

NCWORKS CAREER CENTER CERTIFICATION

AUGUST 8, 2018

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.

Two local workforce areas are being recommended for certification today:

- 1. Southwestern Local Workforce Development Board**

Western Prosperity Zone

Counties: Cherokee, Clay, Graham, Haywood, Jackson, Macon, Swain

- 2. Mountain Area Workforce Development Board**

Western Prosperity Zone

Counties: Buncombe, Henderson, Madison, Transylvania

Southwestern's and Mountain Area's certification application form 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 June 13-15 at Southwestern (5 locations), and on June 27-28 at Mountain Area (4 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 Southwestern's and Mountain Area's career centers for certification.