

NCWORKS CAREER CENTER CERTIFICATION

AUGUST 7, 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. Centralina Workforce Development Board**
Southwestern Prosperity Zone
Counties: Anson, Cabarrus, Iredell, Lincoln, Rowan, Stanly, Union
- 2. Piedmont Triad Workforce Development Board**
Piedmont Triad Prosperity Zone
Counties: Caswell, Davie, Forsyth, Rockingham, Stokes, Surry, Yadkin
- 3. Region Q Workforce Development Board**
Northeast Prosperity Zone
Counties: Beaufort, Bertie, Hertford, Martin, Pitt
- 4. Lumber River Workforce Development Board**
Sandhill South Central Prosperity Zone
Counties: Bladen, Hoke, Robeson, Richmond, Scotland

Centralina, Piedmont Triad, Region Q and Lumber River 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 January 29-February 1 at Centralina (8 locations), on March 18-19 at Piedmont Triad (3 locations), on June 18-20 at Region Q (5 locations) and on July 17-18 at Lumber River (5 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 Centralina, Piedmont Triad, Region Q and Lumber River career centers for certification.