



Request for Proposals - Program Year 2023

Adult, Dislocated Worker and Youth Services

Foothills Workforce Development Board

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111 West Court St.

Rutherfordton, NC 28139

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*Equal Opportunity Employer/Program
Auxiliary Aids and Services Available upon Request to Persons with Disabilities
Language assistance services are available free of charge to individuals with
Limited English Proficiency*

Foothills Workforce Development Board Request for Proposal

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Foothills Workforce Development Request for Proposals

Section 1: Introduction

Purpose

The Region C Workforce Development Board doing business as Foothills Workforce Development Board (FOOTHILLS WDB) solicits qualified organizations to provide Adult, Dislocated Worker and Youth services through Foothills' NCWorks One-Stop Workforce System under the Workforce Innovation and Opportunity Act (WIOA), within Cleveland, McDowell, Rutherford, and Polk Counties. The NCWorks Career Centers serve as a hub for workforce efforts within their community, offering services to both job seekers and employers within an Integrated Service Delivery Business Model.

There are two components to this RFP. (1) WIOA Adult and Dislocated Worker Service Provider; (2) WIOA Youth Service Provider. The successful bidder(s) will be selected based on demonstrated abilities, past performance, a sound proposal, and cost-effective service delivery. The FOOTHILLS WDB expects bidders to propose to provide Adult, Dislocated Worker, and Youth Services for all four (4) counties within the FOOTHILLS WDB region (Cleveland, McDowell, Rutherford, and Polk Counties).

Disclaimer: This RFP, any bids submitted by proposers to this request, and any final contracts negotiated with the successful bidder(s) as a result of this proposal is subject to final laws and regulations issued by the United States Department of Labor (USDOL), the North Carolina Department of Commerce, Division of Workforce Solutions (NCDOC-DWS) and may be changed at any time in order to come into compliance with those laws and regulations. Bidders are strongly encouraged to follow the USDOL's WIOA resource page for latest updates: www.doleta.gov/wioa/. Furthermore, as the FOOTHILLS WDB continues to develop and refine its NCWorks system and integrate WIOA regulations, its policies and procedures may be subject to change. Bidding organizations may be requested to modify program design or the delivery of services. Should a request for a change in the program design or service occur, FOOTHILLS WDB staff will assist bidding organizations or service providers in the redesign to ensure consistency with policy and regulatory requirements. Any significant changes made to this RFP will be posted to <https://foothillsregion.org/workforce-development/workforce-development-2023-rfp/>

Submission Information

RFP Timeline

RFP Public Notice	February 10, 2023
RFP Release Date	February 10, 2023, at foothillsregion.org/workforce-development
Email or letter indicating Intention to Submit Proposal	March 1, 2023— dlee@foothillsregion.org
Proposal Deadline	March 17, 2023, by 4:00 p.m.
Formal Review of Proposals	Begins March 20, 2023
FOOTHILLS WDB Notice of Selection	May 4, 2023
Contract Negotiations Begin	May 8, 2023
Anticipated Contract Start Date	July 1, 2023

Deadline

An email or letter indicating your intention to submit a proposal must be submitted by Monday, March 1, 2023

The deadline for receiving responses to this request is **4:00 pm on Friday, March 17, 2023**. FOOTHILLS WDB will not accept late proposals and will make no exceptions. Late proposals will be deemed non-responsive and will not be reviewed.

Submitting a Proposal

Bidders must provide both a printed proposal and an electronic version on computer storage media (portable USB drive or CD) as described below. All proposals must be assembled in the order outlined in the individual section of this request to which a bidder is responding. Failure to submit all required documents and forms may cause a proposal to be considered incomplete and non-responsive. Responses will not be accepted via e-mail.

- One original hard copy of the full proposal in Microsoft WORD Format on an USB drive or CD, and another hard copy three-hole punched for a three-ring binder—no binders submitted with proposal.
- FOOTHILLS WDB is not responsible for unreadable computer media.
- Font size should be 12-point Times New Roman font, single-spaced with 1-inch margins. All pages are to be numbered sequentially. Both should arrive either by mail or in person, no later than **4:00pm, Friday, March 17, 2023**, to the designated staff (email versions will not be accepted):

Mail to:

Foothills WDB
 Attention: David Lee
 PO Box 841
 111 West Court St.
 Rutherfordton, NC 28139

Bidder's Conference

Foothills Workforce Development will not hold a bidder's conference.

- If you have questions about this request, please direct them in writing via email to David Lee at dlee@foothillsregion.org
- Deadline for all questions is **Monday, February 27, 2023, by 5:00 pm.**
- We will answer all questions we have received each week on the Foothills Workforce Development web site at foothillregion.org/workforce-development. They will be posted by 5:00 pm every Friday. It is the bidder's responsibility to check the website regularly for updates. The last date that questions and answers will be posted online is **Tuesday, February 28, 2023.**

Evaluation Criteria and Process

Selection and Evaluation

FOOTHILLS WDB will review and evaluate proposals based on:

- ✓ Meeting the basic submission requirements outlined in this RFP.
- ✓ Relevant capacity and experience in managing Adult, Dislocated Worker and Youth Services similar to that on which the organization is bidding – including business policies and practices, qualifications of personnel the bidder offers to operate the business aspect, as well as business references.
- ✓ Financial processes, financial stability and the proposed budget of the bidding organization for reasonableness and how it correlates with proposed services.

FOOTHILLS WDB's evaluation process includes review, scoring and recommendations by a review panel, with final approval being given by the full Foothills Workforce Development Board.

Contract Period

FOOTHILLS WDB will negotiate a contract with successful bidders to begin on or around July 1, 2023. The first-year contracts will extend through June 30, 2024. Foothills reserves the right to renew contracts on an annual basis for up to three additional years (through June 30, 2026) based on an annual review of performance (programmatic, financial, and service delivery), availability of funds, and annual approval by the Foothills Workforce Development Board. The Foothills Workforce Development Board reserves the right to end any contract prior to its conclusion based on poor performance and/or inability to meet the terms of the contract.

Notification

Foothills will notify all bidders in writing and via email of the results of the review process after the Board has made their decision. Notifications will be sent on May 4, 2023.

Appeal

The appeal process is documented in the FOOTHILLS WDB.

Bid Requirements

Conditions of Bid

1. Any governmental, educational, or not-for-profit organization or agency engaged in a public service may apply. Private for-profit organizations engaged in providing employment and training and educational opportunities for eligible adults or youth may apply.
2. Entities that are presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any Federal department or agency are not eligible to respond to this RFP or to receive a contract.
3. By signing this agreement; accepting this contract/purchase order; or submitting any bid, proposal, etc., vendors and contractors certify that as of the date of execution, receipt, or submission they are not listed on the Final Divestment List created by the NC Office of State Treasurer pursuant to NCGS 147 Article 6E, Iran Divestment Act, Iran Divestment Act Certification. Vendors and contractors shall not utilize any subcontractor that is identified on the Final Divestment List.
4. Any organization defined under NCGS 147-86.80(2), Divestment from Companies Boycotting Israel, shall not engage in business totaling more than \$1,000 with any company/business, etc. that boycotts Israel. A list of companies that boycott Israel is maintained by the NC Office of State Treasurer, pursuant to NCGS 147-86.81(a)(1). Any company listed as boycotting Israel is not eligible to do business with any State agency or political subdivision of the State.
5. Respondents must disclose and rectify any and all outstanding monitoring and/or audit concerns from any of the respondent's other contracts prior to receiving a contract resulting from this RFP. Additionally, respondents must disclose any legal judgments, claims, arbitration proceedings, lawsuits or other legal proceedings pending or outstanding (unresolved) against the organization, its owners, officers, or principals.
6. Respondents are expected to have the technical competence, knowledge and expertise in management and administration, the professional staff, and the administrative and fiscal management systems to accomplish the scope of work and the goals and objectives stated in this RFP and must meet high standards of public service and fiduciary responsibility. Respondents are responsible for being knowledgeable of all laws, regulations, rules, and policies of the specific funding sources involved and applying them in developing the RFP response. The selected contractor must comply with WIOA, Title 1, Public Law 113-128, and all appropriate NC Division of Workforce Solutions and Foothills Workforce policies. A list with links to the referenced web sites is provided in Section 4 of the RFP.
7. Foothills WDB may accept or reject any or all responses under this request.
8. Foothills WDB is not obligated to contract with any respondent to this request.

9. Foothills WDB may change any part of this request at any time prior to the submission deadline. If it becomes necessary to revise any part of the Request for Proposals, all addendums will be provided in writing to all known interested parties (those who have requested the RFP) and posted on the Foothills Workforce Development Boards websites. VERBAL COMMENTS OR DISCUSSION RELATIVE TO THIS SOLICITATION CANNOT ADD, DELETE OR MODIFY ANY WRITTEN PROVISION. ANY ALTERATION MUST BE IN THE FORM OF A WRITTEN ADDENDUM.
10. This solicitation does not commit the Foothills Workforce Development Board to award a grant, or to procure or contract for services. The Board reserves the right to select proposals it deems most responsive and appropriate and is not bound to accept any proposal based on price alone. The Board also reserves the right to request additional information, documentation, or oral discussion in support of written proposals. The Foothills WDB reserves the right to accept or reject any or all proposals received as a result of this request, or to cancel in part or in its entirety, this RFP if it is in the best interest of Foothills to do so.
11. Foothills WDB will not pay for any expenses incurred prior to the execution date of a contract or any expenses incurred after the termination date of the contract.
12. Subcontracting is permissible. If any part of the work covered by this RFP is to be subcontracted, the respondent shall identify the subcontracting organization(s) in the proposal indicating the WIOA services to be subcontracted and the rationale for using a subcontractor rather than providing the services directly. All subcontracts are subject to applicable federal, state and local laws, rules, regulations, and policies governing procurement. No more than 25% of funds awarded under any contract may be subcontracted. *This does not include OJT contracts developed for training WIOA customers.* The respondent must also describe how subcontractors were (or will be) procured and selected, their qualifications, and the basis for payments. Subcontractors shall be subject to the same requirements as the respondent under this RFP and any resulting contract. Foothills must approve all subcontracts prior to the final execution of a contract. Subcontract agreements shall include the minimum provisions required in Foothills contracts. A copy of subcontract agreements must be submitted to Foothills Workforce Development prior to entering into any agreement. Service Providers will be held accountable for all work done by its subcontractors.
13. No documents relating to this procurement will be presented or made otherwise available to any other person, agency or organization until after the funding is awarded. Commercial or financial information obtained in response to this RFP that is privileged and confidential and is clearly worded as such will not be disclosed at any time so long as all requirements of North Carolina General Statutes 132-1.2 have been met. Materials submitted to the Foothills WDB as a part of this proposal are considered public information unless otherwise noted in the proposal itself as trade secret or proprietary information. Respondents must visibly mark as “Confidential” each part of their funding application that is considered proprietary information. The Foothills WDB is not responsible for the return of any part of a submission, including creative examples of work.
14. Funding of any contract is contingent upon receipt of funds from the State of North Carolina and/or the United States Government.

15. As part of the proposal review process under this solicitation, Foothills Workforce Development Board staff will conduct a pre-award review of the respondent organization's administrative and fiscal capabilities. Any concerns or discrepancies will be addressed with the respondent(s) prior to final contract approval. Respondents who have outstanding audit or monitoring exceptions may not receive a contract unless the Board is satisfied with the current or proposed resolution of the findings, and the corrected measures are immediately forthcoming.
16. Foothills Workforce Development will administer contracts awarded through this RFP. The FOOTHILLS WDB may require successful respondents to participate in cost negotiations, technical revision, or other revisions to their proposal prior to final contract award. A successful contract negotiation is viewed as a step in the overall selection process. In addition, contract amounts may be adjusted by Foothills Workforce Development Board based on final allocations and/or subsequent contract negotiations.
17. FOOTHILLS WDB will negotiate contracts to begin on or around July 1, 2023 and extend through June 30, 2024. Contracts may be renewed each year for up to three additional years (through June 30, 2026) depending upon an annual review of performance, availability of funds, and annual approval by the Foothills Workforce Development Board.
18. If selected as the awardee(s) for any part of this RFP, Foothills reserves the right to award additional funds to the selected awardee(s). The additional funds may be additional WIOA funds or funds received through other outside grants.
19. No employee, member of a Board of Directors or other governing body, or representative of a bidder who submits a proposal under this Request may have any contact outside of the formal review process with any Foothills Workforce Development Board member or board staff for purposes of discussing or lobbying on behalf of a bidder's proposal. This contact includes written correspondence, telephone calls, personal meetings, e-mail messages, or other kinds of personal contact. Foothills will reject proposals of those bidders who violate this condition.
20. No employee, member of a Board of Directors or other governing body, or representative of a bidder who submits a proposal under this Request may offer any favor, gratuity, inducement, or anything of monetary value to any Foothills staff, or any member of the Foothills Workforce Development Board for purposes of influencing the evaluation of a proposal submitted under this Request. Foothills will reject proposals of those bidders who violate this condition.

Assurances and Certifications

All service providers who are awarded a contract are required to accept certain assurances and certifications. These forms are a part of the contract process, if awarded funding, and can be found in Section 5, Forms and Templates.

- a. Assurances - Non-Construction Programs (SF 424B)
- b. Certification Regarding Debarment and Suspension (3 CFR Part 1986)
- c. Certification Regarding Lobbying (29 CFR Part 93)
- d. Drug Free Workplace Certification (29 CFR Part 98)
- e. Nondiscrimination & Equal Opportunity Assurance (41 CFR Part 60), as applicable

Conflict of Interest Statements

All service providers who are awarded a contract under this RFP are required to read and provide signed Conflict of Interest/Code of Conduct statement (Section 6—page 96) for all their employees that work in the Foothills NCWorks System on an annual basis for as long as they are associated with the Foothills Workforce Development Area. Initial signature pages are due within 30-days of the contract start date.

Section 2: System Information & Requirements

The System

The FOOTHILLS WDB is a private sector-led board that provides policies, guidance, and oversight for the Workforce Innovation and Opportunity Act (WIOA) Title 1 programs in a four-county region (Cleveland, McDowell, Rutherford, and Polk Counties) in western North Carolina. The FOOTHILLS WDB is led by a Jobs Training Consortium of local Chief Elected Officials and a board that oversees a broad range of programs and initiatives. The FOOTHILLS WDB includes representatives from small, medium, and large businesses; labor organizations; education; economic development; community-based organizations; and one-stop partners.

Roles and Responsibilities

The FOOTHILLS WDB is responsible for implementing, guiding and overseeing the workforce development system across the Foothills region with the goal of serving the needs of businesses and jobseekers. This guidance and oversight also apply to the NCWorks Career Centers (One-Stops).

The Foothills Regional Commission (FRC) is the grant recipient/fiscal agent and administrative entity for the WIOA Title I (B) funds as designated by the Foothills Jobs Training Consortium. Contracts entered with WIOA service providers in the Local Area will be contracts with the FRC. All parties contracting with FRC must comply with USDOL regulations and its published interpretations. Administration and operation of this program is subject to compliance with the federal Workforce Innovation and Opportunity Act of 2014, state of North Carolina policies and procedures as issued from the NC Department of Commerce, Division of Workforce Solutions, and local policies and procedures issued by the FOOTHILLS WDB. Funded proposals will be required to meet specific federal, state and local guidelines for participant outcomes and program performance.

Current Foothills Career Center System

There are three comprehensive [certified NCWorks Career Centers](#) throughout the Foothills area with a wide variety of involved partners, operational methods, types of location, and traffic flow. The FOOTHILLS WDB, our contractors, and a network of partners continue to evaluate and improve these career centers.

Current Foothills Labor Market

Demographic, economic and labor market information for the Foothills area can be found here on the NC LEAD website: https://bi.nc.gov/t/COM-LEAD/views/foothills/Dashboard?:embed_code_version=3&:embed=y&:isGuestRedirectFromVizporta

[l=y&:loadOrderID=0&:display_spinner=no&:display_count=n&:showVizHome=n&:origin=viz_share_link](#)

NCWorks Career Centers

NCWorks is North Carolina's workforce system. It is a large system with several interrelated parts, all focused on adding value for its customers. The Foothills Workforce Development Board Area's NCWorks system includes three comprehensive NCWorks Career Centers in Cleveland, McDowell, and Rutherford Counties and part-time shared partner space (satellite) in Polk County.

The **NCWorks Career Centers** practice an integrated service delivery model to better connect educated and trained workers to the employers who need them. All individuals working within our NCWorks Career Centers are considered center staff whose goals are to help people *get a job, keep a job or get a better job*.

What is Integrated Service Delivery?

Serving all Center customers seamlessly through:

- An integrated customer pool where all Center customers (whenever eligibility permits) are co-enrolled simultaneously in as many programs as possible, so customers may be served by all staff.
- An integrated customer flow clearly defining a service delivery process with a sequence of universal services that does not emphasize program eligibility and program participation.

Policy and Procedures

The Foothills Workforce Development staff establishes policies and procedures which govern how all service providers operate and deliver services under the Foothills Area NCWorks name. Board staff involve service providers in technical assistance sessions and workgroups that help develop, refine, and implement NCWorks policies and procedures.

Policies and Procedures set system and service delivery requirements and provide updates with new information for operations.

System Guidance and Requirements

Outreach and Communications

- Outreach efforts must meet board standards and be approved by the Foothills Workforce Director, and FRC Communications Specialist. This applies to print materials, interior and exterior signage, social media posts, and any item that will be viewed by the public.
- - Proper use of the logo
 - Imagery

- Design aesthetics/colors
 - Layout
 - Appropriate language and tone
- Service providers may not use their corporate names or identities when operating any part of the Foothills Workforce Development NCWorks system. Service provider staff are required to present themselves to customers and the general public as NCWorks staff as appropriate.
 - The Foothills Workforce Development Board staff coordinates and directs contacts with the media.
 - The Board staff develops and maintains Foothills' website and social media outlets.

Quality Assurance

- The Board staff sets standards for quality assurance, programmatic, financial, and compliance monitoring of Foothills' NCWorks Career Centers.
- The Board staffs Quality Assurance Team conducts annual monitoring and quality assurance reviews to ensure service providers are meeting compliance standards and operating in accordance with system requirements. The monitoring and quality reviews includes Title 1 service providers and the One-Stop Operator service provider.
- Board staff also conduct reviews of contractor expenditures, billings, payments, inventory and financial systems on a regular basis throughout the year.

Information Systems

- The Department of Commerce, Division of Workforce Solutions sets requirements, provides, and maintains the management information systems (MIS) used in North Carolina, which is currently www.ncworks.gov. This network of systems is important in delivering service to customers, reporting on service delivery, and judging system and contractor performance. The MIS consists of several systems used to track all customers, services and performance.
- ✓ **NCWorks Online** is North Carolina's principal service delivery and customer case management system. It is a web-enabled, online case management and job matching service that also provides labor market information. Staff in the NCWorks Career Centers utilize NCWorks Online, which is provided and maintained by the North Carolina Department of Commerce, Division of Workforce Solutions.
- ✓ **NCWorks Performs** is a performance tracking system that provides "real time" data regarding WIOA performance indicators and outcomes. It is provided and maintained by the North Carolina Department of Commerce, Division of Workforce Solutions.

Financial Management

- All organizations that receive WIOA funds must comply with the Uniform Guidance issued by the Office of Management and Budget on December 26, 2013, and December 19, 2014, along with DOL's exceptions also published on December 19, 2014. The Uniform Guidance

is published at 2 CFR Part 200 and DOLs exceptions at 2 CFR Part 2900. The Uniform Guidance consolidates and updates guidance and requirements applicable to Federal awards from earlier documents including OMB Circulars A-21, A-50, A-87, A-102, A-110, and A-122.

- All WIOA-funded contracts between the Foothills Area Workforce Development Board and Service Providers will be conducted on a cost reimbursement basis only. However, related to for-profit organizations, profit is paid based on pay-for performance criteria.
- All WIOA Service Providers are required to conduct internal financial management reviews. The purpose is to provide adequate internal controls and ensure compliance with the following areas related to WIOA funds and services:
 - Provisions of the WIOA and its regulations.
 - Provisions of the WIOA Contract.
 - Applicable State and Workforce Development Board Policies.
 - Accepted financial management and accounting practices; and
 - Compliance with OMB Uniform Guidance (2 CFR Part 200) and others as appropriate.

Internal financial management procedures shall be sufficient to prevent fraud and abuse. All reports of information creating suspicion or instances of criminal misconduct must be reported immediately to Foothills Workforce Development. Internal financial management procedures must also ensure that auditable and otherwise adequate records are maintained which support all expenditures of WIOA funds and confirm adherence to policies regarding allowable costs and allocations of cost to proper cost categories. The WIOA Contractor shall document all internal financial compliance reviews.

- WIOA Service Providers are required to establish internal program management procedures to assure compliance with contract requirements, delivery of high-quality services to eligible individuals and achievement of planned outcomes. Internal program management procedures must also ensure that auditable and otherwise adequate records are maintained to support the eligibility of all WIOA participants and confirm adherence to specific requirements and time limitations.
- It is the objective of the Foothills Workforce Development Board to place the maximum number of resources at points in the system where customers are directly served. All funds we contract for administrative and management activities of service providers will be spent in support of direct service delivery.
- All service providers must demonstrate familiarity with and the ability to abide by the terms of Foothills Workforce Development's contracts, including the requirements for financial management.
- As a recipient of WIOA funds, service providers must have an annual financial and compliance audit performed. The audits must be conducted in accordance with auditing standards set forth under the OMB Uniform Guidance (2 CFR Part 200). This requirement will be met by providing Foothills Workforce Development a copy of the annual audit according to OMB Uniform Guidance. For-profit WIOA contractors must have an annual

financial and compliance audit performed under Generally Accepted Accounting Standards by an independent auditor. A copy of the audit will be forwarded to Foothills Workforce Development. The audit should be submitted within 30 days after the completion of the audit, but not later than six months after the end of the audit period.

- In Accordance with WIOA and the WIOA regulations, WIOA contracted Service Providers must cooperate with any monitoring, inspection, audit, or investigation of activities related to WIOA contracts. These activities may be conducted by the North Carolina Division of Workforce Solutions, the U.S. Department of Labor, Foothills Workforce Development, FRC, or their designated representatives. This cooperation includes access to, examination of, and/or photocopying of books, records, files, documents, property or equipment related to all aspects of WIOA-funded activities under this contractual agreement.
- The following records and documents must be maintained for WIOA-funded participants and employees. They must be available for monitoring and review by Foothills Workforce Development and must be retained, subject to audit, for five years following the final audit of the contract. If any aspect of the program is under investigation or in the process of audit resolution and/or debt collection, the WIOA Service Provider is required to retain records after the five (5) year period and until the final audit resolution of all disallowed and/or questioned costs are paid or accepted as allowable. Please see below:
 - General ledger or equivalent.
 - Cash receipts and cash disbursements journals/reports or equivalent.
 - Bank statement, reconciliation, deposit slips and canceled checks for each bank account through which WIOA funds were received or disbursed;
 - All contracts with Foothills including all amendments;
 - All financial reports and documentation supporting requests for reimbursement; Payroll records including Individual Earnings Record, Employee Withholding
 - Authorization (W-4), FICA reporting forms, Federal and State withholding, Unemployment taxes, Employee Personnel Files, Time Records and Employee Time/Salary Allocation plans;
 - Invoices and/or supporting data for non-payroll disbursements; and
 - Participants' records including participant data forms, verification/documentation items, assessments tests and results, the Individualized Employment Plan, Individualized Service Strategy and documentation of outcomes.
- Proof of insurance is not a requirement for the submission of a proposal; however, successful respondents will be required to obtain all insurances specified/required by Foothills Workforce Development and provide same with proper Certificates of Insurance prior to commencing work under a contract resulting from this RFP.
- The U.S. Department of Labor requires that all income generated under any WIOA contract shall be reported and used to further program objectives.
- All non-expendable property/equipment with a life expectancy of one year or more or a unit cost of \$500.00 or more, which is purchased or leased with WIOA funds must be approved in writing by Foothills Workforce Development prior to purchase or lease. The Service

Provider agrees to comply with the Uniform Guidance (2 CFR Part 200), and all applicable Foothills Workforce Development property policies.

The Service Provider(s) agrees not to dispose of, or transfer property/equipment purchased with WIOA funds until written authorization is received from Foothills Workforce Development. The Service Provider(s) will be responsible for maintaining an accurate inventory of all WIOA property/equipment in their possession.

The respondent assures, with respect to operation of the WIOA-funded services or activities and all agreements or arrangements to carry out the WIOA-funded project or activity, that it will comply fully with the nondiscrimination and equal opportunity provisions of the Workforce Innovation and Opportunity Act, the Nontraditional Employment for Women Act of 1991; Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975, as amended; Title IX of the Education Amendments of 1972, as amended; and with all applicable requirements imposed by or pursuant to regulations implementing those laws, including but not limited to 29 CFR Part 34. The United States has the right to seek judicial enforcement of this assurance.

- To ensure compliance with the E-Verify requirements of the General Statutes of North Carolina, all contractors, including any subcontractors employed by the contract(s), by submitting a bid, proposal, or any other response, or by providing any material, equipment, supplies, services, etc., attest and affirm that they are aware and in full compliance with Article 2 of Chapter 64, (NCGS 64-26(a)) relating to the E-Verify requirements.
- Individuals employed in work-related activities under WIOA must be compensated in accordance with applicable law, but not less than the higher of the rate specified in the Fair Labor Standards Act of 1938 or the applicable State minimum wage law.
- Health and safety standards under Federal and State law otherwise applicable to working conditions of employees are equally applicable to working conditions of WIOA participants engaged in work experience activities under WIOA. **Workers' compensation insurance coverage must be secured for WIOA participants in work experience jobs.**
- Service providers must develop cost allocation plans that properly allocate costs between management/administrative functions and operations, as well as among the various federal revenue sources that fund Foothills Workforce Development contracts. Service providers' cost allocation plans must meet the requirements of the NC Division of Workforce Solutions' workforce financial manual and be reviewed by the Board staff. We will ask service providers to develop their allocation plans when negotiating a contract budget.
- Service providers must have a policy to control, track and account for cash substitutes used as scholarships for our WIOA customers.

Performance

We judge our success by:

- Performance indicators set by the Federal Government.
- Contract expectations and additional performance measures set by the Foothills Workforce Development Board.
- Pay for performance expectations established for for-profit service providers.
- Results from quality assurance reviews; and,
- Feedback from our customers.

Performance Indicators. WIOA establishes performance accountability indicators and performance reporting requirements to assess the effectiveness of programs including Adult, Dislocated Workers and Youth programs. Expected outcomes are provided in Section 4 of the RFP.

Contract Expectations and Additional Performance Measures. The Board has developed a set of additional measures to determine how our system is achieving expected results. We expect contractors to meet contracted annual targets to continue receiving funding. Current measures are available in Section 4 of the RFP.

Pay-for-Performance Expectations. Foothills Workforce Development established a Profit Calculator Policy for all for-profit service providers. Payments of their profit line item is made based on the performance of the service provider. Pay-for-performance expectations for the current year are available in Section 4 of the RFP.

Quality Assurance Reviews. Foothills Workforce Development monitors all NCWorks Career Centers using a Quality Assurance (QA) process. This process ensures WIOA funds are spent in an efficient and effective manner as prescribed by WIOA. The QA process includes regular programmatic, financial, and random desk reviews. It also includes site visits of all Centers to ensure the provision of quality services.

Customer feedback. We expect each of our Centers to maintain on-going customer feedback mechanisms that solicits, processes and shares back to the system information on what customers think of our service and how customers think we can improve it. Centers are expected to take customer feedback and make improvements as deemed reasonable and beneficial to the system.

Section 3: Foothills Workforce Services

Introduction

Foothills Workforce Development Board is issuing this Request for Proposals (RFP) to solicit cost-effective proposals to provide WIOA Title 1 Adult, Dislocated Worker and Youth services in Cleveland, McDowell, Rutherford, and Polk Counties.

Services and Award Amounts*

(1) WIOA Title I Adult and Dislocated Worker Service Provider

Adult:	\$255,000
Dislocated Worker:	\$110,000

(2) WIOA Title I Youth Services Provider

Youth:	\$374,000
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**Amounts are approximate and will be finalized during contract negotiations.*

Section 3.1: WIOA Title I Adult/DW Services

Introduction

Foothills provides services to customers through an Integrated Service Delivery (ISD) model in the NCWorks Career Centers. This model better serves our citizens and businesses by responding to customer needs, not just program requirements. It creates a seamless delivery system and improves customer services. The ISD model assists people in accessing the services they need to get back to work and help businesses connect with qualified workers. The respondent is expected to provide services based on this model which includes predefined functional areas, customer flow, and staffing roles and responsibilities.

Through the ISD model, all services are organized around three interrelated functions; Welcome Skill Development, and Business Services. The expectation is that all function areas will work closely together to provide seamless services. The three interrelated functions to serve the customers are described below.

- **Welcome:** welcomes the customer, provides an orientation to new customers, conducts a basic assessment of needs, collects registration information, and directs the customer to center services based upon need.
- **Skill Development:** assists the job seeker with work readiness activities. Activities include, but are not limited to, career guidance, skills analysis, assessment testing, supportive services assistance, soft skills training, partner services, and occupational skills training.
- **Business Services:** provides services to employers and work-ready job seekers. Provides services to connect employers and job seekers through a variety of activities including recruitment, labor market data, rapid response, career fairs, interview days, on-the-job training and many others.

Successful Respondents

We expect successful respondents for the career center system to:

- Demonstrate knowledge and experience managing a high-volume customer service business with a diverse customer base
- Have knowledge and experience in placing individuals into jobs
- Understand and know how to provide career assessment and counseling
- Advise customers on education and training
- Provide high quality, customer-oriented service
- Keep accurate, up-to-date, complete records of the services and scholarships provided to customers.
- Solicit and process customer feedback on services and provide results and recommendations to Foothills.

How to Submit a Proposal

Submit your proposal in the following order:

- 1.0 Proposal Cover Sheet
- 2.0 Information about your organization
- 3.0 Scope of Work
- 4.0 Budget
- 5.0 Budget Narrative
- 6.0 Fiscal Management Questions
- 7.0 Administrative Management Questions
- 8.0 Copy of organization's most recent audit and audited financial statements

Information About Your Organization

Provide the following information for us in a narrative that is no more than 10 pages. Include the question for each response.

1. A description of the organizational structure and why it is structured this way. Is the organization for profit or non-profit? Explain how this organizational arrangement supports the NCWorks business model.
2. An organization chart that shows graphically how your organization operates. Identify the principals and leadership, if any that would be assigned to work on Foothills Workforce Development's contract?
3. A description of how your organization's mission supports that of Foothills Workforce Development. Describe how you will ensure that your organization's mission, vision and values will not supplant or confuse the Workforce Board's mission in operation of this project.
4. A description of your financial stability and any comments you wish to make about your credit rating, your payment policies, and any recognition you may have received from accrediting or other bodies for organization or financial excellence. Has your organization experienced any financial difficulty in the past five years?
5. Include references from at least three organizations that have contracted with your organization to provide services similar to those proposed (name of organization, contact person, telephone/email, amount of contract, service(s) provided, and location of services provided (city & state)).
6. A description of your organization's policies and practices related to Equal Opportunity and persons with disabilities.

Scope of Work

Provide the following information for us in a narrative that is no more than 25 pages. Include the question for each response.

1. Describe your organization's experience in helping people who are looking for employment or seeking assistance to go to school or training. Include your experience in the following areas:
 - a. Working with individuals and helping them prepare for employment opportunities
 - b. Assessment and intake. Please list the specific assessments you have used in the past and outline your process for assessment and testing.
 - c. Goal-setting and career planning.
 - d. Performance goals and applicable outcomes related to your programs. We are particularly interested in educational outcomes (i.e. enrollment, credential attainment and educational gains) as well as workforce outcomes (employment, retention, and wage gains).
2. List examples of your current community partnerships. Explain how you will duplicate these types of partnerships in our 4-county area.
3. Describe how your offices will recruit and provide meaningful service to customers who are eligible for Workforce Innovation and Opportunity Act Title I Adult/DW funds.
4. Define exceptional customer service. Describe how you provide exceptional customer service.
5. How will you ensure that your services are delivered in a way that makes them equally accessible to individuals with all types of disabilities?
6. Describe the measures your organization will take to attract and retain high producing employees. How do you hold underperforming staff accountable?
7. Describe your approach to training and onboarding new staff and supporting staff with ongoing training and development.

Proposed Budget and Costs Breakout

Guidelines for Completing the Budget Forms

1. **Instructions:** Complete the budget forms (Excel document) to identify all WIOA costs for services for Adults and complete a second set of spreadsheets to identify all WIOA costs for services for Dislocated Workers.

***NOTE:** Separate budgets must be submitted for Adult and Dislocated Worker funding—one for Adult and one for Dislocated Worker funding.*

***NOTE:** Foothills Workforce Development Board will not be contracting for OJT or Incumbent Worker Services. Those will be provided as an in-house services.*

***NOTE:** All services will be provided through the On-Stop Career Centers and occupancy cost will be covered through the infrastructure cost sharing mechanism. No occupancy cost should be budgeted for these proposals. This applies to Adult/DW and Youth proposals.*

***NOTE:** All computer equipment will be provided by the local area. Cost for equipment should not be budgeted.*

2. Signature is required on page 1 of each budget set.
3. All budgets submitted for activities under this Request for Proposal will be for proposed costs during the 12-month period beginning July 1, 2023 and ending June 30, 2024.
4. Provide a **Budget Narrative** to explain all aspects of the proposed costs.

The purpose of the budget narrative is to describe to reviewers how the budget is related to the proposed activities.

The budget narrative should identify the line items indicated in the overall budget on the budget form and describe and justify the expenses included in the line item.

Each of the expenses identified in the planning stage and included in the final budget will appear in some form in the budget narrative. The most important thing to remember about the budget narrative is that you must justify any expenses that are not immediately obvious.

Audit and Financial Statements

Attach a copy of your organization's most recent audit as well as audited financial statements.

Section 3.2: WIOA Title I Youth Services

Introduction

The Board's WIOA Title I Youth services are directed specifically to young people between the ages of 16 and 24 who are out-of-school (not attending any school, including post-secondary) (at least 75%) or in-school (no more than 25%) and who face challenges in obtaining the education, skills or experience they need to get good jobs. The Board seeks to set the standard for helping these young people – often referred to as opportunity youth – get a job, keep a job, or get a better job. **The Foothills WDB does expect potential contractors to primarily focus on and direct services to out-of-school youth—those who have dropped out of school and do not have their high school diploma.**

The purpose of this solicitation is to provide direct service opportunities for these youth and young adults through a mix of WIOA funding and strategic partnerships with other youth serving organizations.

We seek to:

- Align youth-serving institutions to ease access, reduce duplication, close service gaps and promote collaboration.
- Reduce the number of young persons who are not engaged with the labor market;
- Provide entry into career pathways, increased education and/or paid work experience; and,
- Improve outcomes for youth and young adults through job placement or accelerated credential attainment and increased literacy and numeracy levels

Current Operations

The Foothills Workforce Development Board currently has one service provider that provides services for eligible young people, who are ages 16-24, out-of-school, and/or in-school, and have multiple challenges that prevent them from finding or maintaining employment. Particular focus should be on out-of-school youth who lack a high school diploma. Our service providers:

- Provide case management, career and personal counseling, mentoring, help in completing their education and financial aid assistance for scholarships, childcare, and work support;
- Prepare Individual Service Strategies and support customers through their course of services.
- Help customers enroll in education and training programs or provide such education credentials and training for customers;
- Recommend and arrange for work-based learning activities including work experiences to help youth move into full-time jobs; and,
- Work with NCWorks Career Centers to recruit and cross-refer youth and young adult customers wanting and needing services.

Youth Elements

Youth services includes five **components** for WIOA youth and young adult programming that should be used to interconnect the 14 WIOA youth elements, to ensure participants are prepared for employability success. Proposals must demonstrate ability to ensure all youth elements are available (either directly or in partnership) to customers:

- **Education**
Educational opportunities are readily available to youth and young adults to help them achieve long-term goals, as well as access resources, tools and services. Occupational skills training, high school equivalency, classes, and tutoring are focused on preparing youth and young adults for high demand occupations.
- **Career Pathways**
Career pathways versus “jobs” are the focus for youth and young adult employment and training. A clear path from education into the workforce is provided through career pathways that include integrated services, diverse training, career readiness, partnerships and other unique features.
- **Career Experience**
Career opportunities, entrepreneurship, and work-based learning must be available to each youth and young adult in the program. Local businesses are engaged to provide internships, job shadowing, and on-the-job training.
- **Leadership Development**
Leadership development must be a strong aspect of Foothills’ youth and young adult program design. Opportunities for youth and young adults to participate in community service, peer-centered activities, classroom development, mentoring, and soft skills training are available.
- **Wrap Around Services**
Foothills Workforce Development Area will work with state and local organizations to ensure that wrap-around services are available in order to meet the needs of their youth and young adults in different ways. Partnerships must include VR, DSS, Adult Basic Education and juvenile justice.

How It Works

Community and youth projects should launch young adults on a meaningful career pathway towards good jobs in our region. We blend an array of services – from partner agencies – to help young people develop essential workplace skills, improve their education and occupational skills and find a job, keep a job and get a better job.

Expectations

We expect service providers to:

- Conduct creative outreach and recruitment activities to identify customers for WIOA assistance within the local community.
- Complete thorough intake interviews and collect eligibility documentation.
- Maintain case management records in NCWorks Online, www.ncworks.gov
- Conduct individual assessments that are comprehensive in nature and can accurately identify a plan to provide services that are necessary and appropriate for eligible youth to be successful in attaining higher skills, educational credentials and jobs.
- Work closely with education/training providers to refer customers for academic skills remediation, high school equivalency preparation, and English literacy instruction.
- Develop effective community partnerships that will support the service delivery needs of youth as identified in the comprehensive assessment.
- Conduct career exploration activities with structured opportunities to explore a range of career options in an industry. This includes labor market information sessions on career clusters and occupations, college fairs and campus visits, job site visits, and industry and community guest speaking events.
- Connect customers to skill development opportunities.
- Help customers enroll in education and training programs or provide such education and training for customers. This includes providing financial support for school through WIOA as well as other scholarships and financial aid available through alternative private and public funds.
- Work closely with NCWorks Career Center's Business Services Team to provide employer leads, share employer feedback, develop and structure work-based learning opportunities that match the skills and interests of customers and address the needs of the employer.
- Engage a significant number of young people in meaningful work-based learning activities to develop workplace skills.
- Provide supportive services as appropriate.
- Maintain contact and active engagement with employers and customers regarding work performance, training progress, and retention.

Successful Respondents

We invest in service that employs best practices for youth development, service that meets the psychological/social/emotional needs of young people, provides education and training assistance, and offers wrap-around supports focusing on employment outcomes.

Successful respondents will offer activities that:

- Incorporate intensive case management, career exploration and readiness, and career pathways (academic and occupational).
- Use life and socio-emotional learning skills to better equip young people with non-cognitive abilities needed for successful employment.

- Ensure access to all of the essential components (identified above) while demonstrating an understanding of how appropriate services impact the employability of in-school and out-of-school youth and young adults.
- Demonstrate success and/or an actionable plan for serving the rural areas of the local area.
- Work successfully with young people who are court-involved, in foster care or aging out of foster care, homeless, truant, transient, disabled, and military service veterans.

How to Submit a Proposal

Submit your proposal in the following order:

- 1.0 Proposal Cover Sheet
- 2.0 Information about your organization
- 3.0 Scope of Work
- 4.0 Budget
- 5.0 Budget Narrative
- 6.0 Fiscal Management Questions
- 7.0 Administrative Management Questions
- 8.0 Copy of organization's most recent audit and audited financial statements

Information about Your Organization *(If you are submitting a proposal for Adult/Dislocated Worker Services and have already answered questions 1 – 7 in Section 3.1 , then you can skip to the Scope of Work questions for Youth Services.)*

Provide the following information for us in a narrative that is no more than 10 pages. Include the question for each response. A description of the organizational structure and why it is structured this way. Is the organization for profit or non-profit? Explain how this organizational arrangement supports the NCWorks business model.

1. An organization chart that shows graphically how your organization operates. Identify the principals and leadership, if any that would be assigned to work on Foothills Workforce Development's contract?
2. A description of your organization's mission, vision, and values, if you have them. How does your organization communicate the vision, mission and core values? How are they expressed in the organization?
3. A description of your financial stability and any comments you wish to make about your credit rating, your payment policies, and any recognition you may have received from accrediting or other bodies for organization or financial excellence.
4. Include references from at least three organizations that have contracted with your organization to provide services similar to those proposed (name of organization, contact person, telephone/email, amount of contract, service(s) provided, and location of services provided).
5. A description of your organization's policies and practices related to Equal Opportunity and persons with disabilities.

Scope of Work

Provide the following information for us in a narrative that is no more than 20 pages. Include the question for each response.

1. Describe your organization's experience in helping youth and young adults become career ready. Describe the challenges related to this population. How would this service look different when serving in-school youth versus out-of-school youth and young adults?
2. Describe the extent to which your organization specifically focuses on serving at-risk youth, including youth who are at risk of school dropout or at risk of school displacement due to suspension or expulsion.
3. Provide a detailed description of your youth program and the activities in which a customer would participate including all services received. Fully describe how each activity will support goals for education/skill certification and full-time employment in good jobs.
4. Describe in detail your strategies for targeted outreach, recruitment, enrolling and orienting youth. Please identify any unique recruiting timelines and/or include strategies for maintaining an active caseload through the year.
5. Does your organization leverage community-based resources, including partnerships with organizations that provide mentoring services and private-sector employer involvement? If so explain what that process looks like.
6. Describe how youth will be assessed upon enrollment. Include a description of any tools or methods used to determine the following: levels of basic skills, work readiness skills, interests and aptitudes, occupational skills and supportive service needs. Explain how these assessments inform the service strategy for youth.
7. Describe your deployment of comprehensive support services to youth, including addressing behavioral issues, emphasizing academic and career growth, and enhancing parent and family engagement.
8. Describe your experience in tracking/reporting outcomes, including any experience using NCWorks Online.
9. Describe your strategies for incorporating a career pathway approach into your service delivery system. Use an evidence-based program model that demonstrates your organizations proven track record of success.
10. Describe how you provide exceptional customer service.
11. Explain how you will obtain and use feedback from customers to improve the delivery of services. This should include an example of rigorous, quantitative performance measures that confirm effectiveness of the program(s)

12. Explain how you will use emerging technologies to improve the quality and efficiency of services.
13. Describe what you consider to be current or past successful collaborations? What made it a success?
14. Describe how you will collaborate with the NCWorks Career Centers to assist those in your program.
15. Describe in detail how your organization incorporates work-based learning activities to provide opportunities for youth and young adults to gain work experience. Describe the balance between classroom-based activities and work-based learning opportunities.
16. Describe your process for following up with participants. Identify strategies used to ensure participants retain employment and/or persist in college. How will you maintain contact with and assist them during the follow-up period?
17. How will you ensure that your services are delivered in a way that makes them equally accessible to individuals with all types of disabilities?

Performance and Accountability

WIOA Youth Services are primarily responsible for achieving annual targets for performance measures relating to an educated workforce and higher incomes: placing individuals in employment that they can retain, and which increases their incomes and helps them achieve higher levels of education and training, including certifications necessary to obtain good jobs.

Performance indicators for WIOA Youth programs are shown in Section 4 of the RFP.

Budget and Budget Narrative

Guidelines for Completing the Budget Forms

1. **Instructions:** Complete the budget forms to identify all WIOA costs for services for Youth.

***NOTE:** Due to high supportive needs of Youth and Young Adults both childcare and transportation support services will be allowed in PY23, beginning July 1, 2023.*

***NOTE:** Foothills Workforce Development Board will not be contracting for OJT services. Those will be provided as an in-house services.*

***NOTE:** All services will be provided through the One-Stop Career Centers and occupancy cost will be covered through the infrastructure cost sharing mechanism. No occupancy cost should be budgeted for these proposals. This applies to Adult/DW and Youth proposals.*

***NOTE:** All computer equipment will be provided by the local area. Cost for equipment should not be budgeted.*

2. Signature is required on page 1 of each budget set.
3. All budgets submitted for activities under this Request for Proposal will be for proposed costs during the 12-month period beginning July 1, 2023 and ending June 30, 2024.
4. Provide a **Budget Narrative** to explain any aspects of the proposed costs.

The purpose of the budget narrative is to describe to reviewers how the budget is related to the proposed activities.

The budget narrative should identify the line items indicated in the overall budget on the budget form and describe and justify the expenses included in the line item

Each of the expenses identified in the planning stage and included in the final budget will appear in some form in the budget narrative. The most important thing to remember about the budget narrative is that you must justify any expenses that are not immediately obvious.

Additional budget information is included in Section 4 of the RFP.

Audit and Financial Statements

Attach a copy of your organization's most recent audit as well as audited financial statements.

Section 4: Resources

General Information

Request for Proposals Timeline

Laws, Regulations and Policies

Laws, Regulations and Policies

Performance

WIOA Title I Performance Indicators

Pay for Performance – Adult/DW

Pay for Performance -Youth

Service Delivery

Integrated Service Delivery Model
Customer Flow

List of NCWorks Career Centers

NCWorks Career Centers Customer Traffic

NCWorks System Current Staffing Levels

Youth Framework

Youth Served

Target Adult/Dislocated Workers
Served

Financial

Budget Information

Foothills Workforce Development 2023 Request for Proposals Timeline

RFP Public Notice	February 10, 2023
RFP Release Date	February 10, 2023, at foothillsregion.org/workforce-development
Email or letter indicating Intention to Submit Proposal	March 1, 2023— dlee@foothillsregion.org
Proposal Deadline	March 17, 2023, by 4:00 p.m.
Formal Review of Proposals	Begins March 20, 2023
FOOTHILLS WDB Notice of Selection	May 4, 2023
Contract Negotiations Begin	May 8, 2023
Anticipated Contract Start Date	July 1, 2023

Laws, Regulations and Policies

Workforce Innovation and Opportunity Act

<http://www.gpo.gov/fdsys/pkg/PLAW-113publ128/pdf/PLAW-113publ128.pdf>

WIOA Final Rules

[WIOA Laws, Regulations, & Guidance | U.S. Department of Labor \(dol.gov\)](#)

North Carolina Division of Workforce Solutions Policies [NCWorks Commission Policy Statements and DWS Operational Guidance | NC Commerce](#)

Foothills Policies Section 6 of this RFP

Foothills Workforce Development – WIOA Performance Indicators						
Adult Indicator	PY21 Goal	PY21 Actual	% Achieved		PY19	PY20
Employment Q2	85.0%	78.0%	91.8%		74.0%	105.3%
Employment Q4	81.5%	81.9 %	100.5%		71.0%	110.1%
Credential	61.0%	74.7%	122.4%		47.0%	128.4%
Skills Gains	47.0%	85.1%	181.0%		Baseline	124.6%
Median Earnings	\$6,600	\$7,868	119.2%		\$4,400	111.5%
DW Indicator	PY21 goal	PY21 Actual	% Achieved		PY19	PY20
Employment Q2	74.0%	80.7%	109.0%		65.5%	80.6%
Employment Q4	74.0%	77.8%	105.1%		73.5%	101.6%
Credential	68.6%	50.0%	72.9%		68.0%	120.0%
Skills Gains	51.0	86.4%	169.3%		Baseline	119.5%
Median Earnings	\$6,859	\$8,044	117.3%		\$6,980	118.4%
Youth Indicator	PY21 goal	PY21 Actual	% Achieved		PY19	PY20
Employment Q2	75.5%	75.0%	99.3%		76.0%	98.4%
Employment Q4	74.0%	90.2%	121.9%		74.0%	93.5%
Credential	58.7%	70.7%	120.5%		74.0%	123.2%
Skills Gains	60.5%	76.5%	126.4%		Baseline	104.4%
Median Earnings	\$3,450	\$5,005	145.1%		Baseline	76.0%

Foothills Workforce Development
PY 2020 Workforce Innovation and Opportunity Act
Youth Pay for Performance Measures

PROFIT CALCULATOR

PERFORMANCE MEASURE	BASILINE (DENOMINATOR)	TARGET (%)	TTL TARGET AMOUNT	TARGET AMT (based on Qtr)	ACTUAL RESULTS	ACTUAL RESULTS (%)	% OF TARGET (UP TO 100%)	% OF PROFIT	PROFIT AVAILABLE	PROFIT AVAILABLE PER QTR	PROFIT EARNED
ENTERED EDUCATION		100%	0	0		#DIV/0!	#DIV/0!	25.00%	\$0.00	\$0.00	#DIV/0!
CREDENTIAL OBTAINED		61%	0	0		#DIV/0!	#DIV/0!	25.00%	\$0.00	\$0.00	#DIV/0!
WORK EXPERIENCE		100%	0	0		#DIV/0!	#DIV/0!	25.00%	\$0.00	\$0.00	#DIV/0!
MEASURABLE SKILLS GAIN		90%	0	0		#DIV/0!	#DIV/0!	25.00%	\$0.00	\$0.00	#DIV/0!
								100.00%		\$0.00	#DIV/0!
NC WORKS REPORT DATE											
	Profit Paid to contractor Q1	Profit Paid to contractor Q2	Profit Paid to contractor Q3	Profit Paid to contractor Q4							
ENTERED EDUCATION											
CREDENTIAL OBTAINED											
WORK EXPERIENCE											
Measurable Skills Gain											
Grand Total	\$0.00	\$0.00	\$0.00	\$0.00							
	PRINTED NAME OF CONTRACTOR'S AUTHORIZED AGENT					TITLE					
	SIGNATURE OF CONTRACTOR'S AUTHORIZED AGENT					DATE					
	WPWDB DIRECTOR'S SIGNATURE					DATE					

Note: If measures are not met in one quarter but cumulative goals are met by year end, then the total profit for that line item will be payed in the last quarter. Also if measures are met each quarter but cumulative goals are not met by year end, then the total profit for that line item will be paid based on the the % of the goal met for the entire year.

All measures will be tracked quarterly.
Profit will be awarded quarterly.
Rates could change based on the state requirements. Rates are determined annually.

INTERGRATED SERVICE DELIVERY MODEL

Welcome

- Greet all customers promptly and politely. Ask, “What brought you here today?”
- Listen to the answer and respond appropriately; don’t just jump into your work abruptly.
- Conduct a brief initial interview of the customer’s work experience, skills, and goals.
- Enroll all customers in both the WP and WIOA Title I Adult Program in NCWorks Online.
- Customize and promote a recommendation for initial services. Offer additional one-on-one, staff-assisted skills and/or employment service/s during this first visit or at a return visit.

Skills & Employment

- Conduct one-on-one and group skills and employment consultation and services.
- Assess needs of customers by identifying skills, aptitudes, interests, supportive service needs.
- Identify barriers and services to address those barriers.
- Develop *Individual Employment Plan* (IEP) with customers to establish appropriate career goals, skill development and employment seeking activities.
- Offer recommendations for and scheduling of additional services from the *Product Box*.
- *Continuous Engagement* - continue to promote and schedule additional services from the Product Box (skill advancement, occupational training, employment services) for every customer at every visit until the customer’s employment goal is met.

NCWorks Online

- Maintain required documentation of customer information, activities and case notes in system.
- Maintain files and databases ensuring proper documentation is available to support program eligibility and services received.
- Become knowledgeable about self-service tools available to assist job seekers, employers, and staff.

5 Product Lines

- Job getting and readiness services
- Skill development and improvement services
- Occupational training services
- Employer sponsored services
- Specialty program services

Definitions

Integrated Services Delivery: Service delivery that focuses on customer service and is organized around services to customers, not discrete programs offered in silos. It is a system in which WIOA Title I Adult and Dislocated Worker and Youth programs and the Wagner-Peyser Employment Services program are the operational backbone of Career Centers. Centers will employ integrated staffing and technology to generate an integrated customer pool and flow. This system is focused on offering value-added, staff-assisted services at Career Centers which are continuously promoted and provided until the customer's goal has been achieved.

Integrated Staffing: Career Center staff is organized by function, not by program or employer (funding source), with the purpose of serving customers efficiently and effectively. Staff organized by function is cross-trained so that all center staff has the capacity to serve all customers and is knowledgeable about all services the center offers. Integrated staffing is a team-based approach that results in streamlined and seamless service delivery.

Integrated Customer Pool: All Career Center customers are enrolled in Wagner-Peyser for basic career services. For customers who require more intensive services (when eligibility permits), they are enrolled in WIOA Title I Adult. In addition, Trade Adjustment Act customers should also be enrolled in the WIOA Title I Dislocated Worker program for additional wrap around services.

Integrated Customer Flow: A system that responds to customer needs, not only to program requirements. Integrated customer flow includes four major functions found within a Career Center that comprise customer welcome, skill development, employment services, and employer services. These customer flow functions will be fulfilled by integrated, cross-trained staff. The Career Center customer flow will include a first-visit, standardized initial skills assessment, easy access to a wide range of skill development services, and the opportunity to improve employment opportunities through skill upgrading, skill validation, and credentialing.

Integrated Technology: A web-based system that promotes an integrated customer pool and accommodates integrated services delivery. This system provides workforce development services to job seekers and employers, as well as efficient program and client management/participant tracking used by staff. It is in this system where all Career Center customers (when eligibility permits) are enrolled in both the WIOA Title I Adult program and Wagner-Peyser program; and all Trade Adjustment Act customers are enrolled in the WIOA Title I Dislocated Worker program.

Product Box: The list of programs and services provided by a Career Center. A center's product box should include any number of "products" related to job placement assistance and job readiness activities, skill development services, occupational training that leads to a credential, and work-based learning. Services should be demand-driven and value-added.

FOOTHILLS WORKFORCE AREA NCWORKS CAREER CENTERS

Rutherford County NCWorks Career Center
223 Charlotte Road
Rutherfordton NC 28139
(828) 286 3042

Cleveland County NCWorks Career Center
404 East Marion Street
Shelby, NC 28150
(704) 480 5414

McDowell County NCWorks Career Center
316 Baldwin Avenue
Marion, NC 28752
(828) 652 7131

Satellite Center
Polk County Library
1289 West Mills St.
Columbus, NC 28722
(828) 894 8721



North Carolina Workforce Innovation & Opportunity Act Youth & Young Adult Framework

Background

In North Carolina there are a significant number of youth and young adults who are not engaged in education, training and employment. New strategies to reach and engage alienated and disengaged young people will be a **priority** of the 23 NC Workforce Development Boards.

The NC Workforce Development Boards implementation of the Workforce Innovation and Opportunity Act (WIOA), does supersede the Workforce Investment Act of the past 15 years. WIOA youth and young adult funding can only be expended on **eligible and enrolled** participants. With the enactment of WIOA, local workforce development boards must focus 75% or more of funding on out-of-school youth and young adults, and no more than 25% on in-school youth and young adults. The new law puts greater emphasis on serving out-of-school youth and young adults through training and services that are employer driven and linked to labor market demand.

WIOA defines Out-of-School youth and young adults as 16 to 24 year-olds who are not attending school and one or more of the following:

- School dropout;
- Within age of compulsory attendance but has not attended for at least the most recent complete school year calendar quarter;
- Holds a secondary school diploma or recognized equivalent and is low-income and is either basic skills deficient or an English language learner;
- Subject to the juvenile or adult justice system;
- Homeless, runaway,
- In foster care or aged out of the foster care system, eligible for assistance under Section 477, Social Security Act, or in out-of-home placement;
- Pregnant or parenting;
- An individual with a disability;
- Low income person who requires additional assistance to enter or complete an educational program or to secure and hold employment.¹



WIOA defines In-School youth as 14- 21 year-olds who are low income and attending school and one or more of the following:

- Basic skills deficient;
- English language learner;
- An offender;
- Homeless,
- Runaway,
- In foster care or aged out of the foster care system;
- Pregnant or parenting;
- An individual with a disability;
- Person who requires additional assistance to enter or complete an educational program or to secure and hold employment

Framework Purpose

The purpose of the WIOA youth and young adult framework is to ensure that North Carolina's Workforce Development Boards provide a baseline of services and a guideline for delivering those services in order to **prepare** youth and young adults for educational and employment opportunities. WIOA youth and young adult funding can only be expended on WIOA **eligible and enrolled** participants.

All youth and young adults have **essential needs** that must be met if they are to make a **successful** transition to life and the workforce. These **core** needs fall into **5 categories** (Illustration 1): mental health, physical health, civic and social involvement, intellectual health, and employability. ²

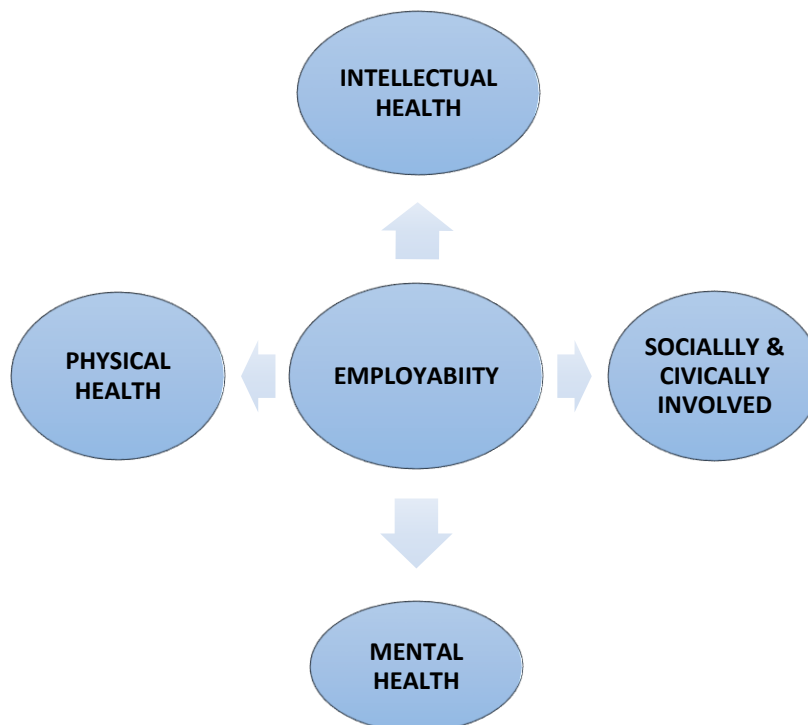


Illustration 1

In order for the Framework to be **successful**, the WDB is accountable and responsible for ensuring programs, policies, and services are in place to help youth and young adults move towards self-sufficiency in all five categories. The boards will utilize **support** from other **community** programs whose primary responsibility is meeting the needs of alienated and disengaged youth and young adults. These five core areas must also be considered when designing any program or framework for our target population.

The **fundamentals** of the WIOA Youth program are Intake, Objective Assessment, Individual Service Strategy (ISS)/Individual Employment Plan (IEP) and Information and Referrals. Based on individual needs identified through the Objective Assessment and the ISS/IEP, youth and young adults are served through a comprehensive array of workforce development services that fall within 14 required program elements of WIOA (see Appendix A). By implementing the 14 elements within the necessary **strategies and tools** provided in this framework and considering the five **essential** needs for youth and young adults, each local area workforce board will be able to ensure that:

- ✓ **Align** youth and young adult's education with **jobs** in high demand industries
- ✓ **Improve** youth and young adult's employability **skills** for success in the workplace
- ✓ **Focus** career processes, services and programs for youth and young adults
- ✓ **Address** through **partnerships** and referrals ,holistic needs of youth and young adults mental health, physical health, civic and social involvement, intellectual health, and employability
- ✓ **Leverage** resources and opportunities through **strengthened** NCWorks **partnerships** which may include, but not limited to NCWorks Career Centers, Vocational Rehabilitation (VR), Department of Social Services (DSS), Adult Basic Education (ABE), Community Colleges, Universities, and community organizations.

This new framework **equips** Workforce Development Boards with a standard working system through which to provide workforce development services for youth and young adults. It provides the necessary **strategies and tools** to assist youth and young adults in identifying their interests and **skills**, as well as being prepared to **succeed** in post-secondary education and in a **competitive** workforce.



Framework

North Carolina's framework includes five **components** for WIOA youth and young adult programming that should be used to interconnect the 14 WIOA youth elements, to ensure participants are prepared for employability success. (*WIOA youth and young adult funding can only be expended on **eligible and enrolled** participants.*)

1. Education

Educational opportunities are readily available to youth and young adults to help them achieve long-term goals, as well as access resources, tools and services. Occupational skills training, high school equivalency, classes, and tutoring are focused on preparing youth and young adult for high demand occupations.

2. Career Pathways

Career pathways versus "jobs" are the focus for youth and young adult employment and training. A clear path from education into the workforce is provided through career pathways that include integrated services, diverse training, career readiness, partnerships and other unique features.

3. Career Experience

Career opportunities, entrepreneurship, and work-based learning must be available to each youth and young adult in the program. Local businesses are engaged to provide internships, job shadowing, and on-the-job training.

4. Leadership Development

Leadership development must be a strong aspect of the local Workforce Development Boards youth and youth adult program design. Opportunities for youth and young adults to participate in community service, peer-centered activities, classroom development, mentoring, and soft skills training are available.

5. Wrap Around Services

Each workforce board's local area will work with state and local organizations to ensure that wrap around services are available in order to meet the needs of their youth and young adults in different ways. Partnerships must include: VR, DSS, Adult Basic Education and juvenile justice.

Guiding Principles

The guiding principles are the **foundation** of the WDB's youth and young adult service delivery system. They define what is truly important for its **success and** serve as a template for **building and growing** our system. Essential to the **foundation** of the framework is to establish **resources and training** for staff that administer **career development** for youth and young adults.

The following represents guiding principles for NC youth and young adult programs:

- **Accountability**

Local Workforce Development Boards will set and track local accountability measures that align with USDOL-WIOA performance indicators and the NCWorks Commission on Workforce Development performance accountability measures. The WDB's will monitor and provide technical assistance to ensure that these measures are met or exceeded. This will result in high quality services being provided to meet the needs of youth and young adults. Data related to performance accountability and all other aspects of WIOA youth program operations are captured in the NCWorks.gov online system.

- **Staff Development**

Ongoing professional development for the workforce system staff is critical to stay relevant and to better serve youth and young adults. All staff performance is supported by specific organizational and management practices that ensure that the best people are retained and adequately trained and supported on the job.

- **Case Management**

The WDB's ensure that extensive one-on-one interaction between staff and participants is a part of service delivery. Case management will require long term commitments to effectively create positive outcomes for youth and young adults. This activity must connect youth and young adults to the right resources and services to improve education and training outcomes, and to establish pathways to employment.

- **Local Area Assessment**

Local workforce boards should have a clear understanding of their target youth population. Prior to program design of the board's youth and young adult program, the local board should research and have a clear picture of the following:

- ✓ Labor market data (high growth, high demand industries/sectors)
- ✓ Youth and young adult demographics
- ✓ Available resources (funding, services, tools...etc.)
- ✓ Local youth and young adult issues (gangs, high poverty, English language proficiency, etc.)
- ✓ Other youth and young adult programs

Commitment to Success

The Local Workforce Development Boards of North Carolina are committed to sharing and utilizing this youth and young adult framework to **create and grow** a sound, inclusive system that can produce a **successful emerging workforce**. This will be done by a **commitment** to:

- **Coordinate** efforts and **work** collaboratively with other agencies to best serve our youth and young adults
- **Provide** consistency in working with youth and young adults to connect them to education and/or employment
- **Work** with youth and young adults to identify their strengths and assets
- **Assess and tailor** services and outcomes for youth and young adults based on their individual needs, strengths, and barriers

A Youth Leads team has been established to take the lead in continuous improvement by identifying issues and developing solutions that affect successful youth and young adult outcomes.

North Carolina Workforce Development Boards are committed to ensuring the success of the WIOA youth and young adult program, therefore all WDB's must follow this framework when developing their program design.

REFERENCES

Employment and Training Administration, United States Department of Labor – The Workforce Innovation and Opportunity Act, Fact Sheet: Youth Program. n.d. Retrieved from <https://youth.workforcegps.org/resources/2017/08/29/08/48/FactSheet>

Wonacott, Michael. n.d. The WIA Youth System Focused Features, Youth Development System Builder. Retrieved from <https://ifs.ohio.gov/owd/WorkforceProf/Youth/Docs/WIAYouthSystem.pdf>

Appendix A

Definitions of WIOA Youth Service Elements (14)

1. **Tutoring / Study Skills Training** includes instruction and evidence-based dropout prevention and recovery strategies that lead to completion of HS diploma or equivalent (including a recognized certificate of attendance or similar document for youth with disabilities) or preparation for post-secondary credentials.
2. **Alternative Secondary School Services** includes referral to formal alternative education programs or formal dropout recovery services, as appropriate.
3. **Work Experiences (WE)** are planned, structured, learning experiences that take place in a workplace for a limited period of time. They may be paid or unpaid and may occur in for-profit, non-profit or public sectors. As with all workplace relationships labor standards and laws apply. WEs provide youth with an opportunity to explore careers and develop skills. WEs must include a combination of academic and occupational education components. WEs include the following types of experiences:
 - Summer Youth Employment - administrators of SYE programs must be competitively selected by the board via award of a contract or grant (employers used for SYE do not need to be competitively selected).
 - Pre-Apprenticeship is a program, or set of strategies, designed to prepare individuals to enter and succeed in a registered apprenticeship program; a documented partnership with at least one or more registered apprenticeship programs must be in place. Providers offering occupational education for pre-apprenticeship must be on the Eligible Training Provider List.
 - Internships & Job Shadowing are activities that provide the youth with an opportunity to explore an occupation or work environment and may include activities that allow them to gain employment and occupational skill competencies.
 - On-the-Job Training is training provided by an employer to a paid participant who is engaged in productive work from which she/he gains the knowledge and skills essential to the full performance of the job and for which the employer is provided a reimbursement of up to 50% of the participant wage and for which the employer makes a commitment to hire the individual.
4. **Occupational Skills Training** is an organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required of certain occupational fields at the entry, intermediate and advanced skill levels. Priority must be given for training that leads to recognized post-secondary credentials that are in in-demand industry sectors or occupations in the local area.
5. **Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster** refers to the integrated education and training model in which required education and training occur concurrently and contextually with workforce preparation activities and workforce training. Such a program element must describe how workforce preparation activities, basic academic skills, and hands-on occupational skills are to be taught within the same time frame and connected to training in a specific occupation, occupational cluster, or career pathway.
6. **Leadership Development** are opportunities that encourage responsibility, confidence, employability, self-determination and other positive social behaviors, such as:
 - exposure to post-secondary educational possibilities,
 - community and service-learning projects,
 - peer-centered activities, including peer mentoring or peer tutoring,
 - organizational and team work training, including team leadership training,
 - training in decision-making, including prioritization and problem solving,

- citizenship training, including life skills such as parenting and work behavior training,
 - civic engagement activities which promote the quality of life in a community, and
 - activities that place the youth in a leadership role such as serving on a youth leadership committee or a Standing Youth Committee.
7. **Supportive Services** for youth are those that are designed to enable them to participate in WIOA activities and may include: linkage to community services; referrals to health care; and cost assistance with: transportation, childcare, housing, uniforms, work attire, work-related tools, protective gear, educational testing, and reasonable accommodations for youth with disabilities.
 8. **Adult Mentoring** is a formal, in-person, relationship between a youth participant and an adult mentor that includes structured activities where the mentor offers guidance, support and encouragement to develop the competence and character of the mentee. The activity must last for a period of at least 12 months and must be with an adult mentor other than the assigned youth case manager. Adult mentoring may include workplace mentoring where the local program matches a youth participant with an employer or employee of a company who acts as a mentor.
 9. **Follow-up Services** are critical services that must be provided for at least a 12-month period following the youth's exit from the program and are designed to help ensure that the youth is successful in employment or postsecondary education/training. Follow-up services may include: leadership activities, regular contact with the youth's employer to help address work-related issues, assistance with career pathway development or in securing a better paying job, assistance with further education or training and participation in work-related peer support groups, adult 2 mentoring or other services determined appropriate based on the needs of the participant. Follow-up must include more than only an attempted contact and must be documented in order to receive a performance outcome.
 10. **Comprehensive Guidance & Counseling** is individualized to the participant, may include career and academic counseling, drug and alcohol abuse counseling, mental health counseling and referral to partner programs for which the youth counselor has coordinated the youth referral with the partner agency on behalf of the individual youth.
 11. **Financial Literacy** is education or activities that: assist youth to initiate checking and savings accounts at banks and to make informed financial decisions; supports youth learning how to manage spending, credit, and debt, including student loans, consumer credit and credit cards; teaches the significance of credit reports and credit scores and rights regarding credit and financial information; teaches how to assure accuracy of a credit report and how to correct inaccuracies, and how to maintain or improve good credit; supports a participant's ability to understand, evaluate, and compare financial products and services; informs participants about identity theft, their rights in regard to it and ways they can protect themselves from it; and supports the financial literacy needs of non-English speakers through use of multilingual financial literacy and education materials.
 12. **Entrepreneurial Skills Training** is training that provides the basics of starting and operating a small business, this training must develop the skills associated with entrepreneurship, such as: taking initiative, creatively seeking out and identifying business opportunities, developing budgets and forecasting resource needs, understanding various options for acquiring capital and the trade-offs associated with each option, and how to communicate effectively and market oneself and one's ideas. Approaches to teaching youth these skills may include: educational programs that introduce youth to the basics of starting and running a business; enterprise development supports and services that incubate and help the youth develop their own business through access to small loans or grants, or that provide individualized assistance in development of viable business ideas; and may include experiential programs in which youth get experience in the day-to-day operation of a business and more.

13. **Provision of Labor Market & Career Awareness Information** are services that impart information to the youth about jobs that are in demand in the local labor market and that may include career awareness and exploration activities and career counseling.
14. **Activities to prepare youth to transition to post-secondary education include information about and preparation for college entrance** including information about applying to colleges, financial aid, entrance testing, student life, pre-requisite courses and more.

FOOTHILLS WORKFORCE AREA
Adults/Dislocated Workers (DW) and Youth Served
PY23.

COUNTY

	TOTAL ENROLLENTS			PROJECTED CARRYOVERS		
	Adults	DW	Youth	ADULTS	DW	Youth
Cleveland	44	12	26	35	9	18
McDowell	17	6	2	12	3	2
Rutherford/Polk	35	5	16	25	3	8
Totals	96	23	44	72	15	28

Foothills Request for Proposals Budget Information

General Information for all sections

- *Separate budgets must be submitted for Adult and Dislocated Worker funding—one for Adult and one for Dislocated Worker funding.*
- ***The budgeted and actual expenditures for administrative/overhead costs must not exceed 60% of the total budget. Forty percent of the total budget must be budgeted and expended for participant cost.***
- County fair share breakdown provided in Section 5 for information only
- Limitations for profit are 5-8%. Foothills Workforce Development will not pay more than 8% profit fees on any WIOA service contract.
- There is no expected cost per participant.
- Foothills has an infrastructure agreement in place. As part of the agreement, the Division of Workforce Solutions (DWS) provides all computers, copiers, printers and fax machines and general office supplies in the NCWorks Tier 1 Centers in Catawba and Burke Counties. Caldwell Community College provides computers, computer support, telephones and wi-fi services in Caldwell County. DWS and the Workforce Board help provide general office supplies. There is no need to include these in the budget unless the contractor has a need for other types of equipment such as staff cell phones, laptops.... etc.
- Identify the basis for the Indirect Costs computation (salaries only, salaries & fringe, total direct costs, etc.)

***NOTE:** Due to continued WIOA budget decreases Foothills Workforce Development is removing the budget line item for Transportation Support Services for Adult and Dislocated Workers for PY19, beginning July 1, 2019. Therefore, no transportation support will be provided to Adults and/or Dislocated Worker in this program year.*

***NOTE:** Foothills Workforce Development will not be contracting for On-the-Job-Training Services. OJT will be provided as an in-house service.*

Youth Centers (Section 3.3)

- 75% Out of School youth and 25% In school
- Youth providers must spend 25% of their expenditures on work-based learning.
- Be sure to review the Foothills Youth Supportive Services policy to determine the costs and limitations for youth supportive services.

Section 5: Forms and Templates

Forms

Cover Pages

Proposal Identification/Certification Page - (*Adult/DW*)

Proposal Identification/Certification Page - (*Youth Services*)

Administrative Management Questions

Fiscal Management Questions

ASSURANCES and CERTIFICATIONS

STATEMENT OF COMPLIANCE

CERTIFICATE REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY and
VOLUNTARY EXCLUSION

CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS

INSTRUCTIONS FOR CERTIFICATION-LOWER TIER TRANSACTIONS

EQUAL OPPORTUNITY AND NONDISCRIMINATION

Templates

County Fair Share Costs By Program and Services/Training

Budget Templates – Separate Excel Spreadsheets

Adult/DW Budget Template

Youth Services Budget Template

**NCWorks Career Center Operator And
Adult/Dislocated Worker Services
Funded Under the
Workforce Innovation and Opportunity Act**

The following proposal is hereby submitted in response to WIOA Title I services to include Adult, and Dislocated Workers.

Agency Name:
Street Address:
Mailing Address:
Contact Person(s):
Telephone Number(s):
Fax Number(s):
E-Mail:
Federal ID#:

Please indicate with a "Yes/No" response the counties where you are proposing to provide the WIOA Title 1 Services.

Cleveland _____ McDowell _____
Polk _____ Rutherford _____

Type of Organization. Check the appropriate box which describes your organization.

Unit of Local Government Private Non-Profit Organization
 Private For-Profit Organization Other (explain): _____

Proposed Number of Adults/Dislocated Workers to be served thru 6/30/24:

Adults _____ Dislocated Workers _____

Are funds from other sources being requested to implement this program? _____ Yes No

If the answer to the above question is yes, please indicate sources, amounts and expected dates of funding approval.

<u>Other Sources of Funds</u>	<u>Expected Amount</u>	<u>Approval Date</u>
\$ _____	\$ _____	_____

Proposed Adult Services Budget: \$ _____
Proposed Dislocated Worker Services Budget: \$ _____

CERTIFICATION: The information contained in this proposal represents the organization and its proposed operating plans and budget necessary to conduct the proposed WIOA Title I Adult, Dislocated Worker and Youth Service Activities described herein. I acknowledge that I have read and understand the requirements of the Request for Proposal (RFP) and that the organization is prepared to implement the proposed activities as described. I certify that I am authorized to sign this proposal on behalf of the organization submitting the proposal, and further certify that the responding entity named above waives any right to claims against the Foothills Council of Governments and the Foothills Workforce Development Board members in their individual capacities. The Proposal is firm for a period of at least ninety (90) days from the closing date for submission.

Name of Signatory Official (*printed*)

Title

Signature of Signatory Official

Date

**NCWorks Career Center Operator And
Youth Services
Funded Under the
Workforce Innovation and Opportunity Act**

The following proposal is hereby submitted in response to WIOA Title I Youth services.

Agency Name:
Street Address:
Mailing Address:
Contact Person(s):
Telephone Number(s):
Fax Number(s):
E-Mail:
Federal ID#:

Please indicate with a "Yes/No" response the counties where you are proposing to provide the WIOA Title 1 Youth Services.

Cleveland _____ McDowell _____
Polk _____ Rutherford _____

Type of Organization. Check the appropriate box which describes your organization.

Unit of Local Government Private Non-Profit Organization
 Private For-Profit Organization Other (explain): _____

Proposed Number of Youth to be served thru 6/30/24: _____

Are funds from other sources being requested to implement this program? _____ Yes No

If the answer to the above question is yes, please indicate sources, amounts and expected dates of funding approval.

<u>Other Sources of Funds</u>	<u>Expected Amount</u>	<u>Approval Date</u>
\$ _____	\$ _____	_____

Proposed Youth Services Budget: \$ _____

ADMINISTRATIVE MANAGEMENT QUESTIONS

Answer the following questions regarding your administrative management system. If selected for award of a contract, some items listed below may be required during the pre-award review prior to entering into a contract with Foothills.

- | | Yes, No or N/A |
|---|-----------------------|
| 1. Does your organization have current Articles of Incorporation? | _____ |
| 2. Does your organization have written personnel policies? | _____ |
| 3. Do your written personnel policies contain procedures for: | |
| a. Open employee recruitment, selection and promotional opportunities based on ability, knowledge and skills. | _____ |
| b. providing equitable and adequate compensation. | _____ |
| c. training of employees to assure high-quality performance. | |
| d. retaining employees based on the adequacy of their performance, and for making adequate efforts for correcting inadequate performance. | _____ |
| e. assuring fair treatment of applicants and employers in all aspects of personnel without regard to political affiliation, race, color, national origin, sex, age, disability, religion or creed, with proper regard for their privacy and constitutional rights as a citizen; and | _____ |
| f. assuring that employees are protected against coercion for partisan political purposes and are prohibited from using their official authority for the purpose of interfering with or affecting the result of an election or nomination for office? | _____ |
| 4. Can your organization revise its present written personnel policies to include the above procedures? | _____ |
| 5. Do your written personnel policies contain a prohibition against nepotism? | _____ |
| 6. Do your written personnel policies contain a prohibition against employees using their positions for private gain for themselves or other parties? | _____ |
| 7. Does your organization have an authorized, written travel policy for employees and authorized agents that provides for reimbursement for mileage and per diem at a specified rate? | _____ |
| 8. Does your organization have a written employee grievance procedure to resolve employment complaints? | _____ |
| 9. Does your organization have the capacity or staff to produce and maintain participant records, reports, and other information as needed/ required by Foothills? | _____ |

- 10. If any costs are determined to be disallowed, does your organization have a procedure and source for reimbursing such costs to the Board? _____
- 11. Is your organization governed by a Board/Council? _____
- 12. Does your organization operate under local rules or by-laws? _____
- 13. Has your Board/Council reviewed and approved this proposal? _____
- 14. Does your organization have a current approved Fidelity Bond? _____
- 15. Does your organization have an Equal Opportunity (EO) Policy? _____
- 16. Does your organization have a Complaint or Grievance process? _____
- 17. Does your organization have any legal judgments, claims, arbitration proceedings, lawsuits, or other legal proceedings pending against the organization, its owners, or principles? _____

I certify that the information provided on this form is an accurate and true representation of the administrative management systems of this organization.

Organization (proposer)

Authorized Representative Signature

Printed Representative Name and Title

FISCAL MANAGEMENT QUESTIONS

Answer the following questions regarding your fiscal management system. If selected for award of a contract, some items listed below may be required during the pre-award review prior to entering into a contract with Foothills.

Yes, No or N/A

1.	Do you have a copy of/access to the WIOA Law, Federal Regulations and subsequent amendments?	
2.	Does your accounting system provide you with adequate information to prepare a monthly financial report? (Such report must be derived from a balance sheet and income and expense statements.)	
3.	Does your accounting system provide control and accountability over all funds received, property and other assets?	
4.	Can your accounting system provide for financial reports on an accrual basis?	
5.	Does your accounting system provide for identification of receipt and expenditure of funds separately for each funding source?	
6.	Are your accounting records maintained in such a manner as to facilitate the tracking of funds to source documentation of the unit transaction?	
7.	Does your accounting system have the capability to develop procedures for determining the allowability and allocability of costs in accordance with the provisions of WIOA regulations?	
8.	Are State and Federal funds which are advanced to you deposited in a bank with federal insurance coverage?	
9.	Has the bank in which you deposit State and Federal funds insured the account(s) or put-up collateral or both, which is equal to the largest sum of money which would be in such bank account(s) at any one point in time during the contract period?	
10.	Do you make monthly reconciliation of your bank accounts?	
11.	Are these reconciliations made by the same person who performs the record keeping for receipts, deposits and disbursement and transactions?	
12.	Do you record daily your cash receipts and disbursement transactions?	
13.	Are there individuals or positions in your organization which have, as one of their duties, the receipt, distribution or handling of money covered under bond?	
14.	Is there a person who is responsible for the recording of all financial transactions?	
15.	Is there a person who is responsible for the receipt of all purchased goods?	
16.	Does this person immediately assign, upon receipt, an inventory number to the required items	
17.	Does this person perform an inventory audit at least once a year?	
18.	Do you maintain records on all property acquisition, disposition and transfers?	

19.	Do you have written procedures and internal controls established for the procurement of goods and services?	
20.	Is a competitive bid process incorporated in your purchasing procedures for acquisition of subcontractors, major goods and services, equipment and office space?	
21.	Is documentation (i.e., timesheets, etc.) properly kept in support of each payroll disbursement?	
22.	Are records maintained to support authorized leave (sick, etc.)?	
23.	Is proper documentation maintained to support travel disbursement? (Please provide a copy of travel disbursement policy)	
24.	Has a formal audit of your organization's financial records been conducted within the last year?	
25.	Is your accounting system bound by any outside agency (city, county, etc.)?	
26.	Do you have an indirect cost plan with current approval by a cognizant agency?	
27.	Is your organization funded by more than one source?	
28.	Does your organization have written accounting procedures? (If yes, please provide a copy.)	
29.	Does your most recent audit have unresolved audit findings?	

I certify that the information provided on this form is an accurate and true representation of the fiscal management systems of this organization.

Organization (proposer)

Authorized Representative Signature

Printed Representative Name and Title

ASSURANCES and CERTIFICATIONS

Assurances and Certifications are to be signed by authorized signatory and will be included with the RFP and signed contract where applicable.

1. That it will fully comply with the requirements of the Workforce Innovation and Opportunity Act (WIOA); all federal regulations issued pursuant to the Act; policies issued through the Division of Workforce Solutions; and local workforce policies of the Foothills Workforce Development Board.
2. That it will designate appropriate job titles for staff who work with WIOA participants and detailed job descriptions will be available for each job title. These job titles will consistently be used with external customers.
3. That it will maintain customer files according to local area policies and guidance.
4. That it will not place participants in WIOA subsidized work experiences which are designed to maintain the employers' place of business.
5. That it will administer the program in full compliance with safeguards against fraud and abuse as set forth in the law and regulations.
6. That no portion of its program will in any way discriminate against, deny benefits or employment to, or exclude from participation any person on the grounds of race, color, national origin, religion, age, sex, disability, sexual orientation, or political affiliation, or any other non-relevant factor.
7. That it will house WIOA service provider staff at the local NCWORKS Career Center of each county to the greatest extent possible for which it receives a contract and will accept all associated roles and responsibilities; (In-School services may not be applicable to provision in a NCWorks Career Center.)
8. That it will operate the program in full compliance with health and safety standards established under state and federal law and that conditions of employment and training will be appropriate and reasonable in light of such factors as the type of work, geographical area, and proficiency of the participant.
9. That ineligible applicants will be referred to other appropriate services, including the career services available at the Career Center.
10. That other available financial resources will be utilized prior to using WIOA funds.
11. That all participants employed by the program who are not covered under state workers' compensation laws and all participants enrolled in classroom training shall be provided with adequate on-site medical/accident insurance.
12. That all individuals in subsidized jobs be compensated at the same rates, including periodic increases, as trainees or employees who are similarly situated in similar occupations by the same employer and who have similar training, experience, and skills; (In no event shall the rate be less than the applicable Federal, State or local minimum wage law.)
13. That all WIOA customers participating in on-the-job training activities or individuals employed in other activities under the Workforce Innovation & Opportunity Act be compensated at the same rates, including periodic increases and working conditions, as trainees or employees who are similarly situated in similar positions by the same employer and who have similar training, experience, and skills and such rates shall be accordance with applicable law as referenced in the Act at Section 181 (a). In no event shall the wage be less than the applicable State or local minimum wage law.
14. That no participant will be employed to fill a job opening when any other person is on layoff from same or equivalent job, or when employer terminates the employment of any regular employee or otherwise reduces its workforce with the intention of filling vacancies with WIOA participants.
15. That no WIOA funds will be used for contributions on behalf of any participant to retirement systems or plans; to impair existing contracts for services for collective bargaining agreements; to assist, promote, or deter union activities; or to displace any currently employed worker.
16. That reports to the Foothills Workforce Development Area will be provided in a timely fashion, as requested.
17. That all required information will be keyed into the MIS system, www.ncworks.gov, in accordance with any State or local Workforce area policy, both in terms of content and timeframe expectations.
18. That eligibility verification will be completed and documented in accordance with federal and state policy.
19. That participant loans will not be made from WIOA funds.

20. That total project costs will not exceed the amount of funds allocated in the WIOA contract or subsequent amendments.
21. That it will coordinate training site visits by the Workforce Development Area staff and Workforce Development Board members on request and will fully cooperate with monitoring reviews and other site visits by any representative of the Workforce Innovation and Opportunity Act (WIOA).
22. That employees paid from WIOA funds will not participate in sectarian religious activities in the execution of their job duties.
23. That WIOA funded staff will abstain from displaying partisan political literature in work environments and that it will comply with other provisions of the Hatch Act, which limits political activity of employees paid from government funds, including WIOA.
24. That it will, in carrying out the contract, refrain from activities involving either actual or the appearance of conflict of interest (NC-GS-234).
25. That it will adhere to the North Carolina records retention policy and all WIOA financial and programmatic records will be maintained for a minimum of five years.
26. That it will have an annual single audit performed in accordance with current federal regulations and that upon receipt of completed audit, contractor will submit a copy to the Workforce Development Area within thirty days unless a longer period is agreed to.
27. That it will comply with Title VI of the Civil Rights Act of 1964 (PL 88-352);
28. That it will comply with the nepotism provisions as they relate to federally funded programs;
29. That it will comply with the Immigration Reform and Control Act of 1986 by ensuring that an I-9 form will be completed for each WIOA funded employee(s) and each participant receiving WIOA funded wages;
30. That it will comply with the Uniform Relocation Assistance and Real Property Acquisition Act of 1970 (PL 91-646) which requires fair and equitable treatment of persons displaced as a result of federally assisted programs;
31. That the organization is not debarred, suspended, proposed for debarment, or declared ineligible from participation in this project;
32. That it does not use federal funds for lobbying purposes (29 CFR Part 93). If lobbying has occurred utilizing other than federal funds, the contractor agrees to file a disclosure report, if applicable;
33. For grants, contracts, and subcontracts in excess of \$100,000, or where the Division of Workforce Solutions has determined that orders under an indefinite quantity agreement in any year will exceed \$100,000, or if a facility to be used has been the subject of a conviction under the Clean Air Act (42 USC 1319 (c)) and is listed by the Environmental of the proposed grant is on the EPA List of Violating Facilities; and (2) prior to award, it will notify the Division of the receipt of any communication from the Director of Federal Activities, USEPA, indicating that a facility to be used for a contract is under consideration to be listed.
34. That no funds described will be used to develop or implement education curricula for school systems in the state;
35. That no WIOA Funding will be used for sectarian activities;
36. That no WIOA funds will be used to encourage or induce the relocation of a business as referenced in Section 181 (D)(1);
37. That no WIOA funds will be used for customized or skill training and related activities after the relocation of a business until after 120 days has passed as referenced in Section 181(D)(2);
38. That no WIOA funds will be used for employment generating activities, economic development activities and similar activities that are not directly related to training for eligible individuals as referenced in Section 181(e);
39. That no WIOA funds will be used for foreign travel as referenced in Section 181(e);
40. That no WIOA funds will be used to duplicate services available in the area;
41. That participants will not be charged fees for placements or referrals as referenced in Section 195(5);
42. That no WIOA financial assistance will be provided to any program that involves political activities as referenced in Section 195 and the contractor agrees to comply with the provisions of the Hatch Act;
43. That all WIOA participants and WIOA funded staff are aware of grievance procedures.

- 44. That at least 75% of WIOA youth funds will be expended for enrolling and serving out of school youth and at least 20% of WIOA youth funds will be expended on work-based learning activities for both out school and in school youth.
- 45. E-VERIFY. CONTRACTOR shall comply with the requirements of Article 2 of Chapter 64 of the General Statutes. Further, if CONTRACTOR utilizes a subcontractor, CONTRACTOR shall require the subcontractor to comply with the requirements of Article 2 of Chapter 64 of the General Statutes.

Organization (proposer)

Authorized Representative Signature

Printed Representative Name and Title

STATEMENT OF COMPLIANCE

I hereby certify:

1. That the proposer is duly approved to submit this application requesting funding under the WIOA.
2. That the proposer does hereby agree to execute all work related to this application in accordance with the WIOA grant, the NC Division of Workforce Solution policies, Foothills WDB policies and guidelines, and other administrative requirements issued by the Governor of North Carolina. The vendor shall notify the Foothills WDB within 30 calendar days after issuance of any amended directives if it cannot so comply with the amendments: and
3. That the proposer will ensure special efforts to prevent fraud and other program abuses, such as but not limited to, deceitful practices, intentional misconduct, willful misrepresentation and improper conduct which may or may not be fraudulent in nature; and
4. That the contents of the application are truthful and accurate, and the above-named vendor agrees to comply with the policies stated in this application; and
5. That this application represents a firm request subject only to mutually agreeable negotiations; and
6. That the proposer is in agreement that the Foothills WDB reserves the right to accept or reject any proposal for funding; and
7. That the proposer has not been debarred or suspended from receiving federal grants, contracts, or assistance; and that if awarded a contract for the service, assures that no sub-contracts, grants or assistance will be made, or permitted to any debarred or suspended organization as provided under Executive Order 12549.

Organization (proposer)

Authorized Representative Signature

Notary Name/Date

Typed Name/Title

Affix Notary Seal

CERTIFICATE REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY and VOLUNTARY EXCLUSION

Lower Tier Covered Transactions

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98, Section 98.510, Participants' Responsibilities. The regulations were published as Part VII of the May 26, 1988, Federal Register (Pages 19160-19211).

(BEFORE COMPLETING THE CERTIFICATION, READ THE ATTACHED INSTRUCTIONS WHICH ARE AN INTEGRAL PART OF THE CERTIFICATION)

1. The prospective recipient of federal assistance funds certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.
2. Where the prospective recipient of federal assistance funds is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Organization (proposer)

Authorized Representative Signature

Printed Representative Name and Title

CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS

- A. The grantee certifies that it will or will continue to provide a drug-free workplace by the following:
- (a) Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition.
 - (b) Establishing an ongoing drug-free awareness program to inform employees about
 - (1) The dangers of drug abuse in the workplace.
 - (2) The grantee's policy of maintaining a drug-free workplace;
 - (3) Any available drug counseling, rehabilitation, and employee assistance programs; and
 - (4) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace.
 - (c) Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);
 - (d) Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will - -
 - (1) Abide by the terms of the statement; and
 - (2) Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction.
 - (e) Notifying the agency in writing, within ten calendar days after receiving notice under paragraph (d)(2) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer or other designee on whose grant activity the convicted employee was working, unless the Federal agency has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant.
 - (f) Taking one of the following actions, within 30 calendar days of receiving notice under paragraph (d)(2), with respect to any employee who is so convicted - -
 - (1) Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or

(2) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency.

(g) Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (a), (b), (c), (d), (e), and (f).

B. The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant:

Place(s) of Performance (street address, city, county, state, zip code):

Four horizontal lines for entering the place(s) of performance.

Check [] if there are workplaces on file that are not identified here.

Organization (proposer)

Authorized Representative Signature

Printed Representative Name and Title

INSTRUCTIONS FOR CERTIFICATION-LOWER TIER TRANSACTIONS

- By signing and submitting this proposal, the prospective recipient of federal assistance funds is providing the certification as set out below.
- The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective recipient of federal assistance funds knowingly rendered an erroneous certification, in addition to other remedies available to the federal government, the Department of Labor (DOL) may pursue available remedies, including suspension and/or debarment.
- The prospective recipient of federal assistance funds shall provide immediate written notice to the person to whom this proposal is submitted if at any time the prospective recipient of Federal assistance funds learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
- The terms “covered transaction,” “debarred,” “suspended,” “ineligible,” “lower tier covered transaction,” “participant,” “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 rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.
- The prospective recipient of federal assistance funds 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 debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the DOL.
- The prospective recipient of federal assistance funds further agrees by submitting this proposal that it will include the clause titled “Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier covered Transactions,” without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
- A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, 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 Procurement or Non-procurement Programs.
- 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.

- Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other

remedies available to the federal government, the DOL may pursue available remedies, including suspension and/or debarment.

Organization (proposer)

Authorized Representative Signature

Printed Representative Name and Title

Equal Opportunity and Nondiscrimination

During the performance of this contract, the contractor agrees as follow:

The contractor will comply fully with the nondiscrimination and equal opportunity provisions of the Workforce Innovation and Opportunity Act (WIOA); including the Nontraditional Employment for Women Act of 1991; Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Americans with Disabilities Act of 1990; as amended; the Age of Discrimination Act of 1975, as amended; Title IX of the Education Amendments of 1972, as amended; and with all applicable requirements imposed by or pursuant to regulations implementing those laws, including but not limited to 29 CFR Part 34. The United States has the right to seek judicial enforcement of this assurance.

The contractor will not discriminate against any employee or applicant for employment, or program applicant/participant because of race, color, age, religion, sex, disability, national origin or political affiliation or belief. The contractor will take affirmative action to ensure that applicants are employed/selected, and that participants and employees are treated during their period of employment/participation without regard to their race, color, age, religion, sex, disability, national origin, political affiliation or belief. Such action must include, but not limited to, the following: employment, upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of the non-discrimination clause.

The contractor will, in all solicitations or advertisements for employees or participants placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, age, religion, sex, disability, national origin, political affiliation or belief.

The contractor will permit access to any contract-related books, records and accounts by the contracting agency, the State and the US Secretary of Labor for purposes of investigation to ascertain compliance with applicable rules, regulations and orders.

In the event of the contractor's non-compliance with the non-discrimination clauses of this contract with any such rules, regulations, or orders, this contract may be canceled, terminated, or suspended in whole or in part and the contractor may be declared ineligible for further government contracts and such other sanctions may be imposed and remedies invoked as provided by rules, regulations and orders of the Secretary of Labor, or as otherwise provided by law.

The WIOA contractor shall designate its Equal Opportunity compliance staff person.

Organization (proposer)

Authorized Representative Signature

Printed Representative Name and Title

Budget Templates – Are Provided in Separate Excel Spreadsheets on the Website,
<https://foothillsregion.org/workforce-development/workforce-development-2023-rfp/>

COUNTY FAIR SHARE Calculation (provided as information only)

County Share (2023 Calculation)	Adult		D/W		Youth	
		County \$ Share		County \$ Share		County \$ Share
Cleveland	41.7395801%	\$ 106,435.92	0.401682062	\$ 44,185.02	0.434757326	\$ 162,599.24
McDowell	8.85983480%	\$ 22,592.58	0.11936259	\$ 13,129.90	0.049026179	\$ 18,335.80
Polk	7.03651880%	\$ 17,943.13	0.119589641	\$ 13,154.86	0.058273852	\$ 21,794.42
Rutherford	42.3640664%	\$ 108,028.37	0.359365706	\$ 39,530.22	0.457942643	\$ 171,270.54
	100.00%	\$ 255,000.00	0.999999999	\$ 110,000.00	1.000000000	\$ 374,000.00

Section 6: Local Area Policies

Policies

Adult/Dislocated Worker

- Individual Training Account (ITA) Policy
- Worker Work Experience Policy
- Supportive Service Policy
- Priority of Service Policy Adult/DW and Youth

Youth

- Work Experience Policy
- Incentive Policy

Conflict of Interest and Code of Conduct Policy and Statement

INDIVIDUAL TRAINING ACCOUNT (ITA) POLICY

2023

An Individual Training Account (ITA) provides approved course instruction in locally identified skill-shortage and/or high-demand occupations through community colleges, private schools or other training institutions approved by the Workforce Development Board. An ITA is designed to provide training in a variety of occupational areas for customers based on individual needs. ITAs can also be used to upgrade skills of employed workers who are locked into low-paying jobs or dislocated workers who need just a few additional skills to return to the workforce.

The local ITA (Individualized Training Account) is a system through which a training voucher is issued to an eligible customer for training. The ITAs are established through the WIOA case manager at the Career Center after agreement has been met as to the customer's occupational choice. A voucher will then be issued which is redeemable at training providers who have been approved by the Local Board and are included on the statewide list of approved training providers. ITAs will be established only for demand occupations within the local area or an area where the customer is planning to relocate. The vouchers are non-transferable and will be issued on an incremental basis (i.e., by semester, quarter, etc.). The ITA will cover the cost of books and tuition/fees. The accounts will be coordinated with the training providers' financial aid departments, and/ or business office.

ITAs are issued utilizing the "Foothills Workforce Innovation and Opportunity Act Authorization for Training" form available in electronic format (MS Excel format)—see copy attached.

A financial award analysis must also be completed for each participant prior to the issuance of the authorization for training. The form is also available in electronic format (MS Excel format)—see copy attached

a. Curriculum Selection

Customers will be enrolled in approved courses of instruction. Selection of a curriculum generally depends upon three factors:

1. the customer's educational and employment goals as defined in his/her Individual Employment Plan.
2. an analysis of skill demand areas (WDB approved occupations)
3. the customer's ability to complete the curriculum in the one-to-two-year curriculum schedule and to obtain long-term employment in that area

The labor market for skill demand areas (occupational outlook) will be assessed prior to approval of the curriculum for the customer. Types of curriculums available to WIOA customers are **vocational and technical in nature**. Consideration for approval will be given to curriculums which provide training for jobs that have significant openings projected and that have been proven to provide an average annual income sufficient to meet the goals of the customer and the intent of WIOA, as cited in the Local Area Strategic Plan. Prerequisites for curriculums **may** be approved, after consultation with local area leadership, prior to the applicant's acceptance into the curriculum (e.g., LPN, RN, Radiology).

ITAs will be issued to cover the cost of training for certificates, AA/AS degrees, bachelor's degrees, and advanced degrees with the following considerations:

Certificates: Certifications that can be obtained in 6 months—e.g. Certified Nursing Assistants, Truck Driver Training, EMS, Basic Law Enforcement, and etc.

ITA's will be utilized for programs that are listed on the approved training provider list—NCWORKS. Continuing Ed. and other certificate programs may be paid for using a purchase order or other means of payment.

AA/AS Degrees: Occupational degrees that will be completed in 2 to 3 years.

Bachelor of Arts/Science: Occupational specific degrees that can be reached within 2-3 years and builds on previous college experience and credits—e.g., Teaching, Engineering, Accounting, and etc.

Advanced Degrees: Master of Arts/Science degrees that are occupation specific, build upon an already-achieved undergraduate degrees and can be completed in 2-3 years—e.g., Human Resource Development, Counseling, Teacher's Certification, Public Administration, and etc.

It will be necessary to leverage additional financial resources to cover the cost of bachelor's and advanced degree training programs.

b. Coordination With Other Financial Aid

WIOA funds will be supplemented by other federal sources of financial aid. This will allow WIOA to serve more eligible persons. Each individual enrolled in a training program where student financial aid is available will be required to complete and submit to the Student Financial Office a Free Application for Student Financial Aid (FAFSA). The training case manager will verify the FAFSA application with the training provider financial aid office. Upon approval for PELL, the customer must inform the case manager of the approval.

The WIOA Service Provider will coordinate funds available for training with the Financial Aid office of the selected Training Provider. The Financial Aid office of the selected Training Provider shall determine the Cost of Attendance based on the individual's need. The Cost of Attendance will take into account the estimated costs of tuition, fees, books, supplies, room and board, personal expenses, transportation, childcare and/or other education-related expenses.

GENERAL POLICY: An Individual Training Account Voucher will be issued to the customer for redemption at an approved training provider. WIOA funds should be used to cover the costs of tuition and other related program costs (e.g., fees, books, supplies) and Pell Grant funds should be used to cover living expenses, including transportation and childcare consistent with the Cost of Attendance analysis. Combined resources, i.e., Pell Grants, WIOA, etc. will not exceed the Cost of Attendance analysis

EXCEPTION: Case managers may request that WIOA funds be used to cover a portion of transportation and childcare expenses where the approved Pell Grant amount is based on estimated personal resources that are no longer available to the applicant, and where funds to cover these expenses are not available from other sources (e.g., DSS). The WIOA review committee must approve the use of WIOA funds for these types of expenses.

Once the PELL check is received, the customer is responsible for paying for his/her own school-related expenses such as transportation and childcare. It is the responsibility of the customer to ensure that his/her PELL Grant is used for school-related expenses.

If a customer's PELL Grant does not cover all of the school-related expenses, he/she should contact the WIOA staff. Funds for supportive services may then be available to cover these expenses. The customer must be able to demonstrate his/her financial need in order to qualify for these funds. Ideally, a strategy should be developed with PELL Grant recipients at the beginning of each semester to plan for their support costs.

c. Hours of Participation

All customers are expected to carry a minimum of 12 credit hours. Prior approval must be given if a customer carries less than 12 hours. Full time employment or a lack of appropriate courses being offered may be an adequate reason for carrying less than 12 hours. Customers receiving PELL will be encouraged to take more than 12 credit hours in order to comply with their PELL obligations.

All customers are required to meet with their case manager on a monthly basis. Failure to cooperate with this policy, may result in suspension from WIOA for one term. Repeated failure may result in termination from WIOA.

Grades must be received in all classes. WIOA will not pay for audited classes or classes that have already been paid for and must be retaken due to a failing grade or withdraw.

d. Progress Towards Completion

Customers are expected to make reasonable progress toward completion of their training. Progress will be monitored by student transcripts, schedules, and grade reports. Class attendance is required in accordance with the school's policy. Courses should only be approved when they are part of the customer's curriculum or approved electives. Courses that are not in the curriculum may be approved if the customer can show that it is related to their course of study and is needed to enhance their employability.

Customers must maintain a cumulative grade point average of 2.0 or higher. If he/she falls below a 2.0 average, they will have one semester to bring their grade point average up to 2.0. If the customer is unable to improve, they may be separated from the program. A release will be signed by the customer at enrollment which will enable the case manager to contact any instructor or advisor to discuss their performance and progress.

The length of participation will be limited to one term beyond the curriculum schedule for full-time students. Exceptions will be made in cases of courses not being available, illness, family problems, or part-time students who are employed.

e. Withdraw from Courses

Customers who wish to withdraw from courses should first check with their academic advisor and their case manager. The customer should withdraw officially through Student Services and should be done by the deadline set forth by the school. If a student does not officially withdraw, they will receive an F for that course.

If a student withdraws completely from school within the first ten calendar days of class, they are eligible for a two-thirds refund which will be credited to WIOA. It is the case manager's responsibility to ensure that the business office at the college issues the credit. If individual courses are dropped or a customer withdraws after the ten-day period, there is no refund for the dropped class.

f. Leave of Absence

A leave of absence from the Individual Training Account may be granted for one term for the following reasons:

1. needed courses are not offered
2. family problems
3. employment
4. health problems

A leave may be granted for other purposes if it is determined reasonable by the staff and case manager. Absence from the program for more than one semester may result in separation from the program. A customer can re-apply and will be subject to the same selection criteria as a new applicant.

g. Changing Curriculum

Customers are discouraged from changing curriculums. Approval for changing curriculums may be given if the customer can show that they are unlikely to obtain training related employment or that they are having problems with the curriculum. There will only be one change in curriculum allowed.

The costs of training will only be covered by the program for one term beyond the scheduled terms for the customer's current curriculum.

For example: If a customer spent two terms in the Business Administration curriculum and transferred to the Electronics Engineering Technology curriculum, which is a five-term curriculum, The Individual Training Account will only cover three terms of the Electronics Engineering Technology curriculum.

h. Limits on Individual Training Accounts

The WIOA funding maximum for individual training accounts is \$4,600.00 total expenditures for a one-year program and **\$9,200.00** for a two-year program.

WIOA vouchers issued from an ITA will not exceed the actual costs for tuition, books, fees and basic supplies or the amount of the above costs not paid by other grants or financial resources.

Supplies needed beyond the need of basic classroom activities such as tools, calculators, uniforms and etc., may be covered with WIOA funds through purchase order arrangements or reimbursement to the student. **Assistance for these items will be limited to \$500.00 per program year (July 1 through June 30). Pell Grant should be considered first for use for this assistance and provided only to those individuals most-in-need.**

Foothills Workforce Development Board

Adult and Dislocated Worker Work Experience Policy—2019

Adults and Dislocated Workers may participate in planned, structured learning experiences that take place in a workplace for a limited period of time and should not exceed 500 hours. Work experience may be combined with classroom instruction relating to a particular position, occupation, industry or basic skills and abilities to successfully compete in the local labor market. Exceptions to the time limit may be considered if it is in the best interest of the participant and is compatible with the training plan and the participant's IEP. Exceptions must be approved by the Local Area director.

Work activities may take place in the public or private for-profit and non-profit sectors. The selection of private employers to participate in this activity should be based on an objective analysis of the relative "value added" contributions to the Adult/Dislocated Worker.

Wages/Subsidized Positions

Individuals participating in a work experience must be compensated at the same rates, including periodic increases, as trainees, or employees who are similarly employed in similar occupations by the same employer and who have similar training, experience and skills. The rates may not be lower than the higher of the federal or state minimum wage.

Wage requirements under the Fair Labor Standards Act (FLSA) apply to all participants employed under WIOA. The FLSA applies to the extent that the activities performed in the work experience constitutes employment.

Positions may not be subsidized if the employer has current laid off workers in the same classification to which the participant is to be assigned. Workforce Innovation and Opportunity Act prohibits the use of funds to encourage or induce the relocation of a business. No funds shall be used when a relocation of a business results in a loss of employment for any employee of the business at the original location. A 120-day moratorium for the use of funds at the relocating business will be observed from the date that the business commences operation at the new location.

Choosing a Worksite

Worksite supervisors need to have a clear understanding of the objectives of the Work Experience activity and expectations of the skills development of the participants enrolled. The participant must have adequate supervision. The worksite must be willing to allow Workforce Development staff, NC Division of Workforce Solutions, and US Department of Labor to perform onsite monitoring to ensure compliance with the worksite agreement, as well as to monitor the participant's progress.

A determination must be made if the employer is willing make the contributions to the development of work readiness skills and enhances the skills of the participant.

Worksites shall be deemed appropriate if the agree:

- Provide a safe work environment
- Provide enough meaningful work experience to keep participants fully occupied during work hours
- Provide adequate supervision of the participant by qualified supervisors
- That all activities will be in compliances with current Fair Labor Standards
- Provide orientation that includes the organizations policies, specific job tasks and safety rules
- Consult appropriate NCWorks or Workforce Development staff regarding any difficulties arising at the worksite
- Complete the work Experience Participant Progress Evaluation document time worked
- All rules and regulations governing WIOA will be followed

Skills Assessment/ Needs Determination/Evaluation

Work experiences may be assigned to a participant as determined appropriate by the contractor/case manager. The participant's need for work experience is determined through the objective assessment, review of work history or lack of work history, and through development of their Individual Employment plan. If a need for work experience exists the path to unsubsidized employment the participant may be assigned to this activity.

Work experience may be related to the participant's career interest as detailed on the Individual Employment Plan and results of completed assessments. Work Experience will be offered in combination with academic activities, employability skills and/or occupational skills training. If the participant is enrolled in occupational skills training, the Work Experience should be training related.

A skills gap analysis will be conducted to determine if the participant does not already have the skills necessary for the Work Experience assignment. The analysis will contain occupationally specific skills the employer requires for the occupation comparing the trainees prior work history, transferable work skills, and skills gained must be compared to the job description outlined in the Worksite Agreement. The gap will be the basis for the development of the activity

Workforce Innovation and Opportunity Act prohibits the use of funds to encourage or induce the relocation of a business. No funds shall be used when a relocation of a business results in a loss of employment for any employee of the business at the original location. A 120-day moratorium for the use of funds at the relocating business will be observed from the date that the business commences operation at the new location.

Worksite Agreement/and Evaluation

A work Experience Worksite Agreement will be developed (Attached) outlining Contact information, identification of the supervisor/trainer, job description, and skills to be obtained. Participants may be assigned to an appropriate worksite for up to hours per week.

Participants will be evaluated at the mid-point and at the end of the activity documenting progress (attached progress evaluation). Evaluation may occur more frequently if needed.

Case managers will monitor the participant's progress of the work-based learning activities through regularly scheduled contacts meeting individually with the participant and the worksite supervisors to ensure that the participants are receiving adequate supervision and training at the worksite. Case management activities that may include additional services will be provided to address issues regarding the participants' successful completion of WIOA activities and employment.

FOOTHILLS WORKFORCE DEVELOPMENT BOARD

ADULT, DISLOCATED WORKER, AND YOUTH SUPPORTIVE SERVICES POLICY 2023

As a general rule, when considering supportive services, the customer's total household financial resources budget, including but not limited to a spouse's income, customer's income, unemployment insurance, child support, financial aid, loans, and gifts, will be compared to the total cost of education as determined by the financial aid office, and/or the Job Training Program Operator. If the total household financial resources exceed the total cost of education, no supportive services will be provided. If the total household financial resources are less than the total cost of education, supportive services will be considered on an individual basis. Extraordinary circumstances will be reviewed by committee. If it is determined that supportive services will be provided the following policies will apply:

a. Dependent Care*

In order to assist customers to successfully complete employment and training programs, it shall be the policy of the Foothills Local Area to offer dependent care services only after referrals to other agencies, such as the Department of Social Services, have been exhausted. Upon determination of a customer's dependent care needs, the LA will provide reimbursement in the following manner:

- Dependent care costs will be paid directly to the provider if at all possible. However, under certain circumstances the cost may be reimbursed to the customer.
- All documentation, authorization and invoices will be secured and maintained by the LA prior to payment.
- Childcare payments will not exceed \$200.00 per month per family. This rate is subject to periodic adjustment based on approval of the appropriate LA staff and WDB.
- Request for payment shall be submitted on the dependent care reimbursement form which will act as the provider's invoice and verify the provision of dependent care services.
- The Individual Training Account customer must be attending school full-time in order to be eligible for full-time dependent care.
- Day care providers must be licensed or registered providers if required by the Day Care Licensing Board (919) 733-4801.
- Day care reimbursement will be subject to the FRC payables schedule.

b. Travel Reimbursement**

Travel to and from Occupational Training

Travel reimbursements will be coordinated with other agencies including Vocational Rehabilitation, Department of Social Services, etc. If another agency is not paying travel reimbursement, WIOA will

reimburse the customer up to **\$.50 per mile**. Reimbursement will be only for those days the customers actually attend classes and the instructor signs the timesheets. Reimbursement for travel will be limited to 100 miles per week or 20 miles per day whichever is greater.

Travel as Part of Regular Duties (Work Experience)

Travel involved in the performance of duties while enrolled in a Work Experience program will be reimbursed at the rate allowable by the IRS. Reimbursement requests will be submitted using the FRC “Reimbursement of Travel and Other Expenses Incurred in the Discharge of Official Duty” form or other applicable contractor’s form.

Travel reimbursement will be subject to the FRC payables schedule. Checks may be issued twice monthly.

c. Emergency Assistance***

Foothills Workforce Development Programs operated by Isothermal Planning & Development Commission will allocate funds each program year for emergency assistance. Emergency assistance is defined as payments made by FRC on behalf of a WIOA customer to help with problems that would impact a customer’s continuation in and/or completion of a program or continuation in unsubsidized employment upon completion of the program.

Emergency assistance can be provided for but not limited to, the following:

- emergency rent
- emergency utilities (power, heating fuel)
- emergency car repairs
- emergency medical costs

Customers requesting emergency assistance should meet the following criteria before the request will be considered:

- customer is enrolled in a WIOA program or has been terminated within the prior twelve months
- customer demonstrates an inability to cover the cost themselves
- customer has established a record of cooperation, good attendance and has made progress toward the goals and objectives as outlined in his/her Individual Employment Plan.
- **Emergency assistance is limited to \$500.00 per individual per program year. Individual exceptions may be approved by the Workforce Development Administrator.**

Recommendations for emergency assistance will be made on the basis of the above criteria, the availability of funds, and the assistance has been deemed appropriate by the Workforce Development staff. Final approval will be made by the Job Training Administrator.

Emergency assistance will only be granted when all other sources of assistance have been investigated and proven to be unavailable.

Foothills Workforce Development Board

Pre-enrollment Drug Testing Policy

Policy Summary

- **Background:** Many occupations require prerequisites for licensing and/or employment, including criminal background investigations, motor vehicle record checks, and/or drug testing. The Americans with Disabilities Act (ADA) prohibits employer discrimination against qualified individuals with a disability because of their disability in regard to application procedures, hiring and firing, promotions, pay, training and other “terms conditions and privileges of employment”. Using qualification standards, employment tests, or selection criteria that screen out individuals with disabilities, unless such standards, tests or criteria are shown to be job related and consistent with business necessity, are strictly prohibited. Physical exams are not allowed as per Section 794 Nondiscrimination under Federal Grants and Programs: Promulgation of Rules and Regulations. Testing for illegal use of drugs is not considered a medical examination under the ADA and is permissible as a screening tool for training providers in the admission process and for employers in making hiring decisions. However, if the results of a drug test reveal the presence of a lawfully prescribed drug or other medical information, such information must be treated as a confidential medical record and not be shared with a provider/employer. (Reference Section 504, Rehabilitation Act of 1973 <http://www.dol.gov/oasam/programs/crc/sec504.htm>, Prohibited Discrimination Under the Americans with Disabilities Act, <http://www.ada.gov/regs2010/ADAregs2010.htm>)
- **Purpose:** This policy is designed to ensure that Foothills WIOA participants enrolled under Title I of the Workforce Innovation and Opportunity Act (WIOA) are aware of the necessary prerequisites for occupational training, licensing and/or employment, the necessity to maintain a drug-free training environment and workforce, and to ensure that WIOA funded training program requirements are in compliance with Section 504 of the Rehabilitation Act and do not discriminate in any way against potential participants.
- **Policy:** It is the policy of the Foothills Workforce Development Board prerequisites for training be clearly identified for WIOA-funded training. Pre-enrollment drug testing, background checks, and/or motor vehicle records checks **may** be required for some occupational training deemed to be at high risk for accidents due to the use of certain equipment, power tools, scaffolding, and other equipment, or when the training is being conducted for a specific employer or group of employers that require drug testing as a condition of employment. Additionally, further drug testing may be required for cause if drug use or activity is suspected, without cause, or after an accident or injury while training without advance notice.

For cause" circumstances include, but are not limited to, reasonable suspicion by an instructor or WIOA staff person; violation of safety policies; reports from any witnesses; bizarre, unsafe, erratic, or threatening behavior on the participant's part; slurred speech; uncoordinated movement; or involvement in an accident at the training site ("involvement" means either being hurt or causing or contributing to the accident).

Drug testing may be required for admission to WIOA funded training for, but not limited to, the following occupations:

Construction and related

Welding and related occupations

Equipment operation

Truck driving

Machining

Allied health and nursing

Electrical installation

Occupations requiring the use of hand and power tools

Policy Details

- Workforce development case managers will inform all WIOA applicants of the policy and secure signature on policy agreement/release form
- Workforce development case managers will indicate to the applicant if prerequisite drug test is required for their specific program and refer them to the approved testing location.
- The cost of the initial testing will be covered by the WIOA Program.
- Failure to take these tests as required will result in being determined ineligible for training or in the termination from training.
- In the event a pre or post enrollment test is positive, the applicant/participant will be required to provide physician verification for any drug prescribed to them.
- Result of Positive Tests/Sanctions

Upon first positive test – participant will be “sanctioned” from participating in WIOA training services for three months from date of positive test

Upon second positive test – participant will be “sanctioned” from participating in WIOA training services for one year from date of positive test

Post enrollment positive test will result in the separation from the training site and the participant will be “sanctioned” from participating in WIOA training for three months from the date of the positive test. The participant **may** be reinstated with a negative test result and

proof that substance abuse counseling has taken place. The cost of the second screening will be the responsibility of the participant.

- The cost of re-testing due to positive results will be the responsibility of the applicant/participant.
- Referral will be made to the appropriate public or private agencies for counseling or treatment on substance abuse at the applicant's/participant's own expense
- This policy does not apply to the On-the-Job Training program. The training employers will cover costs if required in their regular hiring process.
- DOT physicals, which include drug tests, which are required for truck drivers training will be covered by the applicant. The costs **may** be reimbursed to the participant if enrolled in WIOA.

Foothills Priority of Service

WIOA Adult Program

Background

The Workforce Innovation and Opportunity Act of 2014 requires priority be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient when providing career and training services using WIOA Title I Adult funds. WIOA is intended to improve and strengthen the public workforce system and help Americans—especially youth and adults with significant barriers to employment obtain skills, postsecondary credentials, and employment. The intent of the priority of services is to strengthen the coordination with other federal education and training programs, including TANF employment and training services among others.

Section 134 (c)(3)(E) indicates the funds allocated to a local area for adult employment and training activities under paragraph (2)(A) or (3) of section 133(b), priority shall be given to recipients of public assistance, other low-income individuals, Veterans (adult and dislocated worker programs—Sec. 3(53)), and individuals who are basic skills deficient for receipt of career services described in paragraph (2)(A)(xxii) and training services.

Local Policy

Priority of service will always be given to low-income individuals and those individuals receiving public assistance. The priority of service requirement for veterans is mandated by WIOA, Sec. 3(53). **Veterans and eligible spouses will receive the first level of priority of service in universal access programs and services delivered through NC Career Centers for all USDOL funded programs, including the Wagner-Peyser and WIOA programs.**

Priority of service does not preclude service to individuals who are not low-income or not receiving public assistance, or who are not veterans, but rather establishes the order of precedence for service.

The list below describes the priority of service for individuals served in the WIOA Adult Program base on requirements in WIOA Section 134(c)3 (3)(E):

- Priority 1** Veterans and eligible spouses who are:
- low income [as defined by WIOA Sec. 3(36)], or
 - recipients of public assistance, or
 - who are basic skills deficient

- Priority 2** Individuals who are:
- low income [as defined by WIOA Sec. 3(36)], or
 - recipients of public Assistance, or
 - who are basic skills deficient

- Priority 3** Veterans and eligible spouses who are:
- not low income, and

- not recipients of public assistance, and
- not basic skills deficient

Priority 4

Individuals who do not meet the above priorities may be enrolled on a case-by-case basis with priority given to those individuals who are:

- 200% of low income defined by WIOA Sec. 3(36), or
- **individuals participating in a registered apprenticeship program**

Foothills Youth Work Experience Policy

2023

Overview

Work experience is a work-based learning activity and is short-term, planned, structured learning experience that occur in a workplace focused on career exploration and the development of work readiness skills. The primary purpose of work experience is to expose youth to the requirements of work and to employers' expectations. An employer may benefit from the work done by a youth, but the primary benefit must be to the youth.

Work-Based Learning Activities

- Paid or unpaid work in the private, for-profit, non-profit, or public sectors with a planned start and end date.
- Developing work readiness or employability skills, such as dressing appropriately or answering phones, in a real workplace setting.
- Developing personal attributes, knowledge and skills, such as working on a team, in a workplace setting.
- Career exploration in a workplace setting.
- Developing academic or occupational skills as they relate to a workplace.
- On-the-job training for older youth when based on needs identified in objective assessment; and
- Subsidized employment.

WIOA section 129 c (2)(C) require local Workforce Development Boards to offer youth programs that involve paid or unpaid work experiences that have a component of academic and occupational education. The educational component may occur concurrently or sequentially with the work experience. Further academic and occupational education may occur inside or outside the worksite. Work experiences provide the youth participant with opportunities for career exploration and skill development.

Work experience may include

- Summer employment opportunities and other employment opportunities throughout the school year
- Pre-apprenticeship programs
- Internships and job-shadowing
- On-the-Job training opportunities

Recognized best practices for engaging youth:

1. Programs prepare youth for work experiences through training and guidance in soft skills. Youth programs engage young adults in training or class activities that develop these soft skills. This may include learning about professional work culture, working in teams, interpersonal skills, and communication.
2. Some programs also train youth in technical skills or hard skills needed for specific career pathways or work settings. Youth will learn skills specific to an occupational sector.
3. Program staff devote significant time to developing and maintaining relationships with employers. Dedicated staff (Job Developers) may handle all aspects of employer relations, from making an initial inquiry about partnering to establishing worksite agreements with employers to responding to any employer concerns during the work experience.
4. Programs clearly communicate what is expected of employers, youth and families before the start of a work experience to include mentoring the youth and providing feedback to the program coordinator. Some programs address the importance of work in life, how the program helps youth make a successful transition to work, what employers expect of workers, and how to appropriately interact with employers.
5. Programs carefully match youth to work experience opportunities based on individual interests and skills. Making the right match increases the success of the work experience by ensuring that youth feel motivated from the start to participate fully.
6. Programs provide on-going support to youth and employers throughout the work experience. To ensure a work experience is successful for everyone involved, programs maintain communication with both the youth and employers from the first to the last day of the activity. While some programs have daily or weekly contact with youth to monitor their progress, other programs conduct first-week, midpoint, and last-week visits at a minimum.

Assessment/ Needs Determination/Evaluation

Work experiences may be assigned to a participant as determined appropriate by the contractor/case manager. The participant's need for work experience is determined through the objective assessment, review of work history or lack of work history, and through development of their Individual Employment plan. If a need for work experience exists and needed for the path to unsubsidized employment, the participant may be assigned to this activity.

Work experience may be related to the participant's career interest as detailed on the Individual Employment Plan and results of completed assessments. Work Experience will be offered in combination with academic activities, employability skills and/or occupational skills training. If the participant is enrolled in occupational skills training, the Work Experience should be training related. Workforce Innovation and Opportunity Act prohibits the use of funds to encourage or induce the relocation of a business. No funds shall be used when a relocation of a business results in a loss of employment for any employee of the business at the original location. A 120-day moratorium for the use of funds at the relocating business will be observed from the date that the business commences operation at the new location.

Worksite Agreement/and Evaluation

A work Experience Worksite Agreement will be developed (Attached) outlining Contact information, identification of the supervisor/trainer, job description, and skills to be obtained. Participants may be assigned to an appropriate worksite for up to 40 hours per week.

Participants will be evaluated at the mid-point and at the end of the activity documenting progress (attached progress evaluation). Evaluation may occur more frequently if needed.

Wages/Subsidized Positions

Individuals participating in a work experience must be compensated at the same rates, including periodic increases, as trainees, or employees who are similarly employed in similar occupations by the same employer and who have similar training, experience and skills. The rates may not be lower than the higher of the federal or state minimum wage.

Wage requirements under the Fair Labor Standards Act (FLSA) apply to all youth employed under WIOA. The FLSA applies to the extent that the activities performed in the work experience constitutes employment.

Positions may not be subsidized if the employer has current laid off workers in the same classification to which the participant is to be assigned.

Individual contractors may limit the number of hours for paid work experience dependent on the needs of the individual participant. Work experience will be combined with classroom instruction relating to a particular position, occupation, industry, high school completion, basic skills and abilities to successfully compete in the local labor market. Limitations will be determined based on the best interest of the participant and must be compatible with the Individual Training Plan.

Choosing a Worksite

Worksite supervisors need to have a clear understanding of the objectives of the Work Experience activity and expectations of the skills development of the participants enrolled. The participant must have adequate supervision. The worksite must be willing to allow Workforce Development staff, NC Division of Workforce Solutions, and US Department of Labor to perform onsite monitoring to ensure compliance with the worksite agreement, as well as to monitor the participant's progress.

A determination must be made if the employer is willing make the contributions to the development of work readiness skills and enhances the skills of the participant.

Worksites shall be deemed appropriate if the agree:

- Provide a safe work environment
- Provide enough meaningful work experience to keep participants fully occupied during work hours
- Provide adequate supervision of the participant by qualified supervisors
- That all activities will be in compliances with current Fair Labor Standards

- Provide orientation that includes the organizations policies, specific job tasks and safety rules
- Consult appropriate NCWorks or Workforce Development staff regarding any difficulties arising at the worksite
- Complete the work Experience Participant Progress Evaluation document time worked with timesheet
- All rules and regulations governing WIOA will be followed

Youth Work Experience—20 Percent Spending Requirement

Local youth programs must expend not less than 20 percent of the Title I Youth Funds allocated to them to provide in-school and out-of-school youth with paid and/or unpaid work experience.

Local WIOA Title I Youth Programs must track program funds spent on paid and unpaid work experiences, including wages and staff costs for the development and management of work experiences, and report such expenditures as part of the local WIOA Youth financial reporting

The percentage of funds spent on work experiences is calculated based on the total local area youth funds expended for work experience, rather that calculated separately for in-school and out-of-school youth. The 20 percent spending requirement is calculated after administrative costs have been subtracted from the total amount of youth funds.

FOOTHILLS YOUTH INCENTIVE POLICY

2023

The Foothills Local Area does provide incentives to eligible youth for recognition and achievement. Incentives provide a means to recognize and reward an active youth's success while participating in WIOA youth services. Youth funds may be used to provide incentives for recognition and achievement to eligible youth provided it is integrated with the participant's individualized employment plan/service strategy – Plan. Incentives can be in the form of checks payable to the youth. Incentives may be provided to youth enrolled or in active follow-up services. Incentives during follow-up may assist with completion towards program goals and relates directly to successful performance. Achievements completed prior to WIOA enrollment do not qualify for incentives.

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

Procedure:

Individual Employment Plan (IEP)/Service Strategy Plan (ISSP)

Incentives, as a supportive service must be linked to a WIOA Youth Workforce Service. When an incentive is used to support a service, its use should be included under the Objective section of the IEP/ISSP. The use of incentives to support the activity should be noted in the comment section of the objective.

The Participant Receipt of Foothills Youth Incentives Form must be scanned to the case note that supports the Incentive for each issuance.

NCWorks Online/Case Notes

NCWorks Online Service/Activity Codes and Definitions, CSS to add the service to the NCWorks service listing. Case notes within NCWorks must be linked under CSS Supportive Services. The steps the participant took to achieve the benchmarks to complete the activity related to the incentive should be used in the case note. The amount should be keyed.

Note: Activity actual begin date = date of Incentive authorization

Last activity date = same date as activity actual begin date

Documentation Required

- Copy of High School Course Completion Form
- Copy of High School Equivalency Sub-Test Score Report
- Copy of Goal Sheet
- Incentive Request Form

Incentives

Incentives must be designed around achievements towards program goals. Incentives will not be awarded for simply attending a stand-alone activity. Activities that merit incentives should require an expected level of participant engagement/participation which can be described in case notes reflecting what was achieved or gained.

Incentive awards will be directly linked to performance and may be awarded for participants obtaining the following:

- Academic achievement
- High School Diploma or equivalent
- Post-secondary certificates, diploma, or degrees
- Industry recognized credentials
- Career Readiness Certification or other WorkKeys scores required for specific employment opportunities
- Objectives, goals, and/or completion of work-based learning activities.
- Obtaining employment
- Participation in specific activities related to leadership/citizenship, HRD classes, etc.
- Completion of job readiness preparation or volunteer project
- Increase in Educational Functioning Levels for Literacy/Numeracy
- Successful completion of work experience/internship

Standard Regional Incentives

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

***A score of 80% or better is required for the following goals: Unit, Mid-Term and Final Exams.**

\$10 per Unit

- Completion of a Unit (e.g., Workbooks, Textbooks, ITTS, APEX)
- Completion of Mid-Term and Final Exams
- Completion of High School Equivalency Practice Test

\$25 per Unit

- Completion of High School Equivalency Sub-Test
- Attainment of High School Credit or Adult High School Credit
- Attain Driver's Permit
- Attain Driver's License
- College Enrollment – Maintain a C in ALL classes per semester
- Retesting as scheduled towards goal attainment
- Increase in Educational Functioning Level by anniversary date
- Obtain employment after enrollment or during exit (Max of two incentives)
- Maintain employment while enrolled in WIOA (Monthly check stubs)
- Successful completion of Continuing Ed or Job Ready Classes
- Upgrade Career Readiness Certificate one or two levels

\$50 per Unit

- Receive positive employment evaluation for 3 months employment
(While actively enrolled in WIOA)
- Completion of Career Readiness Certificate
- Successful completion of Work Experience/Internship with satisfactory evaluations
- Employment Retention for six months after program completion (in F/U)

\$100 per Unit

- Earn High School Diploma
- Completion of credential (high school diploma/AHS/equivalency)
- Completion of college certificate/credential/diploma/degree program

Foothills Workforce Development Board

Conflict of Interest Policy

The purpose of the Conflict of Interest Policy is to protect the interest of the Foothills Workforce Development Boards as a public body charged with the oversight of federal and/or state funds, when it is contemplating entering into a transaction or arrangement that might benefit the private interest of an officer, staff member, or director or might result in a possible excess benefit transaction. This includes persons and entities involved in the competitive selection processes to identify service providers, and award funding using federal funds which must be free of conflicts of interest: real, apparent, or organizational. This policy is intended to supplement, but not replace, any applicable state and federal laws governing conflicts of interest applicable to organizations responsible for maintaining the public trust for the use of federal, state, and other grant funds for the purpose of carrying out goals and program requirements, including the responsibility to maintain the reputation and integrity of the entity, organizations, and agencies and programs.

I Boards

It is the policy and expectation for the Foothills Workforce Development Board (WDB) that its members will fulfill the fiduciary duties applicable to their service as members of the WDB. Due to the legal and statutory structures of the WDB, it is expected that conflicts of interest may arise, and this policy is intended to provide a framework that will allow the work of the WDB to be achieved without the fact of or appearance of impropriety. Where this document references “member” it shall mean any agent, WDB employee, officer, service provider contractor, and Board Member. The WDB and all other agencies receiving direct financial assistance through the Workforce Innovation and Opportunity Act (WIOA) shall avoid conflict of interest, real or apparent.

It is the responsibility of each member to govern the actions of all other members in compliance with the Conflict-of-Interest Policy. If a member thinks there is a possibility of a conflict of interest, real or apparent, on the part of another member, it is his or her affirmative to immediately bring the matter to the attention of the Workforce Development Board Director. Therefore, no WDB Member will discuss, present proposals, or vote on any issue as to which the member has an economic interest unless specifically questioned by the other members as of a scheduled opportunity for all interested parties to present information. A member may vote on and may discuss any matter what would not have any impact on the member.

No official or employee of the WDB or contracting agency authorized in their official capacity to negotiate, make, accept, or approve, or to take part in the negotiating, making, accepting, or approving any contract or subcontract in connection with a project shall have directly or indirectly and financial or personal interest in any such contact or subcontract, unless the official or employee has recused themselves from negotiation, making, accepting, or approving any contract or subcontract in connection with a project. It shall be against the policy of the WDB or contracting agency for any employee or volunteer to directly or indirectly, demand, exact, solicit, accept, receive, or agree to receive anything in of value for themselves or any other person or entity in return for:

- being influenced in the performance of their job or position.
- being influenced to commit or aid in committing, or to collude in, or allow, any fraud, or to make opportunity for the commission of any fraud, or to make opportunity for the commission of any fraud on the WDB or contracting agency: or
- being induced to do or admit to any act in violation of their official duties.

Each member shall confirm a statement that affirms such person:

- has received a copy of the Foothills Workforce Development Board Conflict of Interest Policy.

- has read and understands the policy; and
- has agreed to comply with the policy

II Discovery of an Actual or Potential Conflict of Interest

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

III Procurement

All negotiations of a contract for or with potential contractors/service providers must be conducted with arm's length negotiations. The definition of an arm's length negotiation is a negotiation where the parties to the negotiation have an opposing economic interest to that of the organization with which they are negotiating.

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 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 judgment in making a decision. Any member with a potential or actual conflict of interest shall comply with requirements for public disclosure and recusal.

IV Work Experience Placements

The division of Workforce Solutions (DWS) strongly discourages the practice of placing participants in workforce training located at the board office, NCWorks Career Center, or administrative entity due to the potential of conflicts of interest. Placements at these locations should only be allowed where there is specific documentation in the participant file that the particular experience meets the participant's career goals and skills need and there is no other placement opportunity available.

V Service Providers/Contractors

Although the WIOA program is not an entitlement program, should be accessible to any individual, in any local area, who is eligible and suitable for available services subject to Local Workforce Development Board policies and procedures. However, when applicants have a close relationship with WIOA staff members, management, and other specific stakeholders of the Workforce Development System, access to program services should not be based on such relationships or based on political influence. It is possible that even without any intention to misuse WIOA funds a decision to enroll an individual in the program could be perceived as improper. Such a perception could cause noncompliance with state and/or federal law.

General authorization for providing funds to participants will comply with the standards of conduct for maintaining the integrity of the program and avoiding any conflict of interest in its administration. Local Chief Elected Officials, Local Workforce Development Boards, designated fiscal agents, and administrative officials must help meet the objectives of WIOA through effective policies, procedures, and safeguards that ensure the integrity of these public funds throughout the local Workforce Development Areas safeguards must be in place ensuring that all those served in the program are not only eligible and suitable but also detached from being part of the perception of impropriety or conflict of interest.

In the event a service provider/contractor is related to a WDB staff member or officer, appropriate firewalls must be in place to ensure the staff member/officer does not directly monitor, supervise, or provide oversight. An alternate staff member/officer must be identified to assume the oversight responsibilities.

VI Code of Conduct

A written set of standards (Code of Conduct) governing the performance of the WDB, and its employees, officers, or agents related to real or apparent conflicts of interest is a requirement of the 29 CFR 95.42. Code of Conduct appended to this policy.

VII Firewall

Proper firewalls must be in place to ensure the transparency and integrity of the procurement process and demonstrate to the public and to the Department of Labor that the selection process was impartial, and that no preferential treatment was given to the awardee.

No entity or individual that has any role in the issuance of a solicitation may compete or submit a proposal under that procurement action, including the development of requirements, drafting the Request for Proposals (RFP) or Letter of Intent for Bid (IFP), evaluation of proposals/bids and identification of the best entity.

CODE OF CONDUCT

The Foothills Workforce Development Board members, committee, Workforce Development Board staff members, and program contractor/service provider staff shall adhere to the following Code of Conduct.

No member shall:

1. use the name, endorsement, or services of the Local Area for to secure personal privileges or exemptions any person, or would give the appearance of such
2. accept or seek for oneself or any other person any financial advantage or gain of other than nominal value offered as a result of Board affiliation.
3. disclose any confidential WDB information to any person not authorized to receive such information or use such information to the disadvantage of the Local Area or accept any position or engage in a business which will require such.
4. engage in conduct, write, or otherwise communicate that would give a reasonable person the impression that official duties may be improperly influenced
5. accept any position whether compensated or uncompensated, which will impair independence of judgment in the exercise of official duties.
6. when officially representing the Board or during official meetings, take part in any religious, anti-religious, or partisan political activities in violation of the federal Hatch Act.
7. promote or oppose unionization in the discharge of official duties.
8. take any action in violation of the WDB's conflict of interest policy or state or federal statute.
 - A. Conflict of interest arises when any of the following may be positively or negatively affected by an action under consideration by the WDB:
 - (1) the WIOA staff member or program operator or any member of their immediate family has a financial interest pertaining to the procurement.
 - (2) a business or organization in which the WIOA staff member/or program operator or any member of their immediate family has a financial interest pertaining to the procurement; or
 - (3) any other person, business or organization with whom the WIOA staff member or program operator or any member of their immediate family is negotiation or has

any arrangement concerning prospective employment is involved in the procurement

- B. Members must declare any potential conflict of interest upon joining the Board and thereafter at the first meeting of each Program Year. When a potential conflict of interest arises during the year, the members will immediately notify the Workforce Development Administrator in writing.
- C. WDB members must make a conflict declaration upon the introduction of any agenda item that raises a real or apparent conflict of interest and must abstain from voting after declaring the conflict. Meeting minutes must show all conflict declarations and abstentions. Such situations would include, but are not limited to, the following:
 - (1) participating in the provider selection process including discussion or voting on one's own or a rival proposal (one which competes for funding from the same source).
 - (2) voting on issues affecting one's own program operation of funding level(s).

NOTE: For the purposes of this document, immediate family shall be defined as a member's spouse, parents, children and siblings.

It is the responsibility of each member of the Workforce Development Board to govern the actions of all Board members in complying with the Conflict-of-Interest Policy. If a member thinks there is a possibility of a conflict of interest, real or apparent, on the part of another member, it is his or her responsibility to bring the matter to the attention of the Board or committee.

Upon the assertion of a possible violation of this policy, the Chairman shall review the complaint. If the Chairman determines the complaint to be valid, the course of action to be taken in dealing with the complaint is at the discretion of the Chairman. In the case of a serious violation, action may include, but is not limited to, a request to the Consortium to replace the member. In addition, civil penalties may be sought in the event the WDB incurs disallowed cost or damages due to violation of this Code of Conduct.

This Code of Conduct, which conforms to the Federal Uniform Administrative Requirements (Common Rule), becomes effective on 1/1/2018 and shall be referenced in the WDB Bylaws and other appropriate documents.

Signature

Date