



Welcome to Workforce

Overview of the NC Department of Commerce – Division of Workforce Solutions (DWS)

The Division of Workforce Solutions is designated by the Governor as the state's administrative entity for the Workforce Innovation and Opportunity Act (WIOA). As such DWS has multiple roles that are summarized here:

STATEWIDE ROLE

- State's administrative entity for WIOA
- Oversight of WIOA programs
- Federal compliance
- Policy guidance
- Fiscal and administrative support
- Required performance reporting
- Statewide collaboration
- Technical assistance
- Capacity building
- Best practices
- Rapid response and layoff aversion
- Other statewide initiatives

SPECIAL SERVICES AND PROGRAMS

- Veterans Services
- NC Commerce Reentry Initiative
- Reemployment Services, Eligibility, and Assessment (RESEA)
- Trade Adjustment Assistance (TAA)
- Agricultural Services
- Work Opportunity Tax Credit (WOTC)

EMPLOYMENT SERVICES

- Career services
- ISD team members in the NCWorks Career Center
- Many Center Managers
- Employed by the DWS
- Managed by the DWS Regional Operations Directors (ROD)
- Under functional leadership as established by the local Workforce Boards

