

**NORTH CAROLINA**  
**LOCAL WORKFORCE DEVELOPMENT AREA**  
**PLAN INSTRUCTIONS**



**WORKFORCE INVESTMENT ACT**

**Public Law 105-220**

**PROGRAM YEAR 2010**

North Carolina Department of Commerce  
Division of Workforce Development  
4316 Mail Service Center  
313 Chapanoke Road, Suite 120  
Raleigh, NC 27699-4316  
March 5, 2010

**WORKFORCE INVESTMENT ACT**  
**NORTH CAROLINA LOCAL WORKFORCE DEVELOPMENT AREA PLAN**  
**Program Year 2010**

Reauthorization of the Workforce Investment Act (WIA) of 1998 is pending in the United States Congress. The N.C. Division of Workforce Development (DWD) is accommodating the upcoming program year by issuing instructions for a Plan to reflect the U.S. Department of Labor's (USDOL) vision and to ensure continued effective, efficient use of resources in the July 1, 2010 - June 30, 2011 Program Year.

Please reference the USDOL Employment and Training Administration website [www.doleta.gov](http://www.doleta.gov) for guidance on WIA reauthorization and key principles. WIA Final Rules (Regulations) were published by USDOL in the August 11, 2000 Federal Register. Federal policy information is posted on the internet at [www.doleta.gov](http://www.doleta.gov) and North Carolina policy information is available at: [www.nccommerce.com/en/WorkforceServices/FindInformationForWorkforceProfessionals/](http://www.nccommerce.com/en/WorkforceServices/FindInformationForWorkforceProfessionals/).

**PLAN SUBMISSION**

Local Workforce Development Area (Local Area) Plans must be received at the Division by **5:00 p.m. on April 9, 2010**. The Local Area Plan may be submitted in hard copy, hole-punched for a three-ring notebook using tabbed dividers between each attachment and/or as a Compact Disk or e-mailed electronic copy. The section heading, number and question as stated in the Instructions should precede Local Area Plan responses. If responses are provided by attachments, reference in narrative answer. All questions must be included with the Plan submission. References to material in previous Plans are not responses to the PY 2010 Plan.

As Plans are to be developed by the local Workforce Development Board (WDB) in partnership with the appropriate Chief Elected Official (CEO)(s), this Plan submission must include a WDB and CEO Signatory Form (attached), bearing the original signatures of the Chief Elected Official(s) and the Workforce Development Board Chairman. This form must be submitted in hard copy.

**PUBLIC COMMENT**

In accordance with WIA Section 117(e) and Regulations Section 661.307, the Workforce Development Board must conduct its business in an open manner by making available to the public, on a regular basis through open meeting, information about the activities of the Board. This information includes the Local Area WIA Plan prior to its submission, Board membership, significant policies, interpretations, guidelines and definitions, and on request, minutes of formal meetings of the Board. Updates to Local Plans are subject to public comment as required in WIA Regulations Section 661.350 (8).

**TRANSMITTAL**

Original Plans may be submitted by e-mail or mailed to the attention of your Division Planner, N.C. Division of Workforce Development, 4316 Mail Service Center, Raleigh, N.C. 27699-4316, or hand delivered to the Division at 313 Chapanoke Road, Suite #120, Raleigh, N.C. to be received by **5:00 p.m., Friday, April 9, 2010**.

***Workforce Investment Act  
North Carolina Local Workforce Development Area Plan  
Program Year 2010***

**LOCAL WORKFORCE DEVELOPMENT AREA DESCRIPTION**

**Local Area (LA) Authorization**

- I. A. Provide the Local Area's official (*legal*) name as it appears on the local Consortium Agreement or in the formal application for Local Area status. [Contact your Division of Workforce Development Planner if you are unsure of the Local Area's legal name of record.]
- B. Include as Appendix I, a copy of the current Consortium Agreement, if the Local Area is a Consortium.

**Local Area Contact Data and Organization**

- II. A. Provide the name, address, elected title and telephone number(s) of the Local Area's Chief Elected Official(s).
- B. Provide the name, address, title, e-mail address and telephone number of the individual designated to receive official mail for the Chief Elected Official, if applicable.
- C. Provide the Workforce Development Board (WDB) Chair's name, business title, business name and address, e-mail address, and telephone number.
- D. Provide the Youth Council Chair's name, agency/business title, agency/business name and address, e-mail address, and telephone number.
- E. Identify the name of the administrative/fiscal agent (organization name) responsible for disbursing grant funds [Regulations Section 661.350(a)(9)].
- F. Provide the name, address, title, telephone and fax numbers and e-mail address of the administrative/fiscal agent's signatory official.
- G. Provide the name, address, title, telephone and fax numbers and e-mail address of the Local Workforce Development Director.

### **Local Area Organization**

- III. A. Use Attachment A to provide a listing of Workforce Development Board members. The first block is reserved to identify the Board chairperson. Indicate all required representation [Regulations Section 661.330].  
  
B. Provide the Workforce Development Board By-laws as Attachment B.
- IV. Use Attachment C to provide a listing of Youth Council members. The first blocks are reserved to identify the Youth Council chairperson and required members [Regulations Section 661.335(b)].
- V. Provide a copy of your administrative entity/fiscal agent's organizational chart (including Local Area placement) as Attachment D.
- VI. Provide a copy of the Local Area organization chart with an effective as of date as Attachment E. Include position titles and indicate if full-time, part-time, temporary, etc.
- VII. Describe the process used by Local Workforce Development Board to provide an opportunity for public comment, including comment by representatives of business and labor organizations, and input into the development of the local plan, prior to submission of the Plan [WIA Section 118 (b)(7) and Regulations Section 661.350 (8)].

### **Local Area Boundaries and Population**

- VIII. List the county/counties that comprise the Local Area.
- IX. By county, list the July 1, 2010 population estimates of county (ies) in the Local Area. (Reference: North Carolina State Demographics "County/State projections," found at [www.demog.state.nc.us](http://www.demog.state.nc.us) or, if another source is used, identify source).

## ADMINISTRATIVE SYSTEMS AND SYSTEM ASSESSMENT

### **Oversight and Monitoring**

1. Provide the Local Area's oversight and monitoring procedures as Attachment F [WIA Section 117(a)(4)].
2. Describe the Local Area's competitive procurement process for WIA Adult, Dislocated Workers and Youth services. [WIA Section 118(a)]. If the Local Area plans to provide direct services, give rationale by activity type (Adult, Youth, Dislocated Worker). [WIA Section 117(f)(1) and (2); Regulations Section 661.310].
3. Provide a description of how the local Workforce Development Board will ensure the continuous improvement of eligible service providers and ensure that providers meet the employment needs of local employers and participants. [WIA Section 118].
4. Describe the current and projected economic environment of the Local Area including occupational outlook and job skills necessary to obtain employment opportunities. Discuss in context for both adult and youth services. [Regulation Section 661.350(a)(1); WIA Section 118(b)(1)(A)].
5. Describe the Local Area's process for providing oversight to the chartered JobLink Career Center(s) (JLCC) and specify frequency of review, type of review, performance goals and continuous improvement measures. [WIA Section 117(d)(4) and N.C. General Statute 143B-438.11(a)(2).]

### **Labor Market Analysis**

6. Describe/identify the workforce investment needs of businesses, job seekers, and workers in the Local Area. [Regulations Section 661.350(a)(1); 118(b)(1)(A), (B), and (C) and WIA Section 661.350(a)(2)].
7. Describe the manner in which the Local Area connects WIA/JLCC services to businesses. Specify staff involved (include job title and approximate percentage of time devoted to business services).
8. Describe how the Workforce Development Board uses its JobLink Management Information System (MIS) data in planning its workforce delivery system.

### **Community Resource Analysis**

9. Describe and assess the type and availability of Adult and Dislocated Worker employment and training activities in the Local Area. [WIA Section 118(b)(4); Regulations Section 661.350(a)(5)].
10. Describe and assess the type and availability of employment and training related Youth activities in the Local Area, including an identification of successful providers of such activities. [Regulations Section 661.350(a)(7); WIA Section 118(b)(6)].
11. Describe how faith-based and community-based organizations play a role in workforce development for the Local Area to include funds contracted with faith-based organizations and/or access points. If applicable, provide a current list of Share Network Access Points (SNAPs) as Appendix II.

### **Local Workforce Development Board Operational Information**

12. Provide a description and amount of any non-WIA funds received by the Workforce Development Board used to complement WIA services.
13. Provide a brief synopsis of any special WIA funded grants received by Workforce Development Board (for example, Energy Sector, Allied Health, Youth Demonstration, National Emergency, Demonstration grants).
14. Provide a brief synopsis of the Workforce Development Board's most significant accomplishments during Program Year 2009.

## **ADULT AND DISLOCATED WORKER ACTIVITIES**

### **Participant Services**

1. Describe the WIA service process for participants beginning with program entrance to program exit.
2. Describe the Local Area's process for exiting participants on WIA/Workforce Plus<sup>+</sup> System [reference Issuance 2006-17].
3. Provide a list of the contract agencies for Adult and Dislocated Worker services as Attachment G (Status effective as of July 1, 2010).

### **JobLink Career Center (JLCC) System**

4. Use Attachment H to identify JLCC(s) location, chartering status and type; on-site partners (identify funding source as listed in Regulations Section 662.200); one-stop operator and method of selection; provider of WIA intensive services and method of selection; whether youth services provider is on-site; and whether training is available other than by voucher.
5. Describe how the Local Area connects WIA/JLCC services to: 1) persons with disabilities; 2) Temporary Assistance to Needy Families (TANF) recipients; 3) Trade Adjustment Act (TAA) and Rapid Response Activities; and 4) other hard to serve populations.
6. As Attachment I, submit a copy(ies) of the local Memorandum of Understanding (MOU) among the local Workforce Development Board and JLCC partner concerning operation of the one-stop delivery system in the Local Area.
7. Does the JLCC(s) Leadership Team and/or Management Team function and meet regularly as documented in the approved Charter(s)? If no, please describe change(s).
8. Have the collective JLCC performance goals changed since the Charter was approved? If so, please provide updated goals.
9. Have the JLCC(s) employer and/or jobseeker products, services and/or methods of delivering services changed since the Charter(s) was approved? If so, please identify and describe the change(s).

## **Priority of Service Due to Limited Funding**

**Background:** Regulations Section 661.350(a)(11) requires that the Local Area Plan provide a description of the criteria to be used by the Governor and the Local Workforce Development Board to determine if funds allocated to a Local Area for adult employment and training activities under WIA Sections 133(b)(2)(A) or (3) are limited and the process by which any priority will be applied by the One-Stop operator. Generally, priority issues only become a concern for WIA purposes when training opportunities are limited or when funds are in short supply.

In 1997, North Carolina's General Assembly enacted legislation that mandates the provision of priority service for veterans in State and Federally-funded employment and job training programs.

For PY 2010, each local Workforce Development Board must establish criteria by which the Local Area can determine if funds allocated to the Local Area for adult employment and training activities under WIA Sections 133(b)(2)(A) or (3) are limited, and the process by which any priority of service for low-income individuals and public assistance recipients will be applied in the Local Area. Criteria for determining the availability of funds may include the availability of other funds for providing employment and training related services in the Local Area, the needs of specific groups within the Local Area, and other appropriate factors.

The priority of service requirement for veterans is mandated by State legislation; therefore, it will apply regardless of Local WDB policy on priority of service. Priority of service does not preclude service to individuals who are not low-income or not receiving public assistance, or who are not veterans, but rather establishes the order of precedence for service as provided at WIA Section 134(d)(4)(E).

## **Local WDB Priority of Service**

10. a) Describe the criteria used by the Local Workforce Development Board to determine if funds allocated to the Local Area for adult employment and training activities under WIA Sections 133(b)(2)(A) or (3) are limited.
- b) Describe the Local Area Priority of Service or attach Policy document as Appendix III.

## **Intensive Services/Self-Sufficiency**

**Background:** There are two categories of adults and dislocated workers who may receive intensive services (663.220):

- (a) Adults and Dislocated Workers who are unemployed, have received at least one core service and are unable to obtain employment through core services, and are determined by a One-Stop operator to be in need of more intensive services to obtain employment;
- (b) Adults and Dislocated Workers who are employed, have received at least one core service, and are determined by a One-Stop Operator to be in need of intensive services to obtain or retain employment that leads to self-sufficiency.

*The Local Workforce Development Board's definition of "self-sufficiency" is to be used to determine if an employed individual is eligible to receive intensive services. The definition will also be required when determining the eligibility of an employed individual for an On-the-Job training program (663.705) or a customized training program (663.720). Separate definitions are required for Adults and Dislocated*

*Workers. A WIA client who is employed at the time of WIA registration may or may not attain self-sufficiency as defined by the WDB after receiving WIA services. Achievement of self-sufficiency is the goal, but any earnings increase that moves the individual closer to self-sufficiency is allowable.*

## **Local Policies**

11. Describe the Workforce Development Board's criteria for determining if employment leads to self-sufficiency. At a minimum, such criteria must provide that self-sufficiency means employment that pays at least the lower living standard income level, as defined in WIA Section 101(24). Self-sufficiency for a Dislocated Worker may be defined in relation to a percentage of the layoff wage. Separate definitions are required for Adults and Dislocated Workers.
12. Individual Training Accounts (ITAs) are required [Regulations Section 663.400] to pay the cost of training provided with Adult and Dislocated Worker funds. Provide the Local Area's ITA policy as Attachment J.

Please provide the following ITA elements in summary:

- a) dollar limits
  - b) time limits
  - c) degrees or certificates allowed (Associate degree, Bachelor's degree, other)
  - d) procedures for determining case-by-case exceptions for training that may be allowed
  - e) period of time for which ITAs are issued ó examples, semester, school year, short-term (less than 2 years) course of study, long-term (2 or more years) course of study
13. Provide Local Workforce Development Board policy(ies) on supportive services for Adults and Dislocated Workers, including needs-related payments (i.e., amount, duration, qualifying criteria) as Attachment K.
  14. a) Describe use of On-the-Job Training (OJT) in the Local Area.  
b) Provide the Local Area's OJT Policy(ies) as Attachment L.
  15. Describe use of Adult and Dislocated Worker work experience in the Local Area.

**Common Measures – Adult and Dislocated Workers**

16. a) Use the charts below to indicate the Local Area’s PY 2008 performance goal, actual performance and variance (performance divided by the goal) for each of the Adult and Dislocated Worker common measures.

<b>Adult Common Measure</b>	<b>PY 2008 Goal</b>	<b>PY 2008 Actual</b>	<b>Variance (Actual/Goal)</b>
Entered Unsubsidized Employment			
Employment Retention Rate at Six Months			
Average Earning			

<b>Dislocated Worker Common Measure</b>	<b>PY 2008 Goal</b>	<b>PY 2008 Actual</b>	<b>Variance (Actual/Goal)</b>
Entered Unsubsidized Employment			
Employment Retention Rate at Six Months			
Average Earning			

- b) Briefly discuss steps used to promote continuous improvement of the Local Area’s Adult and Dislocated Worker programs.

**2010 Performance Information**

*Program Year 2010 performance goals will be provided after receipt of appropriate information from the U.S. Department of Labor. [Note: Division will initiate Local Areas’ submission of updated performance charts upon release of final PY 2009 performance data.]*

**Equal Opportunity**

17. a) Provide as Attachment M the Local Area’s current Equal Opportunity (EO) Complaint Grievance Procedure to address Equal Opportunity requirements.
- b) Describe methods to ensure procedure updates.
- c) Provide the EO Assurance language included in all Local Area contracts.

## YOUTH ACTIVITIES

1. Complete Attachment N "Local Area Youth Program Elements Form" to reflect how each of the ten required elements will be made available to youth. If services are to be provided by referral, indicate the specific local agencies and organization with which the Local Area has developed referral agreements.
2. Describe steps the Local Area uses to provide services to out-of-school youth, with specific attention given to services to school dropouts.
3. Describe the Local Area's steps to include strategies to promote collaboration between the local workforce development system, education, human services, juvenile justice, and others, to focus service on the neediest youth to include youth in foster care, those aging out of foster care, youth offenders and children of incarcerated parents.
4. List the Youth Council's top priorities for the twelve month period July 1, 2010 to June 30, 2011.
5. Provide a list of the contract agencies to serve as youth service providers as Attachment O reflecting status effective as of July 1, 2010. [Regulation Section 665.200(b)(4) and (c)].
6. Provide Local Workforce Development Board Policy on supportive services for Youth as Attachment K.

### **Incentives to Youth**

**Background:** *Incentives provide a means to recognize and reward a youth's success. WIA youth funds may be used to provide incentives for recognition and achievement to eligible youth provided it is made a part of the participant's individualized assessment and service strategy. Incentives can be, but are not required to be, in the form of cash payments to youth. The Workforce Development Board, through its Youth Council, must establish policies for the provision of incentives to youth. [Regulations Section 129(a)(s)]*

7. Indicate whether the Local Area plans to provide incentives for recognition and achievement to eligible youth. If so, provide: a) criteria to be used to award incentives; b) type(s) of incentive awards to be made available; and c) whether WIA funds will be used or attach Youth Incentive Policy as Appendix IV.

**Performance Measures – Youth**

8. a) Using the charts below, indicate the Local Area’s PY 2008 performance goal, actual performance, and variance for each of the Youth performance measures.

<b>Older Youth Common Measure</b>	<b>PY 2008 Goal</b>	<b>PY 2008 Actual</b>	<b>Variance (Actual/Goal)</b>
Youth 14-19 Placement in Employment or Education			
Youth 14-19 Attainment of Degree or Certificate			
Youth 14-21 Literacy and Numeracy Gains			

- b) Briefly discuss steps being taken to promote continuous improvement of the Local Area’s Youth programs.

**2010 Performance Information - Youth**

*Program Year 2010 performance goals for youth will be provided after receipt of appropriate information from U.S. Department of Labor. [Note: Division will initiate Local Areas’ submission of updated performance chart upon release of final PY 2009 performance data.]*

## **ALLOCATIONS**

PY 2010 WIA allocations are provided as **Attachment P**. The allocations provide both the program and administration funding amounts\*.

**\*PY 2010 Allocations unavailable on March 5, 2010.  
Allocations will be provided as a numbered change to this Issuance.**

A description of the allocation methodology is provided as **Attachment Q**.

## **LOCAL PLAN ADMINISTRATIVE AND MODIFICATION PROCEDURES**

Refer to Attachment R for Local Plan Modification and Administrative Adjustment Procedures.  
[WIA Regulation Section. 661.355.]

## **PLANNING WORKSHEETS**

Planning worksheets, in an Excel document, will be provided upon receipt of the PY 2010 North Carolina Allotment from the U.S. Department of Labor.

**SIGNATORY PAGE FORM  
AND ATTACHMENTS**

Signatory Form (required)

**ATTACHMENTS:**

- A. Workforce Development Board List (required)
- B. Workforce Development Board By-laws (required)
- C. Youth Council Membership (required)
- D. Administrative Entity's Organizational Chart (required)
- E. Local Area Organizational Chart (required)
- F. Oversight and Monitoring Procedures (required)
- G. WIA Adult and Dislocated Worker Service Provider(s) (required)
- H. JobLink Career Center System Forms (required)
- I. JobLink Career Center Memorandum of Understanding (MOU) (required)
- J. Individual Training Account (ITA) Policy (required)
- K. Supportive Services Policy (required)
- L. On-the-Job Training Policy (required)
- M. Equal Opportunity (EO) Complaint/Grievance Procedure (required)
- N. Local Area Youth Program Elements Form  
Youth Elements Description (required)  
(information from Division of Workforce Development)
- O. WIA Youth Service Provider(s) (required)
- P. Program Year 2010 WIA Allocation (information from DWD)
- Q. Description of Allocation Methodology (information from DWD)

Continued on next page

R. Local Plan Modification and Administrative Adjustment (information from DWD)  
Procedures PY 2010 Transmittal Form for  
Modifications and Administrative Adjustments

S. Budget Worksheets (information from DWD)

*[If additional Attachments are provided by Local Area, please reference by listing in continuing alphabetical sequence beginning with "T"].*

APPENDICES:

Appendix I ó Consortium Agreement  
Appendix II ó Share Network Access Points (SNAPs)  
Appendix III ó Priority of Service  
Appendix IV ó Youth Incentive Policy

# WORKFORCE INVESTMENT ACT of 1998

LOCAL AREA PLAN PROGRAM YEAR 2010

FOR

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**Local Workforce Development Area Name**

We affirm that the Local Area Workforce Development Board (WDB) and the Chief Elected Official(s) of the Local Area, in partnership, have developed and now submit this comprehensive, strategic Local Area Plan in compliance with the provisions of the Workforce Investment Act of 1998 and instructions issued by the Governor under authority of the Act.

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Submission Date

WORKFORCE DEVELOPMENT BOARD  
CHAIR

CHIEF ELECTED OFFICIAL

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Typed or Printed Name

---

Typed or Printed Name

---

Typed or Printed Title

---

Typed or Printed Title

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Signature

---

Signature

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Date

---

Date

**Workforce Development Board Membership Listing**

\_\_\_\_\_  
(Local Area Name)

\*Indicate the maximum number of WDB members authorized by current bylaws: [\_\_\_\_]

Members Name and Title	Employer/Agency (if applicable) Mailing Address & Telephone	Category Represented	Term (begin and end dates)	County
<b>Board Chair:</b>				

Duplicate form as necessary.

**SHOW ALL REQUIRED REPRESENTATION AND NOTE IF VACANT**

**ATTACHMENT B**

**WORKFORCE DEVELOPMENT BOARD**  
**BY-LAWS**  
**PROVIDED BY LOCAL WORKFORCE DEVELOPMENT AREA**

**Youth Council Membership Listing**

\_\_\_\_\_  
(Local Area Name)

Indicate the authorized maximum number of Youth Council members [\_\_\_\_]

Members Name and Title	Employer/Agency (if applicable) Address, Telephone Number (e-mail address as appropriate)	Employer, Agency or Sector Represented Examples: Service Agencies, Public Housing Authority, Parent of Eligible Youth, Job Corps	WDB Member	Term (begin and end dates)	County
<b>Youth Council Chair</b>					

Duplicate form as necessary.

**SHOW ALL REQUIRED REPRESENTATION AND NOTE IF VACANT**

**ATTACHMENT D (ADMINISTRATIVE ENTITY ORGANIZATIONAL CHART)**

**AND**

**ATTACHMENT E (LOCAL AREA ORGINATIONAL CHART)**

**PROVIDED BY LOCAL WORKFORCE DEVELOPMENT AREA**

**ATTACHMENT F**  
**OVERSIGHT AND MONITORING**  
**PROCEDURES**  
**PROVIDED BY LOCAL WORKFORCE DEVELOPMENT AREA**

**ATTACHMENT G**

**WIA ADULT AND DISLOCATED WORKER  
SERVICE PROVIDERS**

**PROVIDED BY LOCAL WORKFORCE DEVELOPMENT BOARD**

## **Directions for Completing Attachment H JobLink Career Center System**

Complete **Attachment H** to describe the Local Area's JobLink Career Center system. Duplicate the form as necessary.

In Column A include each JobLink Career Center(s)'s name and street address, chartering status (Chartered or Not Chartered) and type (Comprehensive (C) or Non-Comprehensive (N)), host facility and hours of operation. Refer to Adult and Dislocated Worker Section for type definitions.

In Column B list the date that the JobLink Career Center charter expires.

In Column C list all counties served by site.

In Column D list the on-site partners, identify funding source and agency name as listed in 662.200 such as ESC or Wagner-Peyser, UI, RAP, TAA, VES, FSETS.

In Column E list the One-stop Operator (agency name) and Method of Selection (Consortium (CM) or Competitive (CP)).

In Column F list the WIA Intensive Services Provider (agency name) and method of selection (Consortium (CM) or Competitive (CP)).

In Column G indicate whether youth services are provided on-site.

In Column H indicate whether training services are available other than by ITA (Customized Training (CT), On-the-Job Training (OJT), Special Populations (SP)).

**JobLink Career Center System**  
 (Reflects Local Area Structure as of July 1, 2010)

Local Area							
A JobLink Center Name & Address, Chartering Status, and Type*, Host Facility and Hours of Operation	B Date Charter Expires	C Counties Served	D JobLink Partners (indicate by those on-site)	E One-Stop Operator & Method of Selection**	F WIA Intensive Services Provider(s) & Method of Selection**	G Youth Service Provider On-Site (Yes/No)	H Training Available Other Than By ITA***

Give street address for each JobLink Career Center and Chartering Status ó Chartered or Not Chartered

- \* Type - Comprehensive (C) or Non-Comprehensive (N)
- \*\* Consortium Method (CM) or Competitive Procurement (CP)
- \*\*\* Customized Training (CT), OJT, Special Populations (SP)

**THE FOLLOWING ATTACHMENTS ARE PROVIDED  
BY LOCAL WORKFORCE DEVELOPMENT AREA**

**ATTACHMENT I  
JOBLINK CAREER CENTER MOU**

**ATTACHMENT J  
INDIVIDUAL TRAINING ACCOUNT POLICY**

**ATTACHMENT K  
SUPPORTIVE SERVICES POLICY (IES)**

**ATTACHMENT L  
ON-THE-JOB TRAINING POLICY**

**ATTACHMENT M  
EQUAL OPPORTUNITY COMPLAINT/GRIEVANCE PROCEDURE**

## Local Workforce Development Area Youth Program Elements

<b>Youth Program Elements</b>	<b><u>WIA FUNDED</u></b>		<b><u>Referral</u></b> <small>(Indicate specific agency name)</small>
	In-house	Contract	
<b>1. Educational Achievement Services</b>			
a. Tutoring, study skills training, and instruction leading to secondary school completion, including dropout prevention strategies			
b. Alternative secondary school offerings			
<b>2. Employment Services</b>			
a. Paid (and unpaid) work experiences, including internships and job shadowing			
b. Occupational Skills Training			
<b>3. Summer Employment Opportunities</b>			
Summer Employment Opportunities linked with academic and occupational training			
<b>4. Additional Support</b>			

a. Adult mentoring for a duration of at least twelve months that may occur both during and after program participation			
<b>Youth Program Elements</b>	<b><u>WIA FUNDED</u></b>		<b><u>Referral</u></b> <i>(Indicate specific agency name)</i>
	In-house	Contract	
<b>5. Leadership Development Opportunities</b>			
Leadership Development Opportunities			
<b>6. Supportive Services</b>			
Supportive Services			
<b>7. Follow-up Services</b>			
Follow-up Services			

## Description of WIA Youth Program Elements

### EDUCATIONAL ACHIEVEMENT SERVICES

**Tutoring, study skills training and instruction leading to secondary school completion, including dropout prevention strategies** offer additional, special or remedial assistance, often on an individualized basis.

**Alternative secondary school offerings** provide instruction leading to high school diploma. Instruction may be provided outside of the traditional school setting, but programs must meet applicable state and local educational standards. Offerings may also provide instruction leading to the receipt of certification that an individual has completed a level of education attainment equivalent to completion of high school (GED).

### EMPLOYMENT SERVICES

**Work experiences** (664.460; 664.470) are planned, structured learning experiences that take place in a workplace for a limited period of time and may be paid or unpaid. Work experiences may be take place in the private, for-profit sector; the non-profit sector; or the public sector.

Work experiences are designed to enable youth to gain exposure to the working world and its requirements. Work experiences are appropriate and desirable activities for many youth throughout the year, as determined by the youth's Individual Service Strategy (ISS). Work experiences should help youth acquire the personal attributes, knowledge, and skills needed to obtain a job and advance in employment.

The purpose is to provide the participant with the opportunities for career exploration and skill development and is not to benefit the employer, although the employer may, in fact, benefit from activities performed by the youth. Youth funds may be used to pay wages and related benefits for work experiences in the public, private, for-profit or non-profit sectors when an employee/employer relationship has been established (as determined under the Fair Labor Standards Act), and where the objective assessment and Individual Service Strategy indicate that a Work Experiences element is appropriate.

Work experiences may be subsidized or unsubsidized and may include the following:

- Instruction in employability skills or generic workplace skills such as those identified by the Secretary's Commission on Achieving Necessary Skills (SCANS);
- Exposure to various aspects of an industry;
- Progressively more complex tasks;
- Internships and job shadowing;
- The integration of basic academic skills into work activities;
- Supported work, work adjustment, and other transition activities;
- Entrepreneurship;
- Service learning;
- Paid and unpaid community service; and
- Other activities designed to achieve the goals of the work experiences element.

The Work Experiences element may include on-the-job training [664.460(d)].

**Occupational Skill Training** provides instruction, usually in a classroom setting, designed to provide individuals with technical skills and/or information required to perform a specific job or groups of jobs. Training must be tied to an occupational code.

### **SUMMER EMPLOYMENT OPPORTUNITIES-Formula Funded**

**Summer Youth Employment Opportunities** (664.600) provide direct linkages to academic and occupational learning, and may provide other elements and strategies, as appropriate, to serve the needs and goals of participants.

The WIA formula funded Summer Employment Opportunities element is not intended to be a stand-alone program. Local programs should integrate a youth's Summer Employment Opportunities participation into a comprehensive strategy for addressing the youth's year-round employment and training needs.

Summer Employment Opportunities are to be linked with academic and occupational learning. The approach is often referred to as "work-based learning" or "contextual learning." Learning may occur totally at the employment site or may involve a classroom component to supplement the youth's work assignment. Academic learning is defined as the enhancement of the traditional education skills of reading, mathematics, and writing. Occupational learning involves skills that are necessary to perform specific job tasks.

All youth must receive some form of follow-up services for a minimum duration of twelve months. The scope of these follow-up services may be less intensive for youth who have only participated in Summer Employment Opportunities (664.450(b)).

In North Carolina, Summer Employment Opportunities linked to academic and occupational learning make available subsidized or unsubsidized jobs for youth during the months of May to September. Summer Employment Opportunities create an employer/employee relationship, requiring the payment of a wage. The wage rate will be no less than the current federal minimum hourly wage or the prevailing wage rate, whichever is higher. Summer Employment Opportunities subsidized with WIA funds may take place in the private for-profit sector; the private non-profit sector; or the public sector. To the extent possible, the experience provided by the assigned site should be consistent with the youth's career interests/goal as identified in the youth's Individualized Service Strategy (ISS).

In developing Summer Employment Opportunities for youth in the private for-profit sector, Local Areas are reminded that certain vulnerabilities are inherent in this activity. Some examples include:

- the occurrence or perception of favoritism shown to one employer over another;
- placing low-income youth in subsidized jobs that they can obtain on their own;
- displacing low-income youth from jobs that they normally secure in the summer.

To avoid these vulnerabilities, the selection of private employers to participate in this activity shall be based on an objective analysis of the relative "value-added" contributions to the youth's development the employer is willing to make. Examples of such contributions might include:

- Structured development/refinement of work maturity skills;

- Integration of work and learning;
- Provision of educational services;
- Exposure to skill training;
- Mentoring;
- Vocational exploration/career guidance;
- Commitment to hire the youth in a part-time or full-time job upon successful completion of the Summer Employment Opportunity, substantial progress in or graduation from high school, or both. This job should be compatible with the youth's occupational interest.

Local Areas must maintain documentation to demonstrate why certain private sector employers (worksites) were selected or not selected to provide subsidized Summer Employment Opportunities for youth.

### **ADDITIONAL SUPPORT**

**Adult mentoring** is the pairing of a youth with a caring adult in a one-to-one relationship, challenging the youth to do well, often helping the youth make the connection between school and work, and providing first-hand exposure to the world of work. Typically, mentors become advocates for the youth, working in consultation with the youth's teacher(s), supervisor, counselor/caseworker and parent(s), as appropriate. Adult mentoring services are required for a duration of at least twelve months, that may occur both during and after program participation.

**Comprehensive guidance and counseling** is primarily provided to assist a youth in achieving success in school and at the workplace. Assistance may include drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth. Services may be provided on an individual or group basis, using a variety of processes and techniques.

### **LEADERSHIP DEVELOPMENT OPPORTUNITIES**

**Leadership Development Opportunities** (129(c)(2)(F); 664.420) may include community service and peer-centered activities encouraging responsibility, employability and other positive social behaviors during the non-school hours, as appropriate.

Leadership opportunities for youth may include:

- Exposure to post-secondary educational opportunities;
- Community and service learning projects;
- Peer-centered activities, including peer mentoring and tutoring;
- Organizational and team work training, including team leadership training;
- Training in decision-making, including determining priorities; and
- Citizenship training, including life skills training such as parenting, work behavior training and budgeting of resources;

Positive social behaviors (664.430) are outcomes of leadership opportunities, often referred to as soft skills, which are incorporated by many local programs as part of their menu of services. Positive social behaviors focus on areas that may include the following:

- Positive attitudinal development;
- Self-esteem building;
- Openness to working with individuals from diverse racial and ethnic backgrounds;

- Maintaining healthy lifestyles, including being alcohol and drug free;
- Maintaining positive relationships with responsible adults and peers, and contributing to the well being of one's community, including voting;
- Maintaining a commitment to learning and academic success;
- Avoiding delinquency;
- Postponed and responsible parenting; and
- Positive job attitudes and work skills.

### **SUPPORTIVE SERVICES**

**Supportive Services** (664.440; 101(46); 129(c)(2)(G)) means services such as transportation, child care, dependent care, housing and needs-related payments that are necessary to enable an individual to participate in WIA. For youth, supportive services may also include:

- Linkages to community services;
- Assistance with transportation;
- Assistance with child care and dependent care;
- Assistance with housing costs;
- Referrals to medical services; and
- Assistance with uniforms or other appropriate work attire and work-related tool costs, including such items as eye glasses and protective gear.

### **FOLLOW-UP SERVICES**

**Follow-up Services** (664.450; 129(c)(2)(I)) for youth may include:

- Leadership development activities;
- Supportive services;
- Regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise;
- Assistance in securing better paying jobs, career development and further education;
- Work-related peer support groups;
- Adult mentoring; and
- Tracking the progress of youth in employment after training.

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

**ATTACHMENT O**  
**WIA YOUTH SERVICES PROVIDER(S)**  
**PROVIDED BY LOCAL WORKFORCE DEVELOPMENT AREA**

**ATTACHMENT P**  
**PROGRAM YEAR 2010 ALLOCATIONS**  
**PROVIDED BY DIVISION OF WORKFORCE DEVELOPMENT**

**WORKFORCE INVESTMENT ACT**  
**ALLOCATION FORMULAS**  
**DESCRIPTION OF ALLOCATION METHODOLOGY**

**Title I - Adult Allocation Formula**

**One-third of the funds are allocated on the basis of the relative number of unemployed individuals residing in areas of substantial unemployment** in each Local Area as compared to the total number of such unemployed individuals in all areas of substantial unemployment in the State. The term “**areas of substantial unemployment**” means any area that is of sufficient size and scope to sustain a program of workforce investment activities carried out under this subtitle and has an average rate of unemployment of at least 6.5 percent for the 12 month period specified by the U.S. Department of Labor in the Federal Register.

For counties with unemployment rates of 6.5 percent or above, the entire county is considered an area of substantial unemployment. Thus, all unemployed individuals within the county's labor force are counted as residing in areas of substantial unemployment.

For counties with unemployment rates below 6.5 percent, census tract data is used to determine areas of substantial unemployment. For these counties, only the number of unemployed individuals residing within specific census tracts with substantial unemployment are counted. This approach allows for the consideration of "pockets" of unemployment within those counties with overall unemployment rates below 6.5 percent. This results in an accurate representation of the true unemployment status.

Another **one-third of the funds are allocated on the basis of the relative excess number of unemployed individuals** residing in each Local Area as compared to the total excess number of unemployed individuals in all Local Areas in the State. “**Excess number of unemployed**” is defined as the number of unemployed individuals in excess of 4.5 percent of the civilian labor force in each Local Area or the number of unemployed individuals in excess of 4.5 percent of the civilian labor force in each area of substantial unemployment within the Local Area.

The following methodology is used to determine the excess number of unemployed:

For counties classified as areas of substantial unemployment, the excess number of unemployed is determined by subtracting 4.5 percent of the labor force from the number of unemployed individuals within the county. The difference equals the number of excess unemployed.

In situations where the entire county is not classified as an area of substantial unemployment, the excess number of unemployed is determined for each census tract with substantial unemployment within the county. Census data is used to determine which individual census tracts qualify as areas of substantial unemployment. In those sub-county areas classified as areas of substantial unemployment, 4.5 per cent of the area

of substantial unemployment's labor force is subtracted from the number of unemployed individuals within the area of substantial unemployment. The sub-county figures of excess number of unemployed within the county are then added together to determine the total excess number of unemployed within the county.

The remaining **one-third of the funds are allocated on the basis of the relative number of economically disadvantaged adults**, excluding college students and members of the Armed Forces, within each Local Area compared to the total number of economically disadvantaged adults in the State. To determine the number of economically disadvantaged adults within each Local Area, census data is used.

**“Adults”** are defined for allocation purposes as ages 22-72.

**“Disadvantaged adult”** means an adult who received an income, or is a member of a family that received a total family income, that, in relation to family size, does not exceed the higher of: (i) the poverty line; or (ii) 70 percent of the lower living standard income level.

The average unemployment rate for the 12 month period specified by the U.S. Department of Labor will be used.

For each of the three factors in the basic formula, each county's relative share of the state is determined. These three shares are added together and divided by three to determine an overall county share. For multi-county Local Areas, county shares are added together to produce an overall Local Area share of the State.

#### Hold Harmless Provision

The Local Area shall not receive an allocation percentage for a fiscal year that is less than 90 percent of the average allocation share of the Local Area for the two preceding fiscal years. Amounts necessary for increasing such allocations to local areas shall be obtained by ratably reducing the allocations to be made to other local areas.

After the basic calculation, the 90% hold harmless provision is applied.

#### Summary

In summary, the Title I ó Adult allocations will be determined as follows:

- (1) The basic formula is calculated using county level data.. Local Area shares (for multi-county Local Areas) are determined by adding the county shares for each county in the Local Area.
- (2) Local Areas whose shares are below 90% of the average of the allocation shares for the two previous years will have their shares increased to 90%. This is done by decreasing, on a pro-rata basis, the shares of Local Areas in excess of 90%.

## **Title I - Youth Allocation Formula**

**One-third of the funds are allocated on the basis of the relative number of unemployed individuals residing in areas of substantial unemployment** in each Local Area as compared to the total number of such unemployed individuals in all such areas of substantial unemployment in the State. The term “**areas of substantial unemployment**” means any area that is of sufficient size and scope to sustain a program of workforce investment activities carried out under this subtitle and that has an average rate of unemployment of at least 6.5 percent for the 12 month period specified by the U.S. Department of Labor.

For counties with unemployment rates of 6.5 percent or above, the entire county is considered an area of substantial unemployment. Thus, all unemployed individuals within the county's labor force are counted as residing in areas of substantial unemployment.

For counties with unemployment rates below 6.5 percent, census tract data is used to determine areas of substantial unemployment. For these counties, only the number of unemployed individuals residing within census tracts with substantial unemployment are counted. This approach allows for the consideration of "pockets" of unemployment within those counties with overall unemployment rates below 6.5 percent. This results in an accurate representation of the true unemployment status.

Another **one-third of the funds are allocated on the basis of the relative excess number of unemployed individuals** residing in each Local Area as compared to the total excess number of unemployed individuals in all Local Areas in the State. “**Excess number of unemployed**” is defined as the number of unemployed individuals in excess of 4.5 percent of the civilian labor force in each Local Area or the number of unemployed individuals in excess of 4.5 percent of the civilian labor force in each area of substantial unemployment within the Local Area.

The following methodology is used to determine the excess number of unemployed:

For counties classified as areas of substantial unemployment, the excess number of unemployed is determined by subtracting 4.5 percent of the labor force from the number of unemployed individuals within the county. The difference equals the number of excess unemployed.

In situations where the entire county is not classified as an area of substantial unemployment, the excess number of unemployed is determined for each census tract with substantial unemployment within the county. Census data is used to determine which individual census tracts qualify as areas of substantial unemployment. In those sub-county areas classified as areas of substantial unemployment, 4.5 per cent of the area of substantial unemployment's labor force is subtracted from the number of unemployed individuals within the area of substantial unemployment. The sub-county figures of excess number of unemployed within the county are then added together to determine the total excess number of unemployed within the county.

The remaining **one-third of the funds are allocated on the basis of the relative number of economically disadvantaged youth**, excluding college students and members of the Armed Forces, within each Local Area compared to the total number of economically disadvantaged youth in the State. To determine the number of economically disadvantaged youth within each Local Area, census data is used.

**“Youth”** is defined for allocation purposes as ages 16-21.

**“Disadvantaged youth”** means an individual who is age 16 through 21 who received an income, or is a member of a family that received a total family income, that, in relation to family size, does not exceed the higher of: (i) the poverty line; or (ii) 70 percent of the lower living standard income level.

The average unemployment rate for the 12 month period specified by the U.S. Department of Labor will be used.

For each of the three factors in the basic formula, each county's relative share is determined. These three shares are added together and divided by three to determine an overall county share. For multi-county Local Areas, county shares are added together to produce an overall Local Area share of the State.

#### Hold Harmless Provision

The Local Area shall not receive an allocation percentage for a fiscal year that is less than 90 percent of the average allocation share of the Local Area for the two preceding fiscal years. Amounts necessary for increasing such allocations to local areas shall be obtained by ratably reducing the allocations to be made to other local areas.

After the basic calculation, the 90% hold harmless provision is applied.

#### Summary

In summary, the Title I ó Youth allocations will be determined as follows:

- (1) The basic formula is calculated using county level data. Local Area shares (for multi-county Local Areas) are determined by adding the county shares for each county in the Local Area.
- (2) Local Areas whose shares are below 90% of the average of the allocation shares for the two previous years will have their shares increased to 90%. This is done by decreasing, on a pro-rata basis, the shares of Local Areas in excess of 90%.

#### Title I – Dislocated Worker Allocation Methodology

The Commission on Workforce Development has established the following formula for the allocation of dislocated worker funds to local workforce areas. The allocation formula is included in the State Workforce Investment Plan for North Carolina, and thus approved by the U.S. Department of Labor.

The formula takes into consideration the factors required in section 133(b)(2)(B)(ii) of the Workforce Investment Act. These factors include: insured unemployed data, unemployment concentrations, plant closing and mass layoff data, declining industries data, farmer-rancher economic hardship data, and long-term unemployment data.

**Insured Unemployed: Twenty-five (25%) percent** of the funds are allocated on the basis of the relative number of insured unemployed individuals in a county as compared to the total number of insured unemployed individuals in all counties. The data source is the Employment Security Commission, Labor Market Information Division extractions from the Unemployment Insurance System database for the 12-month period specified by the U.S. Department of Labor.

**Unemployment Concentrations: Twelve and one-half (12.5%) percent** of the funds are allocated on the basis of the relative number of unemployed individuals in areas of substantial unemployment as compared to the total number of individual in all areas of substantial unemployment. (An Area of Substantial Unemployment is a county or Census Tract with an unemployment rate of 6.5% or more.) The data sources are labor force data from the Employment Security Commission, Labor Market Information Division for the 12-month period specified by the U.S. Department of Labor and the most recent census data available.

**Plant Closings and Mass Layoffs: Twenty-five (25%) percent** of the funds are allocated on the basis of the relative number of individuals involved in plant closings and mass layoffs in a county as compared to the total number of individuals involved in plant closings and mass layoffs in all counties. The data source is the Employment Security Commission, Labor Market Information Division's Plant Closing and Mass Layoffs Reports for the 12-month period specified by the U.S. Department of Labor..

**Declining Industries: Twenty-five (25%) percent** of the funds are allocated on the basis of the relative employment growth by county (declining industries) as the change in employment from October to October. The data source is the Employment Security Commission, Labor Market Information Division Labor Force data. To get a gross change in employment subtract the employment data from October of first year from the employment data from October in the second year, and divide the difference by employment in the first year. The positive and negative employment growth rates are ranked lowest to the highest. This ranking is divided into quartiles for allocation of resources. The quartile with the lowest growth rate is assigned a 40% share; the next lowest growth rate quartile is assigned a 30% share; the third lowest growth rate quartile is assigned a 20% share; and the highest growth rate quartile is assigned a 10% share of the funds allocated to this factor. The funds assigned to each quartile are divided equally between the counties falling into the quartile.

**Long-term Unemployed: Twelve and one-half (12.5%) percent** of the funds are allocated on the basis of the relative number of long-term unemployed individuals in a county as compared to the total number of long-term unemployed individuals in all counties. The data source is the Employment Security Commission, Labor Market Information Division extractions from the Unemployment Insurance System database for

the 12-month period specified by the U.S. Department of Labor. Long-term unemployed individual is defined as an individual who received his/her final unemployment compensation payment during the twelve-month period and did not establish a new unemployment insurance claim or went on extended unemployment compensation through another program.

**Farmers-Ranchers Hardship Index: Zero percent (0%)** of the funds are allocated on the basis of the farmer-rancher economic-hardship data. The farmer-rancher economic hardship index in North Carolina is defined as: (a) number of persons employed in agriculture by occupation; (b) change in employment by occupational classification; and (c) annual average unemployment insurance coverage in selected agriculture industries by SIC.

This category is zero weighted because the data necessary to make it a weighted part of the formula is not available in North Carolina.

TRANSMITTAL FORM

**Local Workforce Development Area Name**

**ADMINISTRATIVE ADJUSTMENT/MODIFICATION TO THE  
LOCAL AREA PY 2010 PLAN MODIFICATION**

Submission Date:

Administrative Adjustment Number

Modification Number

Purpose of the Submission:

Budget(s) Attached: Place An **X** By the Appropriate Fund Code

	2010	Administrative Cost Pool
	2020	Adult
	2030	Dislocated Worker
	2031	Contingency Dislocated Worker or Other
	2040	Youth
	2050	10% Statewide Activities
		Other (specify)

**STAFF COMPLETING/CONTACT FOR QUESTIONS ON SUBMISSION:**

Typed/Printed Name:

Typed/Printed Title:

Typed/Printed Telephone No:

Typed/Printed E-mail Address:

**LOCAL WORKFORCE DEVELOPMENT DIRECTOR SIGNATURE:**

Typed/Printed Name:

Typed/Printed Title:

Signature: \_\_\_\_\_

## **LOCAL PLAN MODIFICATION ADMINISTRATIVE ADJUSTMENT AND PROCEDURES**

The WIA regulations at Section 661.355 require the Governor to establish procedures governing the modification of Local Plans. Situations in which modifications may be required by the Governor include:

- significant changes in local economic conditions;
- changes in the financing available to support WIA Title I and partner-provided WIA services;
- changes to the Local Board structure; and
- a need to revise strategies to meet performance goals.

The regulations at Section 661.305 specify that the local Workforce Development Board is responsible for developing the Strategic Plan in partnership with the Chief Elected Official(s). The State requires that all modifications be submitted by the Workforce Development Board (WDB) with the concurrence of the Chief Elected Official (CEO). Local procedures may define when WDB and CEO sign-off is required on an Administrative Adjustment.

### Modification Procedures

A Modification to the Local Area Plan is a plus or minus forty (40) percent change in total funding level from the latest approved plan, Administrative Adjustment or Modification, or as requested by the Division.

### Administrative Adjustment Procedures

An Administrative Adjustment to the Local Area Plan is any change of less than plus or minus forty (40) percent in total funding level from the latest approved plan, Administrative Adjustment or Modification; any change in local procedures, processes and services; and the development of significant policies, interpretations, guidelines and definitions.

Administrative Adjustments making changes to or the addition/deletion of payment systems require prior Division of Workforce Development approval before the Local Area may implement the change.

Administrative Adjustments must be submitted to the Division in accordance with local procedures, and must be accompanied by a Transmittal Sheet signed by the authorized Local Area (LA) signatory designated in the Local Area Plan.

The Division of Workforce Development will provide written notice of Administrative Adjustment approval/disapproval to the Local Area.

### Numbering

Administrative Adjustments and Modifications shall be numbered sequentially with numbers that begin with the PY 2010 Local Workforce Development Area Plan.

### Sunshine Provision

In accordance with Regulations 661.307, the Workforce Development Board must conduct its business in an open manner by making available to the public, on a regular basis through open meetings, information about the activities of the Local Board. Included is information about: the Local Plan prior to its submission; Board membership; significant policies, interpretations, guidelines and definitions; and, on request, minutes of formal meetings of the Board.

**ATTACHMENT S**  
**BUDGET WORKSHEETS**  
**AND**  
**WORKSHEET INSTRUCTIONS**

**PROVIDED BY DIVISION OF WORKFORCE DEVELOPMENT WHEN  
PY 2010 ALLOCATIONS ARE RECEIVED FROM THE  
U.S. DEPARTMENT OF LABOR**

**COMPLETED WORKSHEETS TO BE SUBMITTED BY  
LOCAL WORKFORCE DEVELOPMENT AREA**