



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

July 1, 2025 - June 30, 2026

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

Introduction and Instructions

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

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

Through its strategic planning efforts, the NCWorks Commission developed a vision and mission for North Carolina's Workforce System. This vision is to build a job-ready workforce to strengthen North Carolina companies, attract new businesses, and ensure our state can adapt to a changing economy. The mission of the state's workforce development system is to ensure North Carolina has an innovative, relevant, effective, and efficient workforce development system that develops adaptable, work-ready, skilled talent to meet the current and future needs of workers and businesses to achieve and sustain economic prosperity and to ensure North Carolinians are ready for the jobs of today and tomorrow by increasing access to education and skills training, fostering employer leadership to prepare workers, and supporting and scaling local innovation.

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

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

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

Local Area Plan Submission and Due Date

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

The Program Year 2025 - 2026 Plan is Due:
May 1, 2025

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

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

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

I. Local Area Workforce Development Board (WDB) Overview

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

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

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

Rivers East Workforce Investment Consortium

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

2. Provide the name, title, organization name, address, phone number, and email address of the **Local Area WDB Director**.

Name: Jennie Bowen	Title & Salutation: Workforce Development Director
Organization Name: Mid-East Commission	Address: 1502 N. Market Street, Washington, NC 27889
Phone Number: 252-974-1815	Email Address: jbowen@mideastcom.org

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

Name: Benji Holloman	Elected Title & Salutation: Chairman
Government Affiliation: c/o Pitt County Commissioners	Address: 1717 W. 5th Street, Greenville, NC 27834

Phone Number: 252-902-2950	Email Address: janis.gallagher@pittcountync.gov
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4. Provide the name, title, business name, address, phone number, and email address of the **individual authorized to receive official mail for the Chief Local Elected Official (CLEO)**, if different than question 4.

Name: Janis Gallagher	Title & Salutation: County Manager
Business Name: Pitt County Government	Address: 1717 W. 5th Street, Greenville, NC 27834
Phone Number: 252-902-2950	Email Address: janis.gallagher@pittcountync.gov

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

Name: N. Bryant Buck	Title & Salutation: Executive Director
Organization Name: Mid-East Commission	Address: 1502 N. Market Street, Washington, NC 27889
Phone Number: 252-974-1844	Email Address: bbuck@mideastcom.org

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

Name: N. Bryant Buck	Title & Salutation: Executive Director
Organization Name: Mid-East Commission	Address: 1502 N. Market Street, Washington, NC 27889
Phone Number: 252-974-1844	Email Address: bbuck@mideastcom.org

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

- Name document: *Administrative Entity Name Organizational Chart*.

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

DUNS Number: 173851528

UEI Number: FE1SNK136NL4

Assurances are given that the SAM status is current and up to date

9. Provide the name of the **Local Area WDB's Equal Opportunity Officer** who shall be responsible for assuring that discrimination does not occur in its programs or projects. (CPS 10-2021, Change 1)

Kimberly Laws, Compliance Manager

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

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

Notes:

- *Please complete the entire form. Check the block on the last page of the form certifying compliance with the required WIOA Local Area WDB business nomination process.*
 - *Representatives with expired terms will not be included in the counted list of Board members.*
 - *Board member terms must be stated in a month/date/year format.*
 - *Plans that do not have a compliant workforce Board will not receive Final Approval. Formula funds will not be awarded until the Local Area WDB has a compliant workforce Board. Exceptions are allowed only when realignment is occurring in the upcoming program year.*
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The Chief Local Elected Official must establish by-laws consistent with applicable local procedures, state, and federal laws to include WIOA Final Rules and Regulations 679.310(g). The Local Area WDB shall submit by-laws that clearly demonstrate all WIOA and North Carolina required elements described in [Appendix A](#). Additional by-laws guidance/template and electronic meeting formats have been provided in [Appendix B](#) and [Appendix C](#).

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

- N/A

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

- N/A

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

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

Rivers East will make copies of the proposed Local Plan available to the public for review and for comment beginning May 15, 2025 for a period of 30 days, ending June 16, 2025. A link to the proposed Local Plan will be placed on the Rivers East WDB website (www.riverseastwdb.org) and the Mid-East Commission website (www.mideastcom.org). The plan will also be submitted electronically to all Consortium members and each WDB member. Interested citizens are encouraged to review the plan and submit comments to Jennie Bowen, jbowen@mideastcom.org. At the close of the public comment period, a list of all comments will be compiled and submitted to the Division Planner.

Public Comment – The Local Area WDB shall make copies of the proposed Local Area Plan available to the public through electronic and other means, such as public hearings and local news media; allow for public comment not later than the end of the 30-day period beginning on the date the proposed Local Area Plan is made available; and, include with submission of the Local Area Plan any comments that represent disagreement with the Local Area Plan. [WIOA Section 108(d) and 108(b)(20)]

14. Attach a copy of the Local Area WDB's organizational chart with an 'effective as of date.' Include position titles, names, and contact information.

- Name document: Local Area WDB Name Organizational Chart.

15. Complete the following chart for the PY2025 Local Area WDB's planned meeting schedule to include, the date, time, location, and virtual link (if applicable). (Expand form as needed)		
Date	Time	Location (include address, room # and virtual link)
September 10, 2025	3:00 p.m.	Hybrid- Zoom and in person- Location TBA
November 12, 2025	3:00 p.m.	Hybrid- Zoom and in person- Location TBA
January 14, 2026	3:00 p.m.	Hybrid- Zoom and in person- Location TBA
March 11, 2026	3:00 p.m.	Hybrid- Zoom and in person- Location TBA
May 13, 2026	3:00 p.m.	Hybrid- Zoom and in person- Location TBA

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

16. Provide the Month and Date of the Local Area WDB meeting that the PY25 Local Area Plan was approved. Attach a copy of the Local Area WDB minutes that reflect this action item.
<ul style="list-style-type: none"> Name document: <u>Local Area WDB Name Plan Approval Minutes</u>.

17. Attach a copy of the signed 'Certification Regarding Debarment, Suspension, and Other Responsibility Matters – Primary Covered Transactions' Form (<i>form provided</i>). [Required by the Regulations implementing Executive Order 12549, Debarment and Suspension, 2 CFR 180, participants' responsibilities.]
<ul style="list-style-type: none"> Name document: <u>Local Area WDB Name Certification Form</u>.

Documents must have the original signature or DocuSign® (or similar) of the Administrative Entity signatory official. If using original signatures, mail the signed Certification form to the assigned DWS Planner at:

N.C. Division of Workforce Solutions
313 Chapanoke Road, Suite 120
4316 Mail Service Center
Raleigh, NC 27699-4316

18. Submit the original Local Area WDB and Chief Local Elected Official (CLEO) Signatory Page (<i>form provided</i>), bearing the original signatures of the CLEO(s) and the Local Area WDB Chairperson, and attach a copy of the signed document if not using DocuSign® (or similar).
<ul style="list-style-type: none"> Name document: <u>Local Area WDB Name Signatory Page</u>.

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

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II. Local Area WDB Strategic Planning

The Local Area WDB is required to keep the Local Area Plan up to date and adaptable as events and funding changes occur, which may require local area responses. Local Area Plans will require an annual modification. North Carolina has implemented integrated services delivery with an enhanced emphasis on regional planning and services. This approach is consistent with federal, state, and regional initiatives and opportunities. North Carolina's workforce development system includes businesses, organizations, agencies, employed and unemployed persons, training and educational institutions, adults, and youth. To enhance services to all constituents, aligning workforce development planning and services with regional labor markets is both effective and productive.

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

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

The Rivers East Workforce Development Board is currently working with local, regional and state economic developers on multiple potential projects across the region that are at varying stages. In addition, we have knowledge of several projects where our local economic developers have submitted information for consideration of location in our region. Once closer to public announcement, a collaborative plan for hiring a workforce will be completed along with input from our partner agencies.

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

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

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

There are no plans to develop any new career pathways at this time. However, we are looking are ways to re-engage the employer partners to potentially use the existing pathways as a backbone for developing sector partnerships.

III. NCWorks Career Centers

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

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

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

- Name document: Local Area WDB Name PY 2025 NCWorks Career Centers.

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

At the March 12, 2025 meeting, the Board voted to extend the One Stop Operator contract for an additional year. However, the current provider declined the offer. The Board included in their action that should such declination occur, and RFP would be released for PY25 program operations for a two year period. An RFP was released on March 24, 2025. A mandatory bidders conference was held on April 3, 2025. Proposals were due April 24, 2025. No proposals were received by the established deadline. At the May 14, 2025 WDB meeting, the Board voted to provide One-Stop Operations in house for PY25.

3. Attach the Memorandum of Understanding(MOU) between the Local Area WDB and partners concerning the operation of the NCWorks Career Center system. [WIOA Section 121(c)(1)(2)(A)]

- Name document: Local Area WDB Name *NCWorks Career Center MOU*.

IV. Performance

The U.S. Department of Labor (USDOL) has the following WIOA Performance Indicators:

- Employment Rate – 2nd Quarter After Exit
- Employment Rate – 4th Quarter After Exit
- Median Earnings – 2nd Quarter After Exit
- Credential Attainment Rate
- Measurable Skill Gains
- Effectiveness in Serving Employers (system-wide measure, not program-specific)

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

The primary factors that impact local performance include the unemployment rate, community college attendance rate, number of new and expanding businesses, number of layoffs, and barriers to employment. On a positive note, the unemployment rate continues to remain lower than prior years which is positive for our citizens and improves the employment rate. With more individuals employed and an increase the amount of earnings with more full time employment and a higher entry level wage rate, the median earnings has increased. As a negative, it also creates a lower number of individuals available needing service and often those who remain are the harder to serve with multiple barriers to employment. This also means less individuals seeking classroom training, or they are seeking shorter term training. This, along with employers hiring students before they can complete training and individuals completing training but not successfully completing state licensure has caused credential attainment to be a constant focus. While there may be measurable skill gain increases, and increases in employment rates, credential rates have suffered. So while

we met or exceeded all of our performance measures for PY23, we see the potential positive factor that more individuals are entering the workforce and how it also could be a negative impact of less skilled workers with credentials and certifications available in the region, which could impact future economic development projects.. With new and expanding businesses, the opportunity for local employment increases, however, not all companies have increased their wages in line, so not all are at or above the median wage required to meet performance. While we focus on promoting "good jobs" the need is great across the board from local employers, for unskilled to highly skilled labor. Our region was very fortunate and saw only the one major layoff in the past year, with a WARN notice being issued. With the continued focus on small businesses, we see the struggle to find workers even with substantial pay rate increases. While for some skilled positions a skill gap remains in finding qualified workers, it seems the issue now can be best described as a "will gap"- as many are not willing to return to the workforce or remain employed long term at any one employer.

b. With local unemployment numbers being lower than many areas, the candidate pool available for employment and training remains limited, our labor force participation rate has dropped and often this segment of the workforce will have more barriers to achieve sustainable employment. Like the community colleges, we have seen fewer participants expressing interest in long term or curriculum training, even with all of the additional grants and scholarship funds available. Instead those interested in making career changes are focused on short term skill employment that results in more sustainable and in demand jobs, such as truck driving. Suitability, completion of the credential, and related employment rates seem to be lower for this training overall, with higher than usual cost. With diversifying our enrollments and increasing our focus on work based learning and incumbent worker training, we have hopefully made the necessary moves to ensure we continue to meet or exceed our performance goals.

2. What strategies and methods are in place to meet or exceed performance goals? Include information about tracking performance, ensuring accountability of positive performance outcomes, and training.

Consider including the following information:

- Who is responsible for tracking performance?
- Which reporting resources are used?
- Is FutureWorks BI employed? If so, how, and how often?
- How often is training provided to staff?

Consistent program oversight is a primary duty of the Rivers East Program Specialist, along with the WDB Director. The ability to interpret indicators to monitor the progress of the WIOA programs based on performance criteria and attainment of set goals is indicative of the regions past and future performance goals. Monthly desk monitoring is performed on program performance and contractor monthly reimbursement forms including line item budget tracking of training expenditure to ensure the appropriate percentage of expenditures.

Reports are run in NCWorks and distributed to operators to monitor performance. The Super User assists in recording/correcting data as applicable. Deficiencies and nonattainment of LA goals are addressed with the WDB and operator. Areas of performance are addressed, and training is provided at quarterly training sessions. Progress on indicators is also monitored through Futureworks.

Technical assistance is provided on a one-on-one basis in support of attainment of performance measures is

also provided in areas such as: data entry and accurate recording of services, improvement in assessment and suitability screening, timely follow up, assistance with overcoming barriers, maintaining contact, career counseling, reporting of all supplemental data in NCWorks, increased coordination of services with other entities, and employability skills training.

It is with a keen eye on the details and business instincts that the Workforce Development Board will work diligently to ensure that all federal and state performance outcomes are met.

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

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

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

The Rivers East WDB staff monitors performance at least monthly and communicates results to both the service provider staff and the board via email. NCWorks Reports are utilized monthly to identify failure to properly enter/key activities, services, credentials and MSG's and communicated to staff. FutureWorks data is also shared with the Board when updates are available. Discussions are held in meetings with service providers monthly and with training held with direct service staff at least quarterly concerning performance. The Board is currently reviewing policy and procedure to address potential deficiencies.

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

Consider including the following information:

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

a. Performance is tracked using NCWorks reports and Future Works. Consistent program oversight is a primary duty of the Rivers East Program Specialist, along with the WDB Director. The ability to interpret indicators to monitor the progress of the WIOA programs based on performance criteria and attainment of set goals is indicative of the regions past and future performance goals. Monthly desk monitoring is performed on program performance and contractor monthly reimbursement forms including line-item budget tracking of training expenditure to ensure the appropriate percentage of expenditures.

b. WDB staff provide performance information to Center management (including service provider management) at least monthly. Such information is expected to be shared with the Career Advisors and

deficiencies discussed and addressed. Staff receive additional training on performance measures and the impact each staff and customer has on attaining overall performance. Specific contractor performance data is shared with their local management team and directly with local career advisors.

c. Performance data and enrollment reports are updated and shared with each Committee, the Board, and contractor at least monthly. This data is also shared with service provider management and local Career Advisors to drive actions and corrections to increase the performance. An example would be credential rates. If a contractor is not currently meeting their credential rate, board staff work closely with the contractor to follow up and identify credentials received but not properly recorded.

d. Training is provided one-on-one and through scheduled quarterly training sessions. Technical assistance is provided on a one-on-one basis in support of attainment of performance measures is also provided in areas such as: data entry and accurate recording of services, improvement in assessment and suitability screening, timely follow up, assistance with overcoming barriers, maintaining contact, career counseling, reporting of all supplemental data in NCWorks, increased coordination of services with other entities, and employability skills training.

5. Discuss the factors that contribute to the Local Area WDB's credential attainment indicator.

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

- a. The challenges in reaching credential attainment goals are a combination of things. The offerings by the community college and other providers varies across the region. Often the focus is on the completion of the course and there is not a employer recognized credential as a result. In addition, completion of the course does not guarantee attainment of the credential.
- b. One strategy implemented for the NA I Course was to require a Silver CRC, per the ACT Profile of the curriculum. This greatly increased the course completion and state licensing rate. For CDL Truck Driver Training, we began requiring a TABE test and evaluated the score to determine their reading proficiency prior to enrollment to ensure they would be able to obtain their permit and their license.
- c. NCCareers.org is required as part of the enrollment process in our region for customers who are seeking classroom training assistance to ensure we are helping them find a career and not just a job. The NCWorkforce Credentials list is utilized to ensure the credential being sought is viable and results in an industry recognized credential that is included in performance.

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

Rivers East's goal is to offer a wide variety of training programs and occupational choices that are in demand and align with our established career pathways. Current programs, along with any additional local area

approved programs, are evaluated based on demonstrated performance regarding credentialing/licensure rates and employment rates along with the capacity to provide comprehensive training at a reasonable cost. The Super User and the Director review all new providers or programs for relevance to the local labor market before approval. Providers are reviewed every two years on program outcomes including overall program completion rate, WIOA completion rate, and training completers and noncompleters that enter employment. This list of programs by provider is shared with and approved by the WDB.

A full list of eligible providers and programs is available on NCWorks Online. The list is reviewed with any customer who expresses a need and/or interest in training. Rivers East most often utilizes the local community college and university system, along with private providers for classroom training. Local area staff will continue to ensure many competent providers are available to maximize customer choice. A training research worksheet is often provided to the customer for them to research all available option to ensure they choose the one that is the best fit for them.

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

Rivers East follows the state ETPL Policy and evaluates training providers based on performance, cost and local labor market needs.

Name Document: Local Area WDB Name ETPL Policy.

V. Equal Opportunity

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

- N/A

VI. Adult and Dislocated Worker Services

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

At the March 12, 2025 WDB meeting, the Board voted to release an RFP for PY25 program operations a two year period. An RFP was released on March 24, 2025. A mandatory bidders conference was held on April 3, 2025. Proposals were due April 24, 2025. No proposals were received by the established deadline. At the May 14, 2025 WDB meeting, the Board voted to provide services in house for PY25.

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

2. Attach the Local Area WDB's Adult/Dislocated Worker Service Provider list effective July 1, 2025, using the PY 2025 Adult/Dislocated Worker Service Provider List provided.

- Name document: Local Area WDB Name PY 2025 Adult/Dislocated Worker Service Provider List.

VII. Youth Services

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

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

1. Attach the Local Area WDB Youth Service Provider's chart, effective July 1, 2025, using the PY 2025 Youth Service Provider List provided. Complete each column to include specifying where Youth Services are provided and procurement information.

- Name the document: PY 2025 Local Area WDB Name Youth Service Provider List.

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

At the March 12, 2025 WDB meeting, the Board voted to release an RFP for PY25 program operations a two year period. An RFP was released on March 24, 2025. A mandatory bidders conference was held on April 3, 2025. Proposals were due April 24, 2025. One proposal was received by the established deadline and was evaluated by a third party reviewer. The summary of their review was presented at the May 14, 2025 WDB meeting. With only one bidder, it was a failed procurement and the Board voted to provide services in house for PY25.

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

3. Provide the Local Area WDB's approach to meeting the required 75% minimum (NextGen) youth expenditures on out-of-school youth and include special outreach efforts and highlight planned program design.

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

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

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

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

The Rivers East area NextGen program is designed to serve out of school youth and meet or exceed the 75% requirement through management of enrollments and expenditure rates which are established at the beginning of the PY and monitored monthly. The budget is established for expenditure of at least 75% of funds on out of school youth and 30% on work based learning.

Outreach and recruitment must be held at locations and with agencies that serve out-of-school youth, such as, but not limited to community based organizations, community colleges, housing authorities, faith based, DSS, health department, and local juvenile justice or other defender services. Recruitment events are held at locations where out-of-school youth frequent. A strong partnership has been built with the Title II Adult Education and Family Literacy providers at our four community colleges to dually enroll individuals in both programs which is a win-win for both programs. In addition, social media and technology tools are provided to allow potential participants to engage in services from wherever they may be. The use of Text Request, QR codes, and Virtual Reality headsets assist with recruitment and tracking of referrals.

4. How does the Local Area WDB ensure that the minimum of 20% of funds is spent on work experience and is the Local Area WDB expending the 20% minimum on work experience, to include an estimate of expenditures that will be paid wages to youth? If the Local Area WDB has not been meeting the minimum of 20% of funds, please explain additional measures to be taken this year. [WIOA Section 129(c)(4)] (CPS 09-2021, Change 1)

Rivers East requires at least 30% of all funds to be budgeted for work-based learning opportunities such as paid work experience and on-the-job training. Expenditures are monitored monthly and reports provided to the Committee and Board bi-monthly. To support placement in work-based learning opportunities, the provider's Business Services Representative works closely with the Career Advisor to track participants, their career goal and progress. When ready, they work together to secure appropriate work-based learning sites for the youth to get hands on experience in their desired field of work.

Rivers East WDB met the 20% minimum expenditure goal for PY23 funds. Additional projects such as Our State Our Work/Carolina Across 100 and our involvement with the Bertie County Coalition related to increasing our attainment rate (myFutureNC) has improved our enrollment and expenditure rate.

5. Specify if the Local Area WDB plans to offer incentives for (NextGen) youth. If yes, attach the Youth Incentive Policy, if it has been updated since the PY24 Plan submission. The policy should include:

- criteria to be used to award incentives;
- type(s) of incentive awards to be made available;
- whether WIOA funds will be used; and
- the Local Area WDB's internal controls to safeguard cash/gift cards.

- N/A

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

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

N/A

7. Please complete the Youth Program Elements chart provided to demonstrate how the Local Area WDB ensures each of the 14 youth program elements is made available to youth participants. Be certain to complete both columns of the chart to demonstrate partnerships and the potential use of shared funding. Please specify partners. [WIOA Section 129(c)(2)(A)]

- Name document: Local Area WDB Name Youth Program Elements Chart.

8. Does the Local Area WDB have a standing committee to provide information to assist with planning, operational, and other issues relating to the provision of services to youth? [WIOA Section 107(b)(4)(A)(ii)]		
a. If no, describe how oversight to planning, operational, and other issues relating to the provision of services to youth will be provided.		
N/A		
b. If yes, please provide a response to the following		
a) Provide the committee's purpose/vision.		
The mission statement of NextGen Youth Committee is to provide information and assist with planning, operational and other issues relating to the provision of services to youth, which shall include community-based organizations with a demonstrated record of success in serving eligible youth.		
b) Provide the youth committee's top three goals or objectives for PY 2025.		
<p>Strengthen and improve work-based learning to provide opportunities for career exploration including identifying in-demand careers based on local labor market information and NCCareers.org results.</p> <p>Innovative program design and implementation including increasing cohort and group activities for work-readiness skills using GADJ and Skills USA, expand the use of the VR headsets, and creating more real-world exposure through planned events</p> <p>Implement a system for continuous recruitment of youth to the program by expanding outreach and assisting the provider in developing a vibrant, dedicated outreach and recruitment plan.</p>		
c) Provide a list of youth committee members to include members' agency/organization, one of which must be a community-based organization with a demonstrated record of success in serving eligible youth. Provide the Committee's Chair information in the first block (<i>who must be a Local Area WDB member</i>).		
<ul style="list-style-type: none"> Name document: <u>Local Area WDB Name Youth Committee Members</u> [WIOA Section 107(b)(4)(A)(ii)] 		
c. Complete the following chart for the PY 2025 Youth Committee's planned meeting schedule to include dates, times, and locations. (Expand form as needed or mark Not Applicable.)		
Date	Time	Location (include address and room #)
September 9, 2025	4:00 p.m.	Zoom
November 11, 2025	4:00 p.m.	Zoom
January 13, 2026	4:00 p.m.	Zoom
March 10, 2026	4:00 p.m.	Zoom
May 12, 2026	4:00 p.m.	Zoom

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

1. The following policies, **if updated** since the PY24 Plan submission, are *required* to be attached as separate documents in WISE as part of the PY 2025 Local Area Plan. The Local Area Plan is not complete without these documents.

- Name Each Document: Local Area WDB Name, Policy Name.
- In the first column, state if the policy is attached or why it is missing and when it can be expected. If two of the policies have been combined, please make a notation.
- In the second column mark “Yes” **only** if the policy has been revised for the PY 2025 Plan and has not been previously submitted to the DWS Planner.
- Revised policies should be submitted with a highlight or summary of the changes made to the local policy.
- Do not add an empty document in WISE as a “placeholder”.

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

2. Designate whether the following local *Optional Policies* have been **updated** and are included in the Local Area Plan or write “N/A” implying “Not Applicable” if the Local Area WDB does not have this policy and; therefore, does not use these services.

In the second column mark “Yes” **only** if the policy has been changed for PY 2025 and has not been previously submitted to the DWS Planner.

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

Optional Local Area WDB Policies	Yes - the Local Area WDB has a policy or N/A (Not Applicable)	New or Revised and needs review (Yes or N/A)
1. Local Area WDB Guidance for Local Incumbent Worker Grants	Yes	No
2. Local Area WDB Needs-Related Payment Policy	N/A	N/A
3. Local Area WDB Transitional Jobs Policy	N/A	N/A
4. Local Area WDB Youth Incentive Policy	Yes	No

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	No set limit.
Time Limits	No set limit
Degree or Certificates allowed (Associate, Bachelor’s, other)	Certificate, Diploma, Associate or Bachelor Degree
Procedures for determining case-by-case exceptions for training that may be allowed	Request for exceptions are submitted in writing to the LA for consideration. Information reviewed includes cost of training, past performance (outcomes) of training provided, and local labor market information.

Individual Training Accounts (ITA) Summary				
Period for which ITAs are issued (semester, school year, short-term, etc.)		Semester.		
Supportive Services covered by ITA (provide examples such as uniforms, tools, physical exams, etc.)		Books and Fees		
Other		N/A		
4. Please specify the supportive services provided by the Local Area WDB Supportive Services Policy. List specific items under Supplies, Emergency, and Other, as identified in the Local Area WDB policy. (Expand form as needed.)				
Transportation	Childcare	Supplies (include examples)	Emergency (include examples)	Other (include examples)
Travel reimbursement @ \$ 0.56/mile up to \$168 max per week	Up to \$140/wk for the first child and \$85/wk for the second child	Includes pens, pencils, notebooks, calculators, etc	As needed on a case by case basis	Licensing/exam fees, Required uniforms, Required tools, CRC test fees
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Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.

Note: The Local Area WDB must adequately safeguard all forms of supportive services payments (i.e., gas cards, cash, gift cards, etc.) and assure that they are used solely for authorized purposes. The Supportive Services Policy must include the Local Area WDB’s internal controls to safeguard supportive services. The internal controls must address the issuance, storage, and reconciliation of supportive services throughout the area and be clearly stated within the policy.

Attachment Checklist for Local Area Plan Instructions

- ☐ Local Area WDB Signed copy of Updated Consortium Agreement (submit only if have been updated - *(if applicable)*)
- ☐ Local Area WDB Administrative Entity Organizational Chart
- ☐ Local Area WDB Board Members (*form provided*)
- ☐ Local Area WDB By-Laws (submit only if have been updated)
- ☐ Local Area WDB By-Laws Required Elements Crosswalk (submit only if By-Laws have been updated - *form provided*)
- ☐ Local Area WDB Organizational Chart
- ☐ Local Area WDB Administrative Entity Certification Regarding Debarment* (*form provided*)
- ☐ Local Area WDB Workforce Development Area Signatory Form* (*form provided*)
- ☐ Local Area WDB NCWorks Career Centers (*form provided*)
- ☐ Local Area WDB Adult and Dislocated Worker Service Provider (*form provided*)
- ☐ Local Area WDB 14 Youth Program Elements Chart (*form provided*)
- ☐ Local Area WDB Youth Committee Meeting Schedule (*if applicable*)
- ☐ Local Area WDB Youth Committee Members (*if applicable*)
- ☐ Local Area WDB Youth Service Provider (*form provided*)
- ☐ Local Area Memorandum of Understanding
- ☐ Local Area Board Minutes Approving Plan Draft
- ☐ Local Area WDB Youth Service Provider (*form provided*)
- *Only Policies that are new or have been updated since the Program Year 2024 Plan submission should be submitted****
- ☐ Local Area WDB Youth Incentive Policy
- ☐ Local Area WDB Eligible Training Provider Policy
- ☐ Local Area WDB WIOA and TAA Co-enrollment Policy
- ☐ Local Area Adult/Dislocated Worker Work Experience Policy
- ☐ Competitive Procurement Policy
- ☐ Conflict of Interest Policy
- ☐ Nondiscrimination/Equal Opportunity Standards and Complaint Procedures
- ☐ Financial Management Policy for Workforce Innovation and Opportunity Act Title I
- ☐ Local Area WDB Individual Training Account Policy
- ☐ On-the-Job Training Policy
- ☐ Local Area WDB Oversight Monitoring Policy, Tool, and Schedule
- ☐ Priority of Service Policy
- ☐ Youth Work Experience Policy
- ☐ Local Area WDB Supportive Services Policy
- ☐ Local Area WDB Incumbent Worker Training Policy

- ☐ Local Area WDB Needs-Related Policy
- ☐ Non-Criminal Complaint Procedures
- ☐ Local Area WDB Transitional Jobs Policy

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

N.C. Division of Workforce Solutions
313 Chapanoke Road, Suite 120
4316 Mail Service Center
Raleigh, NC 27699-4316

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