

## NCWORKS CAREER CENTER CERTIFICATION

MAY 15, 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.

One local workforce area is being recommended for certification today:

### **1. Charlotte Works Workforce Development Board**

**North Central Prosperity Zone**

**Counties: Mecklenburg**

The Charlotte Works certification application form 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 March 13-14 at Charlotte Works (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 the Charlotte Works career centers for certification.