

Capital Area Workforce Development

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

July 1, 2026 - June 30, 2027

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) **2026** Plan is to provide current information and be effective **July 1, 2026 - June 30, 2027**, 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: <https://www.dol.gov/agencies/eta>.

North Carolina policy information is available at: <https://www.commerce.nc.gov/jobs-training/workforce-professionals-tools-resources/workforce-policies>. 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 2026 Plan is Due: May 4, 2026

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:

Division of Workforce Solutions
313 Chapanoke Road, Suite 120
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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

- If the Local Area is a Consortium and the agreement has been updated since the PY 2025 Plan submission, attach a copy of the current Consortium Agreement. If the Consortium Agreement has not been updated since the PY 2025 Plan submission, state N/A. N/A
 - Name document: N/A Consortium Agreement.
- If the Local Area is not a Consortium and there have been updates to the Local Area designation since the PY 2025 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 PY 2025 Plan submission, state N/A. N/A
 - Name document: N/A Local Area Designation Letter.
- 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. 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: Don Mial | Elected Title & Salutation: Chair, Wake County Board of Commissioners; Mr. |
| Government Affiliation: Wake County | Address: P. O. Box 550, Raleigh, NC 27602 |
| Phone Number: 919-856-5575 | Email Address: don.mial@wake.gov |

4. 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 3.

| | |
|---------------------------------------|--|
| 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: 5942 Six Forks Road, Raleigh, NC 27609 |
| 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 the **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: *CAWD Administrative Entity 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 <https://sam.gov/content/home> 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)

Brent Royal, Accountability Specialist/Equal Opportunity 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: *CAWD 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 [Appendix D](#).
- 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.*
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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 [Appendix A](#). Additional by-laws guidance/template and electronic meeting formats have been provided in [Appendix B](#) and [Appendix C](#).

11. Attach the Local Area WDB By-Laws including the date of adoption or more recent amendment, if any revisions have been made since the PY 2025 Plan submission. Please state N/A if there are no updates to the By-Laws for the PY 2026 plan submission, and state the Plan year the By-laws were last submitted. By-Laws must include the required elements found in [Appendix A](#). [Click here to enter text](#).

- Name document: *N/A By-Laws*.

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 PY 2025 Plan submission (form provided). Please state N/A if the By-Laws have not been updated since the PY 2025 Plan submission, and state the Plan year the Crosswalk chart was last submitted. [Click here to enter text](#).

- Name document: *N/A 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.capitalareanetworks.com>, inviting the public to provide feedback and suggestions. Sonja Godsey, One Stop System Director, is responsible for distribution of the plan. The contact information is noted as follows: 5942 Six Forks Road, Raleigh, NC 27609, sonja.godsey@wake.gov.

Comments and suggestions will be accepted from April 22, 2026, through May 22, 2026. 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: CAWD Organizational Chart.

15. Complete the following chart for the PY 2026 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) |
|--------------------|--------------------|---|
| September 24, 2026 | 8:30 am – 10:30 am | https://us02web.zoom.us/j/89536609337?pwd=gpQoGIfb4UHvKzqzdICfqaCJwCvZk9.1 |
| December 3, 2026 | 8:30 am – 10:30 am | Park Alumni Center, 2450 Alumni Dr., Raleigh, NC 27606 |
| March 25, 2027 | 8:30 am – 10:30 am | https://us02web.zoom.us/j/89536609337?pwd=gpQoGIfb4UHvKzqzdICfqaCJwCvZk9.1 |
| June 24, 2027 | 8:30 am – 10:30 am | https://us02web.zoom.us/j/89536609337?pwd=gpQoGIfb4UHvKzqzdICfqaCJwCvZk9.1 |

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

16. Provide the Month and Date of the Local Area WDB meeting that the PY 2026 Local Area Plan was approved. Attach a copy of the Local Area WDB minutes that reflect this action item.

The PY26 Local Area Plan was approved on April 16, 2026

- Name document: CAWD 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: CAWD 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 Solutions
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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: CAWD Signatory Page.

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

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II. Local Area WDB Strategic Planning

The Local Area WDB is required to 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, please describe your engagement with local, regional, and state economic developers including industries of focus, frequency of collaboration, and the number of anticipated projects the Local Area WDB expects to engage in during the upcoming program year? Please indicate the type of services the Local Area WDB expects to provide.

CAWD's projection for economic development project support for PY26 is nine Letters of Support and four Workforce Discussions. CAWD provides a range of services to economic developers that support both business recruitment and retention efforts. In addition to providing Letters of Support and participating in Workforce Discussions for companies considering locating in the region, CAWD supports recruitment efforts through engagement in project-based discussions, including prospect meetings and coordination on workforce-related needs.

CAWD also partners with economic developers to support existing businesses. When an economic developer identifies a company experiencing hiring or retention challenges, the business is referred to CAWD for support. CAWD meets directly with the employer to assess needs and develop a customized workforce strategy, helping stabilize the workforce and contributing to business retention in the local area.

CAWD provides economic developers with labor market information, including unemployment data, industry growth patterns, workforce trends, and wage data, to support informed planning and decision-making. CAWD also shares information on (Worker Adjustment and Retraining Notification) WARN activity within each county to support proactive response strategies.

CAWD engages in strategic, long-term workforce initiatives with its economic development partners in both

Wake and Johnston Counties. CAWD and Wake County Economic Development partner on the Regional Skills Analysis survey for the Triangle region, which informs workforce and economic development planning for the next three years and tracks changes over time. CAWD and Johnston County Economic Development previously collaborated on a comprehensive workforce development study that continues to guide strategic efforts. This year, CAWD is a key partner in advancing recommendations from that plan, including expanded work-based learning and apprenticeship strategies.

CAWD maintains ongoing coordination with economic developers through regular engagement, including monthly or as-needed meetings in high-activity counties and quarterly coordination in less active counties, as well as project-specific collaboration to align workforce strategies with regional economic development priorities.

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 |
|---------------------------|---------------------------|--------------------------------|--|
| Healthcare Pathway | N/A | 2025 | 76 |
| 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?

CAWD is actively implementing a Sector Strategy Framework to guide the development of new career pathways aligned with high-demand industries. During PY27, CAWD will focus on developing and expanding career pathways in Construction and Skilled Trades, as identified and prioritized by the Business Engagement Committee.

These pathways will incorporate work-based learning opportunities, industry-recognized credentials, and strong employer partnerships to ensure alignment with real-time workforce needs. Development efforts will be carried out in collaboration with community colleges, employers, and training providers to support clearly defined entry points, skill progression, and sustainable employment outcomes for participants.

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”.

1. Identify PY 2026 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 2026 NCWorks Career Center Chart. [WIOA Section 121(b)(1)(A) and (b)(1)(B)]

- Name document: CAWD PY 2026 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)]

CAWD ensures an arm’s-length relationship between the service providers and the operation of NCWorks Career Centers through a formal competitive procurement process conducted every three years for service providers and every four years for Operators, in accordance with WIOA requirements and Wake County procurement policies.

The most recent procurement for the One-Stop Operator and WIOA Adult and Dislocated Worker service provider occurred from December 2022 through March 2023. Through this process, Equus Workforce Solutions was awarded the contract to serve as the One Stop Operator and service provider for Wake, Johnston, Lee, and Chatham Counties. Orange County Department of Social Services was awarded the contract to serve as service provider for Orange County.

Contracts began on July 1, 2023, with an initial one-year term and the option for up to three additional one-year extensions for the One Stop Operator based on performance, service quality, responsiveness, and the ability to meet contractual expectations, and up to two extensions for the Orange County DSS. For PY26, contract extensions have been executed with Equus Workforce Solutions.

For Orange County, CAWD will conduct a competitive procurement process beginning in May 2026 to select the Adult and Dislocated Worker service provider for continued service delivery. The procurement is expected to conclude in July 2026, with a new contract anticipated to begin in October 2026. To ensure continuity of services and uninterrupted customer access, Orange County DSS will continue providing services through the transition period until the new contract start date.

The procurement process includes broad public notification of the Request for Proposal (RFP) through local and minority publications, CAWD and Wake County websites, national workforce development networks, and direct outreach to employment and training providers. A Pre-Proposal Conference is conducted to ensure transparency and provide technical guidance. Proposals are evaluated by a review panel consisting of Board members and staff using established criteria, including demonstrated effectiveness, quality of services, performance outcomes, cost, organizational capacity, and fiscal integrity. Final award recommendations are

approved by the CAWDB.

CAWD maintains clear separation between oversight and service delivery through this competitive process and ongoing contract management. All contracts are cost-reimbursement based, and CAWD incorporates a pay-for-performance model for providers with profit structures. Performance is monitored regularly through financial and programmatic reporting, and contract extensions are contingent upon meeting established performance and service delivery expectations. If performance concerns arise, CAWD may implement corrective actions, including performance improvement plans, budget adjustments, or re-procurement, to ensure compliance and continuity of services within the NCWorks Career Center system.

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: *Capital Area Workforce Development 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 2024-2025 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?

CAWD's Adult, Dislocated Worker, and Youth performance has been shaped by ongoing changes in the region's labor market, population growth, industry demands, and employer activity throughout Wake, Johnston, Lee, Chatham, and Orange counties. Several factors have strengthened performance this year, while other trends have created operational challenges.

Positive Factors:

Significant Economic Development and Expansion Projects in the Region: Across CAWD's five counties, major economic development announcements, including expansions in advanced manufacturing and bio-pharmaceutical manufacturing, have positively influenced employment and training performance outcomes. Projects in Wake County's advanced manufacturing and life sciences sector, Johnston County's large manufacturing announcement, and Chatham County's emerging battery manufacturing footprint have created thousands of projected new jobs. These expansions have increased employer engagement with CAWD and improved opportunities for participants completing training, boosting performance in employment and median earnings indicators.

Strong Population and Workforce Growth: Wake and Johnston counties remain two of the fastest-growing counties in the state, while Lee, Chatham, and Orange continue attracting new residents and employers. This population growth has expanded the available labor pool and increased demand for credentialing, training, and upskilling services. As more individuals relocate to the area, CAWD has benefited from serving job seekers with stronger baseline skills, leading to improved credential attainment, measurable skill gains, and employment retention. Partnerships with community colleges, including Wake Tech, Johnston Community College, Central Carolina Community College, and Durham Tech, have further strengthened outcomes through expanded credential programs aligned with regional industry needs.

Negative Factors:

Extremely Tight Labor Market and Worker Shortages: Although regional growth is strong, CAWD continues to operate in one of the tightest labor markets in North Carolina. Unemployment rates in Wake, Johnston, Lee, Chatham, and Orange counties remain near historic lows, consistently below 3.3%, which means most individuals entering NCWorks and NextGen Centers face multiple barriers to employment. These include limited work experience, unstable housing, childcare challenges, and transportation issues. As a result, job placement and retention indicators are more difficult to maintain at higher levels. Job seekers who require longer-term, intensive case management often remain enrolled for extended periods, which delays exits and complicates performance timelines.

Layoffs, Workforce Transitions, and Industry Shifts: Although the region is growing, CAWD has continued to receive WARN notices associated with permanent closures or permanent layoffs in financial services, government, technology, transportation, logistics, and certain manufacturing segments. Several mid-sized employers across Wake, Johnston, Lee, Chatham, and Orange counties have executed mass layoffs or phased closures, requiring rapid responses for dislocated workers. Many displaced workers possess skills sometimes transferable, making training a priority due to the increase in competition for entry-level and mid-skilled jobs in manufacturing, transportation, and logistics.

Looking ahead, CAWD anticipates several factors that may influence performance outcomes. On the positive side, continued economic development projects and expansion in advanced manufacturing, life sciences, and clean energy sectors are expected to create additional employment opportunities, supporting employment and earnings indicators.

Additionally, ongoing alignment with community college training programs will continue to strengthen credential attainment and measurable skill gains.

However, ongoing labor market tightness may continue to limit the available talent pool and increase the proportion of participants with significant barriers to employment, potentially impacting employment and retention outcomes. In addition, continued industry shifts and potential layoffs in certain sectors may increase demand for retraining services, which could temporarily impact performance timelines for dislocated workers.

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 maintains a comprehensive and proactive approach to achieving and surpassing federal WIOA performance indicators. Performance is monitored consistently throughout the program year using a combination of data tools, structured accountability processes, and targeted staff training.

Performance Tracking and Accountability: CAWD's Accountability Specialist is responsible for ongoing monitoring of WIOA performance outcomes for all Title I and Title III programs. Performance is reviewed monthly using multiple reporting resources to ensure accuracy, identify trends, and provide timely interventions when needed. Findings from this review process are shared with leadership and service providers to maintain full transparency and accountability.

Use of Reporting Resources: CAWD employs a combination of federal and predictive reporting tools, including:

- FutureWorks BI – Used monthly to download and analyze performance data, which is then distributed to service providers. These reports include participant-level information based on participant ID and are accompanied by actionable recommendations for addressing performance gaps.
- NCWorks Federal Reports – As these directly feed FutureWorks BI, they serve as a foundational resource for validating performance outcomes and understanding customer pool characteristics.
- NCWorks Predictive Reports – These are used regularly to monitor performance areas that require name level tracking, such as credential attainment. Their ability to identify customers by name makes them essential for proactive case management and ensuring timely follow-up.

Use of FutureWorks BI: FutureWorks BI continues to be used as a primary analytics tool. It is utilized monthly to:

- Assess local area progress toward federal indicators
- Identify participants nearing performance benchmarks (or at risk of falling short)
- Support data-driven case management
- Guide technical assistance to service providers
- Inform monthly and quarterly performance discussions

Staff Training and Technical Assistance: CAWD provides ongoing technical assistance to ensure that staff and partners remain well-informed and aligned with federal performance standards:

- Formal training sessions on federal performance indicators, data validation, and reporting are conducted as needed throughout the program year.
- Monthly Youth performance meetings are facilitated jointly by the Accountability Specialist and Youth Workforce Development Program Consultant, focusing on real-time progress and strategic adjustments.
- Quarterly Adult performance meetings are led by the Accountability Specialist and Adult Workforce Development Program Consultant to review trends, identify areas of concern, and support continuous improvement.
- Additional technical assistance is provided whenever data trends indicate the need for targeted support. This structured combination of monitoring, communication, data-driven strategies, and continuous training ensures that CAWD remains well-positioned to meet or exceed all federal WIOA performance expectations in PY26.

These strategies ensure continuous performance monitoring, timely intervention, and accountability across all service providers to meet or exceed federal performance goals.

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 during the program year, CAWD identifies that performance is not on track to meet or exceed WIOA performance indicator goals, a structured and proactive corrective-action process is initiated. This process ensures accountability, transparency, and continuous improvement across all aspects of program operations. CAWD's approach includes the following components:

1. **Ongoing Performance Monitoring**

- Continuous review of real-time performance dashboards and NCWorks reporting tools to track progress toward each program indicator.
- Monthly and quarterly data analyses to identify emerging trends, gaps, or areas at risk.
- Regular review of service provider data to ensure consistency, data integrity, and timely entry.
- Cross-checking of performance with negotiated levels and state benchmarks to detect deviations early.

2. **Communication With Service Providers**

- Routine communication through service provider performance reviews and written updates summarizing current status and areas needing attention.
- Immediate notification to leadership when a performance indicator begins to fall below target trajectory.
- Collaborative discussions to identify operational challenges, resource needs, or policy barriers affecting outcomes.

- Reinforcement of shared accountability for performance across all service providers.

3. **Adjustments to Strategies, Training, and Program Delivery**

- Data-informed decision-making to adjust training delivery, career services,
- Enhanced staff training on areas such as documentation, follow-up, career pathway design, supportive services, or business-services practices.
- Implementation of targeted interventions—such as participant re-engagement campaigns, increased focus on credential completion, or stronger alignment with high-demand industries.
- Revision of internal policies or procedures when needed to streamline service delivery and improve outcomes.

4. **Accountability Measures and Follow-Up**

- Regular feedback from staff, service providers, and partners through meetings, surveys, and direct input sessions.
- Ongoing evaluation of whether corrective strategies are effective, and adjustments as necessary.
- Reinforcement of a continuous-improvement culture where performance data is used constructively to strengthen services.

5. **Feedback Loops and Continuous Improvement**

- Collaboration with state program specialists for guidance, technical assistance, or best practice recommendations.
- Engagement with peer Local Area WDBs to explore proven strategies or shared solutions.
- Use of labor-market, economics, and employer feedback data to refine service approaches.

Overall, the Local Area WDB maintains a proactive, data-driven, and collaborative approach to managing performance. The corrective-action process ensures that if any indicator falls below expectations at any point during the year, timely interventions are implemented to realign performance and maintain compliance with WIOA requirements.

4. How is performance information shared throughout the hierarchy of career center staff? Please detail how the Local Area WDB addresses performance data in its relationship with its service provider(s) and how staff 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 all career center staff?
- c. How are career center staff/service providers held accountable?
- d. How is training provided in your organization/career centers?

CAWD maintains a structured and transparent process for sharing performance information across all levels of staff and service providers. Performance is tracked through a combination of NCWorks Online data, FutureWorks BI predictive reports, and monthly federal and predictive reports generated by the Accountability Specialist. These tools allow CAWD to closely monitor Measurable Skill Gains, Credential Attainment, employment outcomes, and other key WIOA/WP indicators in real-time. Information is communicated regularly through monthly Youth provider meetings and quarterly Adult and Dislocated Worker provider meetings. In addition to these meetings, staff and service providers receive continuous updates through Smartsheet performance trackers, predictive rosters, and email summaries, ensuring that staff and leadership have immediate access to performance status and participant lists that

influence each performance indicator.

Accountability is reinforced through contractual expectations, ongoing monitoring, and CAWD's established corrective action process. Service providers are responsible for meeting negotiated performance outcomes, and when performance concerns emerge, CAWD issues a formal letter requiring a written improvement plan with clear steps and timelines. The Accountability Specialist, Quality Assurance Manager at NCWorks, and Workforce Development Program Consultants conduct quality assurance reviews of NCWorks case files to ensure that activities, documentation, case notes, and credentials are accurately recorded. Case managers are expected to address identified issues promptly and follow up QA reviews ensure that improvements are sustained. Training is provided throughout the program year and includes instruction on data validation, documentation standards, NCWorks functionality, Measurable Skill Gains, credential strategies, and proper case management practices. Training is delivered by CAWD staff and is often targeted to specific gaps identified through performance monitoring or QA findings.

Overall, performance information flows consistently from leadership to service providers and case managers, ensuring that everyone involved in service delivery understands how their work impacts CAWD outcomes. This approach promotes continuous improvement and ensures that case managers are using data proactively to support participants and contribute to meeting or exceeding Federal performance goals.

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?

Credential attainment outcomes in CAWD are influenced by several key factors, including alignment of training programs with in-demand industries, participant access to supportive services, quality of training providers, effective case management, and timely documentation of credentials. Strong partnerships with community colleges and training providers, along with early collection of required documentation such as FERPA release forms, play a critical role in ensuring that credentials are both attained and properly recorded.

For PY25, CAWD made substantial progress in reducing many of the challenges that once significantly impacted credential attainment. While barriers still exist, they are not as pronounced as they were in previous program years due to stronger partnerships, better documentation processes, and more proactive case management. However, CAWD continues to experience some ongoing challenges, though at a reduced scale. Occasional difficulty remains with documenting credentials for customers who do not complete GED or high school equivalency programs. FERPA requirements continue to limit access to educational records without written consent, although this challenge has lessened due to improved collection of FERPA release forms at the start of training. Another reduced but persistent challenge involves maintaining contact with customers who relocate or disengage after exiting the program, which can delay obtaining final credential documentation. While these challenges still influence the credential measure, CAWD's refined processes and strengthened provider relationships have significantly minimized their overall impact compared to previous years.

CAWD has implemented a variety of targeted strategies to strengthen credential attainment outcomes. Strong partnerships with local and out-of-state training providers ensure that participants enroll in high-quality, industry-recognized credential programs that align with regional workforce needs. Outreach and awareness campaigns help

customers and community partners understand the value of high-demand credentials and available training pathways. CAWD integrates technology such as Transfr to expand access to training and career exploration, particularly for underserved communities, and to support more informed career decision-making. Individualized case management remains a key strategy, with advisors helping customers navigate training, resolve barriers, and ensure that credential documentation is submitted promptly. Supportive services, such as transportation assistance, exam fee coverage, and needs-related payments, help customers remain engaged and complete their training programs. CAWD also engages in continuous monitoring, feedback collection, and evaluation to adjust strategies as needed. Additionally, CAWD collaborates with community colleges to secure FERPA Disclosure of Information forms at the time of training enrollment, which allows staff to collect credential documentation directly and efficiently after completion. Together, these strategies support stronger outcomes and improved compliance with federal credential requirements.

CAWD case managers rely on NCCareers.org and the NC Workforce Credentials list as essential tools in guiding customers toward meaningful training and employment pathways. NCCareers.org supports career exploration by offering assessments, such as Reality Check, interest surveys, and skill-matching tools that help customers identify suitable career paths based on their needs, abilities, and wage expectations. The platform's labor market information allows case managers to help customers understand job prospects, required education, and expected earnings for selected occupations. The NC Workforce Credentials list is used to identify which credentials are validated, in demand, and recognized by North Carolina employers. Case managers use this list to recommend training aligned with employer expectations and WIOA-approved pathways, ensuring participants invest in credentials that enhance their competitiveness. By referencing these tools, case managers help customers understand required qualifications, choose appropriate training programs, and pursue credentials that support long-term employment success.

6. When selecting an eligible training provider from the State Eligible Training Provider List (ETPL) 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 (<https://maps.google.com>)
 - 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.

- a. 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, **only** if the policy has been revised for the PY 2026 Plan and has not been previously submitted to the DWS Planner. If the Local Area ETPL Policy has not been revised for the PY 2026 Plan submission, please state N/A, and state the Plan year the Local Area ETPL Policy was last submitted.

CAWD maintains additional requirements for training providers beyond those outlined in the State ETPL Policy to ensure high-quality training options, strong performance outcomes, and alignment with regional workforce needs. As part of CAWD's evaluation process, programs are assessed based on student performance and completion data. CAWD requires programs to demonstrate an overall program completion rate of at least 75% to remain eligible for approval. Programs that fall below this threshold may be denied or removed from the local ETPL until their completion rate improves. New programs with no prior performance history may be conditionally approved if they meet CAWD's general guidelines, with continued eligibility determined once performance data becomes available. For programs tied to state licensure or industry-recognized credentials, such as CDL, Nursing, and IT, CAWD also reviews credential attainment rates and requires these programs to maintain at least a 75% credential attainment rate to remain approved.

CAWD also has programmatic restrictions on the types of training eligible for WIOA Individual Training Accounts. Programs that are remedial, motivational, or focused on pre-employment or soft skills training (such as HRD, CRC preparation, or workforce readiness classes) are not eligible for WIOA training funds and therefore cannot be approved on CAWD's ETPL. If comparable training is already available from an approved provider within the CAWD region, CAWD generally does not approve training from outside of the Capital Area's local area unless special circumstances apply. Exceptions may include online-only programs, programs offered in adjacent counties, programs at capacity or with waiting lists, or situations where a customer has a unique need requiring an alternate provider.

CAWD's additional requirements also ensure compliance, transparency, and consumer protection. Training providers must follow CAWD's policies related to student performance, eligibility requirements, and ITA guidelines; must accept payments only to the name listed on the official NC ETPL; and must not use CAWD or NCWorks logos or branding in marketing materials without written authorization. Providers must also avoid implying guaranteed WIOA funding, as all customers must complete the eligibility and approval process. Employment placement rates must meet CAWD's minimum standards as defined in the Memorandum of Understanding associated with the ETPL policy. Providers retain the right to appeal any denial or termination of eligibility.

CAWD incorporates USDOL's Training Provider Results (trainingproviderresults.gov) website as part of its ETPL review and approval process. This tool provides national-level performance data, including program completion, employment outcomes, wages, and comparative results. CAWD uses this information to verify program quality, assess provider effectiveness, and compare local providers against national benchmarks. The site's performance and comparison tools strengthen CAWD's review process by offering additional transparency and validation beyond state-reported outcomes. This helps CAWD ensure that training programs approved for local use align with regional needs, demonstrate strong performance, and support positive employment outcomes for participants. This process ensures that customers are connected to high-quality training programs that lead to employment in in-demand occupations.

- Name Document: CAWD ETPL Policy.

V. Equal Opportunity

1. Attach the Local Area WDB's current Equal Opportunity (EO) Complaint Grievance Procedure to address EO requirements, *only* if the policy has been revised for the PY 2026 Plan and has not been previously submitted to the DWS Planner. If the EO Complaint Grievance Procedure has not been updated for the PY

2026 Plan submission, please state N/A, and state the Plan year the EO Complaint Grievance Procedure was last submitted. [29 CFR 38.35]. [Click here to enter text.](#)

- Name document: *CAWD 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 02-2026]

CAWD ensures an arm's-length relationship between the service providers and the operation of NCWorks Career Centers through a formal competitive procurement process conducted every four years for the one stop operator and every three years for service providers, in accordance with WIOA requirements and Wake County procurement policies.

The most recent procurement for the One-Stop Operator and WIOA Adult and Dislocated Worker service provider occurred from December 2022 through March 2023. Through this process, Equus Workforce Solutions was awarded the contract to serve as the One Stop Operator and service provider for Wake, Johnston, Lee, and Chatham Counties. Orange County Department of Social Services was awarded the contract to serve as the service provider for Orange County.

Contracts began on July 1, 2023, with an initial one-year term and the option for up to three additional one-year extensions for the One Stop Operator based on performance, service quality, responsiveness, and the ability to meet contractual expectations, and up to two extensions for the service providers. For PY26, contract extensions have been executed with Equus Workforce Solutions.

For Orange County, CAWD will conduct a competitive procurement process beginning in May 2026 to select the Adult and Dislocated Worker service provider for continued service delivery. The procurement is expected to conclude in July 2026, with a new contract anticipated to begin in October 2026. To ensure continuity of services and uninterrupted customer access, Orange County DSS will continue providing services through the transition period until the new contract start date.

The procurement process includes broad public notification of the Request for Proposal (RFP) through local and minority publications, CAWD and Wake County websites, national workforce development networks, and direct outreach to employment and training providers. A Pre-Proposal Conference is conducted to ensure transparency and provide technical guidance. Proposals are evaluated by a review panel consisting of Board members and staff using established criteria, including demonstrated effectiveness, quality of services, performance outcomes, cost, organizational capacity, and fiscal integrity. Final award recommendations are approved by the CAWDB.

CAWD maintains clear separation between oversight and service delivery through this competitive process and ongoing contract management. All contracts are cost-reimbursement based, and CAWD incorporates a pay-for-performance model for providers with profit structures. Performance is monitored regularly through financial and programmatic reporting, and contract extensions are contingent upon meeting established

performance and service delivery expectations. If performance concerns arise, CAWD may implement corrective actions, including performance improvement plans, budget adjustments, or re-procurement, to ensure compliance and continuity of services within the NCWorks Career Center system.

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, 2026, using the PY 2026 Adult/Dislocated Worker Service Provider List provided.

- Name document: CAWD PY 2026 Adult/Dislocated Worker Service Provider List.

3. How does the Local Area WDB ensure that the minimum of 6% of non-administrative Adult funds is spent on registered apprenticeship/pre-apprenticeship activities and is the Local Area WDB expending the 6% minimum on registered apprenticeship/pre-apprenticeship activities? [The total 6% expenditure may be comprised of non-administrative WIOA Title I Adult funds, Youth funds, or a combination of both. (CPS 04-2025)]

CAWD ensures compliance with the requirement to expend a minimum of 6% of non-administrative Adult funds on registered apprenticeship and pre-apprenticeship activities by incorporating this expectation into provider contracts, budgets, and ongoing performance management. Annual funding allocations include clearly defined expenditure targets, and the Adult service providers are required to plan for and document apprenticeship-related activities as part of their service delivery strategy.

Allowable expenditures include costs associated with participant wages in apprenticeship-related activities, staff time dedicated to the development and coordination of apprenticeship and pre-apprenticeship opportunities, and supportive services directly tied to participant engagement in these activities. CAWD provides training and technical assistance to Career Advisors and Business Services staff to ensure a clear understanding of allowable activities and effective implementation.

To support pipeline development, CAWD collaborates with employers, community colleges, public school systems, and Apprenticeship NC to expand registered apprenticeship and pre-apprenticeship opportunities across multiple industry sectors. This includes establishing referral pathways and strengthening partnerships to align workforce services with employer demand.

Expenditures are monitored on a monthly basis through financial and programmatic reporting. CAWD reviews provider progress toward the 6% requirement and provides targeted technical assistance when needed. If the provider is not on track to meet the minimum expenditure requirement, CAWD may implement corrective actions to ensure compliance by the end of the program year.

CAWD is actively implementing these strategies to meet and sustain the 6% minimum expenditure requirement for apprenticeship and pre-apprenticeship activities during PY26.

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;*
- Registered Apprenticeship – A minimum 6% of Youth and Adult funds allocated to the Local Area WDB, except for the Local Area WDB expenditures for administration, must be used to provide registered apprenticeship/pre-apprenticeship activities. The expenditures may be comprised of Adult funds, Youth funds, or a combination of both; 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, 2026, using the PY 2026 Youth Service Provider List provided. Complete each column to include specifying where Youth Services are provided and procurement information.

- Name the document: *PY 2026 CAWD Youth Service Provider List.*

2. Provide the date and process for the competitive procurement of the Youth Programs that ensures an arm's-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 to three years). Identify any service provider contract extensions. [WIOA Section 108(b)(16), CPS 04-2022, Change 1]

CAWD ensures an arm's-length relationship between the service providers and Youth service delivery through a formal competitive procurement process conducted every three years, in accordance with WIOA requirements and Wake County procurement policies.

The most recent procurement for WIOA Youth Services occurred from December 2025 through March 2026. Through this process, Educational Data Systems, Inc. was awarded the contract to serve Wake, Lee, and Chatham Counties; Johnston County Industries was awarded the contract to serve Johnston County; and Orange County Department of Social Services was awarded the contract, with conditions, to serve Orange County. Contracts will begin July 1, 2026, with an initial one-year term and the option for up to two additional one-year extensions based on performance, service quality, responsiveness, and the ability to meet contractual expectations.

The procurement process includes broad public notification of the Request for Proposal (RFP) through local and minority publications, CAWD and Wake County websites, national workforce development networks, and direct outreach to employment and training providers. A Pre-Proposal Conference is conducted to ensure

transparency and provide technical guidance. Proposals are evaluated by a review panel consisting of Board members and staff using established criteria, including demonstrated effectiveness, quality of services, performance outcomes, cost, organizational capacity, and fiscal integrity. Final award recommendations are approved by the CAWDB.

CAWD maintains clear separation between oversight and service delivery through this competitive process and ongoing contract management. All contracts are cost-reimbursement based, and CAWD incorporates a pay-for-performance model for providers with profit structures. Performance is monitored regularly, and contract extensions are contingent upon meeting established performance and service delivery expectations. In cases where performance concerns arise, CAWD may implement corrective actions, including performance improvement plans, budget modifications, or re-procurement, to ensure compliance and continuity of services.

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.

CAWD ensures compliance with the requirement to expend a minimum of 75% of Youth funds on Out-of-School Youth (OSY) through a combination of targeted outreach, enrollment strategies, and ongoing monitoring. OSY enrollment targets are established annually and incorporated into provider contracts and service delivery plans. Progress toward the 75% requirement is monitored monthly through financial and programmatic reporting to ensure alignment with federal requirements throughout the program year.

To support OSY enrollment, CAWD and NextGen service providers implement intentional outreach strategies designed to engage disconnected youth. These strategies include partnerships with community-based organizations, NCWorks Career Centers, behavioral health agencies, juvenile justice partners, and local departments of social services. Additional outreach methods include social media engagement, community events, and referrals from trusted partners serving priority populations. These efforts are focused in areas identified as having higher concentrations of disconnected youth to ensure equitable access to services.

Program design is structured to prioritize OSY participation by offering flexible, barrier-responsive services that support entry into education, training, and employment. This includes individualized career advising, work-based learning opportunities, supportive services, and strong connections to training providers and employers. Partnerships with WIOA Title II Adult Education providers, public school systems, and community colleges support re-engagement in education and credential attainment for OSY participants.

While CAWD prioritizes OSY enrollment, limited ISY participation is maintained in alignment with local needs and federal eligibility requirements. ISY services are coordinated through partnerships with public schools and specialized programs, including Occupational Course of Study (OCS) and parenting programs, to support youth who require early intervention and work-based learning opportunities.

CAWD continuously monitors OSY expenditures and enrollment trends. If a provider is not on track to meet the 75% requirement, CAWD provides targeted technical assistance and may implement corrective actions, including enrollment strategy adjustments or resource reallocation, to ensure compliance by the end of the program year.

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 requirement to expend a minimum of 20% of youth funds on work experience by establishing a higher local standard, requiring youth service providers to meet the 25% expenditures toward work-based learning activities. These activities include paid and unpaid work experiences, on-the-job training, pre-apprenticeships, and registered apprenticeships.

Our finance and One-Stop teams work diligently to ensure that service providers incorporate all permissible work experience expenditures and implement corrective actions when necessary.

To support implementation, CAWD's NextGen Business Services and Business Engagement teams collaborate with service providers to expand employer partnerships and develop work-based learning opportunities aligned with high-demand industries across the region.

Expenditures are monitored on a monthly basis through financial and programmatic reporting. CAWD reviews provider spending to ensure progress toward the 25% requirement, including tracking all WBL expenditures. If a provider is not on track, CAWD provides targeted technical assistance and may implement corrective actions to ensure compliance by the end of the program year.

CAWD has consistently met and exceeded the 20% minimum expenditure requirement for work experience and will continue to sustain this level of investment in PY26.

5. How does the Local Area WDB ensure that the minimum of 6% of non-administrative Youth funds is spent on registered apprenticeship/pre-apprenticeship activities and is the Local Area WDB expending the 6% minimum on registered apprenticeship/pre-apprenticeship activities? [*The total 6% expenditure may be comprised of non-administrative WIOA Title I Adult funds, Youth funds, or a combination of both.* (CPS 04-2025)]

CAWD ensures compliance with the 6% minimum expenditure requirement for registered apprenticeship and pre-apprenticeship activities by incorporating this expectation into provider contracts, budgets, and ongoing performance management. Annual funding allocations include clearly defined apprenticeship expenditure targets, and Youth providers are required to plan for and document these activities as part of their service delivery strategy.

Allowable expenditures include participant wages associated with apprenticeship and pre-apprenticeship activities and staff time dedicated to the development and coordination of these opportunities.

To support implementation, CAWD provides training and technical assistance to Youth providers on

allowable apprenticeship and pre-apprenticeship activities, including work-based learning models aligned with registered apprenticeship pathways. CAWD also works proactively with employer partners and industry sectors to expand the pipeline of apprenticeship and pre-apprenticeship opportunities across the region.

Expenditures are monitored on a monthly basis through financial and programmatic reporting. CAWD reviews provider progress toward the 6% requirement and provides targeted technical assistance as needed. If a provider is not on track to meet the requirement, CAWD may implement corrective actions, including budget adjustments or reallocation of funds, to ensure compliance by the end of the program year.

CAWD is actively implementing these strategies to meet and sustain the 6% minimum expenditure requirement for apprenticeship and pre-apprenticeship activities during PY26.

6. Specify if the Local Area WDB plans to offer incentives for (NextGen) youth. If yes, please state the plan year that the most current Youth Incentive Policy was provided. Please upload **only** if the policy has been revised for the PY 2026 Plan and has not been previously submitted to the DWS Planner. 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: N/A 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).

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

N/A

8. 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: CAWD Youth Program Elements Chart.

9. 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)]

N/A

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

No, CAWD does not maintain a standing committee specifically dedicated to youth services. Oversight of planning, operational, and service delivery issues related to NextGen (Youth) programs is provided through a structured internal framework. CAWD’s Program Consultants and One-Stop System Director are responsible for ongoing planning and operational oversight, including program design, service alignment, and provider support.

NextGen service providers receive continuous training and technical assistance throughout the program year to support effective service delivery and alignment with WIOA requirements. CAWD’s Accountability Specialist monitors performance outcomes and compliance through regular data review and analysis. In addition, NextGen providers are required to submit monthly reports, which are reviewed by CAWD staff to assess progress, identify challenges, and inform any needed operational or strategic adjustments.

The CAWD Board provides overall governance and strategic direction for youth services, ensuring that programs remain aligned with regional workforce priorities and federal requirements. This combined approach ensures that planning, operational oversight, and continuous improvement of youth services are effectively managed without a formal standing committee.

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 2026.

N/A

N/A

N/A

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: N/A *Youth Committee Members* [WIOA Section 107(b)(4)(A)(ii)]

c. Complete the following chart for the PY 2026 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 2026 Local Area WDB Plan Required Updated Policy Attachments

1. The following policies, **if updated** since the PY 2025 Plan submission, are *required* to be attached as separate documents in WISE as part of the PY 2026 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 2026 Plan and has not been previously submitted to the DWS Planner.
- In the third column indicate the Plan Year the policy was last submitted, **only** if it is **not** being submitted for the PY 2026 Plan.
- Revised policies **must** 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) | Plan Year Policy was last submitted |
|---|--|-------------------------------------|
| 1. Adult/Dislocated Worker Experience Policy | Yes | |
| 2. Competitive Procurement Policy | No | PY23 |
| 3. Conflict of Interest Policy | Yes | |
| 4. Nondiscrimination/Equal Opportunity Standards and Complaint Procedures | Yes | |
| 5. Financial Management Policy for Workforce Innovation and Opportunity Act Title I | No | PY25 |
| 6. Individual Training Account Policy | No | PY23 |
| 7. On-the-Job Training Policy | No | PY23 |
| 8. Oversight Monitoring Policy, Tool, and Schedule | Yes | |
| 9. Priority of Service Policy | Yes | |

| Required Local Area WDB Policies | New or Revised and needs review (Yes/No) | Plan Year Policy was last submitted |
|--|--|-------------------------------------|
| 10. Youth Work Experience Policy | Yes | |
| 11. Supportive Services Policy | Yes | PY25 (Adult) |
| 12. Local Area WDB WIOA and TAA Co-Enrollment Policy | Yes | |
| 13. Eligible Training Provider Policy | Yes | |
| 14. Non-Criminal Complaint Procedures | No | PY24 |
| 15. Apprenticeship/Pre-Apprenticeship Policy | Yes | |

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 2026 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.
- In the third column, indicate the Plan Year the policy was last submitted, **only** if it is **not** being submitted for the PY 2026 Plan.
- Revised policies should be submitted with a highlight or summary of the changes made to the local policy.
- 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) | Plan Year Policy was last submitted |
|--|---|---|-------------------------------------|
| 1. Local Area WDB Guidance for Local Incumbent Worker Grants | Yes | Yes | PY25 |
| 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 | No | N/A | PY24 |

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) | <ul style="list-style-type: none"> • 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 Education certificates • Occupational certificates • Other recognized certificates of industry/occupational skills completion sufficient to qualify for entry-level or advancement in employment |
| Procedures for determining case-by-case exceptions for training that may be allowed | <p>Requests for exceptions should be submitted via email to Sonja Godsey at sonja.godsey@wake.gov. The documentation must clearly outline the reason for the exception request and include the following details:</p> <ol style="list-style-type: none"> 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 <p>Capital Area staff will respond in writing, indicating whether the request is approved or denied, within five business days.</p> |
| Period for which ITAs are issued (semester, school year, short-term, etc.) | Capital Area ITAs 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 the need for ongoing scholarship funds. |

| Individual Training Accounts (ITA) Summary | |
|---|---|
| Supportive Services covered by ITA (provide examples such as uniforms, tools, physical exams, etc.) | Supportive Services covered by the ITA include books, uniforms, certifications, exams, supplies, student activity fees, campus access fees, criminal background checks, physicals, and vaccinations. |
| Other | 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 <i>(include examples)</i> | Emergency <i>(include examples)</i> | Other <i>(include examples)</i> |
| 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 maximum of \$1000 per participant per program year. | 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. | Youth – Food may be provided as a supportive service on a limited basis when it is reasonable, necessary, and essential for a NextGen participant’s ability to participate in allowable WIOA activities. Limited to \$150 per participant per year. |

| Transportation | Childcare | Supplies <i>(include examples)</i> | Emergency <i>(include examples)</i> | Other <i>(include examples)</i> |
|--|--|---|--|---|
| 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 certificate, background check, etc.) Other employment related needs. | 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 onetime; Participants can be reimbursed for additional exam and testing fees if they pass and provide verification of the credential or certification received. |
| 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. |

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.**