

# **CHARLOTTE WORKS**

## **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.

Charlotte Regional Workforce Consortium

- 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.
  - Name document: Local Area WDB Name Consortium Agreement.
- 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.
  - Name document: Local Area WDB Name Local Area designation letter.
- 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.

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

Name: <a href="#">Anna London</a>	Title & Salutation: <a href="#">President &amp; CEO</a>
Organization Name: <a href="#">Charlotte Works</a>	Address: <a href="#">8601 McAlpine Park Drive, Suite 130, Charlotte, NC 28211</a>
Phone Number: <a href="#">704-274-8016</a>	Email Address: <a href="mailto:alondon@charlotteworks.com">alondon@charlotteworks.com</a>

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

Name: <a href="#">Viola Lyles</a>	Elected Title & Salutation: <a href="#">Mayor, The Honorable</a>
Government Affiliation: <a href="#">City of Charlotte</a>	Address: <a href="#">600 East Fourth Street 15th Floor, Charlotte, NC 28202</a>

Phone Number: 704-336-2241	Email Address: mayor@charlottenc.gov
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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: Marcus Jones	Title & Salutation: City Manager, Mr.
Business Name: City of Charlotte	Address: 600 East Fourth Street 15th Floor, Charlotte, NC 28202
Phone Number: 704-336-2241	Email Address: marcus.jones@charlottenc.gov

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: Beverly Shepard	Title & Salutation: Comptroller, Mrs.
Organization Name: Charlotte Works	Address: 8601 McAlpine Park Drive, Suite 130, Charlotte, NC 28211
Phone Number: 704-502-3923	Email Address: bshepard@charlotteworks.com

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

Name: Anna London	Title & Salutation: President & CEO
Organization Name: Charlotte Works	Address: 8601 McAlpine Park Drive, Suite 130, Charlotte, NC 28211
Phone Number: 704-274-8016	Email Address: alondon@charlotteworks.com

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

- Name document: *Administrative Entity Name Organizational Chart*.

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].

Charlotte Works serves as its own fiscal agent. Charlotte Works' DUNS number 060360677 is registered/active in SAM.gov. The SAMS ID is NHXNY9PL61H6.

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)

The equal opportunity officer for Charlotte Works is Jeremy Wilson, Compliance Manager.

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: *Local Area WDB Name Board 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](#).

- Name document: *Local Area WDB Name By-Laws*.

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.

- Name document: *Local Area WDB Name By-Laws Required Elements- Crosswalk chart*.

*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)]

*Charlotte Works will make the plan available for a 30-day public comment period through both electronic means and sent to news outlets upon request. We post a notice on the front page of our website indicating that the plan is available for review along with instructions for submitting feedback. This is also highlighted in our newsletter. Those who have comments can send them directly to the via email at [info@charlotteworks.com](mailto:info@charlotteworks.com), or via mail to our office at 8601 McAlpine Park Drive, Suite 130, Charlotte NC 28211 .*

*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: *Local Area WDB Name 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)

Date	Time	Location (include address, room # and virtual link)
Friday, July 25, 2025	10:00-11:00	Zoom: <a href="https://us02web.zoom.us/j/89819379074?pwd=sWaCkaOg4PvorXN8LuKvfoFVnnsnQc.1">https://us02web.zoom.us/j/89819379074?pwd=sWaCkaOg4PvorXN8LuKvfoFVnnsnQc.1</a>
Friday, September 5, 2025	10:00-12:00	NCWorks Career Center - Charlotte 8601 McAlpine Park Dr., Suite 110 Charlotte, NC 28211
Friday, November 7, 2025	10:00-12:00	Zoom: <a href="https://us02web.zoom.us/j/81435210511?pwd=0aW0oBT3oIXbEaLiLVk0SR9InAO6Qa.1">https://us02web.zoom.us/j/81435210511?pwd=0aW0oBT3oIXbEaLiLVk0SR9InAO6Qa.1</a>
Friday, January 23, 2026	10:00-12:00	NCWorks Career Center - Charlotte 8601 McAlpine Park Dr., Suite 110 Charlotte, NC 28211
Friday, April 17, 2026	10:00-11:00	Zoom: <a href="https://us02web.zoom.us/j/81605557473?pwd=Cl2xm6vHvamuMRo6tZgnafTt8LTZ7C.1">https://us02web.zoom.us/j/81605557473?pwd=Cl2xm6vHvamuMRo6tZgnafTt8LTZ7C.1</a>
Friday, May 29, 2026	10:00-12:00	Zoom: <a href="https://us02web.zoom.us/j/82884478505?pwd=EK90yc0Q4CyIKM7CjWR5f1iMrqg9u4.1">https://us02web.zoom.us/j/82884478505?pwd=EK90yc0Q4CyIKM7CjWR5f1iMrqg9u4.1</a>

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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.

- Name document: *Local Area WDB Name Plan Approval Minutes.*

17. Attach a copy of the signed ‘Certification Regarding Debarment, Suspension, and Other Responsibility Matters – Primary Covered Transactions’ Form (*form provided*). [Required by the Regulations

implementing Executive Order 12549, Debarment and Suspension, 2 CFR 180, participants' responsibilities.]

- Name document: *Local Area WDB Name Certification Form*.

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: *Local Area WDB Name Signatory Page*.

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

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313 Chapanoke Road, Suite 120  
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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.

In the upcoming program year, Charlotte Works anticipates supporting up to 10 economic development (ED) projects, continuing our role as a key partner in business recruitment, expansion, and retention efforts across the region. These projects may include support for new company locations, business expansions, or workforce pipeline development in coordination with our regional and state economic development partners.

As the designated workforce board for Mecklenburg County and as the local leader for all things Workforce, Charlotte Works provides a range of services that align with business needs and economic development goals. These services include: On-the-Job Training (OJT) to support skill development and offset employer training costs; Work Experience (WEX) opportunities to build talent pipelines; Incumbent Worker Training (IWT) to support upskilling and retention of existing employees; Labor market data and analysis to inform business decisions and site selection; and Customized talent sourcing and connection to our NCWorks Career Center job seeker network.

Charlotte Works collaborates closely with the Economic Development Partnership of North Carolina (EDPNC), the Mecklenburg County and City of Charlotte ED teams, the Charlotte Regional Business Alliance, and Central Piedmont Community College, among others. These partnerships are key to ensuring our services are well-integrated into the broader business attraction and retention ecosystem.

Looking ahead, we are shifting from a reactive, service-delivery posture to a proactive and strategic approach

to workforce storytelling. Our goal is to help partners better communicate the depth, diversity, and adaptability of Charlotte’s talent ecosystem to site selectors and prospective companies.

A core part of our strategy is reframing how we use labor market data from merely confirming the presence of existing industry clusters, towards illustrating the transferable skills and emerging talent potential within our labor pool. This approach positions Charlotte as a “blue ocean” market for new industry, particularly attractive to companies in emerging sectors that may not yet have a strong foothold in our region but can still draw on our talent base.

Ultimately, the number of ED projects Charlotte Works engages in will depend on partner-initiated activity, but we are committed to serving as a strategic, data-informed, and workforce-focused partner in each opportunity.

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

Pathway Name	Partner WDBs	Year the pathway was developed	Number of trainees (to date) who have utilized the pathway
N/A	N/A	N/A	N/A

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

While Charlotte Works does not have any plans to submit a career pathway for certification under the current certification process, we do have plans to create intentional partnerships with major companies and providers that will result in much clearer career pathways for job seekers.

### 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: Local Area WDB Name 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)]

The current One-Stop provider is Equus Workforce Solutions.

The following is a summary of the timeline for our 2023 procurement process for the PY23 program year:

- o January 4, 2023- RFP released
- o January 12, 2023- RFP Bidders Conference
- o Charlotte Works staff facilitated a preproposal conference for interested bidders to provide an overview of the RFP, expectations, deadlines, etc. Charlotte Works staff were also available to interested bidders to answer any questions.
- o January 19, 2023- Letter of intent to bid form due
- o January 27, 2023- Questions accepted until
- o March 3, 2023- RFP submittal
- o March 23/24, 2023-Review Committee Meeting

The review committee was made up of Charlotte Works board members and staff, and Mecklenburg County staff. The review committee members review and score each of the proposals. Bidders will present to the review committee during the review committee meeting. This allows the review committee to ask questions and hear from the bidders directly. The review committee will vote at the end of the review committee meeting, after all bidders present, and will propose a recommendation to the Board of Directors. The Board of Directors will vote on the One-Stop Operator, Adult/DW Service Provider, and Business Services Provider during the Board of Director's meeting on March 31, 2023.

- o March 31, 2023 - Charlotte Works WDB Approval
- o April 2023- Award notification
- o July 1, 2023- Anticipated Contract Start Date for annual contracts to be renewed for up to 3 years
- o The One-Stop Operator and Adult/DW Service Provider will have annual contracts for up to three years. Charlotte Works RFP cycle is every three years. In PY25, the One-Stop Operator and Adult/DW service provider contract is in the third year of a three-year contract.

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: Local Area WDB Name 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?

### Positive

The performance of the Local Area Workforce Development Board has been positively impacted by operational streamlining that has enabled us to coordinate a fragmented workforce ecosystem, and hold our service providers accountable to performance. As Charlotte Works recently went through a leadership change last program year, we are just beginning to bear the fruits of our new approach to operating. Secondly, we also have been fortunate to see median wages for job postings in our area continue to exceed the state average positively impacting our earnings performance.

### Negative

While Charlotte has above state wage levels, job postings advertised salary over the past year declined in advertised salary for the first time in over a year. While nationally wage growth has continued, this has a negative effect on our local area median earnings performance. Since our peak of local employment in September of last year, another factor negatively impacting performance is falling local employment and

rising layoffs.

#### Anticipated Factors for Upcoming Program Years:

With a recent rise in layoffs, and, and the yield curve inversion happening again we are anticipating these recessionary factors will contribute to a difficult year for employment and earnings. Labor force participation rate has never recovered from 2008, and we also have not fully recovered from 2020, but had been on an upward trend for years but over the past couple of years has stagnated. With many other recessions this has also been a leading indicator of troubling times ahead.

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?

Charlotte Works employs a proactive and data-informed approach to meeting and exceeding performance goals, with clearly defined accountability structures, continuous monitoring, and a focus on staff development to ensure high-quality service delivery across all programs.

#### Performance Tracking and Accountability

Responsibility for tracking performance and compliance falls on Charlotte Works Chief Impact Officer and Compliance Manager. Our Chief Programs Officer works in close collaboration with our service providers to help them execute on all of our goals including our federal performance measures for Adult, Dislocated Worker, and Youth programs on an ongoing basis, with a monthly dashboard being shared broadly as well as period check ins around specific performance issues.

We utilize multiple tools to support performance tracking, including FutureWorks BI, which including the predictive rosters is a core resource in our performance management strategy. Reports are reviewed monthly at both the staff and leadership levels to identify trends, flag areas needing improvement, and align performance with contractual expectations. Our team uses FutureWorks BI to conduct cohort-level analysis, monitor real-time progress against negotiated goals, and generate detailed dashboards that are shared with service providers, board members, and the entire staff.

In addition to FutureWorks, Charlotte Works uses NCWorks Online, internal dashboards, and program-specific data systems to track case management activity, service delivery metrics, and participant outcomes.

#### Accountability Measures

Performance expectations are embedded in our provider contracts and regularly reviewed through our compliance monitoring. We review 10 files from each provider monthly and hold providers accountable to a 90% compliance rate. These reviews include both quantitative performance metrics and qualitative assessments such as case file reviews, participant feedback via a career center survey, and adherence to programmatic guidelines. Providers that underperform are required to submit corrective action plans and may receive targeted technical assistance from Charlotte Works staff.

We foster a culture of continuous improvement by not only holding providers accountable but also by celebrating positive performance. Providers that exceed performance goals are recognized and often asked to share best practices with peers.

### Training and Capacity Building

Charlotte Works invests in regular training for both internal staff and service provider staff to ensure consistency, compliance, and high-quality service delivery. Training is provided to staff upon onboarding, with additional sessions held as needed.

By aligning data systems, consistent performance monitoring, and continuous staff development, Charlotte Works is committed to exceeding performance goals while ensuring equitable and effective service delivery for all participants.

### 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.

Charlotte Works has a clear and proactive corrective action framework in place to address performance issues should they arise at any point during the program year. Our approach integrates regular performance monitoring, strong communication with staff and providers, data-driven strategy adjustments, and accountability measures to ensure continuous improvement and alignment with WIOA performance standards. Performance Monitoring Charlotte Works monitors performance on a monthly basis, utilizing tools such as FutureWorks BI, NCWorks Online reports, and internal dashboards. These tools provide real-time insights into each contractor's progress toward annual goals across the Primary Indicators of Performance. We pay close attention to Measurable Skill Gains, Credential Attainment, and Employment Rate measures to identify early warning signs of underperformance. This monitoring includes both current-period results and predictive analytics that flag future risks. If performance concerns are identified, Charlotte Works acts quickly to notify the relevant provider(s) with detailed information and predictive roster reports. For issues related to Measurable Skill Gains or Credential Attainment, we provide specific participant-level reports that allow providers to take corrective steps. We also communicate directly with our internal business engagement team

if there are concerns around employment or earnings metrics, ensuring they can prioritize placements and employer connections for impacted participants. Performance updates are discussed regularly in provider check-in meetings and action plans are developed as needed. Charlotte Works uses performance data not only to identify problems but also to inform changes to strategy and service delivery. For example, if data indicates that participants are not achieving Measurable Skill Gains due to timing or documentation issues, we may offer targeted training on case management and documentation practices. If credential attainment is lagging in specific programs, we may review training provider alignment, credential tracking processes, or participant engagement strategies. We also revisit referral pathways, supportive service offerings, and training program offerings to ensure they are aligned with in-demand industries and realistic pathways to employment. Follow-up and Accountability Measures Once corrective steps are implemented, Charlotte Works continues to monitor progress closely. Providers with persistent challenges may be placed on a formal performance improvement plan, which includes more frequent reporting, technical assistance, and clearly defined performance benchmarks. We believe in a supportive but firm approach to accountability. While we aim to empower providers to succeed, we also hold them responsible for results. When performance improves, we document successful practices and share them across our provider network to foster continuous learning. This structured yet flexible approach allows Charlotte Works to respond quickly and effectively to potential performance issues, ensuring we maintain a high standard of service delivery and continue meeting the needs of both job seekers and employers in our region.

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?

Charlotte Works uses performance data as a central tool to guide decision-making, improve services, and ensure accountability at every level of our workforce system.

We track performance monthly using tools such as FutureWorks BI, NCWorks Online, and internal dashboards. Key indicators include Measurable Skill Gains, Credential Attainment, Employment Rates, and Earnings. Predictive reports help us identify and address issues early.

Performance data is shared through regular meetings. Case managers receive individual reports to help them understand how their work impacts overall goals.

Service provider contracts include clear performance expectations. Providers not meeting goals must submit corrective action plans. Individual staff are supported through coaching, and strong performance is recognized and shared as a best practice.

We provide training as needed. Topics include performance metrics, documentation, case management, and

system use. All new staff receive onboarding, and current staff receive additional training as needed.

This structured approach ensures Charlotte Works remains data-driven, responsive, and focused on continuous improvement.

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?

Charlotte Works recognizes that the credential attainment indicator is a critical measure of workforce system effectiveness, particularly in preparing individuals for in-demand careers and improving long-term earnings potential.

One of the main challenges Charlotte Works faces is timely documentation and verification of credentials. Many participants complete training but delay submitting proof of credential attainment, which can impact performance reporting. Another challenge is ensuring that training programs are quality programs that meet the definition of a credential under WIOA. Issues with program performance can reduce attainment rate as can programs that are not recognized as a credential.

We also face challenges with participant follow-through, especially among populations with significant barriers to employment. Life circumstances, lack of support services, or changes in employment status may cause individuals to leave programs before earning a credential.

Charlotte Works has implemented several strategies to improve credential attainment outcomes. These include:

**Proactive case management:** Career advisors maintain close contact with participants throughout training and follow up after program completion to collect credential documentation.

**Strong provider partnerships:** We work closely with eligible training providers to streamline reporting and ensure they understand which credentials qualify under WIOA.

**Use of predictive rosters:** Our performance team generates reports identifying participants nearing completion dates who have not yet submitted credential documentation, allowing case managers to follow up in a timely manner.

**Career pathway alignment:** All of the programs on our ETPL are tied to in-demand occupations focusing on those with strong earnings, growth, and overall employment.

Case managers regularly use NCcareers.org and the NC Workforce Credentials list to guide participants as a part of the career coaching process. These tools support informed decision-making and help ensure that participants enroll in programs that will set them up for success. Advisors use these tools during career assessments, Individual Employment Plan development, and training provider selection to support credential attainment and improve long-term employment outcomes.

Through a combination of data-driven strategies, strong staff engagement, and alignment with labor market needs, Charlotte Works remains focused on improving credential attainment and connecting participants to quality career opportunities.

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)]

The training provider application process locally requires interested providers to submit an additional form indicating their interest in operating locally. The review process requires providers to demonstrate an alignment with our local list of occupations in demand, validate that the credential is industry recognized through employer references, as well as confirm other requirements for our local area (insurance, performance, operational history). This review process is designed to ensure that all providers have a significant interest in working with our local area, demonstrate proven success, and meet regulatory standards. The approval process involves a committee from our board of directors reviewing all submitted information and making a final determination. All information regarding our training provider approval process is available on our website at: <https://www.charlotteworks.com/services/training-providers/>. In addition to producing an annual export of the current provider list and sharing with the career center, we have worked to ensure this information is shared more regularly. We have worked to clean up our provider list in NCWorks to ensure that career center staff are aware of the current list of approved programs and providers for our local area at any given moment. Career advisors are able to share information about various providers to ensure clients can make an informed choice as to the provider that best meets their own individual needs.

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](https://www.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.

We have established specific policy requirements above the state level requirements for training providers interested in offering services in our local area. These policies are designed to ensure that training providers and their programs meet both state and local criteria, with a focus on informed client choice, performance accountability, and continuous improvement. Training vouchers issued to WIOA-eligible youth and adults are contingent upon the selection of training providers listed on the Eligible Training Provider List (ETPL). Charlotte Works emphasizes the importance of providing clients with access to skills assessment tools, career planning resources, and up-to-date labor market information to facilitate informed decisions regarding their training and career paths. To maintain their status on the ETPL, training providers must comply with several key requirements outlined in the Charlotte Works Training Provider Policy: Program of Training Services: Programs must lead to recognized credentials, employment, or measurable skill gains. Completion of Training: Defined as successfully attaining the skills, competencies, or credentials associated with the activity in the client's employment plan. In-Demand Occupations: Training must align with in-demand sectors and career pathways in high-wage occupations. Memorandum of Understanding (MOU): Training providers must sign an MOU acknowledging their understanding and agreement to comply with the Training Provider Policy. Additionally, training providers are subject to ongoing performance monitoring and accountability measures. They must submit performance data for each program, maintain specified graduation and employment placement rates, and comply with equal employment and nondiscrimination requirements. Charlotte Works reserves the right to conduct unannounced onsite visits, remove programs from the ETPL for non-compliance, and continuously monitor the labor industry and economic climate to ensure training programs meet the needs of both employers and job seekers in the region. Trainingproviderresults.gov is used where possible, but has limited use due to the NC waiver on performance data, once a more robust dataset exists this will be a better tool for provider evaluation.

Name Document: Local Area WDB Name ETPL Policy.

## 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].

- Name document: Local Area WDB Name EO Complaint Grievance Procedure.

## 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]

The following is a summary of the timeline for our 2023 procurement process for the PY23 program year:

- o January 4, 2023- RFP released
- o January 12, 2023- RFP Bidders Conference
- o Charlotte Works staff facilitated a preproposal conference for interested bidders to provide an overview of the RFP, expectations, deadlines, etc. Charlotte Works staff were also available to interested bidders to answer any questions.
- o January 19, 2023- Letter of intent to bid form due
- o January 27, 2023- Questions accepted until
- o March 3, 2023- RFP submittal
- o March 23/24, 2023-Review Committee Meeting

The review committee was made up of a board member, Charlotte Works' staff, and Mecklenburg County staff. The review committee members review and score each of the proposals. Bidders will present to the review committee during the review committee meeting. This allows the review committee to ask questions and hear from the bidders directly. The review committee will vote at the end of the review committee meeting, after all bidders present, and will propose a recommendation to the Board of Directors. The Board of Directors will vote on the One-Stop Operator, Adult/DW Service Provider, and Business Services Provider during the Board of Director's meeting on March 31, 2023.

- o March 31, 2023 - Charlotte Works WDB Approval
- o April 2023- Award notification
- o July 1, 2023- Anticipated Contract Start Date for annual contracts to be renewed for up to 3 years
- o The One-Stop Operator and Adult/DW Service Provider will have annual contracts for up to three years. Charlotte Works RFP cycle is every three years. In PY25, the One-Stop Operator and Adult/DW service provider contract is in the third year of a three-year contract.

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**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.

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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: *Local Area WDB Name 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: *PY 2025 Local Area WDB Name 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]

The following is a summary of the timeline for our 2023 procurement process for the PY23 program year:

- o January 4, 2023- RFP released
- o January 12, 2023- RFP Bidders Conference

- o Charlotte Works staff facilitated a preproposal conference for interested bidders to provide an overview of the RFP, expectations, deadlines, etc. Charlotte Works staff were also available to interested bidders to answer any questions.
- o January 19, 2023- Letter of intent to bid form due
- o January 27, 2023- Questions accepted until
- o March 3, 2023- RFP submittal
- o March 20/21, 2023-Review Committee Meeting

The review committee was made up of a board member, Charlotte Works' staff, and Mecklenburg County staff. The review committee members review and score each of the proposals. Bidders will present to the review committee during the review committee meeting. This allows the review committee to ask questions and hear from the bidders directly. The review committee will vote at the end of the review committee meeting, after all bidders present, and will propose a recommendation to the Board of Directors.

The Board of Directors will vote on the In-School Youth and Out-of-School Youth Service Providers during the Board of Director's meeting on March 31, 2023.

- o March 31, 2023 - Charlotte Works WDB Approval
- o April 2023- Award notification
- o July 1, 2023- Anticipated Contract Start Date

Charlotte Works operates on a three-year RFP cycle, awarding annual contracts to providers, with potential renewals for up to three years. Traditionally, we've engaged one ISY and two OSY providers. However, in PY25, we're transitioning to a single OSY provider, renewing their contract for one year and not exercising the third-year option for the other.

*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)

Charlotte Works has been operating at a rate of at least 75% of youth expenditures for out of school youth and 25% for in school youth. Charlotte Works calculates how much 75% of the budget is for OSY and 25% of the budget for ISY and only allows the ISY budget to be up to 25%. The maximum amount the ISY contractor receives is 25% of the youth budget to ensure at least 75% of the budget is spent on OSY.

Charlotte Works and its contractors do significant outreach for the in-school youth and out-of-school youth programs and develops the budget and programming for both programs to ensure the in-school youth program never exceeds 25% of the youth budget and the out-of-school youth program meets or exceeds 75% of the youth budget. In March of PY23, Charlotte Works submitted and was granted a waiver to decrease from 75% to 50% of OSY expenditures and increase from 25% to 50% ISY expenditures. We will submit a waiver request for future program years if/when appropriate for serving ISY.

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)

During the annual budgeting process, Charlotte Works ensures 20% is allocated to work experience related expenses. Charlotte works monitors this line item on a quarterly basis to ensure the required 20% is achieved. Yes, Charlotte Works youth providers are expected to meet the required 20% expenditure through a combination of counting staff time and paid wages to youth.

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:
- a. criteria to be used to award incentives;
  - b. type(s) of incentive awards to be made available;
  - c. whether WIOA funds will be used; and
  - d. the Local Area WDB's internal controls to safeguard cash/gift cards.

- Name document: Local Area WDB Name Youth Incentive Policy.  
Yes, the Local Area offers incentives for youth.

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*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*

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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.

N/A

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: Local Area WDB Name 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.

N/A.

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

a) Provide the committee's purpose/vision.

Charlotte Works Programs Committee provides oversight to all of Charlotte Works programs, focusing on the youth programs as well as NCWorks and all of the programs/projects/initiatives that support NCWorks and NextGen programs. The Programs Committee also supports the approval process of training providers.

b) Provide the youth committee's top three goals or objectives for PY 2025. The Committee is not a youth committee but does support the oversight of the youth programs.

Program oversight and performance/goal tracking

Approval of training providers, local policies and programs

Approval of UpSkill grants (Incumbent Worker) and serve as review committee for the RFP process for One-Stop Operator, Adult/DW Service Provider, Business Services Provider, and Youth Program Provider and make a recommendation to the Board of Directors for approval.

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: Local Area WDB Name 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 #)
N/A	N/A	N/A
N/A	N/A	N/A
N/A	N/A	N/A

The Charlotte Works Programs Committee is convened as needed and does not have regularly scheduled meetings.

### 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	Click here to enter text.
2. Competitive Procurement Policy	Click here to enter text.
3. Conflict of Interest Policy	Click here to enter text.
4. Nondiscrimination/Equal Opportunity Standards and Complaint Procedures	Click here to enter text.
5. Financial Management Policy for Workforce Innovation and Opportunity Act Title I	Revised/ Yes
6. Individual Training Account Policy	Click here to enter text.
7. On-the-Job Training Policy	Click here to enter text.
8. Oversight Monitoring Policy, Tool and Schedule	Click here to enter text.
9. Priority of Service Policy	Click here to enter text.

Required Local Area WDB Policies	New or Revised and needs review (Yes/No)
10. Youth Work Experience Policy	Click here to enter text.
11. Supportive Services Policy	Click here to enter text.
12. Local Area WDB WIOA and TAA Co-Enrollment Policy	Click here to enter text.
13. Eligible Training Provider Policy	Click here to enter text.
14. Non-Criminal Complaint Procedures	Click here to enter text.

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	Click here to enter text.	Click here to enter text.
2. Local Area WDB Needs-Related Payment Policy	Click here to enter text.	Click here to enter text.
3. Local Area WDB Transitional Jobs Policy	Click here to enter text.	Click here to enter text.
4. Local Area WDB Youth Incentive Policy	Click here to enter text.	Click here to enter text.

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

Individual Training Accounts (ITA) Summary	
Dollar Amounts	In most cases, \$4,000/year, \$8,000 lifetime maximum

<b>Individual Training Accounts (ITA) Summary</b>				
Time Limits	2 years			
Degree or Certificates allowed (Associate, Bachelor's, other)	Certificates, Certifications, Bachelor's and Associate's (where there is 2 or less semesters required to complete).			
Procedures for determining case-by-case exceptions for training that may be allowed	Any case-by-case exceptions are based upon the type of training the client is seeking and expected employment outcomes. If the client can justify needing the training to move up, if they have years of experience in the field and just need certification, if they have a written note from an employer stating the training will help them get hired or promoted, those are all factors we consider. We have also done special approvals for clients seeking training outside of Mecklenburg County and the surrounding area as long as the training they are seeking leads to an occupation in demand.			
Period for which ITAs are issued (semester, school year, short-term, etc.)	Short term and semester			
Supportive Services covered by ITA (provide examples such as uniforms, tools, physical exams, etc.)	ITAs cover supportive services such as books, tools, drug screens, background checks, driving records, transportation (gas cards) uniforms and appropriate shoes/boots, and physical exams.			
Other	Click here to enter text.			
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.)				
Transportation	Childcare	Supplies <i>(include examples)</i>	Emergency <i>(include examples)</i>	Other <i>(include examples)</i>
Public transportation passes (bus passes)	Child care assistance	Special services/supplies for persons with disabilities.	Emergency housing/utilities	Employment related clothing and other required items
Taxi/uber when appropriate or car pool/van pool fees		Uniforms, shoes, boots	Car repairs	Training related uniforms or required items (tools, supplies, safety equipment)

Transportation	Childcare	Supplies <i>(include examples)</i>	Emergency <i>(include examples)</i>	Other <i>(include examples)</i>
NC vehicle registration fee,  NC Driver's License  Parking Fees  Mileage Reimbursement		Job specific/job related supplies  Training Related Supplies	Medical (eye glasses, dentist, etc.)	Records required for employment (birth certificate, background check)

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**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.**

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### 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*)
- 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

***\*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.