

NCWORKS CAREER CENTER CERTIFICATION

NOVEMBER 6, 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.

Four local workforce areas are being recommended for certification today:

- 1. Region C**
Northwestern and Western Prosperity Zones
Counties: Cleveland, McDowell, Polk, Rutherford

- 2. Guilford County**
Piedmont Triad Prosperity Zone
Counties: Guilford

- 3. Regional Partnership**
Sandhills, Piedmont Triad and North Central Prosperity Zones
Counties: Alamance, Orange, Montgomery, Moore, Randolph

- 4. Triangle South**
Sandhills and North Central Prosperity Zones
Counties: Chatham, Harnett, Lee, Sampson

- 5. Northeastern**
Northeast Prosperity Zones
Counties: Camden, Currituck, Chowan, Dare, Gates, Hyde, Pasquotank, Perquimans, Tyrell, Washington

- 6. Turning Point**
North Central and Northeast Prosperity Zones
Counties: Nash/Edgecombe, Halifax/Northampton, Wilson

Region C, Guilford County, Regional Partnership, Triangle South, Northeastern, and Turning Point 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 August 27-28 at Region C (3 locations), on July 24-25 at Guilford County (2 locations), on September 11-12 and 17 at Regional Partnership (5 locations), on September 25-26 at Triangle South (4 locations), on October 15-16 at Northeastern (3 locations) and October 28-29 at Turning Point (3) 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 Region C, Guilford County, Regional Partnership, Triangle South, Northeastern and Turning Point career centers for certification.