

# NCWorks Career Centers

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.

Services to **job seekers** include:

- Career assessment and guidance
- Access to training and education programs
- Information about job fairs and workshops
- Information on the job market and assistance with searching for jobs
- Resume and cover letter preparation, as well as practice interviewing for jobs
- Free computer and Internet access
- Help registering with and using NCWorks Online

Services, offered at no cost, to **businesses** include:

- Job applicant screening and qualified candidate referrals
- Valuable and up-to-date labor market facts and projections, such as wages
- Information on tax credits for hiring particular groups of workers
- Space to conduct job interviews and help with arranging job fairs
- Workshops on employer-related subjects
- Reference library and employee training resources
- Layoff/closure prevention services for employers
- Information about Federal Bonding (insurance for hiring at-risk workers)

## Career Center Criteria

To fulfill the commission's oversight responsibility, and as required in WIOA, the commission establishes minimum customer service criteria for NCWorks Career Centers to promote an effective and efficient workforce development system in the state. The commission provides oversight in collaboration with

North Carolina's 23 local workforce development boards, who each oversee career center operations in their designated workforce areas.

Criteria for the NCWorks Career Center system and all centers comprising this system must address effectiveness, including customer satisfaction, physical and programmatic accessibility, and continuous improvement. The criteria focuses on:

1. Customer Centered Design and Accessibility
2. Partnerships and Integrated Services
3. Professional Staff
4. Performance and Customer Satisfaction

### **Career Center Certification**

To ensure that each NCWorks Career Center meets this criteria, a career center certification process was also established by the NCWorks Commission. This process involves an application review and an on-site evaluation. The local workforce board completes and submits an application for each location seeking certification to the Quality Improvement Unit with the NCWorks Commission.

The certification application asks a number of questions pertaining to the criteria and requires documentation for verification purposes. After the application review, an on-site evaluation is conducted whereby DWS staff visit the location to observe operations, meet with local management, and interview center staff. If it is determined that a workforce location meets the criteria, the location is then certified and bestowed the NCWorks Career Center name.

The criteria and certification process for NCWorks Career Centers is one way the NCWorks Commission provides oversight to ensure quality and consistent customer service throughout the state's workforce delivery system. It is also an effort to recharge and revitalize the state's former "unemployment offices" to become *career centers*.

WIOA requires that centers be assessed and certified every 3 years.