

Glossary of Acronyms and Terms

BSR: Business Services Representative. The BSR has the responsibility for developing relationships with businesses, assessing their needs, and marketing the One-Stop Center. The BSR works collaboratively with DWS to coordinate business visits to represent the services of the Center.

CCCTI (or Caldwell): Caldwell Community College and Technical Institute. A community college based in Hudson, NC with a satellite campus in Boone. CCCTI serves Caldwell and Watauga Counties.

CBO: Community-Based Organization. CBOs are private not-for-profit organizations that are local in nature and have a local Board of Directors.

CCP: Certified Career Pathways. Process to evaluate and develop career pathways that result in skills gains recognized by employers. Pathways provide career ladders for youth and adults that result in employment.

CEO: Chief Elected Official. The Chief Elected Official of each county is the Chairman of the Board of Commissioners. Each county's CEO (or designated representative) appoints members to the Workforce Development Board and sits on the High Country Workforce Development Consortium, which elects a consortium CEO who acts as signatory for all counties in the Local Area.

COG: Council of Governments. A regional quasi-governmental organization offering services for member governments that can best be provided on a regional basis and offering professional and technical services to individual member governments.

Consortium: The chief elected officials of the counties represented by the Workforce Development Board are the area's Workforce Development Consortium. The Consortium determines the geographic make-up of the area to be served by its Workforce Development Board; selects Workforce Development Board members from nominations made by appropriate entities; and makes other overarching decisions affecting the Board.

CRC: Career Readiness Certificate. A portable credential that demonstrates achievement and a certain level of workplace employability skills in Applied Mathematics, Locating Information, and Reading for Information. Certification can be obtained at a Gold, Silver, or Bronze level.

CRM: Customer Relations Management. Most often used to refer to a database to collect business customer contact and notes.

CTE: Career Technical Education. A program of study that involves a multi-year sequence of courses that integrates core academic knowledge with technical and occupational knowledge to provide students with a pathway to post-secondary education and careers.

DSS: Department of Social Services. DSS is a local government agency with state and federal funding and guidance. DSS offers temporary financial assistance to those in need through welfare payments, food stamps, etc.

DW: Dislocated Worker. An individual who may have lost their job due to layoff or closing or military separation.

DWS: Division of Workforce Solutions. The state agency that distributes federal Workforce Innovation and Opportunity Act funds and monitors for compliance with federal law, regulations, and state policy. The Division is housed in the NC Department of Commerce.

ESC: Employment Security Commission. Formerly, ESC was known as the agency that administered the state's Unemployment Insurance program as well providing job placement services and labor market information. Also

known as Employment Service or Job Service, now called the Division of Workforce Solutions.

FWA: Future Workforce Alliance. The Alliance represents a collaboration of North Carolina's High Country, Region C (Cleveland, McDowell, Polk, Rutherford Counties), and Western Piedmont (Alexander, Burke, Caldwell, and Catawba Counties) WDBs – serving 15 counties to leverage available state funding for collaborative planning aimed at finding creative solutions to the region's shared structural economic and workforce issues.

FY: Fiscal Year. The twelve-month period that is audited for compliance with financial accounting procedures and legal requirements. The FY varies for different entities. For WIOA, the FY and PY (program year) are synonymous.

Get REAL: Get Resources, Employment, Advancement, Learning. Former brand name for WIA youth services in the High Country.

High Country (Region D) COG: The regional Council of Governments (see COG) serving the seven-county region of Alleghany, Ashe, Avery, Mitchell, Watauga, Wilkes, and Yancey Counties. High Country COG has been selected by the Workforce Development Consortium as the fiscal agent to administer federal workforce innovation and opportunity act programs that come into the region.

HRD: Human Resource Development. Component of the community college system that focuses on the development of basic workplace skills, employability skills, and career development that leads to employment. HRD staff is a key partner in many career centers.

ISD: Integrated Service Delivery. Model for delivery of services throughout NC's career centers with a focus on service delivery regardless of funding streams.

ITA: Individual Training Account. ITAs were established under WIA as a voucher system to allow customer choice in selecting training institutions. It is also a mechanism to track training expenditures for adults/dislocated workers.

IWG: Incumbent Worker Grant. In the past, the NC Division of Workforce Solutions designated a portion of WIA/WIOA funds to assist businesses by providing funds to train their existing workforce. These funds were available through competitive grants. Grant applications were reviewed and recommended by the local Workforce Development Board to receive consideration for funding by the Division.

JobLink: North Carolina's previous name for its one-stop career center system.

LMI: Labor Market Information. Statistics for a geographical area regarding the labor force, employment, wages, growth, reduction, etc.

Local Area (LA): A Workforce Development Local Area is a geographic region consisting of contiguous counties and/or municipalities (in our case, the seven counties of High Country COG). The organization selected by the Workforce Development Consortium to handle the day-to-day administrative affairs of the Workforce Development Board is also recognized as a Local Area.

MCC (or Mayland): Mayland Community College, which serves Avery, Mitchell, and Yancey Counties. Currently, Mayland has WIOA contracts to serve adult, dislocated workers, and youth in Avery, Mitchell, and Yancey Counties. Certain community college programs are mandated as one-stop partners.

NAFTA: North American Free Trade Agreement. A federal trade agreement between the US, Canada, and Mexico which calls for the gradual removal of tariffs and other trade barriers on most goods produced and sold in North America. In anticipation of US plant closures resulting from NAFTA, special benefits for affected workers were put into place. NAFTA-affected workers are eligible for subsidized retraining and weekly income payments during the training period. In 2002, NAFTA was repealed and consolidated into the Trade Adjustment Assistance Act.

NAWD: National Association of Workforce Boards. Connects workforce development professionals, Workforce Board members, and policy makers with the knowledge, training and tools to help make informed, smart decisions about how to invest in workforce strategies that advance the economic health of their communities through a skilled, competitive workforce.

NCDOL: North Carolina Department of Labor (NOT a subdivision of the US DOL). NCDOL is the entity that certifies and oversees apprenticeships in the state (now under DWS). NCDOL is also responsible for occupational safety, wage and hour issues.

NCWorks Career Centers: One-stop systems are mandated in the Workforce Innovation and Opportunity Act, which requires each Workforce Development Board area to have at least one certified center. Each certified site in the state carries the NCWorks logo. Each of the seven counties in our region has a one-stop location.

NCWORKS Online: Sometimes referred to as NCWORKS, it is the state's labor exchange system where customers can post, search, and apply for jobs while also providing regional and statewide labor market information. NCWORKS also serves as WIOA's case management system for those enrolled in adult, dislocated worker, or youth programs.

NEG: National Emergency Grant. In recent years, North Carolina has been the recipient of National Emergency Grants to provide additional assistance to individuals whose job losses were affected by international trade agreements or other foreign competition or natural disasters. In 2004, High Country was awarded an NEG related to clean-up operations due Hurricanes Frances and Ivan. The High Country also received a small grant to provide workforce development assistance to relocated Hurricane Katrina victims. In 2010, the High Country workforce development region was one of four in the state to receive an NEG (funded by ARRA) to provide on-the-job training services to residents who had been dislocated as a result of the 2008-09 recession.

OJT: On-the-Job Training. Individuals are employed and learn their jobs by doing them. In WIOA, service providers can offer partial reimbursement to employers who hire WIOA participants and train them while on the job when there is an identified skills gap.

One-Stop Career Centers (NCWorks Career Centers): The flexible continuous improvement customer-service approach to delivery of workforce development assistance to job and career seekers, businesses, students, and others. Under the Workforce Innovation and Opportunity Act, each local workforce area is required to have at least one certified one-stop center. Certification criteria are established by the NC Division of Workforce Solutions. One-stop centers are part of the region and state's one-stop system. North Carolina has branded its system as NCWorks Career Centers.

PY: Program Year. The twelve-month period for which programs are funded and performance is measured. The WIOA Program Year runs from July 1 to June 30.

Region D: The geographic seven-county area of Alleghany, Ashe, Avery, Mitchell, Watauga, Wilkes, and Yancey Counties. Region D COG is also known as High Country Council of Governments.

RFP: Request for Proposals. The WDB makes requests for proposals for agencies wishing to contract to provide WIOA and other services, as available. RFPs may also be issued for professional services, technical assistance, or equipment. The High Country WDB makes RFPs available for competitive bidding at least once every three years.

STEM: Science, Technology, Engineering, and Math. The term is typically used when addressing education policy and curriculum choices in schools from K-12 through college to improve competitiveness in technology development.

TANF: Temporary Assistance to Needy Families. Formerly known as welfare or AFDC, TANF provides direct financial payments to families with dependent children for a limited time while the able adult member of the family trains for

and finds sustainable employment. In North Carolina, TANF is known as WorkFirst. In several counties, WorkFirst is a voluntary career center partner in some counties.

TAA: Trade Adjustment Assistance Act. Trade adjustment assistance is available to workers who lose their jobs or whose hours of work and wages are reduced as a result of increased imports. This assistance is authorized under the Trade Adjustment Reform Act of 2002 and incorporates what was formerly known as NAFTA. TAA subsidizes retraining and provides weekly income payments during the training period.

UI: Unemployment Insurance. Program of the Division of Employment Security that offers temporary financial payments to those who have lost their job usually through a dislocation.

USDOL: US Department of Labor. The federal agency responsible for interpreting and administering the Workforce Innovation and Opportunity Act, Unemployment Insurance, Employment Service, and other federal workforce programs.

VR: Vocational Rehabilitation. VR is a state agency that provides assistance to disabled individuals who need rehabilitative services to get or keep a job. VR is a mandated One-Stop Career Center partner.

Wagner-Peyser: Federal legislation and funding that authorizes the employment services provided by the Division of Workforce Solutions. Wagner-Peyser is a mandated One-Stop Career Center partner.

WCC (or Wilkes): Wilkes Community College. WCC serves Alleghany, Ashe, and Wilkes Counties. Currently WCC has WIOA contracts to serve adults and dislocated workers in the three counties it serves plus Watauga. Certain community college programs are mandated One-Stop Career Center partners.

WDB: Workforce Development Board. WDBs are authorized under the Workforce Innovation and Opportunity Act as independent policy-making boards to provide guidance on broad workforce issues and to provide direct oversight to the Workforce Innovation and Opportunity Act, One-Stop Career Centers, and other federal workforce initiatives, as designated by Congress.

WIA: Workforce Investment Act of 1998. WIA was the legislation that authorized Workforce Development Boards and One-Stop Career Centers. WIA provided funding for training and career services to adults (regardless of income), workers who have lost their jobs because of imports or international trade agreements, and youth who are economically disadvantaged and have an additional barrier to employment. WIA was a mandated One-Stop Career Center partner.

WIB: Workforce Investment Board. WIB is the term used in the Workforce Investment Act for the nation's workforce policy and governance boards. North Carolina opted to use the term Workforce Development Board since it was already in use in the state.

WIOA: Workforce Innovation and Opportunity Act of 2014. WIOA is the legislation that authorizes Workforce Development Boards and One-Stop Career Centers. WIOA provides funding for training and career services to adults (regardless of income), workers who have lost their jobs because of imports or international trade agreements, and youth who are economically disadvantaged and have an additional barrier to employment. WIOA is a mandated One-Stop Career Center partner.

WorkFirst: See TANF.

WRC: Work Ready Communities. An initiative to recognize communities as work-ready by achieving goals related to CRC attainment and employer support.