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**2025 NCWORKS CAREER CENTER CERTIFICATION EVALUATION**

*(If a Local Workforce Development Board has more than four centers that require evaluation, print extra copies of this document to complete their evaluation.)*

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| **QUESTION** | **CENTER 1** | **CENTER 2** | **CENTER 3** | **CENTER 4** | **Comments** |
| Center Location Address   |  |  |  |  |  |
| Center Location County |  |  |  |  |  |
| Note the Type of Center: * Comprehensive,
* Access Point-Affiliate

*(Access Point-Specialized and Hub locations do not need to be listed)* |  |  |  |  |  |
| **EFFECTIVENESS** | **Yes/No** | **Yes/No** | **Yes/No** | **Yes/No** | **Comments** |
| Does the center, including exterior, lobby, resource room, conference/training rooms, staff workstations/offices, restrooms, etc., appear clean, well maintained, and visually appealing? |  |  |  |  |  |
| Is the center(s) using VOS Greeter to triage customers and refer them to the appropriate program staff? |  |  |  |  |  |
| Are career center staff wearing NCWorks name badges so customers can easily recognize staff? |  |  |  |  |  |
| Is the center coordinating regular workforce partner meetings and can provide documentation of such meetings? |  |  |  |  |  |
| Can the LWDB provide documentation of their NCWorks Career Center(s) outreach plans? |  |  |  |  |  |
| Are center staff identifying to the customer, virtual service availability and how virtual services can be accessed. (Using Microsoft Teams, Zoom or other web-based platforms)? |  |  |  |  |  |
| Does the center staff and/or LWDB website provide an in-person or virtual orientation to NCWorks Career services? |  |  |  |  |  |
| **PHYSICAL ACCESSIBILITY** | **Yes/No** | **Yes/No** | **Yes/No** | **Yes/No** | **Comments** |
| Are hours of operation easily identified and clearly visible to the public? |  |  |  |  |  |
| Is up-to-date center contact information: (phone number, center email address, and hours of operation), posted on NCWorks Online? |  |  |  |  |  |
| Does the center have an ADA compliance report. *(Required documentation)* |  |  |  |  |  |
| Does the center meet federal requirements as stated in the Americans with Disabilities Act (ADA) for programmatic and physical accessibility? (20 CFR Part 678.800(e) & 361.800(b) |  |  |  |  |  |
| Does the center provide Assistive Technology? *(Checklist - Required documentation)* |  |  |  |  |  |
| Is appropriate space and equipment provided based on customer need and traffic: * Access to NCWorks Online (internet access including Wi-Fi)?
 |  |  |  |  |  |
| * Computers/laptops for public use?
 |  |  |  |  |  |
| * Phone, and printer/fax/copier for public use?
 |  |  |  |  |  |
| * Space for workshops and/or group trainings?
 |  |  |  |  |  |
| Does the center have a phone/voicemail system supported by trained staff so that call-in customers can quickly and efficiently receive information and services? |  |  |  |  |  |
| Has the LWDB uploaded their most current Equal Employment Opportunity (EEO) Complaint Grievance Procedure to address EEO requirements [29 CFR 38.35] into WISE as part of the Local WIOA Plan? |  |  |  |  |  |
| Has your local area conducted an Equal Opportunity monitoring within the last 12 months?*(CPS 10-2021, Change 1 | WIOA Nondiscrimination/Equal Opportunity Standards and Complaint Procedures)* |  |  |  |  |  |
| Are translation services available to Limited English Proficiency (LEP) populations? |  |  |  |  |  |
| Does the resource room have computers to accommodate the needs of all types of customers? |  |  |  |  |  |
| Does the resource area offer a range of current and relevant information on job seeking websites, workshops, partner services, community resources, and/or employment opportunities, and affords access to all of these? |  |  |  |  |  |
| **PROGRAMMATIC ACCESSIBILITY** | **Yes/No** | **Yes/No** | **Yes/No** | **Yes/No** | **Comments** |
| Do customers have access to partner programs, services, and activities (1-3).Access means: (1) a WIOA Title I program staff member is physically present,  |  |  |  |  |  |
| (2) an appropriately trained staff member from a different program is physically present, or  |  |  |  |  |  |
| (3) there is a direct linkage through technology to program staff who can provide meaningful information or services? |  |  |  |  |  |
| Do NCWorks customers have access to assistance in developing a plan for financing education and training, which may include Title I, Job Corps, TAA, or other partner resources, and/or Pell grants, part-time work, and scholarships? |  |  |  |  |  |
| Does the center offer an environment that provides for an integrated, functional approach to service delivery? |  |  |  |  |  |
| Does the center have a process in place to offer services, as needed, during nontraditional hours to meet customers’ needs? |  |  |  |  |  |
| During inclement weather can staff offer services virtually?  |  |  |  |  |  |
| Does the center follow current NCWorks and American Job Center branding guidelines with internal and/or external signage?  |  |  |  |  |  |
| Does the location offer a menu of NEXTGEN Youth services, and/or links to relevant information? |  |  |  |  |  |
| Does the location offer a menu of basic business services, and links to relevant information? |  |  |  |  |  |
| **CONTINUOUS IMPROVEMENT** | **Yes/No** | **Yes/No** | **Yes/No** |  | **Comments** |
| Did the LWDB meet all USDOL performance measures for last program year? |  |  |  |  |  |
| Have all career center staff completed training on NCWorks Career Service topics listed in the required certification training list? *(Required documentation)* |  |  |  |  |  |
| Does the center have a customer feedback tool that collects job seeker satisfaction? *(Required documentation)* |  |  |  |  |  |
| Does the local area workforce board and/or center have customer feedback tool that collects employer satisfaction? *(Required documentation)* |  |  |  |  |  |
| Does the center have a career center performance tracking tool beyond USDOL performance measures? (Required documentation) |  |  |  |  |  |
| Can the LWDB and/or center provide documentation (meeting agenda, minutes, plan) of consistently held staff meetings that reflects the local areas commitment to continuous improvement? |  |  |  |  |  |

**2025 NCWORKS CAREER CENTER CERTIFICATION EVALUATORS**

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| **EVALUATORS SIGNATURE:** | **EVALUATORS EMPLOYER OF RECORD:** | **ADDRESS OF THE CENTER(S) EVALUATED:** | **DATE EVALUATION OCCURRED:** |
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**REQUIRED DOCUMENTATION**

* Signature Page (One per local area) – Attachment A
* NCWorks Career Center Locations and One-stop Operator Manager(s) – Attachment B
* Assistive Technology Checklist for each center comprehensive center and/or access point-affiliate center(s) – Attachment C
* NCWorks Career Center Staff Required Training Roster sheet – Attachment D
* NCWorks Career Center Certification Evaluation – Attachment E
* Career Center Performance Tracker (Measures LWDB uses for track center performance)
* ADA compliance reports - One for each comprehensive center and access point-affiliate center(s) if affiliate location(s) apply (Send most recent ADA compliance report)
* Copy of current Jobseeker Customer Experience feedback form
* Copy of current Business/Employer Experience feedback form