

Cape Fear Workforce Development Co

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

July 1, 2022 – June 30, 2023

*North Carolina Department of Commerce
Division of Workforce Solutions
4316 Mail Service Center
313 Chapanoke Road, Suite 120
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, a comprehensive four-year plan. Four-Year Plans were submitted in May 2020.

In North Carolina, annually, each Cape Fear Workforce Development Board, in consultation with the chief local elected official, is to provide updates to the Comprehensive Four-Year Plan. The WIOA Program Year (PY) 2022 Plan is to provide current information and be effective July 1, 2022 - June 30, 2023 and will include required current local policies. The Local Area Plan will support the alignment strategy described in the 2020-2024 NC Unified State Plan in accordance with WIOA Section 102(b)(1)(E), and otherwise be consistent with the NC Unified State Plan. North Carolina Governor Roy Cooper's mission is to ensure North Carolinians are better educated, healthier, and have more money in their pockets so that they can live more abundant, purposeful lives. The cornerstone to achieving this goal is to help people get good-paying jobs to support themselves and their families. Through NC Job Ready, Governor Cooper's workforce development initiative, North Carolina is working to build a stronger and better workforce. NC Job Ready is built on three core principles: education and skills attainment are the foundation to a strong and resilient workforce; an employer-led workforce development system is key to the growth of a highly skilled and job ready workforce; and local innovation is critical to a dynamic and effective workforce system. In addition, Cape Fear Workforce Development Boards 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

Cape Fear 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 <https://www.nccommerce.com/jobs-training/workforce-professionals-tools-resources/workforce-policies>. Cape Fear Workforce Development Boards should reference the North Carolina WIOA Unified State Plan.

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 due date is **May 6, 2022**. Each attachment must be submitted and labeled separately in either Word, Excel, or PDF format. Attachments not submitted separately will not be accepted. Forms requiring original signatures may use DocuSign® (or similar) and may be uploaded in WISE. If original signatures are obtained, forms must be mailed (and uploaded in WISE) to the Cape Fear Workforce Development Board's assigned Planner at: N.C. Division of Workforce Solutions, 4316 Mail Service Center, Raleigh, NC 27699-4316.

I. Cape Fear Workforce Development Board Overview

The Cape Fear Workforce Development Board Overview provides important contact information that is used throughout the Division of Workforce Solutions (DWS). It is important that this section remains current during the Program Year. Updates should be submitted to the Cape Fear Workforce Development Board’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. Thank you.

1. Provide the Cape Fear Workforce Development Board’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. Cape Fear Workforce Development Consortium
 - If the Local Area is a Consortium, attach a copy of the current Consortium Agreement. Name document: Cape Fear Workforce Development Consortium Agreement.
 - If the Local Area is not a Consortium, attach a copy of the formal request for Local Area designation. Name document: *Local Area designation letter.*
2. Provide the Cape Fear Workforce Development Board’s official name. Cape Fear Workforce Development Board
 - If the Cape Fear Workforce Development Board officially changed its name, please attach a copy of the Status of Incorporation, attorney’s letter, or other document.
3. Provide the name, title, organization name, address, phone number, and email address of the Cape Fear Workforce Development Board Director.

Name: Ginger Brick	Title & Salutation: WD Director
Organization: Cape Fear Council of Governments	Address: 1480 Harbour Drive Wilmington, NC 28401
Phone number: (910) 274-0347	Email address: gbrick@capefearcog.org

4. Provide the name, elected title, local government affiliation, address, phone number, and email address of the Cape Fear Workforce Development Board’s Chief Local Elected Official (CLEO).

Name: Michael Forte	Elected Title & Salutation: Vice Chairman
Government: Brunswick County Board of Commissioners	Address: PO Box 249 Bolivia, NC 28422
Phone number: (910) 253-0217	Email address: commissioner.forte@brunswickcountync.gov

5. Provide the name, title, business name, address, phone number, and email address of the individual authorized to receive official mail for the CLEO, if different than question 3.

Name:	Title & Salutation:
Business Name:	Address:
Phone number:	Email address:

6. Provide the name, address, phone number and email address 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)].

Name: Dawn Tucker	Title & Salutation: Finance Director
Organization: Cape Fear Council of Governments	Address: 1480 Harbour Drive Wilmington, NC 28401
Phone number (910) 274-0341	Email address: dtucker@capefearcog.org

7. Provide the name, title, organization name, address, phone number and email address of the Administrative/Fiscal Agent's signatory official.

Name: Allen Serkin	Title & Salutation: Executive Director
Organization: Cape Fear Council of Governments	Address: 1480 Harbour Drive Wilmington, NC 28401
Phone number: (910) 395-4553	Email address: aserkin@capefearcog.org

8. Attach a copy of the Administrative Entity/Fiscal Agent's organizational chart with an 'effective as of date'. Name document: Cape Fear Workforce Development Board Organizational Chart.

A copy of the chart has been included in the CFWDB's submission into WISE.

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

Cape Fear Council of Governments DUNS number: 075560334

SAM UEI number is L6YMW8MBEU23 and registration status is current and has an expiration date of January 11, 2023.

10. Provide the name of the Cape Fear Workforce Development Board’s Equal Opportunity Officer who shall be responsible for assuring that discrimination does not occur in its programs or projects. (CPS 10-2021)

Karen Schraml, Compliance Manager and EO Officer, Cape Fear WDB/Cape Fear COG.

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

11. Provide each Cape Fear Workforce Development Board members’ name, business title, business name and address, phone number and email address on the provided form. The first block is reserved to identify the Cape Fear Workforce Development Board chairperson (*form provided*). Indicate all required representation and indicate if vacant. [WIOA Section 107(b)(2)]. Name document: Cape Fear Workforce Development Board Name Board List.

A copy of the current CFWDB list has been submitted into WISE.

Note: *Please complete the entire form. Check the block on the form provided certifying compliance with required WIOA Cape Fear Workforce Development Board business nomination process.*

If a Cape Fear Workforce Development Board 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).

Use and identify categories as indicated on the form. Do not change required category names except to clarify those with multiple categories and do not count those names twice. Identify any names representing a dual category with an asterisk (*).

12. Briefly describe how the Cape Fear Workforce Development Board works with local elected officials to ensure viable local business representatives are appointed to the Cape Fear Workforce Development Board in compliance with WIOA Section 107.

The Cape Fear WDB and the Chief Elected Officials who represent the Cape Fear Workforce Development Consortium are engaged with Economic Development staff and various professional associations through their staff, namely the CFWDB Director and Business Engagement Manager, each of whom routinely engage with Economic Development, professional associations, and partner groups, such as Chambers, across our four-county region. Nominations are submitted, via a form, to the Clerk of the Cape Fear Council of Governments or the CFWDB Compliance Manager. Nominations are sent electronically to The Chief Elected Official that the nominee represents. Nominations are approved, and new members are welcomed. Additionally, one role of the Business Engagement Committee is to identify potential private-sector nominees to serve on the Cape Fear WDB. Through their role on the CFWDB, Business Engagement Committee members recommend representatives from industries that are identified as “high growth” or “small business” via data produced by the CFWDB Business Engagement Manager. Occasionally, nominations come directly from Consortium members, who have identify priority industries that are important to the constituents of the county. While the entire WDB Region is considered for board structure, the CFWDB prides itself on hearing from businesses within our local communities, and the Consortium ensures that the voices of business from each county are equitably represented at the CFWDB.

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 Cape Fear Workforce Development Board shall submit by-laws that clearly demonstrate all WIOA and North Carolina required elements described in [Appendix A](#). Additional by-laws guidance/template and electronic meeting formats have been provided in [Appendix B](#).

13. Attach the Cape Fear Workforce Development Board By-laws including date adopted/amended. By-laws must include the required elements found in Appendix A. Name document: Cape Fear Workforce Development Board Name By-laws.

A copy of the CFWDB bylaws has been submitted into WISE.

14. To demonstrate that the attached Cape Fear Workforce Development Board By-laws comply, complete By-Laws Required Elements – Crosswalk chart.

n/a (no changes warranty a compliance crosswalk)

Sunshine Provision - The Cape Fear Workforce Development Board shall make available to the public, on a regular basis through electronic means and open meetings, information regarding the activities of the Cape Fear Workforce Development Board, 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 Cape Fear Workforce Development Board. [WIOA Section 107(e)]

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

The CFWDB makes available the Area Plan and each subsequent “Update” via the Cape Fear COG website (www.capefearcog.org). The CFWDB Plan is also available in print for viewing during Cape Fear COG office hours at 1480 Harbour Drive, Wilmington, NC 28401, by request via email to ensure accountability. The CFWDB Area Plan and all official updates are made available for a minimum of thirty days.

Public Comment - The Cape Fear Workforce Development Board 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)]

16. Attach a copy of the Cape Fear Workforce Development Board’s organizational chart with an ‘effective as of date.’ Include position titles. Name document: Cape Fear Workforce Development Board Name Organizational Chart.

A copy of the CFWDB organizational chart has been submitted into WISE.

17. Complete the following chart for the PY2022 Cape Fear Workforce Development Board’s planned meeting schedule to include time, dates, and location. *[Expand form as needed]*

Note: All Cape Fear Workforce Development Board 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.

Date	Time	Location (include address and room #)
August 17, 2022	3:30pm – 5:00pm	2045 Enterprise Dr NE, Leland, NC 28451/or via Zoom Meeting
October 19,2022	3:30pm – 5:00pm	2045 Enterprise Dr NE, Leland, NC 28451/or via Zoom Meeting
December 14, 2022	3:30pm – 5:00pm	2045 Enterprise Dr NE, Leland, NC 28451/or via Zoom Meeting
February 15, 2023	3:30pm – 5:00pm	2045 Enterprise Dr NE, Leland, NC 28451/or via Zoom Meeting
April 19, 2023	3:30pm – 5:00pm	2045 Enterprise Dr NE, Leland, NC 28451/or via Zoom Meeting
June 21, 2023	3:30pm – 5:00pm	2045 Enterprise Dr NE, Leland, NC 28451/or via Zoom Meeting

18. Attach a copy of the signed ‘Certification Regarding Debarment, Suspension, and other Responsibility Matters – Primary Covered Transactions’ (*form provided*). [Required by the Regulations implementing Executive Order 12549, Debarment and Suspension, 2 CFR 180, participants’ responsibilities.] Name document: Cape Fear Workforce Development Board Name Certification Form.

Please find document attached into

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

19. Submit the original Cape Fear Workforce Development Board and Chief Local Elected Official (CLEO) Signatory Page (*form provided*), bearing the original signatures of the Chief Local Elected Official(s) and the Cape Fear Workforce Development Board Chairperson, and attach a copy of the signed document if not using DocuSign® (or similar). Name document: Cape Fear Workforce Development Board Signatory Page.

The signatory page has been signed and submitted into WISE.

Note: If using original signatures, mail the Signatory Page to the assigned DWS Planner at N.C. Division of Workforce Solutions, 4316 Mail Service Center, Raleigh, NC 27699-4316.

II. Cape Fear Workforce Development Board Strategic Planning

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

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

1. Provide a description of the Cape Fear Workforce Development Board's strategic vision and goals for preparing an industry-driven, educated and skilled workforce, including youth and individuals with barriers to employment. Include goals relating to the performance accountability measures based on primary indicators of performance and how it aligns with regional economic growth, industry sectors, and economic self-sufficiency. [WIOA Section 108(b)(1)(E)]

The mission of the CFWDB is to create an informed labor market that provides relevant structure for regional economic growth and prosperity. This is done through: (1) training NCWorks staff to be experts on LMI, (2) strategic community relationships with business, industry, and economic partners, (3) advocacy for disadvantaged populations, (4) outreach to small and mid-size business, and (5) targeted credentialing to prepare tomorrow's workforce for emerging needs.

The Cape Fear WDB board works closely with k-12, Community College system, and myFutureNC, Community in Schools to work on strategies that will help to prepare the youth for industry driven jobs for a skillful and talented workforce. The Cape Fear WDB ETPL is constantly be updated with new training programs that are proved to be high in demand industries for the current workforce. More training opportunities are becoming available too so that youth and individuals seeking training can participate in the training programs of their interest. For individuals that have a disability staff works with them to ensure that they are provided with the most appropriate tutoring and study skills services to assist them in completing their training program as a part of their IEP and program goals. Training programs align with the performance accountability measures that are based on the local areas' current performance goals as set forth by the Division of Workforce Solutions. All training programs that are approved by the board lead to a credential which leads to measurable skills gain for those customers seeking to attain a credential, degree, diploma, license, or certification. Those individuals that complete their training programs are able to find employment with an employer of their career interest and get placed in a job which leads to the board meeting its entered employment rate. Staff work closely with youth that have a disability to help them find the job of their choice and career interest. Career Center staff work with customers seeking employment to ensure that individuals are maintaining employment in the 2nd and 4th quarters after they exit the WIOA Title I programs. If it is found that an individual is no longer employed and is seeking placement then staff will assist them with finding the job that matches their job skill set or match them with an employer that will allow them to transfer their skills over into a new occupation. Staff assist all jobseekers with labor market information and wage information to help them make informed decisions about occupations they are interested in applying for with an employer that leads to self-sufficiency.

2. Provide a description of how the Cape Fear Workforce Development Board, working with the entities carrying out core programs, will expand access to employment, training, education and supportive service for eligible individuals, particularly eligible individuals with barriers to employment. Include how the Cape Fear Workforce Development Board will facilitate the development of career pathways and co-enrollment, as appropriate, in core programs, and improve access to activities leading to a recognized postsecondary credential including a credential that is an industry-recognized certificate or certification, portable, and stackable. Include how these strategies will be a result of regional economic and employer-driven priorities. [WIOA Section 108(b)(3)]

The CFWDB expands access through its network of WIOA mandatory partners, who the Governor, NCWorks Commission, and DWS staff encourage to work with boards, and our community based partners local to each county. The CFWDB utilizes data from our four-county region to develop Certified Career Pathways that support economic growth and myFutureNC goals. Participants are encouraged to enroll in all programs and related service that support them in reaching their goals. CFWDB oversees all NCWorks Career Center staff, and works with leadership from each agency housed within the CFWDB NCWorks Career centers to inform and guide jobseekers toward high-growth credentials. The symbiotic relationship between economic growth and workforce development is key to achieving immediate employer priorities and longterm regional workforce training. Data from the CFWDB Business Engagement Manager, EMSI, NCLEAD, and other anecdotal sources (partners and businesses) is used to train NCWorks staff for meaningful career advisement that leads to credentials.

3. Describe the Cape Fear Workforce Development Board's use of **each** of the following initiatives: incumbent worker training programs, on-the-job training programs, customized training programs, industry and sector strategies, career pathways initiatives, layoff aversion, utilization of effective business intermediaries, and other employer services and strategies, designed to meet the needs of employers in the corresponding region in support of the regional strategy to meet the needs of businesses. [WIOA Section 108 (b)(4)(B)]

- The CFWDB uses Incumbent Worker Training grants to support the stabilization of businesses and their employees. CFWDB focuses heavily on small business to enable them to expand and thereby grow the Cape Fear WDB regional economy.
- OJT is promoted to all business-facing staff from NCWorks and the CFWDB Business Engagement Manager. OJT is managed via contracts with Title I providers. NCWorks Career Center partners are trained to provide basic information regarding OJT to their business contacts, with follow-up provided by NCWorks Title I program staff.
- Sector Strategies are used to engage companies from specific industries. The CFWDB focuses on high-growth industries to sustain and expand our regional economy. The CFWDB was instrumental in establishing a sector strategy in Advanced Manufacturing, and Board Staff continue to serve on the steering committee to support the success of those business partners.

4. Provide a description of how the Cape Fear Workforce Development Board coordinates workforce investment activities—including strategies, enhancing services, promoting participation in training programs, and avoiding duplication of services - carried out in the Local Area with the provision of Adult Education and Literacy activities. [WIOA Section 108(b)(13)]

Cape Fear WDB staff and NCWorks Career Center leadership work closely with our post-secondary education partners to streamline cross-referrals to education and employment services. The local Colleges and NCWorks staff collaborate to refer eligible college students to Title I employment programs, thereby jointly serving the participant and aligning supportive services.

Representatives of local Cape Fear Community College and leadership from the University of North Carolina Wilmington serve on the Cape Fear WDB to align resources and education initiatives at a higher regional level.

Cape Fear WDB Youth staff work with K-12 partners to develop dropout prevention strategies, share youth-friendly career information, and increase access to work-based learning opportunities through NCBCCE's

Navigator. Public School CTE Directors participate in local NCWorks system leadership meetings in each county to exchange information and align priorities. The Cape Fear WDB Youth Program Manager serves on the advisory board for Brunswick County Schools CTE program and MyFuture NC Cape Fear. The Adult/DW Program Manager also serves on the MyFuture NC Cape Fear Committee.

Active participation in local initiatives, combined with coordination and strong communication among regional stakeholders and staff, identifies opportunities for collaboration and prevents duplication of services among partners.

5. Provide a description of cooperative agreements, as defined in WIOA Section 107(d)(11), between the Cape Fear Workforce Development Board and other local entities described in Section 101(a)(11)(B) of the Rehabilitation Act of 1973 (29 U.S.C. 721(a)(11)(B)) with respect to efforts that will enhance the provision of service to individuals with disabilities and to other individuals, such as cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers, and other efforts to include cooperation, collaboration, and coordination. [WIOA Section 108(b)(14)]

The Cape Fear WDB Youth staff works closely with Vocational Rehabilitation to help them assist youth that have disabilities. Staff meet with VR staff to discuss the employment of youth that are need of intensive services to help them secure employment. Any employment plans that are developed on behalf of the WIOA customer is shared with VR and WIOA staff with written permission given by the customer. Any equipment, trainings, devices, and supportive services that the customer needs is discussed among the agencies to determine how to best serve the customer without duplication of services. Information is shared among both agencies in regards to program offerings and services that can be provided to the youth. Monthly contact is made with the customer from each agency to ensure the success of the customer in meeting their program goals. The local workforce development board have agreements with the local Vocational Rehabilitation office to work closely together to serve those individuals with disabilities. VR staff are a part of monthly Partner Agency Meetings conducted by the NCWorks Career Center to share program information to make all staff aware of program offerings. Presentations are made in person and virtually to educate all staff on VR and WIOA programs and services. VR staff is housed with the career centers and have set days and hours that they visit the centers to provide onsite services to the general population. The Cape Fear WDB Business Engagement Manager serves as a resource for employers providing information and access to partner agencies to promote cooperation and collaboration resulting in opportunities for expanded service awareness and utilization among employers.

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

The CFWDB bases its strategic plan and activities on the priorities set by the NCWorks Commission. Board members attend NCWorks Commission meetings. Board Staff share minutes with board members who are unable to attend. In line with each of the committees, the CFWDB focuses on skill attainment, business engagement, and continuous improvement to services for youth.

7. Explain the strategic plan for how the region will respond to national emergencies (such as the Covid-19 pandemic) or weather disasters to serve victims (such as aversion activities) and utilize special grants efficiently throughout the recovery period.

The CFWDB region has experienced disasters that called for specialized funding. Through DWS, the National Dislocated Worker Grant has provided support to businesses in need and citizens experiencing unemployment. The CFWDB has utilized this grant for hurricanes and the pandemic.

8. Discuss the increase and expansion of service delivery and awareness efforts to reengage individuals with barriers (include dislocated workers, disconnected youth/high school dropouts, women, people of color in hard-to-reach communities, individuals with disabilities) to help reconnect the disconnected workforce. More importantly, clarify how success is measured.

The Cape Fear WBD has increased their efforts to expand in the community by launching satellite locations and outreach sites within the community to be able to reach all populations of individuals where they live. The Cape Fear WBD staff have divided all the counties to be able to better serve the entire county of Brunswick, Columbus, New Hanover, and Pender. WIOA youth program staff have set up multiple outreach sites to be able to serve youth customers where they are at within their local community due to the ruralness of the counties. Virtual and in person workshops are offered each month at different locations to allow youth the opportunity to attend any in person informational sessions, job fairs, career expos, and community events.

Partnerships have been made with Parenting and Pregnant Teens programs to assist those youth and young women with learning how to parent and raise their child. The youth are given an opportunity to get up on their feet by participating in Work Based Learning activities to encourage them to become self-sufficient to be able to support their family. Referrals are made to DSS, Smart Start, and Headstart for childcare vouchers and services to help the youth with their childcare needs. Youth staff connect with the local high schools CTE programs and school dropout prevention counselors to reach the disconnected youth and high school dropouts. Information is shared with staff so that they can make the appropriate referrals to the WIOA youth program to work with youth that are in need of assistance and guidance in getting back on the right track with their educational and employment goals. Staff work with the Housing Authority and DSS to identify those individuals that are most need that are people of color that may be hard to reach due to the community in which they live in.

The Cape Fear Local Area Adult and Dislocated Worker programs have also implemented a customer outreach model to better serve hard-to-reach communities and special target populations, such as dislocated workers and individuals with disabilities. Program providers collaborate with community partners to establish locations within the community to be accessible and create additional access points for services. This model allows for greater access in rural communities.

The NCWorks Career Center reaches out in the community to share information on employment opportunities with individuals at different community events to ensure that individuals are made aware of all the services that can be offered to them. Also, center staff will set up at locations throughout the counties to share information with individuals in communities where individuals have limited access to services such as the internet and transportation.

Information regarding outreach efforts are shared with partner agencies through regular staff and partner meetings in the NCWorks Career Center to report outcomes and provide opportunities for collaboration. Providers also report outreach efforts and outcomes to Cape Fear WDB Staff in relation to impact towards established enrollment targets.

9. Provide an overview of how the region partners with NC Community Colleges, UNC institutions, and independent colleges in the local areas to prepare workers to succeed by using skills and education attainment with a focus on equity and inclusion.

The CFWDB works closely with the three community colleges that operate within the CFWDB regional area. Two of those colleges currently serve as WIOA Title I program contract agencies, which streamlines career advising with training and education attainment. The University of North Carolina Wilmington is a provider under the CFWDB and, as such, creates an access point for alternatives to those at the regional community colleges. Equity and inclusion are measured using NCWorks eligibility data, community and public university enrollment data, and data pulled from NCLEAD and EMSI to ensure our enrollments area aligned with our regional population.

10. Please describe how the Cape Fear Workforce Development Board engages with local and regional Economic Developers.

CFWDB staff work closely with economic development staff in each of the four CFWDB regional counties, as well as EDPNC staff in the state’s prosperity zones that overlap the CFWDB region, the larger economic region of the Southeastern North Carolina Economic Development, and developers who work with specific municipalities and business/industrial parks. Economic development partners provide pertinent information on new and expanding business, which enable Workforce Developers to begin pipeline creation. Per the legislation, a representative from economic development sits on the CFWDB. Representation for that position rotates to ensure all voices within the CFWDB four-county region are providing relevant economic projections for CFWDB and staff.

11. How many new/expansion economic development projects has the Cape Fear Workforce Development Board engaged in during the previous program year? Please indicate the type/number of services provided.

The CFWDB is routinely engaged in new business and expansions within the CFWDB region and sometimes in conjunction with other board regions or across economic development boundaries. Services range from basic consultation (providing data, providing menu of services, general planning ideas) to deeper collaboration (development of training, targeted business services strategies). The local area Business Engagement Manager has provided data and support on at least two economic development projects for the Cape Fear Region. Engagement is managed and monitored by the CFWDB Business Engagement Manager and the CFWDB Business Engagement Committee. Business Services Teams that consist of NCWorks staff from all partner agencies meet weekly to share information and to implement the priorities established around economic development projects that are primed for workforce developers’ input.

12. Identify the Career Pathways developed by the Local Area. Complete the chart below.

Pathway Name	Partner WDBs	Year the pathway was developed	Number of trainees (to date) who have utilized the pathway
Construction Technology	n/a	2018	unable to identify
Healthcare	LRWDB	2017	unable to identify

13. In addition to facilitating the development of career pathways, also describe the review process for in-demand career pathways to determine if new pathways are needed, or if current pathways should be updated or removed based on the needs of the industry.

Certified Career Pathways are developed based on need. As we monitor data during the current economy, we continue to focus CCP efforts on longterm projections for the CCP’s success, taking into account economic changes within an industry, new businesses moving into the CFWDB region, and the viability of career growth based on regional education offerings.

- a. Include plans for new career pathways.
CCPs are determined by high-growth industries that have a critical hiring need. A CCP in Manufacturing is in-process, and a CCP in Fintech is currently being researched.
- b. Explain how career pathways in the local area are in alignment with other partners/stakeholders’ (DPI, community colleges, myFutureNC, universities, etc.) existing pathways or if they are duplicates.

CCPs are non-duplicative of regular educational pathways. CCPs are inclusive of those pathways but there is not a CCP for every educational pathway, as the purposes are different. CCPs are based on industry need over student interest, and they are specific to each WDB region. The CFWDB supports all pathways and utilizes them via partnerships with those education agencies to jointly create and implement Certified Career Pathways.

- c. Describe the strategy to avoid duplication efforts.

Educational pathways use current, relevant data and should be considered important to the development of CCPs, combined with WDB projections regarding hiring needs. The development of CCPs is a shared initiative, and all relevant partners share their expertise and interests. Convening the right companies and partners reduces duplication of efforts and outputs.

14. Provide a description of Cape Fear Workforce Development Board's capacity to provide workforce investment activities to address education attainment and skill needs of high-demand fields - strategies for awareness and cultivation efforts to increase access to education and postsecondary credentials and certificates availability of learn-and-earn opportunities (internships, apprenticeships, summer employment) and supportive services for hard-to-reach communities.

- a. Explain strategies that include NextGen, NCCareers.org and any awareness models for success.

We are using the data that is provided by Leads and MyFutureNC to address the educational attainment and skill needs of high demand fields. In addition, Board staff sit on the Brunswick County CTE Advisory Committee, Brunswick Community College Workforce Development Advisory Committee, Our Future Cape Fear Educational Attainment Committee that addresses the concerns of low performing students within the Cape Fear region and how the community will help to close the gap on those high school students not attaining a high school diploma in secondary education and credential in postsecondary. Information is disseminated throughout each committee to be able to share best practices for reaching the underserved and hard to reach populations. A community resource website and brochure are being developed through Our Future Cape Fear Educational Committee to address the issues of low performing students or youth to give them resources to help them meet their educational goals. NCCareers.org is shared with the school systems to offer school guidance counselors another alternative to assist students with completing their high school education so that they will be able to further their education through post-secondary opportunities to attain the credentialing they need to be employable to an employer. Presentations are being made to CTE departments in the local high schools and with school guidance counselors by WIOA staff, Board Staff, and Community College staff to share how each entity can assist youth with obtaining their educational goals.

The Cape Fear WDB staff and youth service providers are working closely with the public school systems, community based organizations, Community College system, and youth serving agencies to ensure that they are made aware all the services that are offered to young adults thru paid internships, summer employment opportunities, and local apprenticeship programs in the region. Presentations are being conducted every month by staff to ensure that partner agencies are made aware of the NEXTGen youth services that are being offered to youth as it pertains to work-based learning opportunities and supportive services that may be offered to youth who participate in the WIOA Title I youth programs. Information is being shared through different platforms at meetings and community engagement events to inform organizations and youth about possible opportunities and services available to them. The local area has also implemented a summer employment internship program to afford youth the opportunity to participate in a paid internship during the summer to enhance their job skills and knowledge of what it really means to work for an employer.

III. NCWorks Commission

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

The Commission is designated as the state's WDB under the federal Workforce Innovation and Opportunity Act. Led by a private sector chair, the 37-member Commission includes representatives from the business community, heads of state workforce agencies, educators, and community leaders. All members are appointed by the Governor.

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

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

1. Briefly describe how the Cape Fear Workforce Development Board engages with local employers and informs them of the wide array of business services offered. Include how the Cape Fear Workforce Development Board ensures collaboration with other employer-facing workforce program representatives, such as Vocational Rehabilitation, Agriculture Services, Foreign Labor, Re-Entry, and Veterans Services, through processes and procedures for information sharing and efficient employer customer service delivery.

Through networking events, business organization membership, and staying abreast of local business challenges, the Business Engagement Manager for the Cape Fear WDB seizes opportunities to build partnerships within the community. Through these partnerships, the Business Engagement Manager listens to the needs of businesses, identifies their specific challenges, and connects them with services to overcome them.

The CFWDB Business Engagement Committee identifies opportunities to present information sessions to local employers, acclimating them to the available services provided through the CFWDB.

The CFWDB support staff works with local colleges and NC Works partners to disseminate information regarding business services throughout the four-county area. The members of these business teams utilize their professional associations and partnerships to collaborate and share information pertaining to business services and supporting area employers.

2. Please provide a brief overview of the business services team within the local area. Please identify the individual staff roles the Cape Fear Workforce Development Board utilizes to conduct business services (that is Business Services Representative (Cape Fear Workforce Development Board staff), contractor staff, Business Engagement Coordinator, NCWorks Career Center Manager, DWS staff, Disabled Veterans Outreach Program, identify who makes regional and local employer referrals to Agricultural Services and/or Foreign Labor staff, etc.)

The four Business Services Teams within the Cape Fear WDB region consist of partners from each NCWorks agency. Those partners include DWS Title III staff, One Stop Operator staff, Community College staff, Veterans staff, Title I program operators, Vocational Rehabilitation employment representatives, and the CFWDB Business Engagement Manager. The CFWDB Manager meets with all four BSTs to ensure CFWDB standards are met and all partners are effectively working to support the hiring needs of businesses.

3. Briefly describe how the Cape Fear Workforce Development Board plans to increase NCWorks brand awareness at the local level (consult NCWorks Commission new 2021 Strategic Plan).

The Cape Fear WDB website redesign will utilize branded content to deliver easily accessible information. In addition to this, the Cape Fear WDB support staff has contracted the services of Winnow Creative, a partner of the NC Association of Workforce Development Board, to create branded collateral. The Cape Fear WDB, Business Engagement Committee, and NC Works partners utilize social media platforms to communicate area initiatives and programming. The CWFDB support staff has identified branded material and collateral to be used for outreach events, information presentations, and networking.

4. Describe how the Cape Fear Workforce Development Board and the partners identify and address local challenges for job growth and business expansions.

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

The Business Engagement Committee members of the Cape Fear Workforce Development Board represent a variety of industries. The committee regularly convenes to discuss the local business climate. Leveraging member experience, Economic Development partnerships, and labor market data obtained through NC LEAD, Bureau of Labor and Statistics, and EMSI software, the sources of these challenges are identified and solutions to address them are developed.

5. Briefly describe how the Cape Fear Workforce Development Board provides new and innovative solutions to support the growth of the local workforce system.

The CFWDB strives for innovation and relevancy in an ever-changing system. NCWorks competes with online employment companies, local placement agencies, recruiters from various companies, community colleges, and other similarly-aligned groups to engage and deliver support to businesses and job seekers. It comes down to well-trained, competent, and confident NCWorks staff. Staff must maintain current expertise on the local and regional labor market, economic development (new and expanding business and industry), short term and long term training and certification opportunities through public and private partners, and how to provide motivational leadership to jobseekers while maintaining accountability in data and fiscal management. The CFWDB considers our NCWorks staff our greatest asset and strives to provide innovative strategies that make NCWorks stand out among other services. As the “convener” for WIOA partners, the CWFDB routinely meets with stakeholders to ensure our strategies are consistent with market trends.

6. Is the Cape Fear Workforce Development Board engaged in work-based learning? If so, please describe how the Cape Fear Workforce Development Board is engaged in work-based learning projects with local employers.

The Cape Fear Workforce Development Board is actively engaging in work-based learning activities to encourage youth and employers to participate in these activities. Youth staff along with the local area Youth Program Manager and Business Services Representatives are working together to recruit local employers per county for Work Based Learning opportunities. Labor market data and reports are provided to youth contractor staff to show them where the areas of growth are at for industries that are high demand within the region. Information is provided to all youth staff in regards to any upcoming job fairs, career expos, and hiring events so that they can attend to recruit additional employers for Work Experience and OJT opportunities. Staff are able to share their contact information and flyers with information pertaining to the youth programs with employers at events.

Youth are also able to participate in Work Readiness Trainings that will allow them to gain the soft skills they need to maintain a job. Every youth customer will be required to attend work readiness trainings prior to being placed at

an OJT or WEX worksite. Youth will go through a training session prior to their WEX or OJT. This will be considered their Employability Skills training to help prepare the youth for employment.

IV. NCWorks Career Centers

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

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

1. Identify PY 2022 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 service provider is on-site and, if so, youth services offered. Use the PY 2022 NCWorks Career Center Chart. [WIOA Section 121(b)(1)(A) and (b)(1)(B)] Name document: Local Area Name PY 2022 NCWorks Career Centers.

A copy of the CFWDB NCWorks Career Center Chart has been submitted via WISE.

2. Provide the name(s) of the current service 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).

The Cape Fear WDB procured One Stop Operator services from Eckerd Connects for Brunswick, New Hanover and Pender counties and Southeastern Community College for Columbus county via board vote on May 13, 2020. The One Stop Operator contracts began July 1, 2020 under contract for one year with the option to renew for two additional years. Based on evaluation of services, the WDB has decided to continue the contract through PY 2022. Dates for procurement for PY 2023 will be released at the Board's discretion in the Spring of 2023.

3. Provide a brief description of how Career and Training Services are provided. [WIOA Section 121(e), 134(c)]
 - a. Provide a description of how Career and Training services are provided to adults.
 - b. Provide a description of how Career and Training services are provided to dislocated workers.
 - c. Provide a description of how Career and Training services are provided to youth.

Services for all populations are provided based on the principles of Human Centered Design in the NCWorks Career Centers in the Cape Fear Local Area. Whether presenting in-person or virtually, customers are greeted by a staff member that initiates a dialogue to determine the reason for their visit. Based on that interaction the customer may access on-site self-directed services such as computer access, job search, access to workshops for resume building, soft skills, etc., or staff assisted services including assessment, referrals to partner services, or individualized employment and training services. All services are delivered via interaction with Career Center Staff through interview and assessment. Virtual options include career and training services, such as online training, live chat, virtual enrollment and capture of documents, and mobile access.

This methodology of service delivery focuses heavily on the individual needs of customers and is ideal in provision of services to special populations such as Youth. By utilizing the Human Centered Design approach, it allows the Cape Fear Local Area to strategically incorporate services such as assessment, career exploration and training services, and opportunities for internships and work-based learning activities in a service strategy that eliminates barriers to success.

4. Describe how Cape Fear Workforce Development Boards determine the need for enrollment in Training Services.

NCWorks Career Navigators determine the need for enrollment in Training Services by an initial interview process with a potential participant. Then, eligible enrolled individuals work with Career Navigators to develop an individual employment plan upon completing an objective assessment. The Objective Assessment allows

customers to discuss their needs and goals, and allows Career Navigators to guide them to their chosen future career with Training Services when needed.

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

Follow-up services are provided for a minimum of 12 months after exit for individuals enrolled in WIOA title one programs. Follow-up services may include individual counseling about the workplace and referrals to other partner services as needed.

Follow-up services will be provided to all youth participants that are seeking employment once they have completed all program goals/requirements from the WIOA Title I program. The center staff can assist youth customers in getting job referrals to employers that are the best match for their job skills set. Youth are able to receive at least three job referrals a month to help them secure employment. Career center staff is able to provide customers with labor market information, updates to job profile, job preparation assistance through mock interviews and workshops, job fair information of job openings, application and resume assistance, and referrals to community agencies for other services/resources that is needed to assist youth with getting placed in employment. Staff continues to make monthly contact with the customer until they are employed and is no longer in need of assistance from the NCWorks Career Center.

6. Describe how
- a. New NCWorks Career Center staff (DWS, service providers, and partner staff) are trained in the integrated service delivery system model (include a training timeline).
 - b. Long after the initial start date does staff have full access to [NCWorks.gov](https://www.ncworks.gov)?
 - c. The staff development activities reinforce and improve the initial training efforts.
 - d. Describe the specific training that staff receive around diversity, equity, and inclusion.

The Career Center Staff is trained for engagement and communication with customers and participants based on the principles of Human Centered Design, which are inherently focused on diversity, equity, and inclusion. All staff complete the Welcome to Workforce Training modules, and receive NCWorks 101 & 102 training. Staff also receive instruction in the use of virtual activities including Live Chat and Document Capture on NCWorks. After completion of NCWorks 101 staff have full access to [NCWorks.gov](https://www.ncworks.gov). In addition to weekly staff meetings to provide training reinforcement and introductions to new features, the Local Area staff provide regularly scheduled training quarterly. Training with a specific focus on diversity, equity, and inclusion is also provided at a minimum on an annual basis.

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

NCWorks Staff coordinate and maximize resources across programs while avoiding duplication of services. Regular meetings between internal core programs such as Title I and Title III staff enable staff to collaborate in support of clients and seek opportunities for co-enrollment and additional support.

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

NCWorks Career Centers provide specialized career services to military veterans including priority service within the Career Center, access to NCWorks Portal for Military Veterans, and specially trained staff to address the specific needs of Veterans.

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

Cape Fear WDB and Career Center staff work closely with Vocational Rehabilitation and other community organizations to provide individuals with disabilities with training and employment services. All NCWorks Career Center locations are ADA compliant, meeting physical accessibility requirements.

10. Briefly describe the integrated service delivery strategy for serving employers and how the Cape Fear Workforce Development Board staff and staff within the NCWorks Career Center coordinate outreach strategies and services to maximize resources and prevent duplicative services.

The Cape Fear Workforce development board's Integrated Service Delivery strategy is achieved through coordination with partner representatives. Information is exchanged at monthly partner meetings. Each Career Center has a functioning business services committee that coordinates with the local area. Business Engagement Manager to serve employers and assure that services are provided in a non-duplicative fashion. All services provided are recorded in NC. Works online.

11. Describe Cape Fear Workforce Development Board strategies and services that will be used to strengthen linkages between Cape Fear Workforce Development Boards and the NCWorks Career Center system and unemployment insurance programs. [WIOA Section 108(b)(4)(A)(iv)]

To strengthen the linkage between the local workforce Development Board and the Career Center with unemployment insurance programs, customers visiting NCWorks Career Centers for an Employability Assessment Interview (EAI) or for a Reemployment Services and Eligibility Assessment(RESEA) visit are referred to NCWorks Career Center staff as needed to conduct individual appointments, register for workshops, and receive additional job search and employment assistance.

12. Attach a flowchart for services – flowchart must include:

- a. initial one-on-one interviews with customers,
- b. NCWorks.gov dual registration,
- c. skills assessments, and
- d. determination of the need for further services.

Name document: Cape Fear Workforce Development Board Name Services Flowchart 2022.

A copy of the CFWDB NCWorks Services Flowchart has been submitted into WISE.

13. Attach the Memorandum of Understanding (MOU) between the Cape Fear Workforce Development Board and partners concerning operation of the NCWorks Career Center system. [WIOA Section 121(b) (A (iii))] Name document: Cape Fear Workforce Development Board 2021 NCWorks Career Center MOU.

A copy of the 2021 CFWDB NCWorks MOU has been submitted into WISE.

14. Describe the Cape Fear Workforce Development Board's method for providing oversight to include:

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

The Cape Fear Workforce Development Board provides oversight for the NCWorks Career Centers to ensure quality customer service is provided through representation at monthly Leadership Team Meetings and weekly staff meetings. WDB Staff can listen to concerns and share best practices. In addition, a WDB Dashboard report is provided monthly which lists individuals served, the method of service, and the number of employer customers served by each center. Also included are local labor market statistics, which provide a basis for service planning.

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

NCWorks Career Centers are using virtual technology to provide integrated, technology-enabled intake and case management services. As a result of NCWorks Career Center closures during the pandemic, enrollment forms were converted to fillable PDF and a system of verifying identifications and signatures was introduced. Career advising appointments are available to be conducted online via virtual conferencing platforms and telephone. In addition, Virtual Rapid Response presentations are also available to meet the needs of employer customers.

16. How does the Cape Fear Workforce Development Board use data to monitor and track performance measures for serving individuals and business? Be specific about what systems are used, how regularly the Cape Fear Workforce Development Board looks at these sources, and how the Cape Fear Workforce Development Board might change the strategies based on the data.

The Cape Fear WDB uses data from NCWorks Online reports and FutureWorks to monitor and track performance for customers. These reports are generated and reviewed monthly. The reports help identify any performance areas not meeting standards. Strategies are implemented to address possible data entry issues and identify activities with negative outcomes. Adjustments are implemented to ensure a positive impact on both the program and participants.

In addition, A monthly WDB Dashboard is created from NCWorks service reports and the D4 Demand Driven Data System to review services provided employers as well as local Labor Market statistics. These reports are used by WDB Staff to provide technical assistance to providers, plan outreach, and identify potential recruiting opportunities.

V. Employer Services

1. Please briefly describe the efforts of the Business Services Representative and/or Employer Services staff in the following areas:

- a. Utilizing regional and local employer data to inform priorities.

The Business Engagement Manager supplies Economic Development partners and area employers with industry specific regional and local labor market data to aid in informed decision-making using NC LEAD, Bureau of Labor and Statistics, and EMSI software.

- b. Making regional and local employer referrals to Agricultural Services, Foreign Labor and Veteran Services.

Referrals are made, as needed, across NCWorks partner lines within each career center and/or through connections to relevant representatives across the state.

- c. Participating in regional economic strategic planning and economic development recruitment, retention and expansions with employers, education partners and economic developers. [WIOA Section 108 (b)(4)(A)(iii)].

The Cape Fear WDB Business Engagement Manager has established working relationships with area Economic Development organizations, enrolled in the UNC-Chapel Hill Basic Economic Development training program, and utilizes Chamber of Commerce contacts to gather Economic Development insight. The CFWDB Director routinely engages with economic developers, community college partners, and businesses across the region to maintain collaborative relationships.

- d. Including Historically Underutilized Businesses.

The CFWDB Business Engagement Manager connects with HUBs via specialized organizations that support the success of HUBs. The CFWDB Business Engagement Manager participates in meetings of HUB-eligible companies and follows-up to identify relevant services.

2. Please describe the efforts of the Cape Fear Workforce Development Board staff, Employer services staff and career center staff have made to deliver business services on a regional basis in the following areas:

- a. Utilizing regional and local economic data to inform priorities [WIOA Section 108 (b)(1)(A)(i)(ii) and (B)]. The CFWDB Business Engagement Manager provides reports to economic development partners, Chambers, education agencies, and companies on a routine basis.

- b. Collaborating with employer-facing partners such as Agricultural Services, Foreign Labor and Veteran Services to meet employer needs and jobseeker recruitment efforts.

CFWDB staff meet with representatives of agencies who serve specific populations to engage them with relevant NCWorks staff. Representatives present at CFWDB meetings or CFWDB committee meetings to solicit partnership in reaching their goals. Veterans services is a strong focus for the CFWDB, and CFWDB staff emphasize Veteran support at NCWorks Career Centers.

- c. Providing local and regional Rapid Response services, including identifying struggling and at-risk businesses and providing services to help avert layoffs. [WIOA Section 108 (b)(8)] CFWDB program staff provide Rapid Response services to assist individuals impacted by layoff. The CFWDB Business Engagement Manager works closely with businesses to identify strategies to reduce layoffs or to expand hiring. The tools that support these strategies are IWTG, OJT, Business Edge, WOTC, and others.

3. Please describe employer-focused partnership efforts in the areas of education and training and economic development in the following areas:
 - a. Enhancing the use of On-the-Job Training (OJT), Incumbent Worker Training (IWT), apprenticeships, and other work-based learning opportunities to support the regional economy and individuals' career advancement.
 - b. Coordinating and promoting entrepreneurial skills training and microenterprise services. [WIOA Section 108 (b)(5)] LP entrepreneur training as a youth activity

Contractor outreach sites are throughout Brunswick, Columbus, New Hanover, and Pender counties to recruit youth from within the county. This has been determined most successful to attract and engage more youth to join the WIOA youth program. Working in collaboration with Brunswick Community College, Southeastern Community College, Cape Fear Community College, Miller Motte College, and with local high schools to have youth staff set regularly scheduled hours to meet with youth to discuss potential program participation and enrollment for the program during Career Fairs/Expos, Job Fairs, and during school lunch hours and in classroom settings have been most successful in recruiting youth for the WIOA program. WIOA staff are utilizing these common areas where youth are at to discuss program services in an effort to engage potential youth applicants “where they are” to get them think about their future and career goals in life. Discussing opportunities with the youth in the places where they are most likely to be found have been most impactful and resourceful in recruiting youth for the program.

Also, an innovative project that is to be working is collaborating with the technical curriculum programs at Southeastern Community College to provide Work Experience and employment services to customers who are training for high in-demand occupations. The One Stop Manager serves as a board member on the Columbus county Chamber of Commerce, which in returns helps to increase the connections between small businesses and the One Stop Center to connect more young adults to those jobs that are high in demand in the area.

The Cape Fear WDB will utilize paid/unpaid work experiences, job-shadowing, OJT, pre-apprenticeship/apprenticeship programs, and entrepreneurial opportunities to help youth and young adults find jobs/careers of their interest. These paid or unpaid opportunities will allow youth to explore their career goals and options to becoming productive and self-sufficient individuals that are contributing members within their local community. This will allow more youth and young adults to gain meaningful work experiences to help them develop skills they need to be more marketable to employer to attain and retain employment. In return this will help to boost our local area’s employment outcomes and goals of youth entering the workforce making livable wages to help them become self-sufficient individuals. The Cape Fear WDB intends to work with are agencies who have youth funding to develop a work experience network and eventually collaborate with local elected officials to expand summer work awareness and opportunity based on specific geographic locations.

Youth will participate in Work Readiness Trainings that will allow them to gain the soft skills they need to maintain a job. Every youth customer will be required to attend work readiness trainings prior to being placed at an OJT or WEX worksite. Youth will go through a week long training session prior to their WEX or OJT. This will be considered Employability Skills training to help us spend our 20% work based learning funds. It just needs to be captured in the budget as such. I am not sure what budget line item contractors use for this; however, I am going to check with other local areas in regards to how they capture this.

Youth will be recognized for their outstanding achievement to complete OJT and WEX where awards/certificates will be given to them for their accomplishments. We will be utilizing the incentive policy and the incentive budget line item to help contractors’ spend at least 20% of their funds. Hopefully there is an incentive budget line item. If not I will talk to other local areas to see how they are capturing incentives for WBL.

The Youth Standing Committee had authorized Cape Fear WDB staff to coordinate outreach with WIOA youth staff to host outreach events to inform youth of relevant labor market information, share community resources, and recruit youth for the WIOA youth program. these events will likely take place virtually, or with smaller groups, using the existing Youth Council members to coordinate the outreach to youth their agencies serve the youth

population. This will be replicated in each of the of the Cape Fear WDB regional counties. Following the “sector strategy” model used to obtain pertinent information from employers, these outreach events will include youth forums, where youth divide into roundtables by discussion topic. The role of the facilitator will be to listen for themes on how to meet the needs of youth.

- c. Participating in regional economic strategic planning and economic development recruitment, retention and expansions with employers, education partners and economic developers. [WIOA Section 108 (b)(4)(A)(iii)].

CFWDB staff remain employer focused through strategic partner relationships for the sharing of information and collaboration to meet the needs of new and expanding business and industry. The CFWDB Director and the CFWDB Business Engagement Manager meet routinely with economic developers, community college staff, and industry representatives to remain industry-driven in our efforts to develop a strong workforce.

VI. Performance

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 Cape Fear Workforce Development Board's current Adult, Dislocated Worker, and Youth performance on the Federal Primary Indicators of Performance for PY 2021 and prior Program Years. (Reports available via Future Works)

- a. What are some of the factors in the Cape Fear Workforce Development Board that impact performance levels both positively and negatively? Be sure to consider factors such as the unemployment rate, factory closures/openings, economic development recruitment, retention and expansion efforts, regional industry growth priorities, and weather events and natural disasters that may have impacted the area, as well as internal operational factors that may impact the Cape Fear Workforce Development Board's performance.

(Note: Provide at least two examples of positive factors and two examples of negative factors that have impacted the performance levels in your Cape Fear Workforce Development Board, with an explanation of each).

The Cape Fear WDB region has experienced a period of continued population growth and economic prosperity. Unfortunately, even in a period of low unemployment, jobseeker skills are not adequately aligned with the needs of business. Jobseekers have opted for gig jobs or flexible jobs, rather than enrolling in training that could lead to long-term career growth. The Cape Fear WDB region has also been impacted by natural disasters, resulting in clients leaving the area or not completing their programs. Columbus County and Pender County experienced long-term devastation after hurricanes Matthew and Florence. Likewise, NCWorks programs have suffered turnover as staff find higher paying jobs in the private sector. A benefit, however, is that NCWorks has been able to support the employment goals of clients who are hardest to serve. In a period of low unemployment, companies have been open to hiring candidates with inconsistent work experience, criminal charges, and lower education. Companies are increasingly turning to NCWorks for their hiring needs, which will ultimately lead to better performance outcomes.

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

Initially, participants who enrolled as a result of Covid-19 presented with a higher skill level and enhanced soft skills; however, as Covid wanes, there is a greater need for services to lower-skilled clients, which necessitates workbased learning for adults and dislocated workers, as well as young adults. The shift in the local workforce post-pandemic has resulted in challenges related to training completion, participant engagement, and direct placement of participants, which could negatively impact performance for the local area.

- c. Discuss how your Cape Fear Workforce Development Board's industries and business sector have been impacted by COVID-19.

The CFWDB has a high concentration of tourism and service industries that were heavily impacted due to Covid-19. Additionally, our manufacturing and logistics sector was severely impacted due to closures and supply chain challenges. It is projected that travel and tourism industries will begin to recover as Covid transmission numbers continue to recede. In addition, several initiatives related to manufacturing, including new and expanding industry, will provide opportunities for expanded career opportunities in the region. However, challenges in national supply chains along with rising fuel costs continue to have a negative impact on the transportation and logistics sector.

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

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

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

Cape Fear WDB staff engage with program staff on a weekly basis. The Cape Fear WDB Superuser provides service providers with monthly NCWorks Online Reports and Futureworks Predictive Reports to help WIOA staff track their agency's performance. NCWorks Online provides for virtual desk reviews of participant files, and errors are detected and corrected more efficiently. Staff do monthly performance checks using NCWorks Online reports and Futureworks Predictive reports. Program staff are encouraged to manage their cases like a business and track their own performance, which is confirmed by board staff during these monthly checks.

At committee meetings and full Cape Fear WDB meetings, a “dashboard” illustrating monthly NCWorks Career Center performance is included for discussion. Monitoring reports conducted by board staff are shared so board members are aware of contract performance. Monitoring of Cape Fear WDB staff is shared so that board members are aware of data management practices. The monthly dashboards and monitoring reports are used to hold staff accountable for tracking and maintaining quality controls to produce good outcomes for their performance. Training is conducted annually for staff to participate in during the program year.

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

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

The Cape Fear WDB would recognize this to be a data management error and would retrain program staff to enter data and support documentation as part of their routine duties. If it is determined that poor data management has been a result of time constraints, Cape Fear WDB staff would work with the One Stop Operator on process improvements for their NCWorks Career Center.

The following are utilized within our board region:

- Board staff uses NCWorks Online Reports and Futureworks Predictive reports to conduct a random sampling of file audits in NCWorks. Quarterly internal monitoring is conducted and WIOA staff is sent a copy of the internal monitoring report to make the necessary and appropriate corrections. Corrections of file audits are made in a timely manner and updates are provided to

the local area Super User on any corrections or findings that need to be addressed.

- Staff are held accountable for making the necessary corrections within the appropriate amount of time. Training is provided by contractor and board staff are made available via in person meetings, webinar, and recorded session for reference.

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

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

In the event the local area is not on track with meeting its yearly performance goals, CFWDB staff will provide additional technical assistance training to contractors to ensure that staff understands the importance of meeting all performance goals and outcomes. The CFWDB staff would recognize this may be a data management error and would retrain program staff to enter data and supportive documentation as part of their routine duties. Board staff will work with contractor staff to ensure that the appropriate information is being entered into the NCWorks system. Program managers and supervisors are responsible for checking files that are in our performance pool to capture the necessary performance outcome data to meet our goals. Also, One-Stop Operators are involved in the process to ensure that center staff are working together to find ways to help meet the local area's performance goals. If it is determined that poor data management has been a result of time constraints, Cape Fear WDB staff would work with the One Stop Operator on process improvements for their NCWorks Career Center.

Cape Fear WDB members are given performance dashboard reports at bimonthly Cape Fear WDB meetings. Time is allotted during the Cape Fear WDB meeting for program and One Stop Operator staff to explain and address any issues impacting positive and/or negative performance.

Performance information is also shared at Cape Fear WDB team meetings, One Stop Operator meetings, youth meetings, and functional team meetings. Data is disseminated to case managers/career advisors via their immediate supervisor via email. The Super User sends performance reports and information to all service providers on a monthly basis. Performance management, data management, and fiscal management are three of the four pillars of program oversight that are routinely discussed at all levels.

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

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

The local area does measure progress towards credential attainment using MSG as the end goal to help us meet our performance outcomes. Every time a customer receives a credential attainment rather it be a high school diploma, GED, or a post-secondary education credential which may include a certification, license, degree, or diploma it will be captured using the measurable skills gain tab in NCWorks online. The career advisor will request a copy of the

credential from the customer and uploaded it to the system to verify that the participant has actually met their program goal.

The local area Superuser provides training to service provider staff to ensure that all they are made aware of fields in NCWorks online that needs to be completed to meet performance goals. A user guide is made available to all contractor staff via email to all program staff. The Superuser provides ongoing updates to encourage and remind contractors to complete the necessary and required fields in NCWorks such as the Credential Tab and Measurable Skills Gain Tab prior to the customer exiting from the WIOA Title I program. Upon exit of the customer, contractor staff is required to complete the EDIT Closure Tab to complete the required category in regards to “School Status at Exit” to ensure that all the necessary and required information has been collected and properly recorded in NCWorks to help the local area meet its local goals.

6. 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.

As of July 1, 2022, the state will be approving all training providers in their programs. Beginning July 1, 2022, WDB Staff will certify providers and programs from the state eligible training provider list for the Cape Fear Region. Staff review all training programs to determine if they meet the criteria of the Eligible Training Provider’s Policy and needs of the Cape Fear region based on the occupations that are high in-demand.

The local area process for reviewing and certifying eligible training providers for the region consists of the Superuser reviewing labor market data that shows proof of high growth industries in the area that are high in demand. The superuser reviews jobs that are available to customers that may be interested in taking courses or training programs that lead to a credential. Staff also checks to make sure that training programs being offered have a bright outlook in regard to customers obtaining employment. Based on the labor market data that is provided to staff in consultation with the Business Engagement Manager, customer requests for training, and consideration of program duration and availability, a determination is made whether to certify a training program for the Cape Fear region.

Customers are informed of the ETPL after they have been determined eligible for WIOA Title I services, and assessments are used to determine the need for training. Career advisors discuss the ETPL with customers that are interested in going to school as a part of their Individual Employment Plan (IEP).

7. Define what “significant number of competent providers” means in the Cape Fear Workforce Development Board. Include whether the Cape Fear Workforce Development Board uses more strict performance measures to evaluate eligible training providers. Attach if a separate policy. Cape Fear Workforce Development Board ETPL Policy.

The ETPL for the Cape Fear Region is reviewed annually at a minimum to assure that certified programs available meet the needs of enrolled participants. The list is reviewed and programs are added or removed based on customer demand.

The Cape Fear WDB certifies eligible training providers that are capable of providing training programs directly related to high growth occupations with promising outlook for wage progression and job advancement. Training programs offered by the vendor must lead to a credential and employment for customers at the completion of the program. For the programs that culminate with a certification exam, Cape Fear WDB staff evaluate the success rate for attainment. Each training program that is determined eligible and approved must meet the entered employment and credential rates for our performance goals. If a vendor does not meet the performance goals for their training program(s), they will be determined as ineligible to be approved as an eligible training program for the Cape Fear region.

VII. Equal Opportunity

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

The CFWDB has developed policies and procedures to ensure that individuals are not discriminated against. Specific processes are outlined in the local area policy P-WDB-001-2018 (Nondiscrimination Policy and Procedures). The CFWDB assures that the language contained in 29 CFR Part 38.25 is included in each application for financial assistance through contractual obligations with this Local Area. WIOA contractors are also required to include the required language in all applications as well.

CFWDB specific Assurances include:

- Veterans will be afforded employment and training activities;
- Compliance with the confidentiality requirements of 29 CFR 38.45;
- That no WIOA funds will be used to assist, promote, or deter union organizing;
- Compliance with all of the nondiscrimination provisions of WIOA Section 188, including the assurance that a Nondiscrimination plan has been developed and implemented under 29 CFR 38.54;
- Proper data collection and maintenance necessary to show compliance with the nondiscrimination provisions of WIOA section 188. The CFWDB will ensure that contractors are complying and will comply with the requirements regarding the review of job training plans, contracts, and policies and procedures by:
- Ensuring each training provider seeking eligibility includes the equal opportunity assurance in its application for financial assistance under Title I of WIOA;
By incorporating the EO assurance into each cooperative agreement, contract, or other arrangement whereby federal financial assistance under Title I of WIOA is made available;
Assuring each approved training provider, contractor, and NCWorks Career Centers and affiliated sites are able to provide programmatic and architectural accessibility as required;

Ensuring the procedures of job training plans, contract assurances and other similar agreements entered into by contractors are both nondiscriminatory and contain required language regarding nondiscrimination and equal opportunity. Reviewing/revising CFWDB WIOA Title I program policies to ensure they are nondiscriminatory in intent or effect.

As part of the monitoring process, samples of job training plans, contracts, and other agreements are reviewed to ensure nondiscrimination and contain the required language regarding nondiscrimination and equal opportunity.

2. Attach the Cape Fear Workforce Development Board's current Equal Opportunity (EO) Complaint Grievance Procedure to address EO requirements [29 CFR 38.35]. Name document: Cape Fear Workforce Development Board EO Complaint Grievance Procedure.
3. Describe the methods used to ensure local Equal Opportunity procedures are updated.

The CFWDB's Equal Opportunity Officer is responsible for directing and implementing the Equal Opportunity (EO) Program. The EO Officer, in collaboration with the Workforce Development Director, develops reporting and monitoring procedures to ensure compliance with the Equal Opportunity requirements of the Workforce Innovation and Opportunity Act (WIOA) as administered by the Cape Fear Workforce Development Board. The Equal Opportunity Officer is responsible for coordinating a WIOA recipient's obligations and has developed the area's Nondiscrimination Plan. The Nondiscrimination Plan follows eight elements as outlined in 29 CFR 38. Those elements are:

1. Designation of Local Equal Opportunity (EO) Officers, 29 CFR 38.28 to 38.33
2. Notice and Communication, 29 CFR 38.34 To 38.39
3. Assurances, Job Training Plans, Contracts, Policies, and Procedures, 29 CFR 38.25
4. Affirmative Outreach, 29 CFR 38.40
5. Compliance with Section 504, 29 CFR 38.12 to 38.17
6. Data Information Collection, 29 CFR 38.42 to 38.43
7. Compliance Monitoring, 29 CFR 38.51
8. Complaint Processing Procedures, 29 CFR 38.69 To 38.72; 38.85 to 38.88

The EO Officer regularly reviews policies and procedures, including any State issued policy statements. Additionally, the EO Officer conducts annual monitoring of our service providers to ensure they are following the current policies and maintain the proper EO posters. Annual training is also provided to all providers to ensure compliance with the CFWDB's Nondiscrimination Policy.

VIII. **Adult and Dislocated Worker Services**

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

A strength of our existing Adult and Dislocated Worker education and training services is an innovative and adaptive system to meet the needs of training and employment seekers as well as employer customers. The local area has invested in extensive technical assistance to providers to empower them to be responsive to the demands of the changing workforce post-pandemic. Providers are encouraged to create innovative plans of service blending both in-person and virtual opportunities to maximize available service to customers. Strategies to encourage quick and clear communication to customers, aided by the design and implementation of virtual service offerings, allow the local area to continue providing superior services to the citizens of the Cape Fear Region.

However, with the change in service delivery methods for case management we also realized a weakness in soft skills training and the need for expansion of offerings for services related to training opportunities as well as employment. Access to the Conover Company suite of Soft-Skills, job-seeking, and Job-keeping training has assisted in documenting job seekers proficiency with skills such as communication, conflict resolution, and workplace ethics. The Local Area also has reviewed and expanded options for online training options for training seekers to increase virtual service opportunities.

While an expanded focus on Work-Based Learning Opportunities such as WEX and OJT, as well as Incumbent Worker Grants, assist employers in expanding and upgrading the workforce. The Local Area plans to continue these innovative practices to further strengthen service offerings across our region.

2. Provide the date and process for the competitive procurement of the Adult and Dislocated Worker Programs that ensures an arm's-length relationship between the Cape Fear Workforce Development Board and service delivery.
 - a. Identify any service provider contract extensions.

The Cape Fear Workforce Development Board's policies follow federal and state guidance for the procurement of grant-funded services. The Cape Fear WDB advertises the release of Requests for Proposals (RFPs) with local news media outlets in each of the four counties in the Cape Fear WDB region. In addition to these advertisements, the RFPs are shared with our established bidders list and the bidder's lists acquired from other Workforce Development Boards. For program services, such as Title I Adult, Dislocated Worker, and Youth, RFPs are typically issued biannually, but the Cape Fear WDB maintains a maximum period not to exceed three years.

Once released, bidding agencies are encouraged to attend a bidder's conference. Bidders must submit a Letter of Intent to Bid to be eligible to continue the process. After a period that questions may be submitted, Cape Fear WDB staff draft a Q&A document that is shared with all agencies who submitted a Letter of Intent to Bid. The deadline for proposal submission is listed in the RFPs and posted on the Cape Fear WDB website.

Once proposals are received, Cape Fear WDB staff check each proposal for general compliance. This includes a checklist of required documentation, forms, and signatures. If compliant, the proposals are then shared with the review committees for evaluation. Review committees are comprised of Cape Fear WDB members. The review committees score each proposal individually and meet to discuss recommendations for funding. Once the committees have made their recommendations, the Finance Committee of the Cape Fear WDB evaluated the recommendations to confirm the allocation of funds. The process concludes with reports from each review committee chair, with recommendations, and full vote by the Cape Fear WDB.

The Cape Fear WDB procured Adult and Dislocated Worker program services via board vote on April 13, 2021. The Adult and Dislocated Worker program contracts will begin July 1, 2021 under contract for one year. At this time, the CFWDB has chosen to continue the contracted providers for PY2022.

Note: While Final Regulations Section 679.410 (b) and (c) provide exceptions to the competitive procurement process, Cape Fear Workforce Development Boards *must* have an arm's-length relationship to the delivery of services.

3. Provide the date and process for when the competitive procurement of the One-Stop Operator(s) occurred. Include the expected length of the contract (one-four years).

Procurement for Adult/DW providers occurred in the Spring of 2020, with the CFWDB voting on providers at the April 13 meeting. The contract was initially for one year. In spring of 2021, an RFP for ADW services and One-Stop Operators was issued for Brunswick, New Hanover, and Pender counties due to low performance. The provider for Columbus County was renewed an additional year. For PY 2022, all ADW providers will be extended for one year, and an RFP will be released for the procurement of ADW contracts for PY 2023.

4. Attach the Cape Fear Workforce Development Board's Adult/Dislocated Worker Service Provider list effective July 1, 2022 using the PY 2022 Adult/Dislocated Worker Service Provider List provided. Name document: Cape Fear Workforce Development Board Name PY 2022 Adult/Dislocated Worker Service Provider List.

A copy of the CFWDB PY22 ADW Provider List has been submitted into WISE.

5. Describe the Cape Fear Workforce Development Board's vision for serving the WIOA eligible Adults and Dislocated Workers to include high level goals, outreach strategies, services delivery, and expected outcomes.

The Cape Fear Workforce Development Board's vision for serving WIOA eligible adults and Dislocated Workers is rooted in the Human Centered Design Methodology. The CFWDB's goal is to improve the quality of the workforce, reduce welfare dependency, increase economic self-sufficiency, meet skills requirements of employers, and enhance the productivity and competitiveness of the Cape Fear region by providing relevant responsive services to training and employment seeking customers, and utilizing innovative and efficient delivery of services, both in-person and virtually, based on the specific needs of the individual customer. Through continued focus on technical guidance and training on best practices, the CFWDB envisions these services being provided with the highest level of customer service by a professional and proficient staff focusing on the individual development of customers while assuring positive outcomes are achieved and performance goals are met.

The same level of service will be extended to employer customers, assuring that they have access to a skilled and available workforce pipeline to meet both current employment needs to allow for stability, but also providing access to an integrated, job-driven public workforce system that links diverse talent to businesses and encourages growth through opportunities for investment in the current and future workforce.

6. to include high level goals, outreach strategies, service delivery and expected outcomes. Describe the Cape Fear Workforce Development Board's method for ensuring that a sufficient number of adults receiving individualized career and training services in the Local Area are from one of the following priority of services categories: public assistance, low-income individuals and individuals who are basic skills deficient. [134(c)(3)(E), 3(24)]

The Cape Fear WDB has implemented a priority of service policy to ensure a sufficient number of adults receive individualized career and training services in the Local Area are from one of the following priority of services categories: public assistance, low-income individuals and individuals who are basic skills deficient. [134(c)(3)(E), 3(24)] The policy outlines a specific methodology for identifying individuals in specific priority categories, and the categories are documented in NCWorks online as a requirement during the enrollment process. In addition to these efforts the Local Area has established partnerships with local community outreach organizations, human services providers, and faith-based organizations to increase outreach to priority populations. Agencies such as Brunswick

Family Assistance, Men and Women United, and regional Literacy Councils are examples of some existing partnerships.

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

The Cape Fear local area provides follow up services to adults and dislocated workers for a minimum of 12 months after exit. Follow-up services vary and are determined on a case-by-case basis. Follow-up services may include the following:

- a. Additional career planning and counseling;
- b. Contact with the participant's employer, including assistance with work-related problems that may arise;
- c. Peer support groups;
- d. Information pertaining to additional educational opportunities; and
- e. Referral to supportive services available in the participant's community.

Follow-up services are two-way exchanges between the WIOA program staff and either the participant or the participant's employer. Follow-up services must include more than only a contact attempted or made for securing documentation to report a performance outcome.

Per Training and Employment Guidance Letter (TEGL) 19-16 and Section 134(C)(2)(A), funds described shall be used to provide career services, which shall be available to individuals who are adults or dislocated workers through the one-stop delivery system and shall, at a minimum, include - (xiii) follow-up services, including counseling regarding the workplace, for participants in workforce investment activities authorized under this subtitle who are placed in unsubsidized employment, for not less than 12 months after the first day of the employment, as appropriate.

8. Please describe the process for monitoring the service provider in the Cape Fear Workforce Development Board. Include details such as how it is conducted, who is involved, and how often.

Board staff monitors contractor staff internally every month detailing the action items needing corrective action for case files. The internal monitoring review is shared with Program Managers/Supervisors for file corrections. Board staff check for participant eligibility, basic enrollment information, program activities/services, and required documentation (WIOA application, income verification as applicable, barrier to employment as applicable, WEX or Contract agreement/contract, ITA forms/vouchers, and Supportive Service cost).

Cape Fear WDB staff utilize a standardized monitoring tool and monitoring policy/process to conduct the monitoring visits and reviews of all contractors. A monitoring schedule is coordinated with the program managers and supervisors that conduct programmatic and fiscal monitoring. Monitoring dates are confirmed with each contractor in writing. The monitoring visit begins with an entrance interview that provides the scope of the visit and issues identified during desk review. The visit concludes with an exit conference, informing contractors of strengths and weaknesses in their program operations. After corrections are made, an official letter is sent to the agency director with recommendations for operational changes to data management, performance management, fiscal management, or partner relationships.

IX. Youth Services

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

- *Out-of-School Youth (OSY) – A minimum of 75% of the Youth funds allocated to Cape Fear Workforce Development Boards, except for the Cape Fear Workforce Development Board expenditures for administration, must be used to provide services to OSY;*
- *Work Experience – Not less than 20% of Youth funds allocated to the Cape Fear Workforce Development Board, except for the Cape Fear Workforce Development Board expenditures for administration, must be used to provide paid and unpaid work experiences; and a*
- *Focus on Partnering – Co-enrollment encouraged where appropriate with Title II and IV.*

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

The Cape Fear WDB region is fortunate to have resources available to youth that directly or indirectly support youth employability. Relationships with organizations such as YWCA, YMCA, Vocational Rehabilitation program, Literacy Councils, local Community Colleges, UNCW, and Eligible Training Providers, and local and regional nonprofit groups, such as StepUp Wilmington, Men and Women United for Children and Families, U-Can, Telamon Corporation, Reentry Programs, LINC and other juvenile justice advocacy groups, provide outreach, guidance, and wraparound support to our youth jobseekers.

Youth are able to go online to NCWorks to complete the GCFLearnFree.org modules and utilize the Workplace Excellence Series for soft skills training. The GCFLearnFree.org and Workplace Excellence Series helps youth customers to brush up on their interviewing skills, resume writing skills, and soft skills. It provides them with the necessary training they need to help better prepare them for the workforce and to understand what the expectations are of an employer working in the workplace. Individuals with learning disabilities can also utilize GCFLearnFree.org to assist them with improving their basic skills level to help them with their classroom work. There are trainings and quizzes that can be used to help youth improve their reading and math levels. NCWorks online assessments and Traitify has been utilized to assist youth in identifying their job skills set and career interest. Staff utilizes the ONET codes to help youth understand the different jobs or occupations that are available to them. Successful models that have been proved to work in the Cape Fear region to serve our young adult population ages 16-24 consist of the following:

- Contractors conducting monthly youth workshops to discuss leadership development and survival skills, work ethics, finding a job and keeping a job, financial literacy, career exploration, and much more. Offering these workshops has helped youth customers to determine what they want to do in life and what career they want to go into to be a productive citizen within their local community. Career advisors assist youth customers with researching and identifying labor market trends within their local community.
- Youth attending industry tours for Manufacturing Days has helped to expose young adults to different careers within the Cape Fear Region. The Mock it Till Rock It day has been something used to help prepare youth for the workplace.

Youth Workforce Activity	For Persons with Disabilities?	Brief Assessment/Model Used	Success Rating
Job Referrals, Job Readiness Preparation & Assistance, and Resume Preparation	Referrals to agencies for further services such as mental health agencies, vocational rehabilitation, and services for the blind.	CASAS assessment is being used to assess the youth's basic skills deficiency levels in reading and math. Using virtual career fairs has been most successfully in exposing youth to new employment opportunities.	WEX 51 enrollments 7.33% success rate
Paid Work Experiences/Internships and OJT opportunities	Place youth on jobs that will employ youth with disabilities and accommodate their needs based on their job skills set	The Objective Assessment and IEP are used as fluid documents to identify the needs of the youth customers. Working with more private sector employers during the pandemic has been found to be more helpful in getting youth customers placed at worksites that are willing to hire youth once WEX is over through direct placement.	WEX 25 enrollments OJT -1 enrollment WEX-2.06% success rate OJT-.08% success rate
Occupational Skills Training ETPL	The youth's learning needs are identified prior to them applying for a training institution. Referrals are made to the literacy council and vocational rehabilitation for further services if customer is determined basis skills deficient in the area of reading/math.	The Objective Assessment and IEP are used as fluid documents to identify the needs of the youth customers. Referrals are sent to WIOA program for youth customers in need of services.	49 enrollments 4.61% success rate
Occupational Skills Training Not on ETPL	The youth's learning needs are identified prior to them applying for a training institution. Referrals are made to the literacy council and vocational rehabilitation for further services if customer is determined basis skills deficient in the area of reading/math.	The Objective Assessment and IEP are used as fluid documents to identify the needs of the youth customers. Referrals are sent to WIOA program for youth customers in need of services.	3 enrollments .25% success rate

Enrolled in Traditional Secondary School	The youth's learning needs are identified by using the CASAS assessment to determine if any other further needs are necessary. Referrals are made to the literacy council and vocational rehabilitation for further services if customer is determined basis skills deficient in the area of reading/math. Also, tutoring services are provided by the WIOA program and student's teacher.	The Objective Assessment and IEP are used as fluid documents to identify the needs of the youth customers. Referrals are sent to WIOA program for youth customers in need of services.	3 enrollments .25% success rate
Alternative Secondary School Services	The youth's learning needs are identified by using the GED pretest to determine if any other further needs are	The Objective Assessment and IEP are used as fluid documents to identify the needs of the youth customers. Referrals are	14 enrollments 1.55% success rate

2. Describe how the Cape Fear Workforce Development Board's broad Young Adult (NextGen) Program design is unique to include:

a. providing objective assessments;

The Cape Fear WDB's broad young adult (NextGen) program design includes providing youth customers with objective assessments such as CASAS to help them identify their basic skills levels in reading and math. This will help career advisors to understand how to better serve youth in the program and to make the appropriate referrals to the Literacy Councils and Basic Skills labs at the community college for further assistance and services. Other assessments can be utilized from partner agencies to also help identify the needs of the youth. Additionally, the Cape Fear WDB, in partnership with the Eastern Carolina WDB, uses Traitify, a picture-based, two-minute assessment, which provides insight to the participant's interests and long-term career ideas. This fun assessment provides a basis for useful dialogue between the youth participant and the adult Career Advisor but also has capabilities to assist in identifying training and employment goals.

b. supportive services needed; and

The Cape Fear WDB continues to strive for ways to connect youth to the available resources to them within through local community by providing supportive services via vouchers for transportation and childcare assistance on a case by case basis. For the most part an attempt by the customer to secure supportive services by through other partner agencies will be made first and documented by the career advisor to show that an effort has been made secure supportive services from other agencies other than WIOA Title programs. Customers will be provided referrals to seek partner agencies such as Department of Social Services, Child Care Resource and Referral, Smart Start and the Transportation System within each county to apply for the services they need. Once it is determined that the

customer is unable to secure supportive services with the partner agency then WIOA Title I program will seek ways to assist the customer with getting their needs meet.

- c. developmental needs of each participant, for the purpose of identifying appropriate services and career pathways for participants. [WIOA Section 129(c)(1)(A)]

The Cape Fear WDB will make the necessary referrals to partner agencies such as Vocational Rehabilitation and Mental Health services for individuals that are most need of these services. Career advisors will be required to establish and maintain a working relationship with these agencies to follow up on the progress of the youth customer. In addition, relationships with the Public School system to serve this population will also be established with the Career and Technical Education departments in the schools to work with customers that have developmental needs and learning disabilities to ensure their success of completing high school and pursuing a career path that is suitable for them. The Cape Fear WDB Youth Program Manager sits on the Advisory Board for Brunswick County Schools CTE program and on the myFuture NC Cape Fear Steering Committee.

NCWorks Title I staff rely heavily on the IEP as a living document that addresses the changing needs of the participant. Using eligibility barriers, objective assessment, and ongoing interaction with the participant, the Career Advisor is better equipped to identify appropriate services. Quality career advisement is based on the relationship the participant develops with their Career Advisor. Board staff provide and encourage training for Career Advisors on youth-centered approaches to building a successful plan that includes relevant, effective services that will enable the participant to set benchmarks and attain goals. Career Advisors make available the 14 youth elements to provide linkages to other services through partner agencies so that the participant has an arsenal of tools for success. Career Advisors use labor market information to advise participants on high-growth occupations and career pathways that will allow the participant various points of access to an industry as their skills progress.

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

When determined eligible for services, youth participants start with the objective assessment completion with the Career Advisor in order to find out what services the individual may need in addition to career guidance. The next step is for the participant to complete the ISS/IEP with the career advisor to lay out their career plan to determine what services will be incorporated as objectives to help them reach their eventual career/employment goals. The Local Area requires at a minimum for the career advisor to follow up with each youth participant on a monthly basis to get updates on their career/employment progress, along with quarterly ISS/IEP updates as the youth completes their objectives.

4. Describe the Cape Fear Workforce Development Board's strategy to ensure Youth (NextGen) Program activities lead to a high school diploma or its equivalent or a recognized post-secondary credential and post-secondary education and training opportunities. [WIOA Section 129(c)(1)(C)]

The Cape Fear WDB will provide the training and funding that is needed for youth and young adults to be able to enter post-secondary education and attain a recognized industry credential for a high growth job that is high demand. The occupational skills training will be offered to those youth and young adults that can best benefit

from participating in a training program to gain employment. Customers will be able to enroll in short-term, two-year training programs, and online classes to complete their educational goals. Utilizing the traditional secondary school settings, alternative school settings, and occupational skills training will help the local area meet its credential rate and measurable skills gain goal.

Through traditional secondary school settings, alternative school settings, and occupational skills training the local area will provide youth and young adults with the necessary information to make an informed decision about their educational goals. NCWorks Career Center staff will provide customers with the necessary information to allow them the opportunity to explore career paths that will benefit them the most based on their career interest.

Services are made available to youth to provide them with the tutoring, study skills training, and instruction leading to secondary school completion, including dropout prevention strategies. In addition, for those individuals that wish not to remain in a traditional school setting can seek alternative school secondary. Youth customers are referred to community college's Basic Skills Lab for tutoring assistance in all academic areas. The Lab is open to those that wish to attain their high school diploma or equivalency per week to help the customer meet their academic goals. Utilizing the basic skills labs helps to accommodate work and/or family schedules of the youth or young adults attending classes.

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

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

Follow up services will be provided to all youth participants once they have exited from the WIOA Title I program. All follow-up services will be provided to each exited customer based on their needs. The types of follow up services that youth can receive includes:

1. Referral to Community Resources;
2. Tracking Progress on the Job;
3. Work Related Peer Support Group;
4. Assistance Securing Better Paying Job;
5. Career Development and Further Education Planning;
6. Assistance with Job/Work Related Problems
7. Adult Mentoring;
8. Provided Support Services;
9. Financial Literacy Education and Follow-up;
10. Provide Labor Market and Employment Information During Follow-up

Follow-up service will be provided by each contractor staff to ensure that a contact attempt has been made to the customer to determine their progress after program completion. Career advisors will stay in regular contact with the participant to ensure that the youth customer has been successfully placed in employment and/or postsecondary education. If any additional services are needed, then contractor staff will assess the youth's needs and then provide them with the most appropriate service. The types of services provided, and the duration of services will be determined based on the needs of the individual and therefore, the type and intensity of follow-up services may differ for each participant. Any follow up services provided to youth will be documented in NCWorks for post program activities. This would include documenting and assessing the youth and what their needs are for additional services or assistance, such as those pertaining to whether or not a youth is in need of transportation, child care, appropriate work attire, support or mentoring to retain employment or remain in education, health and/or mental health services, or any referrals to other services or assistance that can help the youth achieve their goals after program completion.

6. Where does the Cape Fear Workforce Development Board plan to serve the young adults (NextGen): NCWorks Career Centers Tier 1, Tier 2, Specialized Centers, Services Provider Offices, or Hybrid situations? Explain if it is both NCWorks Career Centers and Provider Offices or some other option.

The local area plans to serve the young adults in the NextGen program within the local NCWorks Career Centers in each of the counties. Youth will be served in a Tier 1 Career Center of their choice. The Cape Fear WDB Youth Standing Committee continues to identify satellite location sites to better serve rural youth or youth who lack transportation. While our NCWorks Career Centers remain our primary access points for NextGen, partnerships with local libraries, community-based organizations, colleges, etc. increases access to NCWorks services. The Columbus County NCWorks Career Center is currently housed on the campus of Southeastern Community College (SCC). SCC also serves as the WIOA youth service provider.

7. Attach the Cape Fear Workforce Development Board Youth Service Provider's chart, effective July 1, 2022, using the PY 2022 Youth Service Provider List provided. Complete each column to include specifying where Youth Services are provided. Name the document: *PY 2022 Cape Fear Workforce Development Board Youth Service Provider List*.

Please see the attached.

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

The Cape Fear Workforce Development Board's policies follow federal and state guidance for the procurement of grant-funded services. The Cape Fear WDB advertises the release of Requests for Proposals (RFPs) with local news media outlets in each of the four counties in the Cape Fear WDB region. In addition to these advertisements, the RFPs are shared with our established bidders list and the bidder's lists acquired from other Workforce Development Boards. For program services, such as Title I Youth, RFPs are typically issued biannually, but the Cape Fear WDB maintains a maximum period not to exceed three years.

Once released, bidding agencies are encouraged to attend a bidders conference. Bidders must submit a Letter of Intent to Bid to be eligible to continue the process. After a period of time that questions may be submitted, Cape Fear WDB staff draft a Q&A document that is shared with all agencies who submitted a Letter of Intent to Bid. The deadline for proposal submission is listed in the RFPs and posted on the Cape Fear WDB website.

Once proposals are received, Cape Fear WDB staff check each proposal for general compliance. This includes a checklist of required documentation, forms, and signatures. If compliant, the proposals are then shared with the review committees for evaluation. Review committees are comprised on Cape Fear WDB members. The review committees score each proposal individually and meet to discuss recommendations for funding. Once the committees have made their recommendations, the Finance Committee of the Cape Fear WDB evaluated the recommendations to confirm the allocation of funds. The process concludes with reports from each review committee chair, with recommendations, and full vote by the Cape Fear WDB.

The Cape Fear WDB procured Youth program services via board vote on May 13, 2020. The Youth program contracts began July 1, 2020 under contract for one year with an extension to extend for the next program year (PY 2021). At this time, performance has been evaluated on all youth service providers and it has been determined by the board to extend all youth contracts for a third year as of February 16, 2022. A Youth RFP will be issued for PY 2023.

9. Provide the Cape Fear Workforce Development Board's approach to meeting the required 75% minimum (NextGen) youth expenditures on out-of-school youth and include special outreach efforts and highlight planned program design. [WIOA Section 129(a)(4)(A)] (CPS 09-2021)

Every month, the contractors are required to submit their invoices with participant expenses broken out for out-of-school youth. These figures are compiled on a main spreadsheet that calculates the percent of funds spent on out-of-school youth. These totals are monitored to ensure the 75% minimum requirement is met.

10. How does the Cape Fear Workforce Development Board ensure that the minimum of 20% of funds is spent on work experience and is the Cape Fear Workforce Development Board expending the 20% minimum on work experience to include an estimate of expenditures that will be paid wages to youth? If the Cape Fear Workforce Development Board 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)

The Cape Fear Workforce Development Board will meet its expenditure requirement to expend at least 20% of funds on WBL opportunities by offering youth year-round paid WEXs and Summer Employment Internships. Youth will be able to explore their career options through work experience opportunities while in the program. Youth will be able to participate in WBL opportunities to provide them with the hands-on experience that they need to become more marketable to an employer. This will help to create more work-based learning opportunities for youth customers to help service providers spend more of their money on paid work experiences. WIOA funds will be utilized to pay for *Participant Wages and Fringes, Employability Skills Training, and Youth Incentives*. The Cape Fear Workforce Development Board plans to host a big Summer Employment Internship Program that will begin May 1st and end September 30th to ensure that the local area will meet the 20% requirement to expend funds on WBL opportunities.

11. Does the Cape Fear Workforce Development Board have a dedicated full-time Youth Business Services Representative (or similar title) at the Cape Fear Workforce Development Board level or at the Provider level, and if so, state which level and how many?

The Cape Fear Workforce Development Board does have a dedicated Business Service Representative on staff that works alongside with the Youth Program Manager to assist with making employer connections to establish stronger working relationships with businesses within the community. There is one youth service provider that has staff person that helps to develop and create WEXs and OJTs opportunities by working with local employers.

12. Does the Cape Fear Workforce Development Board have a re-entry program for young adults? If yes, please briefly describe it. N/A

13. Describe how the Cape Fear Workforce Development Board partners, aligns, and leverages, as appropriate with:

- a. Title II Adult Education and Family Literacy Act program resources and policies.

Representatives of Title II serve on the Cape Fear WDB and keep the board and staff aware of resources and policies. At the local level, each NCWorks One Stop Operator coordinates with Title II partners to ensure programs and resources are leveraged to better serve clients. All of this is monitored by Cape Fear WDB staff.

- b. Title IV Vocational Rehabilitation program resources and policies.

A representative of Title IV Vocational Rehabilitation serves on the Cape Fear WDB and keeps the board and staff aware of resources and policies. At the local level, each NCWorks One Stop Operator coordinates with Title IV partners to ensure programs and resources are leveraged to better serve clients. All of this is monitored by Cape Fear WDB staff.

- c. Integrates adult education with occupational education and training and workforce preparation, as Cape Fear Workforce Development Board's and the creation of career pathways for youth. [USDOL TEGL 8-15]

Funded by DOL under WIOA, the youth program exists to engage youth with basic adult education and occupational education that will prepare them for the workforce. The Cape Fear WDB awards contracts to service providers who understand the integration of education and occupational training in the development of an ISS/IEP. The Cape Fear WDB has two Certified Career Pathways, each of which provide for entry-level engagement in high-growth sectors. NextGen staff are trained to utilize CCPs as tools to educate youth on the possibilities that lay before them and how to make better choices regarding education and employment. The Cape Fear WDB Youth Program Manager sits on the Advisory Board for Brunswick County Schools CTE program and myFuture NC Cape Fear Steering Committee, and coordinates with all school districts to better integrate the goals of education agencies and the labor market.

14. Specify if the Cape Fear Workforce Development Board plans to offer incentives for (NextGen) youth.

The Cape Fear WDB does currently have a Youth Incentive Policy that was approved and implemented as of October 21, 2021. Please see the attached policy.

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 Cape Fear Workforce Development Board's internal controls to safeguard cash/gift cards.

Name document: Cape Fear Workforce Development Board Youth Incentive Policy.

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

15. If the Cape Fear Workforce Development Board does not offer incentives for (NextGen) youth, please explain why. N/A
16. Describe the local strategy to prepare the youth (NextGen) for unsubsidized employment, including with small employers, specifically those that include in-demand industry sectors and occupations of the local and/or regional labor markets. [WIOA Section 129(c)(1)(C)(v)]

The Cape Fear WDB awards contracts to agencies who can build collaborative relationships with employers. Providers are well trained on the regional Certified Career Pathways and other high-growth occupations. NextGen staff engage with those employers to develop meaningful Work Experience and OJT opportunities where youth learn the expectations of the workplace and gain skills for future unsubsidized employment. Service providers utilize NCWorks online to gain relevant labor market information to help prepare youth customers for the workforce.

17. Please complete the Youth Program Elements chart provided to demonstrate how the Cape Fear Workforce Development Board ensures each of the 14 youth program elements is made available to youth participants. Be certain to complete both columns to demonstrate partnerships and potential use of shared funding. [WIOA Section

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

There is a Youth Standing Committee of the Cape Fear WDB.

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

The Youth Standing Committee of the CFWDB is responsible for promoting opportunities and awareness for all youth in the Cape Fear region and conducting oversight to youth programs funded by WIOA and increase the post-secondary credential rate to meet the myFutureNC goal.

To achieve the Committee's purpose and vision, the youth Committee is committed to outreach and engagement.

- b) Provide the committee's top three goals or objectives for PY 2022.

The three goals for PY 2022 are:

1. Outreach Event(s)

The Youth Standing Committee had authorized Cape Fear WDB staff to coordinate outreach with WIOA youth staff to host outreach events to inform youth of relevant labor market information, share community resources, and recruit youth for the WIOA youth program. These events will likely take place virtually, or with smaller groups, using the existing Mini Youth Council members to coordinate the outreach to youth with other partner agencies that serves the youth population. This will be replicated in each of the counties of the Cape Fear WDB region. Following the "sector strategy" model used to obtain pertinent information from employers, these outreach events will include youth forums or focus groups, where youth divide into roundtables by discussion topic. The role of the facilitator will be to listen for information on how to meet the needs of youth.

Also, the youth standing committee is working closely with Cape Fear WDB Youth staff to develop as many outreach sites to assist them with their recruitment efforts to enroll as many youth/young adults in the WIOA Title I program. This is in an effort to help staff identify the needs of the young people that need the services offered through the youth program to help them attain and retain employment in becoming self-sufficient. Outreach locations can be found at nonprofit agencies, libraries, community college campuses, and at local restaurants like Starbucks and Panera Bread. In implementing this model, it has been proven to be successful and is being replicated in each of the four counties within the Cape Fear WDB region to increase recruitment efforts.

2. Youth Councils

The Youth Standing Committee has authorized Cape Fear WDB staff to coordinate with all four counties of Brunswick, Columbus, New Hanover, and Pender Counties to create four mini youth councils. Local Area staff is working with various agencies throughout the four-county area to address the concerns and needs of the youth/young adult ages 16-24. The mini youth council is comprised of agencies who work with youth/young adults, including government agencies, non-profit community-based organizations,

community college, and local school systems. The youth councils will provide vital information around the needs of the youth with a structured approach to carrying out the initiatives of the Cape Fear WDB Youth Standing Committee.

Currently each mini youth council is seeking to compile a community resource guide for each county to identify what resources and services are available to young people in each of the counties. Each mini youth council is seeking to meet virtually and/or in person with youth serving agencies to determine what programs and services are available to youth/young adults within their local community. In addition, the mini youth council will come together to host at least one community event utilizing youth focus groups topics in each of the counties to share information with youth customers. The mini youth council meets at least once a quarter or as needed to discuss outreach efforts to reach out to youth/young adults.

3. Products to Engage Youth

The Youth Standing Committee has directed Cape Fear WDB staff to purchase products and services that support the employment and training needs of youth. Ideally, these products/services can be used independently between meetings with the Career Advisor, enabling the participant to retain new skills learned during the program, such as work-readiness, financial management, etc. Youth will use the Workplace Excellence Series soft skills training to assist them with learning the basic soft skills that it takes to be marketable to an employer. The soft skills training can be used independently between meeting sessions with the Career Advisor to enable participant to retain new job skills that is to be learned during their program participation. The soft skills training will teach youth work-readiness, resume preparation, mock interviews, survival skills, financial management, etc. Also, virtual and in person platforms such as career fairs, career exploration expos, and workshops have been utilized to keep the youth and young adults engaged in WIOA Title I program activities.

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

Please see attached.

- c. Complete the following chart for the PY 2022 Youth Committee's planned meeting schedule to include dates, time, and location. *[Expand form as needed.]*

Date	Time	Location (include address and room #)
August 10, 2022	10:00am	Webinars will be used until further notice
November 9, 2022	10:00am	Webinars will be used until further notice
February 8, 2023	10:00am	Webinars will be used until further notice
May 10, 2023	10:00am	Webinars will be used until further notice

X. Cape Fear Workforce Development Board Innovations

1. List additional funding received by the Cape Fear Workforce Development Board to include special grants (Finish Line, Youth Initiative), NC Job Ready Workforce Investment Grants, National Dislocated Worker Grants (NDWG) (disaster), YouthBuild, Foundations, NCWorks Commission, and outside funding to include a brief description of the source and the amount.

Grant Name/Kind	Brief Description	Beginning and End date	Source and Amount	Partner Organization (if applicable)
Finish Line Grant	Recruitment Grant to promote academic completion for community college students	On-going	WIOA/set aside Amount: varies	
NDWG: Covid	Covid-19 disaster relief Employment and community recovery	July 1, 2020 – March 31, 2022	WIOA DOL NDWG (DWS) Amount: \$90,000	

2. Describe one of the Cape Fear Workforce Development Board’s best or promising Adult/Dislocated Worker program practices that has yielded positive results. Provide any evidence that you have collected or plan to collect to suggest this practice is effective.

The CFWDB has implemented the use of Conover Company soft skills training to enhance employability of adults and dislocated workers seeking employment. The training is provided in multiple formats to include in-person instruction and virtual options which may be accessed from any internet-connected device. The training provides pre and post testing and a certificate of competence which may be used to supplement job search documents. The modules also serve as tools to build the collaborative connection between jobseeker and Career Advisor.

3. Describe one of the Cape Fear Workforce Development Board’s best or promising youth program practices that has yielded positive results. Provide any evidence that you have collected or plan to collect to suggest this practice is effective.
4. The CFWDB has implemented the use Workplace Excellence Series soft skills training to enhance employability of youth seeking employment. The training is used for all WEX participants. The training is provided in multiple formats to include in-person instruction and virtual options which may be accessed from any internet-connected device. The training is module-based but builds to support the work-readiness of young jobseekers.
5. Describe one of the Cape Fear Workforce Development Board’s best or promising regional strategy that has yielded positive results. Provide any evidence that you have collected or plan to collect to suggest this practice is effective.

CFWDB staff meets regionally with subrecipients and partners across the Cape Fear WDB region to provide technical assistance, guidance, team building, and best practices that meet CFWDB expectation and enable NCWorks teams to feel connected across the CFWDB region. This resulted in consistency across the region and increased collaboration between partners within each career center.

6. Describe one of the Cape Fear Workforce Development Board’s innovative business services strategies. Provide any evidence that you have collected or plan to collect to suggest this practice is effective.

While not particularly innovative, using a targeted approach to IWTGs has enable the CFWDB to serve multiple clients within industries of need. By focusing on small business, the CFWDB has had a firm impact on the growth and sustainability of many small companies during the pandemic.

7. Describe one of the Cape Fear Workforce Development Board's best or promising virtual services strategies that has yielded positive results. Provide any evidence that you have collected or plan to collect to suggest this practice is effective.

The utilization of virtual services altogether has been a promising strategy for engagement. Virtual service, such as virtual intake and case management, have increased engagement in hard to reach communities and has increased enrollments and engagement to services.

8. Describe how the Cape Fear Workforce Development Board's inform other Cape Fear Workforce Development Board's of best or promising regional workforce practices.

CFWDB staff meet routinely with their counterparts from other WDB regions. For example, Youth Leads, BSRs, and Directors meet regularly, with a Director serving as liaison to the other groups. Board staff also participate in work groups, forums, and trainings with staff from other WDB regions.

9. Describe one of the Cape Fear Workforce Development Board's business engagement practices that demonstrated employers taking charge and driving the agenda.

Sector Partnerships are the epitome of employer engagement and driving the agenda. The CFWDB used the NextGen Sector Partnership model to support the creation of the Cape Fear Manufacturing Partnership, which has over thirty members who meet quarterly to collaborate on strategies to solve industry issues.

XI. Program Year 2022 Cape Fear Workforce Development Board Plan Required Policy Attachments

1. The following policies are *required* to be attached as separate documents in WISE as part of the PY 2022 Local Area Plan. The Local Area Plan is not complete without these documents. Name each document: Cape Fear Workforce Development Board 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 changed/revised since PY 2021 and requires a review for PY 2022 and has not been previously submitted to the DWS.
- Do not add an empty document in WISE as a “placeholder”.

Required Cape Fear Workforce Development Board Policies	Attached (Yes/No). If no, why?	Revised for PY 2022 (Yes/No) and needs review
1. Adult/Dislocated Worker Experience Policy	Yes	No
2. Competitive Procurement Policy	Yes	No
3. Conflict of Interest Policy	Yes	No
4. Nondiscrimination/Equal Opportunity Standards and Complaint Procedures	Yes	No
5. Financial Management Policy for Workforce Innovation and Opportunity Act Title I	Yes	No
6. Individualized Training Account Policy	Yes	Yes
7. On-the-Job Training Policy	Yes	Yes
8. Oversight Monitoring Policy, Tool and Schedule	Yes	No
9. Priority of Service Policy	Yes	No
10. Youth Work Experience Policy	Yes	No
11. Supportive Services Policy	Yes	Yes
12. Sampling Policy/Self-Attestation Procedures & Monitoring Schedule	Yes	No

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

- In the second column mark “Yes” *only* if the policy has been changed/revised since PY 2021 and requires a review for PY 2022 and has not been previously submitted to the DWS.
- Do not add a blank document in WISE as a “placeholder”.

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

Optional Cape Fear Workforce Development Board Policies	Yes- the Cape Fear Workforce Development Board has a policy or N/A (Not Applicable)	Revised for PY 2022 (Add Yes or N/A for this column)
1. Cape Fear Workforce Development Board Guidance for Local Incumbent Worker Grants	Yes	N/A
2. Cape Fear Workforce Development Board Needs-Related Policy	N/A	
3. Cape Fear Workforce Development Board Transitional Jobs Policy	N/A	
4. Cape Fear Workforce Development Board Youth Incentive Policy	Yes	N/A
5. Cape Fear Workforce Development Board Guidance for Finish Line Grant	Yes	N/A

3. Individual Training Accounts (ITAs) are required [Regulations Section 680.300] to pay the cost of training provided with Adult and Dislocated Worker funds and limitations on duration and amount may be included [Regulations Section 680.320]. Please provide the following ITA elements in summary:

Individual Training Accounts (ITA) Summary	
Dollar Amounts	\$5,000 per Program Year ; \$10,000 Lifetime Max
Time Limits	36 months with a Maximum of 6 Semesters supported
Degree or Certificates allowed (Associate, Bachelor's, other)	Industry Recognized Credential, Certificate, Associate, Bachelor's
Procedures for determining case-by-case exceptions for training that may be allowed	Written approval by WDB Director
Period for which ITAs are issued (semester, school year, short-term, etc.)	Semester, short-term
Supportive Services covered by ITA (provide examples such as uniforms, tools, physical exams, etc.)	tuition, books, fees, supplies, tools, uniforms, and exams
Other	

4. Please specify the supportive services provided by the Cape Fear Workforce Development Board Supportive Services Policy. List specific items under Supplies, Emergency, and Other, as identified in the Cape Fear Workforce Development Board policy. *[Expand form as needed.]*

Transportation	Childcare	Supplies <i>(include examples)</i>	Emergency <i>(include examples)</i>	Other <i>(include examples)</i>
Reimbursement for actual expenses via check, gas card, or contracted agreement	Reimbursement for actual expenses via check	Tools Uniforms Shoes	Shelter Food Medication	N/A

Note: The Cape Fear Workforce Development Board 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 Cape Fear Workforce Development Board’s internal controls to safeguard supportive services. The internal controls must address issuance, storage, and reconciliation of supportive services throughout the area.

Attachment Checklist from Local Area Plan Instructions

Please confirm all attachments are loaded in WISE. If not, provide an expected date of arrival for required documents.

- Cape Fear Workforce Development Board Signed copy of Consortium Agreement (*if applicable*)
- Cape Fear Workforce Development Board Administrative Entity Organizational Chart
- Cape Fear Workforce Development Board Members (*form provided*)
- Cape Fear Workforce Development Board By-laws
- Cape Fear Workforce Development Board By-laws Required Elements Crosswalk (*form provided*)
- Cape Fear Workforce Development Board Organizational Chart
- Cape Fear Workforce Development Board Administrative Entity Certification Regarding Debarment * (*form provided*)
- Cape Fear Workforce Development Board Workforce Development Area Signatory Form* (*form provided*)
- Cape Fear Workforce Development Board NCWorks Career Centers (*form provided*)
- Cape Fear Workforce Development Board Adult and Dislocated Worker Service Provider (*form provided*)
- Cape Fear Workforce Development Board Eligible Training Provider Policy
- Cape Fear Workforce Development Board 14 Youth Program Elements Chart (*form provided*)
- Cape Fear Workforce Development Board Youth Committee Meeting Schedule (*optional*)
- Cape Fear Workforce Development Board Youth Committee Members (*optional*)
- Cape Fear Workforce Development Board Youth Service Provider (*form provided*)
- Cape Fear Workforce Development Board Youth Incentive Policy (*optional*)
- Local Area Adult/Dislocated Worker Work Experience Policy
- Competitive Procurement Policy
- Conflict of Interest Policy
- Nondiscrimination/Equal Opportunity Standards and Complaint Procedures
- Financial Management Policy for Workforce Innovation and Opportunity Act Title I
- Cape Fear Workforce Development Board Individualized Training Account Policy
- On-the-Job Training Policy
- Cape Fear Workforce Development Board Oversight Monitoring Policy, Tool, and Schedule
- Priority of Service Policy
- Youth Work Experience Policy
- Cape Fear Workforce Development Board Supportive Services Policy

Cape Fear Workforce Development Board Sampling Policy/Self-Attestation Procedures and Monitoring Schedule

Cape Fear Workforce Development Board Incumbent Worker Training Policy (*optional*)

Cape Fear Workforce Development Board Needs-Related Policy (*optional*)

Cape Fear Workforce Development Board Transitional Jobs Policy (*optional*)

Cape Fear Workforce Development Board Youth Incentive Policy (*optional*)

Cape Fear Workforce Development Board Guidance on Finish Line Grants (*optional*)

Memorandum of Understanding

Customer Flow Chart

Cape Fear Workforce Development Board Guidance for Finish Line Grant (*optional*)

* Mail signed and unfolded *originals* to assigned DWS Planner at N.C. Division of Workforce Solutions, 4316 Mail Service Center, Raleigh, NC 27699-4316. DocuSign® (or similar) signature pages may be uploaded in WISE.

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

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

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

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

Printed Name and Title of Authorized Administrative Entity Signatory Official

Click or tap to enter a date.

Signature

Date

Instructions for Certification

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

10. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR Part 9, Subpart 9.4, suspended, debarred, ineligible or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.

PY 2022 WIOA Workforce Development Board Members
Effective July 1, 2022 – June 30, 2023

	Category	Name and Business Title	Business Name and Address	Phone Number	Email Address	Term
1.	Business, Chair <i>(Can be one of the required small business seats.)</i> Small Business	Jim Flock General Manager	Blair Industries/HSM Machine Works 2613 Mt Misery Road NE Leland, NC 28451	910-371-6622	JFlock@MAGroupUSA.net	04/22-04/24
2.	Business	James “Jim” Kornegay VP of Marketing/Owner	Lynda’s Play and Learn Too, Inc. PO Box 465 Wrightsville Beach, NC 28480	910-665-1095	jkornegay100@gmail.com	06/20-06/24
3.	Business	Gordon Corlew, Partner	Lee Controls, LLC Lee Linear 8250 River Road Southport, NC 28461 P. O. Box 10100 Southport, NC 28461	910-363-4080	gtcorlew@aol.com	06/20-06/24
4.	Business	Jean Duncan, VP of Human Resources	ACME Smoked Fish Corporation 360 ACME Way Wilmington, NC 28401	910-782-3296	jduncan@acmesmokedfish.com	06/20-06/24
5.	Business	Eric Barton	Tri-Tech Forensics 8770 Trade St NE Leland, NC 28451	910-408-1849	ebarton@tritechusa.com	06/21-06/23
6.	Business	Teresa Woods-Cox, CEO	TA Woods Company 6713 Netherlands Drive Wilmington, NC 28405	910-452-7900	tcox@tawoods.com	06/20-06/24

PY 2022 WIOA Workforce Development Board Members
Effective July 1, 2022 – June 30, 2023

7.	Business* (also represents apprenticeship)	Kirsti Smith, Director, Business Partner Consulting	Novant Health 2131 South 17th Street Wilmington, NC 28402- 9000	910 667-6901	Kirsti.smith@novanthealth.org	05/22-05/24
8.	Business	Andrew Simmons	Monotone 137 Worth Beverage Drive, Burgaw, NC 28425	910 259-7291	andrew@mojotone.com	06/21-06/24
9.	Business	Sammy Caldwell, Plant HR Manager	Corning, Inc. 310 N. College Road	910-784-7200	CaldwellSK@corning.com	10/20-10/22
10.	Business	Laurie O’Shea	3901 Castle Hayne Rd, Wilmington, NC 28401	910 819-5000	laurie.o'shea@ge.com	05/22-05/24
10.	Small Business	Angie Ball, Controller	Industrial Pump Service 1980 Wood Treatment Rd NE, Leland, NC 28451	910-371-2711	ball@industrialpumpservice.com	06/20-06/24
11.	Labor Organization, or where none exists, other representative of employees	Darla McGlamery	Local 491 1924 S 16th Street Wilmington, NC 28401	910 343-9408	ba@iatse491.com	06/20-06/24
12.	Labor Organization, or where none exists, other representative of employees (provide organization affiliation)	Fred Spain	International Longshoremen’s Association (ILA) Local 1426 P. O. Box 1928 Wilmington, NC 28402	910-228-8199	fspain1426@gmail.com	06/20-06/24

**PY 2022 WIOA Workforce Development Board Members
Effective July 1, 2022 – June 30, 2023**

13.	Labor <i>or</i> Apprenticeship <i>or</i> Community Based Organization <i>or</i> Organizations addressing needs of eligible youth <i>(Must identify choice of category represented)</i>	Carolyn Crocker	Indian Affairs	910 655-8708	carolyn.crocker@doa.nc.gov	06/20-06/23
14.	Adult Education and Literacy eligible under WIOA Title II	Chris English, President	Southeastern Community College 4564 Chadbourn Hwy, Whiteville, NC 28472	910-642-7141	chris.english@sccnc.edu	06/22-06/24
15.	Higher Education	Mark Lanier, Assistant to the Chancellor; Assistant Secretary, Board of Trustees	UNC – Wilmington 601 S College Road Wilmington, NC 28403	910-962-3030	lanierm@uncw.edu	06/21-06/23
16.	Vocational Rehabilitation Program	Ella Jordan, Unit Manager	Vocational Rehabilitation 3340 Jaecle Dr Suite 201 Wilmington, NC 28403	910-251-5710	ella.jordan@dhhs.nc.gov	05/22-05/24
17.	Economic Development	Kevin Lackey	Brunswick Business & Industry 1175 Turlington Ave Suite 202 Leland, NC 28451	910-408-1603	kevin.lackey@brunswickbid.com	07/21-07/23

**PY 2022 WIOA Workforce Development Board Members
Effective July 1, 2022 – June 30, 2023**

18.	Wagner-Peyser Act	Marcell Hatten	Department of Commerce, Division of Workforce Solutions 5300-7 Main St, Shallotte, NC 28470	910-754-6120	marcell.hatten@nccommerce.com	05/22-05/24
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***Notes:**

-Use the form provided and identify categories as indicated on the form. Do not change required category names, but clearly indicate the category.

-If Cape Fear Workforce Development Board has more than 19 total members: 1) add lines to chart and complete all columns for additional members; 2) ensure required percentages are still met, 3) do not count individuals serving dual roles more than once.

By submission of this form, the WDB certifies its compliance with the appointment and nomination process of business representatives from among local business organizations and business trade associations. [WIOA Section 107(b)(2)(A)]

*Use attachments sent
separately.*

Workforce Innovation and Opportunity Act of 2014

**Program Year 2022 Local Area Plan Signatory Page
for**

Cape Fear Workforce Development Board

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

Submission Date

Workforce Development Board Chair

Chief Local Elected Official

Typed or Printed Name

Typed or Printed Name

Typed or Printed Title

Typed or Printed Title

Signature

Signature

Date

Date

**Directions for Completing Attachment
NCWorks Career Center System**

Complete the **Attachment** on the next page to describe the Cape Fear Workforce Development Board's One-Stop Career Center system.

Column A- includes each One-Stop Career Center(s)' name and street address, host facility, and hours of operation.

Column B- specifies the type of Career Center and lists all counties served by site. Type of Center Designation: Tier 1, Tier 2, Specialized, Affiliates.

Add location of Youth Sites if not included with above designations.

Column C- list the on-site partners, identify funding source and agency name such as Title I (Adult and Dislocated Worker, Youth, Job Corps, YouthBuild, National Farmworkers and Native American Programs), Wagner-Peyser, Trade Act, Career and Technical Education. Career Center Partners should, at a minimum, reflect required WIOA partners (WIOA 121(b)(1)(B)).

Column D- list the Career Center Operator (agency name) and Method of Selection (Competitive, Sole Source to include if contract was extended).

Column E- list the WIOA Providers of Title I Adult and Dislocated Career Services (agency name) and method of selection. (Method of Selection: Competitive Procurement/Sole Source/Contract Extended).

Column F - Functional Manager (manages the day-to-day operations).

Column G- indicates whether WIOA Title I youth services provider are provided on-site (and list provider). Indicate other on-site youth services providers.

Column H- indicates additional on-site partners.

PY 2022 WIOA Cape Fear NCWorks Career Center Locations

(Effective July 1, 2022)

A. One-Stop Location(s) (Address, Phone number and Hours)	*B. Tier 1 or Tier 2 Specialized or Affiliate	C. On-site Partners	**D. Career Center Operator and Method of Selection	E. Provider(s) of WIOA Career Services and Method of Selection	F. Functional Manager <i>(manages the day-to- day operations)</i>	G. Provider(s) and Type of On-site Youth Services	H. Additional Partners
<p>Brunswick County Career Center 5300-7 Main Street Shallotte, NC 28470 Brunswick County Hours of Operation Monday – Friday 8:00 am – 5:00pm And other hours as needed</p>	<p>Tier 1</p>	<p>Title III Services Title I Operators Vocational Rehabilitation Brunswick Community College DSS SCSEP</p>	<p>Eckerd Connects Competitive Procurement</p>	<p>Educational Data Systems, Inc. (EDSI) Adult, Dislocated Worker, Youth Competitive Procurement</p>	<p>Keith Fritz</p>	<p>Educational Data Systems, Inc. (EDSI) Title I Youth ISY and OSY Two Hawk Employment Services Title I Youth ISY and OSY</p>	<p>Men & Women United DSS Vocational Rehabilitation Services for the Blind (DHHS)</p>

						Competitive Procurement	Former Offender Initiative (DWS) Brunswick Community College Brunswick County Schools Brunswick County Literacy Council SCEP (United Way)
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A. One-Stop Location(s) (Address, Phone number and Hours)	*B. Tier 1 or Tier 2 Specialized or Affiliate	C. On-site Partners	**D. Career Center Operator and Method of Selection	E. Provider(s) of WIOA Career Services and Method Selection	F. Functional Manager <i>(manages the day-to-day operations)</i>	G. Provider(s) and Type of On-site Youth Services	H. Additional Partners
NCWorks Career Center Columbus County PO Box 151 4564 Chadbourn Highway	Tier 1	Southeastern Community College Vocational Rehabilitation	Southeastern Community College (Bettina Cox) Competitive Procurement	Southeastern Community College Adult, Dislocated Worker, Youth	Bettina Cox	Southeastern Community College Title I Youth ISY and OSY Two Hawk Employment	Columbus County DSS Men & Women United Columbus County Schools

<p>Whiteville, NC 28472</p> <p>Columbus County Hours of Operation</p> <p>Monday/Wedn esday/Friday 8:00 am - 5:00pm</p> <p>Tuesday/Thurs day 8:00am – 7:00pm</p> <p>And other hours as needed</p>		<p>Commission of Indian Affairs</p>		<p>Competitive Procurement</p>		<p>Services Title I Youth ISY and OSY</p> <p>Competitive Procurement</p>	<p>Whiteville City Schools</p>
<p>New Hanover County One Stop Career Center 1994 S. 17th Street Wilmington, NC 28401</p> <p>New Hanover County</p> <p>Hours of Operation</p>	<p>Tier 1</p>	<p>Title III Services</p> <p>Title I Operators</p> <p>Vocational Rehabilitatio n SCSEP</p>	<p>Eckerd Connects</p> <p>Competitive Procurement</p>	<p>Educational Data Systems, Inc. (EDSI) Adult, Dislocated Worker, Youth</p> <p>Competitive Procurement</p>	<p>Dave Patchell</p>	<p>Educational Data Systems, Inc. (EDSI) Title I Youth ISY and OSY</p> <p>Two Hawk Employment Services Title I Youth ISY and OSY</p>	<p>Cape Fear Community College</p> <p>Vocational Rehabilitation (DHHS)</p> <p>Eastern Carolina Human Services Agency</p>

<p>Monday – Friday 8:00 am – 5:00pm</p> <p>And other hours as needed</p>		<p>Cape Fear Community College</p>				<p>Competitive Procurement</p>	<p>Leading Into New Communities (LINC)</p>
<p>A. One-Stop Location(s) (Address, Phone number and Hours)</p>	<p>*B. Tier 1 or Tier 2 Specialized or Affiliate</p>	<p>C. On-site Partners</p>	<p>**D. Career Center Operator and Method of Selection</p>	<p>E. Provider(s) of WIOA Career Services and Method of Selection</p>	<p>F. Functional Manager (manages the day-to- day operations)</p>	<p>G. Provider(s) and Type of On-site Youth Services</p>	<p>H. Additional Partners</p>
<p>Pender County One-Stop Career Center 904-A South Walker Street Burgaw, NC 28425</p>	<p>Tier 1</p>	<p>Title III Services Title I Operators</p>	<p>Eckerd Connects Competitive Procurement</p>	<p>Educational Data Systems, Inc. (EDSI) Adult, Dislocated Worker, Youth</p>	<p>Brian Leach</p>	<p>Educational Data Systems, Inc. (EDSI) Title I Youth ISY and OSY</p>	<p>Cape Fear Community College</p>

Pender County		Vocational Rehabilitation SCSEP		Competitive Procurement		Two Hawk Employment Services Title I Youth ISY and OSY	Cape Fear Literacy Council Pender County Schools
Hours of Operation Monday – Friday 8:00 am – 5:00pm							
And other hours as needed						Competitive Procurement	

*Type of Center Designation:

- Tier 1
- Tier 2
- Specialized
- Affiliates – At locations where A, DW and WP services are provided

**Method of Selection:

- Competitive Procurement
- Sole Source
- Contract Extended

*See directions on the page above if needed.
Use attachments sent separately.*

A. One-Stop Location(s) (Address, Phone number and Hours)	*B. Tier 1 or Tier 2 Specialized or Affiliate	C. On-site Partners	**D. Career Center Operator and Method of Selection	E. Provider(s) of WIOA Career Services and Method of Selection	F. Functional Manager (manages the day-to-day operations)	G. Provider(s) and Type of On-site Youth Services	H. Additional Partners
Brunswick County Career Center 5300-7 Main Street Shallotte, NC 28470 Brunswick County Hours of Operation Monday – Friday 8:00 am – 5:00pm	Tier 1	Title III Services Title I Operators Vocational Rehabilitation Brunswick Community College	Eckerd Connects Competitive Procurement	Brunswick Community College Adult, Dislocated Worker Competitive Procurement	Jason Dell	Educational Data Systems, Inc. (EDSI) Title I Youth ISY and OSY	Men & Women United DSS Vocational Rehabilitation Services for the Blind

And other hours as needed		DSS SCSEP					(DHHS) Former Offender Initiative (DWS) Brunswick Community College Brunswick County Schools Brunswick County Literacy Council SCEP (United Way)
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A. One-Stop Location(s) (Address, Phone number and Hours)	*B. Tier 1 or Tier 2 Specialized or Affiliate	C. On-site Partners	**D. Career Center Operator and Method of Selection	E. Provider(s) of WIOA Career Services and Method of Selection	F. Functional Manager <i>(manages the day-to- day operations)</i>	G. Provider(s) and Type of On-site Youth Services	H. Additional Partners
NCWorks Career Center Columbus County PO Box 151 4564 Chadbourn Highway Whiteville, NC 28472 Columbus County Hours of Operation Monday/Wednesday/Friday 8:00 am -5:00pm	Tier 1	Southeastern Community College Vocational Rehabilitation Commission of Indian Affairs	Southeastern Community College (Bettina Cox) Competitive Procurement	Southeastern Community College Adult, Dislocated Worker, Youth Competitive Procurement	Bettina Cox	Southeastern Community College Title I Youth ISY and OSY Two Hawk Employment Services Title I Youth ISY and OSY	Columbus County DSS Men & Women United Columbus County Schools Whiteville City Schools

Tuesday/Thursday 8:00am – 7:00pm And other hours as needed						Competitive Procurement	
New Hanover County One Stop Career Center 1994 S. 17 th Street Wilmington, NC 28401 New Hanover County Hours of Operation Monday – Friday 8:00 am – 5:00pm And other hours as needed	Tier 1	Title III Services Title I Operators Vocational Rehabilitation SCSEP Cape Fear Community College	Eckerd Connects Competitive Procurement	Two Hawk Employment Service Adult, Dislocated Worker, Youth Competitive Procurement	Gladys Sarabia	Educational Data Systems, Inc. (EDSI) Title I Youth ISY and OSY	Cape Fear Community College Vocational Rehabilitation (DHHS) Eastern Carolina Human Services Agency Leading Into New Communities (LINC)

A. One-Stop Location(s) (Address, Phone number and Hours)	*B. Tier 1 or Tier 2 Specialized or Affiliate	C. On-site Partners	**D. Career Center Operator and Method of Selection	E. Provider(s) of WIOA Career Services and Method of Selection	F. Functional Manager (manages the day-to-day operations)	G. Provider(s) and Type of On-site Youth Services	H. Additional Partners
Pender County One-Stop Career Center 904-A South Walker Street Burgaw, NC 28425 Pender County Hours of Operation Monday – Friday 8:00 am – 5:00pm	Tier 1	Title III Services Title I Operators Vocational Rehabilitation SCSEP	Eckerd Connects Competitive Procurement	Two Hawk Employment Services Adult, Dislocated Worker Competitive Procurement	Jason Dell	Educational Data Systems, Inc. (EDSI) Title I Youth ISY and OSY	Cape Fear Community College Cape Fear Literacy Council Pender County Schools

And other hours as needed							
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**Type of Center Designation:*

- Tier 1
- Tier 2
- Specialized
- Affiliates _ At locations where A, DW and WP Services are provided

***Method of Selection:*

- Competitive Procurement
- Sole Source
- Contract Extended

PY 2022 WIOA Youth Program Elements Chart

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

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

Please denote whether the required WIOA Program Element will be WIOA funded by the Cape Fear Workforce Development Board, provided by referral, or both.

	WIOA Youth Program Elements	WIOA Funded (Specify Provider)	Referral by Agreement (Specify Provider)
1.	Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential	EDSI SCC TWO HAWK	Literacy Council
2.	Alternative secondary school services, or dropout recovery services, as appropriate	EDSI SCC TWO HAWK	Community College- Basic Skills Lab
3.	Paid and unpaid work experiences that have as a component academic and occupational education, which may include (i) summer employment opportunities and other employment opportunities available throughout the school year; (ii) pre-apprenticeship programs; (iii) internships and job shadowing; and (iv) on-the-job training opportunities	EDSI SCC TWO HAWK	N/A
4.	Paid and unpaid work experiences that have as a component academic and occupational education, which may include (i) summer employment opportunities and other employment opportunities available throughout the school year; (ii) pre-apprenticeship programs; (iii) internships and job shadowing; and (iv) on-the-job training opportunities	EDSI SCC TWO HAWK	Community College
5.	Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster	EDSI SCC TWO HAWK	Community College

PY 2022 WIOA Youth Program Elements Chart

	WIOA Youth Program Elements	WIOA Funded (Specify Provider)	Referral by Agreement (Specify Provider)
6.	Leadership development opportunities, which may include community services and peer-centered activities encouraging responsibility and other positive social and civic behaviors, as appropriate	EDSI SCC TWO HAWK	N/A
7.	Supportive services	EDSI SCC TWO HAWK	Community Colleges
8.	Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months	EDSI SCC TWO HAWK	Community Partners
9.	Follow-up services for not less than 12 months after the completion of participation, as appropriate	EDSI SCC TWO HAWK	N/A
10.	Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate	EDSI SCC TWO HAWK	N/A
11.	Financial literacy education	EDSI SCC TWO HAWK	Credit Union NC Cooperative Extension
12.	Entrepreneurial skills training	EDSI SCC TWO HAWK	Community-Small Business Center
13.	Services that provide labor market and employment information about in-demand industry sectors or occupations available in the Cape Fear Workforce Development Board, such as career awareness, career counseling and career exploration services	EDSI SCC TWO HAWK	NCWorks Career Center- Title III
14.	Activities that help youth prepare for and transition to postsecondary education and training	EDSI SCC TWO HAWK	Community College

Cape Fear Workforce Development Board By-laws Required Elements – Crosswalk

NOTE: Elements 1-7 are the Required Elements Designated at WIOA Final Rule 679.310(g).	The Article/Section Where the Required Elements are Located Within the <i>Current</i> By-laws.
1. The nomination process used by the Chief Local Elected Officials (CLEOs) to elect the Local Area Workforce Development Board (WDB) Chair and members.	Article IV, Section 1 (Chair) Article III, Section 2 (Members)
2. The term limitations and how the term appointments will be staggered to ensure only a portion of membership expires in a given year.	Article III, Section 3
3. The process to notify the CLEO(s) of a Cape Fear Workforce Development Board member vacancy to ensure a prompt nominee within 90 days of the vacancy.	Article III, Section 2
4. The proxy and alternative designee process that will be used when a Cape Fear Workforce Development Board member is unable to attend a meeting and assigns a designee as per the requirements of 20 CFR 679.110(d)(4).	Article VII, section 4 and Section 5B
5. The use of technology such as phone and web-based meetings, that will be used to promote Cape Fear Workforce Development Board member participation (20 CFR 679.110(d)(5)).	Article VII, Section 5C
6. The process to ensure Cape Fear Workforce Development Board members actively participate in convening the workforce development system’s stakeholders, brokering relationship with a diverse range of employers, and leveraging support for workforce development activities.	Article VI, Section 1
7. A description of any other conditions governing appointment or membership on the Cape Fear Workforce Development Board as deemed appropriate by the CLEO(s); (20 CFR 679.310(g) (1-7). Note: Answer may be N/A.	Article III, Section 3

Cape Fear Workforce Development Board By-laws Required Elements – Crosswalk

North Carolina Specific Requirements That Must be Specified Within the By-laws.	The Article/Section Where the Required Elements are Located Within the <i>Current</i> By-laws.
8. The adopted generally accepted parliamentary procedure, such as Robert’s Rules of Order, chosen by the Cape Fear Workforce Development Board.	Article VII, Section 9
9. Whether an appointee filling a vacancy will serve the remainder of the unexpired term or be appointed for a new full term.	Article II, Section 3
10. The Cape Fear Workforce Development Board’s policy assuring attendance and participation of its members.	Article VII, Section 6
11. Quorum requirements to be not less than 51% constituting 51% of the total filled Cape Fear Workforce Development Board positions.	Article VI, Section 4
12. Any standing committees the Cape Fear Workforce Development Board has established shall be included in the by-laws.	Article VI, Section 2
13. The Cape Fear Workforce Development Board’s conflict of interest policy, which may not be any less stringent than the requirements of the Commission’s Policy Statement, shall be referenced in the by-laws.	Article VII, Section 12
14. The process the Cape Fear Workforce Development Board will take when expedient action is warranted between Cape Fear Workforce Development Board meetings, such as calling a special meeting or allowing the Executive Committee to act on behalf of the Cape Fear Workforce Development Board.	Article VI, Section 2
15. Cape Fear Workforce Development Board meetings will be held in accessible facilities with accessible materials available upon prior request.	Article VII, Section 3
16. The Cape Fear Workforce Development Board will meet no less than four times per program year.	Article VII, Section 1

Appendices