

# **Gaston County Workforce Development Board**

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

**July 1, 2025 - June 30, 2026**

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

## **Introduction and Instructions**

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

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

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

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

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

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

### **Local Area Plan Submission and Due Date**

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

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

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

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

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

## I. Local Area Workforce Development Board (WDB) Overview

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

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

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

Gaston Workforce Development Local Area

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

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

Name: Michael Coone	Title & Salutation: Gaston County Workforce Development Board Director Mr.
Organization Name: Gaston County Government	Address: 330 Dr. Martin Luther King Jr. Way Gastonia, NC 28052
Phone Number: 704-862-6640	Email Address: michael.coone@gastongov.com

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

Name: Chad Brown	Elected Title & Salutation: Gaston County Board of Commissioners-Chair Mr.
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Government Affiliation: Gaston County	Address: PO BOX 1578 Gastonia, NC 28053
Phone Number: 704-516-8017 cell	Email Address: chad.brown@gastongov.com

4. Provide the name, title, business name, address, phone number, and email address of the **individual authorized to receive official mail for the Chief Local Elected Official (CLEO)**, if different than question 4.

Name: Donna Buff	Title & Salutation: Clerk to the Board of Commissioners Mrs.
Business Name: Gaston County Government	Address: PO BOX 1578 Gastonia, NC 28053
Phone Number: 704-866-3196	Email Address: donna.buff@gastongov.com

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

Name: Gaston County Finance Office	Title & Salutation: N/A
Organization Name: Gaston County Government	Address: PO BOX 1578 Gastonia, NC 28053
Phone Number: 704-866-3037	Email Address: N/A

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

Name: Shannon Myers	Title & Salutation: Gaston County DSS Director Ms.
Organization Name: Gaston County DHHS	Address: 330 Dr. Martin Luther King Jr. Way Gastonia, NC 28052
Phone Number: 704-862-6721	Email Address: shannon.myers@gastongov.com

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

- Name document: *Gaston County DHHS Organizational Chart.*

8. Provide the **Administrative Entity's Unique Entity Identifier (UEI)** number and assurance that the 'System for Award Management' (SAM) status is current. Administrative Entities must register at least

annually on the SAM website <https://sam.gov/content/home> to receive Federal funding [required by Federal Acquisition Regulation (FAR) Section 4.11 and Section 52.204-7].

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

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

- Name document: *Gaston County WDB List*

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

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**Notes:**

- *Please complete the entire form. Check the block on the last page of the form certifying compliance with the required WIOA Local Area WDB business nomination process.*
- *Representatives with expired terms will not be included in the counted list of Board members.*
- *Board member terms must be stated in a month/date/year format.*
- *Plans that do not have a compliant workforce Board will not receive Final Approval. Formula funds will not be awarded until the Local Area WDB has a compliant workforce Board. Exceptions are allowed only when realignment is occurring in the upcoming program year.*

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

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

- N/A, not updated since the PY24 Plan submission.

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

- N/A, not updated since the PY24 Plan submission.

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

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

The Gaston County Workforce Development Board (GWDB) will make hard copies of the draft Local Area Plan available to the public at Gaston County DSS Building first floor lobby. The LA Plan will also be made available via the GWDB website at [www.gastongovworks.com](http://www.gastongovworks.com) under the resources tab. The link for the plan will also be made available via GWDB social media accounts (Facebook, Instagram, and Twitter) for public comment.

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

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

- Name document: *Gaston County WDB Organizational Chart*.

15. Complete the following chart for the PY2025 Local Area WDB’s planned meeting schedule to include, the date, time, location, and virtual link (if applicable). (Expand form as needed)		
<b>Date</b>	<b>Time</b>	<b>Location (include address, room # and virtual link)</b>
July 17, 2025	12:00noon	330 Dr. Martin Luther King Jr. Way Gastonia, NC 28052 (Auditorium)
October 16, 2025	12:00noon	330 Dr. Martin Luther King Jr. Way Gastonia, NC 28052 (Auditorium)
January 15, 2026	12:00noon	330 Dr. Martin Luther King Jr. Way Gastonia, NC 28052 (Auditorium)
April 16, 2026	12:00noon	330 Dr. Martin Luther King Jr. Way Gastonia, NC 28052 (Auditorium)

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

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16. Provide the Month and Date of the Local Area WDB meeting that the PY25 Local Area Plan was approved. Attach a copy of the Local Area WDB minutes that reflect this action item.
<ul style="list-style-type: none"> <li>Name document: <i>Gaston County WDB Plan Approval Minutes</i>.</li> </ul> <p>*PY25 Local Area Plan will be included on the consent agenda for approval during April 17<sup>th</sup>, 2025, WDB meeting. Approval minutes will be submitted after that.</p>

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

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

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



18. Submit the original Local Area WDB and Chief Local Elected Official (CLEO) Signatory Page (*form provided*), bearing the original signatures of the CLEO(s) and the Local Area WDB Chairperson, and attach a copy of the signed document if not using DocuSign® (or similar).

- Name document: *Gaston County WDB Signatory Page*.
- \*Pending signatures upon the WDB's approval.

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

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## II. Local Area WDB Strategic Planning

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

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

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

The Gaston County Workforce Development Board (GWDB) aims to participate in a minimum of three new or expansion economic development projects to support both new and existing companies in their growth. The Gaston County Economic Development Commission (EDC) has engaged the GWDB in initial meetings with prospective employers, offering an overview of available workforce development services tailored to companies based in Gaston County. GWDB staff members actively participate in groundbreaking events for new companies and advocate for emerging businesses and vacant positions. The GWDB collaborates with all hiring initiatives for both new and existing companies, offering services such as job fairs and vacancy advertisements once the hiring process commences. GWDB staff work closely with the EDC and other partners to establish a robust business pipeline, whether by identifying skilled talent or facilitating the training of local individuals to meet specific business needs.

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

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

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

The needs for additional or new career pathways can be explored and evaluated annually when JobsEQ and LMI data are used to update the Local/Regional OID Lists with careers that are in demand. The Gaston County Workforce Development Board (GWDB) also gathers this information from employer surveys.

### III. NCWorks Career Centers

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

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

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

- Name document: *Gaston County WDB PY 2025 NCWorks Career Centers.*

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

One-Stop provider: Two Hawk Employment Services

Competitive Procurement

- Released Request for Proposal: 3/4/2024
- Question Submittal Deadline: 3/27/2024
- Q&A Document- provided at Virtual Bidder's Conference- 3/18/2024 @ 1:30pm
- Proposals due- 4/9/2024 11:00am
- Proposal Evaluation Committee Meeting- 4/9/2024
- Gaston Workforce Development Board Vote on Recommendation- 4/18/2024
- Notification of Award to Awardee- 4/29/2024
- Posted to Board Website for Public Comment- 3/1/2024
- Proposed start date for contract/services- 7/1/2024
- Length of contract is 3 years and an extension is in the process of being submitted for PY25

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

- Name document: *Gaston County WDB NCWorks Career Center MOU*.

#### IV. Performance

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

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

1. Examine the Local Area WDB’s current Adult, Dislocated Worker, and Youth performance on the Federal Primary Indicators of Performance for PY 2023-2024 and prior Program Years. (Reports available via FutureWorks BI.) What are some factors that have impacted performance levels both positively and negatively in the current program year?

a. Provide at least two examples of positive factors and two examples of negative factors with an explanation of each. Some examples to consider include:

- unemployment rate
- factory closures/openings
- economic development recruitment
- retention and expansion efforts
- regional industry growth priorities
- weather events and natural disasters that may have impacted the area
- internal operational factors

b. Are there any factors that you anticipate will impact your performance during the upcoming program year(s) either positively or negatively?

Performance factors that have impacted performance levels positively are recovery from the COVID-19 pandemic, increased walk-in traffic, referrals from partner agencies, and word of mouth from current and past participants that have been positively impacted by the NextGen Program. Negatively, factors include the local area offerings of programs that are not inclusive of what is being requested by potential participants, a narrow range of short-term training providers within the local area. The local area is a strong manufacturing area, and many potential participants are seeking more entrepreneurial career paths that are not manufacturing or medical.

Positive Factors: Gaston County continues to grow in the manufacturing area with new companies that offer

competitive salaries and benefits. Companies have elected to locate in Gaston County due to the workforce system, economic development system, our education system and much more.

Negative factors: The COVID-19 epidemic has a lasting effect on the workforce in Gaston County and changed our overall area. Although the unemployment rate is low, some factories closed and did not re-open. This has made it difficult to recruit and retain individuals, causing employers to increase their wages and incentives to recruit and retain workers. Companies continue to find themselves unable to recover after the pandemic due to the inability to compete with local, county, state, regional and national salary increases, but they are actively looking to increase such, when possible, to stay competitive.

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

Consider including the following information:

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

Our Local Area Performance Accountability Specialist (PAS) is responsible for tracking performance with our contracted service provider staff and sharing all measures with Gaston County Workforce Development Board (GWDB) leadership. Our PAS utilizes FutureWorks at a minimum monthly to compare NCWorks Reports to ensure accuracy of data. Any deficiencies identified are communicated to the contractors with resolutions requested. In addition, the service provider is required to track performance and submit monthly reports. The PAS will review these reports as they are submitted to ensure performance is being met and that we are on track to maintain or improve performance for all goals. The PAS will work closely with the service provider staff, providing technical assistance, including training, one-on-one meetings, and constant communication with staff as needed. The Specialist requires our program manager to run quality checks on their staff's intake and case management activities at least monthly and the WDB monitors at least annually. WIOA contracted staff and/or career center staff participate in at least monthly strategic meetings with their management at the Career Center to discuss performance, outreach efforts, and enrollments. WIOA contracted staff are also provided quarterly program performance data and trained as needed on procedures related to entering performance data in NCWorks Online by their management and/or GWDB staff. The service provider Program Manager submits a yearly performance plan that details their action plan on meeting performance measures and contract goals for the upcoming program year. The Specialist and GWDB leadership will meet regularly with the service provider Program Manager to discuss performance measures as needed, as these strategies are essential to maintain and improve performance in our local area. GWDB performance is positively impacted by awareness at all staff levels. Training is provided by GWDB to WIOA case managers and program manager when policies are implemented and/or updated, or as needed due to performance or other issues. Staff training and refreshers are provided by the Program Manager throughout the program year and as needed when performance issues arise to ensure staff is properly entering information in NCWorks Online and are aware of how the system modules correlate to Federal Performance Indicators. All service provider staff have been formally trained on the Federal Primary Indicators of

Performance and are provided a handout/summary desk guide. NCWorks related training is conducted by the Performance Accountability Specialist for the service provider and GWDB staff as well as new hires.

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

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

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

The Performance Accountability Specialist (PAS) monitors performance monthly and tracks the WIOA program service provider performance measures to ensure the contractor is meeting their annual negotiated performance measures and contract goals. If performance or goal issues arise, the Gaston County Workforce Development Board (GWDB) leadership will meet with the contracted program management to discuss the issue, to put corrective actions in place to improve performance levels. Failing to meet yearly negotiated performance rates directly affects the Adult, Dislocated Worker, and Youth contractor's profit payments. They are paid profit only for each performance measure that is successfully achieved at 100% of the negotiated performance rate at each quarterly interval. At the end of the program year, if the contractor achieves 90% of the state negotiated annual performance rate, a profit payment adjustment can be issued for that performance measure at year-end. Where contractor deficiencies are identified with performance measures or contract goals, the required improvements will be implemented by board staff under existing contract mandates. Achieving contract goals is set in their signed service contract and can also affect their ability to continue receiving contracts to provide services. Where deficiencies are identified, board staff schedules time to discuss the deficiencies with the contracted program management and/or contracted career center management. Any available reports, local guides, and trainings are provided to contracted program management and/or staff to assist in all necessary changes being made within 30 days (or other times, if specified) that will result in the required improvements being accomplished. If the required results are not achieved, the local board can place the contracting entity on a corrective action plan. If the contracted program management fails to provide the required training to staff; fails to implement required changes; fails to make adequate corrections; and/or fails to accomplish required performance improvements, the local board can evaluate and amend the program contract for potential modifications. If the deficiency is egregious in manner, the program service provider can be given notice to terminate the current contract immediately or within 30 days- whichever the Workforce Development Board Director (or designee) feels is most appropriate given the situation.

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

Consider including the following information:

- a. How is performance tracked in your organization?
- b. How is performance information communicated with staff?

- c. How are staff/contractors held accountable?
- d. How is training provided in your organization?

Gaston has a designated Performance Accountability Specialist (PAS) whose primary function is to review activities within NCWorks and oversee adherence to performance goals and outcomes. The WIOA Coordinator and PAS review performance outcomes in FutureWorks as the updated data becomes available monthly. The performance reports are emailed and printed out, then shared at least quarterly with its contracted program manager and one stop operator (career center manager) at their in-person/virtual monthly manager meetings. The contracted management would then relay the reports to WIOA (Adult/DW/Youth) & WP career center staff members. This allows staff to be aware of the progression toward our performance goals and focus on areas where there could potentially be issues. Additionally, program managers are highly encouraged to utilize NCWorks' predictive reports on a regular basis to further focus on areas of weakness and address it with their staff.

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

The challenges that the Local Area faces in achieving credential attainment is directly linked to the successful vs. unsuccessful completion of a participants training program, and the participants ability and desire to continue to communicate with their case manager upon completion of their program in order to provide a copy of the credential that was obtained.

A few of the strategies that the Local Area can contribute to the success of the credential attainment goal is training case managers how to build rapport with their participants, conducting monthly counseling's/ check-ins in order to make sure participants are on track and communicating consistently, and keeping the participant engaged in their IEP, we also have great relationships with our training providers and many of them assist us in getting copies of the credentials.

NCCareers.org is utilized in the career planning phase for all participants; specifically, if they are unsure of job opportunities, career pathways or even what careers have the most projected growth. The NC Workforce Credential List is provided to case managers to utilize as a reference tool so that case managers are aware of the different options of credentials that will be accepted.

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

Training Providers and Programs are reviewed by a NC ETP representative at the state level when one of two situations arises: the WIOA customer chooses a training provider that is not currently on the ETPL and the training provider wants to apply to be added or a local area provider contacts the Gaston County Workforce Development Board (GWDB) directly and requests to apply to be added to the NC ETPL. The LA ETPL

representative refers to the training provider to the NC ETP representative to be moved through the state's ETP application & approval process. Once the training provider is approved and added to the NC ETPL, the Training Provider can submit any training programs that it chooses to be evaluated for approval to be added to the LA ETPL. Apprenticeship providers can be evaluated to be added to our local ETPL, as well. The GWDB has a "Provider Review Team" that consists of the Provider Specialist and GWDB WIOA Coordinator. To submit training programs for LA ETPL certification, the provider must have completed program descriptions in NCWorks Online for each program that they are seeking approval for. Training providers may submit programs for review at any time, this creates an opportunity to submit in-demand training programs as the needs of the local employers, workers, jobseekers change and/or grow.

For GWDB Certification, the training provider must provide proof of the following:

- List of partnerships with specific local area employers (optional)
- Proof that the training program has been in existence for one year,
- Leads to an occupational skill resulting in a national and/or industry recognized credential identified by the GWDB as in high demand.
- A list of employers who have hired graduates
- Description of how the program is different than others (time, cost, quality, and outcomes).

The following documentation is also requested by the local area, but is not considered a requirement:

- Graduation/completion rate of the program for the last calendar year
- Job placement rate of graduates in the program for the last calendar year
- Percentage of graduates that obtained employment related to the program.

The GWDB Provider Review Team will review and either approve or deny the provider's programs for the local area based on the WDB's criteria. Program approvals for BCTPs are completed by the GWDB switching the program "on" (under the provider certification section in NCWorks Online – click the LWIA button). Approval notifications are sent by the method in which the training provider selected (NCWorks Online internal messaging or email) when initially registering in NCWorks Online.

If all application steps are completed correctly, and the Gaston LA Provider Review Team approves, the program shall be designated as a BCTP within thirty days of application approval. If the Local WDB has required additional forms to be completed, these forms must be submitted prior to certification as a BCTP. Training providers have the option to either submit the application documents electronically by mail to the following:

Gaston Workforce Development Board  
330 Dr Martin Luther King Jr Way  
Gastonia, NC 28052  
Attn: Merissa Mitchell

Once the Training Provider receives approval for its program(s) to be add to the LA ETPL, a member of the local Provider Review Team notifies the NCWorks-Gaston Career Center Manager, WIOA Adult/DW Program Manager, and the WIOA Youth Nextgen Program Manager. If the Training Provider is new to our local area, a presentation to career center staff and management at the adult and youth career centers can be arranged with the provider by the provider specialist.



If any of the provider's programs are denied, a notice is sent to the provider. The provider has rights to appeal the decision should they choose to do so.

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

Yes. Please refer to our ETP Policy 2017-03. Gaston County WDB does not utilize the trainingproviderresults.gov website currently.

N/A, the ETPL Policy has not been updated since the PY24 Plan submission.

## V. Equal Opportunity

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

N/A, the EO Complaint Grievance Procedure has not been updated since the PY24 Plan submission

## VI. Adult and Dislocated Worker Services

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

### Competitive Procurement

- Released Request for Proposal: 3/4/2024
- Question Submittal Deadline: 3/27/2024
- Q&A Document- provided at Virtual Bidder's Conference- 3/18/2024 @ 1:30pm
- Proposals due- 4/9/2024 11:00am
- Proposal Evaluation Committee Meeting- 4/9/2024

- Gaston Workforce Development Board Vote on Recommendation- 4/18/2024
- Notification of Award to Awardee- 4/29/2024
- Posted to Board Website for Public Comment- 3/1/2024
- Proposed start date for contract/services- 7/1/2024
- Length of contract is 3 years and an extension is in the process of being submitted for PY25

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

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

- Name document: *Gaston County WDB PY 2025 Adult/Dislocated Worker Service Provider List.*

## VII. Youth Services

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

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

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

- Name the document: *Gaston County WDB PY 2025 Youth Service Provider List.*

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

### Competitive Procurement

- Released Request for Proposal: 3/4/2024
- Question Submittal Deadline: 3/27/2024
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- Length of contract is 3 years and an extension is in the process of being submitted for PY25

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

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

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

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

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

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

The Gaston County Workforce Development Board (GWDB) requires that our WIOA NextGen Youth contractor enroll 75% of OSY and 25% of ISY. Currently, the Gaston Local Area has a limited number of ISY enrolled. Outreach efforts are achieved through social media, websites, and communication across the college campus and at the Life Skills Building where GED classes are offered. Additionally, the Youth program manager is in the process of contacting all principals and guidance counselors in the local area to provide outreach to ISY and provide resources to the schools. Gaston College also allows a NextGen Youth Staff member to attend the GED Orientation session to promote the NextGen WIOA program and recruit interested

individuals. Financially, GWDB breaks down the One Stop Operator invoice on the monthly expenditure report using 75% of OSY and 25% of ISY requirement. The subrecipient also breaks down the monthly invoices using the 75% of OSY and 25% of ISY requirement to ensure funds are being appropriately allocated and incurred.

GWDB has found it challenging to target, enroll, and maintain participation for the OSY. With the decrease of the expected OSY to be served and the increase of ISY to be served, GWDB anticipates meeting programmatic goals. GWDB has implemented a relationship with DSS Child Protection Services to make automatic referrals for all Foster Care Youth to WIOA. Our local area Foster Care youth and young adults are primarily considered ISY and with the referral process in place, we are expecting a natural increase in school youth served.

GWDB will rely on the partnerships that already exist with other agencies to continue the referral process for all youth to WIOA. GWDB is fortunate in its close relationship with Gaston County schools and DSS Child Protection Services. GWDB staff will continue to hold refresher training to promote WIOA services offered with partner agencies that assist youth to remind them of the services that are available.

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

The Gaston County Workforce Development Board (GWDB) has made great strides and has improved by reaching the 20% minimum. With current trends the Local Area is on track to meet the minimum 20% requirement. The Local Area will continue its outreach efforts to secure additional work experience sites, however participants are needed to work at those sites. GWDB actively seeks businesses that are interested in holding WEX positions and matches participants interested and in need of work experience with those businesses. We key not only participant wages but also WEX staff wages, fringe benefits, and other staff costs (i.e.- communication charges, travel, etc.) to the 20%. Additionally, meeting the 20% work experience expenditures is a contractual goal for the Youth program service provider through ensuring case managers are providing WEX based outreach to employers, accounting for time spent on time sheets for WEX participants, preparing a participant to engage in a WEX (job readiness activities for 6 weeks ), completing WEX contracts and placement paperwork, conducting on site visits with interested employers for WEX or conducting visits to employers where a WEX is currently placed.

5. Specify if the Local Area WDB plans to offer incentives for (NextGen) youth. If yes, attach the Youth Incentive Policy, if it has been updated since the PY24 Plan submission. The policy should include:
- criteria to be used to award incentives;
  - type(s) of incentive awards to be made available;
  - whether WIOA funds will be used; and
  - the Local Area WDB's internal controls to safeguard cash/gift cards.

N/A, the Youth Incentive Policy was not updated since the PY24 Plan submission.

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

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

GWDB does offer incentives for NextGen Youth.

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

- Name document: *Gaston County WDB Youth Program Elements Chart*

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

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

Yes. The Gaston County Workforce Development Board has a Youth Committee.

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

a) Provide the committee's purpose/vision.

The committee's purpose is to cultivate a community where every youth feels empowered, actively engaged, and has the opportunity to reach their full potential. Also, to lift youths' barriers by sharing information, opportunities, and resources that are available in the community for youth between local agencies/partners and to continue fostering relationships and networks that provide support and opportunities.

b) Provide the youth committee's top three goals or objectives for PY 2025.

Enroll Disabled Youth and more Foster Care Youth.

Increase Youth Outreach

Enroll more In-School Youth

c) Provide a list of youth committee members to include members' agency/organization, one of which must be a community-based organization with a demonstrated record of success in serving eligible youth. Provide the Committee's Chair information in the first block (*who must be a Local Area WDB member*).

- Name document: *Gaston County WDB Youth Committee Members* [WIOA Section 107(b)(4)(A)(ii)]

c. Complete the following chart for the PY 2025 Youth Committee's planned meeting schedule to include dates, times, and locations. (Expand form as needed or mark Not Applicable.)

Date	Time	Location (include address and room #)
August 21, 2025	12:00noon	330 Dr. Martin Luther King Jr. Way Gastonia, NC 28052 Auditorium
November 20, 2025	12:00noon	330 Dr. Martin Luther King Jr. Way Gastonia, NC 28052 Auditorium
February 19, 2026	12:00noon	330 Dr. Martin Luther King Jr. Way Gastonia, NC 28052 Auditorium
May 21, 2026	12:00noon	330 Dr. Martin Luther King Jr. Way Gastonia, NC 28052 Auditorium

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

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

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

Required Local Area WDB Policies	New or Revised and needs review (Yes/No)
1. Adult/Dislocated Worker Experience Policy	Revised /No *Adult/DW WEX and Youth WEX Policy are combined.
2. Competitive Procurement Policy	No

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

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

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

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

Optional Local Area WDB Policies	Yes - the Local Area WDB has a policy or N/A (Not Applicable)	New or Revised and needs review (Yes or N/A )
1. Local Area WDB Guidance for Local Incumbent Worker Grants	Yes	N/A
2. Local Area WDB Needs-Related Payment Policy	N/A	N/A
3. Local Area WDB Transitional Jobs Policy	Yes	N/A
4. Local Area WDB Youth Incentive Policy	Yes	N/A

3. Individual Training Accounts (ITAs) are required [Regulations Section 680.300] to pay the cost of training provided with Adult and Dislocated Worker funds and limitations on duration and amount may be included [Regulations Section 680.320]. Please provide the following ITA elements in summary:	
<b>Individual Training Accounts (ITA) Summary</b>	
Dollar Amounts	\$8,000 per year/ \$12,000 Lifetime
Time Limits	Seven Semesters
Degree or Certificates allowed (Associate, Bachelor's, other)	Certificate, Degree, Diploma, Last year of a Bachelor's Degree
Procedures for determining case-by-case exceptions for training that may be allowed	Training can be approved, even if not on the OID list, if a written promise of employment is received from the employer.
Period for which ITAs are issued (semester, school year, short-term, etc.)	Semester
Supportive Services covered by ITA (provide examples such as uniforms, tools, physical exams, etc.)	None-GWDB does not count Supportive Services toward the participants lifetime max or Tuition, Books, Fees, and School Supplies.
Other	Semester
4. Please specify the supportive services provided by the Local Area WDB Supportive Services Policy. List specific items under Supplies, Emergency, and Other, as identified in the Local Area WDB policy. (Expand form as needed.)	



<b>Transportation</b>	<b>Childcare</b>	<b>Supplies</b> <i>(include examples)</i>	<b>Emergency</b> <i>(include examples)</i>	<b>Other</b> <i>(include examples)</i>
Bus Tickets, Gas Cards, Mileage Reimbursement, Contracted Transportation	\$95 per week with a total family max of \$190 per week	\$95 per week with a total family max of \$190 per week Any additional school supplies required by the class instructor, on the class syllabus, and are not disposable	Vehicle Expenses (Car repairs, Car Insurance), Utility Costs (cut off notice for power), Housing Expenses (deposit, first month rent, or amount on eviction notice), Other Items (as approved)	Educational or work related: Testing fees, Accommodations for individuals with disabilities, Tools, Equipment, Uniforms, Work/Interview Attire, Work Boots/Shoes, and other required items to complete activities.

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

### **Attachment Checklist for Local Area Plan Instructions**

- Local Area WDB Signed copy of Updated Consortium Agreement (submit only if have been updated - *(if applicable)*)
- Local Area WDB Administrative Entity Organizational Chart
- Local Area WDB Board Members *(form provided)*
- Local Area WDB By-Laws (submit only if have been updated)
- Local Area WDB By-Laws Required Elements Crosswalk (submit only if By-Laws have been updated - *form provided*)
- Local Area WDB Organizational Chart
- Local Area WDB Administrative Entity Certification Regarding Debarment\* *(form provided)*
- Local Area WDB Workforce Development Area Signatory Form\* *(form provided)*

\*Pending signatures after WDB approves the PY2025 LA Plan at 4/17/25 meeting

- Local Area WDB NCWorks Career Centers (*form provided*)
- Local Area WDB Adult and Dislocated Worker Service Provider (*form provided*)
- Local Area WDB 14 Youth Program Elements Chart (*form provided*)
- Local Area WDB Youth Committee Meeting Schedule (*if applicable*)
- Local Area WDB Youth Committee Members (*if applicable*)
- Local Area WDB Youth Service Provider (*form provided*)
- Local Area Memorandum of Understanding
- Local Area Board Minutes Approving Plan Draft

\*Pending as this is on the consent agenda for the 4/17/25 WDB meeting

- Local Area WDB Youth Service Provider (*form provided*)

***\*Only Policies that are new or have been updated since the Program Year 2024 Plan submission should be submitted\****

- Local Area WDB Youth Incentive Policy
- Local Area WDB Eligible Training Provider Policy
- Local Area WDB WIOA and TAA Co-enrollment Policy
- Local Area Adult/Dislocated Worker Work Experience Policy
- Competitive Procurement Policy
- Conflict of Interest Policy
- Nondiscrimination/Equal Opportunity Standards and Complaint Procedures
- Financial Management Policy for Workforce Innovation and Opportunity Act Title I
- Local Area WDB Individual Training Account Policy
- On-the-Job Training Policy
- Local Area WDB Oversight Monitoring Policy, Tool, and Schedule
- Priority of Service Policy
- Youth Work Experience Policy
- Local Area WDB Supportive Services Policy
- Local Area WDB Incumbent Worker Training Policy
- Local Area WDB Needs-Related Policy
- Non-Criminal Complaint Procedures
- Local Area WDB Transitional Jobs Policy

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

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

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





# GASTON COUNTY

## *Department of Health & Human Services Social Services Division*

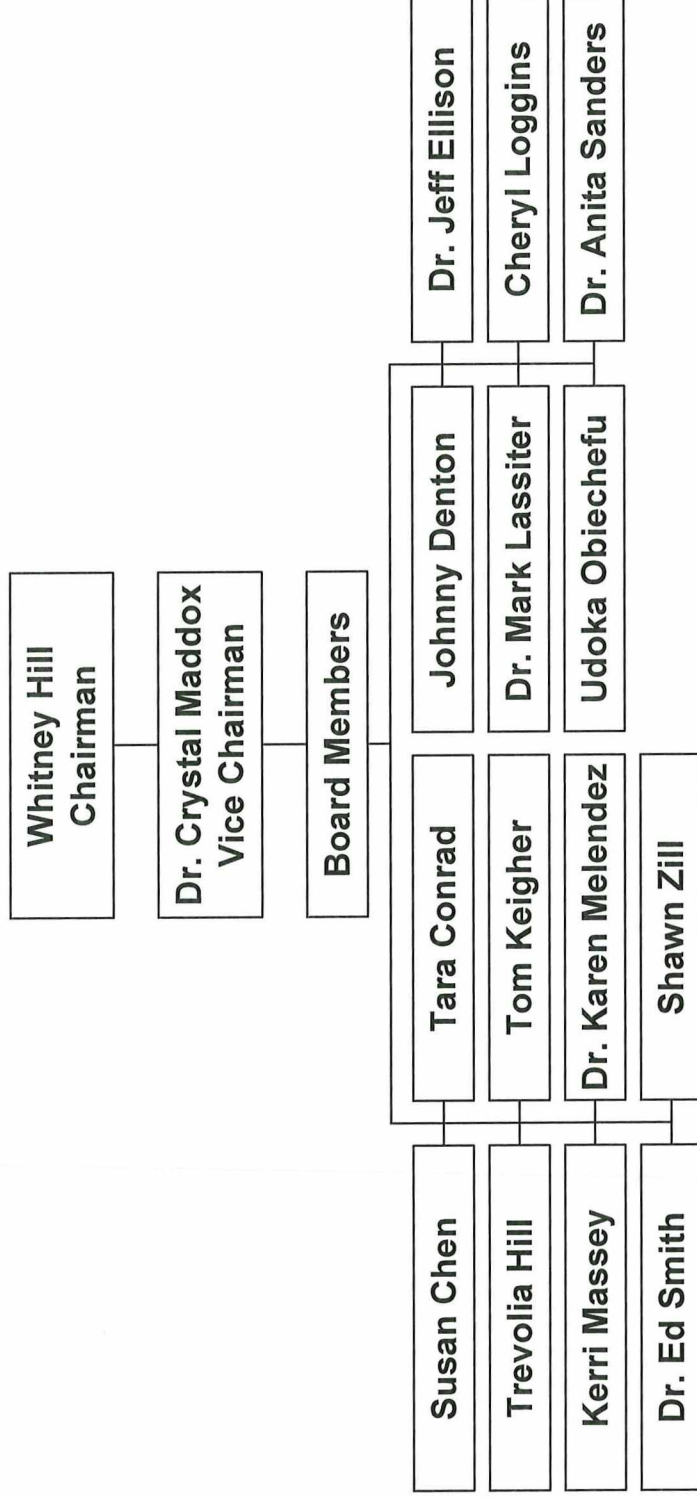
### **ORGANIZATIONAL CHART**

As of March 2025



# ORGANIZATIONAL CHART

## *Gaston County Board of Health & Human Services*

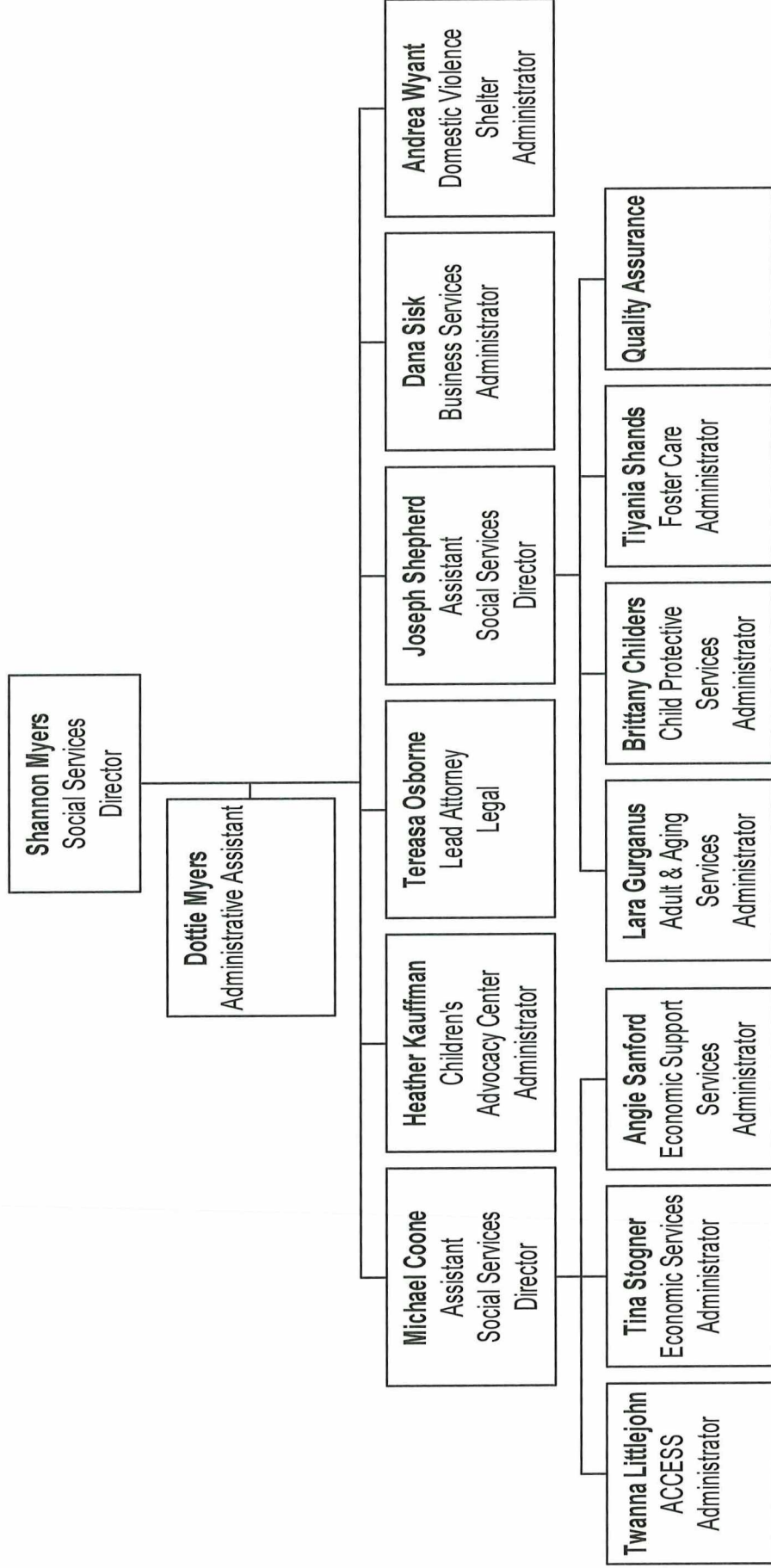




# GASTON COUNTY

## Health and Human Services

### Social Services Division

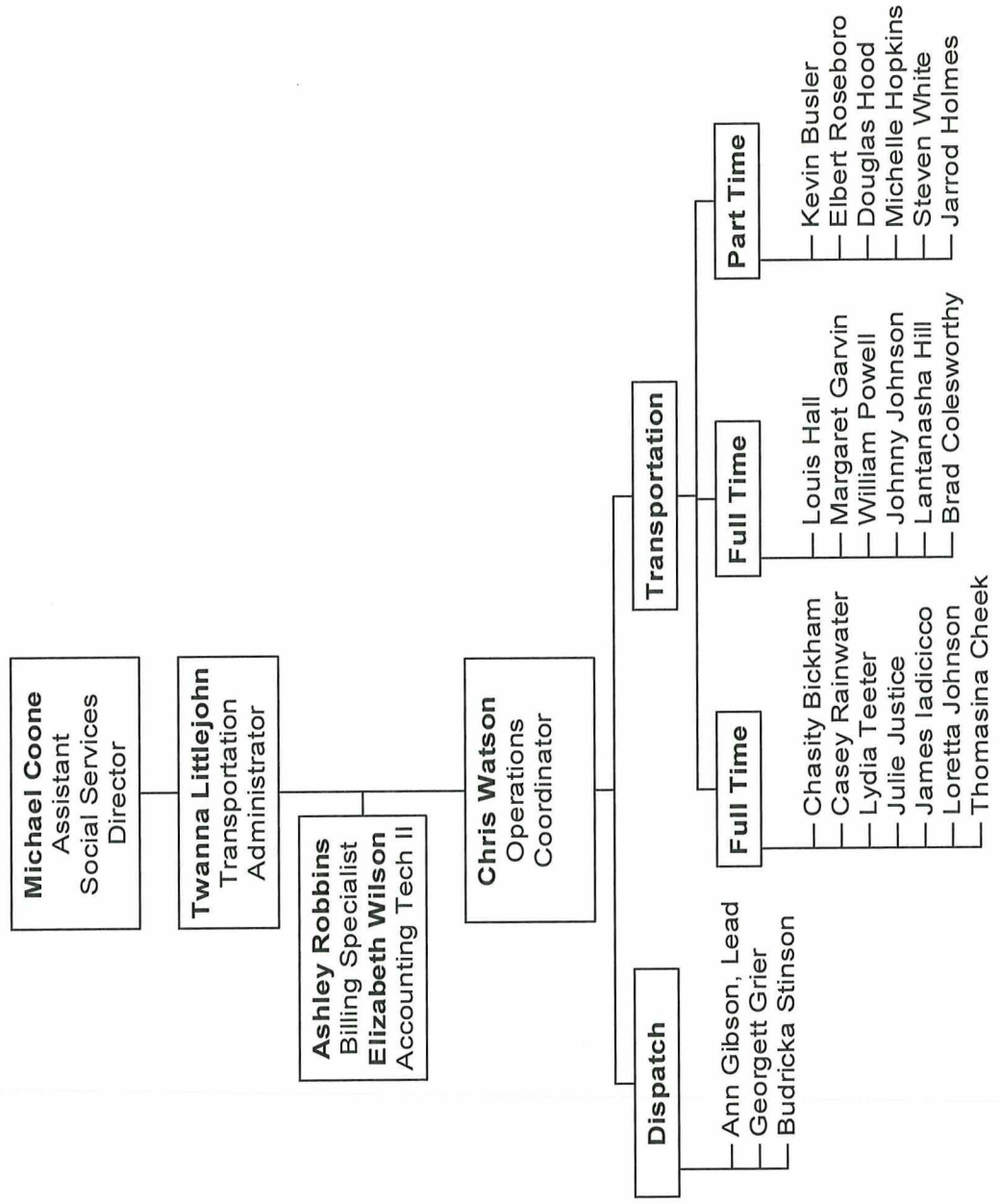




# GASTON COUNTY

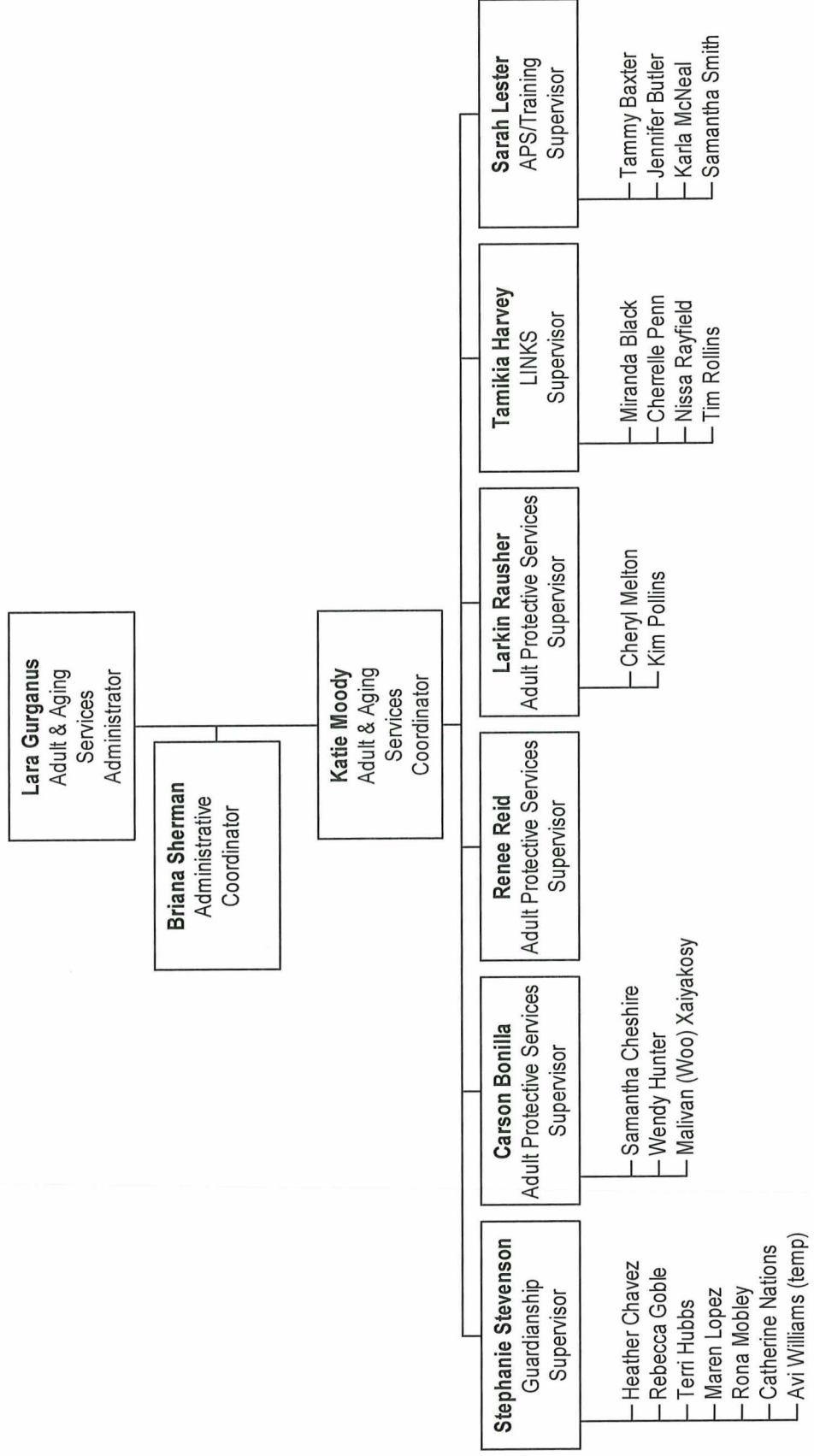
## Health and Human Services

### Social Services Division





**GASTON COUNTY**  
**Health and Human Services**  
**Social Services Division**



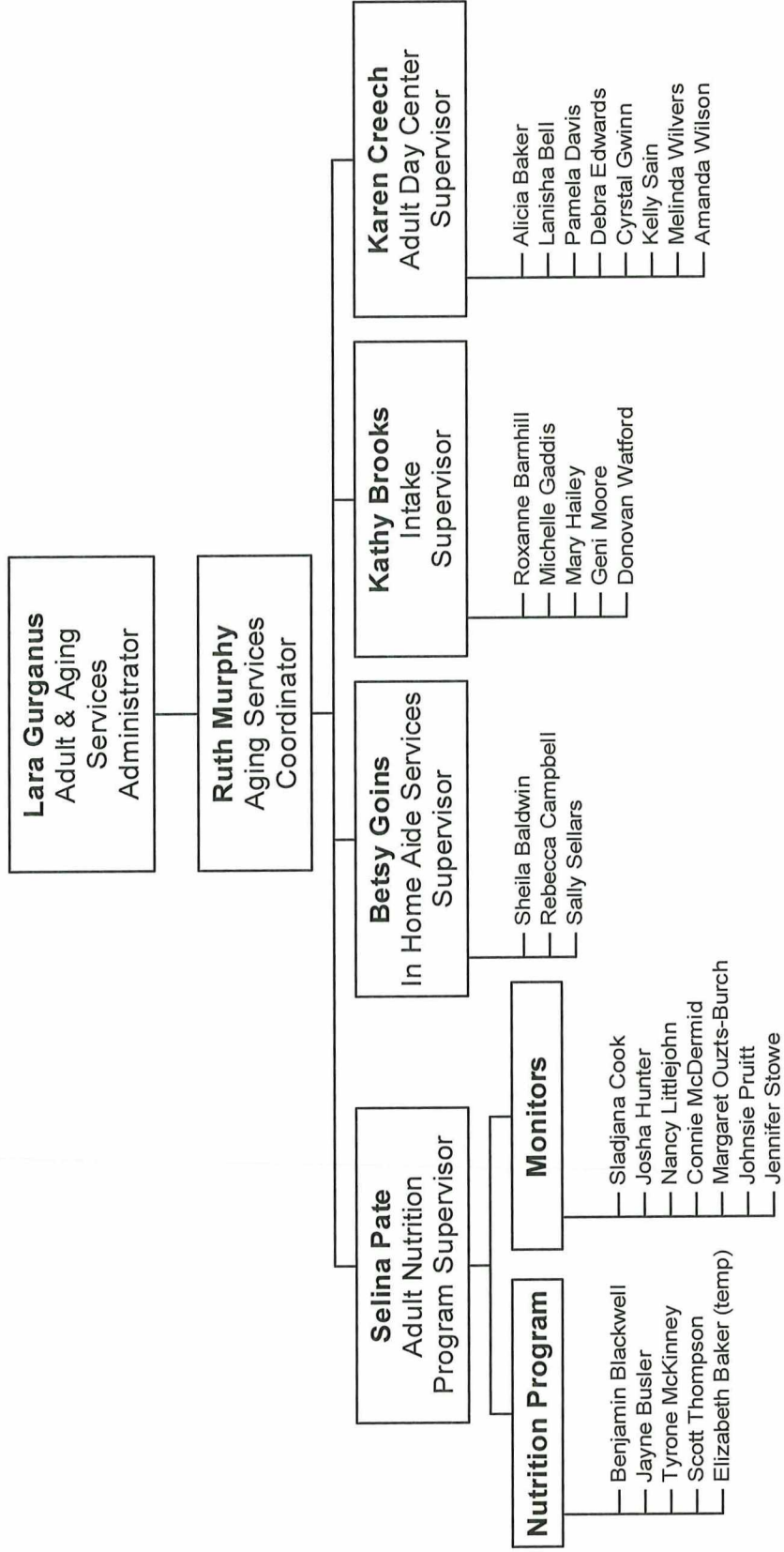




# GASTON COUNTY

## Health and Human Services

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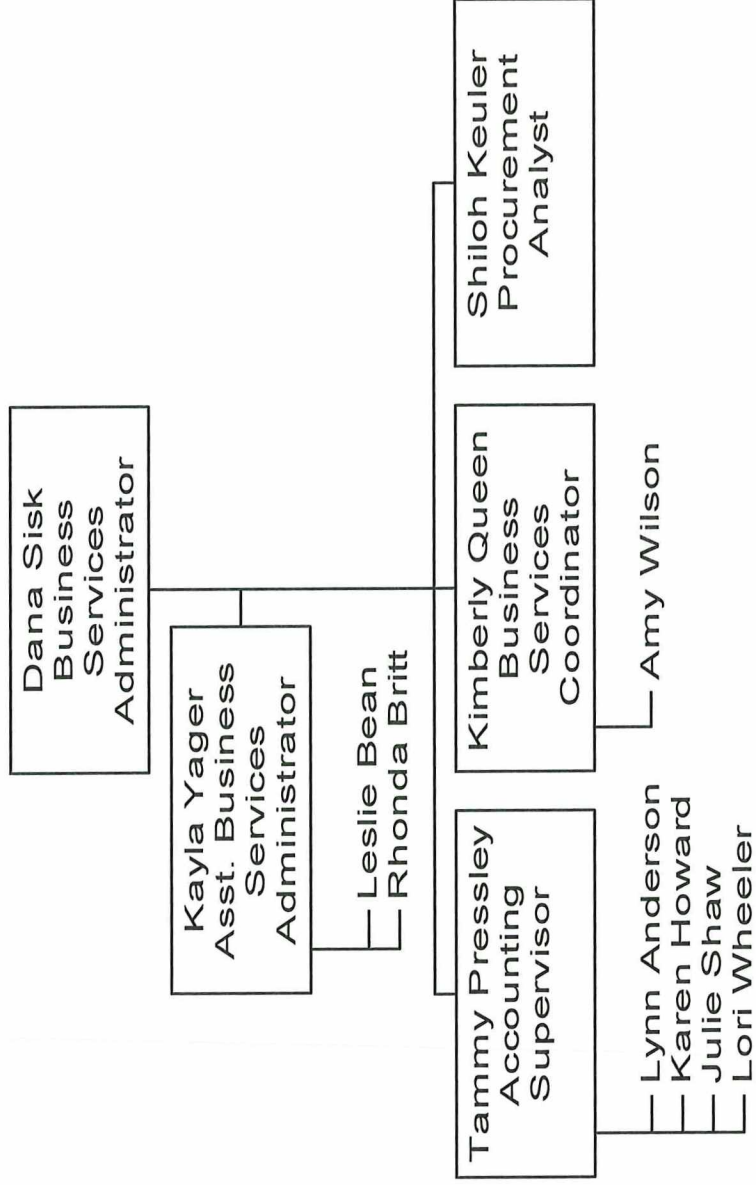




# GASTON COUNTY

## Health and Human Services

### Social Services Division

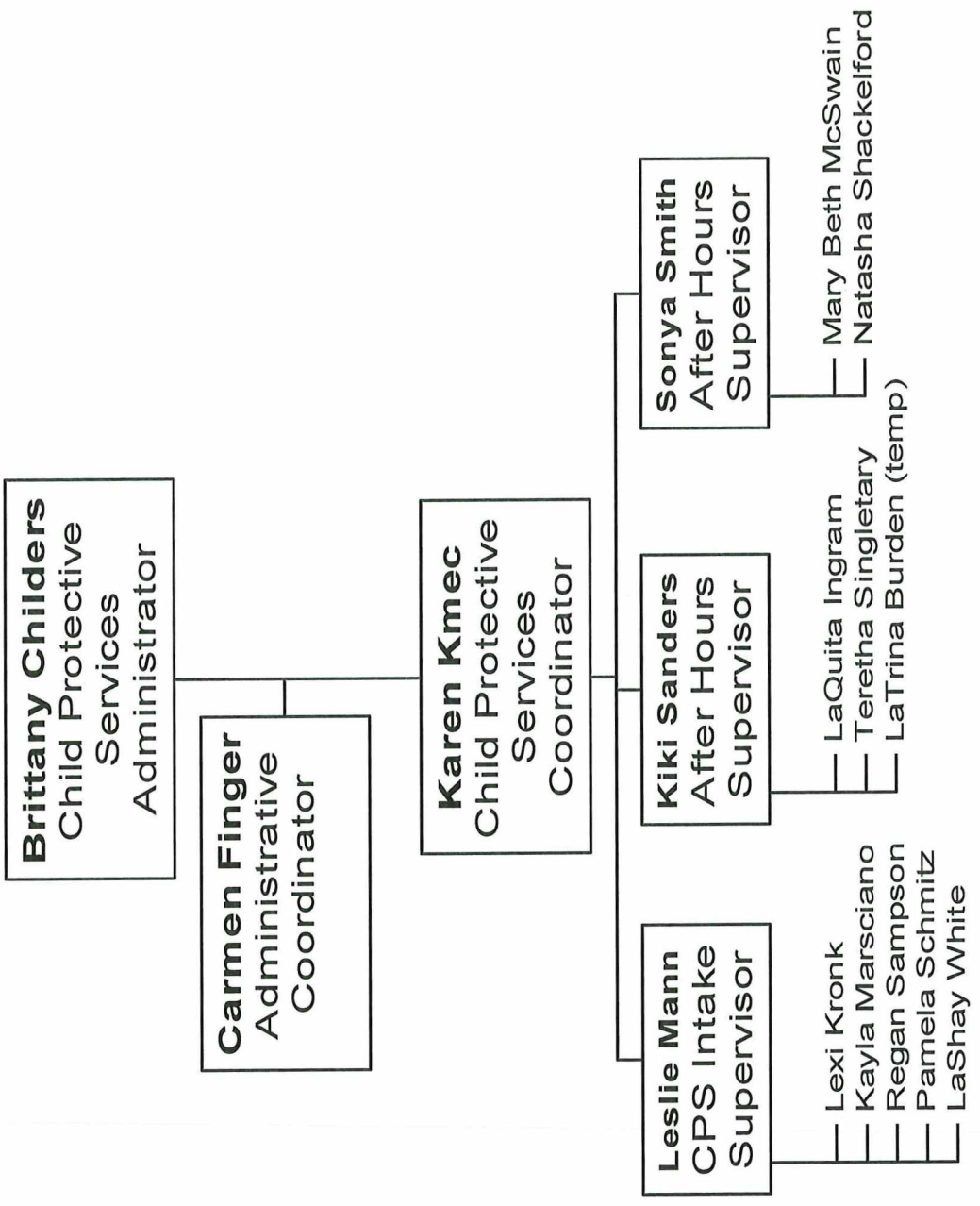




# GASTON COUNTY

## Health and Human Services

### Social Services Division

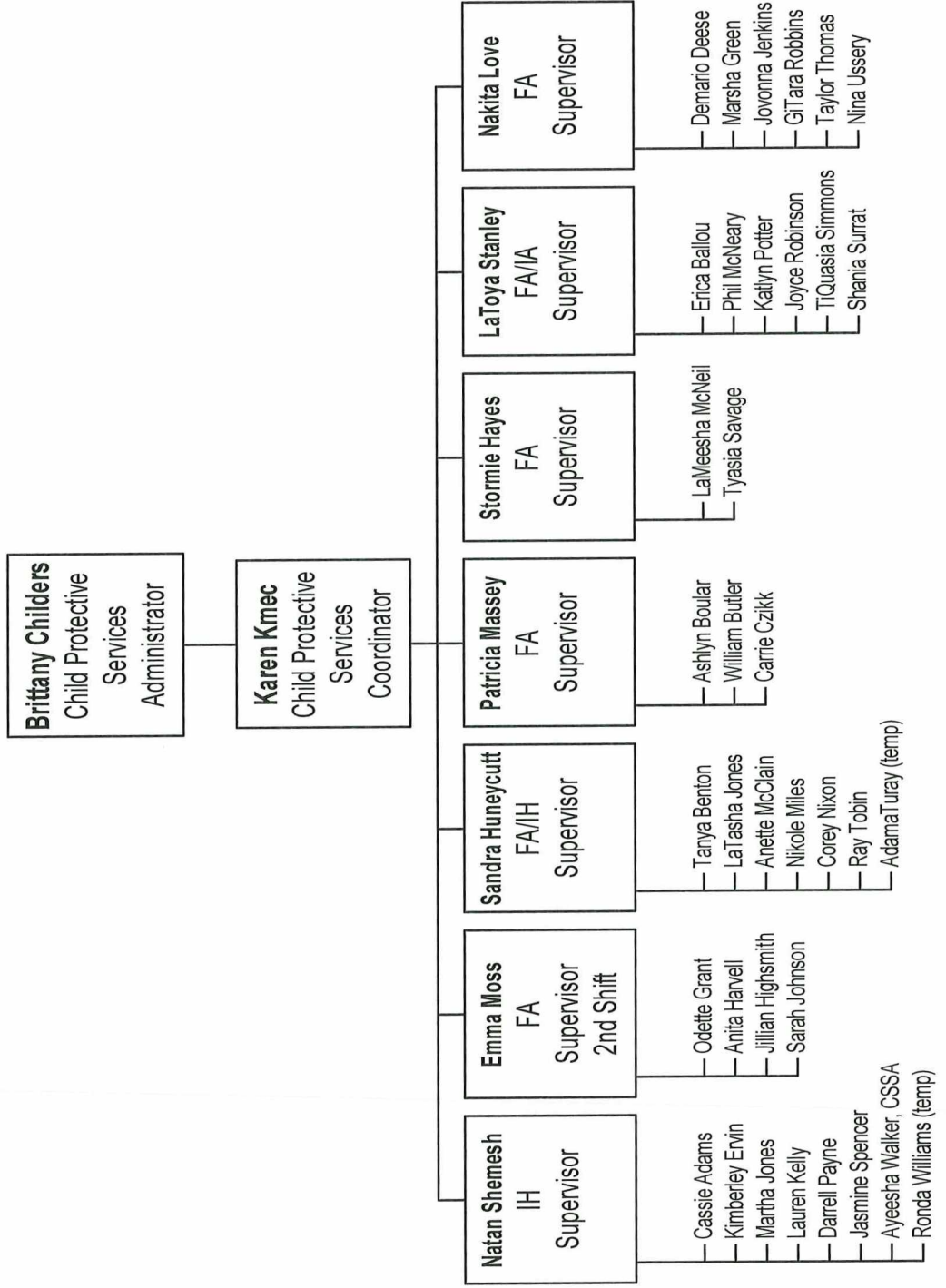




# GASTON COUNTY

## Health and Human Services

### Social Services Division





**GASTON COUNTY**

**Health and Human Services**

**Social Services Division**

**Heather Kauffman**  
Children's Advocacy  
Center  
Administrator

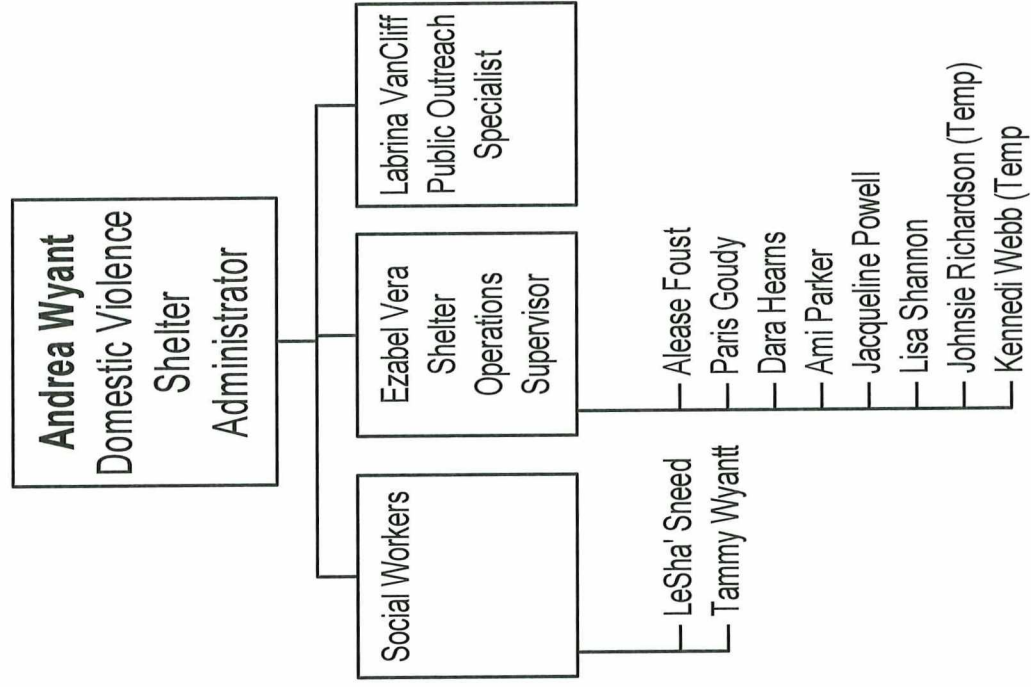
- Kristi Baker-Costa
- Belinda Butler
- Haylea Cunningham
- Kristina Hunt
- Kathryn Shemesh
- Emma Shepardson



# GASTON COUNTY

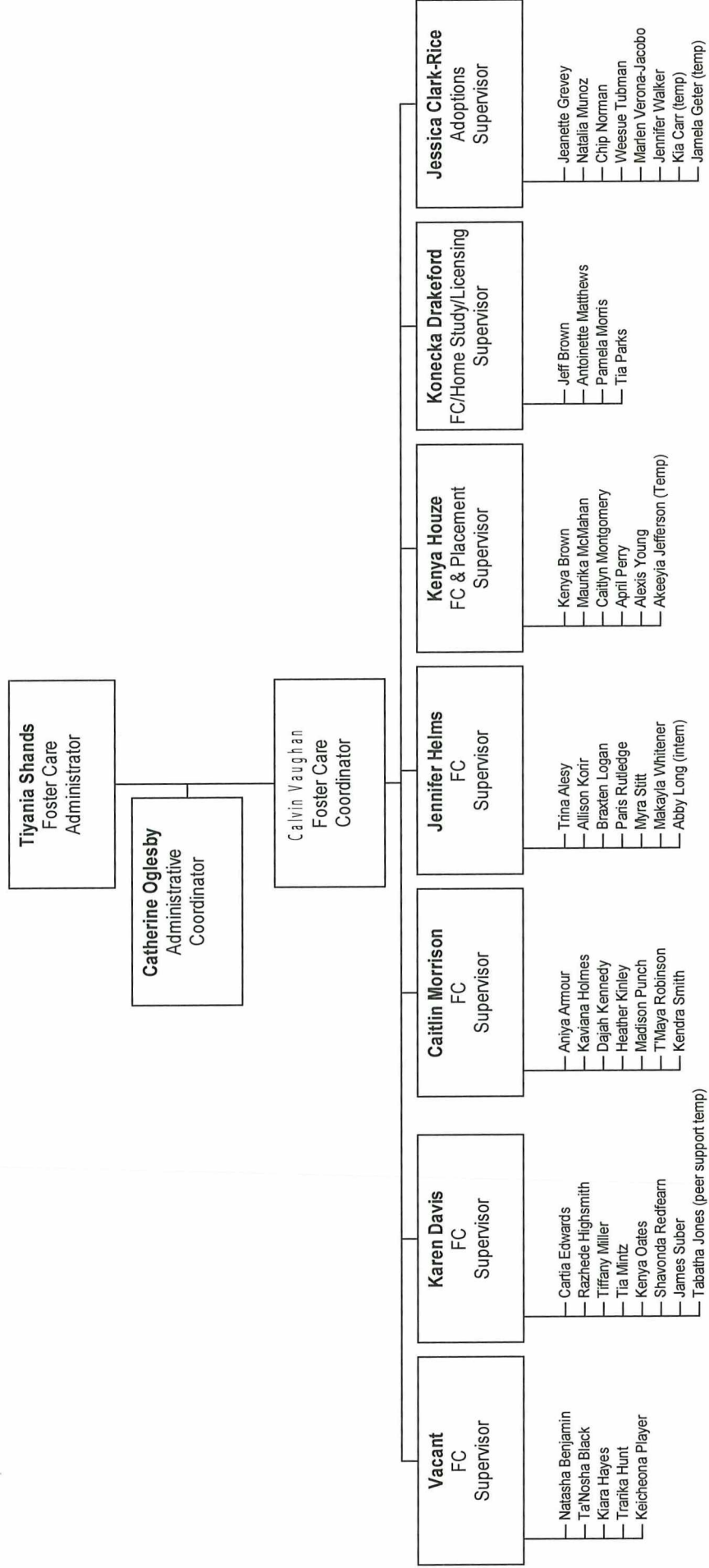
## Health and Human Services

### Social Services Division



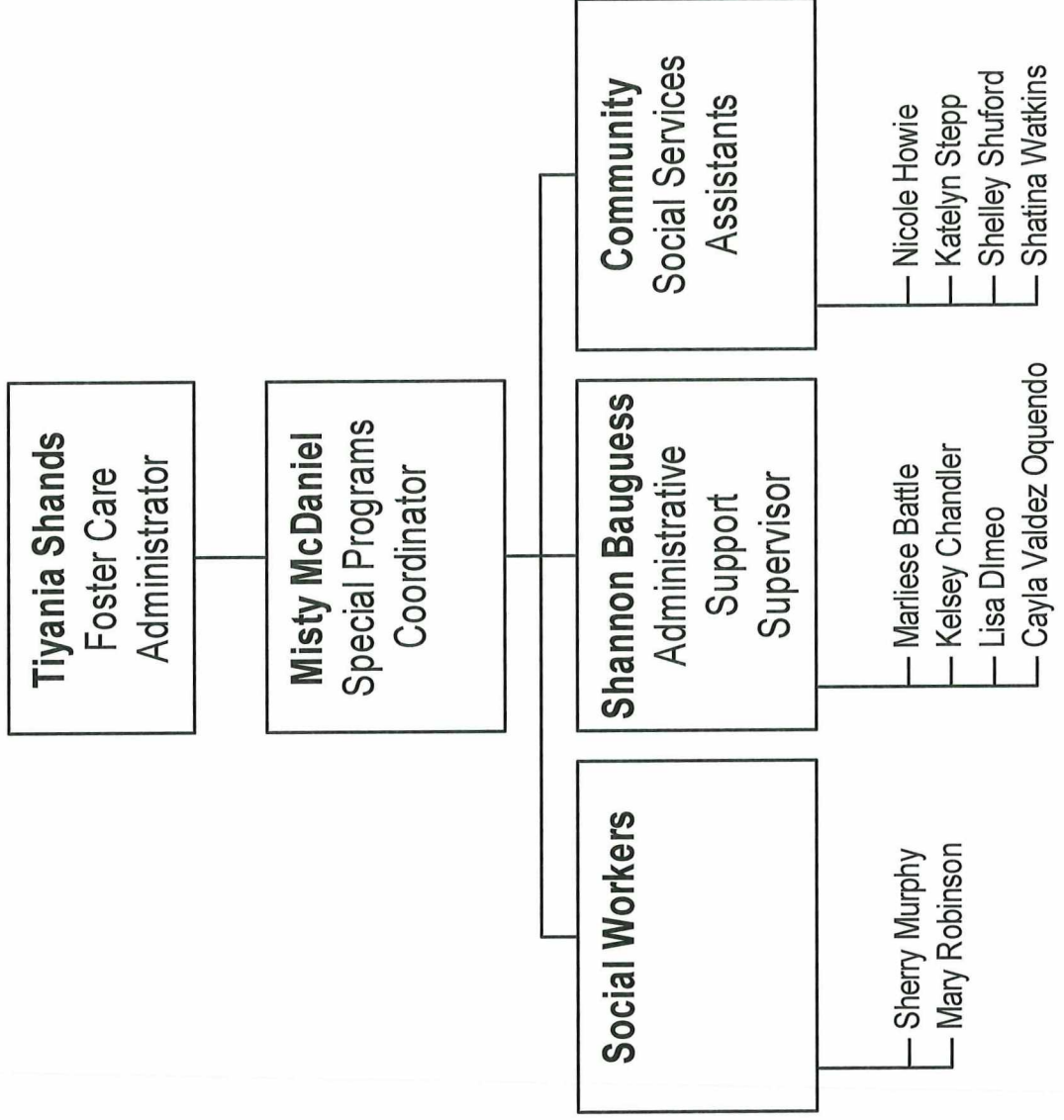


**GASTON COUNTY**  
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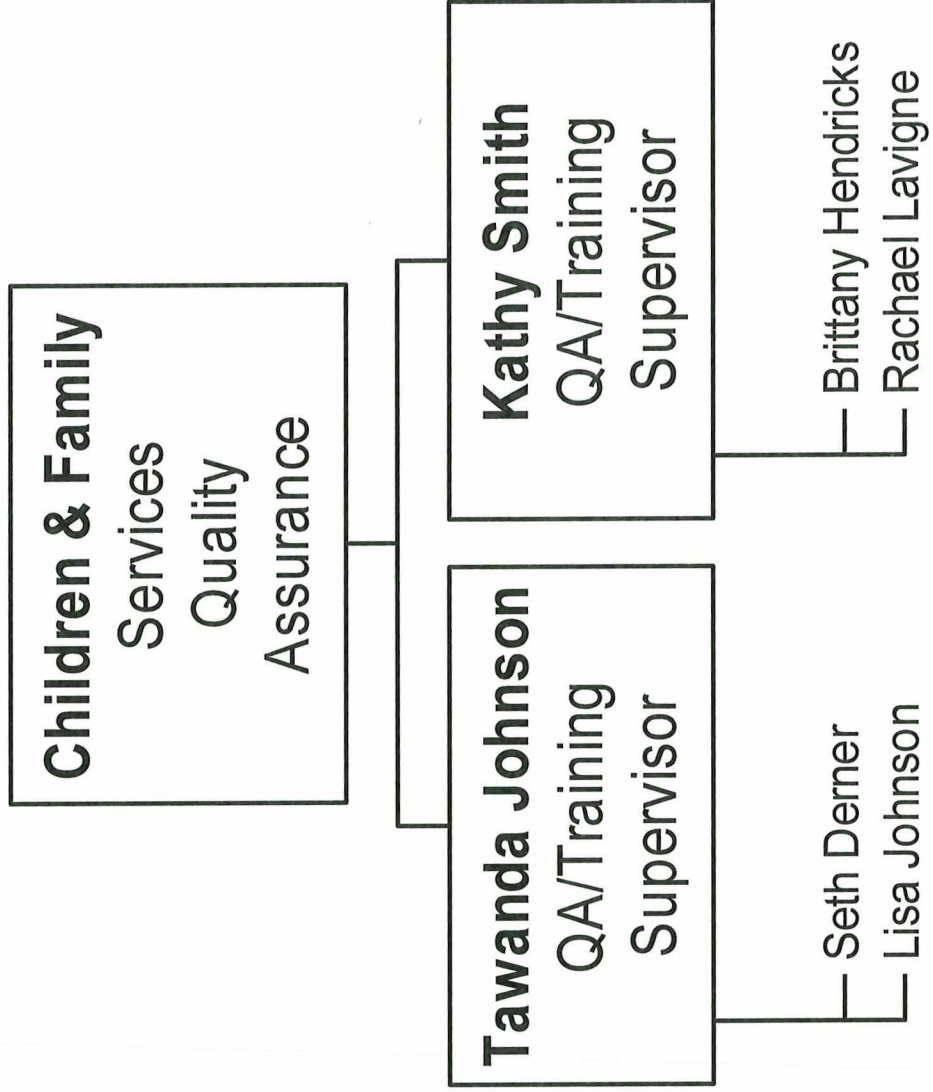




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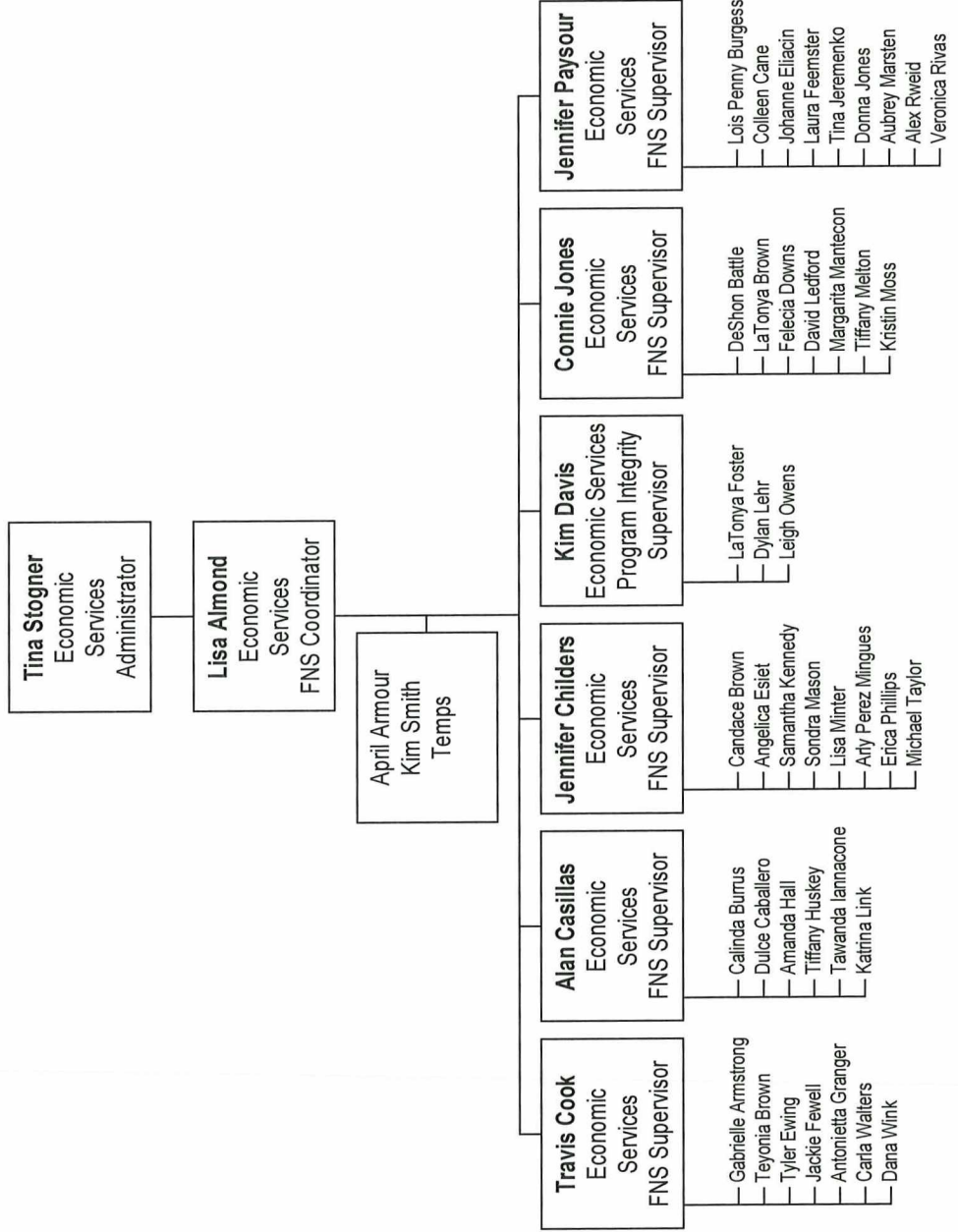




# GASTON COUNTY

## Health and Human Services

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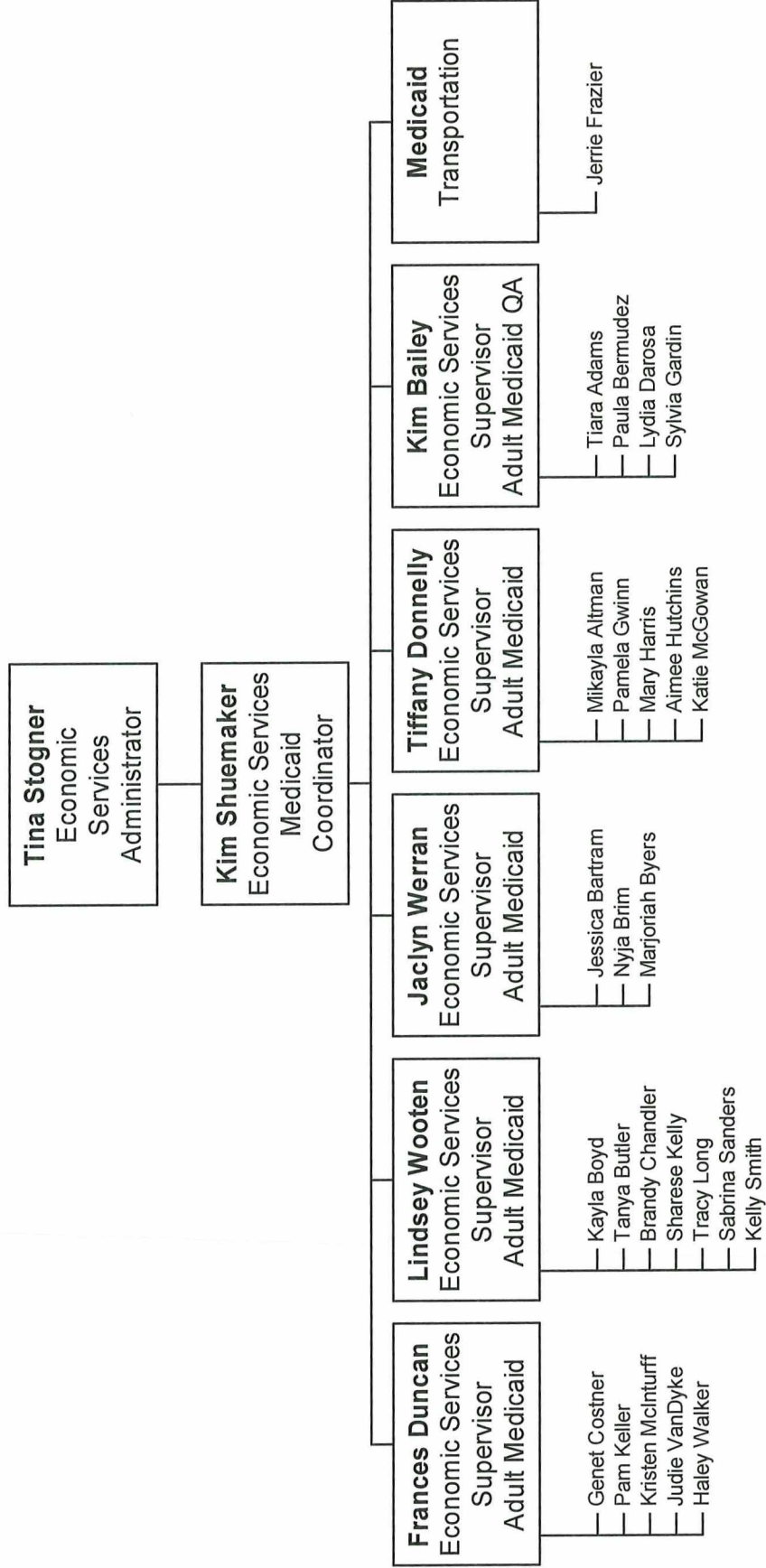




# GASTON COUNTY

## Health and Human Services

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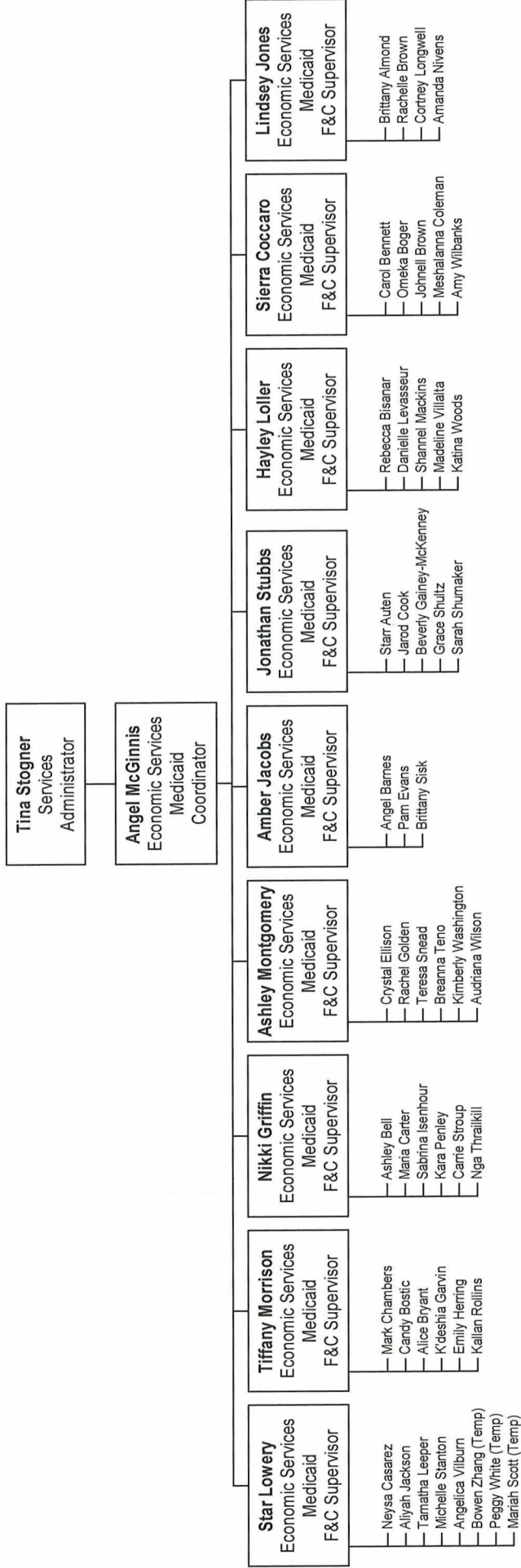




# GASTON COUNTY

## Health and Human Services

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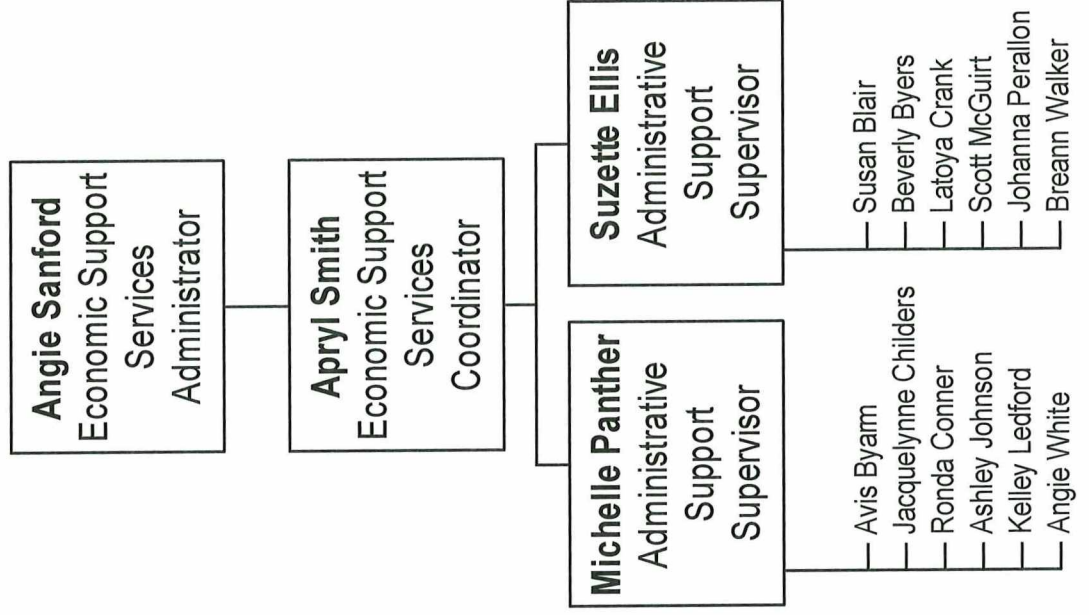




# GASTON COUNTY

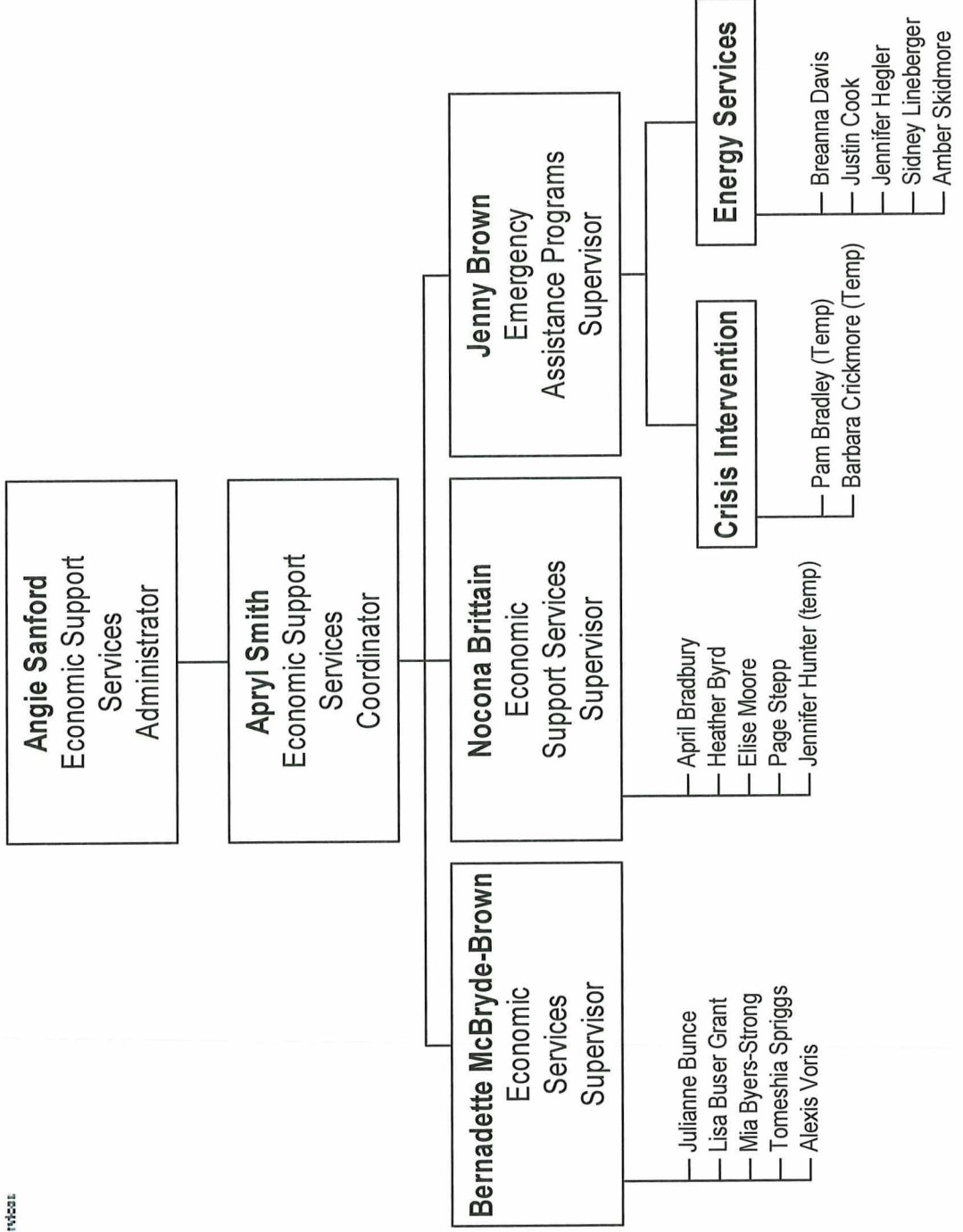
## Health and Human Services

### Social Services Division





**GASTON COUNTY**  
**Health and Human Services**  
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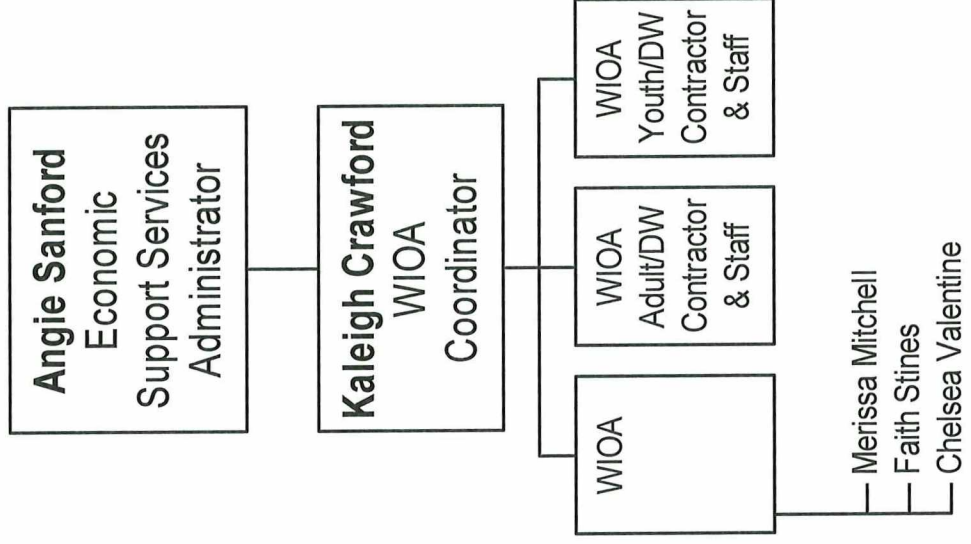




# GASTON COUNTY

## Health and Human Services

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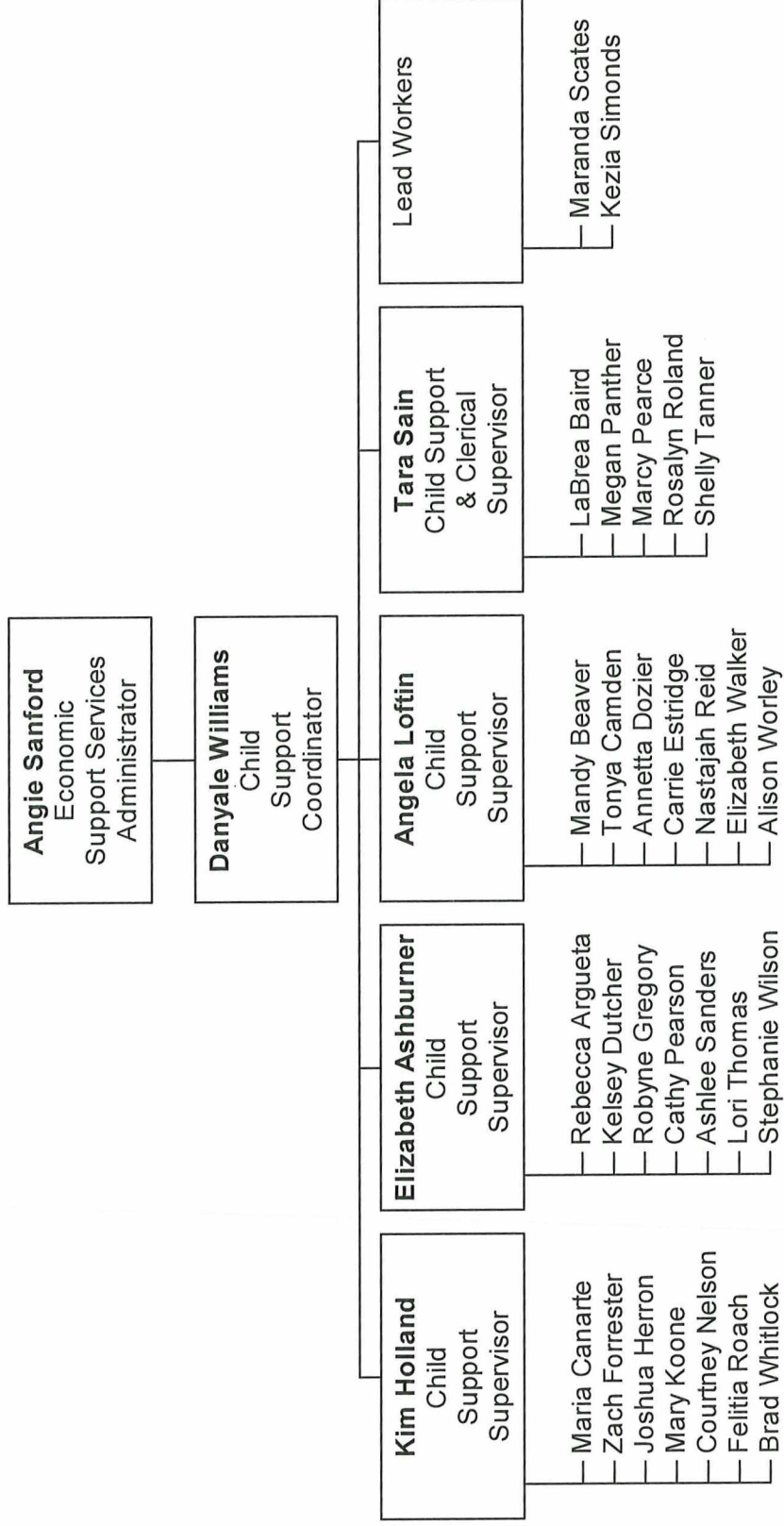




# GASTON COUNTY

## Health and Human Services

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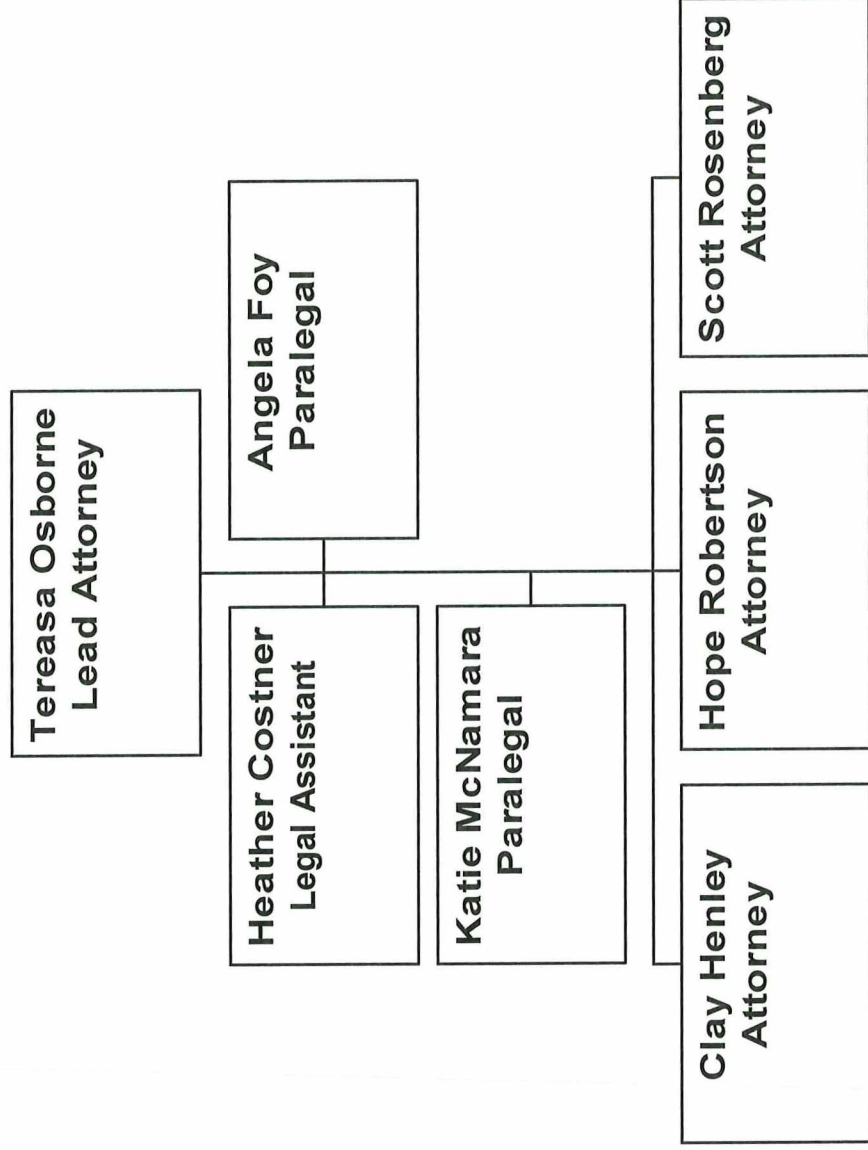




# **GASTON COUNTY**

## **Health and Human Services**

### **Social Services Division**



## **Instructions for Certification Regarding Debarment, Suspension, and Other Responsibility Matters**

Before completing this certification, read the instructions below which are an integral part of the certification.

1. By signing and submitting the certification signature page with this proposal, the prospective primary participant is providing the certification set out above.
2. The inability of a person to provide the certification required above will not necessarily result in denial of participation in this covered transaction. The prospective participant shall submit an explanation of why it cannot provide the certification set out above. The certification or explanation will be considered in connection with the department or agency's determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.
3. The certification in this clause is a material representation of fact upon which reliance was placed when the department or agency determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.
4. The prospective primary participant shall provide immediate written notice to the department or agency to which this proposal is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
5. The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participants, person, primary covered transaction, principal, proposal, and voluntarily excluded, as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549. You may contact the department or agency to which this proposal is being submitted for assistance in obtaining a copy of those regulations.
6. The prospective primary participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR Part 9, Subpart 9.4, debarred, suspended, declared ineligible or voluntarily excluded from participation in this covered transaction.
7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "A Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transaction," provided by the department or agency entering into this covered transaction, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

## **Instructions for Certification Regarding Debarment, Suspension, and Other Responsibility Matters**

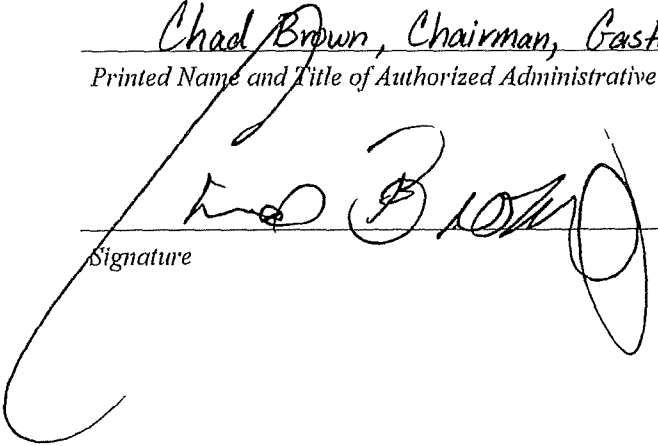
8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that is not proposed for debarment under 48 CFR Part 9, Subpart 9.4, debarred, suspended, ineligible or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Non-Procurement programs.
9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
10. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR Part 9, Subpart 9.4, suspended, debarred, ineligible or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.

## Certification Regarding Debarment, Suspension, and Other Responsibility Matters

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 2 CFR 180, Participant's Responsibilities.

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

Chad Brown, Chairman, Gaston County Board of Commissioners  
*Printed Name and Title of Authorized Administrative Entity Signatory Official*

  
*Signature*

3/25/25  
*Date*

**PY 2025 WIOA Gaston County Workforce Development Board Members**  
**Effective July 1, 2025 – June 30, 2026**

Category	Name and Business Title	Business Name and Address	Phone Number	Email Address	Term Start and End Dates (month/date/year)
1. Business, Chair	Selina Lee Owner	WD Lee & Company PO BOX 12157 Gastonia, NC 28053	704-864-0346 (o) 704-866-0722 (fax)	slee@wdlee.com	06/01/2024 to 05/31/2027
2. Business	Scott Carter HR Manager	Roechling 903 Gastonia Tech. Pkwy. Dallas, NC 28034	704-860-4320 (o)	scarter@roechling.com	06/01/2024 to 05/31/2027
3. Business	Nina Williams HR Manager	Polykemi Manufacturing 2800 Repi Court Dallas, NC 28034	704-460-4513 (cell)	nina.williams@polykemi.com	06/01/2025 to 05/31/2028
4. Business	Jameese Guess HR Manager	Firestone Fibers & Textiles 1101 2nd St Kings Mtn., NC 28086	704-734-2181 (o) 313-332-9486 (cell)	guessjameese@contractor.bfusa.com	06/01/2024 to 05/31/2027
5. Business	Ronald Grenier President/CEO	MSI-Manufacturing Services Inc. 725 E. Maine Ave. Bessemer City, NC 28016	704-629-4163(o) 704-718-1107 (cell)	rgrenier@msicarolina.com	06/01/2023 to 05/31/2026
6. Business	Crystal McCabe HR Manager	Dixon Valve 2925 Chief Court Dallas, NC 28034	704-334-9175 (o)	cmccabe@dixonvalve.com	06/01/2023 to 05/31/2026
7. Business	Susan Farmer HR Manager	Mannington Mills 200 Saxony Drive McAdenville, NC 28101	704-823-2584 (o)	susan.farmer@mannington.com	06/01/2024 to 05/31/2027

**PY 2025 WIOA Gaston County Workforce Development Board Members  
Effective July 1, 2025 – June 30, 2026**

Category	Name and Business Title	Business Name and Address	Phone Number	Email Address	Term Start and End Dates (month/date/year)
8. Business	Brandon Love Employee Relations	Caromont Health 2525 Court Drive Gastonia, NC 28054	704-834-2512 (o)	brandon.love@carmonthhealth.org	06/01/2023 to 05/31/2026
9. Small Business	Wes Styers President	Gastonia Plumbing & Heating 2721 Robinwood Road Gastonia, NC 28052	704-867-7215 (o) 704-913-1090 (home)	wesstyers@gphco.com	06/01/2024 to 05/31/2027
10. Small Business	Justin Grindstaff HR Manager	BTJ Doors 3800 Little Mtn. Road Unit 300 Gastonia, NC 28086	704-813-0747 (o)	justin@btjdoors.com	06/01/2023 to 05/31/2026
11. Labor Organization	Brandon Price Treasurer	Teamsters Union/UPS International Brotherhood of Teamsters Local #71 2529 Beltway Blvd. Charlotte, NC 28799	704-363-6492 (o) 704-289-7601 (cell)	Hotdogba71@gmail.com	06/01/2023 to 05/31/2026
12. Labor Organization, UNION	Daniel Styers Jr. Sr. Maintenance Tech.	Daimler Trucks 1400 Tulip Drive Gastonia, NC 28053	704-867-5792 (o)	daniel.styers_jr@daimler.com	06/01/2025 to 05/31/2028
13. Registered Apprenticeship Program	Donna Caskey HR Manager Apprenticeship Coordinator Vice-Chair Board	Gaston Sheet Metal 1535 West May Ave. Gastonia, NC 28052	704-864-0344(o)	donna@gastoniasheetmetal.com	06/01/2023 to 05/31/2026
14. Community Based Organization	Twanna Littlejohn Transportation Administrator	ACCESS 816 W. Mauney Ave. Gastonia, NC 28052	704-866-3254 (o)	twanna.littlejohn@gastongov.com	06/01/2024 to 05/31/2027

**PY 2025 WIOA Gaston County Workforce Development Board Members  
Effective July 1, 2025 – June 30, 2026**

Category	Name and Business Title	Business Name and Address	Phone Number	Email Address	Term Start and End Dates (month/date/year)
15. Adult Education and Literacy eligible under WIOA Title II	Deana Murphy Executive Director REPLACEMENT PENDING	Gaston Literacy 116 Dr. Martin Luther King Jr. Way Gastonia, NC 28052	704-868-4815 (o) 704-860-4834 (cell)	d.murphy@gastonliteracy.org	06/01/2022 to 05/31/2025
16. Higher Education	Greg Smith VP for Economic & Workforce Development	Gaston College 201 Hwy. 321 South Dallas, NC 28034	704-922-6226 (o) 336-401-1881 (cell)	smith.greg@gaston.edu	06/01/2025 to 05/31/2028
17. Vocational Rehabilitation Program	Vanessa-Trapp Spann Director	NC Vocational Rehabilitation 109 W. Eighth Ave. Gastonia, NC 28054	704-853-6226 (o) 704-877-3434 (cell)	vanessa.trapp.spann@dhhs.nc.gov	06/01/2024 to 05/31/2027
18. Economic Development	Richard Randall Existing Manager	Economic Development Commission 620 N. Main Street Belmont, NC 28012	704-825-4046 (o) 980-925-1940 (cell)	richard.randall@gastongov.com	06/01/2025 to 05/31/2028
19. Wagner-Peyser Act	Claudette Argabrite Office Manager III	NCWorks Career Center- Gaston 1391 Bessemer City Road Gastonia, NC 28052	704-853-5328 x218	claudette.argabrite@nccommerce.com	06/01/2023 to 05/31/2026
<input checked="" type="checkbox"/> Mark (X)	By submission of this form, the WDB certifies its compliance with the appointment and nomination process of business representatives from among local business organizations and business trade associations. [WIOA Section 107(b)(2)(A)]				

**PY 2025 WIOA Gaston County Workforce Development Board Members**  
**Effective July 1, 2025 – June 30, 2026**

**Notes:**

- *Use the form provided and identify categories as indicated on the form.*
- *Do not change required category names, but clearly indicate the category by making the font bold or by highlighting.*
- *Clearly identify members if they are providing a dual role in one box by using an asterisk (\*) and the word "dual". Dual-role Board members should be listed only once.*
- *If the Local Area WDB has more than 19 total members: add lines to the chart and complete all columns for additional members.*
- *Representatives with expired terms will not be included in the counted list of Board members. Board member terms must be stated in a month/date/year format.*
- *Be sure to signify that the Board membership is in compliance by marking an "X" in the box supplied.*



## **NC Works Career Center Memorandum of Understanding**

The **Gaston** Workforce Development Board (WDB), with the agreement of the Chief Local Elected Official (CLEO), shall develop and enter into this Memorandum of Understanding (MOU) between the **Gaston** WDB and the One-Stop Partners under the Workforce Innovation and Opportunity Act (WIOA) P.L. 113-128, concerning the operation of the One-Stop delivery system. This MOU is effective for the period of **7/1/2023 – 6/30/2026**.

### I. Required Partners (WIOA 121 (b)(1)(B))

1. Title I Adult, Dislocated Workers, Youth, Job Corps, YouthBuild, National Farmworkers Jobs Program (NFJP), and Native American Programs
2. Programs authorized under the Wagner-Peyser Act
3. Adult education and literacy activities authorized under Title II
4. Programs authorized under Title I of the Rehabilitation Act of 1973
5. Activities authorized under Title V of the Older Americans Act of 1965
6. Career and technical education programs at the postsecondary level authorized under the Carl D. Perkins Career and Technical Education Act of 2006
7. Activities authorized under Chapter 2 of Title II of the Trade Act of 1974
8. Activities authorized under Chapter 41 of Title 38, United States Code: Job Counseling, Training, and Placement Service for Veterans
9. Employment and training activities carried out under the Community Services Block Grant Act
10. Employment and training activities carried out by the Department of Housing and Urban Development
11. Programs authorized under the State of North Carolina (the "State") unemployment compensation laws (in accordance with applicable federal laws)
12. Programs authorized under Section 212 of the Second Chance Act of 2007
13. Programs authorized under part A of Title IV of the Social Security Act: Temporary Assistance for Needy Families

### II. Additional Partners

The Local Area WDB may have specialized centers to address special needs, such as the needs of dislocated workers, youth, or key industry sectors or clusters. With the approval of the Gaston WDB and CLEO, the following entities may be additional One-Stop partners:

1. Employment and training programs administered by the Social Security Administration, including the Ticket to Work and Self-Sufficiency Program established under section 1148 of the Social Security Act;
2. Employment and training programs carried out by the Small Business Administration;
3. Programs authorized under section 6(d)(4) of the Food and Nutrition Act of 2008;
4. Work programs authorized under Section 6(o) of the Food and Nutrition Act of 2008;
5. Programs carried out under section 112 of the Rehabilitation Act of 1973;
6. Programs authorized under the National and Community Service Act of 1990; and
7. Other appropriate federal, State, or local programs, including employment, education, and training programs provided by public libraries or in the private sector.

III. Roles and Responsibilities (WIOA Section 121 (b)(1)(A))

Each required partner of the One-Stop delivery system shall:

- a.) provide access through the One-Stop delivery system, including making the career services or activities that are applicable to the program (eligibility determination, outreach, initial assessment, labor exchange service, job search, recruitment, referrals, job listings, training provider information, local area performance, supportive service information, financial aid assistance, career planning, financial literacy, and more) available at the One-Stop centers;
- b.) use a portion of the funds available for the program and activities to maintain the One-Stop delivery system, including payment of the infrastructure costs of One-Stop centers;
- c.) enter into a local MOU (shown by signature on this document) with the local board, relating to the operation of the One-Stop system;
- d.) participate in the operation of the One-Stop system consistent with the terms of this MOU, the requirements of this title, and the requirements of the federal laws authorizing the program or activities;
- e.) use a common One-Stop delivery system identifier (in North Carolina, this is NCWorks);
- f.) identify strategies to meet the needs of individuals with barriers to employment.

IV. Costs of Services (WIOA Regulations 678.700, USDOL December 27, 2016: Infrastructure Funding Guidance)

**Information:**

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State	North Carolina
Local Workforce Development Area	Gaston
Local Workforce Development Board	Gaston
One-Stop Operator	Two Hawk Workforce Services
Chief Elected Official (Chairman of County Commissioners)	Chad Brown
Local Workforce Development Board Website	<a href="http://www.gastongovworks.com">www.gastongovworks.com</a>

**Introduction:**

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The MOU is between the Gaston Local Area Workforce Development Board (Local WDB), the One-Stop Partners, and the Chief Elected Official (CEO), Chad Brown, Chairman of the Gaston County Board of Commissioners. They are collectively referred to as the "parties" to this MOU. This MOU is developed to confirm the understanding of the Parties regarding the operation and management of the One-Stop Center in the Gaston Local Workforce Development Area (Local

WDA). The Gaston Local Area WDB provides local oversight of workforce programming for the Gaston Local WDA.

The Gaston Local Area WDB, with the agreement of the CEO, has competitively selected Two Hawk Workforce Services as the one-stop operator for the NCWorks Career Center-Gaston.

The One-Stop Operating Cost and Infrastructure Funding Agreement establishes a financial plan, including terms and conditions, to fund the services and operating costs of the NCWorks Career Center-Gaston. The Parties to this MOU agree that joint funding is an essential foundation for an integrated service delivery system and necessary to maintain the Gaston Local WDA's high-standard One-Stop Operator network.

The Vision, Mission, System Structure, Terms and Conditions, One-Stop Operating Budget, and Infrastructure Funding Agreement outlined herein reflect the commitment of the Parties to their job seeker and business customers, as well as to the overall Gaston County community.

The Gaston Local WDB seeks to establish a system whereby the goal is to create integrated locations and a unified structure and process of initiative-taking, transparent, and effective job seeker, and business services, orchestrated by a seamless collaboration of talent development and support agencies.

The purpose of this Memorandum of Understanding (MOU) is to define the parameters within which education, workforce, economic development, and other Partner programs and entities operating in the Gaston Local WDA create a seamless, customer-focused One-Stop operator network that aligns service delivery across the board and enhances access to program services. By realizing one-stop opportunities together, partners are able to build community-benefiting bridges, rather than silos of programmatic isolation. These partnerships will reduce administrative burden and costs and increase customer access and performance outcomes.

**Vision:**

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Empower Gaston County employers, individuals, and communities to prosper and grow the region's economy through a workforce development system that is inherently customer-centered, seamless, and effective.

**Mission:**

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To establish a workforce system that provides data-driven and employer-validated talent solutions through the integration of education, workforce, and economic development resources across systems.

**System Structure:**

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The Gaston Local WDA has one One-Stop center. It is designed to provide a full range of assistance to job seekers and businesses under one roof. Established under the Workforce

Investment Act of 1998 and continued by the Workforce Innovation and Opportunity Act, the center offers an array of services designed to match talent with opportunities.

**NCWorks Career Center-Gaston (Comprehensive)**

Candis Kallay, Career Center Mgr	(704) 853-5328 ext. 235
1391 Bessemer City Rd, Gastonia, NC	<a href="mailto:Candis.kallay@ncworks.gov">Candis.kallay@ncworks.gov</a>
Mon-Thurs 8:00-4:30 & Fri 8:00-1:00	<a href="http://www.ncworksgaston.com">www.ncworksgaston.com</a>

**One Stop Operator:**

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The Gaston Local WDB selects the one-stop operator for the NCWorks Career Center-Gaston through a competitive procurement process in accordance with the Uniform Guidance, WIOA, and its implementing regulations. Any documentation for the competitive one-stop operator procurement and selection process is published and may be viewed on the Gaston Local Area WDB website at: [www.gastongovworks.com](http://www.gastongovworks.com). The State requires that the one-stop operator be recompeted at least every three years. Functional details are outlined in the Roles and Responsibilities of Partners section. The Gaston Local WDB obtains board approval for the contracted One-Stop Operator positions.

Partners:

REQUIRED PARTNERS – Physically Co-located at a Gaston LA NCWorks Career Center – 4 HRS PER WEEK MINIMUM				
Partner Program	Partner Organization	Authorization/Category	Signatory Official-Name and Title	Contact Information
Adult Education	Gaston College	WIOA title II Adult Education and Family Literacy Act (AEFLA) program	Dr Greg Smith, Vice President, Economic & Workforce Development	201 Highway US 321 South, Dallas, NC 28034 (704) 922-620 <a href="mailto:smith.greg@gaston.edu">smith.greg@gaston.edu</a>
	Gaston Literacy Council		Linda McConnell, Executive Director	116 Dr Martin Luther King Jr way, Gastonia, NC 28052 (704) 868-4815 <a href="mailto:l.mcconnell@gastonliteracy.org">l.mcconnell@gastonliteracy.org</a>
	North Carolina Community Colleges (NCCCC)		Sandra Thompson, Associate Vice President, College Career Readiness	5016 Mail Service Center, Raleigh, NC 27699-5016 (919) 807-7122 <a href="mailto:thompsonsn@nccommunitycolleges.edu">thompsonsn@nccommunitycolleges.edu</a>
Community College	Gaston College	Career and technical education (CTE) programs at the postsecondary level, authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.)	Dr Greg Smith, Vice President, Economic & Workforce Development	201 Highway US 321 South, Dallas, NC 28034 (704) 922-620 <a href="mailto:smith.greg@gaston.edu">smith.greg@gaston.edu</a>
Community Services Block Grant Act (CSBG)	DHHS-Gaston County Department of Health & Human Services	Employment and training activities carried out under the Community Services Block Grant Act (CSBG) (42 U.S.C. 9901 et seq.)	Angela Karchmer, DSS Director Gaston County DHHS	330 Dr Martin Luther King Jr Way, Gastonia, NC 28052 (704) 862-7930 <a href="mailto:Angela.karchmer@gastongov.com">Angela.karchmer@gastongov.com</a>

Department of Probation, Parola, and Pardon Services	Department of Probation, Parole, and Pardon Services	Reentry Employment Opportunities (REO) programs authorized under sec. 212 of the Second Chance Act of 2007 (42 U.S.C. 17532) and WIOA sec. 169	N/A-No "Second Chance Act" funded programs w/in 10 mile radius in Gaston Local Area	N/A
Department of Rehabilitation Services	NC Dept of Health & Human Services- Vocational Rehabilitation in Gaston Co	State Vocational Rehabilitation (VR) program, authorized under title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.), as amended by title IV of WIOA	Vanessa Trapp-Spann, Unit Manager	109 W Eighth Ave, Gastonia, NC 28054 (704) 853-5358 <a href="mailto:Vanessa.trapp.spann@dhs.nc.gov">Vanessa.trapp.spann@dhs.nc.gov</a>
Job Corps	Adam & Associates	Job Corps, WIOA Title I, Subtitle C	No office in Gaston County	N/A
State Housing Finance and Development Authority	State Housing Finance and Development Authority-Gastonia Housing Authority	Employment and training activities carried out by the Department of Housing and Urban Development (HUD)	N/A Per Terri Sanford-Gastonia Housing Authority Exec Director>No HUD or Employment & Training Funding received	PO Box 2398, Gastonia, NC 28053 346 W Long Ave Gastonia, NC 28052 (704) 864-6771 <a href="mailto:t.n.sanford@ghanc.org">t.n.sanford@ghanc.org</a>
Jobs for Veterans State Grants (JVSG)	NC Department of Commerce Division of Workforce Solutions	Jobs for Veterans State Grants (JVSG), authorized under Chapter 41 of title 38, U.S.C.	Jordan Whichard Chief Deputy Secretary	1391 Bessemer City Rd, Gastonia, NC 28052 (704) 853-5328 <a href="mailto:Veronica.grantham@commerce.nc.gov">Veronica.grantham@commerce.nc.gov</a>
Temporary Assistance for Needy Families (TANF)	Department of Health and Human Services	Temporary Assistance for Needy Families (TANF), authorized under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.) 3	Angela Karchmer, Gaston Co DSS Director	330 Dr Martin Luther King Jr Way, Gastonia, NC 28052 (704) 862-7930 <a href="mailto:Angela.karchmer@gastongov.com">Angela.karchmer@gastongov.com</a>

Trade Adjustment Assistance (TAA)	NC Department of Commerce Division of Workforce Solutions	Trade Adjustment Assistance (TAA), authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.)	Jordan Whicard, Chief Deputy Secretary	Forward through Julia McKenzie, NC Commerce Planner
Wagner-Peyser Employment Services (ES)	NC Department of Commerce Division of Workforce Solutions	Wagner-Peyser Employment Services (ES) program, authorized under the Wagner-Peyser Act (29 U.S.C. 49 et seq.), as amended by title III of WIOA, also providing the state's public labor exchange	Jordan Whicard, Chief Deputy Secretary	Forward through Julia McKenzie NC Commerce Planner
WIOA Adult, Dislocated Worker, and Youth Programs	Gaston WDB contracts with: Two Hawk Workforce Services for Adult/DW & Gaston College for Youth	WIOA title I Adult, Dislocated Worker, and Youth Programs	Angela Karchmer, Gaston WDB Director	330 Dr Martin Luther King Jr Way, Gastonia, NC 28052 (704) 862-7930 <a href="mailto:Angela.karchmer@gastongov.com">Angela.karchmer@gastongov.com</a>
Senior Community Employment Service Program (SCSEP)	Senior Community Employment Service Program Contractor-Gaston College	Senior Community Service Employment Program (SCSEP), authorized under title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.)	Dr Greg Smith, Vice President, Economic & Workforce Development	201 Highway US 321 South, Dallas, NC 28034 (704) 922-620 <a href="mailto:smith.greg@gaston.edu">smith.greg@gaston.edu</a>

REFERRAL PARTNER ONLY – Not physically co-located at NCWorks Career Center–Gaston				
Partner Program	Partner Organization	Authorization/Category	Signatory Official-Name and Title	Contact Information
Commission of Native American Affairs-Indian & Native American Programs	Lumbee Regional Development Association, Inc	Indian and Native American Programs (INA), WIOA sec. 166, 29 USC 3221	Natascha Tilson, WIOA Director of Lumbee Regional Development Assoc Inc. (LRDA)	P.O. Box 68, Pembroke, NC 28372 (910) 521-8602 <a href="mailto:ntilson@lumbee.org">ntilson@lumbee.org</a>
Unemployment Insurance (UI)	NC Dept. of Labor-Division of Employment Security (DES)	Unemployment Insurance (UI) programs under state unemployment laws	Jordan Whichard Chief Deputy Secretary	Forward through Julia McKenzie, NC Commerce Planner
Services for the Blind	NC Dept of Health & Human Services-Vocational Rehabilitation	State Vocational Rehabilitation (VR) program, authorized under title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.), as amended by title IV of WIOA	Jordan Thomas Area Social Services Supervisor, Area 1	<a href="mailto:jordan.thomas@dhhs.nc.gov">jordan.thomas@dhhs.nc.gov</a>
Financial Counseling Services	Financial Counseling Services	Additional Partner	N/A-Online referral partner only	Charlotte, NC



## Terms and Conditions

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### Partner Services:

At a minimum, Partners will make the below services available, as applicable to the program, consistent with and coordinated via the One-Stop Operator network system. Additional services may be provided on a case-by-case basis and with the approval of the Local WDB and the CEO.

### **Business Services**

Serve as a single point of contact for businesses, responding to all requests in a timely manner	Provide information (referrals) related to Unemployment Insurance taxes and claims	Assist with disability and communication accommodations, including job coaches
Conduct outreach regarding Local workforce system's services and products	Conduct on-site Rapid Response activities regarding closures and downsizings	Develop On-the-Job Training (OJT) contracts, incumbent worker contracts, or pay-for-performance contract strategies
Provide access to labor market information	Provide customized recruitment and job applicant screening, assessment, and referral services	Provide employer and industry cluster-driven Occupational Skills Training through Individual Training Accounts with eligible training providers
Assist with the interpretation of labor market information	Conduct job fairs	Develop customized training opportunities (or referrals) to meet specific employer and/or industry cluster needs
Use of one-stop center facilities for recruiting and interviewing job applicants	Consult on human resources issues	Coordinate with employers to develop and implement Business Edga (layoff aversion) strategies
Post job vacancies in the state labor exchange system (NCWorks) and take and fill job orders	Provide information regarding disability awareness issues	Provide incumbent worker upgrade training through various modalities, when available locally
Provide information regarding workforce development initiatives and programs	Provide information regarding assistive technology and communication accommodations	Develop, convene, or implement industry or sector partnerships

## Job Seeker Services

Basic Career Services	Individualized Career Services	Training
Outreach, intake and orientation to the information, services, programs, tools, and resources available through the Local workforce system	Comprehensive and specialized assessments of skills levels and service needs	Occupational skills training through Individual Training Accounts (ITAs)
Initial assessments of skill level(s), aptitudes, abilities, and supportive service needs	Development of an individual employability development plan to identify employment goals, appropriate achievement objectives, and appropriate combination of services for the customer to achieve the employment goals	Adult education and literacy activities, including English language acquisition (ELA), provided in combination with the training services described above
In and out of area job search and placement assistance (including provision of information on in-demand industry sectors and occupations and non-traditional employment)	Referral to training services	On-the-Job Training (OJT)
Access to employment opportunity and labor market information	Group counseling	Incumbent Worker Training-locally
Performance information and program costs for eligible providers of training, education, and workforce services	Literacy activities related to work readiness	Programs that combine workplace training with related instruction which may include cooperative education
Information on performance of the Local workforce system	Individual counseling and career planning	Training programs operated by the private sector
Information on the availability of supportive services and referral to such, as appropriate	Case management for customers seeking training services; individual in and out of area job search, referral, and placement assistance	Skill upgrading and retraining
Information and meaningful assistance on Unemployment Insurance claim filing	Work experience, transitional jobs, registered apprenticeships, and internships	Entrepreneurial training
Determination of potential eligibility for workforce Partner services, programs, and referral(s)	Workforce preparation services (e.g., development of learning skills, punctuality, communication skills, interviewing skills, personal maintenance, literacy skills, financial literacy skills, and professional conduct) to prepare individuals for unsubsidized employment or training	Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training
Information and assistance in applying for financial aid for training and education programs not provided under WIOA	Post-employment follow-up services and support(→ <i>This is not an individualized career service but listed here for completeness.</i> )	Other training services as determined by the workforce partner's governing rules

## Youth Services

<p>Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential.</p>	<p>Alternative secondary school services, or dropout recovery services, as appropriate.</p>
<p>Paid and unpaid work experiences that have as a component academic and occupational education, which may include:          Summer employment opportunities and other employment opportunities available throughout the school year, Pre-apprenticeship programs, Internships and job shadowing, and On-the-job training opportunities.</p>	<p>Occupational skill training, which shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors or occupations in the local area involved.</p>
<p>Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupational cluster.</p>	<p>Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors, as appropriate.</p>
<p>Supportive services.</p>	<p>Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months.</p>
<p>Follow-up services for not less than 12 months after the completion of participation, as appropriate.</p>	<p>Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate.</p>
<p>Financial literacy education.</p>	<p>Entrepreneurial skills training.</p>
<p>Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services.</p>	<p>Activities that help youth prepare for and transition to postsecondary education and training.</p>

Partner On Site Representation Schedule- REQUIRED PARTICIPATION HOURS

NCWorks Career Center-Gaston (Comprehensive)			
<u>Partner Program</u>	<u>Minimum # of Staff Reg</u>	<u>Weekly Staff Hours</u>	<u>Service Provided</u>
Adult-Gaston Literacy Council	1	4	Title or CRC
Gaston College	1	4	Title or CRC
Community College-Gaston College	2	16	Title or CRC
CSBG	0	0	Included in TANF
Department of Commerce-Additional Programs	0	0	N/A
Department of Probation, Parole, and Pardon Services-REO	0	0	N/A
Department of Rehabilitation Services-VR	1	4	Title or CRC
SCCEP-Gaston College	1	4	Title or CRC
Job Corps	0	0	Title or CRC
JVSG-Jobs for Veterans State Grant (1=1/2 & 1=1/4)	1	8	CRC
State Housing Finance & Development Authority-Gastonia Housing Authority	1	4	Title or CRC
TANF	1	4	Title or CRC
TAA	1	8	CRC
Wagner-Peyser ES	7	56	CRC
WIOA Programs	4	32	CRC
Commission of Native American Affairs-Indian & Native American Programs	<i>These partners are linked through online service access to a program staff member via American Job Center resource rooms and through cross-trained front desk staff and other, physically co-located, partner staff that can provide information and referrals.</i>		
UI-Division of Employment Security			
TOTALS	21 Staff	144 hrs	

## Roles and Responsibilities of Partners:

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The Parties to this agreement will work closely together to ensure that all Gaston One-Stop Operators are high-performing workplaces with staff that will ensure quality of service.

- All Parties

All Parties to this agreement shall comply with:

- Section 188 of the WIOA Nondiscrimination and Equal Opportunity Regulations (29 CFR Part 38; Final Rule, published December 2, 2016),
- Title VI of the Civil Rights Act of 1964 (Public Law 88-352),
- Section 504 of the Rehabilitation Act of 1973, as amended,
- The Americans with Disabilities Act of 1990 (Public Law 101-336),
- The Jobs for Veterans Act (Public Law 107-288) pertaining to priority of service in programs funded by the U.S. Department of Labor,
- Training and Employment Guidance Letter (TEGL) 37-14, Update on Complying with Nondiscrimination Requirements: Discrimination Based on Gender Identity, Gender Expression and Sex Stereotyping are Prohibited Forms of Sex Discrimination in the Workforce Development System and other guidance related to implementing WIOA sec. 188,
- The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR part99),
- Confidentiality requirements governing the protection and use of personal information held by the VR agency (34 CFR 361.38),
- The confidentiality requirements governing the use of confidential information held by the State UI agency (20 CFR part 603),
- All amendments to each, and
- All requirements imposed by the regulations issued pursuant to these acts. Additionally, all Parties shall:
- Collaborate and assist each other in the development of necessary service delivery protocols for the services outlined in the Partner Services section above,
- Agree that the provisions contained herein are made subject to all applicable federal and state laws, implementing regulations, and guidelines imposed on either or all Parties relating to privacy rights of customers, maintenance of records, and other confidential information relating to customers, and
- Agree that all equipment and furniture purchased by any party for the purposes described herein shall remain the property of the purchaser after the termination of this agreement.

- The CEO for the Gaston Local WDA is Chad Brown, Chairman of the Gaston County Board of Commissioners. The CEO will, at a minimum:

- In partnership with the Gaston Local Area WDB and other applicable Partners within the planning region, develop and submit a single local area plan that includes a description of the activities that shall be undertaken by the Gaston Local WDB and Partners (if applicable).
- Approve the Gaston Local WDB budget and workforce center cost allocation plan,

- Approve the selection of the one-stop operator following the competitive procurement process, and
  - Coordinate with the Gaston Local WDB to oversee the operations of the Gaston Local Area – NCWorks Career Center-Gaston.
- Gaston Local WDB, Director, and/or Designated Staff  
 The Gaston Local WDB ensures the workforce-related needs of employers, workers, and job seekers in the Gaston WDA and/or the region are met, to the maximum extent possible with available resources. The Gaston Local WDB will, at a minimum:
    - Submit a Local Area plan that includes a description of the activities that shall be undertaken by the Local WDB and its Partners, and that aligns its strategic vision, goals, objectives, and workforce-related policies,
    - Develop the Gaston WDA vision, goals, objectives<sup>2</sup>, and workforce-related policies,
    - In cooperation with the Local CEO, design and approve the American Job Center network structure. This includes, but is not limited to:
      - Adequate, sufficient, and accessible one-stop center locations and facilities,
      - Sufficient numbers and types of providers of career and training services (including eligible providers with expertise in assisting individuals with disabilities and eligible providers with expertise in assisting adults in need of adult education and literacy activities),
      - A holistic system of supporting services, and
      - One or more competitively procured one-stop operators.
    - In collaboration with the CEO, designate through a competitive process, oversee, monitor, implement corrective action, and, if applicable, terminate the one-stop operator,
    - Determine the role and day-to-day duties of the one-stop operator,
    - Approve annual budget allocations for operation of the American Job Center network,
    - Help the one-stop operator recruit operational partners and negotiate MOUs with new Partners,
    - Leverage additional funding for the American Job Center network, if applicable, to operate and expand one-stop customer activities and resources, and
    - Review and evaluate performance of the Gaston Local WDA and one-stop operator,
    - Development and submission of the local plan,
    - Implement and execute the local vision, goals, objectives, and workforce-related policies, including all duties outlined above,
    - Provide operational and grant-specific guidance to the one-stop operator,
    - Investigate and resolve elevated customer complaints and grievance issues,
    - Prepare regular reports to the Local WDB and CEO, and
    - Oversee negotiations and maintenance of MOUs with one-stop Partners.
- One-Stop Operator  
 The Contracted One-Stop Operator will employ one (1) Contracted Center Manager who will act as “functional” leader of the One-Stop Center. As such, they will have the authority to organize and lead Career Center and Partner staff while on-site, in order to

optimize and streamline service delivery efforts. "Formal" leadership/supervision and performance (HR) responsibilities will remain with each staff member's employer of record. The one-stop operator will, at a minimum:

- Manage daily operations, including but not limited to:
  - Managing and coordinating Partner responsibilities, as defined in this MOU,
  - Managing hours of operation, including extended hours of operation,
  - Coordinating daily work schedules and workflow based upon operational needs, and
  - Coordinating staff vacations/unscheduled absences with the formal leader to ensure service coverage by center staff.
- Assist the Local WDB in establishing and maintaining the American Job Center network structure. This includes but is not limited to:
  - Ensuring that State requirements for center certification are met and maintained,
  - Ensuring that career services such the ones outlined in WIOA sec. 134 (c)(2) are available and accessible,
  - Ensuring that Gaston Local Area WDB policies are implemented and adhered to,
  - Adhering to the provisions outlined in the contract with the Gaston Local WDB and the Gaston Local Area Plan.
  - Reinforcing strategic objectives of the Gaston Local WDB to Partners, and
  - Ensuring staff are professionally trained by functional leadership and provide technical assistance, as needed.
- Integrate systems and coordinate services for the center and its Partners, placing priority on customer service.
- Integrated Workforce Service Delivery, as defined by WIOA, means organizing and implementing services by function (rather than by program), when permitted by a program's authorizing statute and as appropriate, and by coordinating policies, staff communication, capacity building, and training efforts.
- Functional alignment includes having one-stop center staff who perform similar tasks serve on relevant functional teams, e.g., Welcome & Employment Teams, Skills Team, or Employer Services Team. Assign functional leaders, to the teams of staff members, who are capable of carrying out such functions, therefore ensuring that the highest quality service is being provided to customers of the American Job Centers.
- Service integration focuses on serving all customers seamlessly (including targeted populations) by providing a full range of services staffed by cross-functional teams, consistent with the purpose, scope, and requirements of each program.
- The services are seamless to the customer, meaning the services are free of cumbersome transitions or duplicative registrations from one program service to another and there is a smooth customer flow to access the array of services available in the workforce center.
- Oversee and coordinate partner, program, and American Job Center network performance. This includes but is not limited to:

- Providing and/or contributing to reports of center activities, as requested by the Gaston Local WDB,
- Providing input to the formal leader (partner program official) on the work performance of staff under their purview,
- Notifying the formal leader immediately of any staff leave requests or unexcused absences, disciplinary needs, or changes in employee status,
- Identifying and facilitating the timely resolution of complaints, problems, and other issues,
- Collaborating with the Local WDB on efforts designed to ensure the meeting of program performance measures, including data sharing procedures to ensure effective data matching, timely data entry into the case management systems, and coordinated data batch downloads (while ensuring the confidentiality requirements of FERPA, 34 CFR 361.38, and 20 CFR part 603),
- Ensuring open communication with the formal leader(s) in order to facilitate efficient and effective center operations,
- Evaluating customer satisfaction data and propose service strategy changes to the Gaston Local WDB based on findings, and
- Manage **fiscal responsibilities** and records for the center. This includes assisting the Local WDB with cost allocations and the maintenance and reconciliation of one-stop center operation budgets.

Two Hawk Workforce Services is not allowed to assist in the development, preparation, and submission of Local plans. They cannot manage or assist in future competitive processes for selecting operators or select or terminate one-stop operators, career services providers, or Youth providers. The operator cannot negotiate local performance accountability measures or develop and submit budgets for activities of the Local WDB. Gaston Local Area WDB is responsible for the negotiated performance measures, strategic planning, budgets, and one-stop operator oversight (including monitoring).

- Partners

Each Partner (if applicable) commits to cross-training of staff, as appropriate, and to providing other professional learning opportunities that promote continuous quality improvement. **At least 25% of the center's workforce development front line staff will achieve a Career Development Facilitator (CDF) certification.**

Partners will further promote system integration to the maximum extent feasible through:

- Effective communication, information sharing, and collaboration with the one-stop operator,
- Joint planning, policy development, and system design processes,
- Commitment to the joint mission, vision, goals, strategies, and performance measures,
- The design and use of common intake, assessment, referral, and case management processes,
- The use of common and/or linked data management systems and data sharing methods, as appropriate,
- Leveraging of resources, including other public agency and non-profit organization services,



- Participation in a continuous improvement process designed to boost outcomes and increase customers satisfaction, and
- Participation in regularly scheduled Partner meetings (Career Center Leadership and Management Team Meetings) to exchange information in support of the above and encourage program and staff integration.

### Data sharing

Partners agree that the use of high-quality, integrated data is essential to inform decisions made by policy makers, employers, and job seekers. Additionally, it is vital to develop and maintain an integrated case management system, as appropriate, that informs customer service throughout customers' interaction with the integrated system and allows information collected from customers at intake to be captured once.

Partners further agree that the collection, use, and disclosure of customers' personally identifiable information (PII) are subject to various requirements set forth in Federal and State privacy laws. Partners acknowledge that the execution of this MOU, by itself, does not function to satisfy all of these requirements.

All data, including customer PII, collected, used, and disclosed by Partners will be subject to the following:

- Customer PII will be properly secured in accordance with the Local WDB's policies and procedures regarding the safeguarding of PII.
- The collection, use, and disclosure of customer education records, and the PII contained therein, as defined under FERPA, shall comply with FERPA and applicable State privacy laws.
- All confidential data contained in UI wage records must be protected in accordance with the requirements set forth in 20 CFR part 603.
- All personal information contained in VR records must be protected in accordance with the requirements set forth in 34 CFR 361.38.
- Customer data may be shared with other programs, for those programs' purposes, within the American Job Center network only after the informed written consent of the individual has been obtained, where required.
- Customer data will be kept confidential, consistent with Federal and State privacy laws and regulations.
- All data exchange activity will be conducted in machine readable format, such as HTML or PDF, for example, and in compliance with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794(d)).

All one-stop center and Partner staff will be trained in the protection, use, and disclosure requirements governing PII and any other confidential data for all applicable programs, including FERPA-protected education records, confidential information in UI records, and personal information in VR records.

## Referrals

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The primary principle of the referral system is to provide *integrated and seamless delivery* of services to workers, job seekers, and employers. In order to facilitate such a system, Partners agree to:

- Familiarize themselves with the basic eligibility criteria and participation requirements, as well as with the available services and benefits offered, for each of the Partners' programs represented in the Gaston Local Area American Job Center network,
- Offer partner materials which summarizes their program requirements and make them available for other Partners and customers,
- Develop and utilize common intake, eligibility determination, assessment, and registration forms (if applicable),
- *Provide substantive "soft-handoff" referrals – in accordance with the Gaston Local Area Referral Policy – to customers who are eligible for supplemental and complementary services and benefits under each applicable partner program(s),*
- Regularly evaluate ways to improve the referral process, including the use of customer satisfaction surveys,
- Commit to robust and ongoing communication at scheduled leadership/management team meetings, at the NCWorks Career Center – Gaston, required for an *effective referral process*, and
- Commit to actively follow up on the results of referrals and assuring that all applicable Partner resources are being leveraged at an optimal level to alleviate the customers' barriers.

## Outreach

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The Gaston Local Area WDB and its Partners will discuss strategic outreach planning at scheduled leadership/management team meetings to include the following:

- Specific steps to be taken by each partner,
- An outreach plan to the local area's human resources professionals,
- An outreach and recruitment plan to the local areas job seekers, including targeted efforts for populations most at-risk or most in need,
- An outreach and recruitment plan for out-of-school youth,
- Sector strategies and career pathways,
- Connections to registered apprenticeship,
- A plan for messaging to internal audiences,
- An outreach tool kit for Partners,
- Regular use of social media,
- Clear objectives and expected outcomes, and
- Leveraging of any statewide outreach materials relevant to the region.

## Steps to Reach Consensus

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1. Notification of Partners

The Gaston Local WDB Chair (or designee) must notify all Parties in writing that it is necessary to renew and execute the MOU and provide all applicable policies and preceding MOU documents, as applicable.

2. Meeting

The Gaston Local WDB is responsible for convening all required (and optional – if applicable) American Job Center Partners. The meeting will be hosted to allow for the MOU to be developed in good faith and from an open and transparent environment.

At the meeting, the Gaston Local WDB Director (or designee) must provide a detailed review of all relevant documents, facts, and information and ensure all Parties have a sufficient time to ask questions or voice concerns and are fully aware of expectations and the overall process.

3. Negotiations

All relevant documents must be received by the Gaston LA WDB Director (or designee) to complete the drafting of the MOU. Additional formal or informal meetings (informational and negotiation sessions) may take place, so long as they are conducted in an open and transparent manner, with pertinent information provided to all Parties.

4. Draft MOU

The Gaston Local Area WDB (or designee) must email a complete draft of the MOU to all Parties.

5. Review and Comment

After the receipt of the draft MOU, all Parties must review and return feedback, within the time designated, to the Gaston Local Area WDB Director (or designee). The Gaston Local Area WDB Director (or designee) will be responsible to notify all American Job Center Partners (to the MOU) of the comments.

6. Final Version MOU

After the final version of the MOU is created, the Gaston Local Area WDB Director (or designee) will forward it to all American Job Center Partners for electronic signature and date by the Signatory Official, to be returned by the designated deadline.

## Modification Process

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1. Notification

When a Partner wishes to modify the MOU, the Partner must first provide written notification to all signatories of the existing MOU and outline the proposed modification(s).

2. Discussion/Negotiation

Upon notification, the Gaston Local Area WDB Chair (or designee) must ensure that discussion and negotiations related to the proposed modification take place with Partners in a timely manner and as appropriate.

Depending upon the type of modification, this can be accomplished through email communications of all the Parties. If the proposed modification is extensive and is met with opposition, the Gaston Local WDB Chair (or designee) may need to call a meeting of the Parties to resolve the issue. Upon agreement of all Parties, a modification will be processed.

If the modification involves substitution of a party that will not impact any of the terms of the agreement, it can be accomplished by the original party and the new party entering into an MOU that includes the Gaston Local WDB, wherein the new party assumes all of the rights and obligations of the original party. Upon execution, the Gaston Local WDB Chair (or designee)

presents the agreement as a proposed modification to the MOU, and the remaining steps are followed.

If determined that a Partner is unwilling to agree to the MOU modification, the Gaston Local WDB Chair (or designee) must ensure that the process in the Dispute Resolution section is followed.

3. Signatures

The Gaston Local WDB Chair (or designee) must immediately circulate the MOU modification and secure Partner signature within four weeks. The modified MOU will be considered fully executed once all signatories have reviewed and signed.

The modification may be signed in counterparts, meaning each signatory can sign a separate document as long as the Gaston Local WDB Chair (or designee) acquires signatures of each party and provides a complete copy of the modification with each party's signature to all the other Parties.

### Termination

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The MOU will remain in effect until the end of the date specified in the Effective Period section below, unless:

- All Parties mutually agree to terminate this MOU prior to the end date.
- Federal oversight agencies charged with the administration of WIOA are unable to appropriate funds or if funds are not otherwise made available for continued performance for any fiscal period of this MOU succeeding the first fiscal period. Any party unable to perform pursuant to MOU due to lack of funding shall notify the other Parties as soon as the party has knowledge that funds may be unavailable for the continuation of activities under this MOU.
- WIOA is repealed or superseded by subsequent federal law.
- Local area designation is changed under WIOA.
- A party breaches any provision of this MOU, and such breach is not cured within thirty days after receiving written notice from the Gaston Local Area WDB Chair (or designee) specifying such breach in reasonable detail. In such an event, the non-breaching party(s) shall have the right to terminate this MOU by giving written notice thereof to the Gaston WDB Chair (or designee), who will notify the party in breach, upon which termination will go into effect immediately.

In the event of termination, the Parties to the MOU must convene within thirty days after the breach of the MOU to discuss the information of the successor MOU. At that time, allocated costs must be addressed.

Any party may request to terminate its inclusion in this MOU by following the modification process identified in the Modification Process section above.

All Parties agree that this MOU should be reviewed and renewed not less than once every 3-year period to ensure appropriate funding and delivery of service.

### Effective Period

This MOU is entered into for up to a three-year period beginning Program Year 2023 (7/1/2023-6/30/2024) as allowed in state DWS Policy Statement 09-2020-Change 1. This MOU will become effective as of the date of signing by the final signatory official below and must terminate on June 30, 2026, unless any of the reasons in the Termination section above apply for it to terminate sooner. If no significant changes are required to be made to the MOU during the three year period, the MOU will remain in effect the initial program year and can continue to remain in effect up to two additional programs years (July of current program year through June of following program year), not exceeding a total of three years to be administered under any single MOU.

### V. Funding definitions

#### a.) Cash and In-Kind for Ongoing One-Stop delivery system Operators

Non-cash contributions must be valued consistent with 2 CFR 200.306 and reconciled regularly (e.g., monthly or quarterly). Third-party in-kind contributions are contributions of space, equipment, technology, non-personnel services, or other like items to support the infrastructure costs associated with One-Stop operations. The value of third-party in-kind contributions must also be consistent with the Uniform Guidance at 2 CFR 200.306 and reconciled on a regular basis (e.g., monthly, or quarterly) to ensure they are fairly evaluated and meet the partners' proportionate share.

#### b.) Infrastructure Costs One-Stop Centers

Non-personnel costs are necessary for the general operation of the One-Stop center. The funds provided under this paragraph by each One-Stop partner shall be provided only from funds available for the costs of administration under the program administered by such partner and shall be subject to the program's limitations with respect to the portion of funds under such program that may be used for administration (WIOA Regulations 678.720).

- a. Non-personnel costs include rental of the facilities; utilities and maintenance; equipment (including assessment-related products and assistive technology for individuals with disabilities); and technology to facilitate access to the One-Stop center, including technology used for the center's planning and outreach activities.

NOTE: The IFA is a required component of the MOU and not a separate document. The reasonable cost allocation methodology should be provided and should be consistent with Federal Cost Principles in the Uniform Guidance 2 CFR Part 200.94.

### VI. Methods of Referrals

Methods should ensure the needs of workers, youth, and individuals with barriers to employment, including individuals with disabilities, are addressed in the provision of necessary and appropriate access to services, including access to technology and materials, made available through the One-Stop delivery system.

Partners will utilize methods of referrals of individuals between One-Stop operators and One-Stop partners for appropriate services and activities.

#### VII. Certification and Continuous Improvement

The parties herein shall comply with established Certification and Continuous Improvement Criteria established by the State board, in consultation with CLEOs and local boards. The objective criteria and procedures for use by local boards in assessing, at least once every three (3) years, the effectiveness, physical and programmatic accessibility in accordance with section 188, if applicable, and the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.), and continuous improvement of One-Stop centers and the One-Stop delivery system.

#### VIII. Performance and Accountability

Each partner is responsible for ensuring that its legislated programs, services, and activities are provided in the One-Stop center in accordance with the goals, objectives, and performance measures of the WIOA P.L. 113-128 and regulations. Each partner agrees to work to support the achievement of WIOA and One-Stop performance measures.

#### IX. Confidentiality of Information

The exchange of information among partners is encouraged and expected. Exchanged information shall remain private and confidential in accordance with the most restrictive confidentiality requirements of any of the partners collecting, receiving, or sharing information. Each partner agrees to collect and share information necessary to track the performance of the One-Stop Center in accordance with provisions of the WIOA P.L. 113-128 and accompanying regulations.

#### X. Monitoring and Oversight

The CLEO, the WDB, the DWS, the United States Department of Labor, and the local area administrative entity have the right to monitor activities under this MOU to ensure performance goals are being maintained and the MOU terms and conditions are being fulfilled. The partners shall permit on-site visits and reviews by the above-mentioned agencies or their designee.

#### XI. Disputes

The parties shall first attempt to resolve any disputes informally. Any party shall call a meeting of the partners to discuss and resolve disputes. Should informal resolution efforts fail, the dispute shall be referred to the Chair of the local WDB who shall place the dispute upon the agenda of a regular or special meeting of the Board's Executive Committee. The Executive Committee shall attempt to mediate and resolve the dispute. If the Executive Committee's resolution efforts fail, any party may file a grievance in accordance with agreed-upon WIOA grievance procedures.

#### XII. Duration

This MOU shall remain in effect until terminated by the repeal of the WIOA P.L. 113-128, or otherwise by action of law.

Any party may withdraw from this MOU by giving written notice of intent to withdraw at least sixty (60) calendar days in advance of the effective withdrawal date. Notice of withdrawal shall be given to all parties at the addresses shown within this MOU and to the contact persons so listed, considering any information updates received by the parties.

Should any One-Stop partners withdraw, this MOU shall remain in effect with respect to the remaining Partners until a new MOU is executed or the end of the current federal program year (July through June).

The WDB reserves the right to terminate the participation of any partner upon sixty (60) days' notice if the partner's actions are inconsistent with the terms and conditions of this MOU.

This memorandum shall be reviewed not less than once every three years to ensure appropriate funding and delivery of services. [WIOA 121].

### XIII. Modification and Assignment

This MOU may be modified at any time by written agreement of the Parties. Assignment of responsibilities under this MOU by any of the Parties shall be effective upon written notice to the other Parties. Any assignee shall also commit in writing to the terms of this MOU.

Such other provisions are consistent with the requirements of this title, as the Parties to the agreement determine to be appropriate.

**NCWorks Career Center Infrastructure and Shared Costs**

Local Area: Gaston County  
Expenses for July 1, 2021 - June 30, 2022

<u>Infrastructure Cost Category</u>	<u>NCWorks Career Center-Gaston</u>	<u>Totals</u>
<u>Office Supplies</u>	\$125.80	\$125.80
Phone Expenses	\$6,882.88	\$6,882.88
Internet Service Provider	\$0.00	\$0.00
Software Licenses/Other IT Expenses	\$5,950.00	\$5,950.00
Postage and Postage Meter Rental	\$118.33	\$118.33
Copier/Equipment Rental	\$0.00	\$0.00
Purchase of Copier/Equipment	\$0.00	\$0.00
Copier/Equipment Maintenance and Repair	\$0.00	\$0.00
Purchase of Furniture/Fixtures	\$0.00	\$0.00
Local Office Rent	\$0.00	\$0.00
Utilities		
Electricity, water/sewer, gas, heating oil and other utility costs associated with the comprehensive center space, if not included in the lease cost	\$0.00	\$0.00
Cost of janitorial services, if not already included in the lease.	\$0.00	\$0.00
Annual costs for upkeep and maintenance of leased space, including grounds keeping, trash and shredding, if not already included as part of the lease.	\$0.00	\$0.00
The cost of third party contractors and/or camera-based surveillance, if not already included in the lease.	\$0.00	\$0.00
Cleaning Services		
Facility maintenance		
Interpreter Services		
Security Services		
<u>Additional Costs - Shared Services</u>	\$13,077.01	\$13,077.01
Technology to facilitate access/outreach (Including Software)	\$1,650.00	\$1,650.00
Branding Materials		
Outreach Materials	\$2,471.69	\$2,471.69
Shared Receptionist		
VOS Greeter	\$2,000.00	\$2,000.00
Future Works	\$4,000.00	\$4,000.00
Shared reception function staffed with someone other than Title I contractors or DW's personnel	\$10,321.69	\$10,321.69
Future Works	\$23,988.70	\$23,988.70
<u>Headcount (provide # by center)</u>		
Workforce Development Board Employees and contractors	6.30	6.30
DW's Employees	10.72	10.72
Aggregate Salary & benefit costs (provide total by center)	\$528,983.07	\$528,983.07

This information is only used by one of the partners to calculate their contribution.



XIV. Signatures

By signatures hereto, the partner(s) attest to participation in the development of this MOU and will support and implement the provisions contained herein.


I certify that I have read and understand the above information and agree to the terms outlined herein. By signing this document, I also certify that I have the legal authority to bind my agency to the terms of this MOU.

Please do not delete signature lines. If a partner is not applicable, please place N/A on the signature line. It is allowable to add signature lines, if necessary. Strikethroughs are not allowed, as this is a legally binding document. Please note the status of any missing signatures (i.e., forthcoming, cannot obtain, refused to sign, etc.) and do not leave signature lines blank.

Attest: Clerk to the Board

Chad Brown		Chair, Board of Commissioners	12/12/2023
<b>Printed Name</b>	<b>Signature</b>	<b>Title</b>	<b>Date</b>
Gaston County Chief Elected Official			

Selina Lee	 <small>Selina Lee (Nov 2, 2023 14:06 EDT)</small>	Gaston County WDB Chair	Nov 2, 2023
<b>Printed Name</b>	<b>Signature</b>	<b>Title</b>	<b>Date</b>
Gaston County, Workforce Development Board Chair			

Kaleigh Crawford		WIOA Coordinator	Nov 2, 2023
<b>Printed Name</b>	<b>Signature</b>	<b>Title</b>	<b>Date</b>
WIOA Title I: Adult, Dislocated Worker, and Youth Formula programs			

Jordan Whichard		Chief Deputy Secretary	
<b>Printed Name</b>	<b>Signature</b>	<b>Title</b>	<b>Date</b>
WIOA Title III: Wagner-Peyser Act Employment Service (ES) program Trade Adjustment Assistance (TAA) activities Jobs for Veterans State Grants (JVSG) programs State Unemployment Compensation Laws			

N/A No Job Corps Office location in Gaston County

<b>Printed Name</b>	<b>Signature</b>	<b>Title</b>	<b>Date</b>
Title I Job Corps			

N/A No YouthBuilds Office Location in Gaston County

Printed Name	Signature	Title	Date
Title I Youth Build			

N/A No National Farmworkers Job Program in Gaston County

Printed Name	Signature	Title	Date
Title I National Farmworkers Jobs Program (NFJP)			

Natascha Tilson	 <small>Natascha Tilson (Nov 2, 2023 15:07 EDT)</small>	WIOA Program Director	Nov 2, 2023
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Printed Name	Signature	Title	Date
Title I Native American Programs			

Greg Smith	 <small>Greg Smith (Nov 16, 2023 07:32 EST)</small>	VP Economic and Workforce Development	Nov 16, 2023
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Printed Name	Signature	Title	Date
Adult education and literacy activities authorized under Title II			

Jordan Thomas	 <small>Jordan Thomas (Nov 21, 2023 13:39 EST)</small>	Chief of Rehabilitation Field Services	Nov 21, 2023
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Printed Name	Signature	Title	Date
Programs authorized under Title I of the Rehabilitation Act of 1973			

Greg Smith	 <small>Greg Smith (Nov 16, 2023 07:32 EST)</small>	VP Economic and Workforce Development	Nov 16, 2023
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Printed Name	Signature	Title	Date
Activities authorized under Title V of the Older Americans Act of 1965			

Greg Smith	 <small>Greg Smith (Nov 16, 2023 07:32 EST)</small>	VP Economic and Workforce Development	Nov 16, 2023
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Printed Name	Signature	Title	Date
Career and technical education programs at the postsecondary level authorized under the Carl D. Perkins Career and Technical Education Act of 2006			

Angela Karchmer	 <small>Angela Karchmer (Nov 2, 2023 15:05 EDT)</small>	WDB Director	Nov 2, 2023
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Printed Name	Signature	Title	Date
Employment and training activities carried out under the Community Services Block Grant Act			

N/A No HUD Employment and Training Program operated in Gaston County

Printed Name	Signature	Title	Date
Employment and training activities carried out by the Department of Housing and Urban Development			

N/A No Re-Entry Program located within required 10 miles

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Printed Name	Signature	Title	Date
Reentry Employment Opportunities (REO) programs authorized under sec. 212 of the Second Chance Act of 2007 (42 U.S.C. 17532) and WIOA sec. 169)			

Angela Karchmer	 <small>Angela Karchmer (Nov 2, 2023 15:05 EDT)</small>	WDB Director	Nov 2, 2023
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Printed Name	Signature	Title	Date
Temporary Assistance for Needy Families (TANF)			

# Gaston NCWorks Career Center Memorandum of Understanding 11.2.23....

Final Audit Report

2023-11-21

Created:	2023-11-02
By:	Merissa Mitchell (merissa.mitchell@gastongov.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAA6wbWL-LLDnJP3bQ1JukPt7IVq7ofXddP


## "Gaston NCWorks Career Center Memorandum of Understanding 11.2.23...." History

 Document created by Merissa Mitchell (merissa.mitchell@gastongov.com)

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Signature Date: 2023-11-02 - 6:06:49 PM GMT - Time Source: server- IP address: 108.235.207.197

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**Adobe Acrobat Sign**


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2023-11-02 - 7:06:02 PM GMT- IP address: 70.63.101.106


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2023-11-16 - 12:32:13 PM GMT- IP address: 162.247.202.154


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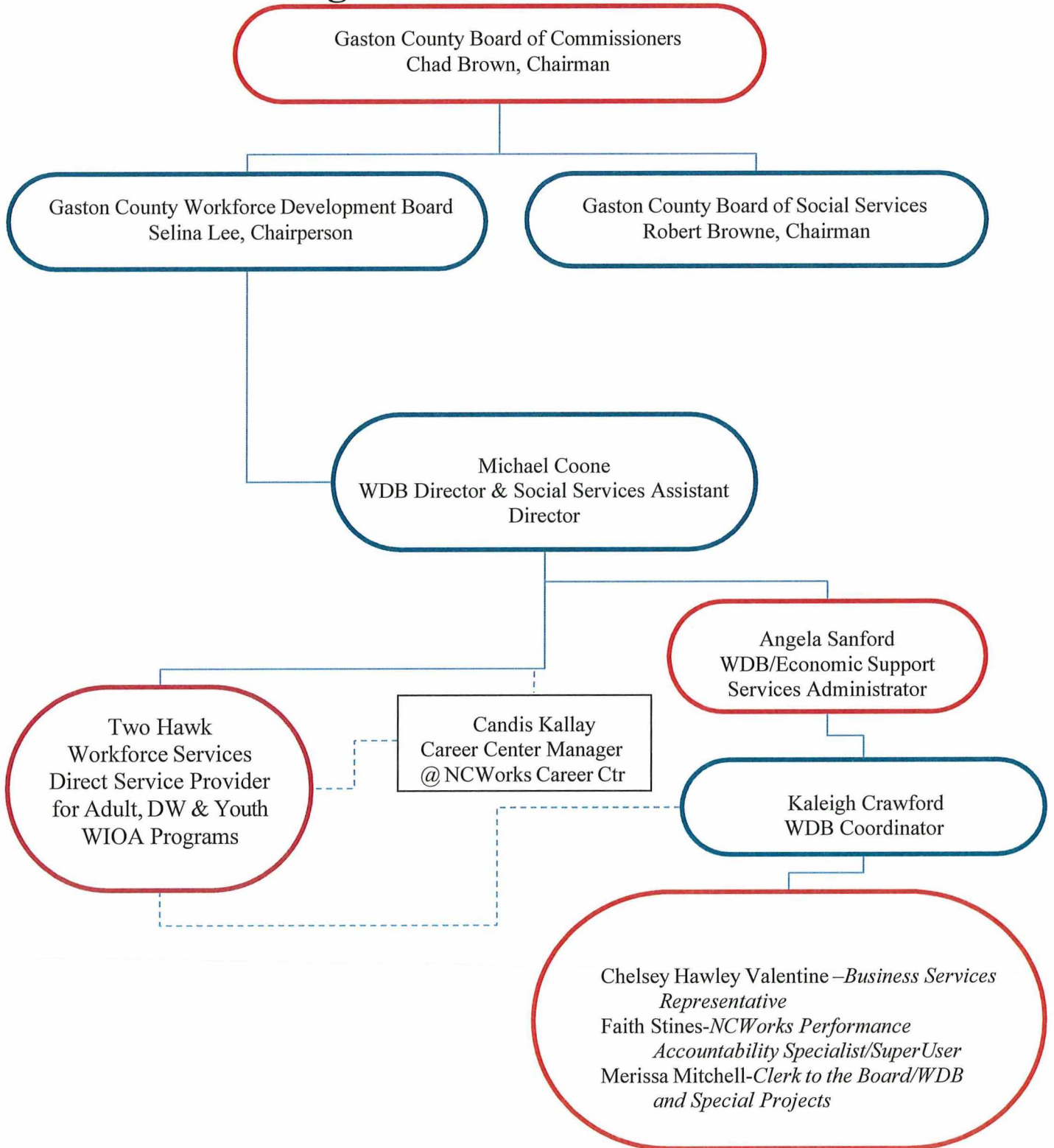
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 Document e-signed by Jordan Thomas (jordan.thomas@dhhs.nc.gov)  
Signature Date: 2023-11-21 - 6:39:50 PM GMT - Time Source: server- IP address: 152.22.35.27

 Agreement completed.  
2023-11-21 - 6:39:50 PM GMT

# GASTON COUNTY WDB


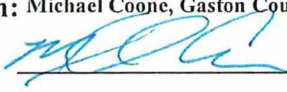
## Organizational Chart (as of 3/1/2025)



**An Affirmative Action & Equal Opportunity Employer/Program**

EO Officer-Danyale Williams  
330 Dr. Martin Luther King Jr. Way  
Gastonia NC 28052  
704-862-7807

*To Access: (TTY) 1-800-735-2962 or (Voice) 1-800-735-8200*

 <p><b>GASTON COUNTY</b> Workforce Development Board</p>	<b>Gaston County Workforce Development Board</b>
	<b>GC Policy Statement Number: 2015-24</b>
	<b>Date: 05/20/2015 Revised: 2/2/2018, 2/7/2025</b>
	<b>Subject: ITA's &amp; Sponsorships</b>
	<b>From: Michael Coone, Gaston County WDB Director</b> 

**PURPOSE:** To transmit policy for outlining procedures for issuing ITA's and Sponsorships for payments for WIOA training services.

This update includes policy reference updates, clarification on ITA funding for Out-of-School Youth, special approval process, and the contact of the Local Area Director.

**ACTION:** In order to meet the requirements for adequate systems to manage ISD (Integrated Services Delivery) through Wagner Peyser and WIOA (Workforce Innovation and Opportunity Act), the outlined procedures have been established to create a consistent system for implementing Local Area policies. Career Center Staff, Board Staff, and Service Providers must adhere to LA Policies.

**POLICY:**

The **Sponsorship** is a system through which a written statement is issued to the training provider for such services as:

- 1) Continuing Education Classes.  
Individuals who need to develop or upgrade one or more specific skills in a targeted curriculum area, but who do not need the entire curriculum to have marketable skills (skills upgrades or retraining), are served with sponsorship.
- 2) Developmental or remedial classes (English, Math, or Reading) except when the class is taken in conjunction with curriculum classes. If the classes are required as a part of an individual's curriculum due to college placement testing results, the developmental or remedial classes would be included in the student's college tuition cost and covered by WIOA by using an ITA.
- 3) All basic education categories – Exp: ABE, GED, HSE, ESL

The **Sponsorship Letter** should include ALL associated costs with the class(es) to include:

- 1) Tuition
- 2) Books
- 3) Fees
- 4) Miscellaneous Costs
- 5) Funding Source (ISY, OSY, Adult, DW)
- 6) The remittance address and contact person information in case the provider needs assistance.
- 7) Provider or Institution Name and Address
- 8) Participant's Name
- 9) Reason for Sponsorship (CPR Class, OSHA Class, etc.)
- 10) Expiration Date for the Sponsorship, so the invoice for services is received by the provider in a timely fashion.

A sponsorship will be issued, which will be redeemable with training providers who have been approved by the Gaston Local Area WDB and are included on the statewide list of approved training providers (ETPL). The sponsorship is non-transferable.

**The Individualized Training Account (ITA)** is a system through which a training voucher will be issued to an eligible customer for training. ITAs will be the next step for customers once all training eligibility requirements have been met. Career Services will continue, as needed, through the duration of training services.

A **Training Cost analysis** (to be completed by the WIOA service provider and the training provider) will be done for Certificate, Diploma, and Degree programs to ensure that WIOA is reimbursed for (or not charged) all charges related to an individual's tuition for which a Pell Grant has been awarded; as well as to ensure that the assistance received by the customer (not counting resources that do not need to be repaid) does not exceed the total cost of training. The WIOA service provider will adhere to the WIOA funds and Pell Grants policy outlined in NC Department of Commerce Division of Workforce Solutions Guidance OG 13-2021. ITAs will be processed through the WIOA service provider's finance office. The WIOA service provider will have a budget line item that lists the availability of funds.

Prior to use of WIOA funds for ITAs, the case manager will interview, evaluate, and assess the customer's skill level to determine appropriate training opportunities. Gaston Local Area has developed the following policy outlining the use of WIOA funds for ITAs.

The basic criteria for determining if a WIOA customer would be a good training candidate is:

1. The customer needs training to become self-sufficient, show a wage gain, and meets service provider's determination of "need;" and
2. The customer selects training that meets local market demand.

Once a customer has been approved to receive training services, the case manager will work with the customer to determine an appropriate curriculum of study based on the local labor market demand, availability of certified training providers, and what is reasonable for the customer to complete based on past educational training, work history, and assessed interests. It is the intent of the Gaston Local Area WDB to allow customers who are eligible, and in need of training services, to obtain a diploma, degree, certificate, or licensure for the purpose of obtaining employment to the level of self-sufficiency, to the extent that funding is available. A classroom training student handbook should be issued to every participant who receives curriculum training funded through WIOA ITA's.

An **ITA voucher** will be issued, which will be redeemable with training providers who have been approved by the Gaston Local Area WDB and are included on the statewide list of approved training providers (ETPL). ITAs will be established only for demand occupations within the region or where the customer has plans to relocate. The vouchers are non-transferable and are considered VOID if any mark outs or corrections are made by either the participant, the case manager, or the training provider. ITAs will be issued on an incremental basis (i.e., by semester, quarter, etc.). ITA Vouchers cannot be postdated. The ITA will cover the cost of tuition, books, fees, and supplies. The accounts will be coordinated with the training providers' financial aid departments.

A Training Cost Analysis (to be completed by the WIOA service provider will be done to ensure that WIOA is reimbursed for (or not charged) all charges related to an individual's tuition for which a Pell



Grant has been awarded; as well as to ensure that the assistance received by the customer (not counting resources that do not need to be repaid) does not exceed the total cost of training. Verification of any amounts that must be paid toward tuition should be verified before the Training Cost Analysis is completed and the ITA Voucher is issued.

The Gaston Local Area WDB encourages the use of ITAs for providing training services when appropriate. The Board also sets the following limitations:

- ITAs will be used primarily for programs that issue a credential or result in the attainment of a degree/diplomas/certificate (Exp: C.N.A to Nursing) and who will complete their credential in less than 7 semesters . Exceptions may be made for a customer who is enrolled in a Bachelor Program, AND who will complete their degree program within 7 semesters. The WIOA Service Provider's Program Manager or WDB Director must approve these exceptions. Master's degree programs are not permissible.
- The targeted curriculum program must be for an occupation that has been determined to be in demand and the successful completion of the training program results in a degree, diploma, certificate, and/or licensure.
- Individuals who need to develop or upgrade one or more specific skills in a targeted curriculum area, but who do not need the entire curriculum to have marketable skills, should be served with sponsorship, not an ITA.
- The WIOA program will allow students to take developmental or remedial classes (English, Math, or Reading) as required by results of placement testing issued by the provider. However, these classes cannot be paid for with an ITA voucher unless they are required as a part of the curriculum due to participant scores on the college placement test(s).
- The maximum amount to be spent using an ITA account is **\$8,000** per customer per year. In addition, the maximum lifetime amount to be spent using an ITA account is **\$12,000** per customer.
- WIOA will only pay for one degree program per customer, per lifetime, unless proof of extenuating circumstances is provided. Final approval of exceptions to this requirement would be made by the Service Provider Program Manager.
- The actual ITA expenditure will not exceed the cost of the training program (tuition, books, and fees) not paid by other grants (i.e., Pell Grant) and will be based on the "Training Cost Analysis" completed by the WIOA service provider.
- Pell Grant applications will be completed annually and made electronically to speed up the process.
- Training costs will not be paid until after the annual Pell Grant application has been completed. If the Pell Grant is awarded, the ITA will only cover the difference between the Pell Grant amount and the actual cost of the training. The training provider will be responsible for reimbursing the WIOA Service provider for the training cost covered by the Pell Grant. The customer is not entitled to receive Pell Grant funds from the training provider that is needed to reimburse the WIOA Service provider for training related costs. If the customer is clearly not eligible for a Pell Grant, a voucher will be issued on a per semester/quarter basis.

- For Out-of-School Youth participants – ITAs will be funded for client choice with reimbursement at the rate provided by the most cost-effective provider. Based on current funding allocation, this can be reviewed on an annual basis and readjusted based on annual allocations.
- Any request for special approval must come from the Program Manager and staffed with the Gaston County Workforce Development Board leadership with final approval given by the Director, on a limited basis. Verification must be presented as justification and, if approved, must be uploaded, and notated in NCWorks.
- The customer should first register for training classes and provide proof of registration to the WIOA Career Center Staff. The WIOA Service Provider will be responsible for issuing the training voucher no earlier than 30 days prior to the start date of the semester. The customer must provide the voucher to the training provider within 30 days of issuance by the Service Provider. The Service Provider must request that the Training Provider issue the final invoice for payment within 120 days of the original voucher issuance date. Payment will be made by the service provider, directly to the training provider. A list of all ITA vouchers & Sponsorships issued must be maintained by the service provider on an ITA Voucher Log and/or a Sponsorship Log. These logs must include the following:
  - Name of Customer
  - Training Provider Name
  - Date Voucher/Sponsorship Issued
  - Amount of Voucher/Sponsorship Issued
  - Cohort (Adult or DW or Out-of-School Youth)
  - Name of Person Issuing Voucher
  - Date Voucher Redeemed by Training Provider
  - Amount of Voucher Redemption
  - Name of Manager Approving training expenditure to be paid

*Note: Sponsorships should not be tracked on the same log with the ITA's*

A system is in place to ensure that the ITA is based on customer choice and that there are safety measures in place to document why the service provider was chosen over any other certified training providers.



**EFFECTIVE DATE:** Immediately

**EXPIRATION:** Indefinite

**CONTACT:** Michael Coone

**ATTACHMENTS:** 6

Attachment A: Training Cost Analysis  
 Attachment B: Example Voucher  
 Attachment C: Example Sponsorship Letter  
 Attachment D: ITA Log  
 Attachment E: Sponsorship Log  
 Attachment F: Classroom Training Student Handbook

 <p><b>GASTON COUNTY</b> Workforce Development Board</p>	<p><b>Gaston County Workforce Development Board</b></p>
	<p><b>GC Policy Statement Number: 2017-01</b></p>
	<p><b>Date: 04/27/2017 Revised: 10/06/2017, 2/7/2025</b></p>
	<p><b>Subject: Work Experience (WEX) for WIOA Youth and Adult/DW Programs</b></p>
	<p><b>From: Michael Coone, Gaston County WDB Director</b></p> 

**PURPOSE:** To meet requirements for a Work Experience policy that will ensure the success of the Work Experience Program. The established requirements must be met by the customer, the case manager, the program manager, the employer, and/or the Business Services Representative (BSR). This update includes changes to staff title, participant requirements and monitoring, and the contact of the Local Area Director.

**BACKGROUND:** DWS OG 24-2021 issued on 9/14/2021

**ACTION:** Career Center Staff, Board Staff and Service Providers must adhere to the LA Policy, within this policy statement, to ensure that all expectations and responsibilities are being met. Review current practices and enact the policies herein.

**POLICY:**

**General Information**

The Work Experience Program is designed to assist customers who consistently have a work history of less than 1 consecutive year, with each of their places of employment, over the past five years. The purpose of the Work Experience Program is to:

- (1) Enhance the basic skills of participants
- (2) Provide exposure to the world of work for those who have never been employed
- (3) Teach employment retention skills and encourage longevity
- (4) Enhance the citizenship skills of participants through actively working and paying taxes.
- (5) Expose the customer to job skills that will lead to permanent employment and teach transferable skills to enhance employability

**Determining a Participant's Need for WEX**

All WIOA Title 1 eligible participants (as appropriate based on identified needs by an objective and comprehensive assessment, including, but not limited to: assessments of basic skills; prior work experience; employability; occupational skills, supportive services needs, interest and aptitudes) may participate in a subsidized internship/work experience, if it determined that a participant would benefit from this service.

Individuals that may be determined to have a need for this service may include (but are not limited to):

- Participants with little or no work experience
- Individuals with occupational skills training but no work experience in a specific occupation/career.
- Individuals that need career exploration

When possible, it is strongly encouraged that the WEX, and its associated training components in its training plan, be directly tied to the attainment of a credential and documented in the IEP/ISS.

### **Participant Requirements**

The potential WEX customer must complete an interest assessment, a skills assessment and be actively enrolled in WIOA Individualized/Training Services before they can begin a Work Experience placement. The assessments should be used to help determine the most beneficial and appropriate worksite placement for the participant. Additionally, an IEP (ISS-Youth) & OAS should be completed on every participant by the case manager to ensure that the customer's goals/needs are the primary focus of the WEX opportunity. Also included at the end of the WEX opportunity, the customer will complete the same skills assessment test to determine the level of advancement that has been achieved in skills and knowledge during the customer's period of work experience.

#### ADULT:

Adult participants should be limited to 1 work experience opportunity, which lasts *up to* 12 months or 1040 hrs, per life time – whichever is shorter. Exceptions may be made, with the approval of the WDB Director (or his/her designee), to allow 1 additional work experience opportunity (WEX Special Approvals) if there is an extenuating circumstance and it will result in permanent employment for the participant. In no circumstances shall more than 1 work experience opportunity be granted to the same participant *within the same program year for the Adult program*. Adult participants are not allowed to work more than 40 hrs. per week nor are they allowed to incur overtime.

*Note: The WDB is the responsible payer for any WEX 'Special-Approval' cases.*

*The Adult WIOA Program does not have the minimum expenditure rate for total local area Adult Program Funds like the Youth Program.*

#### YOUTH:

Youth participants must successfully complete work preparedness activities for 6 to 8 weeks, depending on the length of their prior work history, to ensure that they are prepared to succeed in the *world of work* before they are given the opportunity to do work experience. The following Work Preparedness Activities are required for each youth before they can enter a work experience:

- Resume
- Interviewing Skills
- Mock Interviews
- Soft Skills Classes (Exp: Work Smart)
- Financial & Planning Skills (Exp: Money Smart)

Youth participants' limitation on the total number of hours of work experience, during the program year, is capped at a maximum of *up to* 1560 hrs. (*up to* 30 hrs. weekly x 52 weeks per program year). However, the actual number of hours written in the worksite agreement should be determined based primarily on the number of hours each youth participant needs to support him/her achieving his/her goals on their OAS. Additionally, youth that are *ages 18 and under* are limited on the number of daily hours they are allowed to work due to state law and school attendance policies. *Youth participants are allowed more than 1 work experience opportunity, if necessary, to meet the long term goals on their ISS. The additional work experience opportunity can be with the same employer, as long as the experience the participant receives from the employer is an integral part of their plan for his/her success AND is clearly defined in the training*

*plan.*

The youth program should supply different kinds of work experience opportunities pursuant to WIOA Law Sec 129(c)(2)(C) to their Youth customers (when applicable) to include:

- 1) Year-Round Paid Work Experience - for individuals seeking permanent employment
- 2) Summer Paid Work Experience - for individuals seeking work during the summer vacation months from school and other time available throughout the school year
- 3) Pre-Apprenticeships for college bound students
- 4) Paid Internships for active college students
- 5) Non-Paid Job Shadowing for college bound students
- 6) OJT Opportunities as defined in Federal WIOA Law Sec 3(44) and NC Policy Statement 04-2015

#### **Requirement to spend 20% youth funds on Work Based Learning:**

The Gaston LA Youth Program must expend “not less than 20% of the Title 1 Youth Funds”, allocated to them by the Gaston County WDB, on “work based learning eligible expenditures”.

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

*The following expenditures count toward the 20% work based learning expenditure requirement:*

- Wages/Work Stipends paid for participation in work based learning.
- Work Experience Case Manager Activities:
  - Staff time working to identify and develop a work experience opportunity (including staff time spent working with employers)
  - Staff time working with employers to ensure a successful work experience
  - Staff time evaluating the work experience
  - *Participant work experience orientation sessions*
  - Employer work experience orientation sessions
- Classroom Training or the required academic education component directly related to the work experience.
- Incentive payments directly tied to the successful completion of work experience
- Employability skills/Job Preparedness training to prepare youth for a work experience.

*\*Youth Supportive Services are a separate program element and cannot be counted toward the 20% requirement even if they assist youth in participating in a work experience.*

#### **BSR/Work Experience Case Manager Requirements**

The participant’s worksite should not be chosen based solely on what worksites are already available. If a worksite is not available in the career/interest area of the participant, the BSR/Work Experience Case Manager should work to secure an appropriate site that is close to their area of career/interest. It is preferable that the BSR/Work Experience Case Manager place participants at worksites that may have the ability to do a permanent hire for the position(s) at some point. *Placement at sites that will never have the*

*ability to hire permanent staff members with the skills that are being taught to the participant is discouraged but not disallowed.*

Conditions of employment and training should be in full accordance with all applicable Federal, State, and Local laws, including but not limited to, health and safety laws. The BSR/Work Experience Case Manager should observe safe working conditions for the work experience position prior to a worksite agreement being completed with an employer. The WEX position should be appropriate and reasonable with regards to the type of work undertaken and the proficiency of the participant.

*Note: WEX participants cannot be employed to carry out the construction, operation or maintenance of any part of a facility that is used for sectarian instruction or as a place for religious worship, or be required to participate in religious activities. The BSR/Work Experience Case Manager is responsible for certifying that neither the employing company nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or excluded from participation by any federal department or agency. It is also important that participants are not placed where a particular employer has laid off or terminated someone (to reduce the workforce) in the same or substantially similar job or the job is created in a promotional line that infringes in any way on the promotional opportunities of currently employed workers.*

The BSR/Work Experience Case Manager must complete the *Worksite Agreement*, included in the WEX Supervisor Manual, before the participant begins work at any work experience site. The BSR/Work Experience Case Manager should follow all instructions & time frames laid out in the WEX Case Manager Manual. BSR/Work Experience Case Manager should not enter a participant into a WEX position if a member of his/her family is engaged in an administrative capacity with the WEX employer....including a person with selection, hiring, placement, or supervision responsibilities for the WEX trainee.

The WIOA Service Provider must carry Workman's Comp Insurance, Comply with the Civil Rights Act, and follow all applicable Federal and State Tax Laws.

#### **Determination of WEX Hourly Wage Rate:**

WEX employers are required to pay WEX participants, at least, minimum wage and provide for periodic wage increases. With that being said, the BSR/Work Experience Case Manager should determine the best wage rate for the participant by using the trainee wage that the employer is already paying to other trainee employees *in the same position*. *If the employer does not have any trainee employees in the same position, the BSR/Work Experience Case Manager will use the current version of the **NC State Occupational Employment and Wage Estimate - produced by the US Bureau of Labor Statistics - to determine the appropriate trainee wage for the career field in which the customer will be working.***

#### **Determination of Work Site Placement:**

The Gaston LA does not permit the practice of placing participants in WEX opportunities at the following locations due to the potential for conflicts of interest:

- Board Offices
- Career Centers (including NextGen Career Centers)
- Administrative Entities

Note: Placement at these locations will only be allowed with specific *written approval* of the WDB Director (or his/her designee) AND there must be sufficient & specific documentation in NCWorks that "the particular experience meets the participant's specific career goal(s) and skill needs AND there is no other placement opportunity available in the local area in the customers career field or skill need.

The participant must be placed at a work site that has adequate supervision at ALL times.

### **Participant Performance Evaluations:**

The site supervisor is responsible for completing a monthly Participant Evaluation Form, on each work experience participant placed at their business, to evaluate the level of skill progression.

### **Monitoring of WEX Employers & Participants:**

#### EMPLOYERS:

The BSR is required to monitor the WEX employer every 90 days starting with when the first invoice is issued, at the midpoint, and within 30 days of the last invoice being issued. When monitoring the employer, the BSR should obtain copies of: timesheets; check stubs; and invoices; as well as thoroughly document in case notes the results of the monitoring and all employer-based communications/activities, in NCWorks under the employer.

#### PARTICIPANTS:

The case manager(s) designated to handle WEX cases should make a site visit to provide a WIOA service and follow the participants WEX progress, at least, once every 30 days. Site visits can be completed in person or virtually, depending on the resources the employer and WDB possess to do this. The WEX Case Manager should use these visits to resolve any issues or alleviate any barriers that could cause the participant issues. If the participant has an issue with their work site supervisor, co-workers, and their work site as a whole – the WEX case manager should notify their program manager who will staff the situation with the BSR so that he/she can resolve the problem with the employer. Contracted staff members should not contact the work sites directly unless instructed to do so by the BSR.

The WIOA Work Experience *Case Manager* is responsible for visiting the WEX participant at their worksite at least monthly to (1) monitor the customer's compliance with the job requirements, as well as to (2) monitor the progress of the participant and (3) evaluate for any additional services that are needed. It is also the case manager's responsibility to communicate with the BSR and their program manager if the participant has any issues during their WEX training.

The WIOA *Worksite Supervisor* is required to complete a monthly WEX Trainee Evaluation and forward it to the Work Experience Case Manager to go over with the participant. The WIOA WEX Case Manager will be responsible for addressing any work site employer concerns with the participant and developing a plan to resolve the issues.

### **Case Manager Requirements**

The case manager has the responsibility for ensuring that the participant has polished interview skills, appropriate work & interview clothes, and any other necessities to attend the WEX interview appointment and work at the job site. There should NOT be an upfront cost to the customer since they have been unemployed. The case manager should keep the IEP/ISS up-to-date with the participant's progress in the WEX position.

A case manager should never contact an employer directly with a participant's issues. The case manager should follow the procedural requirements in the WEX Case Manager Manual.

NOTE: The youth program is required to spend, at a minimum, *20% or more* of its total program funds on *work-based learning* each program year. The percentage of funds spent on work experience is calculated based on the total local area youth funds expended on work experience, rather than calculated separately for in-school and out-of-school youth. The 20% spending requirement is calculated after administrative cost have been subtracted from the total amount of youth funds.

*\*Adult programs do not have a minimum expenditure.*

**EFFECTIVE DATE:** Immediately

**EXPIRATION:** Indefinite

**CONTACT:** Michael Coone

**ATTACHMENTS:** 3

Attachment I - WEX Case Manager Manual

Attachment II - WEX Worksite Agreement

Attachment III - WEX Training Plan



**PY 2025 Gaston WDB**

**WIOA Adult/Dislocated Worker Service Provider List**

<b>WIOA Adult/Dislocated Worker Service Provider</b> (Organization Name, Address, and Phone Number)	<b>Contact Person</b> (Name, Title and Email Address)	<b>County/Countries Served and where services are provided*</b> (One-Stop, Office, and/or Both)	<b>Type of Organization</b> (State Agency, For-profit, Non-profit, other-specify)	<b>Type of Contract, RFP Release Date/Year Procured/Contract extended (Y/N)</b>  (Cost Reimbursement, Fixed Price, Performance Based, Hybrid, other-specify)
Two Hawk Workforce Services 1391 Bessemer City Rd Gastonia, NC 28052 704-853-5328	Aletha Poole Two Hawk Workforce Services Director aletha.poole@twohawk.net	Gaston County  One-Stop	For-profit	Cost Reimbursement for Expenditures  Performance Based Profits
Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.

**Notes:**

- Complete all columns.
- \*Specify where youth services are provided: at the One-Stop Centers, the Office location provided, and/or combination. Be specific.

**PY 2025 Gaston County WDB  
NCWorks Career Center Locations (Effective July 1, 2025)**

<b>A.</b> One-Stop Location(s) (Address, Phone number, and Hours) Counties Served	<b>*B.</b> Comprehensive (Tier I) or Access Points (Affiliate or Specialized) Sites	<b>C.</b> On-site Partners	<b>**D.</b> Career Center Operator, Method of Selection, Year Procured, Contract Extension (Y/N)	<b>E.</b> Provider(s) of WIOA Title I Adult/DW Career Services and Method of Selection	<b>F.</b> Functional Manager (manages the day-to-day operations)	<b>G.</b> WIOA Title I Youth Services Provided Onsite (Y/N) Name of Youth Provider(s) (list youth services provided)	<b>H.</b> Additional Partners
NCWorks Career Center-Gaston, 1391 Bessemer City Rd, Gastonia, NC 28054 (704)853-5328 M- Th 8:30-4:30 & Fridays 8:30-1:00 Gaston County	Tier 1	WIOA-Title I, WP Title III	Two Hawk Workforce Services, RFP, 2024, Y	Two Hawk Workforce Services, RFP	Two Hawk Workforce Services-Candis Kallay	Y, Two Hawk Workforce Services-Youth WP Basic Career WIOA Pre-Intake for Individualized Career Services Follow-Up Services	Gaston Literacy Council, Gaston College, EIPD, Services for Blind Deaf and Hard of Hearing, DHHS- TANF, Job Corp, WIOA Native American Services, Gaston Co Public Library, SCSEP, Habitat for Humanity

**Notes:**

- \*Type of Center Designation: Comprehensive or Access Point (Affiliate or Specialized) Site
- \*\* Method of Selection: Competitive Procurement, Sole Source, Contract Extended
- Directions and explanations provided on the preceding page.

## **Gaston County Workforce Development Board**

### **Youth Committee Meeting Schedule PY 2025**

Held at Gaston County Department of Social Services Auditorium: 330 Dr.  
Martin Luther King Jr. Way Gastonia, NC 28052

- August 21, 2025 12:00noon
- November 20, 2025 12:00noon
- February 19, 2026 12:00noon
- May 21, 2026 12:00noon

**PY 2025 Gaston WDB  
WIOA Youth Service Provider List**

WIOA Youth Service Provider (Organization Name, Address)	Contact Person (Name, Title, Email Address, and Contact number)	County/Countries Served and where services are provided** (One-Stop, Office, Both)	Type of Organization (State Agency, For-profit, Non-profit, other-specify)	Type of Contract/RFP Release Date/Year Procured/Contract extended (Y/N) (Cost Reimbursement, Fixed Price, Performance Based, Hybrid, other-specify)
Two Hawk Workforce Services 1391 Bessemer City Rd Gastonia, NC 28052 704-853-5328	Aletha Poole Two Hawk Workforce Services Director aletha.poole@twohawk.net Gaston County	Gaston County  One-Stop	For-profit	Cost Reimbursement for Expenditures  Performance Based Profits
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Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.

(RFP Released 3/1/2024/Procured April 2024; currently working on extension for PY2025)

**Notes:**

- Complete all columns.
- Be specific to state where Youth Services are provided: at the One-Stop Centers, the Office location provided, or a combination.
- Type of Contract: Cost Reimbursement, Fixed Price, Performance Based, Hybrid, Other- Be specific.
- RFP Release Date/Year Procured/Contract Extended. **Example:** RFP Released: January 4, 2023/Procured: April 2023; Extended July 2024 and July 2025.

## Gaston County WIOA Youth Committee Listing

July 1, 2025

Category	Name and Business Title	Business Name and Address	Phone Number	Email Address	Term
Private Sector Labor WDB Chair	Selina Lee Owner	W.D. Lee & Company PO BOX 1257 Gastonia, NC 28053	(704) 864-0346	<a href="mailto:slee@wdlee.com">slee@wdlee.com</a>	07/01/2024 To 06/30/2027
Adult Education and Literacy Chair	Greg Smith VP-Academic Affairs	Gaston College 201 Hwy. 321 S Dallas, NC 28034	(704) 922-6266(o)	<a href="mailto:smith.greg@gaston.edu">smith.greg@gaston.edu</a>	07/01/2024 To 06/30/2027
Private Sector--- Apprenticeship	Donna Caskey HR Manager	Gaston Sheet Metal 1535 West May Ave. Gastonia, NC 28052	(704) 864-0344 (o)	<a href="mailto:donna@gastoniasheetmetal.com">donna@gastoniasheetmetal.com</a>	07/01/2023 To 06/30/2026
Public Sector/Foster Care	Timothy Rollins Foster Care	Gaston County DHHS 330 Dr. Martin Luther King Jr. Way Gastonia, NC 28052	(704) 862-6740(o)	<a href="mailto:Timothy.rollins@gastongov.com">Timothy.rollins@gastongov.com</a>	07/01/2024 To 06/30/2027
Public Sector/Literacy	Rusty Parker CTE Director	Gaston County Schools 943 Osceola Street Gastonia, NC 28054	(704) 861-2496 (o) (704) 866-6175 (fax)	<a href="mailto:rlparker@gaston.k12.nc.us">rlparker@gaston.k12.nc.us</a>	07/01/2024 To 06/30/2027
Public Sector-TANF, Child Care, Energy Assistance	Apryl Smith Economic Support Services Coordinator	Gaston County DHHS 330 Dr. Martin Luther King Jr. Way Gastonia, NC 28052	(704) 862-7993 (o)	<a href="mailto:apryl.smith@gastongov.com">apryl.smith@gastongov.com</a>	07/01/2024 To 06/30/2027
Public/Law Enforcement	Cpl. Danielle Gibson- Stinnett	Gaston County Sheriff's Office 425 Dr. Martin Luther King Jr. Way Gastonia, NC 28052	(704) 862-6678(o)	<a href="mailto:dstinnett@gcps.org">dstinnett@gcps.org</a>	07/01/2024 To 06/30/2027

**Notes:**

- + Identify category represented: Labor, Apprenticeship, or Community Based or Youth Organization.
- \*If Local Workforce Development Board Area has more than 19 total members, please change chart accordingly.

## Gaston County WIOA Youth Committee Listing

July 1, 2025

Category	Name and Business Title	Business Name and Address	Phone Number	Email Address	Term
CBO	Teresa Bradley Teen Court Coordinator	Alliance for Children & Youth 325 Dr. Martin Luther King Jr. Way Gastonia, NC 28053	(704) 852-3339 (o)	<a href="mailto:teresa@cisgaston.org">teresa@cisgaston.org</a>	07/01/2024 To 06/30/2027
CBO/Housing Authority	Terry Sanford	Gastonia Housing Authority 340 Long Avenue Gastonia, NC 28052	(704) 864-6771(o)	<a href="mailto:t.h.sanford@ghanc.org">t.h.sanford@ghanc.org</a>	07/01/2024 To 06/30/2027
Organized Labor	Brandon Price Treasurer	Teamsters Union/UJPS 2529 Beltway Blvd. Charlotte, NC 28799	(704) 363-6492(o) (704)289-7601(c)	<a href="mailto:hotdogba71@gmail.com">hotdogba71@gmail.com</a>	07/01/2023 To 06/30/2026
Public Sector	Lizbeth Romero Workforce Development Services	Goodwill Industries 116 Armstrong St. Gastonia, NC 28054	980-829-5487 (c)	<a href="mailto:Lizbeth.Romero@goodwillsp.org">Lizbeth.Romero@goodwillsp.org</a>	07/01/2024 To 06/30/2027
Adult Education and Literacy	Deana Murphy Education Coordinator	Gaston Literacy 116 Dr. Martin Luther King Jr. Way Gastonia, NC 28052	(704) 868-4815 (o)	<a href="mailto:d.murphy@gastonliteracy.org">d.murphy@gastonliteracy.org</a>	07/01/2024 To 06/30/2027
CBO/Faith Based	Jessica Capers Coordinator	A Place of Refuge 800 Robinson Rd, Gastonia, NC 28056	(704) 867-3706 (o) (980) 260-8437(c)	<a href="mailto:icapers54@gmail.com">icapers54@gmail.com</a>	07/01/2024 To 06/30/2027
Public Sector Youth	Tamya Brown	NextGen Youth Program Youth	980-402-3271	<a href="mailto:myabbinkin@gmail.com">myabbinkin@gmail.com</a>	07/01/2023 To 06/30/2026

**Notes:**

+ Identify category represented: Labor, Apprenticeship, or Community Based or Youth Organization.

\*If Local Workforce Development Board Area has more than 19 total members, please change chart accordingly.

**PY 2025 WIOA Gaston WDB Youth Program Elements Chart**

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

20 CFR §681.470 states that it is not required for local programs to use funds for each program element. Local Area WDB programs may leverage partner resources to provide program elements. However, if the program is not funded with WIOA youth funds, the Local Area WDB must have an agreement in place with a partner organization to ensure that the program element will be offered. If offered by a partner, the program element must be connected and coordinated with the WIOA youth program.

Please denote whether the required WIOA Program Element will be WIOA funded by the Local Area WDB, provided by referral, or both. Specify the provider(s) in the referral section.

<b>WIOA Youth Program Elements</b>	<b>WIOA Funded (Specify Provider)</b>	<b>Referral By Agreement (Specify Providers)</b>
1. Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential.	Two Hawk Workforce Services	Gaston Community College, Gaston Literacy Council, Boys & Girls Club, Gaston County Schools- Special Population Coordinator
2. Alternative secondary school services, or dropout recovery services, as appropriate.	Two Hawk Workforce Services	Gaston Community College, Gaston Literacy Council.
3. Paid and unpaid work experiences that have as a component academic and occupational education, which may include (i) summer employment opportunities and other employment opportunities available throughout the school year; (ii) pre-apprenticeship programs; (iii) internships and job shadowing; and (iv) on-the-job training opportunities.	Two Hawk Workforce Services	NCWorks Career Center, DWS-ES, Goodwill Industries, other public and private sector businesses as appropriate
4. Occupational skill training, which shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors or occupations in the Local Area involved.	Two Hawk Workforce Services	Gaston Community College, Cleveland Community College, Central Piedmont Community College

PY 2025 WIOA Gaston WDB Youth Program Elements Chart

WIOA Youth Program Elements	WIOA Funded (Specify Provider)	Referral By Agreement (Specify Providers)
5. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.	Two Hawk Workforce Services	Gaston Community College, Goodwill Industries
6. Leadership development opportunities, which may include community services and peer-centered activities encouraging responsibility and other positive social and civic behaviors, as appropriate.	Two Hawk Workforce Services	Gaston Community College, Boys & Girls Club, Juvenile Justice- Teen Court, YMCA, 4-H, Habitat-Gaston
7. Supportive Services.	Two Hawk Workforce Services	NCWorks Career Center, Gaston County DHHS, NCDOC,
8. Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months.	Two Hawk Workforce Services	Gaston Boys & Girls Club, Gaston Literacy Council, Youth Villages
9. Follow-up services for not less than 12 months after the completion of participation, as appropriate.	Two Hawk Workforce Services	NCWorks Carrer Center
10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate.	Two Hawk Workforce Services	Phoenix Counseling Services, Youth Villages
11. Financial literacy education.	Two Hawk Workforce Services	Gaston Community College, Gaston Literacy Council, Habitat for Humanity-Gaston
12. Entrepreneurial skills training.	Two Hawk Workforce Services	Gaston Community College, Gaston Literacy Council, Gaston Public Library
13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the Local Area WDB, such as career awareness, career counseling and career exploration services.	Two Hawk Workforce Services	NCWorks, Gaston College, Goodwill Industries
14. Activities that help youth prepare for and transition to postsecondary education and training.	Two Hawk Workforce Services	Gaston College