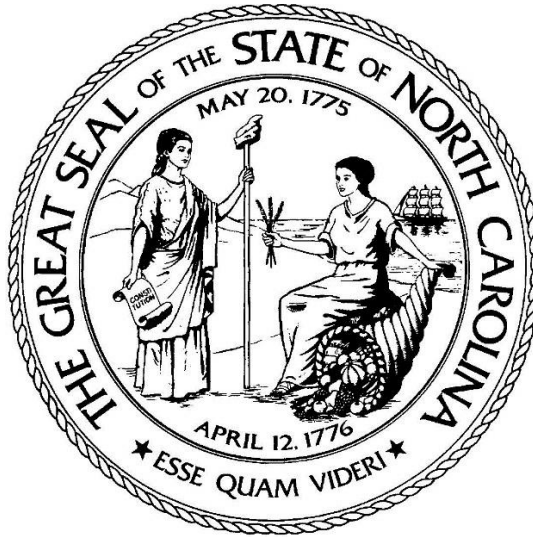


**North Carolina's One-Stop Delivery System under the
Workforce Innovation and Opportunity Act (WIOA)**



**NCWorks Career Center Certification Criteria
2025-2027**



Introduction

The one-stop delivery system brings together workforce development, educational, and other human resource services in a seamless customer-focused service delivery network that enhances access to the programs' services and improves long-term employment outcomes for individuals receiving assistance. One-stop partners administer separately-funded programs as a set of integrated, streamlined services to customers.

The Workforce Innovation and Opportunity Act (WIOA) establishes the one-stop delivery system, identified nationwide as the American Job Center Network, and in North Carolina as the NCWorks Career Center system. For purposes of this document the American Job Center will be referred to as the NCWorks Career Center. WIOA requires there be at least one comprehensive physical location in each local workforce development board area. These State criteria and procedures set the standards for which local workforce boards must apply to ensure each Comprehensive, and Access Point-Affiliate, one-stop location meets minimum criteria for certification (TEGL 16-16). Per WIOA Sec. 121 (g)(3), LWDBs may develop additional criteria to respond to labor market, economic, demographic, and other conditions or priorities within their region or local area.

NCWorks Career Centers provide workforce development services as well as access to other programs and activities carried out by one-stop partners identified in WIOA. The programs identified in WIOA are listed below, yet North Carolina recognizes that not all these programs and activities are available in all parts of the state:

- WIOA Title I
 - Adult, Dislocated Worker, Youth, Job Corps, YouthBuild, Indian and Native American program, National Farmworker Jobs programs/Migrant & Seasonal Farmworker programs
- WIOA Title II - Adult Education and Family Literacy program
- WIOA Title III - Wagner-Peyser Employment Services program
- WIOA Title IV - Rehabilitation Act Title I Programs (Vocational Rehabilitation)
- Carl D. Perkins Career & Technical Education programs
- Community Services Block Grants
- HUD Employment and Training Programs
- Jobs for Veterans State Grant (JVSG)
- Senior Community Service Employment Program
- Temporary Assistance for Needy Families (TANF)
- Trade Adjustment Assistance Programs

- Unemployment Compensation Programs (UI)
- Reentry Employment Opportunities (REO) - Second Chance Act programs

Other workforce partners, with the approval of the local workforce development board, may also carry out services through the career centers, which may not be identified in WIOA.

North Carolina's state Workforce Development Board, the NCWorks Commission, works on behalf of the Governor and under the authority of WIOA, N.C. General Statute 143B-438.10 and other applicable laws, rules, regulations and requirements to develop and oversee an effective and efficient workforce development system in North Carolina. Per WIOA sections 101 (d)(6) and 121 (g)(1), the NCWorks Commission, in consultation with chief local elected officials and local boards, establishes criteria for assessing and certifying NCWorks Career Centers. The commission develops these criteria to ensure a consistent level of quality service delivery throughout the NCWorks Career Center system, and to ensure the physical and programmatic accessibility of services to customers.

The NCWorks Commission understands the importance of establishing minimum standards that allow for local flexibility, while protecting the minimum service expectations of the system brand. It is the NCWorks Commission's vision that these criteria move the system to higher levels of quality and seamless service, as well as to foster performance accountability and continuous improvement. The criteria are used to assess NCWorks Career Centers at least once every 3 years. (Based on current and/or trending labor market impacts, the criteria may be updated to ensure centers are responding to these impacts.) Centers defined below as Comprehensive, and Access Point-Affiliate (from this point forward referred to as Affiliate), will be required to complete the certification process. Access point-Specialized (from this point forward referred to as Specialized) and Hub (formerly Outpost) locations are not included in the certification process.

Local Workforce Development Boards (LWDBs), under WIOA and N.C. General Statute 143B-438.11, are policy, planning, and oversight entities responsible for organizing a comprehensive, community-wide response to the challenges of building a highly skilled workforce. In carrying out this responsibility, LWDBs are responsible for assessing the needs of individuals and employers and determining the appropriate geographic areas where NCWorks Career Centers are needed. It is the local LWDBs responsibility to ensure that operational and customer service quality standards are being followed by certified centers and to help protect the system brand. Please note that "customers" refers to both jobseekers and employers.

REFERENCES:

- Workforce Innovation and Opportunity Act Sections 101(d)(6), 121(e)(2), 121(g)(1), 121(g)(3)
- Department of Labor Training and Employment Guidance Letter TEGL 16-16
- 20 CFR 678.800 (a)(3), and 188 CFR 678 Subpart F; 20 CFR 678.400-430; 20 CFR 678.800(b); 20 CFR 361.400-430; 20 CFR 678.300(d)(3),
- 20 CFR 678.315, Separate stand-alone Wagner-Peyser Act Employment Service offices are not permitted under WIOA,
- 29 CFR part 38, Implementation of the Non-Discrimination and Equal Opportunity Provisions of WIOA
- 34 CFR 463.410-430, Additional One-Stop Partners
- Americans with Disabilities Act of 1990, As Amended | ADA.gov, which applies to
- employment settings,
- Americans with Disabilities Act Title II Regulations | ADA.gov, which applies to state and
- local governments,
- Americans with Disabilities Act Title III Regulations | ADA.gov, which applies to private
- places of public accommodation,

Types of One-Stop NCWorks Career Center/Service Locations:

- **Comprehensive NCWorks Career Center** (certification evaluation required) - Is a physical location where job seekers and employer customers can access the programs, services, and activities of all required one-stop partners (section 121(b)(1)(B) of WIOA), along with any additional partners as determined by the Local Workforce Development Board. (20 CFR 678.305, 34 CFR 361.305, and 34 CFR 463.305) open full-time:
 - These sites must be physically and programmatically accessible to individuals with disabilities, as required by section 188 of WIOA and its implementing regulations at 29 CFR part 38.
 - Location maintains full-time fixed hours and fixed days of the week.
 - At least one WIOA Title I staff person physically present (during all operational hours [full-time] each week), and the Center must provide the career services listed in 20 CFR 678.430, 34 CFR 361.430, and 34 CFR 463.430;
 - Customers must have access to these programs, services, and activities during regular business days at a comprehensive one-stop center (20 CFR 678.305(c), 34 CFR 361.305(c), and 34 CFR 463.305(c)).
 - Access to training services described in 20 CFR 680.200;
 - Access to any employment and training activities carried out under section 134(d) of WIOA;
 - Access to programs and activities carried out by at least one other one-stop partner that is listed in 20 CFR 678.400 through 678.410, 34 CFR 361.400 through 361.410, and 34 CFR 463.400 through 463.410, including the Wagner-Peyser Act ES program; and

- Access to workforce and labor market information.
- **NCWorks Access Point-Affiliate** (certification evaluation required) – Is a NCWorks Career service location that makes available to job seeker and employer customers one or more of the one-stop partners’ programs, services, and activities. The location must have at least one WIOA Title I staff person physically present (during all operational hours each week), with a physical presence of other partner staff more than 50 percent of the time the center is open (open at least 16 hours a week, with at least 2 staff).
 - An Affiliate site does not need to provide access to every required one-stop partner program. However, these sites make one or more of the one-stop partners’ programs, services, and activities available to job seekers and employers.
 - These sites must be physically and programmatically accessible to individuals with disabilities, as required by section 188 of WIOA and its implementing regulations at 29 CFR part 38.
 - There must be a demonstrated need in the community for these sites.
 - Location should maintain fixed hours and fixed days of the week.
 - If a Title III [Wagner-Peyser] staff person is located in an affiliate site, there must be staff of at least one other partner in that affiliated site that is physically present more than 50 percent of the time the center is open. (There cannot be any stand-alone locations, affiliate and/or specialized centers with only Title III staff providing services, per CFR 678.315; 678:320; TEGL 16-16, page 9.)
 - Additionally, 20 CFR 678.315(b), 34 CFR 361.315(b), and 34 CFR 463.315(b) specify that the partner program administering local veterans’ employment representatives, disabled veterans’ outreach program specialists, or unemployment compensation programs would not count as the other partner for purposes of this requirement.
 - Affiliate Sites do *not* need to:
 - Be open full-time
 - Offer access to all required WIOA one-stop partners, programs, and services
 - Have a resource area available that includes various local, regional, and state resources on job seeking, career development, and employability skills for customers.
 - Have space available for workshops and/or group trainings.

- **NCWorks Access Point-Specialized** (certification not required) - May be established to serve a specific group. For example, the specialized center could provide a variety of services tailored to the needs of specific groups of dislocated workers, including career coaching, networking opportunities, comprehensive assessment, and employer meetings. Other examples are Youth centers, Call centers and Veterans centers. Wagner-Peyser Act employment services cannot stand alone in a specialized center. Unlike comprehensive and affiliate centers, specialized centers do not need to be certified.
 - These sites must be physically and programmatically accessible to individuals with disabilities, as required by section 188 of WIOA and its implementing regulations at 29 CFR part 38.
 - Specialized Center(s) do *not* need to:
 - Provide access to every required partner, but should be knowledgeable about, and prepared to make referrals to, NCWorks Career Center partners in the comprehensive or affiliate NCWorks Centers.

- **Hubs** (formerly referred to as Outposts and do not require certification) - When an NCWorks Career Center staff person is offering services at a Hub location that does not meet the criteria of a Comprehensive, Affiliate or Specialized site, hours of operation should be clearly visible and posted for the public to see. Internal signs or indicators should be clearly visible showing that staff are NCWorks Career Advisors, or that NCWorks Career Services are available at the staff person's office or cubicle. These staff must be trained as per the Professional Staff training requirements found in the NCWorks Career Center criteria. These staff must use NCWorks Online to connect employers with job seekers, to enroll customers, and for client management. Staff must offer at least basic career services at the location.

NCWorks Career Center and/or services listing on www.ncworks.gov

The following details will be considered by the local workforce development board before contacting the NC Department of Commerce Division of Workforce Solutions (DWS) Information Technology team with requested changes for the boards respective NCWorks Career Center and/or service location(s):

- NCWorks Career Center and/or service locations should only be entered in NCWorks online when the location has fixed days of the week and hours of operation for in person staff assistance.

- The locations, physical address, phone number, fixed days of the week and hours of operation must be listed on NCWorks online. If the center/service location is housed within a building of other occupants, it is recommended to also add details about that office's location. For example: If center services are offered on a community college campus, include which community college building, as there are often many buildings on a community college campus.
- The following types NCWorks Career Center and/or service locations should **not** be posted in NCWorks online:
 - Offered to special populations only (For example: veterans, youth, seniors), or
 - Only by virtual access, or
 - By appointment only, or
 - Has floating hours for a location(s)

NCWorks Career Center Criteria

Criteria for the NCWorks Career Center system and all centers comprising this system must address - effectiveness, physical accessibility, programmatic accessibility, and continuous improvement. Career Center certification is guided by WIOA law (**Final Rule 20 CFR 678.800 and TEGL 16-16 One-Stop Operations Guidance for the American Job Center Network**).

Based on this guidance and as defined in TEGL 16-16, the NCWorks Career Center system will be evaluated on the following criteria, and required documentation:

- Effectiveness:
 - Assessing center performance
 - Customer feedback & satisfaction (for both jobseeker and employers)
 - Coordinating services among other partners programs
- Programmatic accessibility
 - Evidence of integrated service delivery and One-Stop partnerships
 - Equal Employment Opportunity practices and monitoring
 - Engaging with people with disabilities as effectively as with others
 - Branding guidelines
 - Business services
 - Youth services
 - Virtual Services
- Physical Accessibility
 - American with Disabilities Act compliance
 - Assistive Technology
 - Hours of Operation visibly posted for the public
- Continuous Improvement
 - Documentation of a continuous improvement plan
 - Implementation of previous certification years' continuous improvement

- recommendations
- On-going staff training and development
- Outreach Plan

REQUIRED DOCUMENTATION

(Attachments can be found separately at: [NCWorks Commission / NC Commerce](#) Under the Priorities and Initiatives section.)

- Signature Page (One per local area) – Attachment A
- NCWorks Career Center Locations and One-stop Operator Manager – Attachment B
- Assistive Technology Checklist for each center comprehensive center and access point-affiliate center(s) where applicable – Attachment C
- NCWorks Career Center Staff 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