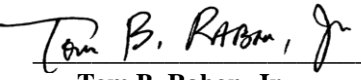
	NCWorks Commission
	Commission Policy Statement Number: CPS 06-2021, Change 1
	Date: November 9, 2022
	Subject: Guidelines for North Carolina NCWorks Career Center Code of Conduct Violations
	From:  Tom B. Rabon, Jr. NCWorks Commission Chair

Purpose: To provide Local Area Workforce Development Boards (WDBs) with guidance and procedures for NCWorks Career Center staff to follow regarding customer behaviors that violate the NCWorks Career Center Code of Conduct and for the suspension and banishment of customers from NCWorks Career Centers.

This change to CPS 06-2021 provides the inclusion of processes for NCPause violations, updates the email addresses for the State Monitor Advocate, Ombudsman, and Customer Call Center, provides clarification on staff discretion, includes minor edits to the letter templates, and rescinds CPS 06-2021.

Background: It is the intent of the Division of Workforce Solutions (DWS) and the NCWorks Commission to provide a safe environment for customers seeking services and staff in the NCWorks Career Centers. DWS previously distributed the Code of Conduct for display in all NCWorks Career Centers. This policy and its attachments provide guidance, procedures, and templates related to violations of the NCWorks Career Center Code of Conduct.

U.S. Department of Labor has mandated that DWS develop a statewide complaint and inquiry intake system, as well as an appeals process for jobseekers who have been banished or suspended, employers who have been denied access to www.ncworks.gov, as well as Migrant and Seasonal Farm Workers (MSFW) and employers affiliated with the MSFW program. This policy provides a statewide system for issues associated with customer conduct at NCWorks Career Centers. Separate policies have been established for managing customer complaints/appeals and the MSFW program. Any questions, complaints, or appeal inquiries made by MSFW should be routed to the DWS Monitor Advocate DWS_StateMonitorAdvocate@commerce.nc.gov per Commission Policy Statement Migrant and Seasonal Farm Worker (MSFW) Complaint System and Appeal Policy Procedures. All other customer complaints, questions, or concerns should be routed through the DWS Ombudsman who can be reached at 984-236-4254 or CustomerOmbudsman@ncworks.gov.

Action: Effective immediately, Local Area WDBs should ensure that NCWorks Career Center staff display NCWorks Career Center Code of Conduct signs in a location where the signs are visible to all customers in NCWorks Career Centers across the state. Code of Conduct signage cannot be altered or modified unless prior written approval has been granted by DWS. Local Area WDBs should ensure that NCWorks Career Center staff enforce the Code of Conduct when violations are committed.

Local Area WDBs should ensure that all NCWorks Career Center staff receive formal training on NCSafe/NCPause system procedures and sign a notification of completion and that all NCWorks Career Center staff utilize the NCSafe/NCPause protocols in www.ncworks.gov. The NCSafe/NCPause alerts allow NCWorks Career Center staff the ability to designate a jobseeker as banished or suspended and this notification flags the jobseeker's profile in www.ncworks.gov to alert other staff of the status.

When appropriate, the Local Area WDB and Career Center management are encouraged to involve local law enforcement.

Local Area WDBs shall abide by procedures and standards set forth in these guidelines and procedures. Please refer to the Guide to Managing Code of Conduct Violations for additional policy and procedure information. It is expected that staff will utilize their discretion, in conjunction with the guidelines, regarding the assessment and treatment of behaviors exhibited in the Career Center.

Effective Date: Immediately

Expiration: Indefinite

Contact: DWS Ombudsman

Attachments:

1. Guide to Managing NCWorks Career Center Code of Conduct Violations
2. NCWorks Career Center Code of Conduct Poster
3. Template for Suspension or Banishment Letter
4. Template for Banishment Concurrence Letter
5. Template for Suspension Concurrence Letter