

NCWORKS CAREER CENTER CERTIFICATION

NOVEMBER 14, 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. Cumberland County Workforce Development Board

South Central Prosperity Zone

Counties: Cumberland

2. Eastern Carolina Workforce Development Board

Southeast Prosperity Zone

Counties: Carteret, Craven, Duplin, Lenoir, Pamlico, Greene, Jones, Onslow*, Wayne

Cumberland's and Eastern Carolina'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 October 4 at Cumberland (1 location), and on August 27-29 at Eastern Carolina (6 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 Cumberland's and Eastern Carolina's career centers for certification. (Please note one stipulation below regarding Eastern Carolina)

**Due to Hurricane Florence, the Jacksonville Center is currently uninhabitable as the building awaits maintenance and repairs. At the appropriate time, Quality Improvement staff will re-visit the Jacksonville Career Center once it is fully operational to evaluate the center for certification.*