



NCWORKS CAREER CENTER RELOCATION AND/OR CLOSURE GUIDE

Purpose

This document is to provide guidance to the Local Workforce Development Board when considering relocating and/or to close a NCWorks Career Center. Any plan to relocate and/or close a NCWorks Career Center requires the Local Area Workforce Development Board (LWDB) to immediately notify the NC Assistant Secretary for the Division of Workforce Solutions (DWS). The LWDB must include and seek approval from their WIOA consortium (chief elected officials) and their workforce development board when considering the relocation and/or closing of a NCWorks Career Center. The LWDB will also notify the Division of Workforce Solutions Chief Operating Officer, the Division of Workforce Solutions Regional Operations Director and the NCWorks Commission Executive Director. Notification to all parties listed above should be provided at least three months prior to the potential relocation or closure.

Furthermore, prior to signing a lease the location must be evaluated by the Division of Workforce Solutions, WIOA Equal Opportunity Officer to ensure ADA compliance of the location and accessibility. The failure of a LWDB's NCWorks Career Center to pass ADA compliance could result in the center not being certified. The local area workforce development board should reference the NCWorks Career Center Certification Criteria document and (TEGL) 16-16, One-Stop Operations Guidance for the American Job Center Network for details and requirements.

If/Then tables for Relocating and closing a career center are provided below as a guide.

RELOCATING A NCWORKS CAREER CENTER

(Comprehensive, or Access point: Affiliate, or Specialized)

IF	THEN	ACTION ITEM
<p>Local Workforce Development Board (LWDB) will be the Lease Holder in the new location. <i>* State office size requirements do not apply if the LWDB is the lease holder.</i></p>	<p>LWDB provides moving and/or closing notification to applicable parties.</p> <p>Timing Notification-recommended at least 90 days prior to a move, or as the current lease stipulates.</p>	<p>Notify:</p> <ul style="list-style-type: none"> • WDB Director • CLEO • DWS Assistant Secretary • DWS Chief Operating Officer • NCWorks Commission Executive Director • DWS Regional Ops Director • WIOA Equal Opportunity Officer • Leaseholder notifies current landlord according to lease requirements. • Other entities such as LWDB deems necessary
	<p>Communicates the move to all center staff (Title I and III) and other partners as it applies.</p>	<p>The LWDB Director, in partnership with the ROD, will coordinate communication process to staff/partners.</p>
	<p>Alert the community of notification to relocate.</p>	<p>The LWDB Director, in partnership with the ROD, will communicate via: use of social media; newspapers; radio media; Local cable; community colleges; local area towns & municipalities, partner agencies.</p>
	<p>Determine needed career center capacity and who is responsible:</p> <ul style="list-style-type: none"> • Office space (cubicle/offices) • Furniture • Customer access • ADA compliance • Parking • IT 	<p>LWDB Director will work with their workforce board, administrative entity (i.e., Council of Government, County, etc.) and ROD to ensure funding, and capacity needs. LWDB & ROD need to tour proposed facility</p>

	<ul style="list-style-type: none"> • Utilities • Signage 	together to ensure capacity needs can be met if both partners are contributing equipment, furniture, utilities, and technology for example.
	Move and/or Surplus furniture by, coordinating with Regional Operations Director (ROD) to contact/assign applicable subject matter experts as soon as possible, upon learning of the relocation.	<p>Consider the funding source for furniture (ie, WIOA, Wagner Peyser):</p> <ul style="list-style-type: none"> • ROD will contact DWS Fixed Asset Controller if purchased by DWS. • WDB should reference their local WIOA inventory list for items, purchased with WIOA funding.
	<p>Move and/or Surplus equipment, Coordinate with Regional Operations Direct to contact/assign applicable subject matter experts, such as with IT needs, as soon as possible, upon learning of the relocation.</p> <p>Timing Notification-recommended at least 90 days prior to a move, or as the current lease stipulates.</p>	<p>Consideration of the funding source for equipment (ie, WIOA, Wagner Peyser).</p> <ul style="list-style-type: none"> • ROD will contact DWS if purchased with Wagner-Peyser funding. • WDB should reference their local WIOA inventory list for items, purchased with WIOA funding. • ROD will coordinate with DWS IT for electronic equipment such as computers, printers, fax machines.
	Coordinate utilities cut off or utility transfer based on the preference of the landlord (Power, Water, Wi-fi, Trash, Janitorial) with Regional Operations Director.	Determine which agency has been paying the applicable provider and/or landlord to ensure that agency has completed cut offs and/or transfers.
	Coordinate utilities provider to cut on based on the preference of the landlord (Power, Water, Wi-fi, Trash,	Determine which agency will be paying the applicable provider and/or landlord to ensure that agency has

	Janitorial,) with Regional Operations Director.	arranged for utilities and payment process.
	Create front door signage of closure and where services can now be obtained. Provide large enough font for clear visibility to include phone number and address of new location.	The LWDB will direct who completes this step.
	Contact the Post office for a change of address	Current leaseholder
	Update career center address on the NCWorks.gov website, and the hours of operation if applicable.	LWDB or One-stop Operator
	NCWorks signage needs to be moved to new location. Ensure the current signage can be accommodated at the new location.	LWDB and ROD collaborate with the landlord to determine installation location.
	NCWorks signage needs to be removed. Secure a storage location if a sign cannot currently be used. NCWorks signage should not be destroyed.	LWDB and ROD collaborate to determine a proper storage location.

IF	THEN	ACTION ITEM
<p>The Division of Workforce Solutions will be the Lease Holder in the new location.</p>	<p>LWDB Director provides moving and/or closing notification to applicable parties.</p>	<p>Notify:</p> <ul style="list-style-type: none"> • WDB Director • CLEO • DWS Assistant Secretary • DWS Chief Operating Officer • NCWorks Commission Executive Director • DWS Regional Ops Director (ROD) • WIOA Equal Opportunity Officer • Current locations landlord (such as community college) • Other entities as LWDB deems necessary
	<p>Communicates the move. (LWDB Director may delegate this process another staff member.)</p>	<p>The LWDB Director, in partnership with the ROD, will coordinate communication process to staff/partners.</p>
	<p>Alert the community of notification to relocate. (Director may delegate this process another staff member.)</p>	<p>The LWDB Director, in partnership with the ROD, will communicate via: use of social media; newspapers; radio media; Local cable; community colleges; local area towns & municipalities, partner agencies.</p>
	<p>LWDB Director in collaboration with ROD, who coordinates with DWS and State Property, will determine the needed capacity of the career center space and staffing cubicle/offices.</p>	<p>LWDB Director will work with ROD, who collaborates with DWS and State Property, to ensure required funding, service needs, and staffing are available.</p>
	<p>LWDB Director coordinate with ROD the Move and/or Surplus of furniture as soon as possible, upon learning of the relocation. (LWDB Director may</p>	<p>Consider the funding source for furniture (ie, WIOA, Wagner Peyser):</p>

	delegate this process to another staff member.)	<ul style="list-style-type: none"> • ROD will contact DWS Fixed Asset Controller if purchased by DWS. • WDB should reference their local WIOA inventory list for items, purchased with WIOA funding.
	LWDB Director coordinate with ROD, the Move and/or Surplus of equipment, as soon as possible, upon learning of the relocation. (LWDB Director may delegate this process to another staff member.)	<p>Consideration of the funding source for equipment (ie, WIOA, Wagner Peyser).</p> <ul style="list-style-type: none"> • ROD will contact DWS if purchased with Wagner-Peyser funding. • WDB should reference their local WIOA inventory list for items, purchased with WIOA funding. • ROD will coordinate with DWS IT for electronic equipment such as computers, printers, fax machines.
	LWDB Director coordinate with ROD, for utilities cut off and/or transfer based on the preference of the landlord (Power, Water, Wi-fi, Trash, Janitorial,)	Determine which agency has been paying the applicable utility provider and/or landlord and ensure that agency has completed cut offs.
	LWDB Director coordinate with ROD, for utilities cut on based on the preference of the landlord (Power, Water, Wi-fi, Trash, Janitorial,)	Determine which agency will be paying the applicable provider and/or landlord to ensure that agency has arranged for utilities and payment process.
	Have staff create front door signage of closure and where services can now be obtained. Provide large enough font for clear visibility to include phone number and address of new location.	The LWDB will direct who completes this step. (LWDB Director may delegate this process to another staff member.)

	Contact the Post office for a change of address	Current leaseholder
	Update career center address on the NCWorks.gov website, and the hours of operation if applicable.	LWDB or One-stop Operator
	NCWorks signage needs to be moved to new location. Ensure the current signage can be accommodated at the new location.	LWDB and ROD collaborate with the landlord to determine installation location.
	NCWorks signage needs to be removed. Secure a storage location if a sign cannot currently be used. NCWorks signage should not be destroyed.	LWDB and ROD collaborate to determine a proper storage location.

PERMANENTLY CLOSING A NCWORKS CAREER CENTER
 (Comprehensive, or Access point: Affiliate, or Specialized)

IF	THEN	ACTION ITEM
<p>Local Workforce Development Board or the Division of Workforce Solutions is the Lease Holder</p>	<p>All steps listed in the Relocation tables above apply except:</p> <ul style="list-style-type: none"> • Obtaining an ADA compliance report. • Determining needed capacity of the career center space and staffing cubicle/offices. • Determining new utility services. 	<p>Following action item steps listed in the Relocation table.</p>

CENTER RELOCATION AND/OR CLOSURE CHECKLIST

PERSON RESPONSIBLE	ITEM OF RESPONSIBILITY	COMPLETED
	All initial contacts made to people of interest concerning the relocation/closure (See Relocation If/Then table)	
	Communication made to center staff and/or partners	
	Communication made to the community	
	Relocation office space has been determined	
	ADA assessment has been completed by DWS WIOA Equal Opportunity Officer prior to signing a lease on new location	
	For relocation, parking spaces have been counted and deemed adequate	
	Office IT contact has been made. This may be LWDB, ROD and/or DWS IT	
	Furniture inventory has been conducted	
	Furniture tags have been secured	
	Surplus of furniture, equipment, etc., has been determined and released if applicable	
	Utility provider has been notified of date for cut-off and/or transfer	
	Utility provider has been notified of date for cut-on (where applicable)	
	Moving and/or removal of signage has been scheduled	
	Communicate opening date of relocation to the NCWorks Commission Executive Director	

REVISION HISTORY

Revision 0: 7-24-2024 Original document implemented

Revision 1: 2-26-2025