

**Piedmont Regional Committee**

Meeting Minutes

Date: September 14, 2016

Location: Partnership for Children Conference Room 1000 N 1<sup>st</sup> Street, Albemarle, NC 28001

Meeting Facilitated By: Ed Hosack

**Regional Committee Leadership**

Position	First & Last Name
Regional Lead	Nicole Dewitt
Alternate Lead	Melissa Mckeown
Coordinated Assessment Lead	Ginny Rainwater

**Attendees**

First & Last Name	Agency	Contact Information
Amber Kimble	Veterans Administration	Amber.kimble@va.gov
Anisse Avery	Community Link	aavery@communitylinknc.org
Skeet Ayscue	Homes of Hope	Hope747@ctc.net
Joseph Dismuke		Joseph.dismuke@nccommerce.com
Ed Hosack	Cooperative Christian Ministries	ehosack@cooperativeministry.com
Patricia Bryant	Cardinal Innovations	patricia.bryant@cardinalinnovations.org
Ginny Rainwater	Community Link	girainwater@communitylink.org
Kaye Ochoa	Crisis Assistance Ministry of Davidson County	crisismindc@yahoo.com
Mary McClain	Family Crisis Council	Mary.mcclain@familycrisiscouncil.org
Melissa Mckeown	Union County Community Shelter	Melissa.mckeown@unionshelter.org
Nicole Dewitt	Community Link	nicoled@communitylink-nc.org
Tiffany Weaver	Turning Point	tweaver@turntoday.net
Sherry Smith	Rowan Helping Ministries	ssmith@rowanhelpingministries.org
Frankie Morton		Frankie.morton@nccommerce.com
Kathy White		Klwhite777@yahoo.com
John Giampaolu	Cardinal Innovations	John.Giampaolu@cardinalinnovations.org
Terrance Gerald		Talexander63@aol.com

**Approval of Minutes**

The June 8, 2016 minutes were approved by acclimation.



**BOS Steering Committee meeting highlights**

**a. 2016 Continuum of Care competition - The consolidated application is due to HUD by**

September 14. The 2016 application included CoC-wide system performance measures. NCCEH submitted these to HUD in mid-August. The performance measures are based on data from the HMIS. This is the first year that HUD has asked CoCs to report on the system performance measures. BOS staff focused on data cleaning with agencies and testing the reports to ensure the most accurate reporting possible. HUD has stated that the 2016 data will establish a baseline against which CoCs' performance will be assessed in future competitions. The system performance measures are part of the shift towards looking at the performance and effectiveness of systems, not of individual programs. They give CoCs a way to assess the collective impact of all their programs and give HUD a way to measure national progress on ending homelessness. The BOS will look at the system performance measures at the Regional Committee level as well as at the CoC level. BOS staff reviewed highlights of the system performance measures data. The full report is posted on the NCCEH website at [www.nccch.org/files/7448/](http://www.nccch.org/files/7448/). In the coming year, BOS staff will work to establish system performance measures by Regional Committee to assist in targeting specific performance areas.

**b. 2016 Emergency Solutions Grant competition -**

- The ESG office is expected to release the 2016 ESG application within the next two weeks. NCCEH will notify stakeholders as soon as it is released. Regional Committees are responsible for running the ESG application process in their community. BOS staff will provide answers to questions in the regional application that apply to the CoC as a whole. Regional Committees were asked to submit contact information for their local ESG leads.
- Intent to Apply should be submitted to Nicole Dewitt by September 16, 2016
- The PRC needs volunteers for the Project Review Committee. These volunteers cannot be applicants. This will consist of one in person meeting and several conference calls.

**c. Veterans Homelessness Subcommittee/ Rapid Results work/County Veterans**

**Taskforce,** This subcommittee was formed in July 2016. The goal is to house homeless veterans. Rowan County started in February 2016 by attending a boot camp. To date, 30 homeless veterans have been housed. An outreach group was formed to identify homeless veterans and to know where they are currently. A landlord engagement event to identify landlords who will accept subsidy and have the least barriers was conducted. A "by name list" was formed to track homeless veterans. The goal of the subcommittee is to try to replicate these activities in other counties.



Next Quarterly Piedmont Regional Committee meeting:

December 14, 2016, 10am-12pm Davidson County

Rowan Veterans Housing Taskforce

September 15, 2016, 9:30am-11am, 200 South MLK, Salisbury, Salisbury Housing Authority

Employment and Training Administration (ETA)  
and  
Veterans Employment and Training Service (VETS)

U.S. DEPARTMENT OF LABOR

*Prepared by:*



**A Protocol for Implementing  
Priority of Service  
For Veterans and Eligible  
Spouses**



# INTRODUCTION

It is the responsibility of the public workforce system to provide priority of service to all veterans and eligible spouses who receive services under any qualified job training program funded in whole or in part by the U.S. Department of Labor (DOL). With the many competing priorities that the workforce system is facing during this challenging economic environment, it is critical that the system ensure priority of service to veterans and their eligible spouses.

Through this protocol for implementing Priority of Service (POS), the Department of Labor's Employment and Training Administration (ETA) is providing technical assistance to the workforce system at all levels, including One-Stop Career Centers, local Workforce Investment Boards (WIBs), State Workforce Agencies, and other targeted grant programs, to help them enact policies and procedures to ensure that POS is implemented fully and effectively for veterans and their eligible spouses.

A veteran who is eligible or spouse of an eligible veteran who is entitled to receive priority of service is a person who has served at least one day in the active military, naval, or air service, and who was discharged or released from service under any condition other than a condition classified as dishonorable is a covered person. This definition includes Reserve units and National Guard units activated for Federal Service.

It is important to note that the definition of veteran in the Jobs For Veterans Act (JVA), the Priority of Service Regulations and TEGL 10-09 differs from the definition of veteran that applies to reporting of Wagner-Peyser services and to eligibility to receive services from a Disabled Veterans' Outreach Program (DVOP) specialist or a Local Veterans' Employment Representative (LVER) staff member. The veteran definition that requires the individual to have over 180 days of active service still applies to Wagner-Peyser reporting and to eligibility for DVOP and LVER services but does not apply to priority of service in DOL-funded employment and training programs. It is the responsibility of the program operator to ensure that policies and procedures and staff training reflect the correct eligibility definition.

## WHO IS A COVERED PERSON?

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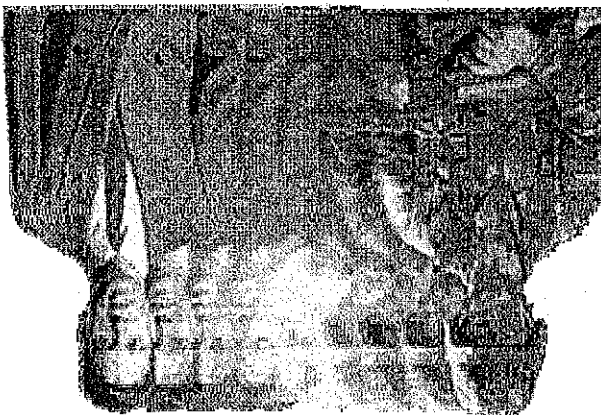
## BACKGROUND

The Jobs for Veterans Act (JVA), PL 107-288, signed into law on November 7, 2002, requires that there be priority of service for veterans and eligible spouses in any workforce preparation, development, or delivery program or service directly funded in whole or in part, by the U.S. Department of Labor (38 U.S.C. 4215). The Priority of Service regulations, codified at 20 CFR 1010, were issued December 19, 2008 and require qualified job training programs to implement priority of service for veterans and eligible spouses, effective January 19, 2009.

To provide additional guidance to the workforce investment system and all impacted grantees, the ETA and the Veterans' Employment and Training Service (VETS) issued guidance regarding implementation of priority of service on November 10, 2009, through Training and Guidance Letter (TEGL) 10-09 and Veterans' Program Letter (VPL) No. 07-09. That guidance details the requirements of State Workforce Agencies (SWAs), local WIBs, and One-Stop Career Centers in providing priority of service to veterans and eligible spouses; the law refers to these individuals as "covered persons." For the purpose of this Protocol, we will refer to covered persons as "veterans and eligible spouses." Those persons not eligible for priority of service are referred to in this protocol as "non-covered persons."

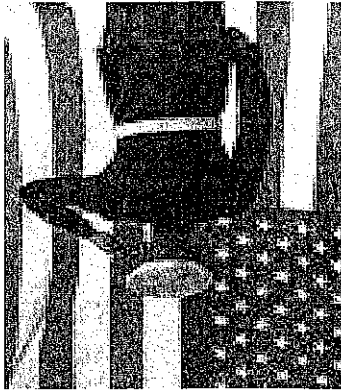
Service providers should have processes in place at the point of entry to the system to identify veterans and eligible spouses who are entitled to priority of service. Priority of service means the right of veterans and eligible spouses to take precedence over a non-covered person in obtaining all employment and training services. Depending on the type of service, this may mean veterans and eligible spouses receive services earlier in time or instead of non-covered persons.

## GOAL FOR THIS PROTOCOL



The goal of this Protocol is to provide action steps to support the strategic planning of the SWAs, local WIBs, One-Stop Career Centers, and other targeted grantees and to provide effective strategies for service delivery for veterans and eligible spouses in One-Stop Career Centers. This Protocol can also help assess current procedures and improve priority of service methods for all levels of the workforce system.

The Protocol amplifies information from the Priority of Service regulations, TEGL 10-09 and VPL 07-09 and does not contain any new or conflicting information. Its purpose is to provide information, suggestions, and examples about how to effectively implement priority of service to meet the requirements of the Department's regulations. After reviewing this protocol, individuals managing the Department's grants, will have useful tools and examples to help inform their planning and implementation of priority of service.



## DETERMINING THE STATUS OF A VETERAN

Veteran status is determined from answers to some key questions:

1. "Did the individual serve on active duty in the U.S. Armed Services?"
2. "Is the individual still in the Armed Forces?"

Answers of "yes" to the first question and "no" to the second question may qualify the person as a veteran or eligible spouse.

3. "Finally, what type of discharge did the individual receive?"

### NOTE:

- The full definition of veteran and eligible spouse is specified in 38 U.S.C. 101(2).
- The definition of veteran for the purposes of priority of service is *different* from the definition of veteran that applies under the Wagner-Peysers Act. To meet the requirements of priority of service, you must use the definition included in 20 CFR 1010.
- Only a veteran's discharge clearly categorized as "Dishonorable" would bar a veteran or a veteran's spouse from eligibility for priority of service.

## Any discharge that is not dishonorable qualifies the individual as a veteran who is entitled to priority of service

## DETERMINING THE STATUS OF ELIGIBLE SPOUSES

An "eligible spouse" means a spouse of any of the following:

- a. A spouse of any veteran who died of a service-connected disability;
- b. A spouse of any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days:
  - i. Missing in action;
  - ii. Captured in the line of duty by a hostile force; or
  - iii. Forcibly detained or interned in the line of duty by a foreign government or power.
- c. A spouse of any veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs; or
- d. A spouse of any veteran who died while a disability was in existence.

A spouse whose eligibility is derived from a living veteran or service member (categories b. or c. above) would lose his or her eligibility if the veteran or service member was to lose the status that is the basis for the eligibility (e.g. if a veteran with a total service-connected disability were to receive a revised disability rating at a lower level). Similarly, a spouse whose eligibility is derived from a living veteran or service member would lose that eligibility upon divorce from the veteran or service member. However, a spouse who qualifies under categories a. or d. would not lose covered status through subsequent remarriage.

# THE STATE WORKFORCE AGENCY'S ROLE IN IMPLEMENTING PRIORITY

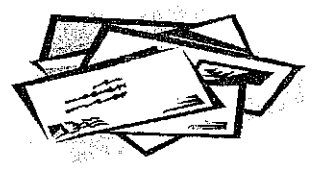
To meet the requirements in the regulations and the TEGL, and to ensure that veterans and eligible spouses receive the priority of service offered to them by law, states should have comprehensive policies, state plans, procedures and processes that address:

- ◆ Implementation of priority of service by the State Workforce Agency, local WIBs, and One-Stop Career Centers for all employment and training services delivered through the state's workforce system;
- ◆ Guidance for local WIBs on strategic planning and required areas for policy and service delivery changes;

- ◆ Necessary adjustments to Web sites and other portals by which job seekers remotely access resources, including self-service resources, to notify users of priority of service to ensure veterans and eligible spouses receive this benefit;
- ◆ Integration of DVOP specialists and LVER staff members, both as sources of information on priority of service, as well as specialized service providers for those veterans who qualify to receive their services;

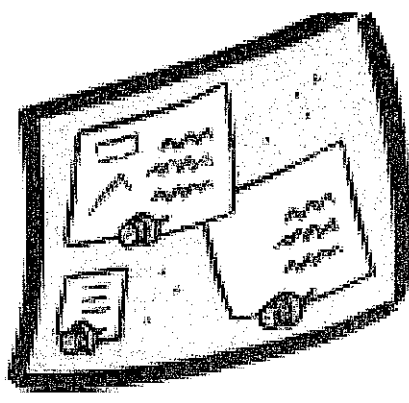
- ◆ Language in contracts, sub-contracts, solicitations for grant awards, sub-grants, memoranda of understanding (MOUs), and other service provision agreements to ensure compliance with priority of service by sub-recipients;
- ◆ Data collection procedures and tools to track services to veterans and eligible spouses; and

- ◆ Monitoring of sub-recipients to ensure compliance with priority of service requirements.



The process of effectively and uniformly implementing priority of service begins with the State Workforce Agency conducting a strategic review and analysis of its policies and procedures to identify where priority of service applies and where guidance from the state is needed.

While the Priority of Service Regulations and Joint guidance issued by ETA and VETS provide definitions and requirements, the state has a strong role in applying them to their programs by creating and implementing policies, procedures and ensuring that priority of service is implemented uniformly and appropriately across its local systems



## COMMUNICATIONS

Implement communication strategies among

SWAs, local WIBs, One-Stop Career Center man-

agers, and sub-recipients to ensure that policy

changes and expectations are clearly articu-

lated, strategies for priority of service are

clearly conveyed, and solutions to barriers to

priority of service are generated and shared.



### LOCAL WORKFORCE INVESTMENT BOARD ROLE IN IMPLEMENTING PRIORITY OF SERVICE

Similar to the process recommended for State Workforce Agencies, local WIBs are encouraged to begin by conducting a strategic review and analysis of their policies, procedures, and service delivery strategies to identify points where priority of service should be implemented. While the local WIB policy is likely to mirror state policies, it is critical that policies address-ing priority of service are operationalized in a way that provides veterans and eligible spouses with the full range of employment and training services in a manner that is comprehensive, customer-driven, and seamless.

The guidance issued by the Department requires local WIBs to develop policies implementing priority of ser-vice for the One-Stop Career Centers and other ser-vice delivery providers in their strategic local plan. Policies should inform veterans and eligible spouses of:

- ◆ Their entitlement to priority of service;
- ◆ The full array of employment, training, and placement services available under priority of service; and
- ◆ Any applicable eligibility requirements for those programs and/or services.

### ONE-STOP CAREER CENTER ROLE IN IMPLEMENTING PRIORITY OF SERVICE

While only minor adjustments may be needed, at a minimum, One-Stop Career Centers need to review and evaluate whether their current policies, proce-dures, and service delivery processes meet the re-quirements of law and regulations along with the ap-plicable TEGL and this supplementary guidance. Addi-tionally, staff at all levels will need training to under-stand the depth and breadth of what the law requires. In some One-Stop Career Centers, changes may be minimal and involve updates to policies.

### STATE STRATEGIC PLANNING AND GUIDANCE

States and local areas should include veteran's priority of service in their strategic planning. The state's plan-ning should consider:

1. Recently separated veterans who are in need of support to enter the civilian workforce for the first time, including veterans who need assistance in transferring their skills, experience, and credentials to the civilian job market;
2. Veterans who have been back in the civilian work-force for some time and may be experiencing un-employment as a result of the economic downturn;
3. Veterans who have had long periods of unemploy-ment and may require additional support due to homelessness, disabilities or other barriers to em-ployment.

Veteran's priority of service should be included in local planning as well. State Workforce Agencies should en-

courage local WIBs and One-Stop Career Centers to use data and e-tools to inform strategic planning at the local level to serve veterans and eligible spouses. This might include la-bor market information, O\*NET, military credential translation, and other e-tools which will in-form and support the strategic implementation of priority of service. States should encour-

*A stand down for homeless veterans is a secure event where veterans are able to take care of personal hygiene, get clean clothing, enjoy warm meals, receive medical and dental care, mail and receive letters, and enjoy the camaraderie of friends in a safe envi-ronment. For a list of events, visit <http://www.nchv.org/standdownevents.cfm>*

age local WIBs and One-Stop Career Centers to investi-gate strategic partnering with required and optional One-Stop partners and other organizations to serve vet-erans and eligible spouses. This may include partnering with local non-profits to participate in stand downs for homeless veterans; DOL VETS programs; and the De-partment of Veterans Affairs offices to support the needs of the veteran community. In addition to incor-porating veteran's priority of service into strategic plan-ning, states should include specific veteran's priority of service information in its WIA/Wagner-Peyser Act state plan.

See TEGL 10-09 guidance for implementation of priority of service for veterans and eligible spouses in all qualified job training programs funded in whole or in part by DOL.

**TRAINING OF ONE-STOP CAREER CENTER STAFF**

Helping veterans obtain training and employment is the responsibility of all One-Stop Career Center staff. All One Stop Career Center staff should be trained in priority of service requirements. This training will allow veterans' representatives and One-Stop Career Center program staff to learn about veterans' needs and the resources available to help veterans access the full range of services available in the community.

**AREAS OF STAFF TRAINING SHOULD INCLUDE:**

- ◆ Understanding the definitions of veteran and eligible spouse;
- ◆ Knowing the requirements of priority of service;
- ◆ Obtaining DD-214 forms and other state-approved documentation of veteran status and clarifying when that documentation must be provided;
- ◆ Providing training on the specific needs of various populations of veterans and eligible spouses;
- ◆ Using data and tools that are specific to serving veterans, to evaluate military experience and credentials against civilian occupations;
- ◆ Understanding the criteria that qualify some veterans and eligible spouses for the specialized services of DVOP specialists and LVER staff; and
- ◆ Becoming familiar with other services available to veterans and eligible spouses throughout the community.

**ONE-STOP CAREER CENTER POLICIES AND PROCEDURES**

1. Their entitlement to priority of service;
  2. The full array of employment, training and placement services available under priority of service;
  3. Any applicable eligibility requirements for those programs and/or services.
- This means that One-Stop managers should establish business processes to ensure that veterans and eligible spouses are identified at the "point of entry" and to facilitate the implementation of priority of service by informing veterans and eligible spouses of:

**Point of Entry**  
can include  
Reception Areas, Re-Source Areas, Web sites, Self-service kiosks, and Informational bulletin boards, etc.

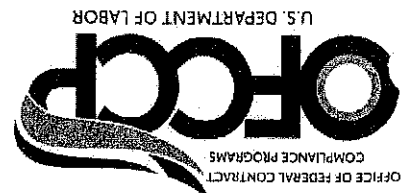
**QUESTIONS TO CONSIDER**

*Has the One-Stop Career Center evaluated its service provision to all groups of veterans including:*

1. Separating veterans who are in need of support to enter the civilian workforce for the first time including veterans who need assistance transferring their skills, experience, and credentials to the civilian job market;
2. Veterans who have been back in the civilian workforce for some time and may be experiencing unemployment as a result of the economic downturn; and
3. Veterans who have had long periods of unemployment and may require additional support due to homelessness, or disabilities and other barriers to employment?



One-Stop Career Center managers should also consider holding staff meetings to provide opportunities for informal training and general sharing of program information, policies, procedures and updates.



**FACT SHEET**  
**New Regulations On**  
**Vietnam Era Veterans' Readjustment Assistance Act (VEVRAA)**

On September 24, 2013, the U.S. Department of Labor's Office of Federal Contract Compliance Programs (OFCCP) published a Final Rule that makes changes to the regulations implementing the Vietnam Era Veterans' Readjustment Assistance Act, as amended (VEVRAA) at 41 CFR Part 60-300. You can view the new regulations on the OFCCP Web site at [www.dol.gov/ofccp/VEVRAARule](http://www.dol.gov/ofccp/VEVRAARule).

VEVRAA requires employers doing business with the federal government to take affirmative action to recruit, hire and promote categories of veterans covered by the law, including disabled veterans and recently separated veterans (i.e., still within the three-year period beginning from the date of discharge or release from active duty). Under VEVRAA, it is also illegal for these federal contractors and subcontractors to discriminate against protected veterans when making employment decisions on hiring, firing, pay, benefits, job assignments, promotions, layoffs, training and other employment related activities.

These new regulations are but one tool in OFCCP's arsenal for targeting employment practices and they will have a positive impact on the wages and employment prospects of many veterans. The new regulations also help to level the playing field for veterans who are entitled to a fair shot at applying for, obtaining, and keeping good jobs with federal contractors.

**Need for the New Regulations**

The framework articulating a contractor's responsibilities with respect to affirmative action had remained unchanged since the VEVRAA implementing rules were first published in 1976, and were inadequate for addressing the alarming rates of veterans' unemployment. Meanwhile, increasing numbers of veterans are returning from duty in Iraq, Afghanistan, and other places around the world, and many face substantial obstacles in finding employment once they leave the military.

As noted in the Preamble to the Final Rule, the annual unemployment rate for post-September 2001 veterans, referred to as "Gulf War-era II veterans," is higher than the rates for all veterans and for nonveterans. Although progress has been made in the employment of veterans, the number of unemployed veterans still remains too high and substantial disparities in unemployment and pay rates continue to persist, especially for some categories of veterans. For example:

<sup>1</sup> U.S. Bureau of Labor Statistics, Economic News Release: Employment Situation of Veterans Summary, Table A: Employment status of the civilian noninstitutional population 18 years and over by veteran status, period of service, and sex, 2011-2012 annual averages, available online at <http://www.bls.gov/news.release/vet.nr0.htm>. The July 2013 monthly BLS data reports 2.7 million veterans served during Gulf War-era II, <http://www.bls.gov/news.release/pdf/empstl.pdf> (last accessed Aug. 26, 2013).

<sup>2</sup> U.S. Bureau of Labor Statistics, Economic News Release: Employment Situation of Veterans Summary, Table A: Employment status of the civilian noninstitutional population 18 years and over by veteran status, period of service, and sex, 2011-2012 annual averages, available online at <http://www.bls.gov/news.release/vet.nr0.htm>. In July 2013, the unemployment rate for Gulf War-era II veterans age 18 to 24 was 7.7 percent, higher than the rate for nonveterans of the same age group (7.3 percent), <http://www.bls.gov/news.release/pdf/empstl.pdf>.

<sup>3</sup> U.S. Bureau of Labor Statistics, Economic News Release: Employment Situation of Veterans Summary, Table A: Employment status of the civilian noninstitutional population 18 years and over by veteran status, period of service, and sex, 2011-2012 annual averages, available online at <http://www.bls.gov/news.release/vet.nr0.htm>. In July 2013, the unemployment rate for male Gulf War-era II veterans age 18 to 24 was 17.4 percent, higher than the rate for nonveterans of the same age group (14.1 percent), <http://www.bls.gov/news.release/pdf/empstl.pdf>.

<sup>4</sup> Based on regression analysis, and controlling for age and race.

• Provides contractors with a quantifiable means to measure their success in recruiting and employing veterans by requiring, for the first time, that contractors annually adopt a benchmark based on the national percentage of veterans in the workforce (as published in the Benchmark Database on the OFCCP Web site, or their own benchmark based on the best available data.

**Highlights of the New Regulations**

• That federal contractors list with job agencies.  
 The new VEVRAA regulations also make it easier for veterans to find and apply for the jobs that federal contractors list with job agencies.  
 To address such disparities, OFCCP strengthened the regulations implementing VEVRAA by making affirmative action requirements more specific and by requiring contractors to establish benchmarks to measure their progress toward achieving equal opportunity for protected veterans.

- Male Vietnam era veterans earn 6.9 percent less than non-veterans.
- Male Gulf War-era II veterans earn 1.4 percent less than non-veterans.
- Female veterans earn 6.3 percent more than non-veterans.
- Male veterans earn 2.7 percent less than non-veterans.

Controlling for the era of service, rather than just whether or not the person served, we found that:

Since there were different age groups represented in each era, and because earnings generally increased with age, we controlled for age and race in a regression analysis. As a result, we found that:

- In 2012, the unemployment rate for male Gulf War-era II veterans age 18 to 24 was 20.0 percent, higher than the rate for nonveterans of the same age group (16.4 percent).<sup>3</sup>
- In 2012, the unemployment rate for Gulf War-era II veterans was 9.9 percent, compared to nonveterans at 7.9 percent.<sup>2</sup>
- In 2012, according to BLS data on the employment situation of veterans for that year, about 2.6 million of the nation's veterans had served during Gulf War-era II.<sup>1</sup>

- Creates greater accountability for employment decisions and practices by requiring that contractors maintain several quantitative measurements and comparisons for the number of veterans who apply for jobs and the number of veterans they hire. Having this data will assist contractors and OFCCP in measuring the effectiveness of contractors' outreach and recruitment efforts.
- Provides knowledge and support to veterans seeking jobs by improving the effectiveness of the VEVRAA requirement that contractors list their job openings with the appropriate state employment service agency. Contractor job listings must be provided in a format that the state agency can access and use to make the job listings available to job seekers.
- Provides knowledge and increasing compliance by subcontractors with their obligations by requiring prime contractors to include specific, mandated language in their subcontracts alerting subcontractors to their responsibilities as federal contractors.
- Creates flexibility for contractors when they are establishing formal relationships with organizations that provide recruiting or training services to veterans. The relationships or "linkage agreements" can be established to meet the contractors' specific needs, while assuring outreach to veterans seeking employment.
- Clarifies the contractor's mandatory job listing requirements and the relationship between the contractor, its agents, and the state employment services that provide priority referral of protected veterans.
- Repeals outdated and obsolete regulations at 41 CFR Part 60-250 that applied to contracts entered into before December 1, 2003, and not since modified. OFCCP believes that all such contracts have either expired or been modified, and that there is, therefore, no longer a need for the Part 60-250 regulations.

For more information, please go to [www.dol.gov/ofccp](http://www.dol.gov/ofccp).



www.ncworks.gov

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- No extra cost to use.
- The system's job-matching tools to determine how well a candidate's current skill set aligns with their business needs.
- Employers can post job openings without revealing their company name to the public.
- Employers can search for candidates by region, veteran status, etc., as well as save both their favorite candidates and job posts.
- Real-time labor market information allows business users to learn more about their respective areas. Users can search by area, occupation, and industry to learn more about the following:

## Why You Should Join

- North Carolina is one of 21 states currently using NCWorks-type systems developed by Geographic Solutions. A 22<sup>nd</sup> state is currently developing their system.
- Since its launch on August 5, 2013, more than 2,200 N.C. businesses have registered with the integrated workforce system.
- The system will save taxpayers an estimated \$800,000 per year.
- The system is operated by the Department of Commerce's Division of Workforce Solutions.

Background

# NCWorks Online for Employers