA DW program prior to the certification of a Trade Act petition are required to use the WDB's Eligible Training Provider List (ETPL) for the selection

of training providers and programs. If the eligibility status for TAA is understood at the time of the co-enrollment, then the ETPL is not required.

It is recommended that providers be on the ETPL for the approval of a TAA training application. Training providers not on the ETPL may be utilized if it is confirmed that the training institution is accredited and that there is a reasonable expectation of employment following the successful completion of such training. The TAA does not require that a provider be added to the ETPL for the approval of training.

The WDBs must verify providers not listed on the ETPL are accredited and have met the requirements of the Commission for Independent Education to operate a non-public postsecondary school or college in the state of North Carolina. It is encouraged that providers on the ETPL offering comparable training within the local area be given strong consideration over providers not on the ETPL as these providers have been locally verified as offering training programs aligned with the WDB's local in-demand occupations and sectors. However, WDBs are not authorized to restrict TAA-funded training exclusively to providers from the ETPL.

F. Funding

WIOA and TAA program funds must be managed in a coordinated manner. Duplication of payment for training costs is prohibited. The TAA program is the primary source of assistance for co-enrolled participants. If a TAA participant requires assistance not authorized under the TAA program or program funds are unavailable or insufficient, then assistance shall be made available through workforce partner programs.

Under certain circumstances, TAA participants may receive WIOA-funded training that would otherwise be provided under the TAA program. The most common circumstance is when a worker has been laid off while a Trade Act petition is awaiting determination from DOL. To facilitate early intervention, WIOA funds must be used for training in the short-term, until the TAA program determines the worker's individual eligibility and approves the training. In the event of a negative eligibility determination, and the petition is denied, the worker may continue as a WIOA participant.

When WIOA training funds have already been expended for a TAA program participant prior to the Trade Act petition certification, then WIOA cannot be reimbursed for funds. Upon the receipt of a Trade Act petition certification, the WIOA participant's training may be modified by the TAA program to allow a worker additional training under the TAA program to satisfy retraining needs as indicated in an Individual Employment Plan. The TAA program participant will remain co-enrolled in WIOA until the common program exit.

G. Reporting

Upon receiving a new participant covered by the requirements of this policy, WDBs will utilize the Common Intake Form (Combined Enrollment) feature in North Carolina's online labor exchange and case management system, NCWorks, to create the applications and reduce duplicate efforts. Additional information for the Common Intake Form is available in Section 3: Manage Individuals of the NCWorks Virtual One-Stop User Guide for Staff.

In accordance with each workforce program's individual reporting requirements, all program activities, service codes, case notes, attachments, and costs will be reported in NCWorks per the NCWorks Service Code Guide and the NCWorks Virtual One-Stop User Guide for Staff. Upon obtaining suitable employment, participants will exit both applications using a common exit date.

H. State and local monitoring

Federal law requires the services and activities provided under TAA to be monitored annually for compliance with TAA program requirements. The DWS TAA staff will conduct monitoring for the requirements outlined in this policy and operating procedures. Additionally, WDBs must establish local monitoring policies and procedures that include, at minimum:

- Roles of the TAA participant and WDB staff; and
- Local monitoring procedures, deliverables, and monitoring schedules for implementation of this and all Administrative Policies.

CAWD has incorporated TAA into it's Quality Assurance Review Process.

Definitions

- 1. Affected Worker List A list of trade-affected workers, typically provided by the tradeimpacted employer, who were separated or threatened with separations during the period beginning one year before the petition was filed and ending two years after the date of the certification.
- 2. Dislocated Worker (DW) An adversely affected individual who has been terminated, laid off, or notified of layoff, is eligible for or has exhausted Unemployment Compensation benefits, and is unlikely to return to his or her previous occupation.
- 3. Individual Employment Plan A negotiated agreement between the TAA participant and the TAA program detailing what the TAA participant will do to return to suitable employment and what the TAA program will do to support his/her efforts. An Individual Employment Plan is required for participants who lack the skills to secure suitable employment in the existing labor market and will be entering training. The plan must precede the approval of any training or waiver of training requirements. If any relevant barriers that may hinder the participant's ability to successfully complete training or obtain employment were identified during the comprehensive assessment, then the steps, objectives, and/or WIOA supportive services necessary to complete training must be included in the participant's plan.
- **4.** Layoff Aversion strategies and activities, including those provided in §682.320, §682.330, and §682.340, to prevent or minimize the duration of unemployment resulting from layoffs.
- 5. Petition A request submitted to DOL to certify an employer as adversely impacted by global trade or competition.
- 6. Suitable Employment Work of a substantially equal or higher skill level than the tradeaffected worker's past trade-affected employment, with wages no less than 80 percent of

the trade-affected worker's average weekly wage from the trade-affected employment. TAA Participant - Any trade-affected worker who completes the initial TAA application and is enrolled in the TAA program by a TAA Case manager by receiving a staff-assisted service.

- 7. Trade Adjustment Assistance Data Integrity (TAADI) Report The TAA program has sixteen performance measures that seek to ensure data accuracy and gauge the program's effectiveness. The DWS receives a quarterly report card from DOL known as the TAADI report. It is a standardized review of high-quality data that is essential to evaluating the program's effectiveness and monitoring service delivery.
- 8. Trade Adjustment Assistance Case Manager A merit-staff employee designated by the state to determine TAA eligibility and to provide TAA case management and employment services with the goal of leading participants to suitable employment.
- **9.** Trade-Affected Worker An adversely affected individual who has been totally or partially separated from trade-affected employment in a firm or subdivision of a firm that has been certified under TAA.
- Worker Adjustment and Retraining Notification (WARN) Act A federal act that helps ensure advance notice in cases of qualified plant closings and mass layoffs per 20 CFR Part 639.
- **11. Workforce Innovation and Opportunity Act (WIOA)** A federal act that provides direction and guidance for the workforce system in every state. The law prioritizes a market-driven approach to talent development that prepares people seeking employment for the jobs of today and of the future. The WIOA is a transformative law designed to strengthen our nation's public workforce system, helping job seekers, particularly those with barriers to employment, access the education, training, and support services they need to obtain and advance in quality jobs and careers and to help businesses hire and retain the skilled workers they need to succeed in a global economy.



PY24-04

NCWorks Center Staff and NextGen Staff

March 21, 2025

Equal Opportunity Policy

Purpose:To rescind policy #PY23-41 and transmit a new Equal Opportunity (EO) policy for
NCWorks Career Centers and NextGen Centers adding the following Fact Sheet:
Protecting Individuals from Discrimination on the Basis of Gender-Based Violence,
and language to inform the public workforce system and other entities on how to: (1)
prevent and address gender-based violence (GBV), which can be a form of sex
discrimination prohibited by nondiscrimination and equal opportunity laws applicable
to the workforce development system, and (2) reduce barriers that GBV survivors face
in seeking jobs and participating in covered programs and activities.

Background: In compliance with the Workforce Innovation and Opportunity Act (WIOA) and the WIOA Final Regulations, Capital Area Workforce Development is committed to equal opportunity and nondiscrimination policies and practices in all WIOA-funded services and activities in the Capital Area local area. The attached policy addresses our equal opportunity (EO) procedures as well as ongoing responsibilities related to EO for WIOA Capital Area NCWorks Career and NextGen Centers.

Changes: Please note the following changes to the policy:

- Added Fact Sheet: Protecting Individuals from Discrimination on the Basis of Gender-Based Violence (GBV)
- Action: Staff should review Fact Sheet: Protecting Individuals from Discrimination on the Basis of Gender-Based Violence. This policy rescinds and replaces the Equal Opportunity Requirements policy PY23-41 sent out on April 20, 2024. Please share with staff as appropriate.
- Effective Date: March 21, 2025
- **Expiration:** In effect until rescinded
- Contact: Jessica Locklear McLeod Jessica.locklearmcleod@wake.gov 919.856.7005
- Attachment:Capital Area Equal Opportunity Policy
Capital Area Equal Opportunity Policy Statement and Complaint Procedures
Discrimination Complaint Form
Equal Opportunity Customer Signature Page English version
Equal Opportunity Customer Signature Page Spanish version

Fact Sheet: Protecting Individuals from Discrimination Based on Actual or Perceived Religion, shared Ancestry, or Ethnic Characteristics Fact Sheet: Protecting Individuals from Discrimination on the Basis of Gender-Based Violence

CAPITAL AREA NONDISCRIMINATION/EQUAL OPPORTUNITY STANDARD AND COMPLAINT PROCEDURES

Capital Area Equal Opportunity Officer

Jessica Locklear McLeod has been appointed as the Capital Area Equal Opportunity Officer. Revised EO forms and posters with the contact information for the new EO Officer have already been distributed to Capital Area NCWorks Career Centers and Capital Area NCWorks NextGen Centers.

Equal Opportunity is the Law Participant Notice

Individuals who complete the WIOA Intake process and are enrolled into the WIOA Adult, Dislocated Worker, or Youth program shall be informed of their equal opportunity and nondiscrimination rights and protections under federal law. NCWorks and NextGen Center staff will review a copy of the "*Equal Opportunity is the Law*" notice (form attached) with WIOA customers during the Intake process. Center staff will sign the EO Notice form at the bottom where the *Subrecipient Signature* (recipient of WIOA funds) is indicated. WIOA customers will then be asked to sign the form indicating that they have been advised of their rights therein. A signed copy of the EO Notice will be downloaded in the NCWorks Online participant file. In the event that a WIOA participant has a disability such as a visual or hearing impairment, or has limited English speaking ability, interpreters or other appropriate accommodations must be provided as needed to satisfy this requirement.

Capital Area Equal Opportunity/Nondiscrimination Complaint Procedures

Individuals who apply for Capital Area WIOA Adult, Dislocated Worker, or Youth programs and participants who are enrolled into the above programs shall be informed of the Capital Area Nondiscrimination and Equal Opportunity Complaint Procedures. WIOA Adult and Youth Advisors will provide a copy of the "*Capital Area Equal Opportunity Policy and Complaint Procedures*" form to all WIOA participants during the application and Intake process. In addition, WIOA applicants and any other customers who request this information and/or who indicate that they want to file a discrimination complaint shall be given a copy of the "*Capital Area Equal Opportunity Policy and Complaint Procedures*."

Continuing Notice of Equal Opportunity Rights and Protections

In order to provide initial and continuing notice of equal opportunity rights, Capital Area NCWorks Career Centers and Capital Area NCWorks NextGen Centers shall implement and maintain the following procedures to promote equal opportunity and nondiscrimination.

- □ Post the "*Equal Opportunity is the Law*" notice/poster, prominently and in reasonable numbers, in office areas, customer waiting areas, and/or training rooms where customers are served.
- Publications, brochures, flyers, recruitment materials, orientation materials, and other printed materials routinely distributed or made available to the public shall include the following language:
 "Equal Opportunity Employer/Program" and "Auxiliary aids and services are available upon request to individuals with disabilities." This includes hard copy and electronic communications.
- □ Where a telephone number is included on the above materials, a TDD/TTY number or the *Relay North Carolina* service numbers (voice and TTY) shall be included on the materials. For information on *Relay North Carolina's* free services, go to: www.relaync.com/
- Orientation sessions and orientation materials for new Capital Area NCWorks Career Center and Capital Area NCWorks NextGen Center customers shall include equal opportunity and nondiscrimination rights under WIOA.
- □ Where a language other than English represents 5% or more of the Capital Area NCWorks Career Centers and Capital Area NCWorks NextGen Center customers or applicants, information provided

Equal Opportunity Employer/Program.

Auxiliary aids and services are available upon request to individuals with disabilities.

for English-speaking customers (such as how to apply for a program or service) must also be provided in the appropriate language other than English.

Equal Opportunity and Nondiscrimination Requirements.

The equal opportunity and nondiscrimination provisions that apply to recipients of federal financial assistance, including recipients in the public workforce system, prohibit discrimination on the basies of sex, among other bases.

WIOA Recipients

WIOA, states that "no individual shall be excluded from participation in, denied the benefits of, subjected to discrimination under or denied employment in the administration of or in connection with, any such program or activity because of race, color, religion, sex, national origin, age, disability, or political affiliation or belief."

- Individuals may not be excluded from participation in, denied the benefits of, or subjected to discrimination under any WIOA Title I-financially assisted program or activity based on sex.
- Unlawful sex discrimination includes "making any distinction based on sex in providing any aid, benefit, service, or training under a WIOA Title I-financially assisted program or activity.
- A recipient's policies or practices that have the effect of discriminating on the bases of sex and that lack a substantial legitimate justifaction constitute unlawful sex discrimination.
- Prohibit discrimination on the bases of sex steerotypes, such as stereotypes about how persons of a particular sex are expected to look, speak, or act.
- Prohibit sex-based harassment.
 - Unwelcome sexual advances, requests for sexual favors, offensive remarks about a person's sex, and other unwelcome verbal or physical conduct based on sex constitute *unlawful sexbased* harassment when:
 - Submission to such conduct is made either explicitly or implicitly a term or condition
 of accessing the aid, benefit, service, or training of, or employment in the
 administration of or in connection with, any WIOA Title I-financially assisted
 program or activity.
 - Submission to or rejection of such conduct by an individual is used as the basis for limiting that individual's access to any aid, benefit, service, training, or employment from, or employment in the administration of or in connection with, any WIOA Title I-financially assisted program or activity, or
 - Such conduct has the purpose or effect of unreasonably interfering with an individual's participation in a WIOA Title I-financially assisted program or activity creating an intimidating, hostile or offensive program environment.

Wagner-Peyser Act Recipients

Wagner-Peyser Act regulations states that "no individual be excluded from participation in, denied the benefits of, subjected to discrimination under, or denied employment in the administration or in connection with any services or activities authorized under the Wagner-Peyser Act in violation of any applicable nondiscrimination law. The Wagner-Peyser Act regulations specifically requires states to "assure that discriminatory job orders will not be accepted, except where the stated requirement is a bona fide occupational qualification.

Title IX – applies to education programs and activities receiving federal financial assistance, including grantees that receive financial assistance under WIOA and/or the Wagner-Peyser Act. Title IX and its implementing regulations prohibit any program or activity receiving federal financial assistance from

excluding from participation in, denying the benefits of, or subjecting anone to discrimination under any such program or activity on the basis of sex.

DOL's regulations implementing Title IX applies to "any academic, extracurricular, research, occupational training, or other education program or activity operated by a recipient that receives Federal financial assistance," with certain exceptions.

Title IX regulations:

- Make it a condition of receiving federal financial assistance that recipients provide assurances "that each education program or activity operated by the applicatnt or recipient and to which these Title IX regulations apply will be operated in compliance with these Title IX regulations" and in compliance with all applicable federal nondiscrimination laws, including Title IX.
- Specify that recipients that assist outside agencies, organizations, and individuals in making employment available to the recipients' students "shall assure itself that such employment is made available without discrimination on the bases of sex; and shall not render such services to any agency, organization, or person that discriminates on the bases of sex in its employment practices.
- Provide that recipients "shall not in any advertising related to employment indicate preference, limitation, specification, or discrimination based on sex unless sex is a bona fide occupational qualification for the particular job in question.

Equal Opportunity/Nondiscrimination Language for Written Agreements

All contracts, subcontracts, and other written agreements related to WIOA-funded services or activities, including, but not limited to, work experience, OJT, and MOUs, shall include a clause or statement of assurance that all parties to the agreement will comply with federal equal opportunity standards. See the sample statement of assurance below:

As a condition to the award of financial assistance from the U. S. Department of Labor under Title I of WIOA, the grant applicant assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:

Section 188 of the Workforce Innovation and Opportunity Act of 2014 (WIOA), which prohibits discrimination against all individuals 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, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIOA Title I-financially assisted program or activity;

Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color, and national origin;

Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;

The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and

Title IX of the Education Amendments Act of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.

CAPITAL AREA EQUAL OPPORTUNITY/NONDISCRIMINATION COMPLAINT PROCEDURES

Policy Statement

No person shall be excluded from participation in, denied aid, benefits, services, or training, or subjected to discrimination under any program or activity funded in whole or in part by Title I of the Workforce Innovation and Opportunity Act (WIOA). It is against the law for this recipient of Federal financial assistance to discriminate 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 either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIOA Title I–financially assisted program or activity.

Discrimination Complaint Procedures

Any person (applicant/registrant, participant, employment applicant, or employee) or eligible service provider who believes that they have been subjected to discrimination under a WIOA-funded program or activity may file a written complaint.

A complaint filed based on the above grounds must be filed within 180 days of the alleged discrimination unless an extension is granted for "good cause" by the Director of the Civil Rights Center.

Information concerning all complaints will be kept confidential.

Any person who believes that they have been or is being subjected to discrimination is advised to follow the grievance procedures of the service provider (contractor, program operator, training provider, or employer). Issues may be resolved informally provided that all parties are satisfied with the outcome.

If an individual chooses to file a written complaint to the Capital Area Equal Opportunity (EO) Officer, the following procedures apply:

- 1. Complaints must be filed in writing, using the attached complaint form, signed by the complainant or authorized representative, and include the following information:
 - a. The full name, address, and telephone number of the complainant;
 - b. The name and address of the party against whom the complaint is made;
 - c. A clear, concise statement of the act/acts considered to be a violation;
 - d. In regard to disability, a statement or supporting evidence that the complainant is disabled; and
 - e. Other information that may help to explain and resolve the complaint.
- 2. Complaints should be submitted in writing to:

Jessica Locklear McLeod Capital Area Equal Opportunity Officer Capital Area Workforce Development Board PO Box 550 Raleigh, NC 27602

3. The Equal Opportunity Officer will review the complaint and send written notice to the complainant acknowledging receipt of the complaint and stating that the complainant has the right to be represented by an attorney or other individual of his/her choice in the complaint process.

- 4. The complainant will be notified in writing as to whether Capital Area accepts or rejects the issue or issues raised for investigation. Where rejected, the reasons for rejection will be given.
- 5. The EO Officer will conduct a fact-finding review of the circumstances underlying the complaint, and will issue a written determination to the complainant within ten (10) days. If the determination is not made within ten days, or if the EO Officer's determination is unsatisfactory to the complainant, the complainant may submit a written appeal within five (5) days to the Capital Area EO Officer at the address above. The appeal must include an explanation of the issue(s) or area(s) of dissatisfaction.
- 6. Upon receipt of a written appeal, the Capital Area EO Officer may conduct additional investigation and/or attempt to resolve the complaint through alternative dispute resolution, including but not limited to, professional mediation services. If the complainant is unwilling to accept alternative dispute resolution, the Capital Area EO Officer will schedule a hearing before the Capital Area Workforce Development Director to be held within fifteen (15) days of receipt of the complainant's appeal. A written decision from the hearing will be issued within five (5) days.
- 7. In either process described above, a written Notice of Final Action will be issued to the complainant within forty (40) days of the date on which the complaint was filed. A Notice of Final Action shall contain a statement of the Local Area decision and the rationale behind the decision, or a description of the final resolution of the issue(s) by the parties involved.
- 8. If a complainant does not receive a notice of final action from the Capital Area within the prescribed timeframe (40 days), or if they are dissatisfied with the final action, the complainant has the right to request a review within ten (10) days by the North Carolina Division of Workforce Solutions. Requests for state-level review should be sent to: Equal Opportunity Officer, NC Division of Workforce Solutions, 4316 Mail Service Center, Raleigh, NC 27699-4316.
- 9. Should the determination made at the State level be unsatisfactory to the complainant, or if a decision is not issued within sixty (60) days of the date the complaint was filed, the complainant may file a complaint with the United States Department of Labor Civil Rights Center. Such requests must be made within thirty (30) days of the State's decision or ninety (90) days from the date the complaint was filed at the local level, whichever is earlier.
- 10. Complaints filed with the Civil Rights Center should be sent to: Director, Civil Rights Center, U.S. Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, DC 20210.
- 11. All records concerning a complaint alleging discrimination and actions taken on the complaint will be maintained for a period of not less than three (3) years from the date of resolution of the complaint.



Capital Area Workforce Development Board Discrimination Complaint Form

It is against the law for Capital Area Workforce Development Board or its subrecipients, as a recipient of financial assistance under Title I of the Workforce Innovation and Opportunity Act (WIOA) of 2014, to discriminate on the bases 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, political affiliation of belief. It is also against the law for Capital Area or its sub-recipients to discriminate against any beneficiary of federally financially assisted programs, on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or participation in any WIOA Title I financially assisted program or activity.

If you think that you have, or someone else has been subjected to discrimination by Capital Area Workforce Development Board or its sub-recipients on one of the bases listed above, you may file a complaint within 180 days from the date of the alleged violation with the sub-recipient organization, Capital Area Workforce Development Board, the North Carolina Division of Workforce Solutions, or the US Department of Labor's Civil Rights Center (CRC). To file a complaint, you may use this Complaint Information Form, or send the information listed on this form, in writing to one of the following:

Capital Area Workforce Development Board -	Pat Sturdivant PO Box 550 Raleigh, N.C. 27602 Attention: Jessica Locklear McLeod
NC Division of Workforce Solutions -	Assistant Secretary, 313 Chapanoke Road, Suite 120 4316 Mail Service Center Raleigh, N.C. 27699-4316 Attention: Equal Opportunity Officer
U.S. Department of Labor's CRC -	Director, Civil Rights Center US Department of Labor, 200 Constitution Ave. NW, Room N-4123, Washington, DC 20210.

You may obtain a CRC complaint form electronically through CRC's website at:

https://www.dol.gov/sites/dolgov/files/OASAM/legacy/files/DL1-2014a-English.pdf

Capital Area Workforce Development Board Discrimination Complaint Form

Complainant Information					
Name:	Email Address:				
Home Phone Number:					
Mailing Address:					
Organization Information:					
1	rson or organization that you believe discriminated against you or e was discriminated against, identify that person or group of people to				
Name and/or Organization:					
Mailing Address:					
Explain as briefly and clearly as possible what	t happened and why you believe discrimination took place. Please give son who witnessed the events you described above. Also, attach any				

		0	
experienced details abou		complaint on behalf act date of birth, race,	of someone else and do not have specific national origin, or type of disability), please
-		-	National Origin:
Gender: 🗆	Male 🗆 Female 🗆 Other: Specify _		Did not self-identify
Age:	Date of Birth:	_ Political Affiliatio	n:
Reprisal/Re	etaliation:		
Please expla	in the remedy that you are seeking:		

Complainant Signature

written material that relates to the events you are describing:

Date

Equal Opportunity Employer/Program Auxiliary aids and services are available upon request to individuals with disabilities. A proud partner of the americanjobcenter network.

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);

FOR INFORMATION OR TO FILE A COMPLAINT, CONTACT

Jessica Locklear McLeod, Capital Area Equal Opportunity Officer Telephone: (919) 856-7005; 1(800) 735-2962 (TTY); 1(800) 735-8200 (Voice)

FOR MORE INFORMATION, CONTACT

Workforce Innovation and Opportunity Act Equal Opportunity Officer 313 Chapanoke Road, Suite 120, Mail Service Center Raleigh, North Carolina 27699-4316 Telephone #: (984) 236-4252; 1-800-735-2962; (TTY), 1-800-735-8200 (Voice)

or

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 website at 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.

Subrecipient Signature

Date

Participant Signature

Date

LA IGUALDAD DE OPORTUNIDAD ES LA LEY

La ley prohíbe que este beneficiario de asistencia financiera federal discrimine por los siguientes motivos: contra cualquier individuo en los Estados Unidos por su raza, color, religión, sexo (incluyendo el embarazo, el parto y las condiciones médicas relacionadas, y los estereotipos sexuales, el estatus transgénero y la identidad de género), origen nacional (incluyendo el dominio limitado del inglés), edad, discapacidad, afiliación o creencia política, o contra cualquier beneficiario, solicitante de trabajo o participante en programas de capacitación que reciben apoyo financiero bajo el Título I de la ley de Innovación y Oportunidad en la Fuerza Laboral (WIOA, por sus siglas en inglés), debido a su ciudadanía, o por su participación en un programa o actividad que recibe asistencia financiera bajo el Título I de WIOA.

El beneficiario no deberá discriminar en los siguientes áreas: decidiendo quién será permitido de participar, o tendrá acceso a cualquier programa o actividad que recibe apoyo financiero bajo el Título I de WIOA; proporcionando oportunidades en, o tratar a cualquier persona con respecto a un programa o actividad semejante; o tomar decisiones de empleo en la administración de, o en conexión a un programa o actividad semejante.

Los beneficiarios de asistencia financiera federal deben tomar medidas razonables para garantizar que las comunicaciones con las personas con discapacidades sean tan efectivas como las comunicaciones con los demás. Esto significa que, a petición y sin costo alguno para el individuo, los recipientes están obligados a proporcionar ayuda auxiliar y servicios para individuos con discapacidades calificados.

QUE DEBE HACER SI CREE QUE HA SIDO DISCRIMINADO

Si usted piensa que ha sido discriminado en un programa o actividad que recibe apoyo financiero bajo el Título I de WIOA, usted puede presentar una queja no más de 180 días después de la fecha en que ocurrió la presunta violación, ya sea con: El oficial de igualdad de oportunidad del recipiente (o la persona que el recipiente haya designado para este propósito);

FOR INFORMATION OR TO FILE A COMPLAINT, CONTACT

Jessica Locklear McLeod, Capital Area Equal Opportunity Officer Telephone: (919) 856-7005; 1(800) 735-2962 (TT); 1(800) 735-8200 (Voice)

FOR MORE INFORMATION, CONTACT

Workforce Innovation and Opportunity Act Equal Opportunity Officer 313 Chapanoke Road, Suite 120, Mail Service Center Raleigh, North Carolina 27699-4316 Telephone #: (984) 236-4252; 1-800-735-2962; (TT) 1-800-735-8200 (Voice)

0:

Director, Civil Rights Center (CRC), U.S. Department of Labor 200 Constitution Avenue NW, Room N-4123, Washington, DC 20210 o electrónicamente como indica el sitio web del CRC www.dol.gov/crc.

Si usted presenta una queja con el recipiente, usted debe esperar hasta que el recipiente emita una decisión final escrita o que pasen por lo menos 90 días (lo que ocurra primero), antes de presentar una queja con el Centro de Derechos Civiles (CRC, por sus siglas en inglés) a la dirección mencionada previamente. Si el beneficiario no le entrega una decisión final escrita dentro de 90 días después de la fecha en que presento su queja, usted puede presentar su queja con el CRC antes que reciba la decisión final. Sin embargo, es necesario presentar su queja con el CRC dentro de 30 días después de la fecha límite de 90 días (en otras palabras, dentro de 120 días después de la fecha en presento la queja con el recipiente). Si el recipiente emite una decisión final escrita, pero usted no está satisfecho con él resultado o resolución, usted puede presentar una queja con el CRC. Usted debe presentar su queja con el CRC dentro de 30 días después que reciba la decisión final escrita.

Firma de Subreceptor

Fecha

Firma del Participante

Fecha



FACT SHEET: Protecting Individuals from Discrimination Based on Actual or Perceived Religion, Shared Ancestry, or Ethnic Characteristics

The Department of Labor (DOL) Civil Rights Center's (CRC) Role:

CRC promotes equal opportunity by assessing, investigating, and adjudicating discrimination complaints and conducting compliance reviews to administer and enforce equal opportunity laws. CRC enforces several laws that protect individuals from discrimination, including Title VI of the Civil Rights Act of 1964 (Title VI), 42 U.S.C. § 2000d, *et seq.*, and its implementing regulations at 29 C.F.R. Part 31; and Section 188 of the Workforce Innovation and Opportunity Act (WIOA), 29 U.S.C. § 3248, and its implementing regulations at 29 C.F.R. Part 38. This fact sheet describes ways these protections cover individuals who are or are perceived to be Jewish, Christian, Muslim, Sikh, Hindu, Buddhist, or of another religious group.

Protection from Discrimination under Title VI:

Title VI applies to recipients of federal financial assistance, including grantees under programs administered by DOL agencies such as the Mine Safety and Health Administration (MSHA), the Occupational Safety and Health Administration (OSHA), the Veterans' Employment and Training Service (VETS), and the Employment & Training Administration (ETA).

Title VI prohibits discrimination <u>based on race, color, or national origin</u>, which includes discrimination (including harassment) <u>based</u> <u>on actual or perceived: (i) shared ancestry or ethnic characteristics; and (ii) citizenship or residency in a country with a dominant</u> <u>religion or distinct religious identity</u>. Although Title VI does not expressly protect individuals from discrimination based solely on religion (*i.e.*, religious beliefs, observances, or practices), discrimination against individuals of any religion may constitute discrimination based on race, color, or national origin when it involves or is based on, for example:

- racial, ethnic, or ancestral slurs or stereotypes;
- a person's appearance, including their skin color, physical features, or style of dress that reflects both ethnic and religious traditions or heritage;
- a person's foreign accent or foreign name (including names commonly associated with particular shared ancestry or ethnic characteristics); or
- the fact that a person speaks a language other than English, such as Hebrew or Arabic.

Protection from Discrimination under Section 188 of WIOA:

Section 188 of WIOA applies to recipients of federal funds under WIOA Title I, including, for instance, state workforce agencies, onestop operators or American Job Centers (AJC), On-the-Job Training employers, and Job Corps contractors and center operators. *See* 29 C.F.R. § 38.4(zz).

Like Title VI, Section 188 of WIOA prohibits discrimination <u>based on race, color, or national origin</u>. In addition, Section 188 prohibits discrimination <u>based on religion</u> in connection with WIOA Title I-funded programs and activities. In the context of covered programs or activities, this prohibition includes, for instance, denying or limiting an individual with respect to any opportunity to participate; subjecting an individual to segregation or separate treatment; treating an individual differently from others in determining whether they satisfy any eligibility or other requirements; or providing an individual with any aid, benefit, service, or training that is different or provided in a different manner from that provided to others. *See* 29 C.F.R. § 38.6(b).

WIOA regulations also explicitly prohibit harassment based on religion, including, in certain circumstances, offensive remarks about a person's religion or other unwelcome verbal or physical conduct based on religion. *See* 29 C.F.R. § 38.10.

Religious Accommodations under Section 188 of WIOA:

WIOA regulations provide that covered entities must not refuse to accommodate an individual's religious practices or beliefs unless doing so would result in "undue hardship." *See* 29 C.F.R. § 38.6(c)(2). Religious accommodation requests can involve, *e.g.*, schedule changes or leave for religious observances, exemptions from or modifications to uniform, dress, or grooming requirements that conflict with religious practices, or providing a quiet area for prayer during break time.

Who is protected?

As noted above, Title VI and WIOA Section 188 protect individuals (including, but not limited to beneficiaries, applicants, and participants) of all religions, including, but not limited to, Jewish, Christian, Muslim, Sikh, Hindu, and Buddhist individuals, from discrimination based on race, color, or national origin. Additionally, protection from religious discrimination under WIOA Section 188 extends not only to people who belong to traditional, organized religions, but also to others who have sincerely held religious, ethical or moral beliefs.

Examples of incidents that could, depending on the circumstances, raise Title VI and/or WIOA Section 188 concerns:

A Catholic employee requests a schedule change from his On-the-Job Training employer so that he can attend a church service on Good Friday. The employee refuses, even though there is another qualified employee available to cover the shift.

An Arabic-speaking woman calls her state workforce agency to request assistance, but the agency representative she speaks to ends the call abruptly because she assumes the woman is Muslim and believes the woman's Muslim faith and strong accent will make it impossible for her to find work.

A clerk working for a DOL grantee that provides services to veterans with disabilities refuses to process the application of a Jewish applicant because she believes Jewish people don't need financial help and preference should be given to other applicants.

A woman who practices Haitian Vodou tells her career counselor at a covered reentry program that she is interested in pursuing a career as a certified nurse assistant (CNA). The counselor discourages her and refuses to connect her with training resources, stating that since she "believes in magic," she is not suited for a career in medicine.

A participant in a covered job training program reports to her instructor that she heard another participant making jokes about the Holocaust during an orientation event, and later, saw him drawing swastikas and other antisemitic graffiti on the stalls of a shared bathroom. The job training program staff orders the graffiti removed but takes no further action.

A Rastafarian individual, who styles their hair in observance of their religious beliefs, is denied an opportunity to submit an application to enroll in a career training program. The admissions counselor impermissibly assumes that this applicant presents in an unprofessional manner which might discourage prospective employers from hiring them upon completion of the career training program.

A Sikh young adult participating in a covered career transition program is questioned at length by a staff member who does not recognize him and perceives him as a security threat due to his religiously mandated beard and turban. The staff member demands to

know where the young man is from and what his religious background is, refusing to allow him to begin the program until his supervisor intervenes.

What can a person do if they experience discrimination based on religion, shared ancestry, or ethnic characteristics?

Anyone who believes that discriminatory actions have been taken by a covered entity may file a complaint with CRC. For more information about filing a complaint, please visit <u>www.dol.gov/oasam/programs/crc/external-enforc-complaints.htm</u>.

For assistance and additional resources, please visit CRC's homepage at <u>www.dol.gov/oasam/programs/crc/</u>, or contact CRC by phone at 202-693-6502 or by email at <u>CRCExternalComplaints@dol.gov</u>. If you are deaf, hard of hearing, or have a speech disability, please dial 7-1-1 to access telecommunications relay services.

Please note that this resource does not have the force and effect of law. CRC's enforcement of Title VI and WIOA stems from these statutes and their implementing regulations.

FACT SHEET: Protecting Individuals from Discrimination on the Basis of Gender-Based Violence

The role of the Civil Rights Center at the Department of Labor

The Civil Rights Center (CRC) at the Department of Labor (DOL) assesses, investigates, and adjudicates discrimination complaints and conducts compliance reviews to administer and enforce equal opportunity laws. CRC enforces several legal authorities that protect individuals from discrimination, including the following:

- Title IX of the Education Amendments of 1972 (Title IX), 20 U.S.C. §§ 1681 et seq.
- DOL's regulations implementing Title IX at 29 C.F.R. part 36
- Section 188 of the Workforce Innovation and Opportunity Act (WIOA), 29 U.S.C. § 3248
- DOL's regulations implementing WIOA Section 188 at 29 C.F.R. part 38

These legal authorities apply to the public workforce system and other entities that receive federal financial assistance under Title I of the Workforce Innovation and Opportunity Act (WIOA), as well as education and training programs and activities receiving Department of Labor (DOL) financial assistance, which are referred to as "recipients." This fact sheet describes ways these legal authorities protect individuals from discrimination on the basis of gender-based violence, which may be a form of unlawful sex discrimination.

What is gender-based violence?

- The term "gender-based violence" generally refers to any harmful threat or act that is directed at an individual or group based on their sex or disproportionately affects people based on their sex (including gender identity and sexual orientation).
- Gender-based violence is a broad term that encompasses physical, sexual, psychological, emotional, economic, and technological abuse or harm; threats of such acts; harassment; coercion; and arbitrary deprivation of liberty. Examples of gender-based violence include intimate partner violence, dating violence, sexual assault, stalking, and other forms of sexbased harassment.
- While gender-based violence can impact anyone, women and girls, as well as lesbian, gay, bisexual, transgender, queer, and intersex (LGBTQI+) persons, are disproportionately impacted.

How might gender-based violence occur in federally funded programs and activities?

- When gender-based violence occurs in connection with participation in federally funded programs and activities, it may be a form of sex discrimination prohibited by the statutes listed above and therefore within CRC's authority to investigate. Gender-based violence is within CRC's authority to investigate if it occurs in connection with participation in federally funded programs or activities as well as if it occurs outside the context of federally funded programs in certain instances, as described below.
- Gender-based violence may occur in connection with participation in federally funded programs or activities, for example, when:
 - Engaging in activities in offsite locations;
 - Taking breaks, such as in break rooms or between classes;
 - Communicating online, such as through email, social media, or other virtual platforms;

- Traveling in a vehicle, such as between program sites;
- Living in program-sponsored housing; or
- Interacting with coworkers or customers, such as in work-based learning programs.
- Gender-based violence that takes place outside the context of federally funded programs and activities (in other words, in one's personal or private life) can also have spillover effects, potentially affecting a participant's performance, attendance, or ability to access or participate in federally funded programs and activities. If a federally funded program or activity considers this information in a manner that adversely affects the participant's ability to participate, the program or activity may be engaging in sex-based discrimination.

What are recipients' obligations to prevent and address gender-based violence and discrimination based on gender-based violence?

- Recipients are prohibited from discriminating on the basis of sex and sex stereotypes, including, for example, making a decision about participation in a program or activity by an individual who is a victim of domestic violence based on a sex-stereotypical belief that they would disrupt the program or activity and/or may be unable to access any aid, benefit, service, or training because of the violence they are experiencing or previously experienced.
- Recipients are required to notify applicants, participants, beneficiaries, and employees about their rights under nondiscrimination and equal opportunity laws.
- Recipients must have procedures in place for individuals to file complaints of sex discrimination internally, including complaints that gender-based violence occurred in their program or activity. The complaint procedures must be prominently displayed in a conspicuous physical location as well as being made available online.
- Recipients must respond promptly and effectively to complaints of sex discrimination, including complaints of gender-based violence, occurring in their covered programs and activities. Among other requirements, recipients must investigate the circumstances underlying the complaint; attempt to resolve the complaint; and, within 90 days of the date on which the complaint was filed, issue a written Notice of Final Action, which must include notice that the complainant has a right to file a complaint with CRC within 30 days of receipt of the Notice of Final Action.
 - When investigating allegations of gender-based violence and related forms of discrimination, Equal Opportunity Officers and others with related responsibilities should interact with complainants, witnesses, and alleged victims in a trauma-informed manner that recognize the stresses of actual and perceived gender-based violence and discrimination while pursuing neutral and objective investigative inquiries. Every recipient except small recipients and service providers must designate a recipient-level Equal Opportunity Officer.
- If gender-based violence occurs in a covered program or activity, the recipient that provides the program or activity must take immediate action to eliminate the gender-based violence, prevent its recurrence, and address its effects.
- Recipients are prohibited by law from retaliating against individuals because they filed a complaint, testified, or participated in any manner in an investigation or other equal opportunity proceeding. Recipients also must take appropriate steps to prevent such retaliation.

Examples of incidents that could raise Title IX and/or WIOA Section 188 concerns

A student in a covered residential job training program reports to the program's health staff that she has been sexually assaulted by another student. The program's health staff fail to conduct a medical examination of the victim, to provide her with medication to treat sexually transmitted diseases, or to offer follow-up counseling for her. Instead, the program center sends both students home on unpaid administrative leave pending the outcome of its investigation of the alleged incident of sexual violence.

A participant in a covered reentry program tells the career counselor that she has experienced intimate partner violence and is interested in pursuing a career in social work. The counselor refuses to connect her with training resources, stating that the participant is not suited for a career in social work if she cannot even take care of her own "family problems."

A participant requests the day off from his covered on-the-job training program because he needs to move into a shelter immediately to escape violence from his partner. The program tells him not to bother coming back to work at all, saying the employee must be lying because "someone like you" would obviously not be a victim of intimate partner violence.

A participant in a covered job training program tells her instructor that her former boyfriend, a participant in the same training program, has started stalking her online. The participant tells her instructor that she is afraid to continue her training because of the threatening emails he is sending her. The instructor tells the participant there's nothing she can do because the conduct is occurring outside the program.

A participant in a covered program offered by an eligible training provider advises her program counselor that she recently moved into a domestic violence shelter with her small children and requests to shift her evening class schedule to comply with the shelter's curfew requirements. The counselor declines the participant's request despite having granted other participants' requests for alternate course schedules, stating, "Sorry, I can't give you special treatment based on what's happening in your personal life, and anyway, as a mother, you should really be focusing on your children right now."

What can a person do if they experience gender-based violence or discrimination based on gender-based violence in a program or activity funded by DOL?

Anyone who believes that discriminatory actions have been taken in a covered program or activity may file a complaint with CRC. For more information about filing a complaint, please visit <u>www.dol.gov/oasam/programs/crc/external-enforc-complaints.htm</u>.

For assistance and additional resources, please visit CRC's homepage at <u>www.dol.gov/oasam/programs/crc/</u>, or contact CRC by phone at 202-693-6502 or by email at CRCExternalComplaints@dol.gov. If you are deaf, hard of hearing, or have a speech disability, please dial 7-1-1 to access telecommunications relay services.

Please note that this resource does not have the force and effect of law. CRC's authority to enforce Title IX and WIOA Section 188 comes from the statutes and their implementing regulations.



PY23-43

Capital Area Staff

April 22, 2024

Financial Management Policy for WIOA Title I

Purpose:	To transmit the current Capital Area Workforce Development's Financial Management policies for Workforce Innovation and Opportunity Act (WIOA) and Federal Office of Management and Budget (OMB) Uniform Guidance.
Action:	Rescind Policy #PY20-01
	Capital Area staff are required to adhere to the following financial policies and procedures for the administration of the WIOA Title I.
Changes:	Please note the following changes to the policy:
	 Minor changes to spacing, capitalization corrections and text style(bolding). Added a sentence to III. Financial Reporting, a. Added wording regarding software under section VII. Property Procedures, c. Changed wording to #5 of section VII. Property Procedures, c. to add "The accepted bid with the". Changed heading under section VII. Property Procedures, e. to "IT/Computer Equipment" and added information about software in the paragraph. Added information to section VII. Property Procedures, g. Changed the heading and wording to section VIII. Consultants, Personal Services and Purchase Agreements. Changed the heading and wording to section IX. Outreach Materials.
Effective Date:	April 22, 2024
Expiration:	In effect until rescinded
Contact:	Thomas Pulickal thomas.pulickal@wakeg ov.com 919.856.6049
Attachments:	Financial Management Policy for WIOA Title I

Capital Area Financial Management Policy For Workforce Innovation and Opportunity Act Funds

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I. Recipient Funding

a. Administrative Adjustment/NFA Process

The Division of Workforce Solutions (DWS) issues planning allocations to Local Workforce Development Areas (Local Areas) and other recipients based on preliminary allocations provided to the state by the U.S. Department of Labor (USDOL). These preliminary allocations are subject to change; therefore, allocations are not official until the state receives a Notice of Award (NOA) from the USDOL. Once the state has received an NOA from the USDOL, Notices of Fund Availability (NFAs) are issued via Workforce Information System Enterprise (WISE) showing the funds available to the recipient. The funds are awarded by Program Year and must be tracked accordingly. Program Year funds are awarded for a period of two years unless indicated otherwise on the NFA letter as maintained in WISE. Funds availability may be reduced after issuance if the state's NOA is reduced by the USDOL.

NFA letters include the Local Area funding level by funds and program year. A Program Year fund amount will remain in WISE until the final audit for the Program Year has been reconciled, resolved, and agreed upon by both DWS and the Local Area. The Local Area should contact their assigned DWS Planner and submit an Administrative Adjustment via WISE to de-obligate any funds that will not be spent. Monthly Financial Reports are required until the NFA equals the Expenditures and Cash Drawdowns.

b. Obligational Authority

NFAs are awarded to recipients when the funds become available to the state. However, "Obligational Authority" is not granted to recipients until an approved Local Area Plan, or another application, as appropriate, is approved by DWS. Recipients are not authorized to incur cost or allowed to request cash drawdowns until the funds are approved in WISE. The Plan must be prepared in accordance with the guidelines provided in the North Carolina Instructions for Local and Regional Workforce Development Area Plans Policy Statement.

II. Cash Management

a. Cash Drawdowns

DWS will utilize the Electronic Payments method to transfer funds to recipients. Both the Authorization Agreement for Automatic Deposit and the Electronic Payment Form documents must be completed, signed and returned prior to initiating a recipient's first request for drawdown. These forms must be faxed or scanned to DWS with the signed originals mailed in order for bank accounts to be set up on the payment system in a timely manner. When a cash transfer has been completed, notification will be sent to the recipient via email as indicated on the Electronic Payment Form. Cash requests will be processed once a week.

All requests submitted via WISE by 11:59 pm on Monday will typically be transferred to the recipient's account by the following Friday.

There will be no exceptions granted concerning the 11:59 pm deadlines. Any changes in the cash drawdown schedule due to observed holidays or other planned events will be noted in correspondence issued by DWS.

Each recipient and subrecipient must develop cash management procedures that ensure no excess cash is on hand. Excess cash is defined as any cash that exceeds your immediate cash needs.

When a recipient determines there is excess cash on hand, and cash is to be returned to DWS, a request for drawdown in a negative amount equal to the refund may be entered if additional drawdowns, when netted against the refund, exceed \$1 for that Program Year on the date requested.

b. Sanctions

When a recipient demonstrates an inability or unwillingness to follow established procedures minimizing time between cash drawdowns and disbursements; cannot adhere to laws, regulations or special conditions; or, is unable to submit reliable and/or timely reports; DWS may withhold fund requests in WISE.

III. Financial Reporting

a. Monthly Financial Reports

Expenditures will be reported on a monthly basis by Program Year on a Monthly Financial Report (MFR) via WISE. **MFRs are due by the last working day of the month following the report month for any open Program Year.** Any reports not keyed by the due date are considered delinquent. The fiscal reporting period for **ALL** MFRs is July through the following June. Cash expenditures are to be reported monthly to reflect the cumulative amount for the Program Year, while accruals are also reported monthly. In the event that Program Year funds are not fully expended by the end date specified on the Program Year budget, an administrative adjustment to de-obligate the remaining funds should be requested in WISE.

DWS will approve all MFR's on the first working day of the month. Once approved, WISE does not allow for modification. Any changes will be reported in the following month's MFR. If the approval has not yet been made, DWS Finance staff can be notified to return the MFR. This will allow the Local Area to re-submit a corrected MFR.

b. Delinquent MFRs

Delinquent MFRs will result in the following consequences:

- 1. Cash draw requests will be suspended on all Program Years until the delinquent report(s) is in the system.
- 2. A letter will be written notifying recipient officials of the occurrence of delinquent report(s) as follows:
 - a. First occurrence within a fiscal year Letter is written to the Local Area Director with an offer of technical assistance.
 - b. Second occurrence within a fiscal year Letter is written to the Local Area Director, Workforce Development Board (WDB) Chair, and Chief Elected Official (CEO).

IV. Federal Office of Management and Budget (OMB) OMB Uniform Guidance

a. Uniform Guidance

OMB Uniform Guidance provides instruction in several administrative areas, including: (1) financial management and cost principles, (2) audit, (3) grants management, (4) records management, and (5) property management. In some cases, the state requirements are more restrictive than the Uniform Guidance. In cases where the DWS and uniform Guidance requirements conflict, the most restrictive requirement must be followed.

References: 2 CFR Part 200 Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards and 2 CFR Part 290 Grants and Agreements

b. Cost Principles

In determining allowable costs under a grant or contract, the recipient must (unless granted prior written approval by DWS):

- 1. Follow federal cost principles, including any subsequent amendments to the Uniform Guidance cited which are applicable to the recipient's organization.
- 2. Allow only those costs permitted under the cost principles which are reasonable, allocable, necessary to achieve approved program goals, and which are in accordance with recipient policy and terms of the grant or contract.

Special Organization-specific requirements are now combined in the Uniform Guidance but are readily identified in separate sections as stated in the Electronic Code of Federal Regulations. https://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title02/2cfr200_main_02.tpl

V. De-obligation and Reallocation

a. De-obligation

Consistent with WIOA expenditure policies, it is the policy of the State of North Carolina that all Local Areas expend their full WIOA allocations within a two-year time frame from the original award year as further described below. Any exceptions will be noted in correspondence issued by DWS.

- 1. Effective at June 30 of the second full fiscal year after a WIOA allocation, all funds must be expended. Any unspent funds will be de-obligated from the Local Area and returned to the state via WISE.
- 2. Any change in funding necessitated by the de-obligation/reallocation policy will be made on a NFA.

Rapid Response or State Set Aside funding follow the end date as stated on the NFA Letter.

b. Reallocation

DWS will redistribute de-obligated funds.

VI. Audit

a. Audit Requirements

Non-Federal subrecipients that expend \$750,000 or more in a year in federal awards must have a single or program-specific audit conducted for that year in accordance with the provisions of Uniform Guidance 2 CFR Part 200 Subpart F 200.501 Audit Requirements. Details are provided in the Uniform Guidance relating to specified types of subrecipients.

b. Audit Resolution

DWS is responsible for resolving the findings that arise from the state's monitoring reviews, investigations, and audits. Each entity that receives WIOA funds and awards a portion of those funds to one or more subrecipients shall:

- 1. Ensure that each subrecipient complies with the applicable audit requirements;
- 2. Resolve all audit findings that impact WIOA with its sub-recipient and ensure that corrective action for all such findings is instituted within six months after receipt of the audit report and where appropriate, corrective action shall include debt collection action for all disallowed costs; and,

3. Maintain an audit resolution file documenting the disposition of reported questioned costs and corrective actions taken for all findings.

The debt collection policies and procedures and the auditee's right to appeal an audit determination will be in accordance with 2 CFR Part 200.516 Audit Findings, resolution of findings from monitoring and oversight reviews.

VII. Property Procedures

a. Equipment and Property Management

The Grant Administration Agreement between DWS and the Local Area in the 'Property' Section 3.6, sets forth the state policies for equipment and property. The Grant Administrator and subrecipients shall adhere to all state and local government procurement policies and procedures when acquiring all non-expendable property.

Title to property acquired with WIOA funds becomes vested with the Grant Administrator, who retains the title to the property and is responsible for the identification, accountability, inventory and proper maintenance and security of all property under its control.

Property means tangible non-expendable property, including exempt property, charged directly to the award having a useful life of more than one year and an acquisition cost of \$500 or more per unit, and, as outlined in the 'Property' Section 3.6 of the Grant Administration Agreement.

Property records shall be maintained and a physical inventory of equipment shall be taken at least annually, and, reconciled to the property records. An appropriate control system shall be used to safeguard property and equipment shall be adequately maintained by the Local Area.

When property with a current per unit fair market value in excess of \$5,000 is no longer needed for a Federal Program, it may be retained or sold with the Federal Agency having a right to a proportionate amount of the current fair market value.

In addition to the subgrantee's inventory system, the additional information must be entered to accurately identify the property:

- 1. Funding source
- 2. Manufacturer's name
- 3. Serial number (if applicable)
- 4. Description of item
- 5. Unit cost including taxes, shipping and handling
- 6. Location of property

7. Date of delivery

b. Auditable Areas

All subgrantees are responsible for establishing a property inventory system to cover the auditable areas of property management to include the following items:

- 1. Acquisition
- 2. Proper Local Area (LA) utilization
- 3. Maintenance
- 4. Inventory
- 5. Disposition
- 6. Exact location of property

The Grant Administrator and subrecipients are responsible for assuring activities funded under WIOA are audited in accordance with the requirements set forth in the "Recordkeeping, Reporting and Accounting" section of the Grant Administration Agreement.

Stand-in costs, if used for repayment, must have been recorded and reported asuncharged program costs under the same WIOA title, in the same program and during the same period in which the disallowed costs were incurred. The accounting for these stand-in costs are a function of Local Area financial accounting and are not identified separately in WISE.

c. Acquisition

All property with unit costs of \$5,000 or more or an aggregate purchase (a purchase of multiple items of the same product) of \$5,000 or more (taxes, shipping, software including licenses and handling costs included) must have DWS approval and written certification by a Financial Monitor that the Local Area is in compliance with applicable state and federal laws and regulations, and are necessary and reasonable.

All purchase requests must be submitted to the assigned DWS Financial Monitor and accompanied by the following documentation:

- 1. Full justification of need and include the funding source.
- 2. Assurance that local procurement procedures were followed and that competitive bid determined the selection of one item over another.
- 3. Documentation that alternative methods of acquisition have been explored.
- 4. Location where property will be used.
- 5. The accepted bid with the exact cost of property items, including installation, taxes, shipping and handling charges.

d. Lease Equipment

In order to minimize the use of Local Area funds for the purchase of non-expendable property having unit costs of \$5,000 or more, subgrantees should explore alternate methods of acquisition rather than direct purchase.

All leases with options to purchase over \$5,000 must have DWS's review and written compliance certification.

e. IT/Computer Equipment

When submitting a request to purchase computer equipment, the unit cost must reflect the total sum of the individual cost of the components (keyboard, logic unit/ CPU, monitor/display screen, software both installed and acquired through licensing, and installation).

Software installed on computer hard drives and accessed through purchased licenses is considered and asset in 2 CFR 200 and becomes part of the computer cost.

f. Missing, Stolen, or Maliciously Damaged Property

All situations involving missing, stolen or maliciously damaged property items with unit costs of \$5,000 or more must be reported to DWS immediately.

All missing, stolen, or maliciously damaged property items with unit costs between \$500 and \$4,999 will follow established written procedures as prescribed by the Local Area.

DWS will require the subgrantee to obtain a written report form from the proper law enforcement agency and submit a copy of the report to DWS.

g. Disposition of Property

Based on the DWS contract agreement that items valued at \$500 or greater must be added to the asset listing/inventory, equipment items with a current per unit fair market value of *less than \$500* may be retained, sold or disposed of with no obligation to the North Carolina Division of Workforce Solutions.

For equipment with a fair market value of <u>\$5,000 or more</u>, recipients of WIOA funds should take the following steps as outlined in 2 CFR 200.313 (5) (e) (1) (2) (3) (4), 29 CFR 97.32 (g) and 29 CFR 95.34 (c):

1. The recipient may use the equipment in the program or project for which it was acquired as long as needed, whether or not the project or program continues to be supported by federal funds.

- 2. If the equipment is no longer needed by the original program/project, the recipient shall use the equipment in connection with its other federally sponsored activities. Priority should be given to programs funded by the DOL Employment Training Administration.
- 3. If the equipment is no longer needed by the program/project or used in connection with other federally sponsored activities, the recipient may:
 - a. Retain the equipment for other uses
 - b. Transfer the title to a third party or
 - c. Sell the equipment

If the equipment is retained, transferred or sold, then compensation must be made for the WIOA federal funds used in the purchase. The amount of compensation shall be computed by applying the percentage of WIOA federal funds used in the purchase. If only WIOA federal funds were used for the purchase then the percentage would be 100 percent. If both WIOA federal and local funds were used in the purchase then use the WIOA federal funds percentage for the calculation. This percentage is applied to the fair market value or proceeds of the sale for the equipment. Recipients of sub grants are permitted to deduct actual reasonable selling and handling expenses (\$500 or 10 percent of the proceeds of the sale, whichever is less) from the proceeds of the sale. The balance of WIOA federal funds must be sent within 30 days to the DWS Finance Unit. The Name of the Entity, Agreement Number, Program Year and Funding Stream must be provided when submitting the funds.

- 1. In the case of retention, transfer or sale of the equipment, a Request for Transfer or Disposition of Excess Property should be submitted and communicated to the DWS for pre-approval. All such forms, yearly inventory reports and requests for disposition approvals must be submitted to the respective DWS Financial Monitor at the DWS.
- 2. <u>Computation of "Fair Market" Value:</u> The selling price of an item that is sold through auction, advertisement, or a dealer is the fair market value of the item regardless of any prior estimates. An item that is not sold but retained by the entity has a fair market value based on similar items that are offered for sale, using the selling price if known. Methods for determining fair market value include, but are not limited to: Auction, Classified advertisements for similar used item, Dealers and Licensed appraisers. (For automobiles, trucks, and vans, the standard authority on the value of used vehicles is the Kelley's Blue Book).

Property Records Retention: Property records (for all WIOA property items costing \$500 and above) must be maintained from the date of acquisition, through final disposition. Sub recipients must also retain those records for a period of three years from the date of their last expenditure report submitted to the DWS. If any litigation, claim, or

audit is started before the expiration of the three-year period, all records must be retained until all findings have been resolved and final action taken.

VIII. Consultants, Personal Service, and Purchase Agreements

The following must be adhered to for consultant contracts, purchase of personal services and planned purchase agreements (quotes, purchase orders, requisitions, etc.) when the deliverables are specifically defined and priced at or over \$5,000. The contracts and purchase agreements must be filed with the DWS Financial Monitor before the contract is finalized. The filing is to be submitted to DWS a minimum of **ten (10) business days** prior to execution of contract. The Financial Monitor will review the filing and provide feedback as needed. During the onsite monitoring, the DWS Financial Monitor will review the contract documentation against the filing submitted to DWS. The filing submitted to the Division must include:

- 1. The cost of the proposed consultant contract, personal services contract and/or purchase agreement;
- 2. The starting and ending dates of planned contract or agreement;
- 3. The purpose of the consultant contract, personal services contract, and/or purchase agreement;
- 4. List whether the procurement is Competitive or Non-Competitive; and
- 5. The funding source to be used.

IX. Outreach Materials

Pursuant to the Uniform Administrative Guidance 2 CFR 200.421 (b)(4), WDBs may purchase outreach materials to promote WIOA services and programs to eligible audiences. The U.S. Department of Labor has provided guidance on the purchase of outreach material, included below, as additional guidance when planning to purchase outreach material. The Division highly recommends that local boards consult with their assigned Financial Monitor prior to the purchase of outreach materials, regardless of the total cost, to ensure that the purchase is necessary, reasonable, allowable and allocable. The Financial Monitor will provide feedback as needed. Outreach material purchases in which the total cost is above \$5,000 must be submitted and approved, per section VII-C of this policy statement.

Regardless of whether the board chooses to consult with their Financial Monitor, the board must maintain the following documentation on all purchases of outreach materials:

- 1. A description of the materials to be purchased. The material must contain information related to the WIOA program.
- 2. A description that details the event or events for which the outreach materials will be provided, to include the potential dates, estimated attendees and purpose of the event and the purpose of the items selected as they relate to the planned events.
- 3. Detail the measures for safeguarding the outreach materials.

- 4. Documentation of three quotes. A minimum of three quotes is required for procurement of outreach materials, regardless of cost.
- 5. Indication of the specific funding source to be used.

In addition to the information found in Uniform Administrative Guidance 2 CFR 200.421 (b)(4), below are some things to consider when using WIOA funds to purchase items for program outreach and recruitment from the Department of Labor:

Policy, Limitations, and Supporting Documentation

The local area/board purchasing such items must have a policy in place that employs sound management practices and adheres to consistent and equitable treatment. It is expected that managers and staff are trained on such policies to ensure consistent treatment and application across offices, programs, and participants. The allowability and allocability of providing such materials or goods are based upon the necessity and reasonableness for the proper and efficient performance and administration of the Federal award.

The seven guiding factors determining the allowability of a cost as found in the Uniform Guidance at 2 CFR part 200 are the following:

- 1. Be reasonable for the performance of the award and be allocable thereto under these principles.
- 2. Conform to any limitations or exclusions set forth in these principles or in the award as to types or amount of cost items.
- 3. Be consistent with policies and procedures that apply uniformly to both federallyfinanced and other activities of the organization.
- 4. Be accorded consistent treatment.
- 5. Be determined in accordance with generally accepted accounting principles (GAAP).
- 6. Not be included as a cost or used to meet cost sharing or matching requirements of any other federally-financed program in either the current or a prior period.
- 7. Be adequately documented,

Please also be aware of the terms contained in your grant agreement that also must be considered as well:

Requirement to Provide Certain Information in Public Communications

Pursuant to P.L. 115-141, Division H, Title V, Section 505, when issuing statements, press releases, requests for proposals, bid solicitations and other documents describing projects or programs funded in whole or in part with Federal money, all non-Federal entities receiving Federal funds shall clearly state:

- 1. The percentage of the total costs of the program or project which will be financed with federal money;
- 2. The dollar amount of federal funds for the project or program; and,
- 3. The percentage and dollar amount of the total costs of the project or program that will be financed by non-governmental sources.

The requirements of this part are separate from those in the 2 CFR 200 and, when appropriate, both must be complied with.

Prudent Person

When making such purchases, the standards of reasonableness using the prudent person standards prevails. The concern seen throughout the system is when the item appears to be promotional in nature or is high in the eyes of a prudent person that it becomes questionable and ultimately unallowable.

X. Paperless Disbursements

Pursuant to Wake County's Paperless Payment Project, CAWD has migrated the current vendor payment processes to a paperless process by integrating the following:

- 1. Upon receipt, all invoices are uploaded into Docusign for electronic approvals.
- 2. Once all selected recipients have signed, a copy of the signed invoice along with necessary supporting documents are uploaded into Advantage while a GAX or PRC is keyed in.
- 3. Invoice/supporting documentation (with at least 2 DocuSign approval signatures) is attached to payment document.
- 4. Payment document is then submitted after necessary review.
- 5. Payment document enters AP FIN Workflow.
- 6. Disbursement Services staff tasks payment document into worklist, verifies invoice information and approves paperless payment document.
- 7. Payment is disbursed in the next check run.
 - No paper is submitted to Disbursement Services under this process.
 - Paperless Payments do not include Manual Checks. DP 25 Manual checks will still require hardcopies upon submission.
 - P Card statements and receipts are not included in this paperless payment option, and all P Card statements and receipts still need to be submitted to Wake County Finance in paper form as usual.

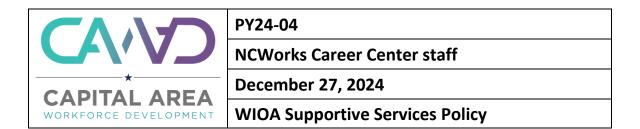
XI. Pay for Performance

Pursuant to Public Law 113-128, 2 CFR 200.323 (OMB Uniform Guidance) and 20 CFR 683.500, CAWDB provide for Pay for Performance (PFP) to WIOA contractors. The following guidelines is used for CAWDB's PFP program:

- Cost limitation: Not more than 10% of the budget allocation for Adult/Dislocated Worker/Youth contracts will be allowed (2 CFR 200.323)
- Cost-plus contracts will not be allowed (2 CFR 200.323)
- Written performance measures and a spreadsheet will be used for independent validation of outcomes as part of CAWD's Pay for Performance strategy (20 CFR 683.500)
- Wherever there is under-performance, funds will be reallocated to use back in the respective program (20 CFR 683.500)

XII. Indirect Cost – De minimis Rate for WIOA Service Contracts

- Pursuant to Appendix IV & V of 2 CFR 200 and the Guide for Indirect Cost Rate Determination U.S. Department of Labor Division of Cost Determination Office of Acquisition Management Services Business Operations Center, OASAM August 2020, whenever there is no negotiated Indirect Cost Rate (ICR) or federally approved ICR, CAWD will be adopting the De minimis Rate (10%) for charging Indirect Cost in its subrecipient/contractor budgeting.
- <u>10 % De Minimis Indirect Rate</u>: The maximum rate allowable for claiming indirect costs for entities that never had an approved indirect rate from their cognizant federal agency or their pass-through entity, which is applied to the Modified Total Direct Cost base.
- <u>Modified Total Direct Cost (MTDC)</u>: All direct salaries and wages, applicable fringe benefits, materials and supplies, services, travel, and up to the first \$25,000 of each subaward (regardless of the period of performance of the subawards under the award). MTDC excludes equipment, capital expenditures, charges for patient care, rental costs, tuition remission, scholarships and fellowships, participant support costs and the portion of each subaward in excess of \$25,000. Other items may only be excluded when necessary to avoid a serious inequity in the distribution of indirect costs, and with the approval of the cognizant agency for indirect costs.



Purpose: To rescind policy #PY23-16 and transmit a new WIOA Supportive Services policy for WIOA Adults and Dislocated Workers.

Background: On July 22, 2014, President Obama signed the Workforce Innovation and Opportunity Act (WIOA) into law. WIOA includes new provisions that can significantly improve job training and employment for adults and youth.

Under WIOA, funds allocated to a local area for adults under paragraph (2)(A) or (3), as appropriate, of section 133(b), and funds allocated to the local area for dislocated workers under section 133(b)(2)(B), may be used to provide supportive services to adults and dislocated workers, respectively— (A) who are participating in programs with activities authorized in paragraph (2) or (3) of subsection (c); and (B) who are unable to obtain such supportive services through other programs providing such services.

The term "supportive services" means services such as transportation, childcare, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under WIOA. Based on funding and other criteria, local areas determine the appropriate supportive services allowed in their area.

In addition, under WIOA, supportive services including stipends are allowable expenditures intended to help participants successfully complete program activities and achieve employment outcomes. Stipends are not considered wages but are financial supports provided to participants actively engaged in WIOA-approved activities such as education, training, and work-based learning. These payments are designed to reduce financial barriers that may impede participation, such as costs associated with transportation, childcare, or other employment-related needs. By offering stipends, workforce development programs can better ensure participant retention, engagement, and success.

Federal guidelines emphasize that stipend payments must align with program objectives, be supported by documentation of participation, and comply with local workforce development board policies and funding availability.

Stipends will only be provided for specific programs. If stipends are available, an appendix with the guidelines and the specific related program will be attached to this policy. Programs that allow stipends:

• Appendix B – NC PROWD

Changes:	Included a provision to offer stipends to individuals enrolled in the NC PROWD Grant who are participating in one or more allowable and appropriate WIOA activities.
Action:	NCWorks Career Center staff will adhere to the attached policy.
Effective Date:	December 27, 2024
Expiration:	In effect until rescinded
Contact:	Workforce Development Program Consultant 919.856.5608
Attachment:	Capital Area WIOA Adult and Dislocated Worker Supportive Services Policy Attachment A: Supportive Services Authorization Form Appendix B: NC PROWD

Capital Area WIOA Adult and Dislocated Worker Supportive Services Policy

Supportive services are services that are necessary to enable individuals to participate in WIOA authorized activities. Supportive services are outlined in WIOA sec. 3(59) and secs. 134(d)(2) and (3).

NCWorks Career Center staff will use this policy and procedures contained within to determine participant needs related to supportive services and to authorize payments, purchases, and/or reimbursement of allowable supportive services costs. This policy addresses requirements and restrictions for supportive services provided using <u>WIOA Adult and Dislocated Worker formula funds</u>.

In the event that Capital Area receives additional funding through grants or other opportunities that allow for supportive services, additional guidelines may be released for some or all of the following items, as appropriate:

- Allowable expenditures
- Unallowed expenditures
- Reimbursement rates
- Payment methods
- Eligibility criteria

The guidelines issued will be specifically for that grant/opportunity and will be included in this policy as an attachment. The guidelines will follow all rules and regulations under that funding source. This WIOA Adult/DW Supportive Services policy must be followed for any item listed above that is not specifically addressed in the guidelines for that special funding.

INTERNAL CONTROLS

Each Capital Area WIOA Adult/DW Service Provider shall establish and utilize appropriate checks and balances necessary to guarantee the integrity of the supportive service's funding. The WIOA Adult/DW Service Provider's internal controls to safeguard cash/gift cards must include the following:

- A. Organization's process for purchasing, storing, reconciling, and distributing cash/gift cards
- B. Gift cards maximum \$50.00 without CAWD approval
- C. Identify whether gift card purchases are bought in bulk or on an as needed basis. If bought in bulk, please identify how bulk cards are kept secure
- D. Maintain an updated gift card inventory sheet
- E. Disbursement Log which must include the following:
 - 1. Name of participant
 - 2. Gift card purpose
 - 3. Gift card amount
 - 4. Disclaimer stating the card can only be used for the purpose identified in item 2.
 - 5. Recipient signature/Initials and date of receipt of cash/gift card
 - 6. Staff signature of person issuing the cash/gift card

Attachment B: NC PROWD Grant Stipend Guidelines

GENERAL GUIDELINES

1. All supportive services may be administered in-person or virtually.

- 2. Capital Area Service Providers are responsible for employing additional strategies to eliminate the possibility of fraud.
- 3. WIOA funds can only be spent on supportive services for participants enrolled in one or more allowable/appropriate WIOA activity(ies).
- 4. NCWorks Career Center staff is responsible for making a determination of the supportive services needed for a participant and whether or not the services are available through other resources without using WIOA funds. NCWorks Career Center staff should give consideration to the participant's own resources and family resources as well as those resources that may be provided by other agencies/organizations.
- 5. All payments for supportive services using WIOA funds must be approved in writing, by authorized NCWorks Career Center staff prior to making the payments. The Talent Development scholarship process and guidelines must be followed prior to approval and payment of supportive services funds.
- 6. Payment can be issued directly to a vendor or as reimbursement to a participant who has valid receipts for purchases or payments already made. Keep in mind that written approval by authorized NCWorks Career Center staff <u>must precede</u> payment or reimbursement.
- 7. Workforce Innovation and Opportunity Act (WIOA) funds may be used to provide WIOA enrolled customers with needed supportive services <u>only if both of the following conditions apply</u>:
 - a. the individual is unable to obtain supportive services through other programs/organizations providing such services, **and**,
 - b. supportive services are necessary to enable the individual to participate in WIOA activities.
- 8. NCWorks Career Center staff are responsible for documenting supportive services in NCWorks Online as follows:
 - a. Objective Assessment Staff must document the need for supportive service(s) in the objective assessment.
 - b. Individual Employment Plan (IEP) Staff must document the need for supportive service(s) in the IEP.
 - c. Supportive Services activity Staff must complete a supportive services activity for the individual. Staff must also provide an explanation indicating that "the service(s) are not otherwise available" in the case note section of the supportive services activity.
 - d. Case Notes Must include the following information:
 - Document the participant's need for the supportive service, including the specific barrier that the supportive service will address.
 - Document the efforts made to secure the needed supportive service from other community organizations.
 - Document the specific supportive service that is to be provided.
 - Record the obligation amount in NCWorks Online attached to each supportive service case note.

ALLOWABLE SUPPORTIVE SERVICES

Transportation Assistance

Ongoing transportation-related expenses that may be paid with WIOA funds include:

Public/Private Bus Tickets Carpool/Van Fees Taxi/Uber/Lyft Fares (limited basis only, as a last resort, maximum \$10 per day) Parking Fees Mileage Reimbursement

- to a WIOA participant, or;
- to an individual transporting a WIOA participant
- 1. Costs for transportation services necessary for a WIOA Adult or DW to participate in WIOA activities such as transportation to and from occupational skills training, and/or a subsidized or unsubsidized job may be paid with WIOA funds.
- Payment of transportation costs to and from a paid work experience, OJT, or other paid employment activity will be limited to assistance only until the participant receives his/her first paycheck.
- 3. Payments for on-going transportation services with WIOA funds must be reasonable/not excessive.
- 4. WIOA participants who drive to and from a training site/school may be reimbursed <u>at a rate not</u> to exceed thirty cents (.30) per mile, or \$10.00 maximum per day, or \$50.00 maximum per week. The total round-trip mileage going to and from a training site/school must be determined and documented prior to authorizing a mileage reimbursement for a participant. Mileage reimbursement for driving to and from a training site/school is limited to one round trip per day to the same training site/school.
- 5. NCWorks Career Center staff is responsible for ensuring that transportation services are paid only for actual days in school, at work, and/or days of participation in a WIOA activity. The use of a timesheet or other attendance record is required to document attendance and authorize supportive service payments.

Exam and Testing Fees

Exam and testing fees are paid out of supportive services funds.

- If an individual does not pass a test/exam on the first try, supportive service funds can be used for them to retake the test/exam one time.
- Participants can be reimbursed for additional exam and testing fees if they pass **and** provide verification of the credential or certification received.

OTHER ALLOWABLE SUPPORTIVE SERVICES

Based on an assessment of individual needs, personal and family resources, and assistance available from other organizations/agencies, staff may authorize WIOA funds for other supportive services as follows:

- Clothing and other items (tools, etc.) required for an interview, employment and/or training
- Reasonable accommodations for Persons with Disabilities (special services, supplies, assistive technology, etc.)
- Records required for employment (birth certificate, background check, etc.)
- Other employment-related needs

UNALLOWED SUPPORTIVE SERVICES

- Dependent care costs
- Penalties
- Court costs
- Other related criminal fees
- Set up fees for utilities, rent, or rent down payment

SPECIAL APPROVAL SUPPORTIVE SERVICES

Exceptions to the supportive services policy may be requested on a case-by-case basis by e-mailing the Capital Area Adult Workforce Development Program Consultant with the following information.

- a. Name of participant
- b. Type of support requested
- c. Time frame support needed
- d. Dollar amount of support expected
- e. Reason for the request

After review of the information provided, the Adult Workforce Development Program Consultant will respond by e-mail, within ten business days with a determination. If denied, the determination will include justification for the decision.



SUPPORTIVE SERVICES AUTHORIZATION FORM



Through a comprehensive and objective assessment of each customer's individual needs, NCWorks/NextGen Career Center staff will assess the supportive services necessary for customers to participate in, and successfully complete services (Intensive, Training, Youth Service Elements, and/or Follow Up).

NCWorks/NextGen Career Center staff is responsible for making a determination of the supportive services needed for a customer and whether or not the services are available through other resources. NCWorks/NextGen Career Center staff should give consideration to the participant's own resources and family resources as well as those resources that may be provided by other agencies/organizations prior to authorizing funding.

NCWorks/NextGen Career Center staff will complete the information below to authorize supportive services. A new authorization form must be completed to record changes in amounts or the kind of WIOA assistance provided.

Print Customer's Name and Last 4 digits of Social Security Number

Program and Activity Name/Type

Authorization of Payment for Day Care

\$

Amount per Day or Week

Authorization of Payment for Transportation /Mileage Reimbursement

\$

Amount per Mile or Day

Authorization for Other Transportation Assistance

Specify type (Bus Tickets etc.) and Amount Approved

Authorization for Other Allowable Supportive Services

Specify type (car repair, rent, etc.) and Amount Approved

Effective Date

Career Center Staff Signature and Date

Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities.

Effective Date

Effective Date

Effective Date

Day Care

Training Site (If Applicable)

CAWD NC PROWD Grant Stipend Expenditure Guidelines

Capital Area Workforce Development (CAWD), under WIOA, has the authority to make policy and administrative decisions and the flexibility to tailor the public workforce system to meet the needs of the local community. CAWD has the discretion to provide supportive services, including stipends, in certain situations to NC PROWD-eligible individuals to enable their participation in WIOA activities, such as training, work-based learning, or internships.

Under WIOA, stipends may be provided to eligible adult participants as a supportive service in specific situations. These expenditures must be reasonable, allowable, and necessary to support participants in successfully engaging in the program.

A stipend is financial support provided to participants actively participating in WIOA-approved activities, such as training, to offset costs and encourage their continued engagement in the program.

CAWD has established the following guidelines for WIOA stipends for NC PROWD-eligible individuals:

- 1. WIOA and special grant funds may be used to provide stipends only to NC PROWD WIOA-eligible participants.
- 2. The NC PROWD program manager and staff must ensure that the use of stipends does not violate federal prohibitions, such as using funds for political activities.
- 3. Stipends are allowable only if they comply with WIOA funding constraints and local budgetary limits.
- 4. A participant may not receive more than \$3,600 in stipends during the grant period of performance.
- 5. For classroom-based training (vocational, literacy, or skill development):
 - Participants can receive a \$25 stipend per class, up to a maximum of \$1,200.
 - Participants who complete 100% of the classes may receive an additional stipend of up to \$600, with the total not exceeding \$1,200.
- 6. For Work-Based Learning activities, including internships, job shadowing, or temporary work experiences, participants may receive a stipend of up to \$3,600.
- 7. Stipends must not be tied to performance, completion, or milestones; they are provided solely based on participation and verified engagement in eligible activities.
- 8. Stipends must be well-documented, as outlined in the CAWD Supportive Service Policy, including:
 - Justification for providing the stipend.
 - The amount awarded.
 - The connection to the participant's goals in their Individual Employment Plan (IEP) or Individualized Development Plan (IDP).
 - Documentation of attendance, hours spent in activities, or other proof of participation in the specified activity.
- 9. Stipends cannot be paid for activities in which participants are not engaged, nor can they be misclassified as wages.