



**NORTH CAROLINA DEPARTMENT OF COMMERCE
DIVISION OF WORKFORCE SOLUTIONS**

DWS OPERATIONAL GUIDANCE NUMBER: OG 05-2021

Date: March 29, 2021

**Subject: NCWorks Mobile Career Center No Cost Usage
Agreement and Fee-for-Use Schedule**

From

**Chet Mottershead
Acting Assistant Secretary for Workforce**

Purpose: To provide updated guidance on the NCWorks Mobile Career Center's expanded no cost usage agreement and update fee-for-use schedule and to rescind PS 11-2016, Change 1.

Background: The North Carolina Department of Commerce, Division of Workforce Solutions (DWS) and the Piedmont Triad Regional Workforce Development Board (WDB) have agreed on the NCWorks Mobile Career Center's expanded no cost usage and lowered fee-for-use schedule for the use of the Division's Mobile Unit and Northwest Piedmont WDB's unit, to provide Rapid Response, Business Engagement, and Community Resources, as determined by designated areas outlined in Attachment 1.

Rapid Response services are defined as activities that are necessary to establish comprehensive services from a general business announcement or a WARN notified layoff, downsizing, and/or business closure. Rapid Response services are also provided to workers displaced due to a natural disaster. Some career services provided at Rapid Response related events may include employee orientation sessions, job seeking skills workshops, job and community resource fairs, NCWorks Online registration and humanitarian assistance to help survivors and recovery efforts of natural disasters. Rapid Response services that incorporate the use of a Mobile Unit that meet this definition will be provided at no cost to Workforce Development Boards.

Workforce Development Boards may use a Mobile Unit at no cost for Business Engagement to assist new and existing industry with job recruitment, training, job retention and layoff aversion. This may include outreach, assistance with online employment applications, testing and screening, new employee orientation, on-the-job training or incumbent worker training.

Workforce Development Boards may use a Mobile Unit at no cost to provide Community Resources for dislocated workers that include returning military service members. Such services may include a job and community resource fair, health fair, Job Seeking Skills Workshops, NCWorks Online registration and veteran services. Any Community Resources event that serves a population other than dislocated workers will adhere to the lowered fee-for-use schedule as defined in attachment 2. The fee-for-use schedule was lowered to encourage Workforce Boards to provide Community Resources and host urban or rural events for youth, unemployed or underemployed adults, homeless veterans, individuals with criminal records, economically disadvantaged or adults with significant barriers to employment.

Action:

Workforce Development Boards interested in reserving the Division of Workforce Solutions' NCWorks Mobile Career Center Unit for the Cape Fear WDB, Capital Area WDB, Cumberland County WDB, Durham WDB, Eastern Carolina WDB, Kerr-Tar WDB, Lumber River WDB, Region Q WDB, Northeastern WDB, Triangle South WDB, or Turning Point WDB are to submit an online request through the following website: <http://mobileunit.ncworks.gov>

Workforce Development Boards interested in reserving the Piedmont Triad Regional's NCWorks Mobile Career Center Unit for Centralina WDB, Charlotte Works WDB, Davidson Works WDB, Gaston County WDB, Guilford WDB, High Country WDB, Mountain Area WDB, Piedmont Triad Regional WDB, Region C WDB, Regional Partnership WDB, Southwestern WDB, or Western Piedmont WDB are to submit an online request through the following website: <https://www.ptre.org/services/workforce-development/mobile-career-center>

Additional Guidance:

In the wake of COVID-19 the following guidelines have been set into place to protect employees and customers.

- Personal Protective Equipment (PPE) has been provided for the mobile unit. PPE includes facial masks, hand sanitizer, handwipes, and Lysol.
- A maximum of three laptops spaced apart will be available for customer usage.
- A maximum of only five people on the bus at one time and a facemask is required. The breakdown equates to one driver, one staff person, and three customers.
- Staff will request that customers please use hand sanitizer upon entering the mobile unit.
- Laptop keyboards will be sanitized prior to and after each customer use.
- The driver will sanitize outside handrails prior to customers boarding the unit.
- Staff will sanitize desks prior to and after each use.

- If a customer or staff tests positive for COVID-19 and were on the mobile unit, the unit will be professionally sanitized.
- Social distancing will be adhered to as much as possible while on the mobile unit.

Effective Date: January 1, 2021

Expiration: Indefinite

Contact: Rapid Response Manager

Attachment 1: No-Cost Usage Designations

Attachment 2: Fee for Use Schedule

Rescinded

No-Cost Usage Designations

The Division of Workforce Solutions NCWorks Mobile Career Center will provide Rapid Response, Business Engagement and Community Resources for dislocated workers that include returning military service members for the following designated areas:

- Cape Fear Workforce Development Board
- Capital Area Workforce Development Board
- Cumberland County Workforce Development Board
- Durham Workforce Development Board
- Eastern Carolina Workforce Development Board
- Kerr-Tar Workforce Development Board
- Lumber River Workforce Development Board
- Region Q Workforce Development Board
- Northeastern Workforce Development Board
- Triangle South Workforce Development Board
- Turning Point Workforce Development Board

The Piedmont Triad Regional Workforce Development Board NCWorks Mobile Career Center will provide Rapid Response, Business Engagement and Community Resources for dislocated workers that include returning military service members for the following designated areas:

- Centralina Workforce Development Board
- Charlotte Works Workforce Development Board
- Davidson County Workforce Development Board
- Gaston County Workforce Development Board
- Guilford Workforce Development Board
- High Country Workforce Development Board
- Mountain Area Workforce Development Board
- Piedmont Triad Regional Workforce Development Board
- Region C Workforce Development Board
- Regional Partnership Workforce Development Board
- Southwestern Workforce Development Board
- Western Piedmont Workforce Development Board

Fee for Use Schedule

Any Community Resources urban or rural event that serves a population other than dislocated workers such as youth, homeless veterans, unemployed or underemployed adults, individuals with criminal records, economically disadvantaged and other adults with significant barriers to employment will adhere to the following lowered fee-for-use schedule:

Full Day

Full day event (4 hours or more) will be invoiced \$200.00 plus mileage at the IRS mileage reimbursement rate ([Current rate](#)) if roundtrip is less than or equal to 100 miles. Roundtrip mileage that exceeds 100 miles will be invoiced at \$0.30 per mile.

Half Day

Half day event (less than 4 hours) will be invoiced \$100.00 plus mileage at the IRS mileage reimbursement rate ([Current rate](#)) if roundtrip is less than or equal to 100 miles. Roundtrip mileage that exceeds 100 miles will be invoiced at \$0.30 per mile.

Rescinded