



Bi-Monthly Policy Board Meeting

Tuesday, September 28, 2021
City of Claremont Fire Station
6 pm dinner/6:45 pm meeting

Agenda Item	Presenter	Action Requested
Call to Order/Welcome	Chair Bob Floyd City of Claremont	
Introductions		
Minutes of Previous Meetings	Chair Floyd	Yes
Nominating Committee Appointments	Chair Floyd	No
One-Stop Memorandum of Understanding	Wendy Johnson	Yes
Workforce Development Board Appointment	Wendy Johnson	Yes
Section 8 Mainstream Voucher Application Intake/Waiting List	Stephanie Hanvey	Yes
Increase in Applicable Payment Standards	Stephanie Hanvey	Yes
3rd Amendment of the FY 22 Budget	Andrea Roper	Yes
Executive Director's and Staff Report	Anthony Starr	No
WPCOG Assessment & Strategic Plan Work Session	Jim Youngquist	Yes
Next Meeting - Tuesday, November 23 - Alexander County & Town of Taylorsville		
Adjournment		

Notes: Dinner will begin at 6:00 pm at the Claremont Fire Department (2850 Fire House Ln, Claremont, NC, 28610) compliments of the City of Claremont. Persons needing special assistance are asked to notify WPCOG at 828/485-4221 before the scheduled meeting date.

Minutes
Western Piedmont Council of Governments
Bimonthly Policy Board Meeting
Tuesday, July 27, 2021
City of Newton Fire Department Headquarters, Newton, NC

Members Present:

Bob Floyd, Jr., Chair
Johnny Berry, Secretary
George Holleman, Treasurer
Barbara Pennell, Past Chair
Chip Black, At-Large
Wayne Abele, At-Large
Joseph L. Gibbons, At-Large
Larry Yoder
Johnnie Carswell, Alternate
Ronnie Setzer
Donald Robinson
Joie Fulbright
Dennis Anthony
Dr. Caryl Burns
Mike Smith, Alternate
Larry Chapman
Jim Engelman, Alternate
Marla Thompson
Chris Jernigan
Jerry Hodge
Allen Spencer
Kendra Edwards, Alternate
Gary McClure
Andy Thompson, Alternate
Amparo Alfaro
Helen Chestnut
Erisha Lipford

Members Absent:

Jill Patton, Vice-Chair
Kitty Barnes, At-Large
James Weaver
Mike Labrose
Dale Sherrill
Sheila Perkins
Keith Warren

Local Government/Agency:

Cedar Rock
Connelly Springs
Taylorsville
Gamewell
Valdese
Burke County
Lenoir
Alexander County
Burke County
Cajah's Mountain
Catawba
Conover
Drexel
Granite Falls
Hildebran
Hudson
Hudson
Long View
Morganton
Newton
Rhodhiss
Rhodhiss
Rutherford College
Valdese
Appointed
Appointed
Appointed

Hickory
Catawba County
Brookford
Caldwell County
Claremont
Glen Alpine
Sawmills

Randy Burns	Appointed
Tommy Luckadoo	Appointed
Malla Vue	Appointed
Jeanna Price	Appointed

Guests/Others Present:

Donald Duncan, Conover
Mary Carter, Gamewell
Sherri Bradshaw, Drexel
Randy Feierabend, Cahah's Mountain
Scott Hildebran, Lenoir
Ivey Robinson
Kenneth Geathers, Rutherford College
Tamra Brooks, Connelly Springs
Elizabeth Krige, Catawba
Jon Greer, Hudson
Ed Sain, Newton
John Stiver, Newton

WPCOG Staff Present:

Anthony Starr, Executive Director
Sherry Long, Assistant Executive Director/Director of Community & Economic Development
Ashley Bolick, Director of Administrative Services and Human Resources
Andrea Roper, Finance Director
Wendy Johnson, Director of Workforce Development
Alison Adams, Director of Community & Regional Planning
Jason Toney, Communications Specialist

Call to Order/Welcome

A regular meeting of the WPCOG Policy Board was called to order at 6:45 pm by Chair Bob Floyd. Chair Floyd thanked the City of Newton for hosting. City of Newton Policy Board Delegate Jerry Hodge welcomed the Policy Board to Newton.

Minutes of Previous Meeting

Minutes of the previous meeting were considered. Mr. Joie Fulbright made a motion to approve minutes from the May 25, 2021 meeting and Mr. Larry Chapman offered a second. The motion passed unanimously.

Unfinished Business/Reports

There was no unfinished business.

New Business

EDA Cares Act Grant Update – NC Foothills Experience

Ms. Alison Adams, WPCOG Director of Community and Regional Planning, provided an update to the board on the EDA Cares Act Grant project, NC Foothills Experience. The initial name for this project was “The Storybook Map”, but it has been re-named to “The NC Foothills Experience.” This name was created because of the notable presence of foothills found throughout the region. We feel that the word “experience” can be applied region-wide. For example, it is our hope that stakeholders will use the word “experience” when marketing themselves (Experience insert - town/city/county/organization).

The purpose of the project is to highlight the opportunities and places within the region that enhance our quality of life. The project will help engage and attract workforce talent, industries and business to the region. The purpose also aligns with the COG’s goals in the Comprehensive Economic Development Strategy.

Successful industries locate in areas where employees want to live, work and play. By locating in these areas, companies save money by avoiding the cyclical pattern of hiring, rehiring and training. The NC Foothills Experience tool will allow businesses/corporations (future and current) to have quick access to information that can be used to attract and retain employees. All of the locations shown in the tool will be further marketed by linking directly to each stakeholder’s website. Stakeholders will also display the NC Foothills Logo on their sites along with a link to the tool. This tool quickly and easily provides access to the four main areas of focus discussed below. Drone footage, photos, and written descriptions of each location will enable users to learn more with just a few clicks.

The four main areas of focus across the region are – Outdoor Adventures (parks, trails, boat access and biking), Fun Places (cultural amenities – museums, libraries, festivals, and downtowns), Farm Fresh (local sources of food – farmers markets, u-pick farms/roadside stands and butchers) and Cool Spaces (wineries, breweries, distilleries, bike shops and outfitters). Since the beginning of the grant cycle we have concentrated on the project’s Outdoor Adventures and Fun Places focus areas. Staff met with almost every stakeholder within the region to obtain feedback and ideas. Stakeholders are providing photos with credits and have suggested additional locations to include.

The project’s branding/logo is being developed and is slated to be complete by late fall. The color scheme and logo will coordinate with a majority of the logos found within the region. We would like to complement the current and future initiatives each stakeholder is involved in and not duplicate efforts. The feedback received from stakeholders has been nothing but positive and the project has been praised for its regional approach. Through continued partnership and collaboration, we feel strongly this project will be successful.

The next steps are as follows:

Farm Fresh (September 2021)

Cool Spaces (January 2022)

Release Date/Event (TBD)

WIOA Plan Summary, Program Year 2021-2022

Ms. Wendy Johnson, Workforce Development Board Director, presented the WIOA Plan Summary for program year 2021-2022. Workforce Innovation and Opportunity Act (WIOA) requires each Workforce Development Board (WDB) to develop and submit, in partnership with the local chief elected official, a comprehensive four-year plan. The four-year plan were last submitted in June 2020. Annually, each WDB is to provide updates to the Comprehensive Four-Year Plan (PY 2020-24). The WIOA Program Year (PY) 2021 Plan is to provide current information and be effective July 1, 2021 - June 30, 2022 and will include all current local policies. The PY2021 Plan Summary was made available for 30 days for public comment. No comments were submitted by the public, therefore, board staff submitted the final version to the Division of Workforce Solutions (DWS). On June 30, 2021 the board received the formal approval letter for the plan. The plan is located on the workforce website <https://www.wpcog.org/mission-strategic-plan>.

Staff request the Policy Board to approve the WIOA Summary Plan for program year 2021 – 2022.

Mr. Chip Black made a motion that the Board approve the WIOA Summary Plan for program year 2021-2022 as proposed. Mr. Jerry Hodge offered a second. The motion passed unanimously.

Workforce Development Board Appointments

Ms. Johnson requested feedback from the Policy Board concerning appointments to the Workforce Development Board. Workforce Development Board members are appointed and approved by the full WPCOG Policy Board. Currently the Workforce Development board has three vacant private sector seats that need to be filled. One seat is for a Catawba County private sector employer, one is for a Burke County private sector employer, and the third is for Caldwell County private sector. Workforce Development Board members are appointed to serve two-year staggered terms that can begin July 1, or upon new appointment date. This board meets every other month on the fourth Thursday at 8:30 am at the office of WPCOG (or currently meeting virtually). The first Workforce Development Board meeting for any newly appointed members would be August 26, 2021.

Urgent Repair Program Policy Adoption

Sherry Long, Assistant Executive Director and Community & Economic Development Director presented proposed policies for the 2021 Alexander, Burke, and Caldwell County Urgent Repair Program (URP). The Urgent Repair Program is funded through the NC Housing Finance Agency (NCHFA) to provide emergency home repairs for qualified low-income homeowners. The assistance is in the form of a forgivable loan up to \$10,000 per home. The NCHFA requires certain procedures and policies for the grant and these policies require adoption by the Policy Board.

The Assistance Policy explains what the program requirements are and how the program will operate during the cycle of funding. The Procurement & Disbursement Policy provides procurement and disbursement guidelines. Staff requests that the board review and approve the 2021 Alexander, Burke and Caldwell County URP 2021 Assistance Policy and the Procurement & Disbursement Policy.

I move that the board approve the Alexander, Burke and Caldwell County URP'21 Assistance Policy, and the Procurement & Disbursement Policy as proposed.

Mr. George Holloman made a motion that the Board approve the Alexander, Burke and Caldwell County URP'21 Assistance Policy, and the Procurement & Disbursement Policy as proposed. Mr. Larry Yoder offered a second. The motion passed unanimously.

1st Amendment of the FY 22 Budget

Ms. Andrea Roper, Finance Director, presented the 1st Amendment of the 2021-2022 Budget reflecting a total budget of \$19,628,080 and an operating budget of \$7,016,879 which represents an increase of \$240,000 from the May 25th, 2021 budget.

The 1st Amendment of the 2021-2022 Budget includes:

- An increase in Aging due to the receipt of a new grant to help with COVID-19 vaccine outreach in our region. A new position has been added, along with an increase in the travel budget to administer the outreach services.
- Aging Special Revenue funds increased \$120,000 to reflect the vaccine outreach grant received.
- Salaries, compensated absences & retirement increased due to the addition of an aging specialist position and other personnel changes.
- Group insurance decreased \$47,705 due to modifications to the health insurance plan and an insurance provider change.
- Rent-Equipment reduced \$20,692 to reflect a \$6,004 savings on a new lease agreement for copier machines. The remaining \$14,688 reduction was allocated to maintenance-equipment for the new copiers.
- Contingency increased \$27,673 due to the new aging grant and other departmental personnel changes.
- OPEB (Other Post-Employment Benefits) Trust Allocation increased \$56,519 due to the reduction in group insurance costs and additional fringe funds generated by the additional salary amount. This amount will vary depending on the availability of funds throughout the fiscal year
- An increase of \$23,820 to the transfer to capital reserve fund expense line is due to the reduction in the copier lease agreement and additional indirect funds generated by the additional salary amount. This amount will vary depending on the availability of funds throughout the fiscal year.
- There are several new projects expected to finalize in the near future for the planning department. It is possible that one, possibly two, positions will be added to provide services for these anticipated projects.

Staff requested that the Policy Board review and approve the first amendment of the 2021-2022 budget.

Mr. Donald Robinson made a motion that the Policy Board approve the first amendment of the 2021-2022 budget as presented. Mr. Chris Jernigan offered a second. The motion was passed unanimously.

WPCOG Assessment & Strategic Plan Update

Mr. Anthony Starr provided an update to the Policy Board on the status of the WPCOG Assessment & Strategic Plan. As previously communicated, the WPCOG initiated a planning process to assess the performance of the organization and to develop goals for a strategic plan. The WPCOG employed the assistance of the SouthEast Regional Directors' Institute to manage the process and write the report.

The process began in June with the distribution of two surveys. One survey was sent to all Policy Board delegates. The second survey was sent to various regional leaders. Both surveys received strong participation and the responses are overwhelmingly positive.

The next phase of the process includes individual stakeholder interviews and focus group meetings. These interviews and meetings are scheduled for the week of August 16th-20th, 2021. A wide variety of participants received invitations for their participation to ensure comprehensive feedback for the process.

The final phase includes a work session with the Policy Board during its regular meeting on September 28th, 2021. We will attempt to minimize the number of other agenda items for that meeting so that the board can devote more time to this important discussion. During that meeting, the SERDI consultants will review the results of the surveys, stakeholder interviews, and focus group meetings, along with any recommendations.

Staff Updates

Mr. Anthony Starr reviewed the Executive Director's Report outlining both current and upcoming projects by department.

- WPCOG is assisting Western Piedmont Regional Transit Authority/DBA **Greenway** with their Executive Director Search. Interviews will be scheduled during the month of August.
- WPCOG is assisting **Caldwell County** with their search for a new County Manager. Applications will be accepted through August 6th.
- Community and Economic Development staff are currently administering seventy-five (75) grants for local governments.
- Twenty-seven (27) housing rehabilitations projects are underway.
- The RHA received notice that we have been selected to receive 30 guaranteed Emergency Housing Vouchers (EHVs) to house individuals and families who are 1) homeless, 2) at risk of homelessness, 3) fleeing, or attempting to flee domestic violence, dating violence, sexual assault, stalking, or human trafficking or 4) recently homeless. The RHA was given the opportunity to ask for more and we requested a total of 200 EHV vouchers. The RHA is working closely with the Continuum of Care and the shelter homes in the region to begin using these vouchers. The effective date for these vouchers is July 2021.

Adjournment

Chair Floyd reminded the board of the next meeting scheduled for September 28, 2021 and adjourned the meeting at 7:17 pm.

**REQUEST FOR BOARD ACTION
WESTERN PIEDMONT COUNCIL OF GOVERNMENTS
POLICY BOARD**

MEETING DATE: September 28, 2021

SUBJECT: Nominating Committee Appointments

PRESENTER: Bob Floyd, WPCOG Board Chair

ATTACHMENTS: None

SUMMARY OF REQUEST:

Each year at the September Policy Board meeting, four Policy Board members are asked to serve on a nominating committee. Under the WPCOG Charter, the Policy Board Chair appoints the Nominating Committee. The Nominating Committee is responsible for presenting a slate of officers, Executive Committee members and appointed (non-elected) board members for the following year during the November meeting. The Nominating Committee includes a representative from all four counties. Traditionally, two county officials and two municipal officials compose the four-member committee.

The following board members have been appointed and have agreed to serve on this year's nominating committee.

Kitty Barnes – Catawba County Commissioner
Wayne Abele – Burke County Commissioner
Larry Chapman – Town of Hudson Commissioner
George Holleman – Town of Taylorsville Mayor

WPCOG Past Board Chair Kitty Barnes will serve as the Nominating Committee Chair. Staff will assist with scheduling a committee meeting shortly after the November election.

BOARD ACTION REQUESTED: This item is for informational purposes and no formal action is required.

Suggested Motion: *None.*

**REQUEST FOR BOARD ACTION
WESTERN PIEDMONT COUNCIL OF GOVERNMENTS
POLICY BOARD**

MEETING DATE: September 28, 2021

SUBJECT: One-Stop Memorandum of Understanding

PRESENTER: Wendy Johnson

ATTACHMENTS: Workforce Development One-Stop Partner MOU

SUMMARY OF REQUEST:

As a requirement of the Workforce Innovation and Opportunity Act, Public Law 113-128, the local Workforce Development Board, with the agreement of the Chief Elected Official, shall develop and enter into a Memorandum of Understanding between the local Workforce Development Board and the One-Stop Partners, concerning the operation of the One-Stop delivery system on an annual basis, and the required Infrastructure Funding Agreement, which is Attachment F in the MOU.

- One-stop partners, including human service programs, must enter into an MOU with the local workforce board relating to the operation of the one-stop centers.
- MOUs must detail the services that the one-stops will provide and how they will be coordinated with partner resources and delivered. MOU's must also detail the operational and service costs and how the system will be funded (Attachment F). (20 CFR 678.730)

BOARD ACTION REQUESTED:

We are asking for the Policy Boards final approval of the One Stop Required Partner Memorandum of Understanding, which includes the Infrastructure Funding Agreement.

Suggested Motion: *I move that the Policy Board approve the One Stop Partner Memorandum of Understanding, which includes the Infrastructure Funding Agreement.*

Memorandum of Understanding

The Western Piedmont Workforce Development Board, with the agreement of the Chief Elected Official, shall develop and enter into this Memorandum of Understanding between the Western Piedmont Workforce Development Board and the Western Piedmont NCWorks One-Stop Partners under the Workforce Innovation and Opportunity Act (WIOA) P.L. 113-128, concerning the operation of the One-Stop delivery system with the Western Piedmont Local Area (WPLA), to include Alexander, Burke, Caldwell and Catawba Counties.

I. Purpose

The purpose of this Memorandum of Understanding (MOU) is to define the roles and responsibilities of each One-Stop Partner as mutually agreed by the parties for the operation of the One-Stop Delivery System in the Local Workforce Development Board (LWDB) area as required under the Workforce Innovation and Opportunity Act, Section 121(c).

WIOA requires local boards in each local area, with the agreement of the chief local elected officials, to establish a One-Stop Delivery System and conduct oversight of that system.

WIOA Section 121(c) requires that each LWDB area, with the agreement of the Area's Chief Elected Official (CEO), develop and enter into a memorandum of understanding between the local board and the One-Stop Partners, with all the entities that serve as partners in the One-Stop Delivery System that operates in each LWDB's local area. (WIOA Section 121 (b)(1)(A)(iii).

II. Required One-Stop Partners WIOA 121 (b)(1)(B)

- a. Programs authorized under Title I Adult, Dislocated Workers, and Youth
 - *Western Piedmont Workforce Development Board*
 - *YouthBuild*
 - *Not Applicable: Job Corps, National Farmworkers Jobs Programs and Native American Programs*
- b. Programs authorized under the Wagner-Peyser Act
 - *North Carolina Division of Workforce Solutions (DWS)*
- c. Adult education and literacy activities authorized under title II;
 - *Burke Literacy Council*
 - *Caldwell Community College & Technical Institute (CCC&TI)*
 - *Catawba Valley Community College (CVCC) and Alexander Campus*
 - *Western Piedmont Community College (WPCC)*
- d. Programs authorized under title I of the Rehabilitation Act of 1973
 - *North Carolina Vocational Rehabilitation (VR)*
 - *NC Division of Services for the Blind*
- e. Activities authorized under title V of the Older Americans Act of 1965
 - *Blue Ridge Community Action (BRCA)*
- f. Career and technical education programs at the postsecondary level authorized under the Carl D. Perkins Career and Technical Education Act of 2006
 - *Caldwell Community College & Technical Institute (CCC&TI)*

- *Catawba Valley Community College (CVCC) and Alexander Campus*
- *Western Piedmont Community College (WPCC)*
- g. Activities authorized under chapter 2 of title II of the Trade Act of 1974
 - *North Carolina Division of Workforce Solutions (DWS)*
- h. Activities authorized under chapter 41 of title 38, United States Code: Job Counseling, Training, and Placement Service for Veterans
 - *North Carolina Division of Workforce Solutions (DWS)*
- i. Programs authorized under section 212 of the Second Chance Act of 2007 (Reentry Employment Opportunities [REO])
 - *Not applicable in the Western Piedmont Workforce Local Area*
- j. Employment and training activities carried out under the Community Services Block Grant Act
 - *I-CARE, Inc Community Action Partnership*
- k. Employment and training activities carried out by the Department of Housing and Urban Development;
 - *Not applicable in the Western Piedmont Workforce Local Area*
- l. Programs authorized under State unemployment compensation laws
 - *North Carolina Department of Commerce-Division of Employment Security (DES)*
- m. Programs authorized under section 212 of the Second Chance Act of 2007; and
 - *Not applicable in the Western Piedmont Workforce Local Area*
- n. Programs authorized under part A of title IV of the Social Security Act: Temporary Assistance For Needy Families
 - *Alexander County Department of Social Services-Work First*
 - *Burke County Department of Social Services-Work First*
 - *Caldwell County Department of Social Services-Work First*
 - *Catawba County Department of Social Services-Work First*

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

Each required partner(s) of the One-Stop Delivery System shall:

- a. Provide both in-person and virtual services/access through the One-Stop Delivery System, to include: providing career services, eligibility determination, outreach, initial assessments, labor market information, job search resources, recruitment and retention support to businesses, job getting and/or education referrals, a job listing system (ncworks.gov), training provider information, local area career center(s) and US DOL performance, supportive services information where funding is available, financial aid assistance, career planning, and financial literacy, while also addressing the needs of those with barriers to employment (**See Attachment D**) that are applicable to the program or activities available at the One-Stop Centers (WPLA NCWorks Career Centers); (**See Attachment A: Services and Processes**)
- 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 the One-Stop Centers (WPLA NCWorks Career Centers);

- c. Enter into a local Memorandum of Understanding (shown by signature on this document) with the Western Piedmont Workforce Development Board, relating to the operation of the One-Stop Delivery System in the WPLA;
- d. Participate in the operation of the One-Stop Delivery System, consistent with the terms of this Memorandum of Understanding, the requirements of WIOA, 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 the NCWorks Career Centers)

IV. Costs of Services

- a. Infrastructure cost budget is in Attachment F, Infrastructure Funding Agreement.
- b. All One-Stop partners are identified in Section I of this MOU.
- c. Any necessary modifications will be done at the State level
- d. The process to reach consensus for the IFA is done at the State level
- e. The WPWDB Local Area will follow TEGL 17-16, Section 10, Steps 1 – 3, in the event consensus cannot be reached among local partners (where applicable) to resolve issues related to infrastructure funding.

V. Funding Definitions

- a. Cash and In-Kind for Ongoing One-Stop Delivery System Operation
 - Staff time career guidance/counseling in the resource area.
 - Staff time to assist with recruitment events and/or job fair
 - Provision of copy paper, pens, pencils, notebooks.....etc
 - Staff assistance to administer job getting workshops
- b. Infrastructure Costs One-Stop Centers
 - 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. Where applicable, the NCWorks Career Center(s) in the WPLA may provide desk space, and use of equipment such as phone, printer, copier, fax to partner agency staff, through a cost-sharing agreement. This does not include partner staff salaries, benefits, travel, and long distance telephone costs. **(Examples included in Attachment B)**
 - The local Infrastructure Funding Agreement (IFA) **Attachment F**, is a required component of this MOU and not a separate document. (non-personnel cost covered in IFA)
- c. Contribute to resource sharing as the means to sustain integrated service delivery as required by the local One-Stop System offering universal access to employment and training programs. **See Attachment C: Resource Sharing Agreement.**

VI. Methods of Referrals

Refer individuals between the One-Stop Operator and the One-Stop Partners for appropriate services and activities:

- a. Both business and job seeker customers need to access One-Stop System services that provide them with the optimum utilization of available partner and community resources and lead to successful outcomes.
- b. Staff work to connect customers as quickly as possible to partners through referral processes that are impartial and designed to rapidly and efficiently meet the customer's individual needs. These methods of referral include a coordinated and integrated approach to common intake procedures, career services, business services, and data sharing among system partners.
- c. Referrals must include the assurance that 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. **(See Attachment D)**

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 Chief Elected Officials and local boards. The objective criteria and procedures for use by local boards in assessing at least once every 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. (See North Carolina's, [NCWorks Career Center Certification Criteria](#)) The WPWDB Local Area Career Centers received full Certification, May 2018 to successfully fulfill the 3 year assessment requirements.

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 Workforce Innovation and Opportunity Act (WIOA) P.L. 113-128 and regulations. Each partner agrees to work to support the achievement of WIOA and One-Stop Performance Measures. **(See Attachment E: Joint Responsibilities)**

IX. Confidentiality of Information

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 Workforce Innovation and Opportunity Act (WIOA) P.L. 113-128 and accompanying regulations.

X. Monitoring and Oversight

The Chief Elected Official, the Workforce Development Board, the Division of Workforce Solutions, United States Department of Labor, and local area administrative entity have the right to monitor activities under this MOU to ensure performance goals are being maintained, and that 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 Workforce Development Board 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. Finally, 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 Workforce Innovation and Opportunity Act (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 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 Workforce Development Board reserves the right to terminate the participation of any partner upon 60-days notice if the partner's actions are inconsistent with the terms and conditions of this memorandum of understanding.

This memorandum shall be reviewed not less than once every 3-year period 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, consistent with the requirements of this title, as the parties to the agreement determine to be appropriate.

SERVICES AND PROCESSES
Western Piedmont Local Area NCWorks One-Stop System

Under WIOA, the One-Stop Career Centers are measured by their effectiveness, accessibility, and continuous improvement as it relates to their ability to achieve negotiated performance levels, integrate available services, and meet the workforce development and employment needs of the local employers and job seekers. All services and processes are integrated with co-enrollment to benefit customers occurring wherever applicable; delivered in-house and/or virtually; and are transparent/seamless to customer.

These shared services are common to all core partner programs in the One-Stop and include:

Intake – Application/Sign-in/Registration with the MIS system, www.ncworks.gov

Connection to Career Services - Appropriate Customer-centered/Customer-driven portfolio of Services/Resources that may occur in-person and/or virtually including:

- Outreach, Intake and Orientation
- Initial Assessment
- Labor Exchange Services
- Eligibility for Services
- Referrals to Job-Getting Programs & Services
- Performance and Cost Information
- Information on Unemployment Insurance
- Financial Aid Information
- Follow-up Services

Additionally, One-Stops and partners must provide appropriate services for individuals to obtain or retain employment. These services include, but are not limited to:

- Individual Employment Plan (IEP)
- Career Planning and Counseling
- Comprehensive Assessments
- Short-Term Prevocational Services
- Internships and work experience including transitional jobs and industry partnerships
- Workforce Preparation
- Out-of-Area Job Search
- English Language Acquisition
- Financial Literacy

Connection to Training Services - for dislocated workers and other eligible job seekers who are unable to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career

services.

These services include:

- Occupational Skills Training
- On-the-Job Training
- Programs that Combine Workplace Training with Related Instruction
- Training Programs (operated by the private sector)
- Apprenticeship(s)
- Skills Upgrading and Retraining
- Entrepreneurial Training
- Job Readiness Training (provided in combination with another training service)
- Adult Education and Literacy Activities
- Customized Training for Employers Who Commit to Hiring (in partnership with community colleges)

Comprehensive Youth Services - The Workforce Innovation and Opportunity Act substantially enhances youth programming and places greater emphasis on comprehensive, year-round youth services for out-of-school youth.

The youth program elements include:

- Tutoring, Study Skills Training, Instruction, and Evidence Based Drop Out Prevention and Recovery Strategies
- Alternative Secondary School Services, or dropout recovery services, as appropriate
- Paid and Unpaid Work Experiences (including summer employment opportunities)
- Occupational Skills Training
- Education offered concurrently with, and in the same context as workforce preparation activities
- Leadership Development Opportunities
- Supportive Services
- Adult Mentoring
- Follow-up Services
- Comprehensive Guidance and Counseling
- Financial Literacy Education
- Entrepreneurial Skills Training
- Services that provide labor market and employment information
- Activities that help youth prepare for and transition to post-secondary education and training.

Business Engagement – Develop relationships to learn and resolve human capital needs

- Articulate available services and partner as the One-Stop system, e.g., work-based Learning, On-the-Job Training, placement, succession planning, clinical sites, internships, recruitment events, work opportunity tax credit, bonding, apprenticeships

**One-Stop Delivery System Infrastructure Costs by Item
Western Piedmont Local Area NCWorks Career Centers**

Facilities/Equipment

- Rent
- Utilities
- Insurance
- Computers (including tablets, laptops, and Wi-Fi), copiers, overhead projectors – purchase/lease, maintenance and replacement
- Maintenance and repair of the physical facilities – centers, affiliates and connection sites
- Staff break room related – water, coffee, microwaves, refrigerators (new and when kitchen appliances break down)
- Signage and identifier costs
- Security personnel and/or systems

IT Costs

- IT personnel/contracted services to develop/support/maintain/host the technology based site
- Cost for data storage, email system maintenance, additional web pages for special events; local/regional intranet
- Software/hardware and licensing subscriptions for resource and meeting rooms
- EO Compliance (ADA equipment – interpreters, assistive technology, etc.)

Basic Career Services

- Intake
- Delivery/interpretation of needs assessments and skills appraisals
- Staffing of resource rooms, including delivery of workshops
- Career and aptitude assessment products
- Referral to other partners

Customer Outreach

- Outreach to customers – may be shared communication and/or community outreach personnel
- Advertising for special events and outreach and marketing strategies (e.g., phone book listing)
- One-stop operator costs including printed and digital collateral costs and support for other system-wide costs such as banners for larger, multi-site events

Miscellaneous

- Dues, fees, subscriptions, and licenses for professional association memberships, journals, etc.
- One-stop system personnel and other personnel who carry out the professional development, management or coordination needs of the system or center. Examples: reception, center management, local Board staff, One-Stop Operator, Trainers, etc.

RESOURCE SHARING AGREEMENT
Western Piedmont Local Area NCWorks Career Centers

The Western Piedmont Local Area NCWorks Career Center(s) partners signing the Memorandum of Understanding agree to jointly contribute to integrated service delivery as a local One-Stop system offering universal access to employment and training programs. In order to carry out this commitment, each partner agrees to:

- The Workforce Board appointed Career Center Manager, manages the NCWorks Career Center facility. NCWorks services will be developed and coordinated through the center integrated service delivery (ISD) leadership team;
- Where applicable, the NCWorks Career Center(s) in the WPLA may provide desk space, and use of equipment such as phone, printer, copier, fax to partner agency staff, through a cost-sharing agreement. This does not include partner staff salaries, benefits, travel, and long distance telephone costs.
- Make available to customer's core services, applicable to the partner's programs directly from the NCWorks Career Center, at an associated network site, and/or virtually;
- Provide staff as available to assist customers in the services provided in the NCWorks Career Center, and/or through virtual engagement;
- Share materials, supplies, and resources, including those for infrastructure costs;
- Publicly support the mission, goals and development of the NCWorks One-Stop System;
- Acknowledge and respect the policies and procedures of each partner agency;
- Share access to all employment, career planning, and training programs through the integrated service delivery model (i.e., sharing of individual employment plan, with client consent) where requested;
- Share information that will mutually benefit partners and clients about services that are available and/or have been provided, and will maximize electronic sharing of this data when possible, maintaining necessary confidentiality; (i.e., sharing of individual information with client consent);
- Provide cross-training to NCWorks Career Center Staff and Partners to more effectively deliver services in and about the NCWorks One-Stop system;

- Participate in customer feedback and focus group surveys to determine that services are responsive to the needs of the community;
- Participate in a process of program review to ensure continuous improvement in meeting the Western Piedmont Workforce Development Boards specified criteria, as well as the criteria to maintain center certification;
- All non-expendable goods purchased with Western Piedmont Workforce Development Board funds, as part of implementation or daily operations in the One-Stop, are the property of the Western Piedmont Jobs Training Consortium

Strategies To Meet the Needs of Individuals with Barriers to Employment

Currently the Western Piedmont Workforce Development Board, the local area NCWorks Career Centers (One Stops) and One-Stop partners make referrals based on individual assessments to ensure that proper referrals are made and where applicable a team approach is taken to address the needs of individuals with barriers to employment. The NCWorks Career Centers are equipped with assistive technologies and monitoring of the one-stop is conducted on an annual basis by the Division of Workforce Solutions, Equal Opportunity Officer.

Strategies:

- Expand education and training options to help participant's access good jobs and advance in a career pathway.
 - Through individual assessments, correct referrals to appropriate agencies and/or education/training programs will be made, taking into consideration the evaluated barriers.
- Help disadvantaged and unemployed adults and youth earn while they learn through support services and effective employment-based activities.
 - Where applicable workforce partner agencies will provide support services and opportunities for work experience earn as you learn activities (ie, WIOA work experience, Work-First, Internships...etc)
- Align planning and accountability policies across core programs to support more unified approaches to serving low-income, low-skilled individuals.
 - Make sharing of priority of service policies a one-stop partner meeting agenda item at least every quarter during a program year to ensure services are consistent when assisting those with barriers to employment.

NOTE: WIOA Sec 3 (24-25) further defines individuals with barriers to employment as:

(A) Displaced homemakers; (B) Low-income individuals; (C) Indians, Alaska Natives, and Native Hawaiians, as such terms are defined in section 166. (D) Individuals with disabilities, including youth who are individuals with disabilities. (E) Older individuals. (F) Ex-offenders.

(G) Homeless individuals (as defined in section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e-2(6))), or homeless children and youths (as defined in section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2))). (H) Youth who are in or have aged out of the foster care system. (I) Individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers. (J) Eligible migrant and seasonal farmworkers, as defined in section 167(i). (K) Individuals within 2 years of exhausting lifetime eligibility under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.).

(L) Single parents (including single pregnant women). (M) Long-term unemployed individuals.

(N) Such other groups as the Governor involved determines to have barriers to employment.

(25) INDIVIDUAL WITH A DISABILITY.— (A) IN GENERAL.—The term “individual with a disability” means an individual with a disability as defined in section 3 of the Americans with Disabilities Act of 1990 (42 U.S.C. 12102). (B) INDIVIDUALS WITH DISABILITIES.—The term “individuals with disabilities” means more than 1 individual with a disability.

JOINT RESPONSIBILITIES AGREEMENT
Western Piedmont Local Area NCWorks Career Centers

- Coordination of the delivery of career services for all NCWorks Career Center customers and activities including but not limited to: greeting customers, staffing the resource area, referral to services, reception duties, employer engagement services;
- Each One-Stop Partner shall provide access to their programs or activities, including making available applicable career services at the One-Stop Center(s), virtually and/or at other appropriate locations. The result of bringing partners together in a single location to jointly administer programs is a blending and braiding of program expertise and resources and more effective leveraging of the system's existing resource to achieve outcomes for businesses and job seekers. (WIOA, section 134(c)(2))
- Active participation in activities and training related to operations of the NCWorks Career Center System. All partners will be committed to Career Center staff development and training. The employer of record of each partner agency will authorize, when possible, NCWorks Career Center staff to participate in appropriate NCWorks training opportunities;
- Coordinated integrated case management system for customers. (ie, Individual Employment Plans) Partners providing case management services (career planning and career counseling) advising participate in joint case management activities;
- Sharing the responsibility to market www.ncworks.gov to expose clients to all job postings and virtual recruitment opportunities; market www.westernpiedmontworks.org to expose both jobseekers and employers to current jobs postings, live recruitment events, and both local and state labor market information;
- Coordinate integrated services to employers/businesses to include the NCWorks System mission, services, and identify workforce needs;
- Participate in information sharing and cross-training to better assess and refer clients as needed;
 - In some cases information such as unemployment data, federally protected substance abuse treatment data...etc.
- Compliance with NCWorks Career Center and individual agency policies and procedures regarding client confidentiality and data security;
- Agreement to use the NCWorks Career Center marketing material as available and applicable; (The NCWorks Career Center logo cannot be used on self-made marketing material without prior approval from the Western Piedmont Workforce Development Director as required by the Division of Workforce Solutions communications team.);
- Agreement to identify the One-Stop facility as the NCWorks Career Center when greeting customers personally and when answering the phone;
- Joint determination for method of service delivery and documentation of career and training services;
- Development or modification of work plans/schedules of staff located at the WPLA NCWorks Career Center(s) to include career center responsibilities.

**Western Piedmont NCWORKS Career Center
Partner Infrastructure Funding Agreement (IFA)**

I. Purpose

This Partner Infrastructure Funding Agreement (IFA) is entered by and between the Western Piedmont Workforce Development Board, and Western Piedmont NCWorks Partners. This IFA provides information on the shared infrastructure cost and/or in-kind arrangements. All partners to this IFA recognize that infrastructure and other additional costs are applicable to all required partners, as outlined in Section 121(b)(1)(B) of WIOA, whether they are physically located in the NCWorks Career Center or not. Each partner's contribution to these costs, however, may vary, as these contributions are based on the proportionate use and relative benefit received.

The sharing and allocations of infrastructure costs among NCWorks partners are governed by the Workforce Innovation and Opportunity Act (WIOA) Sec. 121(b), its implementing regulations, and the Federal Cost Principles contained in the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards at 2 CFR part 200 (Uniform Guidance).

Infrastructure costs are defined as non-personnel costs that are necessary for the general operation of the NCWorks Career Center, including: rental of the facilities, utilities and maintenance, equipment (including assessment related and assistive technology for individuals with disabilities), technology to facilitate access to the center, as well as many other infrastructure costs such as signage and supplies. NCWorks Career Center must share in additional costs which must include applicable career services and may include shared operating costs and shared services that are necessary for the general operation of the Career Center.

II. Western Piedmont NCWorks System Infrastructure Budget

(\$267,751.28 NCWorks Career Center budget Appendix A)

III. Cost Allocation Methodology

There is a two-tiered approach for determining infrastructure and additional cost for required WIOA Career Center partners using the Local Funding Mechanism (LFM). For Temporary Assistance for Needy Families (TANF), Community Services Block Grant (CSBG), and Senior Community Service Employment (SCSEP) programs, the LFM method uses a funding percentage cap of 1.5% to determine the agency's proportionate share of infrastructure and additional costs. The 1.5% is then distributed to workforce boards based on workforce service criteria outlined by each agency. Title IV, Vocational

Rehabilitation (VR) and Carl D. Perkins Career and Technical Education, Title II Adult Education and Family Literacy Act (AEFLA) proportionate share is based on the number of VR and adult ed. clients that received services in the previous program year and documented in NC Works.

The LFM is used to negotiate appropriate contributions from each required partner that will be allocated to the Western Piedmont Workforce Development Board as outlined below. The two-tiered approach methodology does not include Division of Workforce Solutions (DWS) administered programs or Workforce Development Board (WDB) administered programs. For all other required partners with state agencies, infrastructure contributions will be transferred to DWS as a lump sum based on the LFM for the said agency. Once DWS receives funding from the State agency, DWS will distribute funding to the local area via the funding methodology set up for each State agency as outlined in the table below.

For required partners without a State agency, but which are federally funded, the LFM is used as well; however, this negotiation will vary per WDB and should be outlined in the table below. Not all federally funded required partners may administer programs in a WDB’s Local Area. In that case, infrastructure cost sharing is not required.

For required partner programs administered by the DWS: Title III Wagner-Peyser Employment Services, Trade Adjustment Assistance (TAA), and Jobs for Veterans State Grants (JVSG), the cost sharing model is based on the grant employees’ proportionate use of the NCWorks Career Center. DWS and WDB will pay a cost per employee housed in the center. The cost per employee will be based on the total infrastructure cost of the NCWorks Career Center, where applicable.

(Please do not delete any of the partners from the table. If not applicable, please select N/A.)

WIOA Required Partners	Funding Methodology
WIOA Title I: Adult, Dislocated Worker, and Youth formula programs	Proportionate use – cost per employee
WIOA Title I: Job Corps	Local negotiations or N/A
WIOA Title I: YouthBuild	Local negotiation or N/A
WIOA Title I: Native American programs	Local negotiation or N/A
WIOA I: National Farmworker Jobs Program (NFJP)	Local negotiation or N/A

WIOA Title III: Wagner-Peyser Act Employment Service (ES) program	Proportionate use – cost per employee
WIOA Title III: Trade Adjustment Assistance (TAA) activities	Proportionate use – cost per employee
Jobs for Veterans State Grants (JVSG) programs	Proportionate share
Senior Community Service Employment program (SCSEP)	Local negotiations or NA or State-run programs: The Division distributes 1.5% of the federal funding to local workforce boards that support those counties covered by the SCSEP grant awarded to NC DHHS-Div. of Aging and Adult Services proportionally to the number of employment slots that county received in the award.
Unemployment Compensation (UC) programs	Based on Title I Dislocated Worker formula
Reentry Employment Opportunities (REO) programs (Second Chance Act of 2007)	Local negotiation or N/A
WIOA Title II: Adult Education and Family Literacy Act (AEFLA) program	A calculated amount per participant served is allocated based upon the number of AEFLA participants receiving staff assisted services at a WDB within each provider's service area.
Carl D. Perkins Career and Technical Education programs	A calculated amount per participant served is allocated based upon the number of CTE participants receiving staff assisted services at a WDB within each provider's service area.
WIOA Title IV: Vocational Rehabilitation (VR) Services program	Based on the number of VR clients with IPEs that received NCWorks service in the previous program year. Differences are reconciled in following program year.
Department of Housing and Urban Development Employment and Training programs	Local negotiation or N/A
Services for the Blind	Based on the number of VR clients with IPEs that received NCWorks service in the previous program year. Differences are reconciled in following program

	year.
Community Services Block Grant (CSBG) programs	CSBG amount is based on 2017 survey of Community Action Agencies, the amount of awarded CSBG identified as being directed to employment screening was calculated. In aggregate, employment services accounted for 20% of the CSBG awards. 20% times the state maximum percent of 1.5% = amount to be awarded for infrastructure cost sharing. The amount for infrastructure cost sharing was allocated to counties/agencies based on each their allocation of CSBG funding.
Temporary Assistance for Needy Families (TANF) program	TANF Amount to distribute is determined by county(ies) coding (method of recording expenditures) to WFCBG for Employment Services in SFY 2016-17. The percentage of funding for each county of the total allocation of the TANF Work First County Block Grant (this funding provides dollars for Employment Services Funded with TANF) is applied to the coded expenditure amount.

For additional partners that are not required partners, funds are paid directly to the Local Area WDB based on the partner’s proportionate use of the center as outlined in the table below.

(Insert table for additional partners as applicable)

IV. IFA Modifications

The partners recognize that modifications to the IFA may be necessary during the program year. Any authorized representative of a partner may make a written request for modification. In order to be valid, any modification to the IFA must be in writing, with a 30-day notice, signed, and sent to Western Piedmont Workforce Development Board. If Western Piedmont Workforce Development Board requests a modification, notice will be sent to the partner organization contact and address identified in Section V. IFAs shall be reviewed by all partners at least **once per** year as part of the WDB’s Local Plan MOU update process. (If partners are unable to reach a consensus and resolve issues related to

infrastructure funding during the duration of the MOU, partner contribution defaults to the State Funding Mechanism limits).

V. Partner Infrastructure Contributions

For required partners that have a State agency, required infrastructure cost will be transferred to DWS. DWS will then distribute the funds to each WDB based on the methodology agreed on between the agency and the NC Director’s Council.

Where DWS needs to contribute funds to a WDB, they will issue a funding authorization for the amount owed which will allow the WDB to draw down those funds as they are needed and will work with the DWS planning unit to generate the Notice of Funds Availability (NFA) for the entire amount owed to that WDB. WDBs can draw the funds down as needed.

Where the WDB needs to contribute funds to DWS, DWS will issue an invoice, which will provide the required documentation and audit trail, to allow the WDB to draw down the funds and write a check to DWS. The local areas that owe DWS will be invoiced the amount owed and tracked for receipt by the DWS finance unit.

For partners cost sharing funds not distributed by the DWS, Western Piedmont Workforce Development Board will invoice Partner within 30 days of the signed MOU for infrastructure cost sharing effective July 1, 2021.

(Please do not delete any of the partners from the table. If not applicable, please select N/A.)

NCWorks Partner	Infrastructure Total Share \$	Funded	In-kind	Payment	In-kind Description	Partner Contact (Name, Organization, Address, email and phone number)
WIOA Title I: Adult, Dislocated Worker, and Youth formula programs;	\$62,672.64	N/A	N/A	N/A	N/A	Wendy Johnson, Western Piedmont WDB, PO Box 9026, Hickory NC 28603 (1880 2 nd Ave NW) wendy.johnson@wpcog.org. 828-485-4273.
WIOA Title I: Job Corps	N/A	N/A	N/A	N/A	N/A	N/A
WIOA Title I:	\$3,333.33	N/A	N/A	N/A	N/A	Alanda, Richardson Nu-

YouthBuild						Dimensions, CEO, PO Box 2927, Hickory, NC 28603, alanda@hickoryhousing.org Office 828-328-5373, then press 4
WIOA Title I: Native American programs	N/A	N/A	N/A	N/A	N/A	N/A
WIOA Title I: National Farmworker Jobs Program (NFJP)	N/A	N/A	N/A	N/A	N/A	N/A
WIOA Title III: Wagner-Peyser Act Employment Service (ES) program						Jordan Whichard, Chief Deput Secretary, NC Dept of Commerce. 301 North Wilmington Street Raleigh, North Carolina 27601-1058 (919) 814-4600, jordan.whichard@nccommerce.com
WIOA Title III: Trade Adjustment Assistance (TAA) activities	\$169,190.64	N/A	N/A	N/A	N/A	
Jobs for Veterans State Grants (JVSG) programs						
Unemployment Compensation (UC) programs	\$25,340.00	N/A	N/A	N/A	N/A	Jordan Whichard, Chief Deput Secretary, NC Dept of Commerce. 301 North Wilmington Street Raleigh, North Carolina 27601-1058 (919) 814-4600, jordan.whichard@nccommerce.com

Senior Community Service Employment program (SCSEP)	\$487.80	N/A	N/A	N/A	N/A	Stephanie Ashley , Blue Ridge Community Action, Executive Director, 800 North Green St., Morganton NC 28655, sashley@brcainc.org (828) 438-6255
Reentry Employment Opportunities (REO) programs (Second Chance Act of 2007)	N/A	N/A	N/A	N/A	N/A	
WIOA Title II: Adult Education and Family Literacy Act (AEFLA) programs	\$233.00	N/A	N/A	N/A	N/A	Gilda Rubio-Festa Associate VP, College and Career Readiness, NC State Director, Adult Education, NC Community College System Office, 919-807-7132 rubiofestag@nccommunitycolleges.edu Dr. Joel Welch , WPCC President, 1001 Burkemont Ave, Morganton NC 28655, jwelch@wpcc.edu , (828) 448-3500; Dr. Mark Poarch CCC&TI

						<p>President, 2855 Hickory Blvd Hudson, NC 28638, mpoarch@cccti.edu, 828-726.2211;</p> <p>Dr. Garrett Hinshaw, CVCC President, 2760 US Hwy 70 SE, Hickory, NC 28602, ghinsaw@cvcc.edu, 828-327-7000</p> <p>Browning Roquefort, Director, Burke Literacy Council, 200 N King St, Morganton, NC 28655bclcliteracydirector@gmail.com (828) 437-7477</p>
Carl D. Perkins Career and Technical Education programs	\$482.00	N/A	N/A	N/A	N/A	<p>Dr. Joel Welch, WPCC President, 1001 Burkemont Ave, Morganton NC 28655, jwelch@wpcc.edu (828) 448-3500;</p> <p>Dr. Mark Poarch CCC&TI President, 2855 Hickory Blvd Hudson, NC 28638, mpoarch@cccti.edu, 828-</p>

						726.2211; Dr. Garrett Hinshaw, CVCC President, 2760 US Hwy 70 SE, Hickory, NC 28602, ghinsaw@cvcc.edu , 828-327-7000
WIOA Title IV: Vocational Rehabilitation (VR) Services program	\$4,617.00	N/A	N/A	N/A	N/A	Pat Bland, Western Regional Director Voc Rehab, pat.bland@dhhs.nc.gov , 828-433-2230
Department of Housing and Urban Development Employment and Training programs	N/A	N/A	N/A	N/A	N/A	
Community Services Block Grant (CSBG) programs	\$2,286.00	N/A	N/A	N/A	N/A	Bryan Duncan, I-CARE, Inc, Bryan.Duncan@icare-inc.org (704) 872-8141 x8
Temporary Assistance for Needy Families (TANF) program	\$2,930.00	N/A	N/A	N/A	N/A	Leeanne Whisnant, Public Health Director 338 1 st Ave., SW, Taylorsville, NC 28681, (828) 632-9704 x405 Korey Fisher-Wellman 700 E Parker Rd, Morganton, NC 28655, (828) 764-9600; Will Wakefield,

						Caldwell DSS, 2345 Morganton Blvd SW, Lenoir, NC 28645, (828) 426-8200, wwakefield@caldwelldwellcountync.org ; Karen Harrington, Catawba DSS, 3030 11th Ave Dr SE, Hickory, NC 28602, (828) 695-5600, KHarrington@CatawbaCountyNC.gov
<i>(other agencies)</i>						

VI. Term of Agreement

This Agreement will remain in effect from July 1, 2021 to June 30, 2022. It shall be reviewed by the parties as necessary or at least once per year as part of the WDB’s Local Plan update.

VII. Signatures-

Western Piedmont Workforce Development Board PY 2021 Cost Sharing Allocation Summary			
Total Infrastructure Costs			\$267,751.28
<u>Program Allocations</u>			
Agency	Program	Allocation	
NCCCS	Adult Education & Family Literacy (AEFLA)	\$233.00	
NCCCS	Carl Perkins Career & Technical Education (CTE)	\$482.00	
DHHS	Vocational Rehabilitation (VR)	\$4,617.00	
DHHS	Division of Services for the Blind (DSB)	\$0.00	
DHHS	Senior Community Service Employment Program (SCSEP)	\$0.00	
DHHS	Community Service Block Grants (CSBG)	\$2,286.00	
DHHS	Temporary Aid to Needy Families (TANF)	\$2,930.00	
DES	Unemployment Insurance (UI)	\$25,340.00	
Total Allocations		\$35,888.00	
Balance of Infrastructure Costs			\$231,863.28
<u>Headcount/Cost Distribution Percentage</u>			
Agency		Headcount Percentage	Percentage of Cost Paid
DWS	Title 3, JVSG, TAA	72.97%	64.07%
WDB	Title 1	27.03%	35.93%
Total Headcount		37.00	
<u>Allocation of Balance of Infrastructure Costs (Headcount method)¹</u>			
DWS	Balance of Infrastructure Costs x DWS Headcount %	\$169,190.64	
WDB	Balance of Infrastructure Costs x WDB Headcount %	\$62,672.64	
Total		\$231,863.28	
Infrastructure Cost Paid by the WDB (Balance of Infrastructure Costs x %age of Cost Paid)			\$83,308.48
Based on Headcount Percentage, the WDB Should Have Paid			\$62,672.64
Due To/(Due From) WDB			\$20,635.83
Allocated State Level Contribution			\$35,888.00
Net Amount Due To/(Due From) WDB*			\$56,523.83
(Figures in black represent amount DWS owes. Figures in red represent what WDB owes)			
*Amounts owed to WDBs by DWS will be made through the WISE NFA process. WDBs will receive an NFA for PY2021 4050 funds. Funds expire June 30, 2022.			
WDBs that owe funds to DWS will receive an invoice from DWS Finance. Please send a check for your payment. We ask that payment be made using this method as opposed to de-obligating funds in WISE so your established WIOA budget is not reduced.			
¹ Total cost that should be covered by each entity based on agreed to methodology			

**REQUEST FOR BOARD ACTION
WESTERN PIEDMONT COUNCIL OF GOVERNMENTS
POLICY BOARD**

MEETING DATE: September 28, 2021

SUBJECT: Workforce Development Board Appointment

PRESENTER: Wendy Johnson, Workforce Development Director

ATTACHMENTS: Patrick McClure letter of recommendation

SUMMARY OF REQUEST:

Request Policy Board to appoint Patrick McClure, Business Enterprise Manager, at Material Return, in order to meet one of the Workforce Innovation and Opportunity Act (WIOA) board private sector openings, representing Burke County.

BOARD ACTION REQUESTED:

Staff request the Policy Board to appoint Patrick McClure, to the Workforce Development Board membership for a two-year term.

SUGGESTED MOTION:

I move to appoint Patrick McClure to the Workforce Development Board for a staggered two-year term beginning September 28, 2021 – June 30, 2023.



The Industrial Commons ; 647 Hopewell Rd, Morganton, NC
Work for the Common Good

August 11, 2021

Wendy Johnson
Director, Workforce Development
Western Piedmont Council of Governments

Dear Ms. Johnson:

I am writing on behalf of Mr. Patrick McClure who is interested in serving on the WPCOG Workforce Development Board of Directors. Patrick has been with our organization for almost two years. In this time he has helped lead the development of Material Return, a growing national business in textile circularity.

In Patrick we see the future of work and leadership for our region. Patrick is young, deeply perceptive, professional and an incredibly quick learner. Our businesses are set up as employee-owned companies to help keep wealth and talent in our communities. At the end of 2021, Pat will become one of our first worker-owners, or worker-stewards, as these leaders are there to help build a strong resilient business into the future. Not only is Pat leading a new way for workers to build wealth and longevity in our manufacturing sector, he is also working in a business that is building scalable national models for sustainable manufacturing. Pat helps us manage national contracts with companies like Smartwool, who are relying on the innovation in our region to lead sustainability in textile manufacturing nationwide.

We quickly recognized in Pat his ability to manage others well. He has been enrolled in our flagship Management Training program and is managing a growing team of frontline workers. Pat has a deep financial knowledge of the business and has been through (and now helps facilitate) the Great Game of Businesses implementation in Material Return

With his deep love and roots in our region and a new vision for work and manufacturing Pat and his co-workers are being asked to speak more at conferences and on a national stage. We know that he will both have lots to contribute and will also be very open to learning on this board.

Kindly,

Sara Chester, Co-Executive Director The Industrial Commons

**REQUEST FOR BOARD ACTION
WESTERN PIEDMONT COUNCIL OF GOVERNMENTS
POLICY BOARD**

MEETING DATE: September 28, 2021

SUBJECT: Section 8 Mainstream Voucher Application Intake/Waiting List

PRESENTER: Stephanie Hanvey, Regional Housing Authority Director

SUMMARY OF REQUEST:

Since November of 2018, the Regional Housing Authority has been awarded a total of 246 Mainstream Vouchers. These vouchers serve the disabled population between the ages of 18-62. Currently, the RHA has approximately 161 of the 246 Mainstream Vouchers utilized with approximately 83 available for use. The Regional Housing Authority's Section 8 Housing Program has exhausted its waiting list for this demographic as of September 2021. We would like to begin accepting new applications for the Mainstream Voucher rental assistance program only so that a new list can be started. Notice will be published in the local newspapers on/after October 1, 2021. Notice will also be published on the WPCOG's website and on our social media beginning on/after October 1, 2021. The Regional Housing Authority plans to accept new applications beginning Monday, November 1, 2021 and the application period will remain open as long as we have available vouchers left to fill.

BOARD ACTION REQUESTED:

Staff is informing the board of the intention to open the Section 8 Housing Mainstream Voucher waiting list for new applications beginning Monday, November 1, 2021. No board action is requested at this time.

Suggested Motion: *None*

**REQUEST FOR BOARD ACTION
WESTERN PIEDMONT COUNCIL OF GOVERNMENTS
POLICY BOARD**

MEETING DATE: September 28, 2021

SUBJECT: Increase in Applicable Payment Standards

PRESENTER: Stephanie Hanvey, Regional Housing Authority Director

ATTACHMENTS: 1. RHA Increase in Applicable Payment Standards

SUMMARY OF REQUEST:

In August, HUD published an increase in the new Fair Market Rents for 2022. Payment standards for efficiency, one, two, three, four and five bedroom units need to be increased to help make those units more affordable for our tenants. In 2021, Fair Market Rents went down which created a burden on many families that were searching for housing. Many prospective tenants have been unable to find affordable housing and must submit numerous requests before being approved. Landlords are complaining because there is an enormous amount of paperwork involved with the normal request process and the denials are causing them to have to submit paperwork several times.

Our goal is to help as many families as possible in our communities while maximizing the funding that HUD allows us to spend. With the increase in the Fair Market Rents in 2022 and the ability to increase our local payment standards, it will greatly assist our families to find housing that is affordable to them. The board has been provided the increase in the payment standards for approval.

BOARD ACTION REQUESTED:

Staff requests that the Policy Board approve the increase in the applicable payment standards to become effective October 1, 2021.

Suggested Motion: *I move that the Policy Board approve the change in the applicable payment standards.*



2021 WPCOG Applicable Payment Standards

Efficiency	1 bdrm	2 bdrm	3 bdrm	4 bdrm	5 bdrm
597	616	762	964	1015	1167
107%	110%	110%	107%	99%	99%

2022 Fair Market Rents at 100%

Efficiency	1 bdrm	2 bdrm	3 bdrm	4 bdrm	5 bdrm
589	592	724	943	1,085	1,248

2022 WPCOG Applicable Payment Standards

Efficiency	1 bdrm	2 bdrm	3 bdrm	4 bdrm	5 bdrm
618	651	796	1,037	1,161	1,310
105%	110%	110%	110%	107%	105%

**REQUEST FOR BOARD ACTION
WESTERN PIEDMONT COUNCIL OF GOVERNMENTS
POLICY BOARD**

MEETING DATE: September 28, 2021

SUBJECT: 3rd Amendment of the FY2021-22 Budget

PRESENTER: Andrea B. Roper, Finance Director

ATTACHMENTS: Budget Summary Sheets

SUMMARY OF REQUEST: The attached 3rd Amendment of the 2021-2022 Budget reflects a total budget of \$20,009,556 and an operating budget of \$7,373,355 which represents an increase of the total budget from the August 24, 2021 budget amendment of \$326,476.

The 3rd Amendment of the 2021-2022 Budget includes:

- An increase in General Government due to a new financial services contract set to begin in January 2022.
- Transportation has an increase in revenue to reflect actual contract amounts.
- Environmental Protection decreased to reflect actual contract amounts.
- An increase in Community Development to include additional construction work for housing projects and additional funding for the Unifour Consortium program.
- Community and Regional Planning increased \$226,226 to reflect several new projects and the addition of a new code enforcement position.
- Economic Development increased to reflect anticipated expenses for the EDA CARES grant.
- A decrease of \$9,238 in Regional Public Housing to align with actual FSS reserve funding. Reserves are expected to be completely spent during the current fiscal year as required by HUD.
- Workforce Development increased \$29,495 due to additional funding for business services, career center services and other adjustments to personnel costs.
- A decrease of \$155,031 in fund balance appropriated due to the addition of new project and contractual work. The remaining fund balance appropriated is for the carryover of planning projects that were not finished at the end of the previous fiscal year and funds for the Piedmont Radar Project Study.
- Workforce Development revenue funds increased \$25,000 to reflect additional funding from the NC Department of Commerce.
- Compensated absences increased \$24,119 due to better reflect anticipated staff usage.
- Contractual increased due to the housing projects in Community Development.
- An increase in printing to provide vaccine outreach in Aging.
- Rent/Lease-Building increased due to additional funding received in Workforce Development.
- Contingency increased \$69,400 due to the additional of several new projects.

- OPEB (Other Post-Employment Benefits) Trust Allocation decreased \$31,920 due to an increase in compensated absences and other fringe benefit costs. This amount will vary depending on the availability of funds throughout the fiscal year.
- An increase of \$36,939 to the transfer to capital reserve fund expense line is due to the reduction in indirect personnel costs and additional indirect funds generated by the additional salary amount. This amount will vary depending on the availability of funds throughout the fiscal year.

BOARD ACTION REQUESTED: Staff requests the Policy Board to review and approve the Third Amendment of the 2021-2022 Budget.

Suggested Motion: *I move that the Board approve the 3rd Amendment of the 2021-2022 Budget as proposed.*



Western Piedmont
Council of Governments

WESTERN PIEDMONT
COUNCIL OF GOVERNMENTS
2021-2022 BUDGET
3rd Amendment of the Budget
September 28, 2021



Western Piedmont
Council of Governments

WPCOG REVENUE BUDGET FY 2021-2022 9/28/2021	09/28/21 PROPOSED BUDGET	08/24/21 CURRENT BUDGET *	VARIANCE
WPCOG ASSESSMENTS	302,502	302,502	0
INTEREST	400	400	0
MISCELLANEOUS INCOME	335	335	0
ANNUAL MEETING CONTRIBUTION	9,000	9,000	0
GENERAL GOVERNMENT			
FIN. ADMIN, COMM.SRV	79,336	71,536	7,800
TRANSPORTATION			
MPO (FHWA & FTA) & PASS. SAMPLING	1,064,141	1,060,988	3,153
ENVIRONMENTAL PROTECTION			
WATER RESOURCES, EPA 205(j) PROJECTS, AND ARC WATERSHED	354,468	357,461	(2,993)
COMMUNITY DEVELOPMENT			
CDBG, HOUSING COUNSELING, & MPP	1,236,777	1,063,882	172,895
COMMUNITY & REGIONAL PLANNING			
PLANNING, DATA SERVICES, GIS	628,594	402,368	226,226
ECONOMIC DEVELOPMENT			
ECON DEV GRANTS & BUILDING REUSE	565,497	535,869	29,628
REGIONAL PUBLIC HOUSING			
SECTION 8 HOUSING VOUCHERS	1,246,385	1,255,623	(9,238)
AREA AGENCY ON AGING SERVICES			
AGING ADMINISTRATION & SERVICES	935,363	935,822	(459)
WORKFORCE DEVELOPMENT			
WORKFORCE INNOVATION AND OPPORTUNITY ACT	892,072	862,577	29,495
FUND BALANCE APPROPRIATED			
FUND BALANCE APPROPRIATED	58,485	213,516	(155,031)
SPECIAL REVENUE FUNDS (PASS THROUGH)			
AGING	3,352,174	3,352,174	0
SECTION 8 HOUSING	6,632,001	6,632,001	0
WORKFORCE DEVELOPMENT	2,652,026	2,627,026	25,000
TOTAL	20,009,556	19,683,080	326,476

CAPITAL RESERVE FUND			
TRANSFER FROM GENERAL FUND	60,000	60,000	0
ALLOCATED FUND BALANCE	70,328	70,328	0
TOTAL	130,328	130,328	0

WPCOG EXPENSE BUDGET FY 2021-2022 9/28/2021	09/28/21 PROPOSED BUDGET	08/24/21 CURRENT BUDGET *	VARIANCE
GENERAL GOVERNMENT			
ARC-LDD, FFEA, & EDA	133,048	125,248	7,800
TRANSPORTATION			
MPO (FHWA & FTA) & PASS. SAMPLING	1,095,015	1,118,668	(23,653)
ENVIRONMENTAL PROTECTION			
WATER RESOURCES, EPA 205(j) PROJECTS, AND ARC WATERSHED	354,468	393,570	(39,102)
COMMUNITY DEVELOPMENT			
CDBG, BLDG REUSE, COUNSELING, MPP	1,236,777	1,063,882	172,895
COMMUNITY & REGIONAL PLANNING			
PLANNING, DATA SERVICES, GIS	660,229	526,549	133,680
ECONOMIC DEVELOPMENT			
ECON DEV GRANTS	741,140	710,536	30,604
REGIONAL PUBLIC HOUSING			
SECTION 8 HOUSING VOUCHERS	1,246,385	1,255,623	(9,238)
AGING AGENCY SERVICES			
AGING	1,014,221	1,015,226	(1,005)
WORKFORCE DEVELOPMENT			
WORKFORCE INNOVATION AND OPPORTUNITY ACT	892,072	862,577	29,495
SPECIAL REVENUE FUNDS (PASS THROUGH)			
AGING	3,352,174	3,352,174	0
SECTION 8 HOUSING	6,632,001	6,632,001	0
WORKFORCE DEVELOPMENT	2,652,026	2,627,026	25,000
TOTAL	20,009,556	19,683,080	326,476

CAPITAL RESERVE FUND			
TRANSFER TO CAPITAL PROJECTS	130,328	130,328	0
TOTAL	130,328	130,328	0

* The amounts used for the Current Budget are from the adoption of the 2021-2022 Budget presented on August 24, 2021.
The Proposed Operating Budget is: **\$7,373,355**

WPCOG EXPENSE BUDGET FY 2021-2022 9/28/2021	09/28/21	08/24/21	VARIANCE
	PROPOSED BUDGET	CURRENT BUDGET *	
CHARGEABLE SALARIES	3,524,333	3,524,135	198
COMPENSATED ABSENCES	233,358	209,239	24,119
INCENTIVE	4,500	4,500	0
LONGEVITY	55,778	55,778	0
RETIREMENT	741,157	736,403	4,754
GROUP INSURANCE	627,699	627,346	353
WORKERS' COMPENSATION	18,000	18,000	0
UNEMPLOYMENT COSTS	36,720	36,720	0
CONTRACTUAL	828,132	681,280	146,852
TRAVEL-SUBSISTENCE/REGIST.	70,919	71,338	(419)
TRAVEL-TRANSPORTATION	99,266	95,446	3,820
FUEL	16,728	14,728	2,000
TELEPHONE	31,784	29,334	2,450
POSTAGE	24,082	23,482	600
PRINTING	23,153	12,253	10,900
UTILITIES	44,000	44,000	0
RENT - EQUIPMENT	10,308	10,308	0
RENT/LEASE - BUILDING	123,075	100,862	22,213
MORTGAGE/OCCUPANCY COST	133,000	133,000	0
SUPPLIES	150,710	152,324	(1,614)
AUDIT	34,851	33,850	1,001
DUES	31,952	28,702	3,250
ADVERTISING/SUBSCRIPTIONS	31,890	31,470	420
MAINTENANCE-EQUIPMENT	60,510	59,644	866
MAINTENANCE-VEHICLES	2,519	1,000	1,519
MAINTENANCE-BLDG/GROUNDS	51,000	51,000	0
CONTENTS/LIABILITY INSURANCE	19,408	19,609	(201)
ANNUAL MEETING	18,000	18,000	0
LEGAL FEES	9,976	9,977	(1)
MISCELLANEOUS EXPENSE	5,810	5,810	0
CAPITAL OUTLAY-EQUIPMENT	4,001	0	4,001
CONTINGENCY	147,648	78,248	69,400
RESERVE FOR FUTURE EXP.	0	0	0
OWNER IMPROVEMENTS	0	0	0
INTERNET SERVICE	10,140	10,140	0
WEBSITE DEVELOPMENT	49	73	(24)
SECTION 8 PORTABLE ADMIN	3,000	3,000	0
OPEB TRUST ALLOCATION	25,140	57,060	(31,920)
ALLOCATED FUND BALANCE	0	0	0
TRANSFER TO CAPITAL RESERVE FUND	120,759	83,820	36,939
SR - AGING FEES & SERVICES	3,352,174	3,352,174	0
SR - SECTION 8 FEES & SERVICES	6,632,001	6,632,001	0
SR - WIA FEES & SERVICES	2,652,026	2,627,026	25,000
TOTAL	20,009,556	19,683,080	326,476

Executive Director's Report

September 28th, 2021

This report is intended to provide details about current operations of the WPCOG and issues that may be of interest to board members. The updates are grouped according to each department.

Administration

- WPCOG assisted the Western Piedmont Regional Transit Authority/DBA **Greenway** with their Executive Director Search. The Greenway Board of Directors appointed their new executive director on September 2, 2021.
- WPCOG is assisting **Caldwell County** with their search for a new County Manager. Interviews are complete and an announcement could occur soon.
- The WPCOG hired two new code enforcement officers and two part-time positions are open for applications (housing inspector and IT technician).
- Staff are working on suggested persons for the steering committee to develop the next Comprehensive Economic Development Strategy for the region. The Policy Board should expect to make appointments at its November meeting.
- Upcoming WPCOG events include: Regional Managers Meeting – October 15th; Mayors, Chairs & Managers Meeting @ Brushy Mountain in **Taylorsville** – October 28th.
- The regional housing forum on August 27th was a success with about 70 persons in attendance and more viewing the event online. The next forum is planned for February or March concerning affordable housing.

Area Agency on Aging (AAA)

- The AAA received a grant from DHHS for \$65,620 to provide vaccine outreach for homebound older adults. Four existing staff will be working on this project.
- The Wake Forest Baptist Health contract has been received and provides up to \$99,600 for work through March 2023 to provide support for referred caregivers of those caring for someone with dementia.
- Anita Roberts, Ombudsman/Aging Specialist, retired at the end of August.
- Division of Aging and Adult Services (DAAS) allocated ARPA (American Rescue Plan Act) funds to the AAA but DAAS is slowly providing guidance on use of funds.
- We have one vacancy for Senior Tar Heel Legislature in Catawba County that needs to be filled.
- We also have two vacancies for the Regional Aging Advisory Committee (Alexander and Burke).
- The AAA is on a workgroup with State Long Term Care Ombudsman office to discuss new regulations with training of CAC (Community Advisory Committee) volunteers. The new requirements imposed by the state will greatly increase the training requirements for volunteers.
- Two new staff members have been receiving training and getting certified on several programs. Providing lots of cross-training opportunities and planning to redistribute work responsibilities of a couple of existing staff members.

- Worked with DAAS to reconcile CARES carryover funds for FY22 that must be utilized by end of September. AAA carried over a total of \$119,643 with \$59,880 of that as pass through to nutrition service providers who had funds left to spend.
- AAA staff provided orientation to new RAAC/STHL members and conducted first in-person meeting of group since the pandemic began.

Community & Economic Development (CED)

- Community and Economic Development staff are currently administering seventy-seven (77) grants for local governments.
- Forty-one (41) housing rehabilitations projects are underway.
- Twenty-six (26) homeowners received foreclosure prevention counseling.
- Staff submitted a grant request to the NC Housing Finance Agency for the Housing Stability Counseling Program to funds housing counseling for persons who were not able to pay rent/mortgage payments during the pandemic. These funds would pay for counseling services but not actual rental or mortgage assistance.
- Two N.C. Commerce Building Reuse Grant applications totaling \$875,000 were funded in August. Project Husky II located in **Hildebran** was awarded \$500,000 and will create 60 new, full-time jobs. Project Wavelength – in **Claremont** – received \$375,000 and will create 50 new, full-time jobs.
- The final report for the 2019 Alexander Burke and Caldwell Urgent Repair Program includes:

Alexander County-15 units

Heating Systems-3
New floors installed-1
New roofs-5
New windows -1
One hook up to sewer-1
Handicap showers-2
Plumbing repairs-2

Burke County-10 units

New roofs-5
Handicap showers-3
New floors installed-1
Heating Systems-1

Caldwell County- 8 units

New roofs-7
Handicap Shower-1

Community & Regional Planning

- Planning staff and the Executive Director met with the **Burke County** Manager and judges to discuss the feasibility of establishing a pre-trial release program to reduce confinements and jails costs for lower risk defendants that cannot normally meet cash bail requirements.

- The Comprehensive/Land Use Plans for **Catawba County, Hudson, Longview, and Cahah's Mountain** are set to begin in October. **Gamewell** is kicking off this month. **Cedar Rock and Maiden** are also finalizing their schedule to begin work.
- The **Catawba, Claremont, Connelly Springs, Cahah's Mountain, and Cedar Rock** ordinance re-writes are underway.
- Planning is providing technical planning services to ten municipalities.

Natural Resources:

- Staff attended events in **Morganton, Valdese, Maiden, Sawmills, and Hickory** to meet public education and outreach for Phase II stormwater requirements.
- Inspections for stormwater control measures are underway in all participating municipalities.
- Staff are scheduling more good housekeeping and illicit discharge presentations for municipal public works staff.
- Staff are working on the bid packages for the **Alexander County** Emergency Watershed Protection grant.
- Staff are making preparations for the Air and Water Quality Conference for the end of October.

Data & GIS Center:

- Staff completed the demographic section for three upcoming comprehensive plan meetings.
- We completed work on August 2021 to March 2022 **Greenway** Passenger Sampling Methodology Report based on **Greenway** returning to a normal ride schedule.
- Staff completed work on the analysis of **Burke County** homelessness survey.
- Staff began work on amendments to the **Valdese** Ward maps.
- We completed work on August **Hickory** Economic Indicators Report.
- General ArcGIS Online and mapping support for the **City of Claremont, Town of Catawba, Town of Maiden, and the Town of Rutherford College** continues.
- Staff completed July bi-annual Carolina Textile District and Manufacturing Solutions Center impact maps.
- Developed stormwater field collection application.
- Staff generated the final maps for **Granite Falls** Land Use Plan.
- We also generated maps for the **Drexel** Land Use Plan.
- Staff generated new school district maps for **Caldwell County**.

Code Compliance:

- 19 new code enforcement cases opened in August 2021 (down an officer for this month, numbers will increase in the coming months).
- Staff completed training of the **Town of Valdese** Code Enforcement/Police Officer.
- Discussed code enforcement services for the **Town of Longview**.
- Monthly reports were issued to all local governments served.

Transportation:

- Staff met with the **Hudson** Town Manager to guide next steps on awarded 321A pedestrian project and participation in **Caldwell** Transit Steering Committee.
- Staff reached out to new Greenway Executive Director to offer early discussion of planning initiatives in **Burke, Caldwell, and Catawba Counties**.
- Staff attended the **Greenway** Board of Directors meeting and held public hearings for both the sustainable **Burke** Flex Routes Plan and the Local Coordinated Plan update.
- We finalized 2050 Metropolitan Transportation Plan work plan for seven staff members.

- Staff also posted and promoted the new Metropolitan Transportation Plan 2050 survey, including ranking of values, budgeting game, and map marker activities.

Finance

- Finance continues to administer financial services for **Town of Catawba and Caldwell Chamber**.
- A draft of the 2020 financial statements for the **Caldwell Chamber** is scheduled to be presented to their board at the September meeting.
- Final fieldwork for the WPCOG audit was conducted in August. The auditors will be back in the field to review additional items requested during the week of final fieldwork.
- Finance staff continue to work with Microix software developers on the WPCOG budget module. We are currently customizing the workflow options for this module.
- Finance staff are currently working with Microix software developers on the AP module and budget module for the **Town of Catawba**. Town management chose to delay the implementation of this software until a later date. There are minor workflow decisions that must be made by management to fully implement.
- FY21 audit is ongoing for the **Town of Catawba**. Work has been postponed numerous times at the auditors request due to scheduling conflicts.
- **Hickory-Conover Tourism Development Authority** governing board approved the financial services contract with WPCOG at their August board meeting. WPCOG will begin providing financial services in January of 2022.

Regional Housing Authority (RHA)

- The RHA is planning to hire a part-time Housing Inspector due to the increase number of vouchers awarded for our region. We have received many applications and plan to begin interviewing in the next few weeks.
- The RHA began leasing the 75 additional awarded Mainstream Vouchers in March 2021. Currently, the RHA has 246 available Mainstream Vouchers and 162 of those are leased.
- The RHA will open the waiting list for applications for ONLY Mainstream Vouchers on November 1, 2021.
- The RHA began leasing the 10 new VASH-Veteran vouchers awarded in February 2021. The RHA has now leased three veterans with housing assistance and seven other veterans have pending vouchers at this time as they continue to search for housing.
- The RHA has received 30 guaranteed Emergency Housing Vouchers (EHVs) to house individuals and families who are 1) homeless, 2) at risk of homelessness, 3) fleeing, or attempting to flee domestic violence, dating violence, sexual assault, stalking, or human trafficking or 4) recently homeless. The RHA was given the opportunity to ask for more and we requested a total of 200 EHV vouchers. To date, no more have been awarded. The RHA is working closely with the Continuum of Care and the shelter homes in our four county area to begin using these vouchers. The effective date for these vouchers was July 2021. Currently, the RHA has one EHV applicant that is completing the leasing process and we have issued 11 EHV vouchers. We have received approximately 13 other applications that are going through the eligibility process for a voucher. Applications continue to be received.

- The RHA is currently leased at maximum capacity (1,088) for the regular housing choice vouchers. The RHA continues ongoing leasing efforts for our special purposes program vouchers.

Workforce Development

- A virtual call with the Chief Deputy Secretary of Commerce Jordan Whichard, Asst. Secretary of the Division of Workforce Solutions Chet Mottershea (and few others from Commerce), along with WPCOG Board Chair Bob Floyd, Workforce Development Board Chair Josh McKinney, Workforce Development Director Wendy Johnson, and Anthony Starr was held on September 1, 2021.
- The Workforce Director gave a Workforce Development presentation to the Lenoir Rotary on September 17th.
- Board staff (Leslie Farris and Matthew Xiong) are still doing a great job coordinating and administering Virtual workshops. Leslie being offering/administering virtual workshops for High Country and Foothills workforce board areas as of September 2021.
- Our NCWorks Career Centers are starting to host in-person job fairs again.
- As a pilot program, Workforce Board staff, in collaboration with our Catawba NCWorks Career Center staff, developed an Internship Training Plan, which we hope to utilize by hosting a junior or senior intern from one of our local Catawba County High Schools. We are focused on providing an internship for a student that is interested in a human services career path.
- Workforce also added a Labor Market dashboard to the website that is specific to the Western Piedmont region. This LMI information is provided and updated by NC Labor & Economic Analysis Division (LEAD) <https://www.wpcog.org/labor-market>
- NC Department of Commerce-LEAD created an Unemployment Insurance Claims Dashboard that can provide information by County, and Workforce Board, July 2021 numbers are now available: <https://bi.nc.gov/t/COM-LEAD/views/RegionalUIDashboard/RegionalUIDashboard?:isGuestRedirectFromVizportal=y&:embed=y>
 - *(The region is averaging a 4.7% Unemployment rate as of 6/30/21.)*
- The Federal Pandemic Unemployment ending September 4, 2021 as the last pay out. Here is a link to more information: https://des.nc.gov/federal-pandemic-unemployment-benefits?fbclid=IwAR3qofg0rfPTWp94bvlvIaW-Jw_m6xGJvrbQjFk4VVaEMXrL68icbW7qx2g

**REQUEST FOR BOARD ACTION
WESTERN PIEDMONT COUNCIL OF GOVERNMENTS
POLICY BOARD**

MEETING DATE: September 28, 2021

SUBJECT: Assessment & Strategic Plan Work Session

PRESENTER: Anthony W. Starr, Executive Director

ATTACHMENTS: PowerPoint

SUMMARY OF REQUEST:

As previously communicated, the WPCOG initiated a planning process to assess the performance of the organization and to develop goals for a strategic plan. The WPCOG employed the assistance of the SouthEast Regional Directors' Institute to manage the process and write the report. The process began in June with the distribution of two surveys. One survey was sent to all Policy Board delegates. The second survey was sent to various regional leaders. Both surveys received strong participation and the responses are overwhelmingly positive.

The next phase of the process included individual stakeholder interviews and focus group meetings. These interviews and meetings occurred during the week of August 16th-20th, 2021. A wide variety of stakeholders were invited and participated to ensure comprehensive feedback for the process.

The final phase includes a work session with the Policy Board during its regular meeting on September 28th, 2021. During this meeting, the SERDI consultants (Jim Youngquist and Wendell Lawrence) will review the results of the surveys, stakeholder interviews, and focus group meetings, along with their recommendations. The report will be finalized following the guidance and direction from the Policy Board. Please review the attached information to prepare for the board discussion.

BOARD ACTION REQUESTED:

Staff requests the Policy Board review the attached information and provide direction for the assessment and strategic plan. No formal action by the Board is needed at this time.

Suggested Motion: *None*

STRATEGIC COUNCIL ASSESSMENT

SUMMER – FALL 2021



ASSESSMENT STEPS



- Online Surveys
 - (A) Policy Board Members
 - (B) Regional Leaders
- One-on-Interviews of Regional Leaders
- Focus Group Sessions
 - (A) Economic Developers/Chambers of Commerce/Planners
 - (B) Human Services
 - (C) Local Government Managers and Administrators
 - (D) Local Elected Officials that do not sit on the WPCOG Policy Board

ASSESSMENT STEPS



- Staff Debrief/Input Sessions
- WPCOG Policy Board Work Session
 - (A) Summary of Assessment Steps
 - (B) Feedback/Reaction
 - (C) Possible Proposed Recommendations
- Feedback/Reaction
- Additional Recommendations
- Completed Record Report of the Assessment

WHAT IS GOOD



- Leadership for long-range planning
- Brings local governments together to address needs and long-term issues that affect us all
- Grant application writing and administration
- Planning and code enforcement for smaller jurisdictions
- Communication with leadership – managers and elected officials on funding opportunities as well as items of regional interest

WHAT IS GOOD



- They listen – believe retaining relevance is important, and are always open to exploring/evaluating additional governmental offerings/partnerships
- Recruitment process for hire (headhunting)
- Provide data to assist local governments make better informed decisions
- Assisting small local governments with mandates and staffing they would otherwise not be able to afford
- Planning; land use and DOT, transit, and staffing

WHAT IS GOOD



- The services provided to our 4-county area and the diligence and dedication shown by WPCOG in making these services and programs are carried out
- Communication, Organization, Assistance
- Everything: Professionalism, competency, depth and breadth of staff knowledge
- Proactive, positive attitude of employees, generally, willingness to help

WHAT IS GOOD



- The existing employees are well-trained and respected not only internally in the region, but outside the region (i.e. EDA, NC Commerce, and other entities that work with the WPCOG)
- Workforce development is awesome! Very collaborative
- Acting as a convener and filling gaps not covered by local government units
- Convening groups around topics affecting the region or around issues that multiple entities are grappling with
- Oversees a relevant but broad spectrum of program oversight (Ex. AAA, Housing, etc.)
- Serving low-income residents with needs – such as providing funding for fixing septic systems

WHAT IS GOOD



- The Area Agency on Aging provides exceptional services to the region's older population and caretakers, through providing information regarding available services and allocating state and federal funds for aging services. These services include nutrition, transportation, housing, senior citizens' centers, day care, in-home-health care, ombudsmen, aging specialists, etc. The goal is to keep the elderly living safely, securely, and independently in their homes with a good quality of life as long as possible.
- Communication with many member institutions is vital and performed at top levels. Assistance to members is performed efficiently and professionally. I also view the WPCOG as an extension of this member government when they are providing us assistance due to the relationship building that WPCOG does so well.

WHAT CONCERNS



- Being able to continue long-term with the ever-changing demands in the municipal government arena.
- The thing that concerns me the most is that we are a small town, and we don't want to be left out. Our issues are just as important to us as they are to Hickory or Morganton, so to speak. I have not seen this as a problem, yet, but the concern is there.
- Sustaining a highly qualified staff who have institutional knowledge of projects (past and current) for each local government – Succession Planning.

WHAT CONCERNS



- Too few staff to address needs – maybe trying to do too many things
- Like any local government entity, ensuring succession planning of key staff
- As the costs continue to grow, there may be a shift in what the COG is able to provide vs other service providers
- To address issues, projects and inquiries from the largest entity. If not addressed up front, it can lead to discussion on basic funding dues to the COG. These are ways to avoid this, but are of concern
- Succession planning – who's coming up thru the ranks as tomorrow's leaders?

WHAT CONCERNS



- Member fees/individual fees
- Sometimes they are quick to offer a service before everything is in place to perform the service
- “Rent-a-planners’ to small towns are great, but they aren’t doing ‘planning’ - they are zoning/subdivision administrators. Who is helping small towns become more progressive in their land use regulations?
- It is always a challenge to serve both very small towns and larger jurisdictions as their needs differ significantly.
- Many programs and lack of awareness on all that you offer to our residents

WHAT CONCERNS



- WPCOG is known but individual programs are not known in the community
- Demographic diversity on the Board
- Little turnover on Board
- Known by Mayors and County Chairs but few municipal council or county commission members are aware as much as they should be.

RELATIONSHIP OF LOCAL GOVERNMENTS TO WPCOG



- They are a very trusted organization that is deemed non-political, which is good
- Their commitment level is a 10
- Local governments appreciate the excellent support provided by the WPCOG
- Very high. Active
- There are times when municipalities have needs that may be outside the scope of services the WPCOG normally provide. The COG has always responded in an effort to meet that need.
- The WPCOG is held in high regard by local governments and is seen as indispensable. This is evidenced by how often the WPCOG is brought into the process early as a trusted partner, whenever a member government is discussing a new project.

RELATIONSHIP OF LOCAL GOVERNMENTS TO WPCOG



- Most of the regional local government leaders that I encounter are staunch supporters of the WPCOG, their staff and mission. My opinion is WPCOG is widely viewed as a vital piece for our continued success in local government operations.
- I do believe that local governments in the region are very interested & engaged with WPCOG. Unfortunately, there is not much power through the WPCOG for reinforcing local solutions of government who has invested time & resources into a solution in addressing the local issues.

RELATIONSHIP OF LOCAL GOVERNMENTS TO WPCOG



- This will vary by government and is driven by the commitment of the manager and elected-board -if they don't perceive the COG of being of value, no one in the organization is likely to push for it. Which means COG staff have to deliver a projects as committed. There is no secret. Anthony does a good job of staying engaged with the managers.
- Continue to communicate proactively – dues increases have been planful and methodical, and that is appreciated.

ISSUES, OPPORTUNITIES, & CHALLENGES



- Stormwater management, public transit, lobbying state and federal governments: WPCOG already plays a vital role in these areas
- Right now we are struggling with our own workforce retention and recruitment and assistance, particularly at the county level, may be of help
- Childcare – access and affordability, also plays into the broader community and are our issues as an employer
- Lack of housing is a current issue facing our region. Rather than each community addressing this individually, our region should look at it collectively

ISSUES, OPPORTUNITIES, & CHALLENGES



- An increasing aging population will require more services for the elderly; therefore, the WPCOG's Area Agency on Aging will certainly need more ombudsmen, aging specialists, and increased funding for the HCCBG.
- Housing is something that needs attention and facilitation to explore how to provide incentives, without, it being a fiscal burden by the communities, to developers. The cost of building, the high price of land is prohibiting development in the surrounding communities
- Track our regional use of ARP funding over the next few years and aid in leveraging state and federal dollars. Broadband is the perpetual issue, but so is workforce development - for us too as major employers

ISSUES, OPPORTUNITIES, & CHALLENGES



- Statistical analysis for economic development and workforce development. Attracting a younger demographic to the region
- The biggest challenge facing the WP is the same as that facing the nation; Political polarization, hatred left vs. right. This goes beyond the smaller regional issues since it is an attack on democracy and civilized life
- Growth around the MSA, particularly in housing, population and workforce will be a challenge. Last Thursday's census was not positive for 3 of 4 counties and might lead to continued MSA recognition
- Regional marketing / workforce strategies / general relationship marketing tied into Charlotte (the guaranteed growth driver in the coming years) and the recognition that the whole MSA should be tying into that and the strength of both that and Hickory's location and recognition / housing and population growth

ISSUES, OPPORTUNITIES, & CHALLENGES



- The realization that so much of our growth is keyed from Charlotte is a challenge and opportunity. As the counties outside Catawba lose population, can the WPCOG act as a convener to determine a path forward for the more rural areas? As population decreases in rural areas, the differences in needs between shrinking and growing jurisdictions will only increase
- Educating the public on how factory jobs have changed over the years and encouraging young and old people to participate in those jobs. Good pay and working conditions are offered by many companies
- As a whole, our district continues to face same, if not all, of the same challenges other districts face. Some examples include challenges related to COVID, funding, student/family access to the internet, and teacher recruitment/retention. Our organization also faces a changing set of demographics. We are very racially diverse, and we must continue to grow and adopt to meet the needs of a racially diverse population

IF YOU CHANGE ONE THING



- Work more into the “loud” regional leadership position and involve all of the agencies (EDC’s, chambers and local governments) in the process. Marketing is not necessarily a strong suit of the COG, so involving those that do would help
- More grassroots involvement in the communities served - which I know is hard due to staffing. County leaders are not always the most informed

IF YOU CHANGE ONE THING



- Continue what you're doing, maintaining the relentless focus on members/customers. The WPCOG does an excellent job of communicating to its members, which is key to fostering their continued connection to the COG. Continued region-wide initiatives on planning and visioning are vital to keep us moving forward, and prioritizing those discussions will continue to keep the WPCOG relevant and foster stronger partnerships in the region
- I would encourage a visionary strategic plan to build a stronger region
- Encourage participation on boards/committees

PROPOSED POSSIBLE RECOMMENDATIONS



1. Annual Local Government Briefing and Work Session

Strategy

To annually invite municipal and county elected and appropriate appointed officials to participate in a briefing and work session to learn about the WPCOG, the accomplishments of the past year, and to gather information from these officials on what they see as the opportunities and challenges that they would like to see WPCOG address in the coming year for them. Implementing this effort will enhance the communication and understanding of the WPCOG especially to municipal and county elected officials that do not serve on the WPCOG Policy Board or do not serve as Mayor or County Chair

PROPOSED POSSIBLE RECOMMENDATIONS



1. Annual Local Government Briefing and Work Session (continued)

Action Steps

- Each of the four counties will host an annual WPCOG Local Government Summit for the county and municipalities found in each county.
- The Briefing and Work Session will contain two parts:
 - a) WPCOG will provide an orientation overview of the Council, its overall programs, specific projects that have been worked on during the past year in the county holding meeting including all governments. Following the presentation time will be given to the participants to ask questions and provide input.
 - b) The WPCOG will facilitate a session in which the local government officials will identify the opportunities, challenges, and issues facing their communities and that they would like for the WPCOG to help address. Some of those identified may be applicable to their jurisdictions, but some may be found in the other three counties and can become a regional focus for WPCOG.

PROPOSED POSSIBLE RECOMMENDATIONS



1. Annual Local Government Briefing and Work Session (continued)

Responsible Parties

- Municipal and County Managers and Administrators
- WPCOG Executive Director, Department Heads and staff
- WPCOG Board Chair

Timetable

- Late winter early spring before budget and work program development

PROPOSED POSSIBLE RECOMMENDATIONS



2. Succession Planning

Strategy

Succession Planning is nothing new to the WPCOG. The previous two executive directors implemented succession strategies and the current executive director is aware of the importance of continuing it. Staff nearing retirement and the lack of upward mobility in the organization cause succession planning to be very important to ensure that the excellent level of professional staff skill sets continue to exist at a high level.

PROPOSED POSSIBLE RECOMMENDATIONS



2. Succession Planning (continued)

Action Steps

- Continue to focus on the Community and Economic Development Department (CED). This department contains numerous staff that have been employed for many years and are nearing retirement. This department provides grant writing and administration for many initiatives and projects for the local communities and is one of key components of the COG's work. Identify future leadership whether that is in-house or out-of-house needs to be determined.
- Develop a strategy to address to improve upward mobility in the organizational staff structure that lends itself to incentives that will enhance the chances of retention of staff despite the flat organizational structure.
- Continue and enhance cross-training for all staff in the organization.

PROPOSED POSSIBLE RECOMMENDATIONS



2. Succession Planning (continued)

Responsible Parties

- WPCOG Executive Director
- WPCOG Management Team
- WPCOG Policy Board

Timetable

- Immediate

PROPOSED POSSIBLE RECOMMENDATIONS



3. Developing Future Public Leaders Through a Regional Effort

Strategy

Concern was raised throughout the assessment process regarding the future of particularly elected leadership in the Western Piedmont region's local governments. Who are the future leaders of the local governments. So few of the elected officials in the region are under the age of 60. A public leaders program needs to be developed and the ideal facilitator of such a program would be the WPCOG. This program would be designed as a regional program and not competitive to local Leadership Programs.

PROPOSED POSSIBLE RECOMMENDATIONS



3. Developing Future Public Leaders Through a Regional Effort (continued)

Action Steps

- Bring together mayors, county chairs, and managers to work with WPCOG management to discuss the development of leadership program that would identify young people who would be interested in learning about how local government works, its relationships with state and federal governments, the roles of being a mayor or city council member, county chair or county council member, the role of a manager, etc.,...basically Local Government 101 and You being a Leader in it.
- Determine who will be the secretariat of the Leadership Program
- Develop a promotional campaign to solicit interest in participating in the Leadership program.

PROPOSED POSSIBLE RECOMMENDATIONS



3. Developing Future Public Leaders Through a Regional Effort (continued)

Responsible Parties

- Chief Elected Officials
- Municipal and County Managers
- WPCOG Staff Leadership

Timetable

- To be determined

PROPOSED POSSIBLE RECOMMENDATIONS



4. Expanding the Regional Focus through the WPCOG

Strategy

Throughout the assessment, time and time again, elected and appointed local government officials, and regional partners noted that WPCOG is well-recognized as being the regional convener to address and discuss and carry out efforts to address multijurisdictional issues, challenges, and opportunities for the Western Piedmont. It was also made clear repeatedly that the WPCOG needs to have an even greater regional focus moving forward. With the Charlotte region moving closer to the Western Piedmont region and the latest drop in population in three of the four WPCOG counties, there has never been a more important time to take regional approaches to address the most crucial challenges facing the region.

PROPOSED POSSIBLE RECOMMENDATIONS



4. Expanding the Regional Focus through the WPCOG (continued)

Action Steps

- The WPCOG Policy Board will confirm the key challenges facing the local governments thus the region such as Housing, Infrastructure (Broadband, Water & Sewer), Workforce and Economic Development, and Marketing the Region.
- Based on the identification, Task Forces will be created around these subject areas that are key to the future well-being of the Region consisting of local government and other regional partners (public and private) to lead in a regional discussion of such.
- Addressing these challenges and opportunities should become a key focus of the work of the WPCOG moving forward. It will be up to the WPCOG to move the topics forward

PROPOSED POSSIBLE RECOMMENDATIONS



4. Expanding the Regional Focus through the WPCOG (continued)

Responsible Parties

- WPCOG Policy Board
- Western Piedmont elected and appointed local government officials
- Regional partners as identified by local government leadership

Timetable

- ASAP

PROPOSED POSSIBLE RECOMMENDATIONS



5. Marketing the Western Piedmont/Hickory Metro Region

Strategy

During the assessment process all of those groups participating often raised a concern over the four-county region, the Charlotte region slowly encroaching the Western Piedmont region, and their perception that outside the four counties, no one knows the WPCOG/Metro Hickory/Foothills Region exists. It is felt that with the decline in the growth for much of the region and demographics, there needs to be a concerted effort to market the assets the region and to develop a regional marketing effort to enhance chances to bring attention to the quality of place and community economic development opportunities; taking advantage of Charlotte's assets that are beneficial but being able to market the Western Piedmont as a great place with its own identity.

PROPOSED POSSIBLE RECOMMENDATIONS



5. Marketing the Western Piedmont/Hickory Metro Region

Action Steps

- Bring WPCOG Policy Board and other elected and appointed local government officials as well as county economic development council, chambers of commerce, and planners, as well as other appropriate public and private sector interests to begin a process to develop strategies to market the region through various angles.
- Identify a secretariat/coordinator for the regional marketing effort, if not WPCOG, another applicable entity.

PROPOSED POSSIBLE RECOMMENDATIONS



5. Marketing the Western Piedmont/Hickory Metro Region continued

Responsible Parties

- WPCOG Policy Board
- Local government elected and appointed officials
- WPCOG management staff
- County economic development commissions/corporations
- Chambers of Commerce
- Local government planners
- Others

Timetable

- TBD

Wendell Lawrence

wlawrence@bbtel.com

270-735-2060

Jim Youngquist

jim.Youngquist@icloud.com

501-766-5659

