



Local Area 60

Triangle South Workforce Development Board

**Local and Regional
Workforce Development Plan**

Workforce Innovation and Opportunity Act

Title I

PY 2017 Plan Update

July 1, 2017 – June 30, 2018

Instructions

Introduction

The Workforce Innovation and Opportunity Act (WIOA) requires each Workforce Development Board (WDB) to develop and submit, in partnership with the local chief elected official, to the state a comprehensive four-year plan, which was submitted in May, 2016. Annually, each WDB will provide updates to the four-year plan. The WIOA Program Year (PY) 2017 Plan will provide current information and be effective July 1, 2017 - June 30, 2018. The Comprehensive Four-Year Plan (PY 2016) should be maintained and updated, as appropriate.

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

Local Workforce Development Boards should reference the Workforce Innovation and Opportunity Act, Public Law 113-128, enacted July 22, 2014. Additional information is available at the U.S. Department of Labor Employment and Training Administration website: www.doleta.gov

North Carolina policy information is available at <http://www.nccommerce.com/workforce/workforce-professionals/policy-statements>. Local Workforce Development Boards may reference the North Carolina WIOA Unified State Plan. Helpful Appendices have been provided as references for use in this document.

Plan Submission and Due Date

The Local Plan must be submitted through Workforce Information System Enterprise. ***The due date is April 28, 2017.*** Each attachment should be submitted separately. Forms requiring original signatures may be mailed to the assigned Planner at: N.C. Division of Workforce Solutions, 313 Chapanoke Road, Suite 120, 4316 Mail Services Center, Raleigh, NC 27699-4316.

A. Local Area Overview

The Local Area Overview provides important contact information that is used throughout the Division. It is important this section remain current. Updates should be submitted to the Division Planner when changes occur, especially to contact names and addresses in questions Section A 1-10.

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

The Triangle South Workforce Development Consortium

See the attached agreement.

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

Rosalind M. Cross
Director of Workforce Development and WIOA Programs
1105 Kelly Drive (Mailing)
900 S. Vance Street (Physical)
Sanford, NC 27330
(919) 777-7795
rcross@cccc.edu

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

Mr. Gordon Springle
Chief Elected Official
Harnett County Board of Commissioners
540 Tippet Road
Angier, NC 27501
gspringle@harnett.org

4. Provide the name, title, business name, address, telephone number and e-mail address of the individual authorized to receive official mail for the Chief Elected Official, if different than question 3.

N/A

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

Central Carolina Community College
1105 Kelly Drive
Sanford, NC 27330
(919) 775-5401

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

Dr. T. E. Marchant
President - Central Carolina Community College
1105 Kelly Drive
Sanford, NC 27330
(919) 718-7246
bmarchant@cccc.edu

7. Attach a copy of the Administrative Entity/Fiscal Agent's organizational chart with an 'effective as of date'. Name document: *Administrative Entity Name Organizational Chart*.

See the attached.

8. Provide the Administrative Entity's Data Universal Numbering System (DUNS) number and assurance that the 'System for Award Management' (SAM) status is current. Administrative Entities must register at least annually on the SAM website (<https://www.sam.gov/portal/SAM/##11>) to receive Federal funding [required by Federal Acquisition Regulation (FAR) Section 4.11 and Section 52.204-7].

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

Registration for CCCC is 071568299/0T5H9

See the attached.

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

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

* Use and identify categories as indicated on the form. Do not change required category names.

See the attached.

10. Attach the Workforce Development Board By-laws including date adopted/amended. Name document: Local Area Name WDB By-laws.

Sunshine Provision - The Local Board shall make available to the public, on a regular basis through electronic means and open meetings, information regarding the activities of the Local Board, including information regarding the Local Plan prior to submission of the Plan, and regarding membership, the designation and certification of one-stop operators, and the award of grants or contracts to eligible providers of youth workforce investment activities, and on request, minutes of formal meetings of the Local Board. [WIOA Section 107(e)]

See the attached.

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

Public Comment - The Workforce Development Board shall make copies of the proposed Local Plan available to the public through electronic and other means, such as public hearings and local news media; allow for public comment not later than the end of the 30 day period beginning on the date the proposed plan is made available; and, include with submission of the Local Plan any comments that represent disagreement with the Plan. [WIOA Section 108(d)]

The director of the Triangle South Workforce Development Board makes presentations to the Board of Commissioners in each of the four counties regarding information and activities of the local board. Additionally, a bi-monthly newsletter is sent out that showcases the activity of the board. The Local Plan is posted on the board's website that allows for public comment and is also linked to the administrative entity's website so that the public is well informed. Details regarding membership, one-stop operators and eligible providers are provided in an open forum during regularly scheduled board meetings. Board meetings are sent out via press release and email by the administrative entity and are often picked up by local newspapers regarding the time and location of the meetings. The director also has a mailing list that receives an email blast regarding meetings to include board members, staff, contractors, career center and community partners, and local elected officials.

12. Describe how the Workforce Development board will make copies of the proposed Local Plan available to the public. [WIOA Section 108(d)]

The Local Plan is announced on the board's website and allows for a 30-day comment period as required. The Plan is made available in an electronic format for interested parties.

13. Attach a copy of the Local Workforce Development Board's organizational chart with an 'effective as of date.' Include position titles. Name document: *Local WDB Name Organizational Chart*.

See the attached.

14. Attach a copy of the Local Workforce Development Board's planned meeting schedule to include time, dates and location. Name document: *Local Area Name Board Meeting schedule*.

See the attached.

15. Attach a copy of the signed 'Certification Regarding Debarment, Suspension, and other Responsibility Matters – Primary Covered Transactions' (form provided). [Required by the Regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98, Section 98.510, participants' responsibilities.] Name document: *Local Area Name Debarment Form*.

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

See the attached.

16. Submit the original Workforce Development Board and Chief Elected Official (CEO) Signatory Page (form provided), bearing the original signatures of the Chief Elected Official(s) and the Workforce Development Board Chairman, and attach a copy of the signed document. Name document: *Local Area Name Signatory Page*.

Note: Mail the signed original [Signatory Form](#) to Division Planner.

See the attached.

B. NCWorks Career Centers

1. Attach the Memorandum of Understanding (MOU) among the local Workforce Development Board and partners concerning operation of the local NCWorks Career

Center system. (A MOU guide is attached for your reference as [Appendix B](#). [WIOA Section 121(b)(A (iii)]. Name document: Local Area Name NCWorks Career Center MOU.

See the attached.

2. Identify NCWorks Career Center location(s) including Tier 1, Tier 2 affiliate, and specialized sites; on-site partners; how NCWorks Career Center operator(s) are designated; provider(s) of WIOA career services and method of selection; whether youth services provider is on-site and, if so, youth services offered. Use the NCWorks [Career Center Chart](#). [WIOA Section 121(b)(1)(A) and (b)(1)(B)] Name document: Local Area Name Career Centers.

See the attached.

3. Provide the date and process for when the competitive procurement of the One-Stop Operators(s) occurred. Include the expected length of the contract (one-four years). **Note:** By June 30, 2017, every Local Board must select One-Stop Operator(s) through competitive process. [WIOA Regulations 678.605, TEGL 15-16].

The TSWDB announced that we were accepting Request for Proposals for One-Stop Operators on January 23rd. In order to bid on One-Stop operation, the TSWDB required potential bidders to attend the Bidder's Conference held on Thursday, February 2nd. At the Conference, bidders had the opportunity to hear one-stop operation requirements with Board staff, and ask questions in person. The One-Stop RFP was released to interested bidders who attended the conference the afternoon of February 2nd, and bidders had until February 9th to submit any questions concerning the RFP electronically. The Bid was for One-Stop operation for the next four program years. One hard copy and one electronic copy were due to the TSWDB Director on March 2nd, by 4 pm. Although several interested bidders attended the Conference, our Local Area only received one proposal per county, thus, we will be unable to contract with our bidders beyond one program year as we plan to allow the competitive bidding process to take place again next year.

C. WIOA Title I Programs

i. Adult and Dislocated Worker Services

1. Provide the date and process for the competitive procurement of the Adult and Dislocated Worker Programs that ensures an arm's-length relationship between the Workforce Development Board and service delivery. Identify any service provider contract extensions.
Note: While Final Regulations Section 679.410 (b) and (c) provide exceptions to the competitive procurement process, WDBs *must* have an arm's-length relationship to the

delivery of services.

TSWDB provides a competitive procurement process for the Adult and Dislocated Worker programs through a Request for Proposals process and timeline. The TSWDB announced that we were accepting Request for Proposals for Adult and Dislocated Worker programs on January 23rd. In order to bid on Adult and Dislocated Worker programs, the TSWDB required potential bidders to attend the Bidder's Conference held on Thursday, February 2nd. At the Conference, bidders had the opportunity to hear Adult and Dislocated Worker Program information/requirements with Board staff, and ask questions in person. The Adult and Dislocated Worker Program's RFP was released to interested bidders who attended the conference the afternoon of February 2nd, and bidders had until February 9th to submit any questions concerning the RFP electronically. The Bid was for Adult and Dislocated Worker program contract for the next four program years. One hard copy and one electronic copy were due to the TSWDB Director on March 2nd, by 4 pm. Although several interested bidders attended the Conference, our Local Area only received one proposal per county for Chatham, Harnett, and Lee counties, thus, we will be unable to contract with our bidders beyond one program year as we plan to allow the competitive bidding process to take place again next year. Lee County received two proposals for the county and thus met the requirements for a competitive bidding process and the RFP will not be necessary to release next year, if the contractor meets performance requirements in the contract for PY 2017. RFP's received for PY 2017 were reviewed and discussed by the Program and Planning Committee on April 11, 2017 and were voted on at the TSWDB board meeting on April 20th, 2017. Award announcements will be made on May 1st, 2017.

2. Attach the Local Workforce Development Board's Adult and Dislocated Worker (DW) service providers chart effective July 1, 2017 using the [Adult/Dislocated Worker Service Provider List](#) provided. Name document: Local Area Name Adult and DW Providers 2017.

TSWDB Adult and DW Providers 2017 Attached

3. Describe how and when eligible training providers are reviewed at the local level and how customers are informed they have choices in choosing their providers. Define what "significant number of competent providers" means in the local area. Include whether the local Workforce Development Board uses more strict performance measures to evaluate eligible training providers. Attach if a separate policy. Name document: Local Area Name Eligible Training Providers. [Division Policy Statement 21-2015]

Customers are informed they have choices in choosing their providers at the time of WIOA orientation and assessment processes before and during enrollment periods. They are informed of how to look up current approved providers and programs certified for Triangle South Local Area in NCWorks Online. Any assistance and

guidance on determining which programs and providers are already approved is provided by the WIOA Adult and Dislocated Worker Service Providers before, during, and after enrollment into training services. Service Providers provide customers assistance with researching through various methods, training providers and programs available to the customer depending on their objective assessment and Individual Employment Plan. Service Providers inform customers on programs that are currently not listed with a decision on approval or are not approved in NCWorks Online for Triangle South Workforce Development Board (TSWDB). The unapproved programs are sent to the Local Area for review to determine approval, before the provider or program(s) is determined to be approved or not approved by TSWDB. The Service Providers send required information about the training provider and program selected by the customer to the LA for review and when the determination about approval status is made by the LA the decision information is shared with all WIOA Adult and Dislocated Worker Service Providers and input into NCWorks Online. If the LA determines that the training provider and program selected by the customer does not meet criteria and will not be approved for training services, alternative options and information is researched between the customer and the Service Providers.

Criteria used to determine consideration of eligible training providers and programs for the LA includes:

1. Leads to postsecondary credentials that are aligned with in-demand industry sectors or occupations
2. Cost, length of time, and location of the training program(s)
3. Leads to certifications, licensure, memberships, or associations within an in-demand industry sector or occupation
4. Accreditation, licensure, and associations/memberships of the training provider nationally and locally (including length of time in business and operating the training program)
5. Performance information on past and current training participants including credential obtainment and employment data
6. Career counseling/job search skills training and/or direct employment placement services

Priority consideration shall, consistent with consumer choice requirements, be given to programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors or occupations in the local area involved.

Linkage to Occupations in Demand under Sec. 134(c)(3)(G)(iii) lists that Training services provided under this paragraph shall be directly linked to an in-demand industry sector or occupation in the local area or the planning region, or in another

area to which an adult or dislocated worker receiving such services is willing to relocate, except that a local board may approve training services for occupations determined by the local board to be in sectors of the economy that have a high potential for sustained demand or growth in the local area.

TSWDB will consider whether training programs are directly linked to an in-demand industry sector or occupation in the local area or the planning region, or in another area to which an adult or dislocated worker receiving such services is willing to relocate or occupations determined by the local board to be in sectors of the economy that have a high potential for sustained demand or growth in the local area when a training provider or program is requested to be reviewed and approved by TSWDB for the Local Area.

Application and Certification Process - A state level provider can access NCWorks at www.ncworks.gov and create a “Provider User Account” and then create or update their own programs. A State level provider will create a “Provider User Account” in NCWorks and then the State (Division of Workforce Solutions) will grant access to the provider in NCWorks. An approval message will be sent to a designated LA Staff stating that the provider has been granted access in NCWorks and that the provider application is “pending access.” The WIOA Adult Services Provider will change the provider status from “pending access” to “active” in NCWorks Online. Providers are then certified or not certified (approved or not approved) at the Workforce Development Board level as a WIOA approved training provider. The State Level Provider will now be able to create or update training programs in NCWorks and submit training programs to the LA for WIOA certification (approval). Programs are then certified or not certified (approved or not approved) at the Workforce Development Board level as WIOA approved training programs. Should a State Level Training Provider need assistance with creating a “Provider User Account” or creating and updating training programs in NCWorks, they should contact the WIOA Adult Services Coordinator or the WIOA Performance and Communications Coordinator for assistance.

Should a WIOA Service Provider wish to have an ITA training program added, the provider must do the following:

1. Contact the WIOA Adult Services Coordinator;
2. Identify the training for which the request is being made; and
3. Provide evidence that supports the request (such as labor market information identifying the training area as an in-demand occupational area and/or the participant has been guaranteed employment in the area requested).

Should a WIOA Service Provider wish to have a non-ITA training provider added in NCWorks they will need to complete the NC Works Online Local Provider

Information Form” and return it to the Local Area (LA). By completing this document, Service Providers provide the LA with enough information to enter the provider’s information in NCWorks. Once the providers are entered, WIOA Service Providers will then be able to select the appropriate providers for the activities they enter in NCworks Online. Service Providers will need to complete this form for every organization, business, and government agency that provides services to your participants and return the form to the WIOA Performance and Communications Coordinator. Also, each contractor’s office is considered a provider and each office will need to complete a “NC Works Online Local Provider Information Form” and submit the WIOA Performance and Communications Coordinator.

All TSWCB Service Providers are required to use NCWorks when determining appropriate curriculum training programs for the adult and dislocated worker programs. After reviewing training programs and providers to determine possible training services, Service Providers can assist participants and potential participants to review NCWorks Online to determine if the program is approved by TSWDB. If the program has not been approved by TSWDB or is not listed in NCWorks Online, the Service Providers should contact the WIOA Adult Services Coordinator to submit certain necessary information/documentation for the program to be reviewed by the LA before it is certified by TSWDB as an approved program. The Service Providers will be informed of the approval determination and following steps for enrollment of the participant in training services in the approved program.

Significant number of “Competent Providers” involves consistent review, communication, and coordination with local private and non-private for-profit and non-profit agencies, organizations, companies, and businesses within and outside the LA regarding the application process to become an eligible training provider for TSWDB. A significant number of competent providers come from referrals for “competent” providers and programs to the LA from career center staff, WIOA Adult and Dislocated Worker Service Providers, employers, agency representatives, training providers, and other representatives. Annual review of all eligible and competent training providers and programs certified by the LA is completed and data updated by the training provider and LA staff in NCWorks Online. TSWDB will conduct a review of current eligible providers on an annual basis in their respective areas to assure that significant numbers of competent providers, offering a wide variety of training programs and occupational choices, are available to customers. Furthermore, performance information on all WIOA Adult and Dislocated Worker participants in regards to training completion and credential obtainment is monitored through NCWorks Online and Futureworks reports along with desk reviews and forms submitted to the LA prior to soft exit. All training providers certified and approved by TSWDB are offered assistance with the process of requesting approval from the LA to be reviewed and considered as a “competent”

provider and any training needs by certified providers in regards to updating and maintaining information on training programs in NCWorks Online is offered by TSWDB.

See the attached.

4. Establish and attach the local area written policy AND procedures for implementation to ensure priority of service for populations described in the WIOA Adult programs for both veterans and low income individuals. Attach the document and name document: Local Area Name Priority of Service Policy.

Note: The policy and procedures must include specific details as outlined in USDOL TEGL 19-16, pages 6-8. Local Workforce Development Boards should also reference USDOL TEGL 10-09, TEN 15-10 and Policy Statement 03-2017 when developing the policy and procedures.

See the attached.

Veterans and eligible spouses continue to receive priority of service for all USDOL-funded job training programs, which include WIOA programs. However, as described in TEGL 19-16 and 10-09, when programs are statutorily required to provide priority for a particular group of individuals, such as the WIOA priority described above, priority will be provided in the following order:

- i. **First, to veterans and eligible spouses who are also included in the groups given statutory priority for WIOA adult formula funds. This means that veterans and eligible spouses who are also recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient would receive first priority for services provided with WIOA adult formula funds.**
- ii. **Second, to non-covered persons (that is, individuals who are not veterans or eligible spouses) who are included in the groups given priority for WIOA adult formula funds.**
- iii. **Third, to veterans and eligible spouses who are not included in WIOA's priority groups.**
- iv. **Last, to non-covered persons outside the groups given priority under WIOA.**

Priority for services does not preclude service to individuals who are not low-income or not receiving public assistance or not a veteran, but rather establishes the order of precedence for service as provided at WIOA Section 134(b)(3)(E).

5. What strategies are in place to ensure Local Workforce Boards meet or exceed PY2018 Adult and Dislocated Worker Performance Measures?

Triangle South WDB will use a variety of performance reports from NC Performs (FutureWorks), NCWorks Online, contractor reports and board reports in order to track performance. Additionally, internal official monitoring visits and desk audits randomly conducted throughout the program year by the WIOA Adult Services Coordinator and WIOA Performance and Communications Coordinator will be used. We execute examinations of the services being provided, review training/program documentation in the file, progress on the IEP, barriers to employment/training, supportive services provided, and accurate data entered in activities. Lastly, determination of whether performance measures are met and exceeded is examined when the WIOA Service Provider submits Preparing to Exit forms to the WIOA Adult Services Coordinator for participants that completed all goals on the IEP, discontinued WIOA program participation, or are no longer receiving any WIOA services (TSWDB System Closed Activities and Preparing to Exit policy).

6. Provide the Workforce Development Board's approach to providing work experience to Adult and Dislocated Workers. If work experience is provided, attach the local work experience policy. Name document: Local Area Name Adult/Dislocated Worker Work Experience Policy.

Participation in Work Experience shall be for a reasonable length of time, based on the needs of the participant as documented in the Individual Employment Plan (IEP). Adults and Dislocated Workers may participate in planned, structured learning experiences that take place in a workplace for a limited period of time not to exceed 480 hours per job description during the program year. Work activities may take place in the public or private for-profit and non-profit sectors. If wages are paid, all wages must be comparable to existing positions identified by employers, with a minimum of federal minimum wage.

See the attached.

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

Follow-up services may include, but are not limited to: additional career planning and counseling; assistance with securing better paying jobs, career development and further education; assistance with work-related problems that may arise; information about workshops; and referral to supportive services available in the community. Financial assistance is not available after exiting WIOA. The above-listed services are also available to individuals that gain employment while still enrolled in WIOA services.

Follow up is required to be recorded quarterly within NCWorks Online for participants placed in unsubsidized employment prior to soft exiting from WIOA

programs. Triangle South Workforce Development Board also requires that follow up services and / or contact attempts are to be recorded for participants on a quarterly basis after soft exit from NCWorks Online. WIOA Adult and Dislocated Worker contractors are required to provide follow up contact attempts/services to the all exited WIOA Adult and Dislocated Worker participants to increase opportunities to meet or exceed performance outcomes on participants that did not enter unsubsidized employment prior to soft exit.

Performance for participants exited from the Workforce Innovation and Opportunity Act Adult and Dislocated Worker programs are obtained from the Unemployment Insurance Wage System database and data recorded in NCWorks Online follow up is considered “Supplemental Data.”

Data acquired from participants regarding placement in unsubsidized employment prior to soft exiting from WIOA Adult and Dislocated Worker programs should be recorded in case notes and within the goals in the participant’s Individual Employment Plan (IEP). Information such as date began employment, pay, job title and company name and address are able to be recorded within the IEP and case notes. “650-Got A Job,” is a Wagner Peyser activity that can be entered into NCWorks Online to record job placement.

It is noted that not all participants will need or want follow-up services; justification of such or the decision to opt out must be recorded in the case notes and on the Individual Employment Plan (IEP) in the participant’s file.

If a WIOA contractor is unable to contact the participant to provide follow up services during a quarter(s) after exit, they should record that the contact was attempted in NCWorks Online.

Credentials received after the participant has been exited from a Workforce Innovation and Opportunity Act Adult or Dislocated Worker Programs should be recorded in the quarter after exit in which the credential was received or awarded to the participant. Credentials received before the participant is exited from a Workforce Innovation and Opportunity Act Adult or Dislocated Worker Program should be recorded in the corresponding Occupational Skills Training activity entered into NCWorks Online for that training.

Contractors (service providers) shall ensure that appropriate documentation is maintained to justify the types and duration of follow-up services provided to participants. Participant files for participants, exited in PY2014 and program years before 2014, in Workforce Innovation and Opportunity Activities authorized under WIOA who are placed in unsubsidized employment prior to exit from the WIOA program, should include NCWorks Online documentation of follow up contacts

and/or services provided quarterly after exit. Follow up services should be recorded in NCWorks Online for participants exited during PY2015 and later program years.

ii. Youth Services

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

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

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

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

The Standing Youth Committee purpose and vision is to coordinate youth activities within the Local Area; develop portions of the local plan related to eligible youth, as determined by the chairperson of the Workforce Development Board; recommend eligible youth workforce investment activities service providers, subject to the approval of the Workforce Development Board; conduct oversight with respect to eligible providers of youth workforce investment activities within the Local Area, subject to the approval of the Workforce Development Board; carry out other duties, as authorized by the chairperson of the Workforce Development Board, such as establishing links with educational agencies and other youth workforce investment activities; share information about youth initiatives underway in the region; and identify issues and challenges relating to current youth programs/activities.

- b) Attach the planned Program Year meeting schedule. Name document: Local Area Name Youth Committee Meeting Schedule.

See the attached.

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

See the attached.

2. Provide the date and process for when the competitive procurement of the Youth

Programs were completed, to include any contract extensions.

The Triangle South Workforce Development Board released a Request for Proposals (RFP's) for operation of Workforce Innovation and Opportunity Act Title I Youth Workforce Investment Activities Programs for Chatham, Harnett, Lee and Sampson Counties. The RFP was advertised on the board's website, as well as the website of the administrative entity's website during the month of January 2017. The RFP notice was sent to an extensive bidder's list via email. The notice detailed the programs that were out for bid and gave detailed information regarding the bidder's conference which required attendance from agencies seeking access to the RFP packet. The bidder's conference was held on February 2, 2017 which provided a detailed overview of the RFP. Proposals were required to be submitted by March 2, 2017 for any agency interested in operating the WIOA Adult, Dislocated Worker and Youth Programs. Proposals underwent board and staff review and the full board agreed to the recommendations from the reviewing committee. Approved service providers are to be notified on May 2, 2017. Ongoing contract negotiations will occur from May 2, 2017-June 20, 2017. Youth program service providers are competitively procured for one year with the option to extend the agreement for one additional two year period, if competitively procured.

3. Attach the Local Workforce Development Board Youth Service provider's chart, effective July 1, 2017, using the provided [Youth Service Provider List](#). Complete each column to include specifying where Youth Services are provided. Name the document: **Local Area Name Youth Providers 2017**.

See the attached.

4. What strategies are in place to ensure Local Workforce Boards meet or exceed PY2018 Youth Performance Measures?

Monthly meetings are held with youth to review progression toward goals, objectives, and outcomes by service providers. The meetings may occur in-person or through use of digital technology. Youth provide documentation to support attainment of goals and objectives. Providers of youth workforce investment activities use this documentation, along with youth's comments to complete case notes regarding the youth's progress in achieving the desired outcomes. New service strategies are implemented based upon the youth's progress to ensure a continuum of services as related to each goal and outcome. Once all goals, objectives, and outcomes are achieved the youth is exited from WIOA youth workforce investment activities. Follow-up services are implemented over the course of a twelve month period to ensure youth retention in employment and education.

Youth Workforce Investment Activities provider caseloads are monitored in NCWORKS by the Performance and Communication Coordinator to ensure

performance benchmarks are met. In addition, FutureWorks is used to review local area performance. Desktop reviews are conducted by the Young Adult and Youth Workforce Development Coordinator, periodically, to determine if youth are progressing based upon the Individualized Service Strategy Plan (ISSP). NCWORKS Summary and Detailed Reports, including the Predictive Indicator Reports, are used to determine which cases are selected for desktop reviews. Annual Monitoring is conducted to determine best practices, to monitor compliance with federal and state laws, and to identify areas where technical support is needed. Technical support is provided to contractors on an as needed basis. Training is provided to WIOA youth workforce investment act providers bi-annually.

5. Specify if the Local Workforce Development Board plans to offer incentives for youth. If yes, attach the Youth Incentive Policy to include: a) criteria to be used to award incentives; b) type(s) of incentive awards to be made available; c) whether WIOA funds will be used and d) the Local Workforce Development Board has internal controls to safeguard cash/gift cards. **Note:** Federal funds may not be spent on entertainment costs. Name document: Local Area Name Youth Incentive Policy.

Yes. See the attached.

6. Provide the Workforce Development Board's approach to providing work experience to Youth. If work experience is provided, attach the local work experience policy. Name the document: Local Area Name Youth Work Experience Policy.

See the attached.

