



Gaston County

Gaston County
Board of Commissioners
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DHHS - Social Services Division Board Action

File #: 20-262

Commissioner Chad Brown - DHHS (Social Services Division) - To Approve the Workforce Innovation and Opportunity Act (WIOA) Local and Regional Workforce Development Area Four-Year Plan

STAFF CONTACT

Angela Karchmer - DHHS - Social Services Division Director - 704-862-7930

BACKGROUND

The Workforce Development Board is submitting the attached four-year local and regional area plan for approval by the Board of Commissioners.

POLICY IMPACT

N/A

ATTACHMENTS

Workforce Development Area Plan

DO NOT TYPE BELOW THIS LINE

I, Donna S. Buff, Clerk to the County Commission, do hereby certify that the above is a true and correct copy of action taken by the Board of Commissioners as follows:

NO.	DATE	M1	M2	CBrown	JBrown	AFraley	BHovis	TKeigher	TPhilbeck	RWorley	Vote
2020-131	05/26/2020	BH	RW	A	A	A	A	A	A	A	U

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A=AYE, N=NAY, AB=ABSENT, ABS=ABSTAIN, U=UNANIMOUS

Workforce Innovation and Opportunity Act
Local and Regional Workforce Development
Area Plans

Comprehensive Four-Year Title I Plan for
PY 2020 July 1, 2020 – June 30, 2024

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

Local Title I WIOA 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, a comprehensive four-year plan. The WIOA Program Year (PY) 2020 Plan is to provide current information and be effective July 1, 2020 - June 30, 2024 and will include all current local policies. The local and regional plan will support the alignment strategy described in the 2020-2024 NC Unified State Plan in accordance with WIOA Section 102(b)(1)(E), and otherwise be consistent with the NC Unified State Plan. North Carolina Governor Roy Cooper's mission is to ensure North Carolinians are better educated, healthier, and have more money in their pockets so that they can live more abundant, purposeful lives. The cornerstone to achieving this goal is to help people get good-paying jobs to support themselves and their families. Through NC Job Ready, Governor Cooper's workforce development initiative, North Carolina is working to build a stronger and better workforce. NC Job Ready is built on three core principles: education and skills attainment are the foundation to a strong and resilient workforce; an employer-led workforce development system is key to the growth of a highly skilled and job ready workforce; and local innovation is critical to a dynamic and effective workforce system. In addition, Workforce Development Boards shall comply with WIOA Sections 106 through 108 in the preparation and submission of the plan.

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

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

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

North Carolina policy information is available at <https://www.nccommerce.com/jobs-training/workforce-professionals-tools-resources/workforce-policies>. Local Workforce Development Boards may reference the North Carolina WIOA Unified State Plan.

Plan Submission and Due Date

The Local Plan must be submitted through Workforce Information System Enterprise (WISE), the Division's web-based financial system. ***The due date is May 11, 2020.*** Each attachment must be submitted and labeled separately in either Word or PDF format. Attachments not submitted separately will not be accepted. Forms requiring original signatures may be mailed to the local Board's assigned Planner at: N.C. Division of Workforce Solutions, 4316 Mail Services Center, Raleigh, NC 27699-4316. Hand delivered documents may be left at 313 Chapanoke Road, Suite 120, Raleigh, NC 27603.

Workforce Development Board Overview

The Local Area Overview provides important contact information that is used throughout the Division. It is important that this section remain current during the Program Year. Updates should be submitted to the local Board's assigned Division Planner when changes occur.

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.

Gaston County Workforce Development Board

If the Local Area is a Consortium, attach a copy of the current Consortium Agreement.
Name document: Local Area Name Consortium Agreement. N/A

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

Name: Angela Karchmer	Title: Workforce Development Board Director
Organization: Gaston County Workforce Development Board	Address: 330 Dr Martin Luther King Jr Way, Gastonia, NC 28052
Phone number: (704) 862-7930	Email address: angela.karchmer@gastongov.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.

Name: Tracy Philbeck	Elected Title: Board Chairman
Government: County Commissioners	Address: PO BOX 1578, Gastonia, NC 28053
Phone number: 704-813-1902	Emailaddress: tracy.philbeck@gastongov.com

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.

Name: Dr. Kim Eagle	Title: County Manager
Business Name: Gaston Co Gov	Address: PO Box 1578 Gastonia, NC 28052
Phone number: 704-866-3101	Emailaddress: kim.eagle@gastongov.com

5. Provide the name, address, telephone number, and email address 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)].

Name: Gaston County Finance Office	Title: N/A
Organization: Gaston Co Government	Address: PO Box 1578
Phone number: 704-866-3037	Email address: N/A

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

Name: Mr Christopher C Dobbins	Title: Director
Organization: Gaston County DHHS	Address: 991 W Hudson Blvd, Gastonia NC 28052
Phone number: 704-853-5262	Emailaddress: Chris.dobbins@gastongov.com

7. Attach a copy of the Administrative Entity/Fiscal Agent's organizational chart with an 'effective as of date'. Name document: Gaston Co DHHS Organizational Chart.

***See Attached**

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 www.sam.gov to receive Federal funding [required by Federal Acquisition Regulation (FAR) Section 4.11 and Section 52.204-7].

GASTON COUNTY	128 W MAIN AVE
DUNS: 071062186 CAGE Code: 3TPCo	GASTONIA, NC, 28052-2306
Status: Active	UNITED STATES
Expiration Date: 02/02/2021	
Purpose of Registration: All Awards	

Entity Overview

Entity Registration Summary

Name: GASTON COUNTY
Business Type: US Local Government
Last Updated By: Pat Laws
Registration Status: Active
Activation Date: 02/03/2020
Expiration Date: 02/02/2021

9. Provide the name of the local Workforce Development Board's equal opportunity officer who shall be responsible for assuring that discrimination does not occur in its programs or projects. (PS 07-2018)

Dave Gunderman, 704-862-7536

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 D.

10. Provide each Workforce Development Board members' name, business title, business name and address, telephone number and e-mail address on the provided form. The first block is reserved to identify the Board chairperson (*form provided*). Indicate all required representation and indicate if vacant. [WIOA Section 107(b)(2)]. Name document: GASTON COUNTY WDB List. See Appendix D for Local Area Workforce Development Boards membership requirements.

*See Attached

Note: Check the block on provided form certifying compliance with required WIOA local Workforce Development Board business nomination process. If the Board membership is not in compliance currently, provide the statement here.

* Use and identify categories as indicated on the form. Do not change required category names except to clarify those with multiple categories.

The Chief Elected Official must establish by-laws consistent with applicable local procedures, state and federal laws to include WIOA Final Rules and Regulations 679.310(g). The Board shall submit by-laws that clearly demonstrate all WIOA and North Carolina required elements described in Appendix A. Additional by-laws guidance and electronic meeting formats have been provided in Appendix B and Appendix C.

11. Attach the Workforce Development Board by-laws including date adopted/amended. By-laws must include the required elements found in Appendix A. Name document: GASTON COUNTY WDB by-laws.

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

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)]

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

The Gaston Co Workforce Development Board makes copies of the proposed (draft) Local Area Plan available to the public through hard copy at the Gaston County DHHS Building – 2nd Floor for 30 days, after approval by the DWS planner, for public comment. It also makes copies of the proposed (draft) Local Area Plan available through electronic means for 30 days, after approval by the DWS planner, by posting a copy on the Gaston County WDB website: www.gastonworks.com AND on the Gaston County WDB Face book page for public comment.

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)]

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

15. Complete the following chart for the PY2020 Local Workforce Development Board's planned meeting schedule to include time, dates and location. *[Expand form as needed.]*

Date	Time	Location (Physical or Virtual) (include address and room #)
July 16 th 2020	12:00 (Noon)	330 Dr Martin Luther King Jr Way, Gastonia, NC 28052 (Auditorium)
October 8, 2020	12:00 (Noon)	330 Dr Martin Luther King Jr Way, Gastonia, NC 28052 (Auditorium)
January 21, 2021	12:00 (Noon)	330 Dr Martin Luther King Jr Way, Gastonia, NC 28052 (Auditorium)
April 15 th , 2021	12:00 (Noon)	330 Dr Martin Luther King Jr Way, Gastonia, NC 28052 (Auditorium)

Note: All local Workforce Development Board meetings will be held in accessible facilities with additional access available through electronic means with advance notice.. All materials and discussions can be available in an accessible format upon request.

16. 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: GASTON WDB Certification Form.

Note: Document must bear the original signature of the Administrative Entity signatory official. [REDACTED]

17. 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: [REDACTED]

I. Local Area Strategic Planning

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

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

1. Describe how the local Workforce Development Boards and partners address local challenges for job growth and business expansions?

The local Workforce Development Boards and partners collaborate through the Gaston's BEST team to provide solutions to employers' needs including Incumbent Worker Training for existing employees to receive training that will allow them to increase their talents and use that as a tool to advance within their company. As companies increase their talent level and efficiency, they are better able to be more competitive in the global market and have greater opportunity for expansion of their business.

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

The Gaston County WDB has continued a vision of enhancing skills with the existing and emerging workforce to meet the needs of regional employers and improve the economic conditions of its residents while encouraging business development and expansion through entrepreneurship and innovation. Participants are provided with intensive case managers for assistance with individualized career services and also training

services. With emphasis on educating the emerging workforce, Gaston County will enable its workforce to be more skilled and increase employers competitiveness in the global job market while meeting the changing needs of employers, Gaston is focusing on better career exploration through interest assessment testing prior to enrollment in training. Additionally, expanding the number of individuals receiving FLG supportive services to enable existing students to remain in school, thus producing a higher number of post-secondary credential completers that will have a easier time finding self-sufficiency employment that meets performance requirements. Apprenticeship and Work based learning programs are an integral part of the student with barriers to employment having successful outcomes in finding a job after completion of their training, as well as job retention and self sufficiency.

Included in each contract for direct services are the Local Areas goals for specified programs. These goals are reflective of the performance measures implemented by the Department of Commerce. Contracts are amended or revised based on updated performance goals. Meeting performance has a direct impact on whether or not the contractor receives their quarterly profit payments

3. Considering the analyses described in the Regional Strategic Planning Section III, describe strategies to work with the entities that carry out the core programs that align resources available to the Local Area to achieve the strategic vision and goals. [WIOA Section 108(b)(1)(F)]

Gaston WDB works closely with the other boards in our region, Gaston Community College, and other public and private training providers across our region to ensure relevant training is offered for in-demand occupations. As well, case managers work with providers of community resources to connect individuals with supportive services to bolster success. Interested employers are referred to the Community College for No Cost Business and Industry classes, customized training and many also need Incumbent Worker Training grant funds to complete the desired training.

Many additional resources can be located within non-profit community based organizations and/or faith based organizations. The WDB has also established a partnership with the Gaston County DHHS to refer TANF recipients, Non-custodial Parents of active child support cases, Foster Care Youth and Food and Nutrition Services (former known as Food Stamps) for staff assisted services at the NCWorks Career Centers. In addition, through the partnership with DHHS, the Gaston WDB operates a career & resource center located at the Division of Social Services which serves the targeted populations listed above. The center staff works closely with local judicial offices to connect former offenders to re-entry services offered at the career centers.

4. Describe Local Area's workforce development system, including identifying the programs included in the system, and how the Workforce Development Board will work with the entities administering core programs and other workforce development programs to support alignment and provision of services, including programs of study authorized

under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.). [WIOA Section 108(b)(2)]

The WDB is aligned with regional industries in-demand occupations and continues to transition from traditional industries of textiles and related sectors to sectors of advanced manufacturing, specialty chemical production, medical, and energy. Due to the specialized nature of emerging advanced manufacturing, most of the skills needed by employees will require individualized training from the company through the community college or university system or by the equipment vendors. Proficiencies in math, reading, computer technology, reasoning and communication as well as a willingness to maintain or advance skill levels will be necessary for the labor force. Highly developed skills and certification in advanced manufacturing practices will be necessary in the future economic environment as more firms will seek automation as a means of maintaining a competitive edge.

Today's youth and young adults will be negatively affected if they attempt to enter the workforce without necessary skill sets. It is vital that the emerging labor force have reading and math skills along with the ability to find information and independently solve problems. A high school diploma will not be adequate to enter the workforce of an advanced manufacturing plant. The WDB supports participants obtaining a Career Readiness Certificate (CRC). However, the CRC alone will not be sufficient to allow for higher earning or advancement in today's competitive market without additional skills attainment. Therefore, the WDB has prioritized efforts to promote certificate or other training programs to the emerging labor force.

Gaston County is seeing an adequate interest, in its new Incumbent Worker Training Grant Program, from businesses in our Local Area. Businesses understand that they not only must recruit higher skilled workers in their new hire processes, but that it is imperative that they develop their incumbent workforce. Many businesses are looking for ways to accomplish "up-skilling" their current workforce including how they can afford to conduct more class room and on the job training. Manufacturing and distribution continue to be a viable part of our local economy and employers need workers with much more advanced skills than ever before. If we are to sustain these business sectors we must retrain workers in appropriate areas to meet these needs.

Businesses continue to be interested in training for their Human Resource Managers and other leadership positions. The BSR's refer companies to Gaston Community College to take advantage of free Business and Industry classes. Businesses can also be evaluated for Customized Training developed by the local community college.

Due to the current economic situation, all job seekers are in a highly competitive market and continue to access services to appropriate employment opportunities via NCWorks Career Centers. Job seekers are obtaining staff assisted services to update their interviewing skills and/or their resumes as they look for work. Career Center staff are focused on providing intensive case management in order to assist the job seeker as they follow through on potential employment. Center staff understands that it is imperative that job seekers be informed of and encouraged to look toward emerging and high growth

sectors in their job search endeavors. In some instances, job seekers may decide they need additional training to be competitive in the workforce, requiring further assessment by NCWorks staff.

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

Gaston County has developed an extensive referral system with NC Services for the Hearing Impaired, NC Services for the Blind, Vocational Rehabilitation offices and other community partners for WIOA participants or individuals seeking information through the NCWorks Career Centers. Information pertaining to these entities is also included in Rapid Response Activities as well as any other community service that the requesting party has expressed an interest in providing to their labor force. All Centers (certified and non-certified) including the Youth Center are ADA accessible.

The WDB works closely with the Gaston County Department of Health and Human Services-Social Services Division to provide job search assistance and skills assessment for TANF recipients. Gaston County currently has designated staff that manages the referral process and in most cases can provide immediate services to the TANF recipient.

In response to changes requiring FNS recipients to engage in employment, training or alternate work such as volunteer service, additional outreach has taken place to insure this targeted population has information on services provided through NCWorks centers in Gaston

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

The Southwestern Region has numerous large employers who could not possibly get their entire workforce only from the local area where their business is located. These include Daimler Trucks, Amazon, Charlotte Premium Outlets, Duke Energy etc. Therefore, our regional BSRs work in unison while collaborating to meet the employer's need for talent through activities such as OJT, WEX, Apprenticeship, etc. Regional employers and educators are invited to participate and give valuable input during Regional Career

Pathways developments. The Southwestern Prosperity Zone has developed several Career Pathways including Advanced Manufacturing, Medical, and Energy.

7. Describe how the Workforce Development Board coordinates and promotes entrepreneurial skills training and microenterprise services. [WIOA Section 108(b)(5)]

WDB has supported small businesses and entrepreneurial endeavors through Incumbent Worker Training programs, referrals to the Small Business Center at Gaston College, Work Experience, and On-the-Job Training opportunities. Additionally, many young adults in the Gaston County Youth Program are interested in entrepreneurial opportunities and have attended the NC Youth Summit for the workshops offered on that topic.

8. Describe how the Workforce Development Board enhances the use of apprenticeships to support the regional economy and individuals' career advancement. [WIOA Section 108(b)(5)]

The WDB has focused on developing partnerships with businesses that currently have apprenticeship programs in place. Part of the emphasis on these partnerships is advancing the understanding of apprenticeship programs with our emerging workforce. Additionally, the Business Services Representatives in Gaston County provide information to interested businesses on the various options that they have when it time to decide whether they want to start their own apprenticeship program and provide their own training or hiring someone to be their training provider OR if they want to be a part of an Apprenticeship program like Apprenticeship321 at Gaston College.

The Gaston Workforce Development Board is a supporter of the "Apprenticeship 321" initiative with Gaston College which seeks to establish and expand apprenticeship programs in Gaston & Lincoln Counties. The Board also works closely with Gastonia Sheet Metal Services, a local business that has a registered apprenticeship program in our Local Area.

9. Provide a description of how the Workforce Development Board coordinates workforce investment activities carried out in the Local Area with statewide rapid response activities as described in WIOA Section 134(a)(2)(A). [WIOA Section 108(b)(8)] In addition, specifically describe the coordination and delivery of services to businesses to include the following [WIOA Section 108(b)(8)]:

- a. Systems that are used to determine economic trends and partners within your Early Warning Network to help identify those businesses that are expanding and/or struggling: Business Edge Reports provided by NCCommerce. Referrals from SBTDC, IES, Gaston County EDC
- b. Local resources that are provided to help struggling businesses avert or prevent layoffs, and: When a Business Edge Report is received that a business is

struggling, our BSR reaches out to the business to see if there is a time the the Local Business Edge Team can come and meet with the business to see what issues they are having and/or what solutions they need. Business Edge Services can be provided to include Incumbent Worker Training, Customized Training, No-Cost Business and Industry Classes, Financial Evaluation by SBTDC, WEX, and sometimes OJT – depending on the condition of the company and whether or not they have laid off or owe in back taxes.

- c. Explain coordination with TAA to maximize resources and prevent duplicative services. TAA & WIOA co-enroll students because we can provide up to \$200 per month transportation assistance where TAA does mileage reimbursement and only if the customer travels more than a set number of miles

The WDB has focused on developing partnerships with businesses that currently have apprenticeship programs in place. Part of the emphasis on these partnerships is advancing the understanding of apprenticeship programs with our emerging workforce.

The Gaston Workforce Development Board is a supporter of the “Apprenticeship 321” initiative with Gaston College which seeks to establish and expand apprenticeship programs in Gaston & Lincoln Counties. The Board also works closely with Gastonia Sheet Metal Services, a local business that has a registered apprenticeship program in our Local Area.

- 10. Provide a description of plans, strategies and assurances concerning maximizing coordination of services provided under the Wagner-Peyser Act and services provided in the Local Area through the NCWorks Career Center system. Include how improved service delivery and avoidance of duplication of services are/will be achieved. [WIOA Section 108(b)(12)]

The Gaston County certified tier 1 NCWorks Career Center is co-located at the Gastonia DWS office.. Through intensive cooperation efforts with the local DWS Manager, Claudette Argabrite, without exception, career center staff function under the ISD model and are required to:

- a) Provide basic career services for all registered individuals;
- b) Dually enroll customers using the Wagner Peyser and WIOA applications, as deemed appropriate;
- c) Screen for barriers and refer appropriate youth ages 16-24 to the on-site Next-Gen Contracted Staff member;
- d) Remain familiar with ALL Career Center products and services;
- e) Provide RESEA & EAI Services to appropriate UI Recipients;
- f) Rotate work hours in the Career Resource Area and the Welcome Greeter Desk;
- g) Engage in staff centered dialogue to improve customer services.
- h) Provide services under a customer-centered design
- i) Attend weekly staff-development training at the career center, when applicable.

j) Complete CDF (Career Development Facilitator Training, when possible

The Local DWS Manager is actively engaged in WDB functions, serves on the Board and serves as a member of the Gaston's BEST. Additionally, she serves on the Management & Leadership Team as well as the NCWorks Career Center. She attends monthly meetings with the WIOA Adult/DW Program Manager, WIOA Coordinator and her Board Staff. The meetings are focused on customer service and performance accountability and planning, reviewing career center stats, collaborating on process improvements, and discussions for continuous improvements. She also engages in open dialogue with the WDB staff and contracted staff insuring duplication of services does not occur.

11. Provide a description of how the Workforce Development Board coordinates workforce investment activities carried out in the Local Area with the provision of Adult Education and Literacy activities. [WIOA Section 108(b)(13)]

Gaston County WDB partners with Goodwill Industries of the Southern Piedmont as well as Gaston Community College and the Gaston Literacy Council to provide GED access for older youth and adult learners. Additionally, the WDB collaborates with Gaston County Schools to provide support for career exploration activities such as the annual career expo which focuses on STEM/STEAM careers and targets middle school students.

In part, the goal of the collaborations is to encourage the older youth/adult learner to take advantage of other career offerings available through the community college system such as apprenticeship programs, or other training programs available through providers, as well as achieve the adult high school diploma or GED certificate. English as a Second Language (ESL) classes and programs that encourage parents to read to their children are provided through the Literacy Council as well.

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

The Gaston County WDB partners with Vocational Rehabilitation and collaborates with Partners Behavioral Health Management (LME) to provide training for staff and center partners on techniques to improve services to individuals with disabilities, provides updates during Board meetings, Leadership and Management Team meetings and hosts employer focused informational vignettes during regional events with the Chambers of Commerce, Rotary Clubs, Optimist or Lions Clubs to further employment opportunities for individuals with disabilities. As mandated by law, all NC Career Centers are ADA accessible and are equipped to provide assistive technology or other services as needed

for individuals with disabilities. There is also a focus on providing Basic Career Services and Intensive Case Management Services to Adults, Dislocated Workers, and Youth who have disabilities and need reasonable accommodations or additional supportive services to insure their success in obtaining training or other opportunities that lead to self-sufficiency employment for the participant which in turn leads to the needs of their household being met.

13. Provide a detailed description of the competitive process used to award subgrants and contracts in the Local Area for activities carried out under WIOA Title I. [WIOA Section 108(b)(16)]

Workforce Innovation and Opportunity Act (WIOA) Adult & Dislocated Worker (DW) and Youth program procurements are handled in a competitive manner, also including women and minority groups. The Gaston County WDB uses a structured procurement process to secure competitive bids for WIOA services at least once every 3 years. Additionally contract extensions can be given each year, for up to 2 years, after the initial contract period (via contract amendments) as long as both the Gaston County WDB and the contractor is agreeable to the extension of the contract(s). Renegotiation requests are accepted from the WIOA service contractors prior to the contract amendment(s) being completed for each of the additional 1 year periods of contract extension. If renegotiations are requested, reasonableness of cost must be re-evaluated for profit payments. Gaston County uses a comparison of profit % rates for other local area boards in our region. Renegotiations are always completed can Gaston County WDB initiates the following Request for Proposal (RFP) process. Below are the steps in the Gaston County WDB's Competitive Process:

- 1) Legal advertisement is released and RFP Notice is also posted to the board website (www.GastonWorks.com).
- 2) Mandatory Pre-Submission (Bidder's) Conference is held either in-person, via conferenced call, or virtual conference meeting. Meeting method is included in advertisement with a contact person that will provide the direct linkage to the meeting.
- 3) Pre-Submission Conference is held.
- 4) Deadline is set and given for potential contractors to submit proposals
- 5) Deadline is given to submit proposal questions in writing via email to the Gaston WDB Director or Designee
- 6) After the deadline, all potential contractors receive notification of the questions that were asked and written answers are given to these questions only. No additional questions are allowed after the deadline.
- 7) Deadline is set and given for proposals for WIOA Services
- 8) The dates the proposals are received and the potential contractor that submitted the proposal(s) is recorded.
- 9) Dates for proposal review are set for the Proposal review team to meet and review the proposals.
- 10) Proposals are reviewed on a points systems by the Proposal Review Team, which usually consists of the WDB director, Economic Support Services Administrator, WDB Coordinator, WDB super-user, and WDB Accounting Tech. If the contractor requests profit payments, the reasonableness of cost for the profit % requested must be determined by the team as well before the contract can be written.

- 11) The Proposal Review Team makes a recommendation for the contractor for the specified WIOA service(s) to the Gaston County WDB at the next available meeting for questions and voting.
- 12) If the Gaston WDB approves the recommended contractor, the approved recommendation is posted to Gaston WDB website and facebook page for 30 days for public comment. The board is notified of any public comments.
- 13) If no public comments or grievances are made, final negotiations are completed, a contract is crafted, and then submitted to Potential Contractor for review and signatures.
- 14) Then contract is then forwarded to contract staff in accounting to be forwarded to County Administration for County Leadership Signatures.

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

The need to insure relevant services are provided timely and efficiently is managed via goals and performance requirements located in each WIOA Service Provider and One Stop Operators contract, as well in the MOU for the the NCWorks Career Center – Gaston. This has proven to be a productive maneuver and has allowed ISD to work within the Career Centers in a more seamless fashion while increasing the % of met performance measures and serving the most disadvantaged populations. The contracts have a provision that allows the Board to base profit payments paid out on performance outcomes met on a quarterly basis. If quarterly performance goals are not met, the contractor is allowed the opportunity to receive those profit dollars at year end if the annual negotiated performance measures are met. The contract requirements for WIOA services and One Stop Operator Services shall be consistent with the factors developed by the NCWorks Commission and Strategic Planning

Gaston has a designated Performance Accountability Specialist whose primary job function is to review activities within NCWorks and oversee adherence to contract goals, performance measures, and outcomes. Both the Performance Accountability Specialist and the WIOA Coordinator announced and/or unannounced monitoring of contracted services. Additionally, the WDB is updated at each monthly Contracted Program Manager meeting on the current performance data.

As follow up to each monitoring, WDB staff meets with Contracted Program Managers and Contracted Career Center Managers to review the findings and, if needed, makes recommendations for improvement and or additional training needs.

II. Regional Strategic Planning

North Carolina is defined by an expansive geography that covers over 53,000 square miles and spans from the mountains in the west, to the piedmont region in the state's center to the coastal plain region in the east. This expansive geography contributes to the state's diverse mix of rural communities, small towns, cities, metropolitan areas and regional economic centers, each with its own unique industrial composition. Part of North Carolina's economic development strategy includes organization of the state's 100 counties into eight multi-county regions called Prosperity Zones, which are intended to help ensure economic growth across all areas of the state, by leveraging regional economic, workforce and educational resources. Overlaying the eight prosperity zones are North Carolina's 23 Local Workforce Development Board areas that facilitate the delivery of workforce services to the state's citizens and employers.

Local Workforce Development Boards are to continue, or begin, formal interaction based on regional geography aligning with labor market areas. The following regional configurations will be used for submission of this Regional Plan:

- *Western Region: Southwestern and Mountain Areas WDBs;*
 - *Northwest Region: High Country, Western Piedmont, and Region C WDBs;*
 - *Piedmont Triad Region: Piedmont Triad Regional, Guilford County, DavidsonWorks, and Regional Partnership WDBs;*
 - *Southwest Region: Centralina, Charlotte Works, and Gaston County WDBs;*
 - *North Central Region: Kerr-Tar, Durham, and Capital Area WDBs;*
 - *Sandhills Region: Lumber River, Cumberland County, and Triangle South WDBs;*
 - *Northeast Region: Rivers East, Northeastern, and Turning Point WDBs; and*
 - *Southeast Region: Eastern Carolina and Cape Fear WDBs.*
1. Provide an analysis of the regional economic conditions to include: a) existing and emerging in-demand industry sectors and occupations; as well as conditions that contribute to potential layoffs and closures and, b) knowledge and skills needed to meet the employment needs of employers in those industry sectors and occupations. Include sources used and business involvement in determining needs. [WIOA Section 108 (b)(1)(A)(i)(ii) and (B)].
 2. Describe how the regional strategic vision aligns with the NCWorks Commission's 2019-2021 Strategic Plan.
 3. Provide an analysis of the workforce in the region, including current labor force employment and unemployment data, and information on labor market trends, and the educational and skill levels of the workforce in the region, including individuals with barriers to employment. [WIOA Section 108 (b)(1)(C)].
SEE attached LMI & Census Data

4. Describe strategies, used to facilitate engagement of businesses and other employers, including small employers and in-demand industry sector occupations. Describe methods and services to support the workforce system in meeting employer needs. [WIOA Section 108 (b)(4)(A)(i)(ii)].

The strategies that we are implementing in our region to facilitate engagement of businesses and other employers, including our small businesses and in-demand industry sectors occupations is the development of small industry sector driven committees to address regional employer concerns and assist with providing or developing needed solutions.

5. Describe strategies and services used to coordinate workforce development programs and economic development. [WIOA Section 108 (b)(4)(A)(iii)].

The Centralina WDB, Charlotte Works, and Gaston WDB are all active members of the local and regional economic development efforts and we and our workforce partners are at the table in every location in which finding and preparing the workforce is a business concern. The business services team for each board uses a sector and company specific approach to deal with each location or expansion opportunity and no two are alike. This customized approach has often given the region an upper hand in winning jobs for our community.

6. Outline regional transportation issues related to workforce development and ways the region is/will address needs identified. Include a description *and* map of the regional commuting patterns. [WIOA Section 108(b)(11)].

Our Region's Commute

To understand issues surrounding transportation, we first need to discuss transportation and commuting patterns in general, since they are major factors in the formation of the existing labor shed and how it has transformed.

Our region's employment compass points to Charlotte and Mecklenburg County. With its dynamic economy and Charlotte at its center, the county draws large numbers of workers from surrounding areas including cities & town in the Gaston Workforce Development Board, Centralina Workforce Development Board and some from Region C Workforce Development Board.

Because thoroughfares and economic activity connect the Charlotte MSA, workers move about the region with greater ease than in decades past. The commuting patterns have expanded and the time spent traveling to and from work has changed. With a commute time of less than 30 minutes, workers are more mobile than they were previously in decades past.

When deciding where to live or work, a primary consideration is commute time. A shorter commute time allows more time at home with family or for running errands before shops close for the evening. However, employment opportunities in neighboring counties can draw workers farther from home, creating economic ties that link counties and increase commuting.

Our Region's Transportation Issues

Our region is rapidly growing, and, as such, stressing our capacity to ensure that employers have full access to the labor shed. Our roads are crowded, light rail is limited, and public bus transportation is an inadequate commuting alternative outside of Charlotte. Therefore, we depend heavily on private vehicles to transport both the employed and those seeking employment. You can see from the below statistics that Mecklenburg has the largest net in-flow of commuters coming to Mecklenburg County to work or shop while Gaston County is 5th largest in net out-flow of commuters going to work outside of the county.

Our region also is significantly dependent on access to both federal and state transportation funds to invest in the right infrastructure to handle the load and to improve access to a vibrant labor shed. Transportation monies are limited and this has a long-term impact on our ability to keep up with workers' demand for access to all of the region's employers and vice versa.

We believe the best response to transportation problems lies with our partner organizations, i.e., local chambers of commerce, Charlotte Regional Partnership and Centralina Economic Development Commission, taking the lead.

We believe our role is to advocate for sound public policy and to support those who are already leading. Our advocacy will come through educating those in power to make sound transportation policy decisions that aren't just about asphalt and concrete, but about providing job seekers with access to all employment opportunities and employers with access to the full breadth of the labor shed, thus making transportation a workforce issue.

Advocacy will lead our effort to impact transportation issues, and we will coordinate our efforts with our partners.

Net commuting flows are equal to the number of individuals commuting into a county to work minus the number of residents leaving the county to work elsewhere. A positive net flow or net in-commuting indicates that there are more jobs in the county than there are resident workers. A negative net flow or net out-commuting indicates that there are more workers living in the county than there are jobs.

Across the state, 30 counties have net in-commuting. Seventy counties have net out-commuting. The table below highlights the five counties with the largest net commuting in-flows and the five counties with the largest net out-flows.

5 Counties with Largest Net Commuter In-Flows and Out-Flows

<i>Net In-Flows</i>		<i>Net Out-Flows</i>	
<i>County</i>	<i>Net Commuters</i>	<i>County</i>	<i>Net Commuters</i>
Mecklenburg	129,820	Union	-30,330
Durham	54,223	Johnston	-27,695
Guilford	51,845	Davidson	-26,046
Cumberland	28,457	Harnett	-22,505
Forsyth	23,880	Gaston	-18,571

Data tabulated from 2009-2013 ACS County-to-County Commuting Flows. Values are rounded.

<https://www.ncdemography.org/2015/09/08/net-commuting-flows/>

Counties with large commuting in-flows are typically core counties of a larger metropolitan area. Mecklenburg County, home to Charlotte, has the largest net in-flow of commuters: nearly 130,000 individuals work in Mecklenburg and live in another county. Similar patterns exist in Durham County (Durham and Research Triangle Park), Guilford (Greensboro), Cumberland (Fayetteville and Fort Bragg), and Forsyth (Winston-Salem).

The counties with the largest net out-flows are suburban counties bordering core counties of the state's larger metropolitan areas. Union County, southeast of Charlotte, has the largest net out-flow of commuters; 43% of Union County residents work in Mecklenburg. Thirty-nine percent of Johnston County residents work in Wake, while Davidson County residents are split nearly evenly between commuting to Forsyth (19%) and Guilford (22%). Harnett commuters head in large numbers to Cumberland (27%) and Wake (18%), while 29% of Gaston's resident

Gaston County WDB Laborforce - Worker Flows

38,342 - Employed in Selection Area, Live Outside
 71,677 - Live in Selection Area, Employed Outside
 37,296 - Employed and Live in Selection Area

CAROLINA DEMOGRAPHY

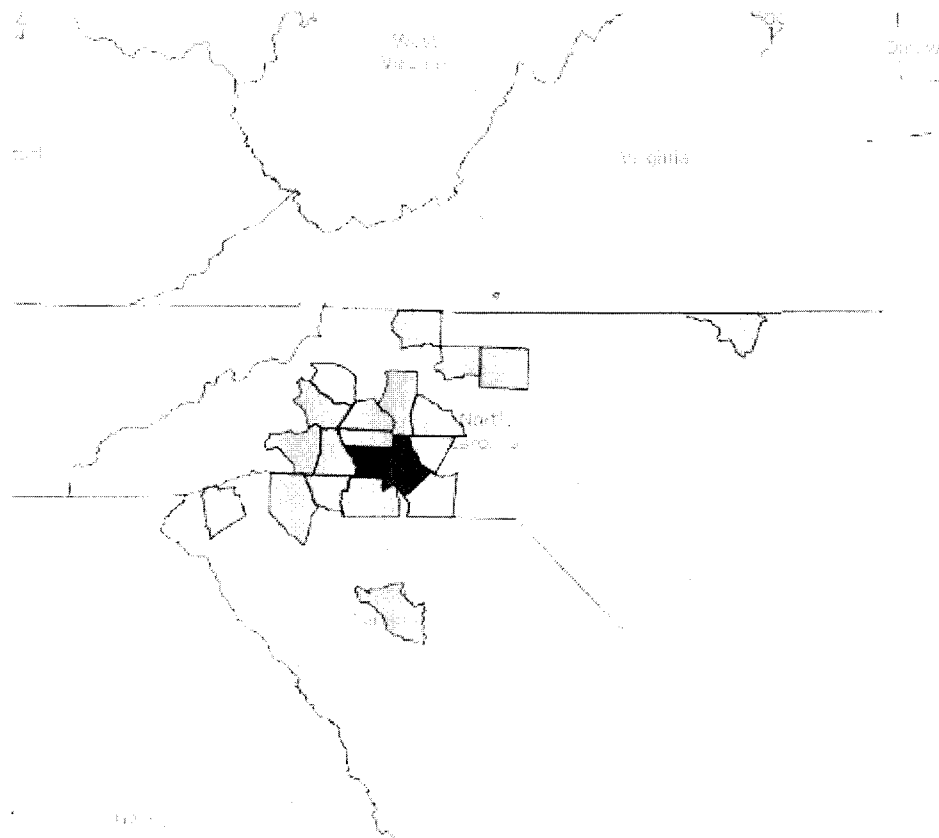
Curious where people in your county go to work? Explore county-to-county commuting patterns (based on county of residence) in the interactive graphic below.

County-to-County Commuting Flows, 2009-13

Choose a county from the drop down list to see commuting patterns.

NC County of Residence

Gaston County



© 2020 Mapbox © OpenStreetMap

Data Source: U.S. Census Bureau, 2009-2013 5-Year American Community Survey County to County Commuting Flows (Table 1). Retrieved from www.census.gov/hhes/commuting/

Visual: Carolina Demography, <http://demography.cdp.unc.edu>



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7. Describe how the region coordinates with area secondary education, community colleges and universities to align strategies, enhance services and avoid duplication of services. [WIOA Section 108(b)(10)].

Employers frequently state that access to talent is their most important site-selection factor. Having a skilled workforce can be a key factor in determining whether industries will thrive in a region or if they will migrate to other locations. Rapid changes in technology, scientific discovery, global economics, business strategy, and human demographics require regions to have an educational ecosystem in place that ensures worker availability and skill sets to keep pace with business needs.

Having a world-class educational system is a critical requirement for growing jobs in all of greater Charlotte USA's target industries and competencies. It is the foundation for future economic success.

Our Region's Education Partners

Our region is plentiful in post-secondary education, with numerous public and private institutions that provide our workforce an opportunity to complete education.

Community Colleges

Catawba Valley Community College
Central Piedmont Community College
Cleveland Community College
Gaston College
Mitchell Community College
Rowan-Cabarrus Community College
South Piedmont Community College
Stanly Community College
York SC Technical College

Public Universities

UNC Charlotte
University of South Carolina-Lancaster
Winthrop University

Private Universities

Barber Scotia College
Belmont Abbey College
Catawba College
Davidson College
Gardner-Webb University
Johnson and Wales University – Charlotte
Johnson C. Smith University
Lenoir-Rhyne University
Livingstone College

Pfeiffer University
Queens University of Charlotte
Wingate University

Our Plans for Further Collaboration

With collaboration in mind, we are focusing on providing non-traditional job-training programs for the purpose of supplying the local job market with a modern labor force. We have formed beneficial bilateral relationships with local community colleges; for example, Charlotte Works will pay for prospective employees to attend Central Piedmont Community College to obtain a certificate for a specific skill such as advanced welding or project management. Central Piedmont Community College will also volunteer its facilities and personnel for Charlotte Works' career-enhancement seminars that, among other areas, focus on resume building and interview skills. Similar arrangements occur in the Centralina WDB with the five community colleges in the Board's service area.

Historically, the secondary school systems have lagged behind both in preparing students for workforce participation and in coordinating their programs with those of community colleges and universities as well as with other agencies directly engaged in workforce training and development. Recent innovations show some signs of improved cooperation and engagement by the secondary systems. Secondary school systems seem to be more actively working with community colleges, in particular, and four-year institutions in exploring streamlining the transition from high school to community colleges and four-year institutions. Also innovations like early college arrangements with community colleges and four-year institutions, a whole variety of STEM and STEAM program articulations, magnet schools and charter schools are setting a new standard of cooperation along the whole continuum of educational preparation.

Over the period of this plan, the Workforce Development Boards in the Southwest Prosperity Zone will seek to better understand these arrangements along the preparation continuum and to increase engagement with these educational partners.

8. Provide details on how the region addresses workforce issues specifically related to its a) cities and/or towns; b) suburban areas; and c) rural areas.

There are a number of complex issues surrounding this question. Many of the factors impacting the answer are outside of our direct control, including.

High Levels of Illiteracy
Extreme Poverty
Drug Dependency
Low Education Levels
Low Levels of Workforce Participation

A variety of ongoing strategies are used that are neither programmatic nor episodic.

Overall, our number-one way of impacting workforce issues beyond our direct control in city/town, suburban, rural settings is to become an advocate for answering their needs. To be effective, our plan of advocacy will require having buy-in from our elected leaders to support our advocacy and getting coherent position messaging out to the public and our stakeholders.

While cities/towns, suburbs, and rural areas are each distinct and different, they all are connected through common themes/issues. The difference is in the constituents and in whom they trust and have confidence to listen and respond to their needs.

Our region is not unique from any other in the state. We have distinctions that one can see are specifically city/town, suburb, and rural: assets and resources are more abundant in the city/town and suburban areas than they are in rural areas. Rural areas have much larger swaths of open land for farming and timber. Rural areas often don't have access to some items we take for granted, such access to broadband, which can make it easier for both businesses and job seekers to find one another. City/towns and suburban populations have better access to assets and resources than their rural counterparts due to their density. Many times, people in need move closer to where services are readily available and thus place a higher demand on the capacity to deliver such services.

In our region, access to public transportation is more readily available to our city/town residents, while it is less available in the suburbs and almost non-existent in the rural areas. This places an undue burden on those living further from the city/towns to have access to dependable private transportation or community action agencies that provide transportation.

We will address many of these unique issues by:

- Advocating through our partnerships, stakeholders and media outlets to bring attention and resource to critical workforce issues
- Meeting with local elected officials to influence funding and public policy development
- Meeting with our national legislative delegations to influence their support for good public policy and legislation
- Partnering with our community action agencies to align resources and strategic actions to benefit those impacted by the social factors outlined earlier
- Conducting listening tours with our constituents in cities, towns and rural settings to better understand their needs and to validate our responses to those needs
- Working closely with our rural centers and extension services offices to understand their strategic intents and actions so that we can collaborate together

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

Most importantly, Veterans and their spouses are served as the first priority when seeking assistance at the NCWorks Career Center – Gaston. They are also given first priority to apply for jobs when job orders are first listed in NCWorks.

The Boards access the Department of Labor's Employment and Training Administration's web portal, "My Next Move", to help veterans assess their needs and how they may connect to the right resources. Career Center Staff members can assist the veteran in converting their military skills over to skills that an employer desires in the candidate that they seek to fill a position within their company

Refer to the following site for more information: <http://www.mynextmove.org/vets>

Veterans are also evaluated for SBE (Significant Barriers to Employment) and can receive assistance from a DVOP to receive assistance in lifting their barriers to employment, including addiction, homelessness, PTSD, etc.

Veteran Bridge Home

There has been formed an important partnership between Charlotte Works and Veteran Bridge Home, a veterans-focused non-profit that serves honorably discharged service members. Veterans Bridge Home clients receive support during major life transitions. The organization links veterans to community resources for health, housing, benefits, education, and employment. Each client's individual needs are addressed in a caring and professional manner by a staff comprised mostly of veterans.

Veterans Bridge Home staff members understand that veterans have so many skills and talents to offer the workforce when they discharge from active duty, but do not have the community connections. They also know how much military life differs from the corporate world that writing a resume in civilian terms can be difficult, while navigating interviews and networking events are often new experiences for veterans. Clearly, the need for employment support is crucial. Staff work with Charlotte Works to create a web of support by connecting local area veterans with Veteran-friendly employers with job openings. Together, Charlotte Works and Veteran's Bridge Home builds a support system for its veteran.

Refer to the following site for more information: <http://www.veteransbridgehome.org>
Or Call 704-332-8802

10. Provide details on how the region is prepared to respond to serve victims of national emergencies or hurricane disasters.

Each local area would apply either on its own or collectively under a state application for federal Dislocated Work Grant – Disaster Relief funds to provide Employment Recovery and Disaster Recovery programs for communities in the Southwestern Prosperity Zone. Disaster Recovery will provide funding for Humanitarian or Clean Up Activities while Employment Recovery will provide classroom training or work-based learning opportunities. All these activities are provided for individuals who have been displaced from their jobs due to a national emergency or specific disaster.

NCWorks Commission

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

The Commission is designated as the state's Workforce Development Board under the federal Workforce Innovation and Opportunity Act. Led by a private sector chair, the 33-member Commission includes representatives from the business community, heads of state workforce agencies, educators, and community leaders. All members are appointed by the Governor.

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

*The NCWorks Commission developed its **2019-2021 Strategic Plan** based on four overall goals:*

GOAL 1: Prepare workers to succeed in the North Carolina economy by increasing skills and education attainment.

Education is the foundation to a strong workforce. As the skill requirements of jobs increase and change rapidly, businesses need to find people with the right skills for the jobs they create, and North Carolinians need access to training so they can be ready for those jobs.

1. Briefly describe how the local Workforce Development Board plans to prepare workers to succeed in the North Carolina economy by increasing skills and education attainment. Think about the myFutureNC goal of increasing the total number of **additional** post-secondary credentials by 400,000 by the year 2030. What strategy does the local Workforce Development Board have to support this goal?
2. Briefly describe how the local Workforce Development Board plans to promote access to job training for high-demand fields.
3. Briefly describe how the local Workforce Development Board plans to increase access to education for individuals with barriers.

GOAL 2: Create a workforce development system that is responsive to the needs of the economy by fostering employer leadership.

Employer-led job training programs have the best career outcomes. Employers know best what skills their workers need, and employer involvement is key for workforce development and job readiness. Businesses that invest in developing North Carolina's workforce will benefit from

well-trained employees and a more innovative and diverse workplace that better reflects its community.

4. Briefly describe how the local Workforce Development Board makes local employers aware of the wide array of business services offered.
5. Briefly describe how the local Workforce Development Board plans to enhance work-based learning projects to a broader range of local employers.
6. Briefly describe how the local Workforce Development Board works with local elected officials to ensure viable local business representatives are appointed to the local Workforce Development Board?
7. Does the local Workforce Development Board currently have any sector partnerships established with local or regional businesses? If so, please cite an example.

GOAL 3: Promote replication of creative solutions to challenging workforce problems by supporting local innovation.

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

8. Briefly describe how the local Workforce Development Board provides new and innovative solutions to support growth of the local workforce system.
9. Has the local Workforce Development Board received any (Federal, State or Local) funding for local innovative projects? If so, please list these grants.

GOAL 4: Promote system access, alignment, integration, and modernization.

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

10. Briefly describe how the local Workforce Development Board plans to increase NCWorks brand awareness.
11. Briefly describe any local area best practices on modernization of local career centers.
12. Briefly describe how the local Workforce Development Board plans work toward increased alignment with other local workforce system partners. How will you work together to ensure North Carolinians receive more comprehensive services across a broader range?

13. Briefly describe how the local Workforce Development Board is supporting Executive Order No. 92--Employment First for North Carolinians with Disabilities. Employment First is a national movement which recognizes that all citizens, including individuals with significant disabilities, are capable of full participation in integrated employment and community life.

III. NCWorks Career Centers > [REDACTED]

1. 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.

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

In PY2019, the One-Stop-Operator was a sole-source procurement due to the fact that only one bid was received during RFP process for competitive bids. Therefore, a contract was only offered to NC Commerce, Division of Workforce Solutions for one year. We will be soliciting bids for the One-Stop-Operator using the RFP process for PY2020, under competitive procurement criteria to again allow for the opportunity for competitive procurement.

3. What strategies have been used to better meet the needs of individuals with barriers to employment and increase access to services and programs of the one-stop delivery system, such as improving digital literacy skills, and leveraging resources and capacity within the local workforce development system?

Solid partnerships in our community are the foundation to meeting the needs of our customers; particularly those with barriers to employment. We have developed reciprocal referral relationships and information sharing sessions with community service providers. The career center's on-site partners have been essential in serving individuals with barriers to employments. Several partner led career center workshops consist of basic skills, financial literacy, an employability lab, interview skills, etc.

Furthermore, all Career Centers are ADA compliant and customers have access to auxiliary aides upon requests. Center Staff have a quick reference guide which includes contacts and phone numbers for organizations that are certified to assist individuals with disabilities and limited English proficiency.

Additional strategies to increase access and better service individuals with barriers have included:

- a) The WDB partners with area entities that specialize in providing services to persons with disabilities such as Vocational Rehab and Gaston Skills.
- b) Gaston connects to returning veterans and skilled military retirees through local Veterans organizations including Gaston County Department of Veterans Services.
- c) The WDB has a referral process to connect TANF recipients to NCWorks Career Center services including staff assisted services.
- d) The BRS maintains the primary function as the contact for Rapid Response activities and works closely with the TAA staff in the local DWS office to coordinate employer requested services.
- e) The WDB has a close relationship with the LME who can provide assistance for individual who have barriers to employment such as substance abuse and/or domestic violence issues. A referral system for other barriers to employment including child day care, transportation or lack of skills has been made available to all Career Center staff including those specifically working with youth and young adult populations.

4. How are training programs such as apprenticeship, incumbent worker training, on-the-job training, and other work-based learning opportunities leading to industry-recognized credentials aligned with employers' needs, and marketed to support talent development?

These training programs increase customers' access to better careers and professional advancement while serving employers in our communities. OJT models have proven to be effective when they involve an ongoing partnership between the employer and workforce system. As a result, the WDB's BSR is essential in cultivating these relationships. Our programs are marketed by our BSR as a solution to the employers needs for more skilled staff, especially when the employer can't wait for a customer to completely finish training BEFORE they begin to work for them. The work based learning programs are also marketed to customers by the Gaston LA career centers' staff as a means of being able to work and receive training at the same time.

5. Provide a brief description of the NCWorks Career Center system in your local area and include how Career and Training Services are provided. [WIOA Section 121(e), 134(c)]

The NCWorks Career Center Gaston operates under the integrated service delivery model. Career center staff work in three major functions including Customer Welcome, Skill Development, and Employment services.

Customers are served based on priority of service and receive staff assisted career services as prescribed in the Integrated Services Delivery model. Included in these career

services are such products as skill assessments, job development, career counseling, workshops, and additional services described in the 'product box' or as indicated by the skill assessment findings.

Furthermore, every customer is provided basic services through Wagner Peyser, to include a resume, virtual recruiter, 3 job referrals, and referrals to any required partners and community partners. These individuals are also informed about WIOA Individualized & Training services and offered the opportunity to talk with a WIOA staff member and/or attend a WIOA orientation.

Training services are provided in a manner that maximizes informed consumer choice in selecting an eligible provider. WIOA staff members are required to inform the WIOA participant about customer choice in choosing training providers and/or WIOA services that they can utilize. To ensure that customer choice is made a priority in the Gaston LA, the Customer Choice Form must be reviewed with the participant AND signed by both the WIOA participant and the WIOA Service Provider staff member.

6. Describe how local Workforce Development Boards determine the need for enrollment in Training Services.

Training services shall be made available to Adults, Dislocated Workers, or Out-of-School youth who:

- 1) Have met the eligibility requirements for training services, met the LA definition of self-sufficient for seeking training, and who are unable to obtain or retain employment. For customers wanting retraining, under a new career path, he/she must lack marketable skills in an OID related field.
- 2) After a case manager completed interview, WIOA initial assessment, and career planning, the participant is determined (by a WIOA service provider) to be in need of training services and possess the skills and qualifications to successfully participate in the selected training program. A Training Justification Form should be completed on all WIOA Training Service recipients to insure that participants meet the conditions for WIOA funding.
- 3) Select programs of training that are directly linked to occupations in demand in the local area or in another area in which the adults or dislocated workers (receiving such services) are willing to relocate.
- 4) Meet the education provider's minimum qualification requirements, and
- 5) Are determined to be eligible in accordance with the priority system (Adult Only)
- 6) Are members of a worker group covered under a petition filed for Trade Adjustment Assistance (TAA) and are awaiting a determination (Example: Freightliner/Diemler Employees). If the petition is certified the worker may transition to TAA approved training. If the petition is denied, then the worker will continue training under WIOA.

- 7) Are determined to be in need of training services to obtain or retain employment that leads to economic self-sufficiency or wages comparable to, or higher than, wages from previous employment.

Customers must have the skills and qualifications to successfully participate in the selected program of training. Services shall be limited to individuals who are unable to obtain other grant funds (including Federal Pell Grants) or that require assistance beyond what is available under other grant assistance programs. Each customer interested in WIOA sponsored training has their case reviewed by a Review Team for approval. This team conducts a quality review of the case and the in-demand occupations for the region, the length of training requested; projected wage gains upon completion, work history and/or current education levels along with any previous enrollment of the customer in WIOA funded programs. The goal of the Team is to provide timely determination of the training request.

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

The provision of follow up services is reviewed with customer at or before WIOA enrollments. A WOA Follow form is signed by both the customer and case manager. Follow-up Services are provided to all WIOA participants who have soft exited, to ensure that the participant remains successful in meeting their long-term goal – self-sufficiency employment that lasts 12 months or longer. When appropriate, the customer should come in monthly to meet with their case manager so the case manager can determine if the customer is still working in unsubsidized employment or still in post-secondary education and whether or not the participant needs additional assistance. If the participant is working and cannot meet with their case manager, the case manager can use unconventional methods to follow-up with the participant: NCWorks Internal Message, Fax, Mail, or Email. A copy must be scanned in to the participant's Staff Documents Tab in NCWorks.

Follow-up services in the Gaston LA may include: additional job search assistance, job retention information, conflict resolution/work place counseling, individual counseling, supportive services (refer to LA Policy for Support Services to see what is available)

Gaston LA does not require follow-up services on participants who meet the requirement(s) for hard exit (due to global exclusion). Neither does it require follow-up services on participants who soft-exit due to at least two "unsuccessful attempts to locate" in writing.

8. Describe how new NCWorks Career Center staff are trained in the integrated services delivery system model and at what point do they have full access to NCWorks.gov and

the timeline for accomplishing the training for new staff. Describe the staff development activities that reinforce and improve the initial training efforts.

The onboarding process begins with a review of all LA Policies and Procedures, followed by an extensive overview of the NCWorks Online System and how it is used to track customer activities, services, and documents. Then, the staff member receives an overview of programs, and introduction to ISD via the NC Workforce Training Center Online Tutorials (Welcome to Workforce Module). After that, the Career Center Manager is responsible for reviewing policies and procedures for completing RESEAs, EAls, Front Desk Greeting, and Career Resource Center.

The training plan is initialed and signed by the Program Manager, Career Center Manager, and/or Super user depending on which part of the training plan is being completed. NCWorks Online Access is not given by the WDB Super user until the LA Policy & Procedures and the NCWorks Online training has been completed. Verification of staff training for new hires and seasoned staff are provided to the Gaston WDB WIOA Coordinator and kept on file for future reference, should the need arise.

9. Describe how the Workforce Development Board holds the NCWorks Career Center operator and contractors accountable for activities and customer outcomes in the Center.

The Gaston WDB holds the NCWorks Career Centers accountable for activities and customer outcomes in the Center by providing technical assistance and regularly monitoring performance based upon the NCWorks Commission's Board Accountability Measures and criteria identified in their NCWorks Career Center Certification Application. Monitoring occurs on a regular basis and as part of the process, a debriefing is conducted with all Center management to review findings (both positive and needs improvement) and to identify areas where additional training would benefit staff. WDB contracts with WIOA service providers include a provision of payment based on performance. Therefore, it is in the contractor's best interest to meet or exceed minimum expectations.

10. Describe how the Workforce Development Board facilitates access to services provided through the NCWorks Career Center delivery system, including remote areas, using technology and through other means. [WIOA Section 108(b)(6)(B)]

The WDB provides a large resource area within its certified Career Center for customers to have access to their NCWorks accounts and to conduct self-service activities. The career center is equipped with newer computers and WiFi access. Additionally, the WDB seeks to conduct job fairs and recruitment session within facilities that offer WIFI capabilities. The WDB maintains non-certified centers house on the 1st floor of DHHS, and a Youth Center at Gaston College so that multiple areas of the community are served.

Outreach is conducted throughout the year and the WDB engages Community Based Organizations such as the Rotary, the Lions Club, and the multiple Chambers of Commerce within the Local Area as well as numerous Faith-Based Organizations. Center staff are also encouraging consumers to access NCWorks via mobile app. Arrangements for non-traditional hours can be made through the Career Center manager or Program Manager, if a customer needs to be seen at the career center outside of normal hours. Lastly, WIOA Adult/DW staff is equipped with laptop that may be used during outreach events or off site contact with customer, as deemed necessary.

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

All Center staff responsible for Wagner-Peyser and WIOA services assist with RESEA and EAI customers by providing assessment, resume updates, job placement services, information on workshops and skills upgrades specific to UIB recipients and information on the use of the NCWorks system. UIB recipients are encouraged to follow up with more intensive job placement assistance available at the Career Centers or independently access NCWorks from their mobile devices or home computers.

12. Describe how the Local Workforce Development Board has implemented a business services team and how they are supported by NCWorks Career Center integrated services staff.

Presently, the WDB's business service team is comprised of two BSR staff. The Business service teams leads the Gaston's BEST team attends Gaston HR events, serves on Gaston County Advance Manufacturing. The business service team focuses on serving employers and addressing their industry needs. Services to employers include layoff aversion, incumbent worker training, work experience, on-the job training, entrepreneurship, apprenticeship, and rapid response. To support integrated services staff, the business service team attends bi-monthly leadership and management meetings to discuss employer's needs, labor marker overviews, etc. Additionally, the BSR works closely with WIOA service providers to secure WEX and OJT placements; and communicate employer feedback for any OJT/WEX participants.

13. Describe how entities within the NCWorks Career Center system, including Career Center operators and partners, will comply with Section 188, if applicable, and provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities. [WIOA Section 108(b)(6)(C)]

All Career Centers are ADA compliant and have access to auxiliary aides upon requests. Center Staff have a quick reference guide which includes contacts and phone numbers for

organizations that are certified to assist individuals with disabilities. Additionally, staff is trained to comply with EO mandates, is trained annually on providing equal opportunity to consumers and is cognizant of serving all consumers appropriately.

14. Describe the integrated customer service process for participants. Attach a flow chart for services to include initial one-on-one interviews with customers, including NCWorks.gov dual registration, skills assessments, and determination of further services. Name document: Local Area Name Service Flow Chart 2020.

15. If applicable, attach the Memorandum of Understanding (MOU) among the local Workforce Development Board and partners concerning operation of the NCWorks Career Center system. (A MOU guide is attached for your reference as Appendix X). [WIOA Section 121(b)(A)(iii)]. Name document: Local Area Name NCWorks Career Center MOU.

16. Describe how the Workforce Development Board uses a portion of funds available to the Local Area to maintain the NCWorks Career Center system, including payment of the infrastructure costs of Career Centers. [WIOA Section 121(b)(1)(A)(ii) and (h)]

The Gaston County WDB cost-shares with all required partners for infrastructure costs at the NCWorks Career Center - Gaston. Currently the WDB leases computers for contracted staff, provides a copier, equips all center staff with desk scanners and signature pads, and provides Technical Assistance/TA and NCWorks training for staff and partners.

17. Describe the roles and any resource contributions of the NCWorks Career Center partners. [WIOA Section 108(b)(6)(D)]

Partners provide reception assistance, resource center staffing, conduct workshops and assist with rapid response sessions, specialized recruitment sessions or other career center activities as needed.

18. Describe the Workforce Development Board's method for planning oversight, review process and frequency of review for the NCWorks Career Center system in the Local Area, including processes for ensuring quality customer service. [WIOA Section 121(a)(3)]

The WDB conducts NCWorks Career Center Leadership and Management Team Meetings on a bi-monthly basis with all center partners represented at the table. Discussion is focused on improvement of services, maintaining high customer approval, initiatives and opportunities within the Local Area that would allow for increased exposure of Career Center services and enhance public awareness of the extensive services offered and ensuring that services and activities conducted within the Centers or by center staff is meeting job seeker and employer needs.

The Local Area conducts a formal monitoring of their WIOA Service Providers at least annually including areas of financial accuracy and records, programmatic implementation, WIOA & LA Policy Adherence, data validation & program eligibility, E.O. compliance, and ISD processes.

Additionally, the Adult, Dislocated Worker, and Youth Service Providers & Career Centers will be expected to complete monthly (at minimum) random quality checks of each of their team member activities (WP & WIOA Intakes, WIOA Active Cases, WIOA Exits, and Follow-up Cases).

To improve the Board's understanding and ability to ensure services are meeting consumer need, it is d also additional options through products such as Survey Monkey to capture customer responses.

Describe how NCWorks Career Centers are using the integrated, technology-enabled intake and case management information system for programs carried out under WIOA and programs carried out by NCWorks Career Center partners. [WIOA Section 108

All Career Center staff are required to record/document all WIOA services and contacts into NCWorks. This includes:

- 1) Enrolling eligible individuals into WIOA and Wagner-Peyer via the NCWorks system where authorized;
- 2) document activities in the NCWorks system participant file;
- 3) register customers, complete resumes, establish a virtual recruiter and refer to appropriate job leads and;
- 4) Assist new and returning customers through the NCWorks.gov system.

Use of the NCWorks.com state system has allowed for document storage, on-line access for employers and job seekers and a more efficient way to connect employers to appropriate candidates. The Gaston NCWorks Career Centers have integrated to paperless participant files for all new customers. Each NCWorks Career Center Gaston staff person has a document scanner and signature pad in their offices/cubicles regardless for funding stream. This use of technology is necessary to create and maintain a paperless case management/participant file

IV. Employer Services

1. Please briefly describe the efforts of the Business Services Representatives and/or Employer Services staff in the following areas:
 - Promoting work-based learning opportunities to employers
 - Exploring/ promoting sector strategies with employers
 - Utilizing employer data to inform priorities
 - Making employer referrals to Agricultural Services and/or Foreign Labor staff

Our Business Services Representatives work diligently to promote all of our work-based learning opportunities to employers. They participate in the Apprenticeship 321 quarterly meetings where employers, Workforce Development Boards, and Economic Developers from various regions meet. We even presented at a recent meeting and discussed how the partnership between Apprenticeship 321 and our On-the-Job training program works and benefits both apprentices and employers. Our Business Service Representatives also presented to approximately 20 employers at a Rotary meeting in Gastonia. They put together a presentation centered around all of the Work-based learning programs and how they are beneficial to employers. We partnered with our local Economic Development Commission to create a group called Gaston County Advanced Manufacturing. It is comprised of local manufacturing companies and our partners and our goal is to create a space for employers to have questions answered regarding training, tax incentives, recruitment, and economic development. We are currently in the planning stages of an Employer Engagement Breakfast in which we host employers from across the county to our facility and present to them all of the services and work-based learning programs that are available to them. In addition to this presentation, we wanted them to have something they can refer back to on an ongoing basis so we created the Business Solutions Catalog. It is a small catalog that includes information on Board services, the local Chamber of Commerce, Economic Development, NCWorks, and the local community college and includes contact information for each of them. Another marketing tool that we thought would be helpful was individual flyers for On-the-Job training, Work Experience, and Incumbent Worker Training. We created brand new flyers to distribute to employers at career fairs, Rapid Response sessions, and other outreach efforts.

Our Business Services Representative has been very successful in efforts to partner with our local education system as well as economic development commission and employers. They all work together each year to put on a large Career Expo event in which Middle and High School students get to experience a hand on event and see presentations from local employers to learn about the company and what they manufacture. It is an opportunity for the students to speak to employers and get an idea of what direction they would like to take in their careers. Each employer pays for their booth and that money is used to give away scholarships to the local community college. The event sees over 800 students in a day with around 15 employers participating. We also hosted an event to celebrate Advance Manufacturing week in which we hosted high school senior career and technical education students. They are again offered a hands on experience with local manufacturers. The employers brought samples of their products and even brought employees to speak with the students.

2. Please describe the efforts the Workforce Development Board has made to deliver business services on a regional basis. (possibly duplicative of items above)
Gaston Workforce Development Board has made great efforts to deliver business services on a regional basis. We consistently participate in regional meetings for

Apprenticeship 321 where there are other local areas and employers from the region in attendance and creating new and innovative ways to help build our workforce. Most recently, we have been working to create job fairs on a regional level both virtually and in person. We want to provide our employers the best possible talent pool possible.

3. Describe how the Board partners with employers and other organizations to promote work-based learning activities.

We take pride in the work we put in with our partners in Gaston County. Our Business Services Representative heads a group called Gaston's Business and Employer Services Team (Gaston's BEST) which is made up of representatives from Gaston County Schools, Division of Workforce Solutions, Gaston College, Economic Development Commission, and NCWorks. We meet quarterly and partner on many projects. One major project we work on each year is Workforce Week. During that week, we provide participants sessions where they can learn how to use NCWorks as a job search tool, how to create a resume, how to dress for interviews, and they have the opportunity to participate in mock interviews. The week is capped off with a large job fair. This event was a huge success for both participants and employers.

4. Please describe business services partnership efforts in the areas of education, economic development and with employers.

Our Business Services Representative has been very successful in efforts to partner with our local education system as well as economic development commission and employers. They all work together each year to put on a large Career Expo event in which Middle and High School students get to experience a hands on event and see presentations from local employers to learn about the company and what they manufacture. It is an opportunity for the students to speak to employers and get an idea of what direction they would like to take in their careers. Each employer pays for their booth and that money is used to give away scholarships to the local community college. The event sees over 800 students in a day with around 15 employers participating. We also hosted an event to celebrate Advance Manufacturing week in which we hosted high school senior career and technical education students. They are again offered a hands on experience with local manufacturers. The employers brought samples of their products and even brought employees to speak with the students.

V. Performance

1. Examine the local Board's current Adult, Dislocated Worker, and Youth performance on the Federal Primary Indicators of Performance for PY 2019 and previous Program Years (reports available via FutureWorks).
 - a. What are some of the factors in the local area that impact performance levels (both positively and negatively)? Be sure to consider factors such as the unemployment rate, factory closures/openings, weather events & natural disasters that may have impacted the area, as well as internal operational factors that may impact the local area's performance.

A low unemployment rate and increasing job growth in the Gaston & surrounding areas have positively impacted the LA's performance from the last few years. Several performance measures (Employment Rates & Median earnings) continue to improve or maintain passing performance. The LA has contracted with the same WIOA contractors since 2015 which has also contributed positively to the LA's performance. Since the contractor has remained the same, there is better alignment with the LA's workforce vision, the contractors' internal processes are more efficient, staff are more familiar with LA policies, and community partnerships are more solidified.

Consequently the low unemployment rate, has also negatively contributed to a decrease in enrollments into WIOA individualized and training opportunities. As a result, the LA and contracted service providers partner diligently to strategize innovative methods to effectively reach targeted populations including fostering new & existing partnerships, increasing social media presence, and enhancing service delivery methods (ie virtual services).

Lastly, the credential measure continues to be an area of weakness for the youth program. Youth disengagement and youth dropping out of training/educational activities have negatively impacted this performance indicator greatly. The youth program has encountered higher rates of staff turnover which is also a contributing factor. Due to the complexity of barriers, the youth program is highly susceptible to participant disengagement. Furthermore, a case manager's rapport is imperative in keeping youth engaged; and this has proven difficult in times of high turnover by the contractor.

b. What strategies are in place to maintain or improve performance?

The following strategies are in place to maintain and improve performance: (1) the LA Super user analyzes the FutureWorks reports & predictive rosters and compares it against NCWorks reports to ensure that staff are keying performance data accurately and that NCWorks is giving accurate data reports. Any deficiencies identified are communicated to the contractors. (2) Follow-up is required for all programs and this has proven beneficial for maintaining and improving performance for all programs. (3) The LA requires program managers to run quality checks on their staff's intake and case management activities at least monthly and the WDB monitors the contractors at least annually. (4) Program managers submit a yearly performance plan to the LA which details their action plan to meeting performance measures and contract goals for the upcoming program year. All of these strategies are essential in maintaining and improving performance in our local area.

- c. In the event the local board is not on track to meet yearly performance indicator goals, please discuss what corrective actions/steps would be undertaken to address this situation.

If performance issues arise, the WDB Director will be made aware and board staff will meet with the contracted program management & one stop operator to discuss the issue, in order to put corrective actions in place to improve performance levels. Failing to meet yearly negotiated performance goals directly affects the Adult/DW contractor's profit payments. They are only paid for profit that is earned by achieving performance measures AND by achieving goals set in their signed WIOA service contract. The Youth Contractor is the community college system and is not a for-profit business which does not earn profit payments. Where deficiencies are identified, required improvements will be implemented under existing contract mandates.

- d. How is performance information shared throughout the hierarchy of staff? Please detail how the Board addresses performance data in its relationship with its contractor(s) and how case managers are using performance data to drive local area performance.

Gaston has a designated Performance Accountability Specialist whose primary function is to review activities within NCWorks and oversee adherence to performance goals and outcomes. The WIOA Coordinator and Performance Accountability Specialist review performance outcomes in Futureworks as the updated data becomes available. The performance reports are shared at least quarterly with its contractors and one stop operator. The contracted program management would then relay the reports to their staff. This allows staff to be aware of the progression toward our performance goals, and focus on areas where there could potentially be issues. Additionally, program managers are highly encouraged to utilize NCWorks predictive reports on a regular basis to further focus in areas of weakness.

- 2. In recent years, many Workforce Development Boards have seen decreasing population counts for the number of Dislocated Workers served. Please describe the strategies the Board has in place to ensure this population is sufficiently (proportionately) represented in the performance pool. Be sure to include whether the Board makes use of the nontraditional Dislocated Worker definitions (such as any individuals who are long-term unemployed and can, therefore, be considered Dislocated Workers) in the response.

To ensure Dislocated Workers are proportionately represented staff are assessing customers for both Dislocated Worker & Adult eligibility. If DW eligibility is determined, the customer will then be enrolled as a Dislocated Worker. Customers interested in WIOA services are also asked to apply for unemployment benefits (if laid off or terminated), as this will also help staff to identify dislocated workers. In addition, the LA utilizes the Additional State Eligibility category identified in DWS Policy Statement PS 02-2017. As a result, staff may enroll individuals who are long-term unemployed (13 consecutive weeks or more) as a dislocated worker. Lastly, as part of the LA's ISD model, all career center staff should be referring RESEA/EAI customers to WIOA Individualized or Training services under the Dislocated Worker program.

3. The Measurable Skill Gains measure is a real-time indicator denoting participants who are making demonstrable progress on a track toward Credential Attainment. Please describe how the Board makes use of the information the Measurable Skill Gains measure provides as a means of ensuring the Board reaches its Credential Attainment indicator goal.

The measurable skill gains measure is an early indication of the student's probability of successfully completion of their credential. Additionally, the measurable skill gain indicator also helps to reveal any issues the student may be experiencing. The information from the Measurable Skill Gains has helped our service providers be more accountable for our students' progress while in training. Students with successful measurable skill gains are more likely to successfully obtain their credential and less likely to drop out of their program of study. In this LA, the WIOA case manager is expected to meet with the student monthly for counseling services. During these appointments the case manager will discuss the student's progress and provide resources for tutoring, childcare, counseling and/or other critical needs that can affect grades. This allows staff to try to assist before the student drops out of school or fails a class, which may lead to a negative performance for the credential attained measure. At the end of each semester, the student will turn in a copy of their grades/transcript to their case manager and discuss their semester progress. If grades show a dissatisfactory progress, then the customer will be provided further counseling and a determination will be made whether to continue training or find a more suitable option in order for the student to become re-employed.

4. Please describe the process for monitoring service providers in the local area. Include details such as how it is conducted, who is involved, how often, et cetera.

The Local Area conducts a formal monitoring of their WIOA Service Providers at least annually. This formal monitoring may include an on-site visitation and/or off-

site desk reviews. The Local Area will monitor all Service Provider activities to include: data collection, data entry, customer files, data validation elements, financial records, work based learning, exits, outcomes, equal employment opportunities, integrated service delivery and other items deemed necessary by the Workforce Development Board Director or designee. The Local area will monitor in areas of financial accuracy and records, programmatic implementation, WIOA & LA Policy Adherence, data validation & program eligibility, E.O. compliance, and ISD processes. The WIOA Coordinator and LA Superuser are involved in the monitoring processes, and WDB Accounting Tech will also assist with the financial monitoring of the service providers. The Gaston LA WDB uses monitoring review documents to insure that all staff are reviewed on the same type of WIOA service provider activities. Monitoring summary reports are then completed along with recommendations for any improvements and/or training to be completed by the contracted program managers.

Additionally, the Adult, Dislocated Worker, and Youth Service Providers & Career Centers will be expected to complete monthly (at minimum) random quality checks of each of their team member activities (WP & WIOA Intakes, WIOA Active Cases, WIOA Exits, and Follow-up Cases. They must be prepared to show documented proof, the results of these required quality assurance checks, when requested, and at a minimum at least annually, to the Gaston WDB Staff.

VI. Equal Opportunity

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

Gaston County WDB staff conducts EO training for all Center staff annually and as needed. Compliance of Center staff to EO policy is mandated and expectations are clearly defined. WDB staff also randomly select records to review and to guarantee that individuals are provided access to services without discrimination. The WDB also requires that it be provided with a copy of any claims of discrimination by consumers within two business days and follows up immediately to investigate and/or resolve any issues. Each Career Center staff must post information within their work area regarding EO guidelines and information for consumers to follow should they feel that discrimination has occurred. The WDB does not tolerate discriminatory conduct of any kind, requires staff to adhere to EO policy and would recommend disciplinary action up to and including discharge of any individual or contractor determined to have willfully engaged in discriminatory actions.

2. Attach the Local Area's current Equal Opportunity (EO) Complaint Grievance Procedure to address EO requirements [29 CFR Part 37.71]. Name document: Local Area Name *EO Complaint Grievance Procedure 2020*.

See attached Gaston County WDB EO Complaint Grievance Procedure

3. Describe methods to ensure local Equal Opportunity procedures are updated.
The State EO Officer – Mose Dorsey provides the Gaston County WDB Staff, NCWorks Career Center – Gaston Staff, and DHHS Career Resource Center Staff with Annual EO & LEP Training each year. Mose advises the board if any changes have been made to state or federal EO Requirements so that Local Area Policies and Procedures are up-to-date with the most recent EO criteria for provided participants with services in a manner that supports EO compliance.

VII. Adult and Dislocated Worker Services

1. Describe the local Workforce Development Board's vision for serving the WIOA eligible Adults and Dislocated Workers to include high level goals, outreach strategies, service delivery and expected outcomes. Describe how this vision will improve the employment outcomes for this population.

The Gaston County WDB has a basic vision of enhancing skills of the existing and emerging workforce to meet the needs of regional employers and improve the economic conditions of its residents while encouraging business development and expansion through entrepreneurship and innovation.

Through identification of adults and dislocated workers with employment barriers, these individuals will be provided with intensive case management to improve successful outcomes, encourage job retention and also to insure self-sufficiency. Participants will be provided with career counseling to assist them with making appropriate career choices that substantiate sustainable employment and skills training that meets current and future employer needs.

Several outreach initiatives are in place such as distribution of NCWorks brochures for employers and job seekers, a monthly job fair hosted by the WDB that encourages and promotes use of the online NCWorks system, and regular attendance at Chamber of Commerce or SHRM events where targeted employers attend. The WDB participates in numerous community events as well in order to provide information on programs to job seeker. The use of an electronic sign outside the DHHS Career Resource Center can be used for promoting recruitment sessions for identified employers or listing a specific job(s) from NCWorks that are being promoted for an employer. Use of media for outreach includes the board website, NextGen Youth Website, Gaston College Website, Adult Career Center Website, Facebook pages for each, twitter accounts, instagram accounts and the government access channel (free community event announcements).

One of the challenges faced by the WDB in its process to improve outcomes is that much of the data needed to determine real time outcomes cannot be accessed quickly through the current NCWorks system. In order to move toward continued improvement, it is critical that data be easily accessible to users, measurable and understandable. It is also important that reports be drillable in the areas that are important to the boards and the contractors.

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

When the Gaston WDB contracted with a new WIOA Adult Services Provider for PY 15, there had been a slight decrease in performance for the Local Area initially as the contractor adjusted to the procedures of the Board, the workforce demands of employers and skills levels of job seekers. Over the last 4 years we have maintained our current contracted WIOA Adult Service Provider, which is Two Hawk Workforce Services. They have also maintained the same program manager the last years and she has consistently worked to improve customer service while increasing the % of Performance Measures met. Gradually, over the last 3 years the WIOA Adult Contractor's credential obtainment rate has increased and thus the number of individuals obtaining employment after completion of their credential has also. PY2019 was the first program year that the contractor is on target to meet ALL Performance Measures and recently received 100% of their quarterly profit payment.

Educational & Training Services

Strengths:

- a) extensive community college system locally and regionally offering certificate and short-term training for job seekers and employers needing customized or incumbent worker training.
- b) multiple access sites within the Local Area offering GED classes
- c) NCWorks Career Center tier 1 site and its partner site located at DHHS on the first floor serve customers in their communities, providing skills assessments, career counseling, on-the-job training and other "earn while you learn" opportunities.
- d) comprehensive occupation lists approved for WIOA training sponsorship, training dollars are available for eligible participants.

Weaknesses:

- a) community colleges are sometimes slow to respond to training request outside historical industry norms, weak regional collaboration has produced duplication of educational offerings within the region but the college system is making an effort to work toward eliminating these.
- b) changes to GED certification have made obtainment more difficult thus reducing attainment levels.

- c) specific to former military and veterans - difficulty in achieving recognition for skills obtain during their active military service and skills are not transferable to private industry or to state educational system, should veterans seek credit for existing training/skills attainment.
- d) lack of understanding with job seekers regarding the current and emerging occupations and the resulting need for continuous skills upgrades to stay relevant in the workplace and increase earnings capacity.

The WDB actively engages employers, training entities and job seekers on current and emerging trends, projected workforce demands and the need to be responsive to training requests in a timely manner. Additionally, connecting veterans to employment opportunities within the region by comprehensively detailing military skills in the NCWorks system will enhance the ability for system technologies to engage in automated job matching. Sponsoring activities such as Career Fairs and Recruitment Sessions will broaden knowledge on career opportunities and provide relevant information on educational requirements for specific jobs.

3. 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 Gaston WDB released a Request for Proposal on March 2nd 2018, which included limited program requirements and advised of a mandatory Pre-Proposal Conference on Wed March 14, 2018 at 9am. Attendees were provided with detailed information on submission requirements and a Q&A was conducted following the structured presentation.

The deadline to submit additional questions was March 20th 2018 at Noon and the deadline to submit a proposal for consideration was April 13, 2015 at Noon. Any submissions that failed to meet the deadline were not considered for funding. Only 1 Adult WIOA Program proposal was received by the Board. The proposals were reviewed by the RFP committee and scored.

At the April 19, 2018 WDB meeting the RFP committee recommendations for funding were made and then approved by the Board. Notice was made for 30 days to the public via the Gaston WDB website.

Contracts were executed by Gaston County Government for WIOA Services for PY 2018.

Contract negotiations a new profit analysis were completed.

The WIOA Adult/DW Contractor requested and received their first 1 year extension of their contract for PY2019 and is also interested in a second 1 year extension of their contract for PY2020. This will conclude the allowable extensions of their previous Contract and PY2021 will be competitively procured.

In keeping with NC legislative requirements, Gaston County WIOA programs did not seek to establish a secondary entity by which to contract services through Gaston County Government for WIOA funding. In response to the legislative requirement to contract for direct services, Gaston County implemented a Reduction in Force (RIF) in February 2014 and November 2015. This RIF impacted all in-house case managers providing direct services to Adult, Dislocated Worker and Youth participants.

4. Attach the Local Workforce Development Board's Adult and Dislocated Worker (DW) service providers chart effective July 1, 2020 using the Adult/Dislocated Worker Service Provider List provided. Name document: Local Area Name Adult and DW Providers 2020.
5. 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 Policy. [PS 06-2019]
See attached Gaston County WDB Eligible Training Providers policy statement.

Eligible Training Providers are reviewed at the local level when one of two situations arise: the customer chooses a provider that is not currently on the list and wants them to be added OR a local area provider contacts us to be added to the ETPL. Additionally, we evaluate Apprenticeship providers to be added to our LA ETPL. The Provider Review Team evaluates new providers' eligibility weekly. Gaston LA WDB has a "Provider Review Team" that consists of the Provider Specialist, Merissa Mitchell and the WDB Supervisor, Sally Heglar. As the Provider Review Team is notified by NCWorks that a provider has registered in NCWorks, the Provider Specialist notifies the provider what verifications are needed to determine if they are a legitimate provider, that can be added to ETPL list as an 'Approved Provider'. Once the requested documents are returned, the provider specialist schedules a meeting date for the Provider Review Team to review the documents and successes of the provider. This is required for every program that the provider offers. Each program is reviewed separately.

If the provider or their programs are denied, a provider case note is added and a notice is sent to the provider.

When the customer completes their Intensive Service application, training customers and the contracted Service Provider are both required to sign a "Customer Choice Form" which states that the contracted Service Provider has given 'the customer' the choice of which training provider he/she uses for services. The Local Area makes the

entire ETPL available through NCWorks to each training customer, with the understanding that each customer is responsible for travel cost incurred that exceeds the allowable amount to be paid by the Local Area Service Provider through supportive services. In the Gaston Local Area there is more than 1 community college and private training provider (who is approved to be on the NCWorks ETPL) within a 30 minute driving distance of the NCWorks Career Center – Gaston and thus the Local Area considers that we have a “significant number of competent providers” for our local area. Competency of providers and their programs is proven when the provider meets the local area’s training provider and program requirements, which states: that they must be a proven legitimate provider; in existence for at least two years; possesses liability insurance; its programs are completed by a significant percentage of its students, resulting in credential and employment. Additionally, a percentage of program completers should obtain employment related to their training field. Annually, training providers are reviewed to see if they continue to meet the required local area completion rate standards. If their programs do not meet the local area completion rate standards, based on the rate information that the training provider is required to enter in NCWorks, the training provider will be notified that they are no longer eligible for their program(s) to be on the ETPL. If at any point the training provider meets the minimum standards, they can re-apply to have their programs placed on the ETPL.

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

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

The Gaston LA provides the following during the participant’s 12 months of follow-up:

- Additional Job Search Assistance
- Job Retention Information
- Conflict Resolution/Work Place Counseling
- Individual Counseling
- Supportive Services (refer to LA Policy for Support Services to see what is available)

Follow-up Services are provided to ALL Gaston County WIOA participants who have soft exited, to ensure that the participant remains successful in meeting their long-term goal – self-sufficiency employment that lasts 12 months or longer. When appropriate, the the case manager schedules the customer to come in monthly to meet with them so the case manager can determine if the customer is still working in unsubsidized employment or still in post-secondary education and whether or not the participant needs additional assistance. If the participant is working and

cannot meet with their case manager, the case manager is allowed to use un-conventional methods to follow-up with the participant: NCWorks Internal Message, Fax, Mail, or Email. The case manager scans the necessary proofs of these contacts in to the participant's Staff Documents Tab in NCWorks.

Follow-up results are keyed in to NCWorks, within 15 days from the last day of the each required quarter.

In the Gaston LA, we do not require follow-up services on participants who meet the requirement(s) for hard exit (due to global exclusion). Neither do we require follow-up services on participants who soft-exit due to at least two "unsuccessful attempts to locate" in writing.

VIII. Youth Services

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

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

USDOL also focuses on the following WIOA Performance Indicators:

- Employment, education, or training during the 2nd quarter after exit
 - Employment, education, or training during the 4th quarter after exit
 - Median earnings during the 2nd quarter after exit
 - Credential Attainment Rate
 - Measurable Skill Gains
 - Effectiveness in serving employers (system-wide measure, not program specific)
-

1. Provide a general overview of the local current total population (within five years) of the Title I WIOA eligible youth by Local Workforce Development Board area. Include the following general information for the local Workforce Development Board area:

In-School Youth Analysis

- a. Approximately, what number of the Youth are ages 14-21?

Exact data for this selective population is not attainable. However, based on 2010 Census and 2014 American Community Survey information it is estimated that there are approximately 20,337 youth in Gaston County in this age range.

- b. Approximately, what percentage of these youth are low-income (eligible for WIOA In-school program)?

Estimated to be approximately 10%.

- c. Approximately, what number of these Youth are in the current school dropout statistics?

- 2013-2014

184 drop outs/1.24% of students

- 2014-2015

205 drop outs/1.37% of students

Out-of-School Analysis

- a. Approximately what number of Youth ages 16-24 of the current total population (within five years) make up the population?

23,905

- b. Youth ages 16-24 represent what % of the population?

11%

- c. What are the general educational levels of this age group?

20.7% do not have a high school diploma

34.3% have a high school diploma or equivalency

39.2% have some college or associates degree

5.8% have a bachelor's degree or higher

- d. What is the general employment status of this age group?

On average, only 58% of this age group identify as being in the labor force, with 42.6% reporting as employed.

2. Based on the assessment above, does the local Workforce Development Board plan to serve In-School Youth?

In-School Youth normally have access to a high school guidance counselor or a college academic advisor as well as other High School or College resources. These individuals can typically work with In-School Youth who are struggling by providing tutoring through teachers or on-campus tutors. Out-of-school youth do not typically have this advantage and thus need a case manager to support their endeavors in GED, AHS, and possibly short-term or long term training if they are not able to find employment with it.

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

The WDB, via WIOA Service Contractor, provides career exploration service to youth through short term Summer Youth Employment, Year-Round Employment, and Work

Experience opportunities such as OJT and apprenticeships, leadership opportunities, and community volunteer activities, workshops on relevant topics such as personal health, post-secondary educational opportunities, college tours and job shadowing. Employment and training opportunities for Youth participants are identified by the Board as service priorities for the contractor, who is Gaston Community College at present. With the extensive availability of on-campus and technology enhanced programs, this contractor is a perfect fit for the WIOA Next-Gen Youth Program. With Gaston College being a state supported school, all facilities are ADA compliant. If a youth has additional disabilities, the board will work with the Youth Contractor to insure that all reasonable accommodations possible are made to assist the youth to meet his/her training and employment goals. The Gaston Workforce Development Board has been a supporter of virtual learning and services for some time. It is the vision of our board to continue to provide virtual face-to-face services even after the COVID-19 pandemic has passed, in an effort to accommodate individuals with disabilities or mental health conditions including but not limited to PTSD, Social Phobia's, Sight limitations, and other impairments (as deemed necessary).

Each year the Gaston WDB sponsors up to 8 youth participants and youth case managers to attend the NC Youth Summit in Greensboro. In order for a youth participant to be eligible to attend, they must complete agreed upon goals as discussed with their case manager including attending class, completing volunteer hours or work experience activities and keep their regularly scheduled appointments with their case manager.

Additionally, interested youth participants are required to be placed in paid work experience sites that mirror their employment goals and/or areas of interest from their interest assessment(s)

4. Describe the local area's broad Young Adult (NextGen) Program design to include:
 - a. Providing objective assessments;
 - b. Supportive service's needs;
 - c. and developmental needs of each participant, for the purpose of identifying appropriate services and career pathways for participants. [WIOA Section 129(c)(1)(A)]

Gaston LA is committed to providing high quality services for all eligible youth and young adults. The LA's NextGen program is designed to assist youth with one or more barriers towards self-sufficiency; including preparation into secondary education, skills training, credential attainment, work place experience, financial literacy, knowledge of labor market info, etc.

To ensure seamless delivery of program services for program participants, each youth shall receive an Objective Assessment of the academic levels, skill levels and service needs for the purpose of identifying appropriate services and career pathways. The assessment will include a review of:

- Basic Skills
- Occupational Skills
- Prior Work Experience
- Employability
- Interests

- Aptitudes
- Supportive Service Needs
- Developmental Needs

Furthermore, this assessments should also consider a youth's strengths rather than just focusing on areas that need improvement.

This objective assessment will help build the framework of the ISS which is jointly developed between the case manager and youth.

To relieve barriers and to receive a comprehensive array of youth services (14 elements), supportive services are made available to youth participants. To the extent possible, support services will be provided by referral through linkages to area human service agencies. Where these resources are unavailable, WIOA funds may be used for Youth. Supportive services may include assistance with transportation, Child Care & Dependent Care, Housing, Educational Testing, Accommodations for Individuals with Disabilities, Uniforms or other work related attire and tools, Items Necessary for Students who are Enrolled in Post-Secondary, Payments and fees for employment and training related applications, tests, and certifications

5. How does the local area ensure the Individual Service Strategy (ISS) identifies appropriate services based on the objective assessment and is linked to youth performance indicators, career pathways and program elements? [WIOA Section 129(c)(1)(B)]

The local area ensures that the ISS identifies appropriate services based on the OAS by having short term, intermediate, and long term goals to assist the youth in achieving overall self-sufficiency. Desired career paths are determined through interest assessment testing before plans for classroom or work-based training are solidified. This, as well as job shadowing, will help to insure that the youth participant is fully aware of what is involved in his/her career path. Being educated about the career path of their choice helps to insure completion of the training and the obtainment of employment, which will inevitably help the participant meet the required performance measures.

6. Describe the local area's broad Young Adult (NextGen) Program design to include:
 - a. Employment Goals, - Youth who are interested are groomed with Interviewing Skills, a professional resume, financial literacy workshops for learning to manage a paycheck, an interest assessment to determine what type of job they would be best fitted for. The youth is also offered to complete a 1 day Job Shadow in the area of their interest. Once these steps have been completed, Youth are evaluated for their preparedness to enter the world of work. If they equipped with basics needed to excel in an interview, they are referred for a work experience position in the area of their interest. It is the Gaston County WDB's hopes that providing youth with opportunities in their area of interest, will aid in employment retention and thus self-sufficiency.
 - b. Education Goals. - Youth who are interested in completing or furthering their education are handled in a manner similar to those who are interested in work. They are first given an interest assessment to insure that the career path they have chosen, is one that will suit them. It is also preferred that the youth complete a 1 day job shadow in the area of their interest to insure that the youth understands what their chosen career

path entails. The youth is provided with customer choice of training providers and signs the Customer Choice Form to insure that they have had this explained by the contracted WIOA Service Provider. This is especially important since the Gaston County WDB contracts its Youth Case Management services out to the local community college.

7. Where does the local area plan to serve the young adults (NextGen): NCWorks Career Centers Tier 1, Tier 2, Specialized Centers, Service Provider Offices, or Hybrid situations. Explain if it is both NCWorks Career Centers and Provider Offices or some other option.

The Gaston County WDB requires youth services be provided at both the NCWorks Career Center and its Provider Offices. The Next-Gen Youth Contractor provides 1 Full-time (or equivalent) Next-Gen Youth Staff Member to provide One-Stop Basic Career Services to youth at the NCWorks Career Center – Gaston once they have been screened by a Career Center Staff member and determined to fall in the Age 16-24 with Barriers category. The board also requires that the Next-Gen youth staff member provide Basic Career Services, Intensive Youth Intake Services and Youth Case Management Services at the Gaston College – Dallas Campus.

8. What new local higher-level goals (not traditional performance measures) are in place to serve the young adult (NextGen) population to include new outreach strategies and interactions with this population outside of the office/NCWorks Career Center setting? Do these improve employment outcomes and retention (or other identified local needs) for this population?

The Gaston County Workforce Development Board requires that its NextGen Youth Contractor provide a Community Service opportunity, for all of its youth, once per month. This allows the youth participants to develop leadership skills and provides valuable insight into what contribute to their local community without it costing them anything. When our NextGen Youth are out in the community completing service projects and interacting with other youth in community, it allows other youth in the community to see advantages of being enrolled in the Youth Program and also allows the youth to share their experiences with the NextGen youth program with other youth.

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

Workbased Learning opportunities including OJT, WEX, Transitional Jobs, Pre-Apprenticeship, Apprenticeship and Job Shadowing. Career Expo's, Career Provider Fairs, Career Awareness Events, and other career exploration activities to allow youth to see career opportunities that are available through local in-demand employers, as well as the education & skill requirements for different career paths. In the Gaston Local Area, the WDB BSR's lead the Gaston's BEST team and regularly partner with Vocational Rehabilitation & Services for the Blind for individuals who have disabilities and need training, employment or reasonable accommodations.

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

The Gaston WDB requires that our WIOA NextGen Youth contractor enroll a minimum of 90% of OSY and a maximum of 10% of ISY. Currently, the Gaston Local Area does not have any ISY enrolled. Outreach efforts are achieved through social media, websites, communications across the college campus and at the Life Skills Building where GED classes are offered. Additionally, monthly community service projects take current Youth participants out in the community and are able to share their experiences in the Youth program with other youth in the community. Gaston College also allows a NextGen Youth Staff member to attend the GED Orientation session to promote the NextGen WIOA program and recruit interested individuals.

11. Describe how the local Workforce Development Board partners, aligns, and leverages, as appropriate with:

- a. Title II Adult Education and Family Literacy Act program resources and policies;
- b. Title IV Vocational Rehabilitation program resources and policies;
- c. Integrates adult education with occupational education and training and workforce preparation, as well as the creation of career pathways for youth. [USDOL TEGL 8-15]

The Gaston WDB partners with Gaston College's GED & AHS Programs, as well as the Gaston Literacy Council and Vocational Rehabilitation to do co-enrollments and provide services to individuals with basic skills deficiencies, learning disabilities and other barriers to employment. Gaston College provides TABE testing to anyone with a potential basic skills deficiency or learning disability.

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

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

The Gaston LA provides the following during the participant's 12 months of follow-up:

- Additional Job Search Assistance
- Job Retention Information
- Conflict Resolution/Work Place Counseling
- Individual Counseling
- Supportive Services (refer to LA Policy for Support Services to see what is available)

Follow-up Services are provided to ALL Gaston County WIOA participants who have soft exited, to ensure that the participant remains successful in meeting their long-term goal – self-sufficiency employment that lasts 12 months or longer. When appropriate, the case manager schedules the customer to come in monthly to meet with them so the

case manager can determine if the customer is still working in unsubsidized employment or still in post-secondary education and whether or not the participant needs additional assistance. If the participant is working and cannot meet with their case manager, the case manager is allowed to use un-conventional methods to follow-up with the participant: NCWorks Internal Message, Fax, Mail, or Email. The case manager scans the necessary proofs of these contacts in to the participant's Staff Documents Tab in NCWorks.

Follow-up results are keyed in to NCWorks, within 15 days from the last day of the each required quarter.

In the Gaston LA, we do not require follow-up services on participants who meet the requirement(s) for hard exit (due to global exclusion). Neither do we require follow-up services on participants who soft-exit due to at least two "unsuccessful attempts to locate" in writing.

13. Specify if the Local Workforce Development Board plans to offer incentives for (NextGen) 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.

The Gaston Local Area does provide Youth Incentives for achievements of goals. The LA WDB requires that the Youth Contractor offer incentives to Youth participants when achieving goals on their ISS. The Youth Contractor uses WIOA funds to purchase incentives including gift cards. However, the Youth Program is also allowed to solicit donations of items that can be used for incentives also and is not required to provide the Gaston WDB record of these donations. The Youth Program case managers are required to have their program manager to sign off and approve this issuance of incentives for each participant. The participant has to sign the same Incentive Form when an incentive received from his/her case manager. Thus showing the flow of the incentive or gift card from the Program Manager to the Case Manager and then to the customer.

14. If the Local Workforce Development Board does not offer incentives for (NextGen) youth, please explain why.

The Gaston County Workforce Development Board offers incentives for Nextgen Youth and allows WIOA Youth Contractor(s) to request special approval to offer additional youth incentives above what the board requires.

15. Describe the local area strategy to ensure youth (NextGen) program activities lead to a High School Diploma or its equivalent or a recognized post-secondary credential and post-secondary education and training opportunities. [WIOA Section 129(c)(1)(C)]

Youth who enter the WIOA NextGen Youth Program are offered a TABE test to assess their education level. Additionally, they are offered an interest assessment test to determine their area of career interest which can lead to youth enrolling in post-secondary education after completion of GED or AHS. If a youth's first priority is obtaining employment, we support the customer's choice of activity while providing them with every opportunity to further explore career development options. Thus encouraging their continued education without pushing the participant in to something they may not be ready for.

16. Describe the local strategy to prepare the youth (NextGen) for unsubsidized employment, including with small employers, specifically those that include in-demand industry sectors and occupations of the local and/or regional labor markets. [WIOA Section 129(c)(1)(C)(v)]

NextGen youth have the opportunity to participate in several workbased learning opportunities, including Work Experience, On-the-Job Training, and Apprenticeship. Business Services Representatives and Work Experience Specialists both develop these opportunities with employers have the potential to turn these positions in to unsubsidized self-sufficiency employment.

17. Please complete the Youth Program Elements chart provided to demonstrate how the local Workforce Development Board ensures each of the 14 youth program elements is made available to youth participants.[WIOA Section 129(c)(2)(A)] Name document: Local Area Name Youth Program Elements
18. How does the local area ensure that the minimum of 20% of funds is spent on work experience and is the local area expending the 20% minimum on work experience to include an estimate of expenditures that will be paid wages to youth.? [WIOA Section 129(c)(4)]

Through competitive procurement, the Gaston WDB selected the youth service provider, Gaston Community College, to deliver services to both in-school and out-of-school youth. The contract with Gaston College includes the requirement to expend 20% of their budget for work experience and these funds are set aside for that purpose. They have a WEX specialist on staff to assist with subsidized placement in work experience opportunities.

The amount that Gaston College bills to the Gaston County WDB for reimbursement in the Work Experience section of the invoice is keyed in to WISE to account for expenses identified as work experience by the contractor.

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

Yes...The Gaston County WDB has a Youth Committee.

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

The committee's purpose is to provide a holistic approach to lifting youths' barriers by facilitating the sharing of information, opportunities, and resources that are available in the community for youth between local agencies and partners including law enforcement, DSS Foster Care Program, Gastonia Housing Authority, and a youth who can share a youth participant's prospective. Information is shared by the WIOA NextGen Service Provider regarding opportunities that available through the WIOA Youth Program and also to provide the WIOA Next-Gen Youth Contractor with the regular opportunity to provide input in to local planning as well as seek information from local partners that can benefit their youth.

- d. Provide the committee's top three goals or objectives for PY 2020.
- e. 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)] and,
- f. Complete the following chart for the PY 2020 Youth Committee's planned meeting schedule to include dates, time and location. [Expand form as needed.]

****Dates pending approval of facility location**

Date	Time	Location (include address and room #)

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

The Gaston WDB released a Request for Proposal on March 2nd 2018, which included limited program requirements and advised of a mandatory Pre-Proposal Conference on Wed March 14, 2018 at 9am. Attendees were provided with detailed information on submission requirements and a Q&A was conducted following the structured presentation.

The deadline to submit additional questions was March 20th 2018 at Noon and the deadline to submit a proposal for consideration was April 13, 2015 at Noon. Any submissions that failed to meet the deadline were not considered for funding. Two

YOUTH WIOA Program proposals were received by the Board. The proposals were reviewed by the RFP committee and scored.

At the April 19, 2018 WDB meeting the RFP committee recommendations for funding were made and then approved by the Board. Notice was made for 30 days to the public via the Gaston WDB website.

Contracts were executed by Gaston County Government for WIOA Services for PY 2018.

The WIOA Youth Contractor requested and received their first 1 year extension of their contract for PY2019 and is also interested in a second 1 year extension of their contract for PY2020. This will conclude the allowable extensions of their previous Contract and PY2021 will be competitively procured.

21. Attach the Local Workforce Development Board Youth service provider's chart, effective July 1, 2020, using the Youth Service Provider List provided. Complete each column to include specifying where Youth Services are provided. Name the document: Local Area Name Youth Providers 2020.

IX. Local Innovations

1. List additional funding received by the local Workforce Development Board to include special grants (Enhancement, Finish Line, Innovation), National Dislocated Worker Grants (disaster), YouthBuild, Foundation, outside funding and others to include a brief description the source and the amount.

Grant Name/Kind	Description	Beginning and End date	Source and Amount
Finish Line Grant	Assist students with emergencies to enable them to remain in school and complete their credential	Unaccrued, Remaining Amt De-Obligated so that these funds can be reissued in current year funds. Remaining accrued fund balance expires 6/30/2020	\$25,000

X. Program Year 2020 Local Workforce Development Board Plan Required Policy Attachments

1. The following policies are required to be attached as separate documents in WISE as part of the PY2020 Comprehensive Regional Plan. Name documents: Local Area Name, Policy Name.

In the first column, state if it is attached or why it is missing and when it can be expected.

In the second column mark **only** if the policy has been changed/revised since PY2019 and requires a special review for PY 2020 and has not been previously submitted to the Division.

Do not add an empty document in WISE as a “placeholder”.

Required Local Policies and DWS Reference	Attached (Yes/No)	Revised for PY2020 (Yes/No)
1. Adult/Dislocated Worker Work Experience Policy (PS 10-2017)	Y	N
2. Competitive Procurement Policy (PS 19-2017, Change 1)	y	N
3. Conflict of Interest Policy (PS 18-2017)	y	N
4. Nondiscrimination/Equal Opportunity Standards and Complaint Procedures (PS 07-2018)	Y	Y
5. Financial Management Policy for Workforce Innovation and Opportunity Act Title I (PS 20-2017, Change 1)	Y	Y
6. Individualized Training Account Policy	Y	N
7. On-the-Job Training Policy (PS 04-2015, Change 1)	Y	N
8. Oversight Monitoring Policy, Tool and Schedule	Y	Y
9. Priority of Service Policy (PS 03-2017)	Y	N
10. Youth Work Experience Policy (PS 10-2017)	Y	N
11. Local Supportive Services Policy	Y	N
12. Local Sampling Policy/Self-Attestation Procedures & Monitoring Schedule	Y	N

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

In the second column mark **only** if the policy has been changed/revised since PY2019 and requires a special review for PY 2020 and has not been previously submitted to the Division.

Do not add an empty document in WISE as a “placeholder”.

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

Optional Local Policies	Yes- the Board has a policy or N/A (Not Applicable)	Revised for PY2020
1. Local Area Incumbent Worker Training Policy (PS 17-2017, Change 1)	Y	Y
2. Local Area Needs-Related Policy	Y	N
3. Local Area Transitional Jobs Policy	Y	N
4. Local Area Youth Incentive Policy	Y	N

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

Individual Training Accounts (ITA) Summary	
Dollar Amounts	\$8000 per Year / \$12,000 Life Time
Time Limits	7 semesters
Degree or Certificates allowed (Associate’s, Bachelor’s, other)	Certificate, Degree, Diploma, Last year of a Bachelor’s Degree
Procedures for determining case-	Training can be approved, even if not on OID list, if written promise of employment is received from the employer

by-case exceptions for training that may be allowed	
Period for which ITAs are issued (semester, school year, short term, etc.)	Semester
Supportive Services covered by ITA (provide examples such as uniforms, tools, physical exams, etc.)	None – The Gaston Co WDB does not count Supportive Services toward the participants life time max for Tuition, Books, Fees & School Supplies.
Other	

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

Transportation	Childcare	Supplies <i>(include examples)</i>	Emergency <i>(include examples)</i>	Other <i>(include examples)</i>
Bus Tickets Gas Cards Stipends Contracted Trans	\$95 per week with a total family max of \$190 per week	Any additional school supplies required by the class instructor, on the class syllabus, and are not disposable. Exp: Texas Instrument Calculator.	Vehicle Expenses (Car Repairs, Car Insurance) Utility costs (cut off notice for power) Housing Expenses (Deposit, First month rent, or Amt on Eviction notice) Other Items (as appvd)	Educational or work-related: Testing fees Accommodations for indivs w/ disabilities Tools Equipment Uniforms Work/Interview Attire Work Boots/Shoes Other req'd items to complete activities

Required Attachment Checklist from Plan Instructions

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

- ☐ Signed copy of Consortium Agreement (*if applicable*)
- ☐ Local Administrative Entity Organizational Chart
- ☐ Local Workforce Development Board List (*form provided*)
- ☐ Local Workforce Development Board By-laws
- ☐ Local Workforce Development Board By-laws Required Elements Crosswalk (*form provided*)
- ☐ Local Workforce Development Board Organizational Chart
- ☐ Local Administrative Entity Certification Regarding Debarment * (*form provided*)
- ☐ Local Workforce Development Area Signatory Form* (*form provided*)
- ☐ Workforce Development Board NCWorks Career Center System (*form provided*)
- ☐ Local Area Adult and Dislocated Worker Services Providers (*form provided*)
- ☐ Local Area Eligible Training Provider Policy
- ☐ 14 Youth Program Elements Chart (*form provided*)
- ☐ Local Workforce Development Board Youth Committee Meeting Schedule (*optional*)
- ☐ Local Workforce Development Board Youth Committee Members (*optional*)
- ☐ Local Workforce Development Board Youth Services Providers (*form provided*)
- ☐ Local Workforce Development Board Youth Incentive Policy (*optional*)
- ☐ Local Innovations Template/Outline

* Mail signed and unfolded *originals* to assigned Division Planner at N.C. Division of Workforce Solutions at: 313 Chapanoke Road, Suite 120, 4316 Mail Services Center, Raleigh, NC 27699-4316.

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 any 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.

Tracy L. Philbeck, Gaston County Board of Commissioners, Chairman

Printed Name and Title of Authorized Administrative Entity Signatory Official

Signature

Date

Instructions for Certification

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

[GASTON COUNTY] WIOA Board List*
Effective July 1, 2020

	Category	Name and Business Title	Name and Business Address	Phone Number	Email Address	Term
1.	Business, Chair <i>(Can be one of the required small business seats.)</i>	Larry Garland Owner	Charlotte Paint Co. PO BOX 1001 Belmont, NC 28012	(704)507-5092 (cell)	Larryigarland@gmail.com	07/01/2017 To 06/30/2020
2.	Business	Richard Hathcock General Manager	R-Anell Housing 235 Anthony Grove Rd. Crouse, NC 28033	(704)445-9610 X182	phathcock@r-anell.com	06/01/2018 To 05/31/2021
3.	Business	Scott Carter HR Manager	Mann & Hummel 1 WIX Way/PO BOX 1967 Gastonia, NC 28053	(704)869-2430(o)	Scott.carter@mann-hummel-ft.com	07/01/2019 To 06/30/2022
4.	Business	Wesley Locust Senior HR Manager	American & Efird PO BOX 507 Mt. Holly, NC 28120	(704)951-2430(o)	wesley.locust@amefird.com	06/01/2018 To 05/31/2021
5.	Business	Ronald Grenier President/CEO	Manufacturing Services Inc. 725 E Maine Ave. Bessemer City, NC 28016	(704)629-4163(o) (704)718-1107(cell)	rgrenier@msicarolina.com	06/01/2017 To 05/31/2020
6.	Business	Crystal McCabe HR Manager	Dixon Valve 2925 Chief Court Dallas, NC 28034	(704)334-9175(o)	cmccabe@dixonvalve.com	06/01/2017 To 05/31/2020
7.	Business	Bryan Hug Site Manager	Lanxess Corporation 1225 Gastonia Technology Parkway Dallas, NC 28034	(704)830-5510(o)	bryanhug@lanxess.com	06/01/2018 To 05/31/2021

[GASTON COUNTY] WIOA Board List*

Effective July 1, 2020

	Category	Name and Business Title	Name and Business Address	Phone Number	Email Address	Term
8.	Business	Brandon Love Employee Relations	CaroMont Health 2525 Court Drive Gastonia, NC 28054	(704)834-2512(w)	Brandon.love@caromonthealth.org	07/01/2017 To 05/31/2020
9.	Small Business	Selina Lee Owner	W.D. Lee & Company PO BOX 12157 Gastonia, NC 28053	(704)864-0346(o) (704)866-0722(fax)	slee@wdlee.com	06/01/2018 To 05/31/2021
10.	Small Business	Wes Styers President	Gastonia Plumbing & Heating 2721 Robinwood Rd. Gastonia, NC 28052	(704)867-7215(o) (704)913-1090(h)	wesstyers@gphco.com	06/01/2018 To 05/31/2021
11.	Labor Organization, or where none exists, other representative of employees <i>(Identify representative's affiliation- select one)</i>	Joe Eason President **Replacement**	Teamsters Union/UPS International Brotherhood of Teamsters Local #71 2529 Beltway Blvd. Charlotte, NC 28799	(704)363-6492(c) (704)596-2475 X228(o)	joeupsba@hotmail.com	06/01/2017 To 05/31/2020 **Pending CEO approval
12.	Labor Organization, or where none exists, other representative of employees <i>(Identify representative's affiliation)</i>	Daniel F. Styers Jr. Sr. Maintenance Tech.	Daimler Trucks 1400 Tulip Drive Gastonia, NC 28053	(704)868-5792(o)	daniel.styers_jr@daimler.com	07/01/2019 To 06/30/2022

[GASTON COUNTY] WIOA Board List*
Effective July 1, 2020

	Category	Name and Business Title	Name and Business Address	Phone Number	Email Address	Term
13.	Joint Labor-Management, or union affiliated, registered apprenticeship program. Or where none exists, representative of registered apprenticeship program <i>(Identify representative's affiliation)</i>	Donna Caskey HR Manager/Apprenticeship Coordinator	Gaston Sheet Metal 1535 West May Ave. Gastonia, NC 28052	(704)864-0344(o)	donna@gastoniasheetmetal.com	07/01/2017 To 05/30/2020
14.	Labor <i>or</i> Apprenticeship <i>or</i> Community Based Organization or organizations addressing needs of eligible youth <i>(Identify choice of category represented)</i>	Chris Dobbins Director DHHS (LINKS/Foster Care, Teen Wellness Center, Work First Employment Program)	Gaston County Dept. of Health & Human Services 330 Dr. Martin Luther King Jr. Way Gastonia, NC 28052	(704)862-6788(o) (704)862-7885(fax)	chris.dobbins@gastongov.com	06/01/2018 To 05/31/2021
15.	Adult Education and Literacy eligible under WIOA Title II	Linda McConnell Executive Director	Gaston Literacy Council 116 S. Marietta Street Gastonia, NC 28052	(704)868-4815(o) (704)867-7796(fax)	execdir@gastonliteracy.org	07/01/2019 To 06/30/2022
16.	Higher Education	Dewey Dellinger Interim VP Workforce Development-Community College **Replacement**	Gaston College 201 Hwy. 321 South Dallas, NC 28034	(704)922-6266(o)	Dellinger.dewey@gaston.edu	07/01/2019 To 06/30/2022 **Pending CEO approval

[GASTON COUNTY] WIOA Board List*
Effective July 1, 2020

	Category	Name and Business Title	Name and Business Address	Phone Number	Email Address	Term
17.	Vocational Rehabilitation Program	Eddie Everett Supervisor	NC Vocational Rehabilitation 5501 Executive Center Dr. Suite 102 Charlotte, NC 28212	(704)563-4168(o)	Eddie.everett@dhhs.nc.gov	06/01/2018 To 05/31/2021
18.	Economic Development	Richard Randall Existing Industry Manager **Replacement**	Economic Development Commission PO BOX 2339 Gastonia, NC 28052	(704)825-4046(o) (704)308-0020(c)	Don.RandallJr@gastongov.com	07/01/2019 To 06/30/2022 **Pending CEO approval
19.	Wagner-Peyser Act	Claudette Argabrite Office Manager III	NC Works Career Center- Gaston 1391 Bessemer City Rd. Gastonia, NC 28052	(704)853-5328 X218 (o) (704)853-5303(fax)	Claudette.argabrite@ncccommerce.com	07/01/2017 To 05/31/2020

***Notes:**

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

- 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.

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

If not in compliance with WIOA Section 107(b)(2)(A), note missing requirements here such as missing Business sector majority, two small businesses, two or more labor organizations, et cetera.

Workforce Innovation and Opportunity Act of 2014

Program Year 2020 Local Plan Signatory Page for

GASTON COUNTY

WORKFORCE DEVELOPMENT BOARD

Gaston Local Workforce Development Area

Boards 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 update to the Comprehensive, Strategic Regional and Local Area Plan in compliance with the provisions of the Workforce Innovation and Opportunity Act of 2014 and instructions issued by the Governor under authority of the Act.

Submission Date

Workforce Development Board Chair

Chief Elected Official

Mr. Larry Garland

Mr. Tracy Philbeck

Typed or Printed Name

Typed or Printed Name

Gaston Co WDB, Chairman

Gaston Co Board of Commissioners, Chairman

Typed or Printed Title

Typed or Printed Title

Signature

Signature

Date

Date

Directions for Completing Attachment NCWorks Career Center System

Complete **Attachment** to describe the Local Area's One-Stop Career Center system.

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

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

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

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

Column D- list the Center Operator (agency name), functional manager (*manages the day-to-day operations*) and Method of Selection (Competitive, Sole Source to include if contract was extended).

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

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

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

Column H- indicate additional on-site partners.

[Gaston County Workforce Development Board] NCWorks Career Center System

(Effective July 1, 2020)

A. One-Stop Location(s) (Address, Phone number and Hours)	*B. Tier 1 or Tier 2 Specialized or Affiliate	C. On-site Partners	**D. Career Center Operator and Method of Selection	E. Provider(s) of WIOA Career Services and Method of Selection	F. Functional Manager (manages the day-to-day operations)	G. Provider(s) and Type of On-site Youth Services	H. Additional Partners
NCWorks Career Center – Gaston 1391 Bessemer City Rd, Gastonia, NC 28054	Tier 1	WIOA – Title I DWS – Title III	NCCommerce, Division of Workforce Solutions Competitive Procurement pending	Two Hawk Workforce Services –Competitive Procurement for PY 2018, Contract Extended Thru June 2020. Contract will be extended again through 6/30/2021 Provides Basic Career Services, RESEA & EAI, WIOA Individualized Career Services and Training Services	Gaston College Contractor – WIOA Individualized Career Services & Follow-up Services	Gaston Literacy Council, Gaston College, Voc. Rehab, Services for Blind Deaf and Hard of Hearing of Morganton, TANF, Job Corp WIOA Native American Services	NCWorks Career Center – Gaston 1391 Bessemer City Rd, Gastonia, NC 28054
DHHS - Career Resource Center 330 Dr Martin Luther King Way, Gastonia, NC 28052	Partner of NCWorks Career Center System	WIOA (only)	Christen Robinson with Two Hawk Workforce Services – Contract will be extended thru 6/30/2021	Two Hawk Workforce Services – - Competitive Procurement for PY 2018, Contract Extended Thru June 2020. Contract will be extended again through 6/30/2021 Provides Basic Career Services, WIOA Adult & DW and Follow Up Career Services	Referral Only	TANF – as needed only	DHHS - Career Resource Center 330 Dr Martin Luther King Way, Gastonia, NC 28052

*Type of Center Designation:

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

**Method of Selection:

- Competitive Procurement
- Sole Source
- Contract Extended

PY 2020 WIOA [Gaston Co WDB] Adult & Dislocated Worker Service Providers List

WIOA Adult/Dislocated Worker Service Provider (Organization Name, Address and Telephone Number)	Contact Person (Name, Title and E-mail Address and Telephone Number)	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)
Two-Hawk Workforce Services 1391 Bessemer City Rd Gastonia, NC 28052 (704) 853-5328	Christen Robinson, WIOA Program Manager christen.robinson@ncwork.gov	Gaston One-Stop	For-Profit	Cost Reimbursement for Expenditures Performance Based for Profits
Two-Hawk Workforce Services 330 Dr Martin Luther King Jr. Way, Gastonia, NC 28052	Christen Robinson, WIOA Program Manager christen.robinson@ncwork.gov	Gaston Both	For-Profit	Cost Reimbursement for Expenditures Performance Based for Profits

(RFP Conducted: March 14th, 2018, Renewed Contract for PY2019, Renewing Contract for PY2020)

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

PY 2020 WIOA [Gaston Co WDB] Youth Services Providers List

WIOA Youth Service Provider (Organization Name, Address)	Contact Person (Name, Title and E-mail Address and Telephone Number)	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)
Gaston College 201 Hwy 321 South Dallas, NC 28034 (704) 922-6352	Becky McLain WIOA Youth Program Director McLain.rebecca@gaston.edu	Gaston - Both	State Agency	Cost Reimbursement for Expenditures (Non-Profit)

(RFP Conducted: March 14, 2018 – Renewed for PY2019 – Renewing for PY2020)

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

WIOA Youth Program Elements

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

Please denote whether the required WIOA Program Element will be WIOA funded by the Local Area, provided by referral, or both.

	WIOA Youth Program Elements	WIOA Funded (Specify Provider)	Referral by Agreement (Specify Provider)
1.	Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential	Gaston College	Gaston Community College, Gaston Literacy Council, Boys & Girls Clubs, Gaston County Schools-Special Populations Coordinator, Tutor on staff
2.	Alternative secondary school services, or dropout recovery services, as appropriate	Gaston College	Gaston Community College, Gaston Literacy Council
3.	Paid and unpaid work experiences that have as a component academic and occupational education, which may include (i) summer employment opportunities and other employment opportunities available throughout the school year; (ii) pre-apprenticeship programs; (iii) internships and job shadowing; and (iv) on-the-job training opportunities	Gaston College	Goodwill Industries, DWS-ES, NCWorks Career Center, other public and private sector businesses as appropriate
4.	Occupational skill training, which shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors or occupations in the local area involved	Gaston College via identified training providers	Gaston Community College, Goodwill Industries
5.	Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster	Gaston College via identified training providers	Gaston Community College, Goodwill Industries
6.	Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors, as appropriate	Gaston College	Gaston Community College, Boys & Girls Club, Juvenile Justice-Teen Court, YMCA, 4-H, Habitat – Gaston Co

WIOA Youth Program Elements

	WIOA Youth Program Elements	WIOA Funded (Specify Provider)	Referral by Agreement (Specify Provider)
7.	Supportive services	Gaston College	Gaston County DHHS, Adolescent Parenting Program, Crisis Pregnancy Center, Salvation Army, Gaston County Chapter Red Cross, Greater Gaston Baptist Association, Gaston Housing Authority, Crisis Assistance Ministries, NC DOC
8.	Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months	Gaston College	Gaston Literacy Council, Gaston Boys & Girls Club
9.	Follow-up services for not less than 12 months after the completion of participation, as appropriate	Gaston College	
10.	Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate	Gaston College	Phoenix Counseling Service (via Partners MH, LME)
11.	Financial literacy education	Gaston College	Goodwill Industries, Gaston Community College
12.	Entrepreneurial skills training	Gaston College via workshops, webinars, or via identified training providers	Goodwill Industries, Gaston Community College
13.	Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services	Gaston College via NCWorks activities and in partnership with the WDB Business Services Representative	Goodwill Industries, Gaston Community College
14.	Activities that help youth prepare for and transition to postsecondary education and training	Gaston College	

WIOA Youth Program Elements

Workforce Development Board By-Laws Required Elements – Crosswalk

NOTE: Elements 1-7 are the Required Elements Designated at WIOA Final Rule 679.310(g).	The Article/Section Where the Required Elements are Located Within the Current By-Laws.
1. The nomination process used by the CEO(s) to elect the local Board chair and members.	Article 2 – Sec 1
2. The term limitations and how the term appointments will be staggered to ensure only a portion of membership expire in a given year.	Article 2 – Sec 3
3. The process to notify the CEO(s) of a Board member vacancy to ensure a prompt nominee within ninety (90) days of the vacancy.	Article 2 – Sec 6
4. The proxy and alternative designee process that will be used when a Board member is unable to attend a meeting and assigns a designee as per the requirements of 20 CFR 679.110(d)(4).	Article 3 – Sec 6
5. The use of technology such as phone and web-based meetings, that will be used to promote Board member participation (20 CFR 679.110(d)(5)).	Article 5 – Sec 2
6. The process to ensure Board members actively participate in convening the workforce development system's stakeholders, brokering relationship with a diverse range of employers, and leveraging support for workforce development activities.	Article 2 – Sec 7
7. A description of any other conditions governing appointment or membership on the Board as deemed appropriate by the CEO(s); (20 CFR 679.310(g)(1-7)). Note: Answer may be N/A.	Article 2 – Sec 4

Gaston County WDB By-Laws Required Elements – Crosswalk

North Carolina Specific Requirements That Must be Specified Within the By-Laws.	The Article/Section Where the Required Elements are Located Within the Current By-Laws.
8. The adopted generally accepted parliamentary procedure, such as Robert's Rules of Order, chosen by the Board.	Article 3 – Sec 4
9. Whether an appointee filling a vacancy will serve the remainder of the unexpired term or be appointed for a new full term.	Article 2 – Sec 6
10. The Board's policy assuring attendance and participation of its members.	Article 2 – Sec 7
11. Quorum requirements to be not less than 51% constituting 51% of the total Board positions.	Article 3 – Sec 3
12. Any standing committees the Board has established shall be included in the by-laws.	Article 5 – Sec 3
13. The Board's conflict of interest policy, which may not be any less stringent than the requirements of the Division's Policy, shall be referenced in the by-laws.	Article 3 – Sec 7
14. The process the Board will take when expedient action is warranted between Board meetings, such as calling a special meeting or allowing the Executive Committee to act on behalf of the Board.	Article 3 – Sec 2
15. Board meetings will be held in accessible facilities with accessible materials available upon prior request.	Article 3 – Sec 1
16. The Board will meet no less than four times per program year.	Article 3 – Sec 1

Appendices

By-Laws Required Elements	<u>A</u>
By-Laws Guidance	<u>B</u>
Guidance Regarding Meetings and Conferencing via Electronic Means	<u>C</u>
Local Workforce Development Board Membership Requirements	<u>D</u>
Templates for Local Innovations	<u>E</u>

NC Local Workforce Development Board By-Laws Required Elements

At a minimum the local Workforce Development Board By-laws must include the following items for Division of Workforce Solutions approval.

When submitting the local by-laws, please specify the section (provide a clear crosswalk) where the following required elements are located within the submitted by-laws.

NOTE: Elements 1-7 are the *required* elements designated at WIOA Final Rule 679.310(g).

1. The nomination process used by the CEO(s) to elect the local Board chair and members.
2. The term limitations and how the term appointments will be staggered to ensure only a portion of membership expire in a given year.
3. The process to notify the CEO(s) of a Board member vacancy to ensure a prompt nominee within ninety (90) days of the vacancy.
4. The proxy and alternative designee process that will be used when a Board member is unable to attend a meeting and assigns a designee as per the requirements of 20 CFR 679.110(d)(4).
5. The use of technology such as phone and web-based meetings, that will be used to promote Board member participation (20 CFR 679.110(d)(5)).
6. The process to ensure Board members actively participate in convening the workforce development system's stakeholders, brokering relationship with a diverse range of employers, and leveraging support for workforce development activities.
7. A description of any other conditions governing appointment or membership on the Board as deemed appropriate by the CEO(s); (20 CFR 679.310(g)(1-7)).

North Carolina specific requirements that must be specified within the by-laws:

8. The adopted generally accepted parliamentary procedure, such as Robert's Rules of Order, chosen by the Board.
9. Whether an appointee filling a vacancy will serve the remainder of the unexpired term or be appointed for a new full term.
10. The Board's policy assuring attendance and participation of its members.
11. Quorum requirements to be not less than 51% constituting 51% of the total filled Board positions.
12. Any standing committees the Board has established shall be included in the by-laws.
13. The Board's conflict of interest policy, which may not be any less stringent than the requirements of the Division's Policy, shall be referenced in the by-laws.
14. The process the Board will take when expedient action is warranted between Board meetings, such as calling a special meeting or allowing the Executive Committee to act on behalf of the Board.
15. Board meetings will be held in accessible facilities with accessible materials available upon prior request.
16. The Board will meet no less than four times per program year.

Note: This template is provided for guidance purposes only. It contains sample language that may be used in by-laws development. It is not required that boards utilize this template or language within.

This template reflects multiple counties within a Consortium. Single-county Boards and non-Consortia will need to adjust their by-laws accordingly.

NAME HERE Workforce Development Board By-Laws

Article 1 **Name and Purpose**

Section 1. Name

The name of this organization shall be the NAME HERE Board (hereinafter referred to as the “Board”).

Section 2. Purpose and Responsibilities

The purpose for which the Board is organized is to perform all functions of a Workforce Development Board and Local Workforce Development Area as set forth in the Federal Workforce Innovation and Opportunity Act of 2014 (“WIOA”), or the corresponding provision of any applicable federal or state laws of related purpose and the rules and regulations promulgated thereunder, and Section 143B-438.11 of the North Carolina General Statutes and to perform such functions with the NAME HERE Workforce Development Board.

The Board service area shall encompass the counties of COUNTY NAME(s) HERE.

The Board responsibilities shall include:

1. Develop and submit local plan annually to the Governor, a comprehensive 4-year local plan, in partnership with the Chief Elected Official;
2. Perform workforce research and regional market analysis;
3. Convene local workforce development system stakeholders to assist in the development of the local plan and identify non-federal expertise and resources to leverage support for workforce development activities;
4. Lead efforts to engage with a diverse range of employers and with entities in the region involved;
5. Lead efforts with representatives of secondary and postsecondary education programs in the local area to develop and implement career pathways within the local area by aligning the employment, training, education, and supportive services that are needed by adults and youth, particularly individuals with barriers;

6. Lead efforts in the local area to identify proven and promising strategies and initiatives for meeting the needs of employers, and workers and jobseekers in the local workforce system, and to identify and disseminate information on promising practices carried out in other local areas;
7. Develop strategies for using technology to maximize the accessibility and effectiveness of the local workforce development system for employers, workers, and jobseekers;
8. Conduct program oversight;
9. Negotiate and reach agreement on local performance accountability measures;
10. Designate or certify one-stop operators, contractors, and service providers and, in appropriate circumstances, terminate for cause the eligibility of such operators;
11. Coordinate activities with education and training providers in the local area;
12. Develop a budget for the activities of the local Board consistent with the local plan and the duties of the local Board and subject to the approval of the Chief Elected Official;
13. Annually review the physical and programmatic accessibility provisions of all one-stop centers, as well as locations for contractors and service providers, in the local area, in accordance with the Americans with Disabilities Act of 1990.

Article 2

Board Members

Section 1. Appointment

There shall be a Board of no more than NUMBER HERE Board members. Members of this organization shall be appointed by the following procedure: The Chief Elected Official (Chairman of the XXXX County Board of Commissioners, hereinafter referred to as the CEO) shall appoint members based on nominations from the following: local business organizations; local education agencies; vocational education institutions, community-based organizations, and higher educational institutions; and private and proprietary schools; state or local labor organizations and other interested organizations.

The number of business sector nominees shall be at least 51 percent of the number of individuals to be appointed and are appointed from amongst individuals nominated by local business organizations and business trade associations. The nominated candidate or company must be a member of the nominating organization. A majority of the Members shall be representatives of businesses in the local area (including small businesses or organizations representing businesses that, at a minimum, include high-quality, work-relevant training and development in in-demand industry sectors or occupations in the local area) and are owners, chief executives or operating officers, or other business executives or employers with optimum policy making or hiring

authority. The members of the local Board shall represent diverse geographic areas within the local area.

Section 2. Composition

Organized Labor and Community Based Organizations: Not less than 20 percent of the Members shall be representatives of the workforce within the local area, who:

- (i) shall include representatives of labor organizations, who have been nominated by local labor federations, or other representatives of employees;
- (ii) shall include a representative, who shall be a member of a labor organization or a training director, from a joint labor-management apprenticeship program, or if no such program exists in the area, such a representative of an apprenticeship program in the area, if such a program exists.
- (iii) may include representatives of community-based organizations that have demonstrated experience and expertise in addressing the employment needs of individuals with barriers to employment, including organizations that serve veterans or that provide or support competitive integrated employment for individuals with disabilities; and
- (iv) may include 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;

Education and training activities: The Board shall include representatives of entities administering education and training activities in the local area, who:

- (i) shall include a representative of eligible providers administering adult education and literacy activities under Title II of the WIOA;
- (ii) shall include a representative of institutions of higher education providing workforce investment activities (including community colleges);
- (iii) may include representatives of local educational agencies, and of community-based organizations with demonstrated experience and expertise in addressing the education or training needs of individuals with barriers to training;

The Board shall include representatives of governmental and economic and community development entities serving the local area, who:

- (i) shall include a representative of economic and community development entities;
- (ii) shall include an appropriate representative from the state employment service office under the Wagner-Peyser Act serving the local area;
- (iii) shall include an appropriate representative of the programs carried out under Title I of the Rehabilitation Act of 1973, serving the local area;
- (iv) may include representatives of agencies or entities administering programs serving the local area relating to transportation, housing, and public assistance, and
- (v) may include representatives of philanthropic organizations serving the local area; and

This Board may include such other individuals or representatives of entities as the Chief Elected Official determines appropriate.

Section 3. Tenure

All appointments will be for a two-year term to expire on June 30 of each respective term. No member shall serve more than three (3) consecutive terms (6 years) or a total of five (5) terms (10 years) in any one appointed position. An individual whose initial appointment is to fill an unexpired term or an initial staggered term of less than two years, shall be eligible to serve the number of full-length terms other members are eligible to serve, unless, prior to the time for reappointment that individual has already served six consecutive years. Members may be re-appointed at the discretion of the Chief Elected Official subject to the term limitations outlined in this section.

Terms shall be staggered to ensure that at any given time a percentage of the members are experienced in Workforce Development Board functions.

The Board shall advise the Consortium Counties of potential Board member vacancies prior to the end of the term. In the case of a midterm vacancy, an immediate replacement shall be requested of the Consortium County represented by the departing Board member. The appointed Board member shall fill the remaining term of office.

The Board shall not compensate Board Members for their services, but by resolution of the Board, a fixed sum and expenses, if any, may be allowed for attendance at each regular or special meeting of the Board.

Section 4. Termination for Cause

By two-thirds majority vote of the membership or by action of the Chief Elected Official, a member may be removed for cause from the Board. Cause would be for such actions as malfeasance, misconduct, or any action which would be deemed not in the best interest of the Board; or three (3) unexcused absences from regular scheduled meetings within the preceding twelve calendar months. Notice that a removal vote that may be taken for cause must be included on the agenda of said meeting. The Chair shall send a precautionary letter to the said Board member upon two (2) unexcused absences within the preceding twelve calendar months prior to the next meeting.

Section 5. Resignation

Letters of resignation must be submitted to the NAME HERE Workforce Development Board Chair. Three consecutive absences without justification and no response to the above referenced letter from the chair will be considered acceptable terms for resignation. Justification must be submitted in writing. The Board Chair has the authority to accept or deny justification.

Section 6. Vacancies

Upon vacancy of any position on this Board, the procedure in Article II, Section 1, will be followed to provide replacement representation to complete the remainder of that term of appointment.

Article 3 Meetings

Section 1. Regular Meetings

The Board shall meet at a public location at such time and place as determined by the Chairperson. All meetings must be held in an accessible facility, in accordance with the Americans with Disabilities Act (ADA) requirements. All materials must be in an accessible format (i.e., large print, Braille, interpreter, etc.), as needed or indicated.

The Board will meet no less than four times per program year. Regular Board meetings are face to face; however, Board members may attend meetings via conference call, video communications and other alternative methods.

Five working days' notice shall be delivered to each member stating a reasonable time, date and place of the meeting and the meeting's purpose unless deemed an emergency by the Chair or Executive Committee calling for said special meeting.

Section 2. Special Meetings

The Chair of the Board and Committee Chair may, when deemed necessary, call a special meeting of the Board via conference call, video communications, or alternative media sources for transacting any business designated in the call.

Section 3. Quorum

At all meetings (regular or special) of the Board, a majority of the Board members present constitutes a quorum for transacting business. A quorum shall require the participation of Board members constituting 51% of the total filled Board positions. Proxy representatives who are unable to cast votes shall not count toward meeting the quorum requirement. Votes may be cast via electronic medium for remote attendees. The act of the majority of the Board members present at a meeting at which a quorum is present shall be the act of the Board. However, a two-thirds vote of those present shall be required to amend any provision of these by-laws.

Section 4. Conduct of Meetings

All meetings of this Board shall be conducted in accordance with the latest edition of Robert's Rules of Order.

Section 5. Open Meetings

Local Board Conducts Business Openly: The local Board must conduct its business in an open manner as required by WIOA sec. 107(e), by making available to the public, on a regular basis through electronic means and open meetings, information about the activities of the local Board. (20 CFR 679.390) This includes:

- a. Information about the Local Plan, or modification to the Local Plan, before submission of the plan;
- b. List and affiliation of local Board members;
- c. Selection of one-stop operators;
- d. Award of grants or contracts to eligible training providers of workforce investment activities including providers of youth workforce investment activities;
- e. Minutes of formal meetings of the local Board; and
- f. Local Board by-laws, consistent with § 679.310(g).

Section 6. Proxy Representation and Voting

A member may designate a representative to attend a meeting of the Board in his/her absence. The proxy must meet the membership criteria for the member's affiliation type. The proxy will count toward the appointed member's attendance. The representative may participate in discussions and may vote so long as the member provides written voting instructions to the Chair allowing his/her proxy representative to cast votes in accordance with the written voting instructions.

Each Board member present shall be entitled to one (1) vote on each matter for which a vote is taken. Votes may be cast telephonically or via electronic medium.

Section 7. Conflict of Interest and Voting

No WDB member (whether compensated or not) shall engage in any activity, including participation in the selection, award or administration of a sub-grant or contract supported by WIOA funds if a conflict of interest, real or apparent would be involved. Such a conflict would arise when:

- i. The individual,
- ii. any member of the individual's immediate family,
- iii. the individual's partner, or
- iv. an organization which employs, or is about to employ any of the above, has a financial interest in the firm or organization selected for the award.

No WDB member, member of his/her immediate family, officers, employees or agents of the WDB member's agency or business, shall neither solicit nor accept gratuities, favors, or anything of value from contractors, potential contractors, or parties to sub agreements.

A WDB member shall not cast a vote on, or participate in, any decision-making capacity on the provision of services by such member (or any organization which that member directly represents), nor on any matter which would provide any direct financial benefit to that member.

No WDB members shall participate in a governmental decision including voting on a matter (including recommendations, appointments, obligating or committing the WDB to a course of action) when such action influences a decision or exercises judgement in making a decision. Any member with a potential or actual conflict of interest shall comply with requirements for public disclosure and recusal.

Article 4 Organization

Section 1. Officers

The officers of this Board shall be a Chair, a Vice-Chair, and a Secretary.

Section 2. Election of Officers

Officers of this Board shall be elected in June for two-year terms. The Chair and Vice-Chair will be elected from among the members who are representatives of the business sector. The secretary will be elected from among all members.

The Chair shall appoint a nominating committee to recommend officers who shall be elected from the Board's business sector membership and shall begin their term at the beginning of the new program year effective July 1. These officers shall serve until their successors are elected and qualified or until they are no longer Board members. If an officer is unable to complete his/her term the Board shall elect a successor to complete the remaining portion of the original term. The Vice-Chair shall not be required to succeed the Chair at the end of the Chair's term of office.

Section 3. Chair

The Chair shall preside at Board meetings, designate standing and ad hoc committees deemed appropriate and appoint their Chair and members. The Chair shall not vote except in the case of a tie, in which event he/she shall cast the deciding vote.

Section 4. Vice-Chair

The Vice-Chair shall assume all duties and responsibilities of the Chair in his/her absence from meetings. In the event that the office of Chair is vacated before the end of the term, the Vice-Chair shall assume the office in an acting capacity until such time as the Board elects a new Chair.

Section 5. Secretary

The Secretary shall be responsible for proper notification of meetings, review and submission of the minutes to the Board, and shall carry out any other duties deemed appropriate by the Chair. Local Area staff will serve as support personnel in performing these duties.

Section 6. Executive Committee

The Executive Committee shall consist of the Chair, Vice Chair, Secretary (from a sector other than business), and the previous Chair or Vice-Chair. As determined by the Chair of the Board, chairs of Board committees will attend Executive Committee meetings. Responsibilities of the Executive Committee are as follows: make standing committee assignments and coordination

among committees, prepare recommendations to Board on state and national issues, act as needed between regularly scheduled Board meetings, and develop immediate and long-range goals for Board concurrence.

Section 7. Vacancy

If an office becomes vacant, the Board shall elect a successor at its next meeting.

Article 5 **Committees**

Section 1.

The Chair of the Board shall have the power, except as otherwise provided in this Article, to appoint the members of any Committee for a term of two (2) years. No Committee, except as elsewhere provided in this Article, shall take any action or position on behalf of the Board, bind the Board or exercise the authority of the Board in the management of the Corporation. The Chair of all the Committees shall be members of the Board. The Executive Committee of the Board shall meet at the call of the Chair of the Board or the written request of any two (2) members of the committee. The Board's other Committees shall meet at the call of their respective Chair or the Chair of the Board.

Section 2.

Electronic meetings shall be permissible in lieu of face-to-face committee meetings at the discretion of the Committee Chair. An electronic meeting of the Committee occurs when Board members are in different locations, connected by electronic means, through audio, video or both. All votes taken during an electronic meeting shall be by roll call. All scheduled electronic meetings shall be held in such a way that all members participating can hear each other at the same time. When speaking, each member will be asked to clearly identify himself, so that proper recognition is given and recorded. All Board policies, administrative practices, and by-laws shall apply equally to electronic meetings.

Section 3.

The local Workforce Development Board may establish standing committees to provide information and assist the Board in carrying out its responsibilities (20 CFR 679.360).

Article 6
Amendments

Section 1. Amendment Procedure

Board by-laws can be amended at any regular Board meeting provided the proposed amendment(s) has been submitted in writing to the Board members at least two weeks prior to the meeting.

Section 2. Vote Needed

The by-laws shall be amended upon affirmative vote by a two-thirds majority of the Board.

Article 7
Severability

In the event that any of the rules, regulations, restrictions, covenants, or conditions of these by-laws are held to be partially or wholly invalid or unenforceable for any reason, such holding shall not affect, alter, modify, or impair in any manner any of the other terms, provisions, rules, regulations, restrictions, covenants, or conditions contained herein.

Adopted This NUMBER DATE Day of MONTH, YEAR.

Signed:

_____	_____
<i>Board Director Printed Name and Signature</i>	<i>Date</i>
_____	_____
<i>Chief Elected Official Printed Name and Signature</i>	<i>Date</i>
_____	_____
<i>Board Chair Printed Name and Signature</i>	<i>Date</i>

Guidance Regarding Meetings and Conferencing via Electronic Means

All public Workforce Development Board meetings and Committee meetings will be held at specified times and places which are convenient and open to the public.

The Board believes it is in the best interest of its members, systems, and customers that the fullest participation and attendance in all meetings be achieved whenever possible. Furthermore, it recognizes that the use of electronic, audio or video conferencing for meeting attendance and voting requirements is permissible so long as the meeting is conducted in accordance with the Sunshine Provision.

The Board in all of its regular and special, standing committee, and ad hoc committee meetings complies with and intends to comply with the provisions of the Sunshine Provision. Therefore, the Board hereby adopts this policy, to be used when needed, to make use of the capabilities for conferencing by electronic means or any other type of audio or video conferencing for its meetings or any of the standing committee and ad hoc committee meetings as set forth and adopted according to the following rules as applicable:

- A. All pertinent provisions of the Sunshine Provision must be complied with, including specifically the proper notice of any regular or special meeting, the proper record keeping or minutes of each meeting, the appropriate agenda preparation for each meeting, which in addition shall be posted along with the notice of the meeting; and, in particular, any use of closed sessions shall be in compliance with the provisions of WIOA.
- B. All Board and Committee members attending meetings by electronic conferencing shall be entitled to vote as if they were personally and physically present at the meeting site so long as a quorum is, in total, present and accounted for, and their votes shall be recorded by the Board Director.
- C. A Board or Committee member who attends a meeting by electronic, video, or audio conference must provide notice to the Board Director at least 24 hours prior to the meeting unless such advance notice is impracticable.
- D. The location of the meeting included on the notice shall be equipped with a suitable transmission system (e.g., a speakerphone) in order that the public audience, the members in attendance and any staff in attendance will be able to hear any input, vote, or discussion of the conference and that the member attending by electronic means shall have a similar capability of hearing and participating in such input, vote, or discussion.
- E. As the Board or its committees begin each new matter of business, the Chair will check with all remote location(s) where members are to ensure that each such connection is active.
- F. When a motion is made, and seconded, and discussion regarding the motion begins, the Chair will check that the connection with remote location(s) where members are present is active. Prior to closing discussion and taking any vote, the Chair will ask all remote location(s)

Appendix C

Guidance Regarding Meetings and Conferences via Electronic Means

where member(s) is(are) present whether there are any additional comments, questions, or information to be added to the discussion.

- G. All decisions will be made using majority rule except when a higher vote is required. There will be no muting of any connections with remote location(s) where members are present at any time. There will be no sidebar discussions.
- H. The procedures outlined above shall also apply to each Board and its Committee members.

Local Workforce Development Boards Membership Requirements

Representative of Business	Who May Satisfy the Requirements
(WIOA Section 107(b) (2)(A))	<p>The majority of the members of the Local Board must be representatives of business in the local area. At a minimum, two members must represent small business as defined by the U.S. Small Business Administration. Business representatives serving on Local Boards may also serve on the State Board. Each business representative must meet the following criteria:</p> <ul style="list-style-type: none"> • be an owner, chief executive officer, chief operating officer, or other individual with optimum policy making and hiring authority; • provide employment opportunities in in-demand industry sectors or occupations, as those terms are defined in WIOA section 3(23); and provide high-quality, work-relevant training and development opportunities to its workforce or the workforce of others (in the case of organizations representing business as per WIOA Sec. 107(b)(2)(A)(ii); and • are appointed from among individuals nominated by local business organizations and business trade associations.
<p>Representative of Workforce</p> <p>(WIOA Section 107(b)(2)(B))</p>	<p>Not less than 20 percent of the members of the Local Board must be workforce representatives. These representatives:</p> <ul style="list-style-type: none"> • must include two or more representatives of labor organizations, where such organizations exist in the local area. Where labor organizations do not exist, representatives must be selected from other employee representatives; <i>[In North Carolina, such examples include the North Carolina Association of Educators (NCAE) or the State Employees Association of North Carolina (SEANC)].</i> • 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, and may include: <p>In addition to the representatives enumerated above, the Board may include the following to contribute to the 20 percent requirement:</p> <ul style="list-style-type: none"> • one or more representative 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

Appendix D
Local Workforce Development Board
Membership Requirements

	<p>competitive integrated employment for individuals with disabilities; and</p> <ul style="list-style-type: none"> • one or more representatives of organizations that demonstrated experience or expertise in addressing the employment, training, or education needs or eligible youth, including representatives of organizations that serve out-of-school youth.
<p>Representatives of Education and Training (WIOA Section 107(b) (2)(C))</p>	<p>The balance of Local Board membership must include:</p> <ul style="list-style-type: none"> • At least one eligible provider administering adult education and literacy activities under WIOA Title II; • At least one representative from an institution of higher education providing workforce investments activities, including community colleges; and • At least one representative from each of the following governmental and economic and community development entities: <ul style="list-style-type: none"> • Economic and community development entities; • The state Employment Service Office under the Wagner-Peyser Act (29 U.S. C. 49 et seq.) serving the local area; and • The programs carried out under Title I of the Rehabilitation Act of 1973, other than Sec. 112 or part C of that title. <p>In addition to the representatives enumerated above, the CLEO may appoint other appropriate entities in the local area, including:</p> <ul style="list-style-type: none"> • Entities administering education and training activities who represent local educational agencies or community-based organizations with demonstrated expertise in addressing the education and training needs for individuals with barriers to employment; • Governmental and economic and community development entities who represent transportation, housing, and public assistance programs; • Philanthropic organizations serving the local area; and • Other appropriate individuals as determined by the Chief Elected Official.

Source: USDOL Training and Employment Guidance Letter (TEGL) 27-14.

Templates for Local Innovations

~~Attach a brief template/outline to demonstrate how it could be replicated.~~

~~Templates may include costs, staffing needs, outreach materials, goals, tools, and contact information in the outlines.~~

Innovation Grant was discontinued!

GASTON COUNTY Workforce Development Board By-laws

Article 1 Name and Purpose

Section 1. Name

The name of this organization shall be the GASTON COUNTY Workforce Development Board (hereinafter referred to as the “Board”).

Section 2. Purpose and Responsibilities

The purpose for which the Board is organized is to perform all functions of a Workforce Development Board and Local Workforce Development Area as set forth in the Federal Workforce Innovation and Opportunity Act of 2014 (“WIOA”), or the corresponding provision of any applicable federal or state laws of related purpose and the rules and regulations promulgated thereunder, and Section 143B-438.11 of the North Carolina General Statutes and to perform such functions with the GASTON COUNTY Workforce Development Board.

The Board service area shall encompass GASTON COUNTY only.

The Board responsibilities shall include:

14. Develop and submit local plan annually to the Governor, a comprehensive 4-year local plan, in partnership with the Chief Elected Official;
15. Perform workforce research and regional market analysis;
16. Convene local workforce development system stakeholders to assist in the development of the local plan and identify non-federal expertise and resources to leverage support for workforce development activities;
17. Lead efforts to engage with a diverse range of employers and with entities in the region involved;
18. Lead efforts with representatives of secondary and postsecondary education programs in the local area to develop and implement career pathways within the local area by aligning the employment, training, education, and supportive services that are needed by adults and youth, particularly individuals with barriers;
19. Lead efforts in the local area to identify proven and promising strategies and initiatives for meeting the needs of employers, and workers and jobseekers in the local workforce system, and to identify and disseminate information on promising practices carried out in other local areas;
20. Develop strategies for using technology to maximize the accessibility and effectiveness of the local workforce development system for employers, workers, and jobseekers;

21. Conduct program oversight;
22. Negotiate and reach agreement on local performance accountability measures;
23. Designate or certify one-stop operators and, in appropriate circumstances, terminate for cause the eligibility of such operators;
24. Coordinate activities with education and training providers in the local area;
25. Develop a budget for the activities of the local Board consistent with the local plan and the duties of the local Board and subject to the approval of the Chief Elected Official;
26. Annually review the physical and programmatic accessibility provisions of all one-stop centers in the local area, in accordance with the Americans with Disabilities Act of 1990.

Article 2

Board Members

Section 1. Appointment

There shall be a Board of no more than NINETEEN (19) Board members, unless decided otherwise by the CEO, Board Chairperson, and the Workforce Development Board Director. In which a unanimous decision must be reached, in writing and signed by each of the three. Members of this organization shall be appointed by the following procedure: The Chief Elected Official (Chairman of the Gaston County Board of Commissioners, hereinafter referred to as the CEO) shall appoint members based on nominations from the following: local business organizations; local education agencies; vocational education institutions, community-based organizations, and higher educational institutions; and private and proprietary schools; state or local labor organizations and other interested organizations.

The number of business sector nominees shall be at least 51 percent of the number of individuals to be appointed and are appointed from amongst individuals nominated by local business organizations and business trade associations. The nominated candidate or company must be a member of the nominating organization. A majority of the Members shall be representatives of businesses in the local area (including small businesses or organizations representing businesses that, at a minimum, include high-quality, work-relevant training and development in in-demand industry sectors or occupations in the local area) and are owners, chief executives or operating officers, or other business executives or employers with optimum policy making or hiring authority. The members of the local Board shall represent diverse geographic areas within the local area.

Section 2. Composition

Organized Labor and Community Based Organizations: Not less than 20 percent of the Members shall be representatives of the workforce within the local area, who:

- (i) shall include representatives of labor organizations, who have been nominated by local labor federations, or other representatives of employees;

- (ii) shall include a representative, who shall be a member of a labor organization or a training director, from a joint labor-management apprenticeship program, or if no such program exists in the area, such a representative of an apprenticeship program in the area, if such a program exists.
- (iii) may include representatives of community-based organizations that have demonstrated experience and expertise in addressing the employment needs of individuals with barriers to employment, including organizations that serve veterans or that provide or support competitive integrated employment for individuals with disabilities; and
- (iv) may include 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;

Education and training activities: The Board shall include representatives of entities administering education and training activities in the local area, who:

- (i) shall include a representative of eligible providers administering adult education and literacy activities under Title II of the WIOA;
- (ii) shall include a representative of institutions of higher education providing workforce investment activities (including community colleges);
- (iii) may include representatives of local educational agencies, and of community-based organizations with demonstrated experience and expertise in addressing the education or training needs of individuals with barriers to training;

The Board shall include representatives of governmental and economic and community development entities serving the local area, who:

- (i) shall include a representative of economic and community development entities;
- (ii) shall include an appropriate representative from the state employment service office under the Wagner-Peyser Act serving the local area;
- (iii) shall include an appropriate representative of the programs carried out under Title I of the Rehabilitation Act of 1973, serving the local area;
- (iv) may include representatives of agencies or entities administering programs serving the local area relating to transportation, housing, and public assistance, and
- (v) may include representatives of philanthropic organizations serving the local area; and

This Board may include such other individuals or representatives of entities as the Chief Elected Official determines appropriate.

Section 3. Tenure

Members shall be appointed to a three year fixed and staggered terms, as specified in the Opportunity Act. For the purpose of formulating the first Board and to stagger the terms, one-third of the initial appointments shall be for one year, one-third shall be for two years and one-third shall be for three years. Thereafter all appointments shall be for three years.

No member shall serve more than three (3) consecutive terms (6 years) or a total of five (5) terms (10 years) in any one appointed position. An individual whose initial appointment is to fill an unexpired term or an initial staggered term of less than two years, shall be eligible to serve the number of full-length terms other members are eligible to serve, unless, prior to the time for reappointment that individual has already served six consecutive years. Members may be re-appointed at the discretion of the Chief Elected Official subject to the term limitations outlined in this section.

The Board shall not compensate Board Members for their services, but by resolution of the Board, a fixed sum and expenses, if any, may be allowed for attendance at each regular or special meeting of the Board.

Section 4. Termination for Cause

By two-thirds majority vote of the membership or by action of the Chief Elected Official, a member may be removed for cause from the Board. Cause would be for such actions as malfeasance, misfeasance, misconduct, or any action which would be deemed not in the best interest of the Board; or 60% absences from regular scheduled meetings within the preceding twelve calendar months. Notice of a removal vote that may be taken for "cause" must be included on the agenda of said meeting. The Chair shall send a precautionary letter to the said Board member upon two (2) unexcused absences within the preceding twelve calendar months prior to the next meeting.

Section 5. Resignation

Letters of resignation must be submitted to the GASTON COUNTY Workforce Development Board Chair. Three consecutive absences without justification will be considered defacto resignation. Justification must be submitted in writing. The Board Chair has the authority to accept or deny justification.

Section 6. Vacancies

Upon vacancy of any position on this Board, the procedure in Article II, Section 1, will be followed to provide replacement representation to complete the remainder of that term of appointment.

Section 7. Active Participation of Board Members

The Gaston County Workforce Development Board members shall actively participate in convening the Gaston County Workforce Development System's stakeholders, broker relationships with a diverse range of employers, and leverage support for workforce development activities. As members of the Gaston County Workforce Development Board, it is encouraged for each sector representative to participate in local and regional endeavors that support the understanding, expansion, and impact of Workforce Development activities. Through their volunteer efforts, they shall support and promote the ever increasing need to market and partner with current and future employers, community organizations, and institutions of higher education to create a vibrant and meaningful workforce program. Board members are expected to attend or participate in no less than 2 board sponsored initiatives each calendar year and are encouraged to attend the annual NCWorks Partnership Conference or other meaningful activities

Article 3 **Meetings**

Section 1. Regular Meetings

The Board shall meet at such time and place as determined by the Chairperson in an accessible facility. The Board will meet no less than four times per program year. Regular Board meetings are face to face; however, Board members may access meetings via conference call, video communications and other alternative methods with an advance request in writing made at least 3 days prior to the meeting date to the Clerk to Board via email notification.

Five working days' notice shall be delivered to each member stating a reasonable time, date and place of the meeting and the meeting's purpose unless deemed an emergency by the Chair or Executive Committee calling for said special meeting.

Section 2. Special Meetings

The Chair of the Board may, when deemed necessary, call a special meeting of the Board via conference call, video communications, or alternative media sources for transacting any business designated in the call.

Section 3. Quorum

At all meetings (regular or special) of the Board, a majority of the Board members present constitutes a quorum for transacting business. A quorum shall require the participation of the Board Chair or Vice Chair and Board members constituting 51% of the total board positions. Proxy representatives, if unable to cast votes, shall not count toward meeting the quorum requirement. Votes may be cast via electronic medium for remote attendees. The act of the majority of the Board members present at a meeting at which a quorum is present shall be the act of the Board. However, a two-thirds vote of those present or represented via voting proxy shall be required to amend any provision of these By-laws.

Section 4. Conduct of Meetings

All meetings of this Board shall be conducted in accordance with the latest edition of Robert's Rules of Order.

Section 5. Open Meetings

The Gaston County Workforce Board Conducts Business Openly: The local Board conducts its business in an open manner as required by WIOA sec. 107(e), by making available to the public, on a regular basis through electronic, audio, or virtual means and open meetings, information about the activities of the local Board. (20 CFR 679.390) This includes:

- g. Information about the Local Plan, or modification to the Local Plan, before submission of the final version of the plan;
- h. List and affiliation of local Board members;
- i. Selection of one-stop operators;
- j. Award of grants or contracts to eligible training providers of workforce investment activities including providers of youth workforce investment activities;
- k. Minutes of formal meetings of the local Board; and
- l. Local Board by-laws, consistent with § 679.310(g).

The Board, in all of its meetings will comply with the provisions of the Sunshine Provision.

Additionally, the Board hereby adopts Remote Attendance and Meeting Policies, to be used when needed, to make use of the capabilities for conferencing by electronic means or any other type of audio or video conferencing for its meetings *or* any of the standing committee and ad hoc committee meetings as set forth and adopted according to the following rules as applicable:

Remote Attendance -

- I. All pertinent provisions of the Sunshine Provision must be complied with, including specifically the proper notice of any regular or special meeting, the proper record keeping or minutes of each meeting, the appropriate agenda preparation for each meeting, which in addition shall be posted along with the notice of the meeting; and, in particular, any use of closed sessions shall be in compliance with the provisions of WIOA.
- J. All Board and Committee members attending meetings by electronic conferencing shall be entitled to vote as if they were personally and physically present at the meeting site so long as a quorum is, in total, present and accounted for, and their votes shall be recorded by the Board Director.
- K. A Board or Committee member who attends a meeting by electronic, video, or audio conference must provide notice to the Board Director at least 24 hours prior to the meeting unless such advance notice is impracticable.
- L. The location of the meeting included on the notice shall be equipped with a suitable transmission system in order that the public audience, the members in attendance and any staff in attendance will be able to hear any input, vote, or discussion of the conference and that the member attending by electronic means shall have a similar capability of hearing and participating in such input, vote, or discussion.
- M. As the Board or its committees begin each new matter of business, the Chair will check with all remote location(s) where members are to ensure that each such connection is active.
- N. When a motion is made, and seconded, and discussion regarding the motion begins, the Chair will check that the connection with remote location(s) where members are present is active. Prior to closing discussion and taking any vote, the Chair will ask all remote location(s) where member(s) is(are) present whether there are any additional comments, questions, or information to be added to the discussion.
- O. All decisions will be made using majority rule except when a higher vote is required. There will be no muting of any connections with remote location(s) where members are present at any time. There will be no sidebar discussions.
- P. The procedures outlined above shall also apply to each Board and its Committee members.

Remote Meetings -

Remote Public Meetings: In Response to the Coronavirus Disease 2019 (COVID-19) Crisis, (S.L. 2020-3, SB 704) the General Assembly has *enacted modifications* to the laws governing meetings of public bodies, and voting and quorum rules for city and county governing boards. The new law modifies those rules and provides specific guidance regarding *remote* meetings, including quorum, notice, voting, public comment, and public hearings. *These provisions are in Section 4.31 of the Act*. The new provisions for *remote* public meetings became effective on May 4, 2020, and only apply when there is a declaration of a state of emergency by the Governor or General Assembly under GS 166A-90.20. They are not triggered by city or county emergency declarations. The new law also provides that any electronic meeting undertaken via remote participation between March 10, 2020 and the effective date of the new law is not deemed invalid due to the use of electronic communication to conduct that meeting.

The Board will adopt this *remote meeting policy*, to be used when needed, to make use of the capabilities for conferencing by electronic means or any other type of audio or video conferencing for its meetings as set forth and adopted according to the following rules as applicable:

- A. Before Remote Meetings: Additionally, the Gaston County WDB will continue to provide advanced meeting notice, following existing guidance for notifying the public under G.S. 143-318.12. The notice will also contain detailed information on how the public can access remote meetings. The Gaston WDB will continue to provide all documents to all board members in advance of any meetings. If applicable, presentation capabilities will be restricted to designated individuals and may be recorded
- B. Launching Remote Meetings: The Gaston WDB will insure that meetings are simultaneously available to the public by an audio stream, dial-in conference line, or video live stream. It is essential that all board members are able to hear all communications from fellow board members and the public during remote meetings. Remote Meeting Attendance Guidelines will be reviewed with all attendees before the Board Meeting starts, including roll call, identifying actions, votes, chat box discussion, mute, etc.
- C. During the Remote Meetings: First thing at the beginning of any meeting, roll call will be taken. During roll call, each member must clearly state their name, the name of the company or agency they represent, and lastly they must also state how they are joining the meeting (telephone & their telephone #, virtual conference meeting via visual or virtual conference meeting via audio only. Board Staff and Guests will follow the same protocol.

The individual leading each section of the agenda, will reference the specific item and/or section of the agenda that is being discussed or acted on. Votes will be taken by roll call. Board Members will count for quorum/votes only while active on the remote meeting. No votes may be taken by written or secret ballot. Any board members that are calling in via telephone or cannot be seen during the conference meeting **MUST** say their name during the following times: roll call; prior to any action taken; and prior to voting.

Closed sessions –

Closed sessions may be held in accordance with G.S. 143-318.11; access to the public is not required during this time

Additional Remote Meeting Information –

The Gaston County WDB will insure that meeting minutes reflect that the meeting was done by simultaneous communication, which board members participated by simultaneous communication, and the board members who entered or left during the meeting. All chats or other written communications between members of the public body regarding the transaction of the public business during remote meetings are deemed public record. Any technical challenges that occur during the meeting shall also be noted in the minutes for future reference.

Section 6. Proxy Representation and Voting

A member may designate a representative to attend a meeting of the Board in his/her absence. The proxy must meet the membership criteria for the member's affiliation type. The proxy will count toward the appointed member's attendance, may participate in discussions by the board, and may vote *so long as the member provides written voting instructions to the Chair allowing his/her proxy representative to cast votes in accordance with the written voting instructions.*

The Chair shall not vote except in the case of a tie, in which event he/she shall cast the deciding vote. Each Board member present shall be entitled to one (1) vote on each matter for which a vote is taken. Votes may be cast telephonically, via electronic medium, and/or virtually.

Section 7. Conflict of Interest and Voting

GASTON COUNTY Board members shall not cast a vote, or take interest in, any decision- making capacity on the provision of services by such Individual (or any organization which that Individual directly represents), nor on any issue which would provide any direct financial benefit to that Individual.

No Board member shall participate in a governmental decision including voting on a matter (including recommendations, appointments, obligating, or committing the GASTON COUNTY Board to a course of action) when such action influences a decision or exercises judgment in making a decision.

Any Board member with a potential or actual conflict of interest shall comply with requirements for public disclosure and recusal.

Each Board member shall annually confirm a statement that affirms such person:

1. Has received a copy of the Board's Conflict of Interest and Code of Conduct Policies in accordance with state policy;
2. Has read and understands the policy; and
3. Has agreed to comply with the policy.

Article 4 Organization

Section 1. Officers

The officers of this Board shall be a Chair, a Vice-Chair, and a Secretary.

Section 2. Election of Officers

Officers of this Board shall be elected in June for two-year terms. The Chair and Vice-Chair will be elected from among the members who are representatives of the business sector. The secretary will be elected from among all members.

The Chair shall appoint a nominating committee to recommend officers who shall be elected from the Board's business sector membership and shall begin their term at the beginning of the new program year effective July 1. These officers shall serve until their successors are elected and qualified or until they are no longer Board members. If an officer is unable to complete his/her term the Board shall elect a successor to complete the remaining portion of the original term. The Vice-Chair shall not be required to succeed the Chair at the end of the Chair's term of office.

Section 3. Chair

The Chair shall preside at Board meetings, designate standing and ad hoc committees (if necessary) and deemed appropriate and appoint their Chair and members.

Section 4. Vice-Chair

The Vice-Chair shall assume all duties and responsibilities of the Chair in his/her absence from meetings. In the event that the office of Chair is vacated before the end of the term, the Vice Chair shall assume the office in an acting capacity until such time as the Board elects a new Chair.

Section 5. Clerk to the Board

The Clerk to the Board shall be responsible for proper notification of meetings, review and submission of the minutes to the Board, and shall carry out any other duties deemed appropriate by the Chair. Local Area staff will serve as support personnel in performing these duties.

Section 6. Executive Committee

The Executive Committee shall consist of the Chair, Vice Chair, and (if needed) the previous Chair or Vice Chair. As determined by the Chair of the Board, the chairs of Board committees (if any) will attend Executive Committee meetings. Responsibilities of the Executive Committee are as follows: make standing committee assignments and coordination among committees, prepare recommendations to Board on state and national issues, act as needed between regularly scheduled Board meetings, and develop immediate and long-range goals for Board concurrence.

Section 7. Vacancy

If an office becomes vacant, the Board shall elect a successor at its next meeting.

Article 5 **Committees**

Section 1.

The Chair of the Board shall have the power, except as otherwise provided in this Article, to appoint the members of any Committee for a term of two (2) years. No Committee, except as elsewhere provided in this Article, shall take any action or position on behalf of the Board, bind the Board or exercise the authority of the Board in the management of the Corporation. The Chair of all the Committees shall be members of the Board. The Executive Committee of the Board shall meet at the call of the Chair of the Board or the written request of any two (2) members of the committee. The Board's other Committees shall meet at the call of their respective Chair or the Chair of the Board.

Section 2.

Electronic meetings shall be permissible in lieu of face-to-face committee meetings at the discretion of the Committee Chair. An electronic meeting of the Committee occurs when Board members are in different locations, connected by electronic means, through audio, video or both. All votes taken during an electronic meeting shall be by roll call. All scheduled electronic meetings shall be held in such a way that all members participating can hear each other at the same time. When speaking, each member will be asked to clearly identify himself, so that proper recognition is given and recorded. All Board policies, administrative practices, and by-laws shall apply equally to electronic meetings.

Section 3.

The local workforce development board may establish standing committees to provide information and assist the Board in carrying out its responsibilities (20 CFR 679.360).

Article 6
Amendments

Section 1. Amendment Procedure

Board By-laws can be amended at any regular Board meeting or via electronic means provided the proposed amendment(s) has been submitted in writing via hard copy or electronic means to the Board members at least 5 work days prior to the meeting or deadline for electronic response.

Section 2. Vote Needed

The By-laws shall be amended upon affirmative vote by a two-thirds majority of the Board.

Article 7
Severability

In the event that any of the rules, regulations, restrictions, covenants, or conditions of these By-laws are held to be partially or wholly invalid or unenforceable for any reason, such holding shall not affect, alter, modify, or impair in any manner any of the other terms, provisions, rules, regulations, restrictions, covenants, or conditions contained herein.

Attachment 1
Gaston County WDB Bylaws

Adopted This _____ day of _____, 20____

Signed:

Board Director Printed Name and Signature

Date

Chief Elected Official Printed Name and Signature

Date

Board Chair Printed Name and Signature

Date