

## NCWORKS CAREER CENTER CERTIFICATION

**FEBRUARY 13, 2019**

The NCWorks Commission is responsible for establishing, developing and providing ongoing oversight of the state-wide NCWorks Career Center system. This responsibility is mandated in the federal Workforce Innovation and Opportunity Act (WIOA) and in N.C. General Statute. The career center system provides workforce development services to individuals and businesses through a network of physical locations, staff, and virtual services.

NCWorks Career Centers serve both job seekers and businesses with a variety of employment services. These sites serve as access points where workforce partners come together under one roof to connect customers to work-related education and training, as well as to help businesses find a qualified workforce.

Two local workforce areas are being recommended for certification today:

- 1. Cape Fear Workforce Development Board**  
**Southeast Prosperity Zone, South Central Prosperity Zone**  
**Counties: Brunswick, New Hanover, Pender, Columbus**
- 2. Capital Area Workforce Development Board**  
**North Central Prosperity Zone**  
**Counties: Wake, Johnston**
- 3. DavidsonWorks Workforce Development Board**  
**Piedmont Triad Prosperity Zone**  
**Counties: Davidson**

Cape Fear, Capital Area and DavidsonWorks certification application forms and supporting documentation for the entire system of centers was reviewed by the commission's Quality Improvement Unit. They were evaluated for effectiveness in the following categories: Customer Centered Design and Accessibility, Partnerships and Integrated Services, Professional Staff, and Performance and Customer Satisfaction.

On November 6-7 at Cape Fear (4 locations), on January 7-9 at Capital Area (6 locations) and on January 16-17 at DavidsonWorks (2 locations), onsite evaluations were conducted at each center to confirm the contents of their application by observing customer flow, and interviewing center managers and staff.

As a result of the application reviews and onsite evaluations, the Quality Improvement Unit has determined that all criteria has been met and recommends Cape Fear, Capital Area and DavidsonWorks career centers for certification.