



**North Carolina Instructions  
for Local and Regional  
Workforce Development Area Plans**

**Workforce Innovation and Opportunity  
Act**

**Title I**

**PY 2017 Plan Update  
July 1, 2017 – June 30, 2018**

# Instructions

## Introduction

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

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

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

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

## Plan Submission and Due Date

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

## A. Local Area Overview

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

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

The Local Area's legal name is the High Country Workforce Development Board.

The local consortium is the High Country Workforce Consortium.

See [High Country Consortium Agreement](#).

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

Keith Deveraux, Director  
High Country Workforce Development Board  
468 New Market Blvd Boone, NC 28607  
(828) 265-5434, extension 130  
[keith.deveraux@highcountrywdb.com](mailto:keith.deveraux@highcountrywdb.com)

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

Keith Elmore, County Commissioner  
Wilkes County Board of Commissioners  
124 Old Cotton Mill Place  
Roaring River, NC 28669  
(336) 651-7346  
[kelfore@wilkescounty.net](mailto:kelfore@wilkescounty.net)

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

Same as above.

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

High Country Council of Governments  
468 New Market Boulevard  
Boone, NC 28607  
(828) 265-5434

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

Shane Fox, Executive Director  
High Country Council of Governments  
468 New Market Boulevard  
Boone, NC 28607  
(828) 265-5434  
[sfox@regiond.org](mailto:sfox@regiond.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*.

See High Country Council of Governments Organization Chart

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

Duns # 136098337

Most recent activation date of 3/4/2017 with next expiration date of 3/4/2018

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

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

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

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

[See High Country WDB List](#)

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

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

[See High Country WDB By-Laws](#)

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

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

[WDB meeting dates, information, membership, and minutes are publicly posted on the WDB website, and meeting notices are posted and emailed. Any requested information not posted on our website would be provided as requested.](#)

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

The plan will be posted on the High Country Workforce Development Board's website for at least 30 days prior to June 30, 2017. HCCOG submits a weekly electronic newsletter to all the member governments. An announcement will be included in the weekly newsletter during the public comment period to include a link to the plan on the Board's website. HCCOG's website will also be used to solicit public comments by either posting the plan on the COG's website or providing a link to the plan on the Board's website.

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

See [High Country WDB Organizational Chart](#)

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

See [High Country WDB Board Meeting Schedule](#)

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

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

See [High Country WDB Debarment Form](#)

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

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

See [High Country Signatory Page](#)

## B. NCWorks Career Centers

1. Attach the Memorandum of Understanding (MOU) among the local Workforce Development Board and partners concerning operation of the local NCWorks Career Center system. (A MOU guide is attached for your reference as [Appendix B](#). [WIOA Section 121(b)(A)(iii)]. Name document: *Local Area Name NCWorks Career Center MOU*.

At this time, the High Country WDB only has formal MOUs with the Appalachian Regional Library system and with the centers in Avery, Mitchell, and Yancey counties; however, a large, facilitated MOU collaborative session with center partners is scheduled for Thursday, May 25, 2017 to address NCWorks Career Center MOUs. It is anticipated that an end result will be an MOU that covers all the region's centers, whether in one document (for all seven counties) or a document per county career center.

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

### See High Country Career Centers

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

The One Stop Operators for our seven (7) centers were procured through our most recent WIOA Adult, Dislocated Worker and Youth Request for Proposal process. A request for proposals was released February 2017, followed by a bidders conference, and responses were due March 2017. This process was completed on April 13th, 2017 with the HCWDB approving the selection of service providers and the one stop operators at its regularly-scheduled meeting. Mayland Community College (MCC) and ResCare were selected to receive one year contracts beginning July 1, 2017 with the option to renew based on satisfactory performance.

## C. WIOA Title I Programs

### i. Adult and Dislocated Worker Services

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

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

The High Country Local Area procurement policy requires that a competitive process be followed for the procurement of WIOA Adult, Dislocated Worker, Business Services, and Youth Services, except as described in the policy's non-competitive procurement section. Under WIOA, career center operation is also procured through a competitive process.

The Board begins the process with an announcement and advertising of the RFP process for Adult, Dislocated Worker, and Youth services. This process allows an Intent to Bid to determine interest from organizations to provide WIOA services within the seven-county workforce area. If more than one organization submits a completed Intent to Bid response, then the Board will have the interested organizations submit a completed response to the Request for Proposal (RFP) for provision of services. Responses are reviewed by WDB staff and a designated RFP review committee, and a recommendation is made to the Board for their consideration. The High Country Workforce Development Board procurement policies and procedures contain an appeals process that service providers or prospective service providers may use if they have a complaint or grievance regarding the Board's procurement of services.

WIOA service providers are prohibited from awarding subgrants without prior approval from the Local Area.

A request for proposals was released February 2017 followed by a bidders conference, with responses due March 2017. This process was completed on April 13th, 2017 with the HCWDB approving the selection of service providers for adult/dislocated workers/youth and the one stop operators. Mayland Community College (MCC) and ResCare were selected to receive one year contracts beginning July 1, 2017 with the option to renew based on satisfactory performance.



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

**See High Country Adult and DW Providers 2017**

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

Potential WIOA participants are referred to NCWorks Online to search for training providers. If they are interested in a training provider or program that is not approved by the Local Area, they may request that the training provider/program be added and/or approved by the WDB. The WDB is currently reviewing the list of approved in-demand industries and occupations for training. The Local Area has a significant number of competent providers with three (3) community colleges, several universities, and for-profit training providers. Training providers that have been approved in NCWorks Online come up for review in the system every two (2) years. At this time, the provider and program are reviewed for demand for jobs in the Local Area and past successes of the program.

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

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

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

- i. First, to veterans and eligible spouses who are also included in the groups given statutory priority for WIOA adult formula funds. This means that veterans and eligible spouses who are also recipients of public assistance,*

*other low-income individuals, or individuals who are basic skills deficient would receive first priority for services provided with WIOA adult formula funds.*

- ii. Second, to non-covered persons (that is, individuals who are not veterans or eligible spouses) who are included in the groups given priority for WIOA adult formula funds.*
- iii. Third, to veterans and eligible spouses who are not included in WIOA's priority groups.*
- iv. Last, to non-covered persons outside the groups given priority under WIOA.*

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

### **See High Country Priority of Service Policy**

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

WDB staff will continue to run performance reports from both NCWorks and FutureWorks at least quarterly to gauge how we are doing in the area of WIOA performance outcomes and service delivery. Staff will also run reports from NCWorks regularly to see which customers are in the performance pool. Staff monitor these cases in NCWorks to determine that all critical data has been keyed into the system to give us the best possible performance outcomes. Staff continuously provide technical assistance to service providers in efforts to meet performance measures.

HCWDB Staff review monthly invoices from the WIOA service providers. During this process, spending limits and expectations are reviewed to insure compliance with WIOA requirements. Corrective action plans will be developed to remedy any issues observed.

Staff are continuing to learn the new WIOA measures and understand how data is best keyed into NCWorks. All staff are aware of the 90% expectation for achieving measures. Staff also participate in local Super User meetings in order to stay informed of up-to-date information.

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

Due to limited funding, work experiences are provided much less frequently for adults/dislocated workers. In the event that this activity is provided, guidelines are provided in the local work experience policy.

[See High Country Work Experience Policy](#)

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

*Per Training and Employment Guidance Letter (TEGL) 19-16 and Section 134(C)(2)(A), funds described in paragraph (1) shall be used to provide career services, which shall be available to individuals who are adults or dislocated workers through the one-stop delivery system and shall, at a minimum, include—...(xiii) follow up services, including counseling regarding the workplace, for participants in workforce investment activities authorized under this subtitle who are placed in unsubsidized employment, for not less than 12 months after the first day of the employment, as appropriate.*

Follow-up services are provided by WIOA staff on a regular basis for WIOA youth and adult/dislocated worker training customers including services to assist with successful employment, training completion, or the need of any additional services to assist the customer in completing their service plan. Staff reach out to customers by phone, email, Facebook, mailings, the NCWorks email system and schedule follow-up appointments as needed. Centers continue to discuss and explore ways to improve follow-up services for walk-in traffic to ensure needs are being met so as to encourage return visits. It is the goal of all centers to define and improve follow-up services to customers.

## **ii. Youth Services**

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

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

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

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

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

Currently the WDB does not have a standing youth committee. Locally, youth services are provided within the career centers. Given the increased age of youth up to 24, we feel many needed services will be similar to that of our adult services. The NCWorks committee reviews information related to services through the centers, which includes youth services. The WDB receives periodic updates on all services during committee and WDB meetings.

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

A request for proposals was released February 2017 followed by a bidders conference, with responses due March 2017. This process was completed on April 13th, 2017 with the HCWDB approving the selection of service providers for adult/dislocated workers/youth and the one stop operators. Mayland Community College (MCC) and ResCare were selected to receive one year contracts beginning July 1, 2017 with the option to renew based on satisfactory performance.

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

See [High Country Youth Providers 2017](#)

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

WDB Staff will continue to run performance reports from both NCWorks and FutureWorks at least quarterly to gauge how we are doing in the area of WIOA performance outcomes and service delivery. Staff will also run reports from NCWorks regularly to see which customers are in the performance pool. Staff monitor these cases in NCWorks to determine that all critical data has been keyed into the system to give us the best possible performance outcomes. Staff continuously provide technical assistance to service providers in efforts to meet performance measures.

HCWDB Staff review monthly invoices from the WIOA service providers. During this process, spending limits and expectations are reviewed to insure compliance with WIOA requirements. Corrective action plans will be developed to remedy any issues observed.

Staff are continuing to learn the new WIOA measures and understand how data is best keyed into NCWorks. All staff are aware of the 90% expectation for achieving measures. Staff also participate in local Super User meetings in order to stay informed of up to date information.

5. Specify if the Local Workforce Development Board plans to offer incentives for youth. If yes, attach the Youth Incentive Policy to include: a) criteria to be used to award incentives; b) type(s) of incentive awards to be made available; c) whether WIOA funds will be used and d) the Local Workforce Development Board has internal controls to safeguard cash/gift cards. Name document: Local Area Name Youth Incentive Policy.

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

High Country does offer incentives to youth.

[See High Country Youth Incentive Policy](#)

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

The High Country Workforce Development Board believes that work-based learning (work experiences and On-the-Job training) are critical components of service delivery to youth customers. Many of our youth customers have a poor or non-existent work history. Case managers have been instructed to build these activities into each youth customer's ISS/IEP as appropriate. Without some level of successful work history it is difficult for youth customers to enter unsubsidized employment. In addition to the practical reasons for emphasizing use of work experiences with youth, the 20% work experience expenditure requirement provides additional pressure to develop work experiences for youth. Work experience expenditures are monitored throughout the year to insure we are on track with spending requirements.

[See High Country Work Experience Policy](#)

## **Agreement of Counties to Create the High Country Workforce Development Consortium**

### **ARTICLE I. TITLE AND PURPOSE**

The contiguous units of local government listed below agree to establish a consortium to act jointly as a local Workforce Development Area under the Workforce Innovation and Opportunity Act (WIOA), Public Law 113-128 as enacted July 22, 2014. This consortium shall be known as the High Country Workforce Development Consortium.

### **ARTICLE II. MEMBERSHIP**

The Consortium shall be composed of the following North Carolina independent and contiguous units of general purpose local government:

Alleghany County  
Ashe County  
Avery County  
Mitchell County  
Watauga County  
Wilkes County  
Yancey County

### **ARTICLE III. CERTIFICATION OF AUTHORITY**

#### **1. AUTHORITY UNDER STATE AND LOCAL LAW**

The above-named counties each certify that they possess full legal authority, as provided by State and local law, to enter into this agreement and to fulfill the legal and financial requirements of operating as a local Workforce Development Area under the Workforce Innovation and Opportunity Act for the entire geographic area covered by this agreement.

#### **2. SPECIFIC RESOLUTIONS TO ENTER INTO AGREEMENT**

A copy of each duly executed resolution of each of the above-named counties giving specific authority to enter into this agreement are attached to this document and are incorporated herein by reference.

#### **3. DESIGNATION OF REPRESENTATIVES FROM EACH MEMBER UNIT OF GOVERNMENT**

Each member unit of government designates as its "chief elected official" pursuant to the Workforce Innovation and Opportunity Act, being its representative to the Consortium Board and upon whose representations the State, the Workforce Development Board, the administrative entity and the other member units may rely, its duly elected Chairman of its Board of Commissioners, or such other elected commissioner as said County may appoint in his or her stead, or as his or her alternate. Such representative shall be the signatory of this agreement and shall be authorized to execute such other agreements as are necessary for Workforce Innovation and Opportunity Act purposes. Such representative will serve until his or her successor is installed.

**4. DESIGNATION OF CHIEF ELECTED OFFICIAL FOR LOCAL WORKFORCE DEVELOPMENT AREA**

The member units agree that the Consortium representatives each year shall elect one of themselves as the Chief Elected Official (CEO), to be the presiding officer of the Consortium Board. Such CEO shall be authorized to exercise the functions of the “local area chief elected official” required or allowed by the Workforce Innovation and Opportunity Act, to serve until his or her successor is installed.

**ARTICLE IV. DURATION**

This agreement will become effective on the date of the last county representative’s signature and shall continue in effect until the local Workforce Development Area is redesignated by the Governor of North Carolina or until termination of this Agreement as provided for in ARTICLE X.

**ARTICLE V. ASSURANCES AND CERTIFICATIONS**

Each county will comply with the requirements of the Workforce Innovation and Opportunity Act, the regulations promulgated thereunder, all other applicable federal regulations, the statutes of the State of North Carolina, and written directives and instructions relevant to local workforce development area operations from the Governor of North Carolina or his/her designee.

**ARTICLE VI. FINANCING**

It is anticipated that funding necessary to implement this agreement will be derived from federal grant funds received through the office of the Governor.

The units of local government acknowledge that, subject to the paragraph immediately below, they are jointly and severally accountable for liabilities arising out of activities under the Workforce Innovation and Opportunity Act, and all funds received by the local workforce development area pursuant to WIOA. Liability includes, but is not limited to, responsibility for prompt repayment from non-program funds of any costs disallowed by the US Department of Labor or the NC Department of Commerce.

Liability shall be apportioned between the above-named counties as follows:

A. To the extent that one or more (but not all) of the above-named Counties can be identified as benefiting from the expenditure which is disallowed for any reason, said county or counties shall be liable for the repayment of such funds.

B. To the extent that one or more of the above-named Counties cannot be identified as the benefiting County or Counties of the WIOA funds in question, any disallowed expenditure shall be divided only among the benefitting Counties on a pro rata basis, based upon the percentage of all WIOA funds allocated to each of the Counties for the program fiscal year during which the disallowed funds were disbursed.

Nothing contained in this Article VI shall be interpreted so as to prohibit the above-named Counties from seeking contribution or indemnification from the Grant Recipient, any subrecipient, service provider, contractor, or from any other responsible person or entity.

The above-named Counties shall contractually be held harmless by the program service providers from liabilities arising out of activities by the said providers under the Workforce Innovation and Opportunity Act.



Any entity or joint agency created or designated by this local workforce development area, including the Workforce Development Board, and Administrative Entity, shall be considered a public agency for the purposes of the Local Government Budget and Fiscal Control Act.

#### **ARTICLE VII. ESTABLISHMENT OF A WORKFORCE DEVELOPMENT BOARD**

The above-named Counties agree that its Workforce Development Board is being established in accordance with Section 107 of the Workforce Innovation and Opportunity Act and applicable State of North Carolina laws, including G.S. 143B-438.11.

The Workforce Development Board shall have 14 private sector members who are appointed by the above-named counties (2 appointments per County Consortium representative) in accordance with the Workforce Innovation and Opportunity Act. The Consortium Board shall appoint 9 public sector members to the Workforce Development Board by a vote of a majority of the total number of members of the Consortium. The members of the Consortium Board shall be entitled to vote by alternative means including and not restricted to email, telephone, and in person.

#### **ARTICLE VIII. REAL PROPERTY, EQUIPMENT AND SUPPLIES**

The Consortium will follow all Workforce Innovation and Opportunity Act requirements governing the title, use and disposition of real property, equipment and supplies purchased with federal funds. The Consortium shall not own real property, assume debt, or hire personnel without authorizing resolutions from each of the above-named counties.

#### **ARTICLE IX. AMENDMENTS**

This agreement may be amended only upon the consent of all the parties hereto as evidenced by resolutions of the governing bodies of each of the above-named counties and subject to any required approval by the State.

#### **ARTICLE X. TERMINATION**

The parties hereto may terminate this agreement at any time, upon six months prior written notice, such termination to be effective when the Governor approves local Workforce Development Area re-designations or at the end of the then current grant administration agreement program year.



Tom F. Smith 6/5/15  
Alleghany County Commissioner Date

Randy W. Rount 6/5/15  
Ashe County Date

Jay Hines 6/5/15  
Alleghany County Finance Officer Date

Janeck Jones 6-5-15  
Ashe County Finance Officer Date

\*\*\*\*\*  
This document has been pre-audited in the manner required  
by the Local Government Budget and Fiscal Control Act.

\*\*\*\*\*  
This document has been pre-audited in the manner required  
by the Local Government Budget and Fiscal Control Act.

Rob Buppith 6/1/15  
Avery County Commissioner Date

Tom Halliburton 06-08-15  
Mitchell County Commissioner Date

Ray Johnson 6/1/15  
Avery County Finance Officer Date

Mario Paroleux 06-08-15  
Mitchell County Finance Officer Date

\*\*\*\*\*  
This document has been pre-audited in the manner required  
by the Local Government Budget and Fiscal Control Act.

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This document has been pre-audited in the manner required  
by the Local Government Budget and Fiscal Control Act.

Jimmy Sklar  
Watauga County Commissioner Date

Ed Bell  
Wilkes County Commissioner Date

Margaret M. Rice 6-1-15  
Watauga County Finance Officer Date

Jess Shepherd 6-5-15  
Wilkes County Finance Officer Date

\*\*\*\*\*  
This document has been pre-audited in the manner required  
by the Local Government Budget and Fiscal Control Act.

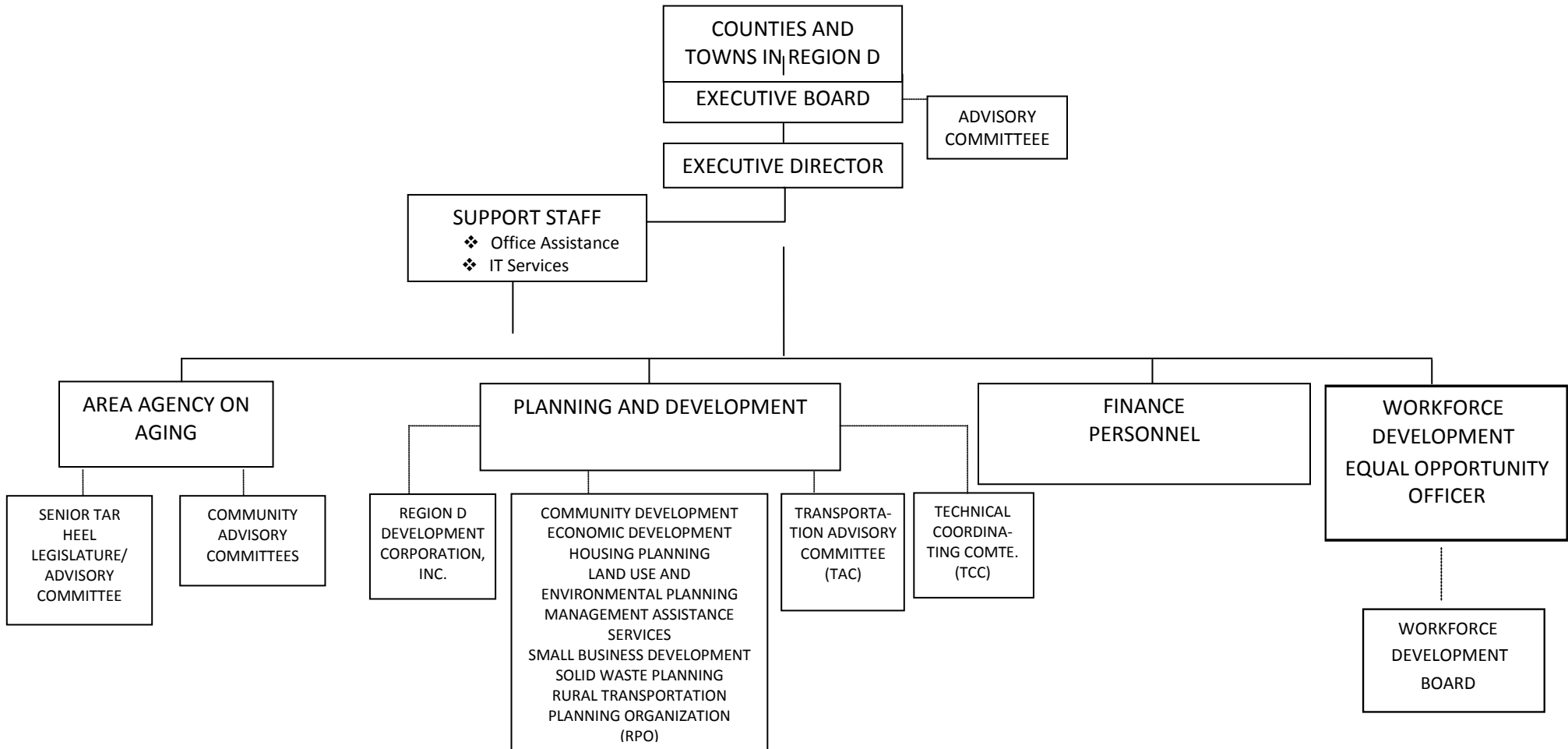
\*\*\*\*\*  
This document has been pre-audited in the manner required  
by the Local Government Budget and Fiscal Control Act.

John Biddle 6-8-15  
Yancey County Commissioner Date

Brandi Bourleson 6-8-15  
Yancey County Finance Officer Date

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This document has been pre-audited in the manner required  
by the Local Government Budget and Fiscal Control Act.

# HIGH COUNTRY COUNCIL OF GOVERNMENTS FY 2017 - 2018



## High Country Workforce Development WIOA Board List

(Effective 03-06-17)

	Category	Name and Business Title	Business Name and Address	Phone Number	Email Address	Term
1.	Business, Chair <i>(Can be one of the required small business seats.)</i>	Sallie Woodring, Volunteer Services, Career Pathways Director	Appalachian Regional Health System PO Box 1796 Banner Elk, NC 28604	828-737-7538 (o)	<a href="mailto:swoodring@apprhs.org">swoodring@apprhs.org</a>	6/30/2017
2.	Business	Dale Caveny, Manager	Blue Ridge Business Development Center 115 Atwood Street Sparta, NC 28675	336-372-1525 ext. 22	<a href="mailto:bdcadmin@blueridgebdc.org">bdcadmin@blueridgebdc.org</a>	6/30/2018
3.	Business	Paul Demmink, President	NAPCO 120 Trojan Avenue Sparta, NC 28675	704-576-7846	<a href="mailto:pdemmink@napcousa.com">pdemmink@napcousa.com</a>	6/30/2017
4.	Business	Jeff Dreyer, Director of Manufacturing	American Emergency Vehicles (AEV) 165 American Way Jefferson, NC 28640	336-982-9824	<a href="mailto:jeff.dreyer@aev.com">jeff.dreyer@aev.com</a>	6/30/2018
5.	Business	John Lyons, Plant Manager	GE Aviation 400 The Professional Drive West Jefferson, NC 28694	336-246-1725	<a href="mailto:john.lyons@ge.com">john.lyons@ge.com</a>	6/30/2017
6.	Business	Sonya Trapp, Human Resources Director	Hospitality Mints 213 Candy Lane Boone, NC 28607	828-264-3045 ext. 158	<a href="mailto:strapp@hospitalitymints.com">strapp@hospitalitymints.com</a>	6/30/2018

**Notes:**

- In obtaining nominations and making appointments, follow Workforce Innovation and Opportunity Act Section 107(b)(2) and US Department of Labor Training and Employment Guidance Letter (TEGL) 27-14.

- \*If Local Workforce Development Board Area has more than 19 total members: 1) add lines to chart and complete all columns for additional members; 2) ensure required percentages are still met.

## High Country Workforce Development WIOA Board List

(Effective 03-06-17)

	Category	Name and Business Title	Business Name and Address	Phone Number	Email Address	Term
7.	Business	Chris Edwards, Assistant General Manager / Human Resources Director	Chetola Resort at Blowing Rock PO Box 17 Blowing Rock, NC 28605	828-295-5510	<a href="mailto:cedwards@chetola.com">cedwards@chetola.com</a>	6/30/2017
8.	Business	Bob Hege, President	Meadows Mills, Inc. PO Box 1288 N. Wilkesboro, NC 28659	336-838-2282	<a href="mailto:bobh@meadowsmills.com">bobh@meadowsmills.com</a>	6/30/2018
9.	Business, Vice Chair	Justin Ray, President	Shady Lawn Lodge & Restaurant 330 Cranberry Street Newland, NC 28657	828-733-9006	<a href="mailto:jray34@gmail.com">jray34@gmail.com</a>	6/30/2018
10.	Small Business	Nate Griffin, President	Anchor Coffee Company 949 D Street North Wilkesboro, NC 28659	336-341-2200	<a href="mailto:nate.r.griffin@gmail.com">nate.r.griffin@gmail.com</a>	6/30/2017
11.	Business	Bryan Peterson, Human Resources Manager	Altec Industries PO Box 130 Burnsville, NC 28714	828-678-5502	<a href="mailto:bryan.peterson@altec.com">bryan.peterson@altec.com</a>	6/30/2018
12.	Business	Chris McCurry, Co-Owner	The Bark House at Highland Craftsmen, Inc. 534 Oak Avenue Spruce Pine, NC 28777	828-765-9010	<a href="mailto:chris@barkhouse.com">chris@barkhouse.com</a>	6/30/2017

**Notes:**

- In obtaining nominations and making appointments, follow Workforce Innovation and Opportunity Act Section 107(b)(2) and US Department of Labor Training and Employment Guidance Letter (TEGL) 27-14.

- \*If Local Workforce Development Board Area has more than 19 total members: 1) add lines to chart and complete all columns for additional members; 2) ensure required percentages are still met.

## High Country Workforce Development WIOA Board List

(Effective 03-06-17)

	Category	Name and Business Title	Business Name and Address	Phone Number	Email Address	Term
13.	Business	Christy Wilson, Owner/Manager	NuWray Inn & Restaurant 102 Town Square Burnsville, NC 28714	828-775-4026	<a href="mailto:nuwrayvenue@yahoo.com">nuwrayvenue@yahoo.com</a>	6/30/2017
14.	Business	Rebecca Carter, President/CNO	Blue Ridge Regional Hospital 125 Hospital Drive PO Drawer 9 Spruce Pine, NC 28777	828-765-4201	<a href="mailto:rebecca.carter@msj.org">rebecca.carter@msj.org</a>	6/30/2018
15.	Labor Organization, or where none exists, other representative of employees <i>(provide organization affiliation)</i>	Jonathan Huskins, Processing Assistant III – Maintenance	Mountain View Correctional Institution SEANC (State Employees Association of NC) PO Box 84 Linville Falls, NC 28647	828-467-7635	<a href="mailto:jonathan@ridgetopassociates.com">jonathan@ridgetopassociates.com</a>	6/30/2017
16.	Labor Organization, or where none exists, other representative of employees <i>(provide organization affiliation)</i>	Lynette Orbovich, Director, Summer Sessions & Professional Development	Appalachian State University SEANC (State Employees Association of NC) 400 University Hall Drive	828-262-7698	<a href="mailto:orbovichln@appstate.edu">orbovichln@appstate.edu</a>	6/30/2018

**Notes:**

- In obtaining nominations and making appointments, follow Workforce Innovation and Opportunity Act Section 107(b)(2) and US Department of Labor Training and Employment Guidance Letter (TEGL) 27-14.

- \*If Local Workforce Development Board Area has more than 19 total members: 1) add lines to chart and complete all columns for additional members; 2) ensure required percentages are still met.

## High Country Workforce Development WIOA Board List

(Effective 03-06-17)

	Category	Name and Business Title	Business Name and Address	Phone Number	Email Address	Term
			ASU Box 32119 Boone, NC 28608			
17.	Community Based Organization	Melissa Soto, Executive Director	WAMY Community Action, Inc. 225 Birch Street, Suite 2 Boone, NC 28607	828-264-2421	<a href="mailto:melissa@wamycommunityaction.org">melissa@wamycommunityaction.org</a>	6/30/2017
18.	Joint Labor- Management, or union affiliated, registered apprenticeship program. Or where none exists, representative of registered apprenticeship program <i>(provide representative's affiliation)</i>	Susan Banks, Administrative Assistant	Leviton Manufacturing Co. Inc. 618 South Jefferson Avenue West Jefferson, NC 28694	336-846-3246, ext. 320	<a href="mailto:sbanks@leviton.com">sbanks@leviton.com</a>	6/30/2018
19.	Organizations addressing needs of eligible youth	Jane Blackburn, Director of Libraries	Appalachian Regional Library 148 Library Drive West Jefferson, NC 28694	336-846-2041	<a href="mailto:jblackburn@arlibrary.org">jblackburn@arlibrary.org</a>	6/30/2017
20.	Adult Education and Literacy eligible under WIOA Title II	Debbie Woodard, Dean, College Readiness	Wilkes Community College PO Box 120 Wilkesboro, NC 28697	336-667-5368	<a href="mailto:debbie.woodard@wilkescc.edu">debbie.woodard@wilkescc.edu</a>	6/30/2017

**Notes:**

- In obtaining nominations and making appointments, follow Workforce Innovation and Opportunity Act Section 107(b)(2) and US Department of Labor Training and Employment Guidance Letter (TEGL) 27-14.

- \*If Local Workforce Development Board Area has more than 19 total members: 1) add lines to chart and complete all columns for additional members; 2) ensure required percentages are still met.

## High Country Workforce Development WIOA Board List

(Effective 03-06-17)

	Category	Name and Business Title	Business Name and Address	Phone Number	Email Address	Term
21.	Higher Education	Dr. Terry Rawls, Executive Director, Educational Outreach and Summer Programs	Appalachian State University 400 University Hall Drive Boone, NC 28607	828-262-6519	<a href="mailto:rawlsdt@appstate.edu">rawlsdt@appstate.edu</a>	6/30/2017
22.	Vocational Rehabilitation Program	Mike Birkmire Manager	Vocational Rehabilitation Services 245 Winklers Creek Road, Suite A Boone, NC 28607	828-265-5396	<a href="mailto:michael.birkmire@dhhs.nc.gov">michael.birkmire@dhhs.nc.gov</a>	6/30/2017
23.	Economic Development	Dan Little, President	Wilkes Economic Development Corp. 213 Ninth Street North Wilkesboro, NC 28659	336-838-1501	<a href="mailto:dllittle@wilkesedc.com">dllittle@wilkesedc.com</a>	6/30/2017
24.	Wagner-Peyser Act	Felicia Culbreath-Setzer, NCWorks Regional Operations Director	Division of Workforce Solutions 3301 Hwy 70 SE Newton, NC 28658	828-465-5535 ext. 230	<a href="mailto:felicia.setzer@nccommerce.com">felicia.setzer@nccommerce.com</a>	6/30/2017

**Notes:**

- In obtaining nominations and making appointments, follow Workforce Innovation and Opportunity Act Section 107(b)(2) and US Department of Labor Training and Employment Guidance Letter (TEGL) 27-14.

- \*If Local Workforce Development Board Area has more than 19 total members: 1) add lines to chart and complete all columns for additional members;  
2) ensure required percentages are still met.

## ARTICLE I - The Board

**Section 1 - Name:** The name of this organization shall be the High Country Workforce Development Board (WDB or Board).

**Section 2 - Service Area:** The area to be served by the WDB shall be Alleghany, Ashe, Avery, Mitchell, Watauga, Wilkes, and Yancey Counties. This Service Area shall also be known as the Local Area.

**Section 3 - The Consortium:** Created by formal agreement among the seven local county governments in the region for the purpose of being able to receive federal workforce development funding, the Consortium is comprised of the seven elected Chairs (or designee) of the Local Area's Boards of County Commissioners. The Consortium identifies an entity to serve as the fiscal agent for the funding; appoints members to the WDB; and the Chief Elected Official (selected by the Consortium members) acts as the signatory on designated documents.

**Section 4 - Vision:** It is the vision of the WDB to serve as a strategic leader and convener of local workforce development system stakeholders by partnering with employers and the workforce development system to develop policies and investments supporting public workforce system strategies that support regional economies, the development of effective approaches including local and regional sector partnerships and career pathways, and high-quality, customer-centered service delivery and service delivery approaches (WIOA Title I, 20 CFR Section 679.300).

**Section 5 - Purpose:** It is the purpose of the Board to serve as a governance board for workforce development in the Local Area and to provide policy guidance for and exercise oversight with respect to activities conducted under the Workforce Innovation and Opportunity Act (WIOA) for the Local Area in partnership with the High Country Workforce Development Consortium (Consortium) that assist in achievement of North Carolina's strategic and operational vision and goals, while improving quality of services, customer satisfaction, and effectiveness of the services provided.



a. Duties and Responsibilities: Duties and responsibilities of the WDB (as described in Section 107 of WIOA Title I, 20 CFR 679.370) are as follows:

1. **Local Plan**: to jointly develop a local plan with the Chief Elected Official in coordination with appropriate community partners to address the workforce development needs of the Local Area;
2. **Workforce Research and Regional Labor Market Analysis**: to assist in the development and implementation of the Local Plan;
3. **Convening, Brokering, Leveraging**: to convene local stakeholders in the development and implementation of the local plan under Section 108 of WIOA and in identifying non-federal expertise and resources to leverage support for workforce development activities;
4. **Employer Engagement**: to lead efforts in engaging a diverse range of employers and entities in the Local Area;
5. **Career Pathways Development**: to lead efforts in the Local Area with education partners to develop and implement career pathways by aligning the employment, training, education, and supportive services that are needed by adults and youth, particularly individuals with barriers to employment;
6. **Proven and Promising Practices**: to lead efforts in the Local Area to identify and promote proven and promising strategies and initiatives for meeting the needs of employers, workers, and jobseekers; to disseminate information on proven and promising practices carried out in other Local Areas for meeting such needs;
7. **Technology**: to develop strategies for using technology; to maximize the accessibility and effectiveness of the local workforce development system for employers, workers, and jobseekers;
8. **Program Oversight**: in partnership with the local Consortium, the Board shall conduct oversight for local youth workforce investment activities,

local employment and training activities, and the one-stop delivery system; ensure the appropriate use, management, and investment of funds to maximize performance outcomes under Section 116 of the WIOA;

9. **Negotiation of Local Performance Accountability Measures**: the local Board, the Chief Elected Official, and the North Carolina Governor shall negotiate and reach agreement on local performance accountability measures as described in Section 116 of WIOA;
10. **Selection of One-Stop/Career Center Operators and Providers**: the local Board, with the agreement of the Chief Elected Official for the Local Area, shall:
  - i. designate or certify one-stop operators, may terminate for cause the eligibility of such operators;
  - ii. identify eligible providers and award contracts on a competitive bid basis of youth workforce investment activities and may terminate for cause the eligibility of such providers;
  - iii. identify eligible providers of training services;
  - iv. identify eligible providers of career services by awarding contracts;
  - v. work with the State to ensure there are sufficient numbers and types of providers of career services and training services serving the Local Area and that these services are provided in a manner that maximizes customer choice;
11. **Coordination with Education Providers**: to coordinate activities with education and training providers in the Local Area;
12. **Budget and Administration**: to develop a budget for activities in the Local Area that are consistent with the local plan and duties of the Board;
13. **Accessibility for Individuals with Disabilities**: to annually assess the physical and programmatic accessibility in accordance with applicable provisions under Title I of the WIOA and of the Americans with Disabilities Act of 1990 of all one-stop centers in the Service Area;

- b. To ensure that the Local Fiscal Area Agent contracts for an outside audit of its own financial procedures annually. The WDB has audit review rights.
- c. The Workforce Development Board shall not operate or manage career centers but shall serve in the role of governance providing planning, monitoring, evaluation, and oversight of the selected operators and partners.

**Section 6** - The Board shall act as local partners with the Consortium in the implementation of the WIOA, and provide guidance to staff in the development of the local plan. The Board will review the local plan prior to its approval by the Consortium before submitting to the North Carolina Governor.

## ARTICLE II - Membership

**Section 1** - The High Country Workforce Development Board shall consist of a minimum of twenty-three (23) voting members:

- Fourteen (14) private sector members, having optimum policy-making authority, who are appointed by Boards of County Commissioners or their Consortium representatives (two (2) appointments per County Consortium Representative) in accordance with the WIOA; and
- A minimum of nine (9) and no more than thirteen (13) public sector members, having optimum policy-making authority, who are appointed by the Consortium by a vote of a majority of the total number of members of the Consortium.

**Section 2** - It is allowable for an individual to be appointed as a representative on the WDB for more than one entity (or more than one seat) if the individual meets all of the criteria for representation (WIOA Title I, 20 CFR 679.320 (h))

### **Section 3 - Board Membership Composition**

#### **Private Sector/Business Member Seats** (14 seats):

There shall be two (2) private sector/business member seats from each county with one seat expiring in an odd-numbered year and the other in an even-numbered year beginning July 1. Representation of businesses in the Local Area shall be no less than fifty-one percent (51%) of total board composition and meet the following criteria (WIOA Section 107(b)):

- At a minimum, two (2) seats must represent small business as defined by the U.S. Small Business Administration;
- Member must be an owner, chief executive officer, chief operating officer, manager, human resource manager, or other individual with optimum policy-making or hiring authority;
- Business provides employment opportunities in in-demand industry sectors or occupations, as those terms are defined in WIOA section 3(23); and

- Members are appointed from among individuals nominated by local groups such as chambers of commerce, economic development commissions, and business trade associations.

**Public Sector Seats** (9-13 seats):

Public Sector member seats shall be regional representatives with optimum policy-making authority and shall be appointed through a majority vote of the Consortium. There shall be a minimum of nine (9) seats with a maximum of thirteen (13) seats with a term of two (2) years. All public sector seats shall be in accordance with WIOA Section 107 (b) and shall include the following:

- Not less than twenty percent (20%) of the members must be **workforce representatives**. These representatives:
  1. Must include two (2) or more representatives of labor organizations, where such organizations exist in the Local Area. Where none exist, representatives must be selected from other employee representative groups;
  2. Must include one or more representatives of a joint labor-management, or union affiliated, registered apprenticeship program within the area who must be a training director or a member of a labor organization. If no union affiliated registered apprenticeship programs exist in the area, a representative of a registered apprenticeship program with no union affiliation must be appointed if one exists;
  3. May include one or more representatives of community-based organizations that have demonstrated experience and expertise in addressing the employment, training or education needs of individuals with barriers to employment, including organizations that serve veterans or provide or support competitive integrated employment for individuals with disabilities; and
  4. May include one or more representatives of organizations that have demonstrated experience and expertise in addressing the employment, training, or education needs of eligible youth, including representatives of organizations that serve out-of-school youth.

- The WDB also must include the following representatives of **education and training**:
  1. At least one eligible training provider administering adult education and literacy activities under WIOA Title II [*The regional adult education and literacy program directors shall nominate a representative to serve in this role*];
  2. At least one representative from an institution of higher education providing workforce investment activities; including community colleges [*The regional post-secondary educational institutions shall nominate a representative to serve in this role*]; and
  3. At least one representative from each of the following **governmental and economic and community development** entities:
    - i. Economic and community development entities [*The nomination of a regional representative will be done in coordination with the local economic development commissions/offices.*];
    - ii. The State Employment Service office under the Wagner-Peyser Act serving the Local Area; and
    - iii. The programs carried out under Title I of the Rehabilitation Act of 1973, other than section 112 or part C of that title.
- In addition, the Consortium may appoint individuals or representatives of other appropriate entities in the Local Area:
  1. Entities administering education and training activities who represent local educational agencies or community-based organizations with demonstrated expertise in addressing the education or training needs for individuals with barriers to employment;
  2. Governmental and economic and community development entities who represent transportation, housing, and public assistance programs;
  3. Philanthropic organizations serving the Local Area; and
  4. Other appropriate individuals as determined by the Chief Elected Official.

## **Ex-Officio Members**

The Consortium may appoint other members of the community in an ex-officio role that may be helpful in an advisory role to further advance the mission statements and goals. The WDB may add non-voting members at its discretion, to include elected officials or their representatives.

**Section 4** - All appointments and reappointments will be for a two-year (2) period with alternating terms, unless filling a seat mid-term. Vacancies shall be filled by the procedures prescribed for all other appointments and shall be for the remainder of the term. The Consortium representative responsible for the vacant seat's appointment will be notified by the WDB staff to appoint a representative to fill the vacancy as soon as the seat is declared vacant. Every effort will be made to fill vacancies within ninety (90) days.

## **ARTICLE III - Officers**

**Section 1** - Chair: Voting members of the Workforce Development Board shall elect the Chair from the Private Sector members who are eligible to serve pursuant to the requirements of state and federal law. The chair shall call and preside at meetings, appoint committees, and through the Board's support staff, perform such other duties as directed by the Board.

**Section 2** - Vice-Chair: The eligibility requirements shall be the same as for the Chair. The duties of the Vice-Chair shall be to conduct the business of the Board in the absence of the Chair and such other duties as may be assigned by the Chair.

**Section 3** - Term of Office: The term of office shall be for a period of one (1) year; however, officers may succeed themselves. Elections shall be held at the last regularly scheduled meeting of each Program Year. The terms of office shall begin on July 1 of each year.

## ARTICLE IV - Conflict of Interest and Code of Conduct

In an effort to maintain the high standard of conduct expected in the management of its affairs, the High Country Workforce Development Board adopts the following Code of Conduct applicable to all members, Board staff, and Consortium members:

No Board member shall engage in or do the following:

1. Use the name, endorsement, or services of the Local Area for the benefit of any person, or authorize such use, except in conformance with WDB policy;
2. Accept or seek for oneself, or any other person, any financial advantage or gain other than nominal value offered as a result of Board affiliation;
3. Disclose any confidential Workforce Development Board information to any person not authorized to receive such information or use such information to the disadvantage of the Local Area;
4. Take part in any religious, anti-religious, or partisan political activities in the discharge of Board duties;
5. Take any action which results in a conflict of interest, or the appearance of a conflict of interest, in accordance with Federal Uniform Administrative Requirements;
  - a. Conflict of Interest arises when any of the following may be positively or negatively affected by an action under consideration by the WDB:
    - i. the business in which a member, or one of the immediate family of a member, has a financial interest;
    - ii. the public or non-profit agency which employs a member, or one of the immediate family of a member; or
    - iii. the public or non-profit agency on whose Board a member, or one of the immediate family of a member, sits.



***Immediate Family*** shall be defined as a member's spouse, parents, children, and siblings.

- b. Members must declare any potential conflict of interest in writing upon joining the Board and thereafter at the first meeting of each Program Year. When a potential conflict of interest arises during the year, the member will immediately notify the WDB Chair and the Workforce Development Director in writing.
- c. The Conflict of Interest provision applies equally to Board meetings or personal contact with members outside of meetings, for the purpose of influencing or affecting the member's thinking or decision-making.
- d. WDB members must make a conflict declaration upon the introduction of any agenda item that raises a real or apparent conflict of interest and must abstain from discussion and voting after declaring the conflict. Meeting minutes must show all conflict declarations and abstentions.
- e. Where there is a real or apparent conflict of interest, WDB members must refrain from participating in all stages of the procurement process, including the following:
  - i. participating in the planning process to the extent of advocating that a certain type of service be included or excluded;
  - ii. participating in the development, review, or approval of the procurement method and instrument which a member, one of the immediate family of a member, or the entity a member represents intends to respond to by submitting a proposal;
  - iii. participating in the provider selection process including discussing or voting on one's own or a rival proposal (one which competes for funding from the same source); and
  - iv. attempting to influence a planning or funding decision by lobbying or advocating for or against a plan for proposal.

- f. No member who has a conflict of interest may serve as a WDB officer or committee chair.

It is the responsibility of each member and alternate of the Workforce Development Board to govern the actions of all Board members in compliance with the Code of Conduct. If a member thinks there is a possibility of a conflict of interest, real or apparent, on the part of another member, it is his or her affirmative responsibility to immediately bring the matter to the attention of the Board or Executive Committee.

Upon the assertion of a possible violation of this policy, the Chair or Vice-Chair will appoint an ad hoc committee to review the circumstances, report their findings to the Board for discussion and vote, and recommend a course of action in the event a member is found to be in violation. Action may include, but is not limited to, a declaration that the member's seat is vacant and a request to the appropriate Consortium representative or Consortium Board to make a new appointment.

This Code of Conduct conforms to the Federal Uniform Administrative Requirements (Common Rule).

## ARTICLE V - Staff

**Section 1 - WDB Support:** The WDB shall be supported in the performance of its duties by the Workforce Development Director and/or staff provided by the Local Area Fiscal Agent. This staff shall be responsive to the needs of the WDB and support the WDB in its mandated functions.

## ARTICLE VI - Board Meetings

**Section 1 - Regular Meetings:** The Board shall meet on a regular basis or as otherwise designated by the chairperson.

**Section 2 - Special or Called Meetings:** The Chair, and the Workforce Development Director, may call special meetings of the Board as required or with a majority decision of Board members.

**Section 3 - Quorum:** For any regularly, or otherwise properly, called meeting, the voting members present shall constitute a quorum.

**Section 4 - Voting:** All actions of the Board shall be determined by a majority of the quorum. The adoption and amendments of the by-laws shall be by a two-thirds vote of the members present. Each member of the Board shall have one vote and no proxy votes shall be allowed.

**Section 5 - Order of Business:** The Chair shall be responsible for orderly business of the Board and for calling items on the agenda. During the course of considering items on the agenda, only members of the Board shall participate in the discussion except 1) by prior arrangement with the Chair upon request of a member of the Board or 2) during the public participation period.

**Section 6 - Agenda:** The agenda for Board meetings shall be developed by the Board staff and by the Chair.

**Section 7 - Rules:** The rules set forth in the current edition of *Robert's Rules of Order, Newly Revised*, shall govern the procedures of the Board, unless otherwise agreed upon by the members.

**Section 8 - Public Notice:** Meetings of the Workforce Development Board shall be open, and it shall be a stated policy that interested citizens or groups will be heard on workforce development matters in accordance with Article V, Section 5. Workforce Development Board meetings should be publicized and operated in accordance with the North Carolina Open Meetings Law.

**Section 9 - Reimbursement:** Workforce Development Board members who do not have compensation available from their employing agencies shall be reimbursed for Board related meeting expenses. Funds for such reimbursement will be provided by the Local Area Fiscal Agent. The Local Area Fiscal Agent will be responsible for maintaining records of reimbursements.

**Section 11 - Minutes:** The Local Area staff shall keep minutes which will be made available to all WDB members.

**Section 12 - Participation and Attendance:** It is the duty and responsibility of each member to attend Board meetings and Committee meetings. Regular meetings of the WDB shall be announced electronically and be held as scheduled unless otherwise determined by the Chair in conjunction with the Director. In addition, a calendar of regular Board and Committee meetings shall be made available to all members in a timely manner. As WDB meetings are considered public meetings, Board members are encouraged to participate in person; however, teleconferencing will be made available to those members who request access prior to the meeting. Positions of WDB members, or their designated alternate representatives, who incur three (3) absences within a year shall be declared vacant. However, the Board Chair in conjunction with the WDB Director can consider undue circumstances for absences. The Consortium representative responsible for the vacant seat's appointment will be notified by the WDB staff to appoint a representative to fill the vacancy as soon as the seat is declared vacant. Every effort will be made to fill vacancies within ninety (90) days.

**Section 13 – Alternates:** Each WDB member may request, in writing, that an alternate be appointed to attend in the WDB member's absence. The written request shall be made to the appropriate Consortium Representative, the Consortium CEO, Board Chair, and the Board Director. The WDB member will be responsible for keeping his/her alternate informed of the meetings and information pertaining to the meeting(s) the alternate will attend for the WDB member. The alternate will vote as a WDB member in the absence of the member. Attendance and voting by the designee shall be as if the WDB member attended and voted herself/himself for attendance and voting requirements, including, but not limited to, establishing a Board quorum. Alternates must be from the same category of representatives (i.e. business/industry, agency) as the WDB member for whom the alternate is appointed.

## ARTICLE VII - Committees

**Section 1 – Committee Structure:** The WDB shall, as necessary, be organized into standing or ad hoc committees to carry out its functions and responsibilities as assigned. The Chair and committee members shall be designated by the WDB Chair in conjunction with the WDB Director. Committees shall be chaired by a board member. Committee meetings follow the same attendance expectations as WDB meetings.

**Section 2 – Executive Committee:** The Chair, Vice-Chair, past Chair, Committee Chairs, and other members appointed by the Chair shall compose the Executive Committee.

**Section 3 – Committee Authority:** The WDB recognizes that each committee serves as a policy maker and systems builder for its specific area and delegates to its committee's authority and flexibility to accomplish the goals and assignments for the tasks under their authority, so long as the committees are functioning within the framework of the Board's underlying philosophy.

**Section 4 – Quorum:** For any regularly, or otherwise properly, called meeting, the voting members present shall constitute a quorum.

## ARTICLE VIII - By-Laws Amendment Procedure

These by-laws may be amended at any regular meeting of the Board by a two-thirds vote of the quorum present, provided that the proposed amendment has been submitted in writing at the previous regular meeting. Amendments will not take effect until approved by a majority of the Consortium Board.

Amended this, the 12<sup>th</sup> day of January 2017, by a two-thirds vote of the High Country Workforce Development Board.

Motion: Bryan Peterson

Second: Bob Hege

HCWDB Chair Signature:

Sally Woodring

Adopted this, the 4<sup>th</sup> day of April, 2017 by a majority vote of the Consortium Board.

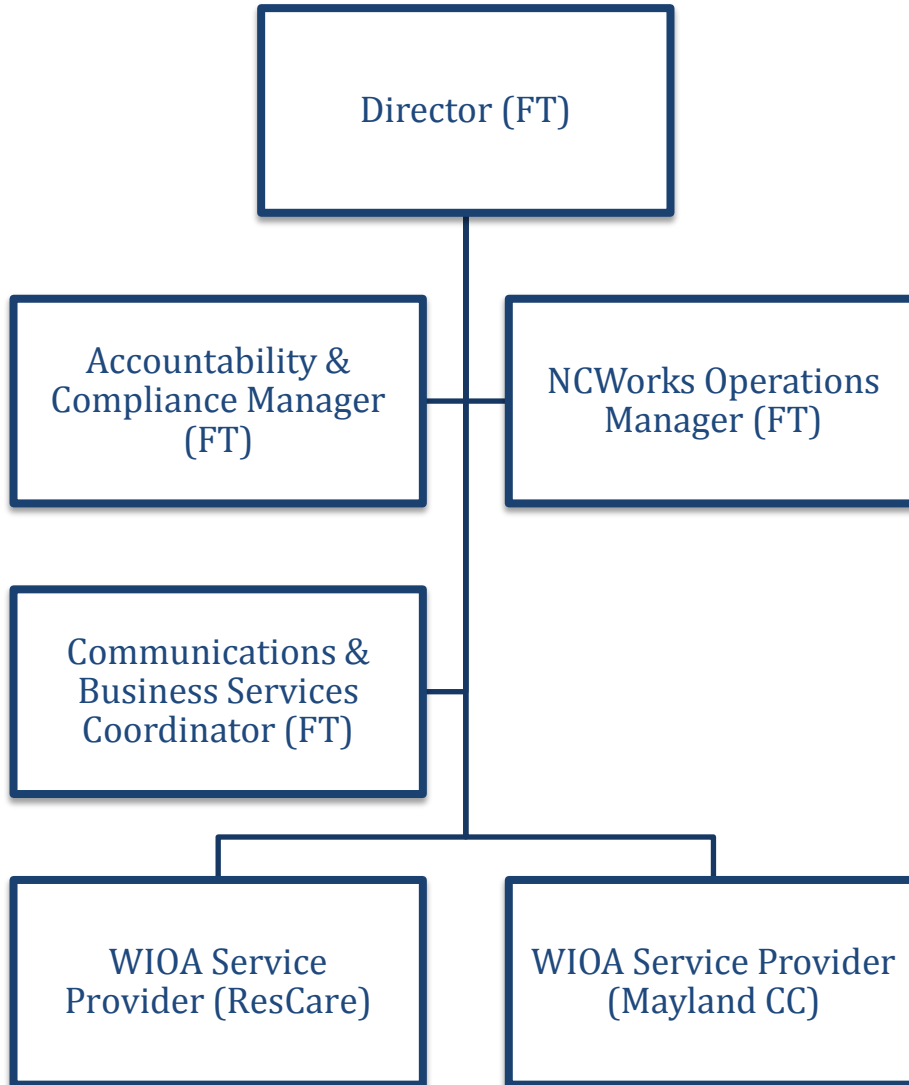
Gordon K. Elmrose

Consortium Chief Elected Official Date

I hereby certify that during the regular organizational meeting of the High Country Consortium on April 4<sup>th</sup>, 2017, these By-Laws were adopted.

Keth Deveraux  
(Attest)

4/21/2017  
Date





## **Program Year 2017**

### **Workforce Development Board Meetings**

<b>July 13, 2017</b>	<b>2:30 pm @ HCCOG Office</b>
<b>October 12, 2017</b>	<b>2:30 pm @ HCCOG Office</b>
<b>January 11, 2018</b>	<b>2:30 pm @ HCCOG Office</b>
<b>April 12, 2018</b>	<b>2:30 pm @ HCCOG Office</b>



**CERTIFICATION REGARDING DEBARMENT, SUSPENSION,  
AND OTHER RESPONSIBILITY MATTERS**

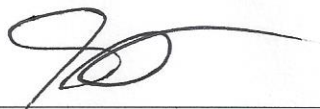
This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98, Section 98.510, Participant's Responsibilities.

**(BEFORE COMPLETING THIS CERTIFICATION, READ THE INSTRUCTIONS ON THE FOLLOWING PAGE WHICH ARE AN INTEGRAL PART OF THE CERTIFICATION)**

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

Shane Fox, Executive Director HCCOG

Printed Name and Title of Authorized Administrative Entity Signatory Official



Signature

4/24/17

Date



## INSTRUCTIONS FOR CERTIFICATION

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

# Workforce Innovation and Opportunity Act of 2014

## Program Year 2017 Local Plan Signatory Page for

### High Country Workforce Development Board

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 Regional and Local Area Plan in compliance with the provisions of the Workforce Innovation and Opportunity Act of 2014 and instructions issued by the Governor under authority of the Act.

April 28, 2017

Submission Date

Workforce Development Board Chair

Chief Elected Official

Sallie J. Woodring

G. Keith Elmore

WDB Chair  
Volunteer Services/Career Pathways Director  
Appalachian Regional Healthcare System

WDB Chief Elected Official  
Owner, Foothills Auto Spa  
Wilkes County Commissioner

Signature

04/26/17

Date

Signature

4-25-17

Date

**High Country NCWorks Career Center System**  
(Reflects Local Area Structure as of July 1, 2017)

A. One-Stop Location(s) (Address and Hours)	B. Tier 1 or Tier 2	C. On-site Partners	D. Career Center Operator and Method of Selection	E. Provider(s) of WIOA Career Services and Method of Selection	F. Provider(s) and Type of On-site Youth Services	G. Additional Partners
Alleghany NCWorks Career Center 115 Atwood Street Sparta, NC 28675  Hours: Monday - Thursday 8-5 (closed 12-1)	Tier 2	Alleghany County Library, Division of Workforce Solutions, ResCare Workforce Solutions, Wilkes Community College	<b>Operator:</b> ResCare Workforce Services  <b>Method:</b> Competitive Procurement	<b>Provider:</b> ResCare Workforce Services  <b>Method:</b> Competitive Procurement	<b>Provider:</b> ResCare Workforce Services  <b>Type:</b> Most Youth Services (see Youth Program Elements chart)	Blue Ridge BDC, DSS, Vocational Rehabilitation, Wilkes Community College
Ashe NCWorks Career Center 626 Ashe Central School Road, Unit 6 Jefferson, NC 28640  Hours: Monday - Friday 8:30 to 4:30 (closed 12-1)	Tier 2	Division of Workforce Solutions, High Country AAA - SCSEP, ResCare Workforce Solutions, Wilkes Community College,	<b>Operator:</b> ResCare Workforce Services  <b>Method:</b> Competitive Procurement	<b>Provider:</b> ResCare Workforce Services  <b>Method:</b> Competitive Procurement	<b>Provider:</b> ResCare Workforce Services  <b>Type:</b> Most Youth Services (see Youth Program Elements chart)	DSS, Vocational Rehabilitation, Wilkes Community College
Avery NCWorks Career Center 428 Pineola Street Newland, NC 28657  Hours: Monday-Thursday 8:30-5:00 (closed 12-1); Friday 8:30-12	Tier 2	Division of Workforce Solutions, Mayland Community College	<b>Operator:</b> Mayland Community College  <b>Method:</b> Competitive Procurement	<b>Provider:</b> Mayland Community College  <b>Method:</b> Competitive Procurement	<b>Provider:</b> Mayland Community College  <b>Type:</b> Most Youth Services (see Youth Program Elements chart)	AMY Regional Library, DSS, High Country AAA-SCSEP, Mayland Community College, Vocational Rehabilitation

A. One-Stop Location(s) (Address and Hours)	B. Tier 1 or Tier 2	C. On-site Partners	D. Career Center Operator and Method of Selection	E. Provider(s) of WIOA Career Services and Method of Selection	F. Provider(s) and Type of On-site Youth Services	G. Additional Partners
<p>Mitchell NCWorks Career Center 200 Mayland Drive Spruce Pine, NC 28777</p> <p>Hours: Monday &amp; Wednesday 8-5 (closed 12-1)</p>	Tier 2	Division of Workforce Solutions, Mayland Community College	<p><b>Operator:</b> Mayland Community College</p> <p><b>Method: :</b> Competitive Procurement</p>	<p><b>Provider:</b> Mayland Community College</p> <p><b>Method:</b> Competitive Procurement</p>	<p><b>Provider:</b> Mayland Community College</p> <p><b>Type:</b> Most Youth Services (see Youth Program Elements chart)</p>	AMY Regional Library, DSS, Mayland Community College, Vocational Rehabilitation,
<p>Watauga NCWorks Career Center 130 Poplar Grove Road Connector Boone, NC 28607</p> <p>Hours: Monday-Thursday 8-5; Friday 8-12 (Noon)</p>	Tier 1	Caldwell Community College & Technical Institute, Division of Workforce Solutions, High Country AAA-SCSEP, ResCare Workforce Solutions	<p><b>Operator:</b> ResCare Workforce Solutions</p> <p><b>Method: :</b> Competitive Procurement</p>	<p><b>Provider:</b> ResCare Workforce Solutions</p> <p><b>Method:</b> Competitive Procurement</p>	<p><b>Provider:</b> ResCare Workforce Solutions</p> <p><b>Type:</b> Most Youth Services (see Youth Program Elements chart)</p>	Appalachian Regional Library, Caldwell Community College & Technical Institute, DSS, Vocational Rehabilitation
<p>Wilkes NCWorks Career Center 103 Call Street Extension Wilkesboro, NC 28697</p> <p>Hours: Monday-Friday 8-5</p>	Tier 1	Division of Workforce Solutions, High Country AAA-SCSEP, ResCare Workforce Solutions, Wilkes Community College	<p><b>Operator:</b> ResCare Workforce Solutions</p> <p><b>Method: :</b> Competitive Procurement</p>	<p><b>Provider:</b> ResCare Workforce Solutions</p> <p><b>Method:</b> Competitive Procurement</p>	<p><b>Provider:</b> ResCare Workforce Solutions</p> <p><b>Type:</b> Most Youth Services (see Youth Program Elements chart)</p>	DSS, Goodwill Industries, Vocational Rehabilitation, Wilkes Community College

A. One-Stop Location(s) (Address and Hours)	B. Tier 1 or Tier 2	C. On-site Partners	D. Career Center Operator and Method of Selection	E. Provider(s) of WIOA Career Services and Method of Selection	F. Provider(s) and Type of On-site Youth Services	G. Additional Partners
<p>Yancey NCWorks Career Center 1040 East US Highway 19E, Suite L Burnsville, NC 28714</p> <p>Hours: Monday- Thursday 8:30- 5:00(closed 12-1)</p>	Tier 2	Division of Workforce Solutions, Mayland Community College, Vocational Rehabilitation	<p><b>Operator:</b> Mayland Community College</p> <p><b>Method: :</b> Competitive Procurement</p>	<p><b>Provider:</b> Mayland Community College</p> <p><b>Method:</b> Competitive Procurement</p>	<p><b>Provider:</b> Mayland Community College</p> <p><b>Type:</b> Most Youth Services (see Youth Program Elements chart)</p>	AMY Regional Library, DSS, Mayland Community College, WAMY Community Action

## Program Year 2017 WIOA Local Adult/Dislocated Worker Services Providers List

<b>WIOA Adult/Dislocated Worker Activity Provider</b> (Organization Name, Address and Telephone Number)	<b>Contact Person</b> (Name, Title and E-mail Address)	<b>County/Counties Served</b>	<b>Type of Organization</b> (State Agency, For-profit, Non-profit, other-specify)	<b>Type of Contract</b> (Cost Reimbursement, Fixed Price, Performance Based, Hybrid, other-specify)
Mayland Community College  PO Box 827 Spruce Pine, NC 28777  (828) 682-6618	Pam Wilson, WIOA Director  pam.wilson@nccommerce.com	Avery, Mitchell, and Yancey	Community College	Reimbursement
ResCare Workforce Services 9901 Linn Station Road Louisville, KY 40223 (828) 545-1323	Adrian Tait, Regional Director  adrian.tait@rescare.com	Alleghany, Ashe, Watauga, and Wilkes	For-profit	Reimbursement



**Program Year 2017** (*Issued May 2017*)

### **What is priority of service?**

Section 134(c)(3)(E) of WIOA establishes a priority requirement with respect to funds allocated to a local area for adult employment and training activities. Center staff must give priority of service in providing services to:

- Veterans and eligible spouses
- Recipients of public assistance
- Other low-income individuals, and
- Individuals who are basic skills deficient

Individuals who are underemployed and meet the definition of a low-income individual may receive career and training services under the Adult program on a priority basis. Additionally, individuals who meet the definition of an individual with a barrier to employment (WIOA 3(24)) who are underemployed may also be served in the Adult program.

Individuals who are underemployed may include:

- Individuals employed less than full-time who are seeking full-time employment;
- Individuals who are employed in a position that is inadequate with respect to their skills and training;
- Individuals who are employed who meet the definition of a low-income individual in WIOA sec. 3(36); and
- Individuals who are employed, but whose current job's earnings are not sufficient compared to their previous job's earnings from their previous employment, per State and/or local policy.

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

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



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

*Note: When past income is an eligibility determinant for Federal employment or training programs, any amounts received as military pay or allowances by any person who served on active duty, and certain other specified benefits must be disregarded for the veteran and for other individuals for whom those amounts would normally be applied in making an eligibility determination. Military earnings are not to be included when calculating income for veterans or transitioning service members for this priority, in accordance with 38 U.S.C. 4213.*

**Priority Categories/Service Order**

Staff should follow the following guidelines when providing services at the career center. Once staff have determined which priority group a customer may qualify as, services should be provided in the following order to customers.

<b>Priority of Service Status for Career &amp; Training Services</b>	
Priority 1	Veterans and eligible spouses who are: <ul style="list-style-type: none"> <li>● Low income, or</li> <li>● Recipients of public assistance, or</li> <li>● Who are basic skills deficient</li> </ul>
Priority 2	Individuals who are: <ul style="list-style-type: none"> <li>● Low income, or</li> <li>● Recipients of public assistance, or</li> <li>● Who are basic skills deficient</li> </ul>
Priority 3	Veterans and eligible spouses who are: <ul style="list-style-type: none"> <li>● Not low income, and</li> <li>● Not recipients of public assistance, and</li> <li>● Not basic skills deficient</li> </ul>
Priority 4	Individuals who do not meet the above status who are at 200% of the federal poverty level guidelines based on family size and family income (self-sufficiency).
Priority 5	All other individuals who do not meet the above guidelines. This category does not qualify for WIOA funded training services.

<b>Procedures for Services</b>	
Welcome the Customer	<ul style="list-style-type: none"> <li>● NOTE: All centers will display veterans’ priority of service signage that is visible upon entry.</li> <li>● All customers visiting an NCWorks Career Center will be greeted in a timely and professional manner by staff.</li> <li>● Customers will be asked to sign-in at the reception area. Sign-in sheets will assist staff in identifying the priority status of customers based on their self-identification.</li> </ul>
Staff Identify Customers Priority Status	<ul style="list-style-type: none"> <li>● Staff will make efforts in identifying which category a customer may qualify.</li> <li>● Veterans will be thanked for their service.</li> <li>● Staff will make a determination on the order of precedence for services for those customers currently at the center.</li> <li>● Once order is determined, the provision of basic career services will begin.</li> </ul>
Staff Provides Basic Career Services	<ul style="list-style-type: none"> <li>● Staff will provide basic career services to include NCWorks registration and initial assessment of needs.</li> <li>● Based on assessment, services will be provided.</li> <li>● If determined that customer is in need of training services, customer will be referred to WIOA training staff.</li> </ul>
Training Services	<ul style="list-style-type: none"> <li>● If determined eligible for training services, individuals must qualify in Priority 1-4.</li> <li>● Those individuals who fall in Priority 5 are not eligible for WIOA funded services beyond basic career services.</li> </ul>

## **Guidance on Serving Veterans & Veteran Eligibility (DWS Policy Statement 03-2017)**

The Jobs for Veterans Act affords priority of service to covered veterans and eligible spouses over non-covered persons for the receipt of employment, training, and placement services provided under new or existing job training programs funded in whole or in part, by the U.S. Department of Labor (DOL).

**Determining Eligibility:** To be eligible for priority of service you must meet the following definition as a Covered Person. The term 'covered person' means any of the following individuals:

- **A Veteran:** A person who served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable.
- **Eligible Spouse:** The spouse of any of the following individuals:
  - Any veteran who died of a service connected disability.
  - Any veteran who has a total disability resulting from a service- connected disability.
  - Any veteran who died while a disability so evaluated was in existence.
  - Any member of the Armed Forces serving on active duty who, at the time of application for assistance under this section, is listed, pursuant to section 556 of title 37 and regulations issued by the Secretary concerned, in one or more of the following categories and has been so listed for a total of more than 90 days -- missing in action, captured in the line of duty by a hostile force, or forcibly detained or interned in line of duty by a foreign government or power.

**What it Means:** Veterans' priority of service means the right of eligible covered persons to take precedence over eligible non-covered persons in obtaining services. For example, this could mean:

- The covered person receives access to the service or resource earlier in time than the non-covered person; or
- If the service or resource is limited, the covered person receives access to the service or resource before the non-covered person.

**Eligible Programs:** Below is a list of programs affected by the passage of the priority of service law. This list is not all inclusive, but provides an example of the type of programs in which priority of service to qualified veterans exists. Before priority of service can be extended to any covered person in these programs, the covered person **MUST** be qualified to participate in the program.

- WIOA Adult/Dislocated Worker
- Trade Act Programs
- Wagner-Peyser Employment Service
- Senior Community Service Employment Programs

- National Emergency Grant
- Migrant and Seasonal Farm Worker Program
- WIOA Demonstration Projects
- Career One-Stop Electronic Tools
- Indian and Native American Programs
- Labor Market Information Grants

Additional information can also be found in the USDOL guide: [A Protocol for Implementing Priority of Service for Veterans and Eligible Spouses](#)

#### References:

<https://wdr.doleta.gov/directives/attach/TEGL/TEGL10-09.pdf>

[https://wdr.doleta.gov/directives/attach/TEGL/TEGL\\_19-16.pdf](https://wdr.doleta.gov/directives/attach/TEGL/TEGL_19-16.pdf)

<https://wdr.doleta.gov/directives/attach/TEN/ten2010/ten15-10.pdf>

<http://www.nccommerce.com/LinkClick.aspx?fileticket=gDg3GGXeJy0%3d&tabid=3697&mid=8957>

<http://www.nccommerce.com/Portals/11/Policy%20Statements/Policy%20Statements%202016/PS%20-03-2017%20Attachment%201TEN%2015-10.pdf>

Program Year 2017 (Issued May 2017)

### What is a Work Experience?

Work experience is a critical WIOA “training” program element that can assist individuals:

- Understand proper workplace behavior
- Understand what is necessary in order to attain and retain employment
- Receive career exploration, skill development, and reinforcement of work ethic
- Serve as a stepping stone to unsubsidized employment
- Develop a career pathway

Work experiences should be designed to enable participants to gain exposure to the working world and its requirements while helping them acquire the personal attributes, knowledge, and skills needed to obtain a job and advance in employment. It also provides opportunities for career exploration and skill development and is not designed to solely benefit the employer, although the employer may, in fact, benefit from the activities performed by the participant. Instruction in employability skills or generic workplace skills should be addressed by staff and worksites during a work experience. Work experiences may also provide exposure to various aspects of an industry and include progressively more complex tasks.

Work experiences should be planned, structured learning experiences that take place in a workplace for a limited period of time and may be in the private for-profit sector; the non-profit sector; or the public sector and may be paid or unpaid learning activities. Participants receiving an unpaid work experience may receive a stipend upon approval of the Workforce Development Board (WDB). A work experience should also include an academic and occupational education component.

A work experience can also include activities such as summer employment, pre-apprenticeship, internships, job shadowing, and on-the-job training (OJT). Participants receiving OJT must follow the local OJT policy.

### Who Can Participate in a Work Experience?

Enrolled adults, dislocated workers, and youth who meet eligibility requirements of WIOA may participate in a work experience pending available funding and **determination that the activity aligns with the individual’s plan of service based off of their individual assessment results demonstrating the activity is needed.**

Participants who have little or no work history or are interested in exploring and gaining exposure to new/different skills are good candidates for a work experience activity. Any WEX activities established for adults/dislocated workers must be linked to career goals.

Career Advisors must assess the readiness of participants and determine suitability. Things to consider may include maturity, skill levels, transportation, and commitment. Often a work experience can also be correlated to other program expectations such as completing training or planned in conjunction with education or other expectations. Participant expectations should be outlined in the signed Participant Agreement.

Prior to and during a work experience, staff should provide information and guidance on soft skills, work readiness skills, and employer expectations. Staff **must provide at least one work readiness activity** with each participant prior to the first day on the worksite. This can be completed individually or in a group setting that reviews the expectations of a work experience along with basic employer expectations. Service providers may also want to consider providing scheduled workshops/sessions related to work readiness during the duration of the activity.

### **Length of a Work Experience/Funding**

A paid work experience should be **part-time for a period of two to six months**. As appropriate, a work experience may be extended (however, not past six months). Work experience agreements and activities must be updated to reflect the actual start and end dates accordingly. Participants **should not work more than 30 hours per week**. The length and hours of placement should be determined based on availability of the individual and the worksite and should take into consideration other commitments such as school and family obligations.

When planning work experiences, consideration of funding is essential. A work experience can be shortened or terminated by the worksite, the participant, or staff if expectations are not being met (after corrective action has been put into place), or if at any point funding is determined limited.

Participants may participate in **up to two paid work experiences** if deemed appropriate.

**NOTE: WIOA Youth funding requires that at least 20% of funds be spent on youth work experience/OJT. This includes participant wages and staff time used for the development and management of work experiences.**

NOTE: Service providers must develop a tracking system in order to track staff time spent on the development and management of youth program work experiences. This tracking will be used for reporting purposes.

### **Choosing a Worksite/Worksite Expectations**

Matching the participant with the right worksite/employer is essential to making a work experience successful and beneficial to all parties. Employers need to have a clear understanding and expectation of the attitudes and habits that a participant may exhibit. They also need to be prepared to spend adequate, quality time with the participant and provide appropriate supervision that allows for skill development. **Staff and the worksite must develop a job description individualized to the particular expectations and complete a worksite agreement.** Worksites are encouraged to interview potential participants as part of the work experience process.

Worksites should be selected based on the interests and abilities of the individual. Keeping in mind that a work experience is designed to provide career exploration and hands on learning, if needed, a participant may be moved from one worksite to another when appropriate. Staff should also consider any criminal background that may impact placement or the type of work being performed.



Career Advisors may benefit from making use of other staff in the center that engage in employer outreach in order to identify potential worksites. Business Service Representatives often have established contacts that will assist in placements or site visits.

Worksites must have designated supervision that provides guidance, work assignments, and skill development. Supervisors should complete evaluations every two weeks; review and approve timesheets; keep staff informed of any issues and/or exceptional performance; and report any accidents immediately. Worksites must also maintain work experience agreements along with emergency contact information for the participant.

Things to consider when selecting a worksite include adequate work and work space, demands of the worksite, work place safety, and realistic expectations. Staff should use their best professional judgement regarding placing youth in a situation that might make them feel vulnerable, unsafe, or threatened. When choosing employers, staff should consider the “value added” contributions an employer is willing to make such as refinement of work maturity skills, integration of work and learning, provision of on-site educational services, exposure to skill training, mentoring, exploration, career guidance, and/or possible future employment.

Worksites should provide general liability coverage. **WIOA providers will ensure that workers compensation insurance is provided to each participant and handle aspects of payroll processing** (with the exception of OJT, then the employer provides workers compensation). Worksites are expected to adhere to labor laws and OSHA compliance expectations and complete a Worksite Agreement.

Employers will benefit by participating in the WEX activity as it allows the employer to invest in developing the workforce and engage with workforce development programs, while benefiting from the assistance of the placed individual.

NOTE: WEX activities shall not reduce current employees’ work hours, displace current employees or create a lay-off of current employees, impair existing contracts or collective bargaining agreements, and/or infringe upon the promotional opportunities of current employees as defined in the Fair Labor Standards Act.

### **WIOA Staff Expectations/Monitoring**

Staff should be actively engaged in the development of a work experience. While placing certain responsibilities on the individual may be appropriate, staff must ensure that all parties understand expectations, address any concerns, and have open and frequent communication.

Staff should address the following elements of a WEX:

- ✓ Provide pre-WEX activity
- ✓ Assist the participant in identifying potential worksites
- ✓ Connect with the employer and review employer expectations
- ✓ Monitor worksites to include a site visit at least every two weeks
- ✓ Provide guidance and training to participants to include worksite expectations
- ✓ Establish and maintain necessary documents related to placements
- ✓ Handle aspects related to payroll based on the established scheduled

Prior to the first day at the worksite, **staff are expected to provide at least one work readiness activity** to the participant to address basic employer expectations, etc. Planned work readiness training activities incorporated as part of the work experience can be paid time if included on the timesheet. Service providers are encouraged to develop and provide ongoing work readiness guidance that will result in successful completion.

Worksite visits should be made at least once per pay period unless deemed necessary for more frequent contact. Each visit allows staff the opportunity to observe work skills, address concerns, provide guidance, and address employer needs. If it is determined that there is not adequate, supervised work, or deemed not appropriate, a new worksite should be pursued. Worksite visits also provide opportunity to engage with employers and provide resources that may be of benefit to them through the career center.

If the participant displays disciplinary problems, staff and the worksite supervisor should address the participant accordingly to correct the behavior as soon as possible. Ongoing problems or signs of no improvement may result in termination of the work experience. Illegal activity such as theft, use of drugs or alcohol, can be reason for immediate termination.

Documentation and worksites may be monitored at any time by the Local Area, the NC Division of Workforce Solutions and/or the US Department of Labor.

### **NCWorks Documentation**

All work experiences are to be documented in NCWorks by keying the appropriate activities and case notes to reflect progress of the placement, issues, site visits, etc. Work Experience activities include the following:

- 219 Adult/DW Work Experience
- 425 Youth Paid Work Experience
- 426 Youth Unpaid Work Experience
- 401 Pre-employment Training (Pre-WEX activity)

Activities must have correct start and end dates that align with the first and last day at the worksite, which should also correspond to worksite agreements.

All work experience activities should also be part of the individual service plan.

Agreements, timesheets, and other documents related to the work experience should be scanned into NCWorks following local and state guidance regarding scanning and redacting.

### **Supportive Services/Incentives**

Supportive services may be provided to participants who are placed in a work experience if a need is identified that prohibits successful completion following the local Supportive Services policy. Common supportive services include transportation and daycare assistance.



Participants should receive guidance on money management which may reduce the need for supportive services. Youth that successfully complete their planned work experience may receive a \$50.00 incentive following the local Incentive Policy.

### **Timesheets/Work Permits/Wage and Hour ([www.wagehour.dol.gov](http://www.wagehour.dol.gov))**

When a work experience is paid, the employer of record is the WIOA service provider (unless contracting through a temp agency or other organization, as approved). Participant wages are paid from WIOA funding. Staff must ensure proper tax forms (W-4 and NC-4) and Employment Verification (I-9) are completed prior to working. It is recommended that participants be paid at least every two weeks with a payroll schedule provided to each participant. Each participant's rate of pay and timeframe/hours should be included on the agreement.

Participants under 18 must have a Youth Employment Certificate/work permit before beginning work. Work permit information can be found at <http://www.nclabor.com/wh/yec.pdf>.

Wages shall be paid at no less than the minimum wage. Wages higher than minimum wage should align with prevailing wage of the entry level position. Wage increases are permitted when deemed appropriate based on positive evaluations. **Participants should not work more than 30 hours per week.**

WIOA work experience wages are not eligible for unemployment insurance benefits as the activity is considered a component of a workforce development training program. Earnings received from a work experience should not impact a participant's public assistance; however individuals should inquire with the appropriate agency. WIOA staff are expected to assist individuals as needed in understanding wages and benefits.

Timesheets must be completed to reflect the number of hours worked at the worksite. If applicable, youth participants can be paid for scheduled work readiness training as part of their work experience hours. Staff should assist participants and worksites in keeping timesheets completed accurately; ensuring they are reviewed and signed by the participant, the worksite, and staff. State and federal wage and hour laws require that employees are paid for all hours worked (even without a signed time sheet).

It is encouraged that participants that work six or more hours receive a designated minimum 30 minute unpaid lunch break. By law if an authorized break is less than 30 minutes, it is paid work time.

### **Workplace Safety and Child Labor Laws**

General workplace safety is to be monitored by staff and worksite supervisors. Any identified issues must be addressed immediately by staff. A worksite must ensure that, if applicable, it will adhere to Child Labor Laws established by the NC Department of Labor and ensure safe and sanitary working conditions for all participants. Drug tests may be performed at random or in the event of a workplace accident if deemed necessary or if required by workers compensation insurance or the worksite.

All accidents must be reported to the worksite supervisor and employer of record and handled appropriately.

## Required Forms/Checklist

The following items are required for WEX:

- ✓ Individual assessment results identifying need for WEX
- ✓ Pre WEX activity for participant (keyed into NCWorks)
- ✓ WEX expectations training for employer
- ✓ Worksite Agreement (corresponding to activity dates in NCWorks)
- ✓ Participant Agreement (corresponding to activity dates in NCWorks)
- ✓ Participant Evaluations per pay period
- ✓ Job Description
- ✓ Tax Forms/I-9
- ✓ Emergency contact information/agreements for participant located at the worksite
- ✓ Timesheets
- ✓ WEX activity is included in NCWorks and on the individual service plan
- ✓ Youth Employment Certificate (if under age 18)

## References:

TEGL 23-14

DWS Guidance on the Provision of Work Experiences

DWS Policy Statement 04-2015 OJT Using WIOA Funds

<http://www.ncpublicschools.org/cte/curriculum/work-based/policies/>

[http://www.nclabor.com/wh/fact%20sheets/joint\\_state\\_fed.htm](http://www.nclabor.com/wh/fact%20sheets/joint_state_fed.htm)

<http://www.nclabor.com/wh/fact%20sheets/breaks.htm>

<https://www.youthrules.gov/>

## Program Year 2017 WIOA Youth Services Providers List

WIOA Youth Activity Provider (Name, Address and Telephone Number)	Contact Person (Name, Title and E-mail Address)	County/Counties Served and where services are provided**  (One-Stop, Office, Both)	Type of Organization (State Agency, For-profit, Non-profit, other-specify)	Type of Contract (Cost Reimbursement, Fixed Price, Performance Based, Hybrid, other-specify)
Mayland Community College  PO Box 827 Spruce Pine, NC 28777  (828) 682-6618	Pam Wilson, WIOA Director  pam.wilson@nccommerce.com	Avery, Mitchell, and Yancey  (One-Stops)	Community College	Reimbursement
ResCare Workforce Services 9901 Linn Station Road Louisville, KY 40223 (828) 545-1323	Adrian Tait, Regional Director  adrian.tait@rescare.com	Alleghany, Ashe, Watauga, and Wilkes  (One-Stops)	For-profit	Reimbursement

\*Must be updated at two-year review.

\*\*Note where Youth Services are provided – at the One-Stop Centers, at the Office location provided, combination. Be specific.

### **Program Year 2017** (*Issued May 2017*)

Incentives provide a means to recognize and reward an active youth's success while participating in WIOA youth services. 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 in the form of gift cards and/or checks payable to the youth when it is deemed appropriate.

Incentives may be provided to youth enrolled or in active follow-up services. Incentives during follow-up may assist with completion towards program goals. Achievements completed prior to WIOA enrollment do not qualify for incentives.

Incentives may not include entertainment, such as movie or sporting event tickets or gift cards to movie theaters or other venues whose sole purpose is entertainment (per 2CFR part 200).

### **Documentation Required**

Case note/file documentation for incentives should include the following:

- The type of achievement that is being awarded
- The type of and the amount of incentive awarded
- Supporting documentation (copy of grades/credential, evaluations, attendance record, etc.)
- Incentive activity (484 Support Service-Incentives/Bonuses) keyed into NCWorks

Service providers are to have internal controls to safeguard any cash/gift cards/certificates that may be purchased. Incentives should be purchased and awarded within the same program year. Service providers should avoid bulk purchase of incentives that are not intended to be used in a timely manner.

Controls should also include sign-in sheets during the activity and signature sheets verifying receipt of hand-delivered incentives.

Service providers must submit a plan to the WDB for how incentives will be used if they are offered outside of the region-wide incentives policy and should consider how the program budget will be impacted. Incentives offered that exceed the value of \$50 (with the exception of those listed below) should be submitted for approval. Incentives may be provided to all qualifying youth and/or by random drawing from those that participate in the selected activity. It is not recommended that incentives be awarded on a regular basis for simply attending a stand-alone activity. Activities that merit incentives should require an expected level of participant engagement/participation.

## Types of Incentives/Achievements

Achievements may be awarded in various ways depending on the need or desire of the participant and format of the activity and may include the following:

### Achievements

- Academic achievement
- Obtaining employment
- Participation in specific activities related to leadership/citizenship, HRD classes, etc.
- Completion of job readiness preparation or volunteer project
- Retesting as scheduled
- Increase in Educational Functioning Levels
- Attainment of diploma, credential, Career Readiness Certificate
- Successful completion of work experience/internship
- Frequent contact/attendance with career advisor for three consecutive months (to include at least one face-to-face appointment each month)

### Incentives

- Gift cards/gift certificates (such as gas/retail/restaurants)
- Cash (in form of check)
- Clothing for interview, work-site, or special event such as graduation and awards ceremonies
- Award ceremonies/event or certificates
- Summer work experience for year round participation
- Trips educational in nature that support youth program elements and goals

Incentives awarded outside of the regional list below must have defined expectations on how the achievement will be met and awarded. For example, job readiness preparation may require completion of eight modules in Career Ready 101 or a volunteer project may require at least 20 hours of service, etc.

### Standard Regional Incentives

The following incentives have been established for the High Country region using WIOA funds. It is not required to award all of them if attained; however, staff are encouraged to make use of incentives to motivate youth towards successful outcomes when funding permits.

<b>\$20</b>	Frequent contact/attendance with career advisor for three consecutive months (to include at least one face-to-face appointment each month)*
	Completion of Key-Train pre-assessments
	Retesting as scheduled towards goal attainment
<b>\$25</b>	Maintaining minimum grade of C in all classes per semester
	Increase in Educational Functioning Level by anniversary date
	Obtained employment after enrollment or during exit (max of two incentives)*
<b>\$50</b>	Successful completion of work experience/internship with satisfactory evaluation
	Completion of Career Readiness Certificate
	Employment Retention for six months*
<b>\$100</b>	Completion of credential (high school diploma/equivalency; completion of training and awarded certificate/credential/diploma/degree)*

\*Indicates incentive can be awarded to youth while receiving follow-up services after exit as it relates directly to successful performance.

NOTE: Incentives provided for the sole means of entertainment purposes may only be provided using non-WIOA funds. Incentives provided outside of the above listing should be submitted to the WDB for approval.