

NCWORKS CAREER CENTER CERTIFICATION

FEBRUARY 8, 2023



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. **Capital Area Workforce Development Board**
North Central Prosperity Zone
Comprehensive Centers: Chatham, Johnston, Lee, Wake counties



2. **Durham Workforce Development Board**
North Central Prosperity Zone
Comprehensive Center: Durham County



3. **Gaston Workforce Development Board**
Southwest Prosperity Zone
Comprehensive Centers: Gaston County



4. **High Country Workforce Development Board**
Northwest Prosperity Zone
Comprehensive Center: Ashe, Watauga, Wilkes counties



5. **Kerr-Tar Workforce Development Board**
North Central Prosperity Zone
Comprehensive Centers: Vance County



6. **Mid-Carolina Workforce Development Board**
North Central and Sandhills Prosperity Zones
Comprehensive Centers: Cumberland, Harnett, Sampson counties



Capital Area, Durham, Gaston, High Country, Kerr-Tar, and Mid-Carolina NCWorks Career Center certification application forms and supporting documentation for the entire system of centers was reviewed by the NCWorks Commission staff, and Governance and System Alignment committee. 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.

As a result of the application reviews and onsite reviews, the NCWorks Commission staff has determined that all criteria have been met and recommends the six local workforce development boards Capital Area, Durham, Gaston, High Country, Kerr-Tar, and Mid-Carolina NCWorks Career Centers for certification.