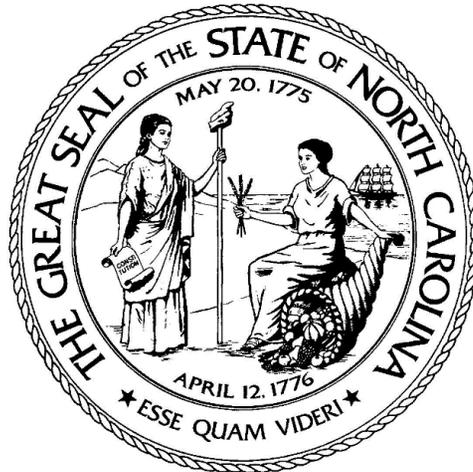


North Carolina's One-Stop Delivery System under the Workforce Innovation  
and Opportunity Act (WIOA)



**NCWorks Career Center Certification *Application Form***

***2022-2024***

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network

## Application Guidelines

- STEP 1:** The Local Workforce Development Board (WDB) and Division of Workforce Solutions (DWS) Regional Operations Director reviews the criteria for certification, identifies all centers that are ready for certification, and affirms that criteria has been met by completing this application form with required documentation attached.
- STEP 2:** Each local area is to submit one application form for the entire system of centers within the area. For example, if an area has five centers, then one application is submitted for all centers at one time, rather than five applications. The WDB submits one completed application form, signature page (scanned), and all required documentation electronically for all centers within the local area to the NCWorks Commission:
- James Bain, Deputy Director at [james.bain@nccommerce.com](mailto:james.bain@nccommerce.com)**
- STEP 3:** The NCWorks Commission staff reviews the application and documentation provided and works with the local area on any additional clarification needed and/or criteria not being met.
- STEP 4:** NCWorks Commission staff conducts an onsite evaluation. Once staff has determined that all criteria have been met, staff recommends certification to the NCWorks Commission, and a certification letter is sent to the WDB.

Certification remains effective for a period of three (3) years from the date of the Commission's certification letter.

Application

Name of Local Area Eastern Carolina

Please answer the following questions, and complete the following charts, for all NCWorks Career Centers operating in your local area. The application should show that all career centers in your local area are ready to be certified. Please note customers refers to both jobseekers and employers.



### Questions

**1. How do you make customers aware of virtual services?**

The Eastern Carolina WDB and NCWorks Career Center staff work together to promote and implement virtual services options through a variety of platforms, from implementing text services, staff promoting services through local news opportunities and radio shows, as well as promoting services in local newspaper outlets, radio and online presentations, billboards, flyers, career fairs, placing materials at public locations such as Walmart, libraries, community organizations, etc.

As virtual services are becoming the norm for service delivery, social media is becoming the norm for outreach through Facebook, LinkedIn, TikTok, Instagram, YouTube, and local website pages such as through the local community college's websites, potential customers can apply online for services to schedule virtual appointments through NCWorks. This virtual space has proven to be the most cost effective in outreach.

Below are examples of how local Centers are making customers aware of virtual services:

**Center 1 – Morehead City, Carteret County:** Available services posted to NCWorks.gov website, Eastern Carolina Workforce Development Board website and social media pages, NCCommerce.com website, DWS social media pages, and sign postings in career center.

**Center 2 – New Bern, Craven County:** We make customers aware of NCWorks virtual services through NCWorks.gov website, Eastern Carolina Workforce Development Board website, ZipWhip (text messaging software), and social media pages, NCCommerce.com website, DWS social media pages, and sign postings in career center. In addition, opportunities are taken at various hiring events, career fairs, partnership meetings, and community events to promote NCWorks virtual services.

**Center 3 – Kenansville, Duplin County:** Available services posted to NCWorks.gov website, Eastern Carolina Workforce Development Board website and social media pages, NCCommerce.com website, DWS social media pages, and sign postings in career center.

**Center 4 – Kinston, Lenoir County:** Customers are made aware of available virtual services through postings on NCWorks.gov website, Eastern Carolina Workforce Development Board website and social media pages, NCCommerce.com website, NCWorks Career Center -Lenoir County social media pages, DWS social media pages, Lenoir Community College website and social media pages, and sign postings in the career center.

**Center 5 – Jacksonville, Onslow County:** Available services posted to NCWorks.gov website, Eastern Carolina Workforce Development Board website and social media pages, NCCommerce.com website, DWS social media pages, and sign postings in career center.

**Center 6 – Goldsboro, Wayne County:** Customers are made aware of virtual services through in person and telephone contacts. Opportunities are taken at various career fairs, local board meetings/participation to promote NCWorks virtual services. Available services posted to NCWorks.gov website, Eastern Carolina Workforce Development Board website and social media pages, NCCommerce.com website, DWS social media pages, and sign postings in career center.

**2. What do you do to ensure staff is available to support individuals in the career centers' resource areas as needed?**

In the Eastern Carolina NCWorks Career Center system integrated model, functional leadership plays a key role within the Center operations. As a part of the One Stop Operator's Agreement within the Eastern Carolina Local Area, each Career Center is managed by a Career Center Manager who serves as the functional leader directly responsible for day-to-day operational activities. The Center Manager makes operational decisions to ensure that staff are in place at all times in the career centers' resource areas. Each Career Center has a staff member or partner assigned to serve as the Customer Services Representative at the front desk to greet customers, assist in the resource area, and direct customers to the appropriate advisor. Center managers deploy staff as necessary to manage the customer flow and is responsible for the overall quality and effectiveness of Career Center services. The Center Manager also serves as an active participant in the delivery of customer service as needed.

To ensure career center operations flow in accordance with the One-Stop Operator's agreement, the Eastern Carolina Local Area Director and Regional Operations Director visits each Center annually to observe Center operations, identify best practices, and address any perceived staffing challenges. Additionally, the Eastern Carolina Local Area holds quarterly meetings with Center managers and key leadership of the Title I programs to ensure staffing is sufficient at all career centers. In times where staff may be out on vacation or out due to emergencies, a ECWDB staff member has been trained as a back-up for NCWorks front-line staff and is available upon request.

Below are examples of how this directive is achieved from each Center:

**Center 1 – Morehead City, Carteret County:** A formal schedule to staff the reception area is maintained with communication among all partners if an individual is unavailable for their shift, ensuring the Career Resource Center is staffed with Title I & Title III Career Advisors Monday – Friday from 8:30am-5:00pm. It is the priority of those covering the reception area to ensure customers in the resource area are receiving attention and if further assistance is necessary, a Career Advisor is notified. Carteret Community College offers an Employability Lab in the resource center on Tuesdays and Wednesdays from 9:00am-12:00pm.

**Center 2 – New Bern, Craven County:** We ensure staff is available to support individuals in the career centers' resource areas Monday – Friday from 8am-4:30pm maintaining a monthly schedule. The staff member is assigned as the Customer Services Representative, who welcomes and greets customers, assist in the resource area and direct customers to the appropriate advisor i. e. in person, telephone, AWS Call Center and NCWorks Live Chat. It is the priority of those covering the CRC to ensure customers in the resource area are receiving attention and if further assistance is necessary, a Career Advisor is notified. In addition, Vocational Rehabilitation have schedules that enable them to come and assist in the CRC on a bi-weekly basis.

**Center 3 – Kenansville, Duplin County:** Customers are entered into NCWorks VOSGreeter feature as using CRC resources. Staff working at the reception point go out to the Career Resource Center to check on customers to find out if they need assistance. If assistance is needed, the front desk staff will assist or notify a Career Advisor to ensure the assistance is provided on a timely basis.

**Center 4 – Kinston, Lenoir County:** Staff schedules are staggered so that someone is available at all times. When staff participate in mandatory training scheduled by the ECWDB or the NCWorks Training Center, the Career Center utilizes the employability skills lab with additional staff available to assist with the customer needs. The Centers in Greene and Jones counties are also staffed by employees from the Lenoir County site on an appointment basis. Some partner agencies utilize the career center on a part-time basis to assist with customer needs.

**Center 5 – Jacksonville, Onslow County:** A formal schedule to staff the reception area is maintained with communication among all partners if an individual is unavailable for their shift, ensuring the Career Resource Center is staffed with Title I & Title III Career Advisors Monday – Friday from 8:30am-5:00pm. It is the priority of those covering the reception area to ensure customers in the resource area are receiving attention and if further assistance is necessary, a Career Advisor is notified. Coastal Carolina Community College offers an Employability Lab in the resource center on Monday - Wednesday from 8:30am-12:30pm.

**Center 6 – Goldsboro, Wayne County:** Staff rotate in the CRC. Also, there are usually two partner team members working at the reception point, currently two Title V Workers. The Telamon participant is available to assist customers in the CRC when needed. If help is needed beyond the level of expertise, he/she will contact a Career Advisor who will provide the assistance. Staff also work the front desk to assist customers. Customers are greeted and services can be rendered via iPad in the CRC if needed.

**3. How have you incorporated the American Job Center Network brand/logo into your web-based and print resources?**

The American Job Center Network brand/logo has been added to the Eastern Carolina Local Area’s web-based resources and all printed materials. As stocks of print resources are depleted or new materials created, the logo is being incorporated into our requests for new print materials. Additionally, the Local Area has provided stationery for each of the NCWorks Career Centers which incorporates the American Job Center Network brand/logo.

Below are examples of how this directive is achieved from each Center:

**Center 1 – Morehead City, Carteret County:** The American Job Center Network brand/logo has been added to all resource and marketing materials provided by ECWDB. All flyers created by career center to promote events or services bear the brand/logo along with the NCWorks logo for posting to websites or printed.

**Center 2 – New Bern, Craven County:** The American Job Center Network brand/logo has been added to all resource and marketing materials provided by ECWDB. All flyers created by career center to promote events or services bear the brand/logo along with the NCWorks logo for posting to websites or printed.

**Center 3 – Kenansville, Duplin County:** The American Job Center Network brand/logo has been added to all resource and marketing materials provided by ECWDB. All flyers created by career center to promote events or services bear the brand/logo along with the NCWorks logo for posting to websites or printed.

**Center 4 – Kinston, Lenoir County:** The American Job Center Network brand/logo has been added to all resource and marketing materials provided by ECWDB. All flyers created by career center to promote events or services bear the brand/logo along with the NCWorks logo for posting to websites or printed.

**Center 5 – Jacksonville, Onslow County:** The American Job Center Network brand/logo has been added to all resource and marketing materials provided by ECWDB. All flyers created by career center to promote events or services bear the brand/logo along with the NCWorks logo for posting to websites or printed.

**Center 6 – Goldsboro, Wayne County:** The American Job Center Network brand/logo has been added to all resource and marketing materials provided by ECWDB. All flyers created by career center to promote events or services bear the brand/logo along with the NCWorks logo for posting to websites or printed.

#### **Required Documentation**

- A chart of all locations where services are offered, listing city, county and address that are not NCWorks Career Centers.

See **Attachment 1** which contains a listing of all locations (that are not NCWorks Career Centers) within the Eastern Carolina Workforce Development Area where WIOA Title I – funded services are offered.

- NCWorks Commission staff will obtain ADA compliance verification documentation from WIOA Equal Opportunity Officer Mose Dorsey with DWS. **If you had a different agency/individual conduct an ADA review for your centers, please submit with this application.**

ADA Reviews for five of our NCWorks Career Centers (those at locations leased by the Division of Workforce Solutions) were submitted by the Rehabilitation Engineer of the North Carolina Division of Vocational Rehabilitation. The ADA Review for our sixth NCWorks Career Center, which is located at the Main Campus of Lenoir Community College, was conducted by the Director of Safety for Lenoir Community College.

The ADA Reviews for our six NCWorks Career Centers will be included as **Attachment B-1** to this Certification Application.

- Complete the Assistive Technology Checklist for each center (**Attachment B**).

An Assistive Technology Checklist for each of the six NCWorks Career Center is included in this certification application.

**Please complete the following chart providing contact information for each career center in the top box and providing answers for each center. See the appendix following the application for additional charts if you have more than 5 locations.**

	<b>Center 1</b>	<b>Center 2</b>	<b>Center 3</b>	<b>Center 4</b>	<b>Center 5</b>	<b>Center 6</b>
Location: City, County	Morehead City, Carteret	New Bern, Craven	Kenansville, Duplin	Kinston, Lenoir	Jacksonville, Onslow	Goldsboro, Wayne
Tier 1, Tier 2, Specialized	Tier 1	Tier 1	Tier 1	Tier 1	Tier 1	Tier 1
For Tier 2 and Specialized Centers, indicate the Tier 1 association						
What are the non-traditional hours to meet customers' needs? (Tier 1 only)	On an as-needed basis	On an as-needed basis	On an as-needed basis	On an as-needed basis	On an as-needed basis	On an as-needed basis
How often are public areas cleaned on a regular basis?	5 days/week	5 days/week	5 days/week	5 days/week	5 days/week	5 days/week
<b>Appropriate space and equipment provided based on customer need</b>						
• Does the center have Wi-Fi?	Yes	Yes	Yes	Yes	Yes	Yes
• How many computers/laptops are available for public use?	5	21	9	80	7	15
• Are a phone and printer/fax/copier available for public use?	Yes	Yes	Yes	Yes	Yes	Yes
• Is there space available for workshops and/or group training? (Tier 1 only)	Yes	Yes	Yes	Yes	Yes	Yes
Is there a phone/voicemail system supported by trained staff so that call-in customers can quickly and efficiently access information and services?	Yes	Yes	Yes	Yes	Yes	Yes
Is there a central email address that is monitored by staff? Are emails typically responded to within 1 business day?	Yes Yes	Yes Yes	Yes Yes	Yes Yes	Yes Yes	Yes
Are translation services available and provided to Limited English	Yes – MasterWord Ruthe Bryan	Yes – MasterWord	Yes – MasterWord Lynne Moore	Yes – MasterWord Victor Kosinski	Yes – MasterWord Katherine Bal	Yes – Masterword

Proficiency (LEP) populations? Who is your LEP Specialist?		Eileen McGaughey				Carmine Hargrove
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## Questions

### 1. Describe the virtual services available to jobseekers and how jobseekers are made aware of these services?

Virtual service available to jobseekers include the NCWorks Basic Career Services are offered (registration and enrollment, initial skill assessments, job search and placement assistance, LMI, etc.) by phone when directly contacting the center or transferred through the state AWS phone system, through virtual platforms (MSTeams) or by visiting [www.ncworks.gov](http://www.ncworks.gov) and use of office specific email address or NCWorks Live Chat function. Job Seekers are made aware of these services through multiple media outlets, local outreach efforts, social media campaigns, NCWorks.gov website, Eastern Carolina Workforce Development Board website and social media pages, NCCommerce.com website, DWS social media pages, flyers, postcards, and sign postings in career center.

Below are examples of how local Centers are making customers aware of virtual services:

**Center 1 – Morehead City, Carteret County:** Career Center services including: Basic Career Services are offered (registration and enrollment, initial skill assessments, job search and placement assistance, LMI, etc.) by phone when directly contacting the center or transferred through the state AWS phone system, through virtual platforms (MSTeams) or by visiting [www.ncworks.gov](http://www.ncworks.gov) and use of office specific email address or NCWorks Live Chat function. Availability of services are posted to NCWorks.gov website, Eastern Carolina Workforce Development Board website and social media pages, NCCommerce.com website, DWS social media pages, and sign postings in career center.

**Center 2 – New Bern, Craven County:** Career Center services including: Basic Career Services are offered (registration and enrollment, initial skill assessments, job search and placement assistance, LMI, etc.) by

phone when directly contacting the center or transferred through the state AWS phone system, through virtual platforms (MSTeams), ZipWhip (text messaging software), or by visiting [www.ncworks.gov](http://www.ncworks.gov) and use of office specific email address or NCWorks Live Chat function. Availability of services are posted to NCWorks.gov website, Eastern Carolina Workforce Development Board website and social media pages, NCCommerce.com website, DWS social media pages, and sign postings in career center. Opportunities are taken at various hiring events, career fairs, RESEA/EAI appointments, and community events to promote NCWorks virtual services to job seekers.

**Center 3 – Kenansville, Duplin County:** Career Center services including: Basic Career Services are offered (registration and enrollment, initial skill assessments, job search and placement assistance, LMI, etc.) by phone when directly contacting the center or transferred through the state AWS phone system, through virtual platforms (MSTeams, GoToMeeting, Webex) or by visiting [www.ncworks.gov](http://www.ncworks.gov) and use of office specific email address or NCWorks Live Chat function. Availability of services are posted to NCWorks.gov website, Eastern Carolina Workforce Development Board website and social media pages, NCCommerce.com website, DWS social media pages, and sign postings in career center.

**Center 4 – Kinston, Lenoir County:** Career Center virtual services for job seeker include: NCWorks registration and enrollment, initial skill assessments, job search and placement assistance, LMI, etc. by phone when directly contacting the center or transferred through the state AWS phone system, through virtual platforms (MSTeams, Zoom, WebEx, GoTo Meetings) or by visiting [www.ncworks.gov](http://www.ncworks.gov) and use of office specific email address or NCWorks Chat function. Virtual services are also offered for those job seekers that are interested in enrolling in training through the Title I program. Virtual enrollments and program services are also offered virtually through phone calls, emails, virtual platforms (MSTeams, Zoom, WebEx, GoTo Meetings). Availability of services are posted to NCWorks.gov website, Eastern Carolina Workforce Development Board website and social media pages, NCCommerce.com website, NCWorks Career Center-Lenoir County social media pages, Lenoir Community College social media pages, DWS social media pages, and sign postings in career center.

**Center 5 – Jacksonville, Onslow County:** Career Center services including: Basic Career Services are offered (registration and enrollment, initial skill assessments, job search and placement assistance, LMI, etc.) by phone when directly contacting the center or transferred through the state AWS phone system, through virtual platforms (MSTeams) or by visiting [www.ncworks.gov](http://www.ncworks.gov) and use of office specific email address or NCWorks Live Chat function. Availability of services are posted to NCWorks.gov website, Eastern Carolina Workforce Development Board website and social media pages, NCCommerce.com website, DWS social media pages, and sign postings in career center.

**Center 6 – Goldsboro, Wayne County:** In addition to the above stated virtual services options, customers are made aware of virtual services through in person and telephone contacts. Opportunities are taken at various career fairs, local board meetings/participation to promote NCWorks virtual services.

**2. Describe the virtual services available to employers and how employers are made aware of these services?**

Virtual services available to employers include: addressing sector strategies and/or regional skills alliances, writing/reviewing job descriptions, posting job orders, recruiting for open positions, coordinating and hosting hiring events, LMI, customized employer-related services on a fee-for-service basis, Rapid Response, Apprenticeship, etc. are offered by phone when directly contacting the center or transferred through the state AWS phone system, through virtual platforms (MSTeams) or by visiting [www.ncworks.gov](http://www.ncworks.gov) and use of office specific email address or NCWorks Live Chat function. Availability of services are posted to NCWorks.gov website, Eastern Carolina Workforce Development Board website and social media pages, NCCommerce.com website, DWS social media pages, and sign postings in career center.

Employers are made aware of these services through telephone calls, site visits, career fairs, hiring events, the local chamber newsletters, local economic development, multiple media outlets, local outreach efforts, social media campaigns, NCWorks.gov website, Eastern Carolina Workforce Development Board website and social media pages, NCCommerce.com website, DWS social media pages, flyers, postcards, and sign postings in career center.

Below are examples of how local Centers are making employers aware of virtual services:

**Center 1 – Morehead City, Carteret County:** Business services to include: provide implementing sector strategies and/or regional skills alliances, writing/reviewing job descriptions, posting job orders, recruiting for open positions, coordinating and hosting hiring events, LMI, customized employer-related services on a fee-for-service basis, Rapid Response, Apprenticeship, etc. are offered by phone when directly contacting the center or transferred through the state AWS phone system, through virtual platforms (MSTeams) or by visiting [www.ncworks.gov](http://www.ncworks.gov) and use of office specific email address or NCWorks Live Chat function. Availability of services are posted to NCWorks.gov website, Eastern Carolina Workforce Development Board website and social media pages, NCCommerce.com website, DWS social media pages, and sign postings in career center.

**Center 2 – New Bern, Craven County:** Business services to include: provide implementing sector strategies and/or regional skills alliances, writing/reviewing job descriptions, posting job orders, recruiting for open positions, coordinating and hosting

hiring events, LMI, customized employer-related services on a fee-for-service basis, Rapid Response, Apprenticeship, etc. are offered by phone when directly contacting the center or transferred through the state AWS phone system, through virtual platforms (MSTeams) or by visiting [www.ncworks.gov](http://www.ncworks.gov) and use of office specific email address or NCWorks Live Chat function. Availability of services are posted to NCWorks.gov website, Eastern Carolina Workforce Development Board website and social media pages, NCCommerce.com website, DWS social media pages, and sign postings in career center. In addition, we utilize ZipWhip (text messaging software), roundtable discussions, employer visits, chamber of commerce meetings, and the publication of our local NCWorks Business Services Resource Guide to promote NCWorks virtual services to our employers.

**Center 3 – Kenansville, Duplin County:** Business services to include: provide implementing sector strategies and/or regional skills alliances, writing/reviewing job descriptions, posting job orders, recruiting for open positions, coordinating and hosting hiring events, LMI, customized employer-related services on a fee-for-service basis, Rapid Response, Apprenticeship, etc. are offered by phone when directly contacting the center or transferred through the state AWS phone system, through virtual platforms (MSTeams, GoToMeeting, Webex) or by visiting [www.ncworks.gov](http://www.ncworks.gov) and use of office specific email address or NCWorks Live Chat function. Availability of services are posted to NCWorks.gov website, Eastern Carolina Workforce Development Board website and social media pages, NCCommerce.com website, DWS social media pages, and sign postings in career center.

**Center 4 – Kinston, Lenoir County:** Virtual services available to employers are NCWorks assistance, job order assistance, labor market information, virtual hiring events, and virtual meetings via MS Team, Zoom, WebEx and GoTo Meetings. Employers are made aware of NCWorks virtual services through NCWorks website, in person and telephone contacts, AWS Call Center, NCWorks Chat and DWS social media platforms, NCWorks Career Center-Lenoir County social media platforms, and Lenoir Community College social media platforms. Opportunities are taken at various hiring events, career fairs, roundtable discussions, employer visits, chamber of commerce meetings, and Lenoir County Manufacturers' Association Meetings, and Economic Development meetings to promote NCWorks virtual services to our employers.

**Center 5 – Jacksonville, Onslow County:** Business services to include: provide implementing sector strategies and/or regional skills alliances, writing/reviewing job descriptions, posting job orders, recruiting for open positions, coordinating and hosting hiring events, LMI, customized employer-related services on a fee-for-service basis, Rapid Response, Apprenticeship, etc. are offered by phone when directly contacting the center or transferred through the state AWS phone system, through virtual platforms (MSTeams) or by visiting [www.ncworks.gov](http://www.ncworks.gov) and use of office specific email address or NCWorks Live Chat function.

Availability of services are posted to NCWorks.gov website, Eastern Carolina Workforce Development Board website and social media pages, NCCommerce.com website, DWS social media pages, and sign postings in career center.

**Center 6 – Goldsboro, Wayne County:** NCWorks Wayne continues to provide RESEA and EAI services virtually as well as NCWorks online assistance. Chat features are utilized through NCWorks online to assist customers real time. Customers are also contacted via email through the dedicated office email portal. All employers are briefed on the traditional and virtual services through active recruitment activities, phone contacts, employer site visits, business engagement meetings, and various local board meetings where several entities are represented.

**3. Describe how your center engages in integrated service activities. Be sure to indicate the following:**

Eastern Carolina’s NCWorks Career Center delivery system brings together workforce development, educational, and other human resource services in a seamless customer-focused service delivery network that enhances access to the Centers’ services and improves long-term employment outcomes for individuals receiving assistance and the employers who access NCWorks seeking qualified workers. The Centers provide workforce development services as well as access to other programs and activities carried out by one-stop partners identified in the WIOA.

The Eastern Carolina local area’s overarching strategy includes the development of an integrated service delivery model that provides high-quality integrated services and products to each customer who uses the system. In order to achieve this system, all services and products are integrated into functional teams as opposed to silo programs and/or funding streams.

In the Eastern Carolina local area, we have six full-service Tier 1 NCWorks Career Centers, and three NCWorks Remote Locations where trained college staff work at Community College campuses and use labor market information, career advising, and the features of NCWorks Online to deliver jobseeker and employer services to residents of each of our nine counties.

Examples of how this strategy is addressed below by each of the Centers:

**Center 1 – Morehead City, Carteret County:** Title I and Title III staff complete the Welcome to Workforce Training modules located in the NCWorks Training Center site ([www.ncworkforcetraining.com](http://www.ncworkforcetraining.com)) which provide explanations of the Integrated Services Delivery (ISD) requirements. Integrated staff meetings are held weekly and all staff participate in trainings throughout the year to include the cross-training of WIOA programmatic requirements.

- Number of staff enrolling jobseekers in WIOA Title I – **3**
- Number of contract staff conducting RESEA appointments – **0**

- Number of DWS staff who have their primary role as Business Service Representatives – **1**

**Center 2 – New Bern, Craven County:** Title I and Title III staff complete the Welcome to Workforce Training modules located in the NCWorks Training Center site ([www.ncworkforcetraining.com](http://www.ncworkforcetraining.com)) which provide explanations of the Integrated Services Delivery (ISD) requirements. Integrated staff meetings are held bi-weekly and all staff participate in trainings throughout the year to include the cross-training of WIOA programmatic requirements.

- Number of staff enrolling jobseekers in WIOA Title I – **4**
- Number of contract staff conducting RESEA appointments – **0**
- Number of DWS staff who have their primary role as Business Service Representatives – **2**

**Center 3 – Kenansville, Duplin County:** Title 1 and Title 3 staff complete the Welcome to Workforce Training modules in NCTrain which provide explanations of the Integrated Services Delivery (ISD) requirements. All staff participate in trainings throughout the year to include the cross-training of Title I and Title 3 programmatic requirements (currently all Title 1 staff have been employed <6 months, therefore full cross-training has not been completed).

- Number of staff enrolling jobseekers in WIOA Title I – **3**
- Number of contract staff conducting RESEA appointments – **0**
- Number of DWS staff who have their primary role as Business Service Representatives – **2**

**Center 4 – Kinston, Lenoir County:** Our center engages in integrated service activities by ensuring both Title I & Title III staff have been cross trained and are able to provide workforce services to jobseekers without regard to their funding source/employer of record. All staff are in the rotation for seeing customers and provide jobseeker services seamlessly. Jobseekers coming into the Career Center are scheduled to see the next staff member in the rotation, without regard to the Career Advisors employer of record. All staff receive regular updates during staff meetings and via email to ensure they are all operating based on the most recent, updated policies and procedures. All staff are required to complete the Welcome to Workforce training in the NCWorks Training Center and all full-time staff also complete the Facilitating Career Development Course within the first two years of employment. All staff also engage with employers and both Title I and Title III staff are both on the Business Engagement team.

- Number of staff enrolling jobseekers in WIOA Title I. - **4**
- Number of contract staff conducting RESEA appointments. - **0**

- Number of DWS staff who have their primary role as Business Service Representatives. **0**

**Center 5 – Jacksonville, Onslow County:** Title I and Title III staff complete the Welcome to Workforce Training modules located in the NCWorks Training Center site ([www.ncworkforcetraining.com](http://www.ncworkforcetraining.com)) which provide explanations of the Integrated Services Delivery (ISD) requirements. Integrated staff meetings are held weekly and all staff participate in trainings throughout the year to include the cross-training of WIOA programmatic requirements.

- Number of staff enrolling jobseekers in WIOA Title I – **5**
- Number of contract staff conducting RESEA appointments – **0**
- Number of DWS staff who have their primary role as Business Service Representatives – **2**

**Center 6 – Goldsboro, Wayne County:** Title I & Title III staff have been cross trained and are able to provide workforce services to jobseekers without regard to their funding source/employer of record. All staff are in the rotation for seeing customers and provide jobseeker services seamlessly. Jobseekers coming into the Career Center are scheduled to see the next staff member in the rotation, without regard to the Career Advisors employer of record. All staff receive regular updates during staff meetings and via email to ensure they are all operating based on the most recent, updated policies and procedures. Any customer coming into the Career Center to have an EAI or RESEA appointment conducted may be seen by a Title I or Title III staff member. Likewise, any customer coming in or calling the Career Center for information regarding going back to school will be assisted by Title I or Title III staff.

- Number of staff enrolling jobseekers in WIOA Title I – **3**
- Number of contract staff conducting RESEA appointments – **3**
- Number of DWS staff who have their primary role as Business Service Representatives – **2**

**4. Describe how the local area, career centers and system partners work to deliver seamless job seeker services. What is your overarching strategy in doing this, and please provide a specific example that highlights your partnership.**

Eastern Carolina’s NCWorks Career Center delivery system brings together workforce development, educational, and other human resource services in a seamless customer-focused service delivery network that enhances access to the Centers’ services and improves long-term employment outcomes for individuals receiving assistance and the employers who access NCWorks seeking qualified workers. The Centers provide workforce development services as well as access to other programs and activities carried out by one-stop partners identified in the WIOA.

The Eastern Carolina local area's overarching strategy includes the development of an integrated service delivery model that provides high-quality integrated services and products to each customer who uses the system. In order to achieve this system, all services and products are integrated into functional teams as opposed to silo programs and/or funding streams.

In the Eastern Carolina local area, we have six full-service Tier 1 NCWorks Career Centers, and three NCWorks Remote Locations where trained college staff work at Community College campuses and use labor market information, career advising, and the features of NCWorks Online to deliver job-seeker and employer services to residents of each of our nine counties.

Examples of how this strategy is addressed below by each of the Centers:

**Center 1 – Morehead City, Carteret County:** Title I and III staff have been cross-trained in RESEA/EAI appointments, as well as eligibility for DW, Adult and Youth programs, resulting in customers receiving seamless job seeker services regardless of who the Greeter is at the front desk. The Greeter ascertains the reason for the visit and is able to provide the customer with information on the various programs/services offered. Currently, staff rotate coverage in the Welcome function, assess and guide job seekers in the Skills function and interact with Employers, regardless of employer of record. As an example of seamless job seeker services in action, the Greeter welcomes a customer into the Center, gathers information to assess needs, provides an overview of services and the resource area, shares information about next steps in the process if filing an unemployment claim, discusses retraining opportunities and assists in registration/updating information in NCWorks Online. This job seeker will also receive information about upcoming hiring events both in the community and at the Career Center.

**Center 2 – New Bern, Craven County:** When a job seeker visits the Career Center, they are greeted by a representative of the Welcome Team. The Greeter ascertains the reason for the visit and is able to provide the customer with information on the various programs/services offered. All staff have been cross-trained and are able to ascertain the reason for the visit and share pertinent services and programs with job seekers, resulting in the delivery of seamless job seeker services. Currently, staff rotates coverage in the Welcome function, assess and guide job seekers in the Skills function and interact with Employers, regardless of employer of record. Job seekers who utilizes virtual services AWS Call System or the NCWorks Live Chat will talk or chat with a Career Center representative, who will assess needs, provides an overview of services and the resource area, shares information about next steps in the process if filing an unemployment claim, discusses retraining opportunities and assists in registration/updating information in NCWorks Online. A Limited English Proficiency professional is available to the customers who do not speak English. The Career Center also utilizes MasterWord and iSpeak Cards to identify a customer's native language. Our Career Resource Center has 11 computers for job seekers who would like to complete an independent job search. Phone, fax machines, copiers, and informational materials, and job training are also available for Career Center

customers. Adaptive equipment is on site at the center as well as resources for non-English speaking customers. Partner agencies also participate in various training that are offered through the Career Center. In addition, the Center hosts virtual Quarterly Partnership Engagement meetings with 25+ community agencies to foster a seamless line to connect communication community partners and job seekers to find employment and training.

**Center 3 – Kenansville, Duplin County:** Every customer contacting the career center whether in-person or virtually deserves the utmost attention to their needs and the highest quality customer service possible. To implement this strategy all career center staff are prepared to assist any customer entering the career center, calling by phone or emailing through NCWorks.gov. Upon entering the center the customer is met by the receptionist at the front desk. They are welcomed into the center and asked how they can be assisted. Staff are prepared to support the Welcome function and are trained at using NCWorks' VOSGreeter feature to enter the customer into the tracking system. The customers' needs are ascertained at this point as to which initial staff/partner will assist them next. The customer is entered into VOSGreeter and designated services are selected. All staff are notified through NCWorks.gov of the waiting customer and next available staff or program specific (if needed) select the customer to be assisted. After services are completed, staff determine whether any additional services may be needed by another staff/partner. The assisting staff make contact in person or by phone to the next receiving partner and then make the appropriate visit updates to VOSGreeter which allows for the transfer of additional services per customer to other staff/partners within their visit. This process is also followed when assisting customers virtually (by phone, for example). An example of how well this process works in the center happened with two customers visiting the center for job referrals. The staff member assisting them completed the referral service request and identified an opportunity for training for each. One customer was referred to the Title 1 Adult program for training/educational assistance and the other was referred to Title 1 OJT program. The customers were introduced in-person to the next staff member/partner assisting them and all services and assisting staff were entered and resolved in the VOSGreeter function.

**Center 4 – Kinston, Lenoir County:** The Career Center customer is welcomed at the kiosk located in the lobby area immediately inside the front entrance to the Center. Signage helps direct the new visitor to the check in area where a trained customer service representative (CSR) is located. Regular customers also check in at this kiosk and it becomes part of the routine for visiting the Center. The CSR ascertains the nature of the visit and provides needed information and direction to the next part of the customer flow. A Limited English Proficiency (LEP) professional is available to the customers who do not speak English. The Career Center also utilizes the MasterWord Service Center and iSpeak Cards to identify a customer's native language. An employability skills lab is available for customers who would like to complete an independent job search. Phone, fax machines, copiers, and informational materials, including videos and current materials and job training are also available for Career Center

customers. Adaptive equipment is on site at the center as well as resources for non-English speaking customers. Partner agencies also participate in various training that are offered through the Career Center. Career Center staff have all been cross trained on services regardless of employer on record. Customers coming in to the career center are assisted by either a Title I or Title III staff member in rotation and career advisor availability.

**Center 5 – Jacksonville, Onslow County:** When a job seeker arrives in the Career Center, they are greeted by a representative of the local Center, regardless of employer of record. That representative may be Title I, Title III or an instructor with the Community College. Staff have been cross-trained and are able to ascertain the reason for the visit and share pertinent services and programs with the customers, resulting in the delivery of seamless job seeker services. For example, an individual arrives in the Center after receiving a layoff notice. As an example of seamless job seeker services in action, the Greeter welcomes a customer into the Center, gathers information to assess needs, provides an overview of services and the resource area, shares information about next steps in the process of filing an unemployment claim, discusses retraining opportunities and assists in registration/updating information in NCWorks Online. This job seeker will also receive information about upcoming hiring events both in the community and at the Career Center.

**Center 6 – Goldsboro, Wayne County:** Title I & Title III staff have been cross trained and are able to provide workforce services to jobseekers without regard to their funding source/employer of record. All staff are in the rotation for seeing customers and provide jobseeker services seamlessly. Jobseekers coming into the Career Center are scheduled to see the next staff member in the rotation, without regard to the Career Advisors employer of record. All staff receive regular updates during staff meetings and via email to ensure they are all operating based on the most recent, updated policies and procedures. Any customer coming into the Career Center to have an EAI or RESEA appointment conducted may be seen by a Title I or Title III staff member. Likewise, any customer coming in or calling the Career Center for information regarding going back to school will be assisted by Title I or Title III staff. Wayne County is very active in the community and agency partners as well as business services partners share agendas and ideas to help create a sustainable talent pool.

5. **Describe how the local area, career centers and system partner (e.g., Foreign Labor, Veterans, DWS business/employer services) work to deliver seamless business services. Be sure to address the following in your response.**
- **What is your overarching strategy in doing this?**
  - **How and how often do you share employer information with each other?**
  - **How and how do you collaboratively provide services?**

- **Describe a specific example that highlights your partnership.**

The Eastern Carolina local area, career centers, and system partners are committed to delivering high-quality, seamless business services. Following are examples of services that are offered by our NCWorks Career Centers. By focusing on the benefits of each feature, we are creating a better employer engagement strategy and building lasting transformational relationships with our local businesses.

<b>Feature</b>	<b>Benefit</b>
Employee Recruitment & Screening	Reduce recruiting costs and loss of revenue due to slowed production.
Tax Credit & Hiring Incentive Information	Reduce income tax liability.
Research Material on Labor and Industry Trends	Stay on top of workforce needs to remain competitive.
Workshops, Seminars, & Job Fairs	Reduce recruiting costs, loss of revenue due to slowed production, and maximize hiring staff time.
Skills Testing of Job Candidates	Reduce cost of testing potential candidates and know the skills and abilities of job-seekers prior to hiring. Reduce the costs associated with making a bad hire.
Worldwide Interactive Network (WIN) for Incumbent & Prospective Workforces	Reduce turnover and increase productivity of current and prospective employees, increase soft and hard skills.
Rapid Response Services	Reduce stress of business closure, increase employees chance of success when looking for new employment.
Training Services for Your Employees	Increase productivity, skills and decrease turnover for new and/or incumbent employees.
Workplace Literacy Training	Reduce turnover, increase productivity, reduce waste and injuries associated with lack of good literacy skills.
Youth Services & Outreach	Receive benefits for hosting internships or apprenticeships such as tax relief, customized training and cultivating a meaningful relationship with participants.

During the past four years, the ECWDB staff have worked with the Center managers to coordinate with and conducted training sessions for NCWorks Career Center staff and partners. The Center managers serve on the ECWDB NCWorks Business Services Committee, which meets every other month to discuss Center activities, provide input and share updates on Center business engagement activities. Additionally, the ECWDB Business Services Representatives and NCWorks Career Center teams meet

regularly. These sessions emphasized the value of engagement and have fostered business engagement teams composed of center staff, economic development partners, CTE directors, community college representatives and other community partners. Visitation schedules and recording protocols were developed during regional quarterly business engagement meetings convened by the local area to enhance idea exchange and networking. Prior to the pandemic, in partnership with the DWS Regional Operations Director (ROD) and the NCCCS Regional Customized Training Director, the ECWDB coordinated quarterly business service partner meetings to address regional business needs, develop implementation strategies, identify employer training needs, share best practices, and work to align and coordinate visitation efforts. These meetings also aligned with career pathways efforts that are underway within the region. During the pandemic, the meetings were more informal or virtual. Plans are to start back up with regularly scheduled quarterly meetings this fall.

One of the major business services improvements for the ECWDB and NCWorks Career Center teams included the adaption of the BusinessU model for the local area. The BusinessU model includes strategies to promote work-based learning services, such as On-the-Job training, incumbent worker training, and apprenticeships. While the pandemic temporarily redirected efforts to a virtual platform of engagement, the BusinessU principles provided a solid foundation to build upon. As a part of the business engagement efforts, the Eastern Carolina local area, career centers, and partners have continued their focus on delivering and improving business services by implementing the following overarching strategies:

- Building transformational relationships and moving away from the transactional
- Becoming more demand-driven and less supply-and agenda-driven
- Highlighting benefits of services instead of features
- Cultivating a strong list of business partners for referrals
- Increasing employer interactions
- Building relationships with more than one person at each business
- Communicating the economic impact
- Building and promoting the NCWorks brand

Examples of how this strategy is addressed below by each of the Centers:

**Center 1 – Morehead City, Carteret County:** All staff are trained to assist businesses in meeting their employment needs and we have created a Business Engagement Team within the Career Center. This team consists of Title III, Title I, JVSG and WDB Business Services Representative. This team educates employers on the benefits of utilizing NCWorks Career Centers to fill positions, resulting in the delivery of seamless business services. The Center team discusses employer engagement weekly during the team meeting.

A specific example of delivering seamless services is the weekly employer visits established by the Business Engagement Team, reaching out to employers who are not currently registered in NCWorks Online or not actively utilizing their NCWorks Online account. Updates are communicated weekly following the Carteret County Small Business Roundtable meetings.

**Center 2 – New Bern, Craven County:** All staff are cross-trained to assist businesses in meeting their employment needs. This is accomplished through cross-training in NCWorks Online. The Career Center provides the following for employer business services: NCWorks assistance, recruiting assistance, customized screening and job referrals of job candidates based on job requirements provided by employers; OJT/work experience opportunities available for most customers, including those with disabilities; access to individualized customized training program; rapid response; writing/reviewing job descriptions for job orders; local Labor Market Information for employers; mass recruitment events/employer job fairs. Also, we conduct employer visits, hiring events and job fairs are held on-site for employers as warranted. In addition, we have developed a NCWorks Business Resource Guide which identifies all key partners contact information, mission statement, and services each partner offers. Lastly, we participate in the Quarterly Manufacturing Roundtable, which include NCWorks Career Center manager, Craven County Schools Director of Career & Technical Education, Craven Community College Volt Center Dean, Title III, representative of local manufacturing companies i.e. BSH, Moen, Dradura, Weyerhaeuser, International Paper Company.

Example: Pucuda Leading Edge, a Connecticut company, was planning to open an office in New Bern. The NCWorks Center Manager and the Craven County Economic Director met with the employer. Discussed NCWorks services, labor market information and posting open vacancies. Also, he was invited to the Jones County Job Fair, where he accepted applications and was provided with a private place to conduct onsite interviews and was able to hire new staff immediately. Pucuda is thriving in Craven County.

Our overarching strategy includes hosting virtual meetings with system partners to discuss how we can assist an employer. Discussions include Incumbent Worker info, On the Job Training, Manufacturing Career Pathways training and certifications, work- based experiences and apprenticeships. We have created a couple short videos about business services NCWorks offers.

In addition, we have created a NCWorks Business Services Resource Guide, which is updated annually, to be a quick guide for businesses needing services.

Lastly, our strategy includes maintaining our current employers and re-engaging past employers, while incorporating new employers. For example, the NCWorks Team has toured BSH Cooking & DSH departments and Dradura adhered to all COVID-19 guidelines and limited personnel. Also, due to the partnership with Craven Community College Volt Center, BSH has 8 OJTs contracts and Dradura 2 OJTs contracts. We continued to host virtual and drive-thru hiring events.

For example, DAMCO Inc., a local company, is seeking information about how they can use OJT for CNC Machinist and Incumbent Worker program to assist their current employees. DAMCO wants to leverage the CTE program with Craven County Schools to expose potential students to welding and machinist opportunities. In addition, planning and coordinating virtual and drive-thru hiring events, marketing, social media, New Bern and Pamlico Chamber of Commerce, MCAS Cherry Point, and NCWorks employer services i.e. job orders and verification of employer.

**Center 3 – Kenansville, Duplin County:** Using an overarching strategy of meeting employer needs by providing contacts for multiple services within a visit, our center staff and system partners coordinate meetings with as many members of our Business Engagement Team as possible. Our team is comprised of the NCWorks Career Center Manager, Economic Developer and the Customized Training Director of James Sprunt Community College. We visit local employers together to hear any concerns they may have and share information regarding the services available through each respective agency. Our goal is to always share information that the employers find beneficial but not overwhelming. To that end, we meet briefly with employers and leave literature concerning the topics discussed. Through this partnership, the NCWorks Career Center has been able to develop and or rekindle relationships with local employers. Information regarding employer visits, needs, pertinent account updates and relationship strategies are discussed by phone, in-person or email as activities occur. Opportunities to collaborate generally arise with one of the team or staff having contact with an employer and reaching out to partners for relative services before scheduling a visit. Introductions to new staff/partners generally occur first over email if an in-person meeting cannot be scheduled in a timely manner. A recent meeting with a prominent employer in Duplin showcased the multi-service opportunities uncovered with this meeting strategy:

A joint meeting with two members of the Business Engagement Team – JSCC Customized Training Director and Career Center Manager met with the Director and Assistant HR Director for a local employer. Discussed in the meeting were training opportunities for welding and machine operator which led to sharing upcoming opportunities with the future JSCC Workforce

Development Center and current hiring events with NCWorks. The HR Director noted they receive numerous applications from Onslow County which resulted in a referral to our LVER. An introductory email followed. The LVER may be able to provide access to weekly hiring events on Camp Lejeune. In addition, center services to support a potential OJT contract were discussed just prior to an additional meeting that day with the employer and the Title 1 OJT program team.

**Center 4 – Kinston, Lenoir County:** The business services team meets regularly to discuss the needs of the local businesses. The Career Center provides the following for employer business services: recruiting assistance, customized screening and job referrals of job candidates based on job requirements provided by employers; OJT/work experience opportunities available for most customers, including those with disabilities; access to individualized customized training program; rapid response; writing/reviewing job descriptions for job orders; local Labor Market Information for employers; mass recruitment events/employer job fairs; and currently working on developing Apprenticeship programs locally.

Example: Several new companies have come into the Kinston/Lenoir County area. We have provided information on registering with NCWorks Online. We have provided information on how to post jobs as well. We have hosted job fairs/hiring events for these employers onsite and customers have been hired. One major accomplishment was with Amazon. Amazon was familiar with NCWorks but not with any of the NCWorks Career Center's in our Region. Our Career Center hosted a job fair and almost 500 job seekers participated in the event.

**Center 5 – Jacksonville, Onslow County:** Although all staff are trained to assist businesses in meeting their employment needs, we have created a Business Engagement Team within the Career Center. This team consists of Title III, Title I, JVSG and WDB Business Services Representative. This team educates employers on the benefits of utilizing NCWorks Career Centers to fill positions, resulting in the delivery of seamless business services. The Center team discusses employer engagement weekly during the team meeting.

A specific example of delivering seamless services is when an employer who has never utilized NCWorks heard about On-the-Job Training during a presentation from ECWDB BSR and Career Center Manager. The Career Center Manager set up a virtual meeting through Microsoft Teams (employer was based in New Hanover County with new jobs in Onslow County) and included the JVSG Local Veteran Employer Representative as well as the Title I Business Services Specialist. This meeting led to the employer posting jobs with NCWorks, learning about the overall services including WOTC, Incumbent Worker Training, Federal Bonding, Hire Vets Medallion Program and OJT. Following the virtual meeting the Title I BSS worked directly with the employer to establish an OJT contract.

A Business Engagement Team comprised of Economic Development, NCWorks, Customized Training, and CTE has been successfully in operation since 2016 and recently renamed Onslow Workforce Pipeline Development Team. This group meets monthly and communicates almost weekly, depending on the needs of local businesses. A menu of services was developed specific to Onslow County.

A specific example of delivering seamless services include an identified employer need to recruit for difficult to fill positions. A tour of the facility was set up and attended by the Onslow Workforce Pipeline Development Team members and a connection was made with the employer and the Onslow County Schools' textile department.

**Center 6 – Goldsboro, Wayne County:** In Wayne County, we have formed a Business Engagement Team. Our team is comprised of the NCWorks Career Center Manager, Wayne Community College's Business & Industry Manager, Director of Workforce and Continuing Education and Wayne County's Existing Industry Manager. We meet regularly to discuss issues of our current workforce and the needs of our employers. We network with local employers and our team is deployed as determined based on the feedback received. Through our partnerships, the NCWorks Career Center Manager is called upon to meet with local businesses who have expressed hiring needs. WorkSource East Vocational Rehabilitation trade school in Goldsboro provides carpentry, certified nurse aide and welding training, among other short-term training offerings, along with work-based learning opportunities for its clients. The Agency often coordinates WBL and employment opportunities with career center staff. NCWorks Wayne manager recently attended Wayne County Public Schools Business Advisory Council Meeting to discuss need for HVAC technicians and student training for this career path. Wayne manager also attended career fair at University of Mount Olive to promote NCWorks services to students as well as discuss possible internship opportunities throughout the county.

**6. What specific strategies are used to involve employers in identifying skill gaps and developing solutions to meet their workforce needs?**

The Eastern Carolina local area's employer strategies are multi-faceted and founded upon adapting the BusinessU model. The objective of our business services approach is to engage with employers to determine needs that can lead to actionable deliverables. This engagement emphasizes use of promotional literature, i.e. NCWorks Menu of Business Services, to facilitate conversation, then listening and clarifying information that can be used. The bi-monthly NCWorks Business Services Committee meetings provides an opportunity to share best engagement practices and develop solutions.

An example of these business engagement efforts is how the ECWDB and Career Center Managers utilized the Next Gen Sector Partnership model when working with employers on pathways. Next Gen Sector partnerships are industry-led, community supported partnerships that strengthen regional economies and connect people to jobs. This model has been put into practice for a series of industry round table discussions for three of the Certified Career Pathways in which an industry employer leads a meeting of business insiders to discuss their needs. Workforce development, economic development, local education agencies, community college and other partners actively listen to the discussion and develop relationships that will assist in meeting industry needs. These sessions have continued virtually as a result of pandemic.

As a part of the business engagement efforts, the Eastern Carolina local area, career centers, and partners have focused on improving business services through the following overarching strategies as adopted from the BusinessU model:

- Building transformational relationships and moving away from the transactional
- Becoming more demand-driven and less supply-and agenda-driven
- Highlighting benefits of services instead of features
- Cultivating a strong list of business partners for referrals
- Increasing employer interactions
- Building relationships with more than one person at each business
- Communicating the economic impact
- Build and promoting the NCWorks brand

Examples used to involve employers in identifying skill gaps and developing solutions to meet their workforce needs are provided by each Center Manger as follows:

**Center 1 – Morehead City, Carteret County:** A Career Advisor from the local office also serves as the local Business Consultant and attends weekly business roundtable discussions throughout the County. This strategy to engage businesses weekly, allows for identification of skills gaps, which in turn is shared with partners and solutions are developed to meet workforce needs.

Career Center staff conduct employer visits and, when doing this, engage in conversation to learn of any workforce needs and identify skills gaps. An example of a recent strategy was identifying a local employer who is very interested in Apprenticeships and On-the-Job Training programs. When the Career Center Manager was informed of this employer, a connection was made with the Customized Training Director at the Community College, who will conduct a visit with a Trades Instructor to determine solutions to their workforce needs.

**Center 2 – New Bern, Craven County:** The NCWorks Manager and/or Assistant Manager attends Industry Council meetings and roundtable discussions which consist of the Craven County Schools Director of Career & Technical Education, Craven Community College Volt Center Dean, Craven County Economic Director, City of New Bern Economic Development Director, local Chambers of Commerce, and representatives of local companies i.e. BSH, Moen, Dradura, Weyerhaeuser, International Paper Company, Chatsworth Products which allows for identification of skills gaps, which in turn is shared with partners and solutions are developed to meet workforce needs. In addition, as employer's place job postings with NCWorks, we may have areas of concern that we discuss with the employers on filling their needs. The employer is contacted, and specific skills are addressed. As needs are received, we share with our partners to help our employer community find the best candidate available.

In addition, we are a part of the Pamlico County Business Taskforce which provides outreach to businesses and identifying any gaps and develops solutions to help thrive. The Taskforce is comprised of the Center Manager, Pamlico Community College Small Business Center Director, ECWDB Business Services Rep, Pamlico County Chamber of Commerce, Pamlico County Economic Development Director and Pamlico Community College.

**Center 3 – Kenansville, Duplin County:** Employer needs regarding skills gaps are discussed and addressed during our Business Engagement Team visits where knowledge of partner services directly addressing programs such as OJT, Work Experience and Incumbent Worker Training Grants is shared resulting in referrals made to partners providing those services. In addition, employers are also advised of services available through the NCWorks Career Centers and the ECWDB during visits, phone and email interactions and when reviewing and posting job orders with staff.

**Center 4 – Kinston, Lenoir County:** Employers have provided the Career Center with information regarding the skills required to fill various positions within the organizations. The Career Center is working to provide a suitable candidate for employers based on the job requirements. Career Center staff participate in various committees within the community to engage with employers to identify skills gaps and bring information back to the Career Center and Community college staff to develop

solutions. The Career Center staff listened to local employers and created an opportunity in order to supply the demand of the local employers. Multiple job fairs and hiring events have been provided to assist employers with meeting the needs of finding talent for their workforce needs.

**Center 5 – Jacksonville, Onslow County:** Aside from the Business Engagement Team, the Career Center Manager sits on the Economic Development Board attending meetings to maintain interaction with employers and develop solutions to meet their workforce needs. The Economic Developer identified the need to bring remote positions to the County, due to the high level of education military spouses held. After several brainstorming sessions with military spouses, business owners, the local Chamber and Economic Development, a professional network was established for military spouses to connect with employers who support remote work and are connected in the Military Spouse Employment Partnership.

**Center 6 – Goldsboro, Wayne County:** The Career Center Manager participates in monthly HR Association and Economic Development Board Meetings. During these meetings, we discuss topics relating to employers' needs. Employers are advised of services available through the NCWorks Career Centers and the ECWDB.

**7. How are training programs such as apprenticeship, on-the-job training, and other work-based learning opportunities leading to industry-recognized credentials aligned with employers' needs, and marketed to support talent development?**

Training programs such as apprenticeship, on-the-job training, and other work-based learning opportunities leading to industry-recognized credentials aligned with employers' needs are marketed to local employers in support of talent development through the ECWDB Business Services Representatives and local NCWorks Business Services Teams/partners. The intent of business engagement is to listen to the employer's needs and offer venues to meet those needs. The Business Services Teams are conversant in work-based learning opportunities and share print and verbal information on each during employer visitations. Information obtained during these visits is coordinated with training partners. The outcomes of these efforts are shared with the partners through follow up meetings.

As previously stated, the ECWDB adopted the Next Gen Sector Partnership model when working with employers on pathways. One of the goals of these roundtable discussions is to identify work-based learning opportunities that can align industry credentials to the needs of employers. Through the pandemic, the BSR and Center Managers have facilitated and/or participated in virtual business engagement meetings.

Additional examples are provided by the Career Centers as follows:

**Center 1 – Morehead City, Carteret County:** Apprenticeships, On-the-Job Training and Work-Based Learning programs are highlighted when staff are conducting employer visits and a packet is shared with employers regarding points of contact for each program. Educating employers and marketing the benefits of work-based learning opportunities lead to industry-recognized credentials that align with the employers' needs and their knowledge of various programs allows for increased recruitment and utilization of services. A great example is Carteret Community College inviting NCWorks to partner on the Manufacturing Apprenticeship Program grant received by Duke Energy. The team worked together to plan two hiring events in order to develop talent for the program which would lead to the nationally recognized credential of Production Technician.

**Center 2 – New Bern, Craven County:** Apprenticeship, On-the-Job training, and Work-Based learning opportunities are marketed to employers through employer visits, business meetings, roundtable discussions, and one-on-one meetings/discussions i.e. in person, telephone call or virtually. We have incorporated a NCWorks Business Resource Guide which highlights all the training programs. Educating employers and marketing the benefits of work-based learning opportunities lead to industry-recognized credentials that align with the employers' needs and their knowledge of various programs allows for increased recruitment and utilization of services. We work with our educational system to help find those individuals that need certain credentials to obtain the job. Career Pathways are developed in the local schools to provide students with the opportunities to go to school, earn credits and do work experience at local industries. This enhances the capability of those students to have the credentials necessary to obtain employment upon graduation. Some local employers work with the students during school and the opportunities are available when they graduate from high school.

NCWorks and WIOA markets apprenticeship and OJT through employer visits, hiring events, the community colleges, community outreach events, NCWorks Business Service Resource Guide & Chamber of Commerce meetings.

**Center 3 – Kenansville, Duplin County:** Apprenticeship, OJT and work-based learning opportunities are marketed to employers during employer visits by the local Employer Engagement Team for the respective area. Employer packets containing marketing materials geared to these programs are presented. They are also discussed through phone or email interaction and can be emailed or mailed to them, as well. These opportunities are also marketed to jobseekers coming into the Career Center. The information is shared with jobseekers during their one-on-one interview with a Career Advisor, by phone, NCWorks Live Chat or emailed interaction. Materials can be emailed or mailed to prospective participants.

**Center 4 – Kinston, Lenoir County:** Center 4 – Kinston, Lenoir County: Training programs give customers hands-on experience and allow the customer to learn skills that can assist with acquiring the knowledge that can lead to industry-recognized credentials. Customers are also given an opportunity to participate in the Workforce Innovation and Opportunity Act Title I programs to engage in and receive educational training to prepare for work-based learning opportunities that can lead to successfully acquiring an industry-recognized credential.

**Center 5 – Jacksonville, Onslow County:** Apprenticeships, OJT's and Work Based Learning programs are highlighted during employer visits and a packet is shared with employers regarding points of contact for each program. Educating employers and marketing the benefits of work-based learning opportunities lead to industry-recognized credentials that align with the employers' needs and their knowledge of various programs allows for increased recruitment and utilization of services.

**Center 6 – Goldsboro, Wayne County:** Training programs such as apprenticeship, on-the-job training (Provided by our partners Two-Hawk), and other work-based learning opportunities leading to industry-recognized credentials aligned with employers' needs are marketed to local employers in support of talent development through the ECWDB BSC and local NCWorks Business Services Teams/partners. The intent of business engagement is to listen to the employer's needs and offer venues to meet those needs. The Business Services Teams are conversant in work-based learning opportunities and share print and verbal information on each during employer visitations. Information obtained during these visits is coordinated with training partners. The outcomes of these efforts are shared during the regional quarterly Business Engagement meetings.

As previously stated, the ECWDB recently began utilizing the Next Gen Sector Partnership model when working with employers on pathways. One of the goals of these roundtable discussions is to identify work-based learning opportunities that can align industry credentials to the needs of employers. This model has been put into practice for a series of industry round table discussions for a Transportation Certified Career Pathway in which an industry employer leads a meeting of business insiders to discuss their needs. Interest in holding round table events has already been shown by employers in Advanced Manufacturing industry in the region. Apprenticeship, OJT and work- based learning opportunities are marketed to employers during employer visits by the local Employer Engagement Team for the respective area. These opportunities are marketed to jobseekers coming into the Career Center. The information is shared with jobseekers during their one-on-one interview with a Career Advisor.

- 8. Name some specific ways the local area and centers continually collaborate with career development coordinators from Local Education Agencies in the service area to address skills gaps and assist students in pursuing career pathways.**

The Eastern Carolina Local Area and Centers continue to work closely with career development coordinators from Local Education Agencies to address skill gaps and assist students in pursuing Career Pathways. The ECWDB staff and Center staff often participate in local school events to promote career pathways options and NCWorks services. The ECWDB's Youth Council holds quarterly meetings in which the CTE Directors from the nine county schools are invited to participate and present updates.

Additionally, the ECWDB, Local Education Agencies, and workforce partners are currently engaged in a MyFutureNC educational attainment collaborative named OurFutureENC with a goal of seeing 17,000 additional credentials attained by 2030. This educational collaborative meets monthly to share best practices, identify career awareness opportunities, and plan regional events such as an Education Summit that is tentatively planned for August 2022 to raise awareness of the educational attainment efforts and promote career pathways opportunities. The collaborative is built upon a very successful foundation that includes the regional Certified WorkReady Communities initiatives and the five certified Career Pathways. To assist career development facilitators with identifying skill gaps with students, the ECWDB in partnership with the Cape Fear WDB purchased a regional subscription for Traitify in the Southeast Prosperity Zone. Traitify is a quick (90 seconds) and easy work-based career assessment that is designed to measure personality traits. The personality data gathered identifies specific aspects of how someone works, the type of work they would enjoy and even includes details such as which personalities they would work well with and those that may pose a conflict. We believe that this will be a great tool in advising high school students on career pathways and matching students to career pathways in which they will be successful. This Traitify assessment service is available for use by all the local K-12 in the Southeast Region.

The ECWDB staff and Center staff often participates in CTE events such as Career Days, CTE meetings to promote career pathways, and conducts classroom presentations to high school students upon request. During these sessions, the Traitify assessment is implemented.

Examples of how Career Centers are continually collaborating with career development coordinators from Local Education Agencies in the service area to address skills gaps and assist students in pursuing career pathways are as follows:

**Center 1 – Morehead City, Carteret County:** NCWorks collaborated with the Carteret County Public Schools (CTE Teachers and career development coordinators) and coordinated an Employer Outreach Day. The schools provided transportation on activity buses and the staff of both entities and Carteret Community College, Eastern Carolina Workforce Development Board

and Vocational Rehabilitation met at a local high school to start the day, which consisted of tours at 2 local manufacturers, then lunch and additional Q&A with employers regarding needs and how the partners can provide support.

**Center 2 – New Bern, Craven County:** Craven and Pamlico County Schools are an active partner with the NCWorks Career Center Craven. Craven county students are encouraged to register for work on NCWorks. Meetings are held to discuss and address skill gaps of students for industry positions available in our area. Students have opportunities to visit, complete work experience and develop the skills through Career Pathways while they are in school. Many opportunities are available to those students that desire to stay in our community to work. Career Center management have visit local high schools to speak with various Career & Technical Education classes regarding various career pathways and trade programs that are available through the community college and how students can access education and training services through the Career Center upon graduation. The CTE Director keeps local workforce development partners in the loop regarding programs and construction. Staff has participated in the local job fair for high school seniors in area schools.

In addition, NCWorks works with Craven Community College Job Readiness Bootcamp and Volt Center to assist those students completing training and seeking employment. We have created a couple of videos to highlight our partnership and educates the students on the next step after training.

**Center 3 – Kenansville, Duplin County:** The Career Center Manager is a member of the Duplin County Partnership for Career Planning. A Career Center Career Advisor is the current President of this Council and serves as a member of the Career Development Committee. Career Center Management and staff participate in DCPCP sponsored events as well as conducting workshops and training sessions at the local schools to include; interviewing skills, resume writing, self-assessment (Traitify), career exploration (Career pathways, O\*NET) and soft skills, to name a few. We are also willing to host tours and job shadowing opportunities for students.

**Center 4 – Kinston, Lenoir County:** The Career Center has active partnerships with the public education system in the area. The public education system cooperates in the testing for WorkKeys®, Career Days, Job Fairs, in referrals for students to workforce programs such as WIOA Youth, job shadowing days, speaking engagements, and providing information to teachers and students on varying skill needs for the marketplace in the area. Lenoir Community College received additional grant funds to continue employment for individuals to serve as NCWorks Career Coaches in Lenoir and Greene Counties to offer career exploration on site at the high schools in each county, starting at an earlier age. NCWorks Career Center staff members continue visit the local high schools to speak with various Career and Technical Education classes regarding various career pathways that

are available through the community college and how students can access education and training services through the career center upon graduation. Career Center staff also participate in virtual Career Days as well.

**Center 5 – Jacksonville, Onslow County:** The CTE Director invited the Career Center Manager to speak at the CTE Opening Session which included 106 educators in the audience. This was an opportunity to engage with the CTE teachers and career development coordinators, provide an overview of NCWorks services, address skills gaps and connect educators with resources to assist students in pursuing career pathways.

**Center 6 – Goldsboro, Wayne County:** Being a part of the Wayne Works Board in association with Wayne County Public Schools, the Career Center is able to hear the needs and concerns from the school system and CTE Director. Ideas and program services are promoted as avenues to address skills gaps through OJT, apprenticeships, Incumbent Worker Training and other work-based learning opportunities.

**9. Name some specific ways the local area and centers continually collaborate with the local community college(s) to address skills gaps and assist customers in pursuing career pathways.**

The Eastern Carolina local area and NCWorks Career Centers have a strong partnership with each of the seven community colleges. Two of the local Community College Presidents are active board members and each serve on one of the following ECWDB committees: Youth Council and Business Services. Also, within the Eastern Carolina Local Area, eight of the nine counties Title I WIOA-funded Career Advisor staff assigned to the local NCWorks Career Centers are staff from the local community colleges. Career Advisors deliver Title I WIOA services within the context of the NCWorks integrated services delivery system and operate specifically in the local NCWorks Career Centers. As a part of their role as NCWorks Career Advisors, they coordinate and deliver all aspects of career services including career advising, conducting employability and/or re-employment assessment interviews, issuing scholarships for training, assisting job seekers with their employment goals, participating in hiring events, providing employer services, creating OJT and work-based learning opportunities, and other duties as assigned by NCWorks Career Center manager. Likewise, the community college's Title II Adult Basic Education staff are a part of the NCWorks Leadership teams and ensure services are offered through the local NCWorks Centers.

Another example of this strong community college partnership is the efforts that have been underway since 2005 directed toward the North Carolina Career Readiness Initiative that later expanded in 2011 to a regional pilot Work Ready Communities (WRC) initiative. Today the WRC is a successful Statewide NCWorks Certified WorkReady Communities initiative. All nine

counties are designated as Certified Work Ready Communities, in which the ECWDB, community colleges, and local school systems led this initiative. This college partnership is now invigorated through the MyFutureNC collaboration and serves as a key partner of the OurFutureENC collaborative team.

Also, in addition to the high-quality business engagement activities described in this application that involves our local community colleges, the successful career pathways efforts underway in our local area are a direct result of the expansive partnership with each of the local community colleges. Both focus directly on improving business services, addressing skill gaps, and assisting customers in pursuing career pathways.

The Eastern Carolina Local Area staff and Centers have worked closely with the local community colleges in the creation of the local NCWorks Certified Career Pathways, which included opportunities to share best practices, identify career awareness opportunities and plan regional events such as career fairs.

Below are examples provided by the Centers on how the local centers collaborate with the local community college(s) to address skills gaps and assist customers in pursuing career pathways:

**Center 1 – Morehead City, Carteret County:** An Employability Lab has been established by Carteret Community College at the Career Center two days a week. This Lab, along with Career Center staff, allows for an opportunity to identify skills gaps and make referrals to various programs offered by the Community College. This collaboration results in increased communication as skills gaps are identified and customers are assisted as they pursue career pathways. The Career Center Manager also meets weekly and/or monthly with Community College staff to maintain open communication and as a way to address skills gaps.

**Center 2 – New Bern, Craven County:** Our center works one on one with Craven and Pamlico Community Colleges and our customers to address skill gaps and career pathways. Labor market information and career pathways are discussed with our clients to help them determine what route to take and which credential/training is needed so they can be successful. We have employers that we work with directly to help in directing us with their skill gaps. The WIOA Title I Program is available to help with training expenses, counseling and job placement for the Adult, Dislocated Worker, and Youth populations. We have partnered with Craven Community College Volt Center and local manufacturing companies in creating a talent pipeline for manufacturing. The Volt Center offers a 2-Day Fast Track Manufacturing Course. This allows individuals who have never worked in manufacturing learn the skills needed on an assembly line. During the course, HR representatives from BSH, Dradura and Moen stops by and talk to the students about their company, what a typical workday looks like and how to be successful at

their respective companies. In addition, the students are screened for OJT. After the training, students receive an interview from the respective company. This partnership has closed the skill gap for manufacturing and our local manufacturing companies are employing individuals who can contribute to the company's mission.

**Center 3 – Kenansville, Duplin County:** The NCWorks Career Center Manager, along with a Title III Career Advisor, is actively involved with the Duplin County Partnership for Career Planning (DCPCP) Team. This team is comprised of various partners, including James Sprunt Community College, Duplin County Public Schools (K-12), Duplin County Department of Social Services and various other members. We meet quarterly to determine how we may best assist students and jobseekers with creating a plan or embarking on a career pathway which will lead to their success. The DCPCP also reviews programs at JSCC to offer insight for improvement and approval. In addition, as center partners with Title 1, career center staff participate in joint functions with community college to provide resource information, NCWorks services job seekers, WOIA education and training opportunities, career development and career awareness activities.

**Center 4 – Kinston, Lenoir County:** The Career Center has meshed the services, so the collaboration between the Career Center staff and the community college (LCC) is continuous, daily, seamless, immediate for information, and puts the job seeker in the arena of quick training options needed by local employers. The Center and college staff are aware of employer needs and economic forecasts for the region. College coordinators are just a step away and can help answer customer questions on employment and training options. Employer relationships also bring in short term pre-hire classes for highly demanded job options for customers and the immersion of the Center into campus culture and the campus into the Center culture has been, and will be, a model for others to follow. The service menu can assure high demand training is further addressed in the collaboration for the highest of customer service for the job seeker and employers alike.

**Center 5 – Jacksonville, Onslow County:** An Employability Lab has been established by Coastal Carolina Community College at the Career Center three days a week. This Lab, along with Career Center staff, allows for an opportunity to identify skills gaps and make referrals to various programs offered by the Community College. This collaboration results in increased communications as skills gaps are identified and customers are assisted as they pursue career pathways. The Career Center Manager also sits on the Continuing Education Advisory Committee, which allows for an open forum to identify skills gaps and collaborate with the Community College to discuss solutions. The Human Services Coordinator attends weekly meetings at the Career Center to maintain an open line of communication and a monthly meeting occurs between the Career Center Manager and Human Services Coordinator as an opportunity to discuss skills gaps and address services and program development.

**Center 6 – Goldsboro, Wayne County:** The Career Center Manager is a member of the Wayne County Public Schools, CTE Advisory Committee. Career Center Management has offered to have Career Advisors speak with students. We are also willing to host tours and job shadowing opportunities for students. Career Center staff & management are actively involved with the local Community College. The Career Center Manager is a part of the Medical Office Administration Advisory Committee at Wayne CC.

**10. If you are a single county workforce area, how do you collaborate and partner specifically with other workforce areas?**

Not applicable – we are a nine-county workforce development area.

**Required Documentation**

- An MOU describing the roles and responsibilities of one-stop partners.

**Please complete the following charts.**

INTEGRATED SERVICES	Center 1	Center 2	Center 3	Center 4	Center 5	Center 6
Location: City, County	Morehead City, Carteret	New Bern, Craven	Kenansville, Duplin	Kinston, Lenoir	Jacksonville, Onslow	Goldsboro, Wayne
Tier 1, Tier 2 , Specialized	Tier 1					
Centers offers career services according to <b>TEGL 16-16 and WIOA Final Rule 20 CFR 678.430</b> <i>What are career services?</i>						
List the <b>Basic Career Services</b> offered (registration and enrollment, initial skill assessments, job search and placement assistance, LMI, etc.). Indicate which services are offered virtually.	Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs; Outreach, intake and orientation; Initial assessment of skill levels and supportive service needs; Labor exchange services; Provision of referrals to and coordination of activities with other programs and services; Provision of workforce and labor market employment statistics information; Provision of information, in usable and understandable formats and languages; information and meaningful	Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs; Outreach, intake and orientation; Initial assessment of skill levels and supportive service needs; Labor exchange services; Provision of referrals to and coordination of activities with other programs and services; Provision of workforce and labor market employment statistics information; Provision of information, in usable and understandable formats and languages; information and meaningful	Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs; Outreach, intake and orientation; Initial assessment of skill levels and supportive service needs; Labor exchange services; Provision of referrals to and coordination of activities with other programs and services; Provision of workforce and labor market employment statistics information; Provision of information, in usable and understandable formats and languages; information and meaningful	Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs; Outreach, intake and orientation; Initial assessment of skill levels and supportive service needs; Labor exchange services; Provision of referrals to and coordination of activities with other programs and services; Provision of workforce and labor market employment statistics information; Provision of information, in usable and understandable formats and languages; information and meaningful	Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs; Outreach, intake and orientation; Initial assessment of skill levels and supportive service needs; Labor exchange services; Provision of referrals to and coordination of activities with other programs and services; Provision of workforce and labor market employment statistics information; Provision of information, in usable and understandable formats and languages; information and meaningful	Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs; Outreach, intake and orientation; Initial assessment of skill levels and supportive service needs; Labor exchange services; Provision of referrals to and coordination of activities with other programs and services; Provision of workforce and labor market employment statistics information; Provision of information, in usable and understandable formats and languages; information and meaningful

	assistance to individuals seeking assistance in filing a claim for unemployment compensation.  Basic Career Services are also offered virtually.	assistance to individuals seeking assistance in filing a claim for unemployment compensation.  Basic Career Services are also offered virtually.	assistance to individuals seeking assistance in filing a claim for unemployment compensation.  Basic Career Services are also offered virtually.	assistance to individuals seeking assistance in filing a claim for unemployment compensation.  Basic Career Services are also offered virtually.	assistance to individuals seeking assistance in filing a claim for unemployment compensation.  Basic Career Services are also offered virtually.	assistance to individuals seeking assistance in filing a claim for unemployment compensation.  Basic Career Services are also offered virtually.
List the <b>Individualized Career Services</b> offered (development of IEPs, career counseling and planning, short-term skill development, work experience, etc.). Indicate which services are offered virtually.	Comprehensive and specialized assessments of the skill levels and service needs; individual employment plan; Group & Individualized counseling; Short-term pre-vocational services; Internships and work experiences; work prep activities; follow up services  ICS Services offered virtually (except where short-term skill development and/or work experience must be in person.	Comprehensive and specialized assessments of the skill levels and service needs; individual employment plan; Group & Individualized counseling; Short-term pre-vocational services; Internships and work experiences; work prep activities; follow up services. Career counseling can be offered virtually.  ICS Services offered virtually (except where short-term skill development and/or work experience must be in person.	Comprehensive and specialized assessments of the skill levels and service needs; individual employment plan; Group & Individualized counseling; Short-term pre-vocational services; Internships and work experiences; work prep activities; follow up services  ICS Services offered virtually (except where short-term skill development and/or work experience must be in person.	Comprehensive and specialized assessments of the skill levels and service needs; individual employment plan; Group & Individualized counseling; Short-term pre-vocational services; Internships and work experiences; work prep activities; follow up services  ICS Services offered virtually (except where short-term skill development and/or work experience must be in person.	Comprehensive and specialized assessments of the skill levels and service needs; individual employment plan; Group & Individualized counseling; Short-term pre-vocational services; Internships and work experiences; work prep activities; follow up services.  ICS Services offered virtually (except where short-term skill development and/or work experience must be in person.	Comprehensive and specialized assessments of the skill levels and service needs; individual employment plan; Group & Individualized counseling; Short-term pre-vocational services; Internships and work experiences; work prep activities; follow up services  ICS Services offered virtually (except where short-term skill development and/or work experience must be in person.
List the <b>Follow-up Career Services</b> offered (post-employment services for adults and dislocated workers placed in	Group & Individualized counseling; phone	Group & Individualized counseling; phone	Group & Individualized counseling; phone	Group & Individualized counseling; phone	Group & Individualized counseling; phone	Group & Individualized counseling; phone

<p>unsubsidized employment, counseling about the workplace). Indicate which services are offered virtually.</p>	<p>call/email follow up to determine education/employment status; OJT when applicable; continued review of the individual employment plan to ensure goals are being met.</p> <p>Follow-up Career Services are offered virtually.</p>	<p>call/email follow up to determine education/employment status; OJT when applicable; continued review of the individual employment plan to ensure goals are being met.</p> <p>Follow-up Career Services are offered virtually.</p>	<p>call/email follow up to determine education/employment status; OJT when applicable; continued review of the individual employment plan to ensure goals are being met.</p> <p>Follow-up Career Services are offered virtually.</p>	<p>call/email follow up to determine education/employment status; OJT when applicable; continued review of the individual employment plan to ensure goals are being met.</p> <p>Follow-up Career Services are offered virtually.</p>	<p>call/email follow up to determine education/employment status; OJT when applicable; continued review of the individual employment plan to ensure goals are being met.</p> <p>Follow-up Career Services are offered virtually.</p>	<p>call/email follow up to determine education/employment status; OJT when applicable; continued review of the individual employment plan to ensure goals are being met.</p> <p>Follow-up Career Services are offered virtually.</p>
<p>List the training services offered according to <b>WIOA Final Rule 20 CFR 680.200</b> <i>What are training services for adults and dislocated workers?</i> (occupational skills training, OJT, incumbent worker training, other training and upskilling programs, adult education and literacy). Indicate which services are offered virtually.</p>	<p>OJT when skill gaps have been determined; educational scholarships for upskilling; ABE where/when applicable. [NextGen-work experience]</p> <p>Training services offered virtually except when training must be in person.</p>	<p>OJT when skill gaps have been determined; educational scholarships for upskilling; ABE where/when applicable. [NextGen-work experience]</p> <p>Training services offered virtually except when training must be in person.</p>	<p>OJT when skill gaps have been determined; educational scholarships for upskilling; ABE where/when applicable. [NextGen-work experience]</p> <p>Training services offered virtually except when training must be in person.</p>	<p>OJT when skill gaps have been determined; educational scholarships for upskilling; ABE where/when applicable. [NextGen-work experience]</p> <p>Training services offered virtually except when training must be in person.</p>	<p>OJT when skill gaps have been determined; educational scholarships for upskilling; ABE where/when applicable. [NextGen-work experience]</p> <p>Training services offered virtually except when training must be in person.</p>	<p>OJT when skill gaps have been determined; educational scholarships for upskilling; ABE where/when applicable. [NextGen-work experience]</p> <p>Training services offered virtually except when training must be in person.</p>
<p>List any employment and training services carried out under <b>Section 134(d) of WIOA</b>. (customized screening and referral of job candidates, employment services for businesses, training and services for those with disabilities). Indicate which services are offered virtually.</p>	<p>Screening and Referral of job candidates; labor exchange activities and labor market information; recruitment events and job fair services; Collaborating with</p>	<p>Screening and Referral of job candidates; labor exchange activities and labor market information; recruitment events and job fair services; Collaborating with</p>	<p>Screening and Referral of job candidates; labor exchange activities and labor market information; recruitment events and job fair services; Collaborating with</p>	<p>Screening and Referral of job candidates; labor exchange activities and labor market information; recruitment events and job fair services; Collaborating with</p>	<p>Screening and Referral of job candidates; labor exchange activities and labor market information; recruitment events and job fair services; Collaborating with</p>	<p>Screening and Referral of job candidates; labor exchange activities and labor market information; recruitment events and job fair services; Collaborating with</p>

	workforce partners such as VR to ensure those with disabilities are being adequately served.	workforce partners such as VR to ensure those with disabilities are being adequately served.	workforce partners such as VR to ensure those with disabilities are being adequately served.	workforce partners such as VR to ensure those with disabilities are being adequately served.	workforce partners such as VR to ensure those with disabilities are being adequately served.	workforce partners such as VR to ensure those with disabilities are being adequately served.
	Employment and Training services offered virtually except when training must be in person.	Employment and Training services offered virtually except when training must be in person.	Employment and Training services offered virtually except when training must be in person.	Employment and Training services offered virtually except when training must be in person.	Employment and Training services offered virtually except when training must be in person.	Employment and Training services offered virtually except when training must be in person.
List business services offered according to <b>TEGL 16-16 and WIOA Final Rule 20 CFR 678.435</b> <i>What are the business services provided through the one-stop delivery system, and how are they provided?</i> (Implementing sector strategies and/or regional skills alliances, writing/reviewing job descriptions, LMI, customized employer-related services on a fee-for-service basis, Rapid Response, Apprenticeship, etc.). Indicate which services are offered virtually.	Career Center staff work together and with local area workforce partners when applicable to coordinate in center and employers site recruitment events and job fair services; provided human resource consultation services such as updating job descriptions; Dissemination of LMI data; Rapid Response service when applicable.	Career Center staff work together and with local area workforce partners when applicable to coordinate in center and employers site recruitment events and job fair services; provided human resource consultation services such as updating job descriptions; Dissemination of LMI data; Rapid Response service when applicable.	Career Center staff work together and with local area workforce partners when applicable to coordinate in center and employers site recruitment events and job fair services; provided human resource consultation services such as updating job descriptions; Dissemination of LMI data; Rapid Response service when applicable.	Career Center staff work together and with local area workforce partners when applicable to coordinate in center and employers site recruitment events and job fair services; provided human resource consultation services such as updating job descriptions; Dissemination of LMI data; Rapid Response service when applicable.	Career Center staff work together and with local area workforce partners when applicable to coordinate in center and employers site recruitment events and job fair services; provided human resource consultation services such as updating job descriptions; Dissemination of LMI data; Rapid Response service when applicable.	Career Center staff work together and with local area workforce partners when applicable to coordinate in center and employers site recruitment events and job fair services; provided human resource consultation services such as updating job descriptions; Dissemination of LMI data; Rapid Response service when applicable.
	Business services are provided virtually.					

## PARTNERSHIP CHECKLIST

In the chart(s) below indicate whether the partner is on-site full-time (FT), on-site part-time (PT), off-site but by “direct linkage” (DL), or the program does not exist in the region (NE). Refer to the Appendix if you have more than 5 locations. Affiliate Centers do not need to offer access to all required one-stop partners.

REQUIRED PROGRAMS/PARTNERS	Center 1	Center 2	Center 3	Center 4	Center 5	Center 6
WIOA Title I Adult	FT	FT	FT	FT	FT	FT
WIOA Title I Dislocated Worker	FT	PT	FT	FT	FT	FT
WIOA Title I Youth	FT	FT	FT	FT	FT	FT
WIOA Title I Job Corps	DL	DL	DL	DL	DL	NE
WIOA Title I Youth Build	NE	NE	NE	NE	NE	NE
WIOA Title I Native American programs	NE	NE	NE	NE	NE	NE
WIOA Title I National Farmworkers Programs/Migrant and Seasonal Farmworker programs	DL	DL	DL	DL	DL	PT
WIOA Title II Adult Education and Family Literacy	DL	DL	DL	DL	DL	DL
WIOA Title III Wagner-Peyser	FT	FT	FT	FT	FT	FT
WIOA Title IV Rehabilitation Act Title 1 programs (Vocational Rehabilitation)	PT	PT...DL	PT, DL	PT....DL	PT	PT
Senior Community Service Employment Program (SCSEP)	PT	DL	PT	DL	DL	PT
Temporary Assistance for Needy Families (TANF)	DL	DL	DL	DL	DL	DL
Perkins Career and Technical Education Programs (Department of Public Instruction)	DL	DL	DL	DL	DL	DL
Trade Adjustment Assistance programs	PT	FT	PT	PT	PT	PT
Veterans Employment programs (LVER & DVOP)	FT	FT	PT	PT	FT	FT

Community Services Block Grants	DL	PT/DL	DL	DL	DL	NE
HUD Employment and Training programs	DL	DL	DL	DL	DL	NE
Unemployment Compensation programs (Division of Employment Security)	DL	DL	DL	DL	DL	DL
Reentry Employment Opportunities (REO) - Second Chance Act programs	PT	PT	PT (Reentry Specialist)	DL	PT	DL



### Questions

- 1. Describe the ongoing learning environment to increase staff expertise and ensure staff are equipped to serve customers effectively and efficiently, using specific examples. How are staff and management trained and cross-trained on an ongoing basis to stay current on programs and services?**

Staff participate in both individual and team webinars and face to face training throughout the year. All Eastern Carolina NCWorks Career Centers have the option to close to the public one afternoon a month at the Center Manager's discretion beginning at 12:00 pm for staff development and training. As a part of the staff development and training, all NCWorks staff is required to complete the newly developed Welcome to Workforce (W2W) training, a 5-part orientation and sequential training plan for new staff of the North Carolina core workforce system which is designed to be completed within two years of hire. For new staff, this provides a structured on-boarding process for learning their role in the NCWorks system. For existing staff, this is an opportunity to reinforce their system knowledge and workplace skills. The goal is to provide a consistent foundation from which to build system capacity and quality of services. While this training is designed for the core workforce system, staff of partner agencies and community organizations involved in workforce services will be encouraged to participate in the training components. Additionally, the ECWDB will offer training on a regular basis as it relates to improving NCWorks services and delivery.

An example of the ECWDB's training is how the ECWDB staff developed and delivered Career Pathways related training to staff and partners at our NCWorks Career Centers which goes into detail on what career pathways and NCWorks Certified Career Pathways are and how to best advise clients about different pathways. This training included a section on Facilitating Career Development and how the competencies relate to pathways advising. Training has been completed by all six of the currently

certified NCWorks Career Centers. The series is now available on the NCWorks Training Center website and is offered as a part of the W2W training platform.

Additionally, below are examples for each Career Center on how staff development and training occurs.

**Center 1 – Morehead City, Carteret County:** Mandatory trainings conducted yearly by center partners such as; Agricultural Services (H2A), Veteran Services, Title 1 – Adult, Dislocated Worker, and Youth programs keep the staff abreast of program changes and updates which often lead to opportunities for additional training on the subjects. Management and staff receive updates on new or revised training modules and presentations through email from partners and the NCWorks Training Center. Staff are encouraged to participate in voluntary offerings and schedule adjustments to ensure their attendance are made. Transcripts are maintained through NCTrain for trainings through their system which ensures staff and management are aware of cross-training opportunities and completions. Based on the suggestions of staff, various agencies will join the scheduled weekly meetings and make presentations to the Career Center staff. Through these presentations, the Career Center staff become more knowledgeable about the programs available in our local area.

**Center 2 – New Bern, Craven County:** Mandatory trainings conducted yearly by center partners such as; Agricultural Services (H2A), Veteran Services, Title 1 – Adult, Dislocated Worker, and Youth programs keep the staff abreast of program changes and updates which often lead to opportunities for additional training on the subjects. In addition, we contact various agencies to have speakers come and make presentations to the Career Center staff and partners. Through these presentations, the Career Center staff becomes more knowledgeable about the programs available in our local area. We are then able to share this information with our job seeking customers who appear to meet the programmatic requirements. In addition, we have bi-weekly/monthly staff meetings to review programs, updates and disburse information. Training is also done on an individual basis to ensure the work is completed per instructions. As with all NCWorks Career Centers, we continue to receive ongoing training through NCWorks online training, the NC Workforce Training Center, and the ECWDB. Each staff member has participated in Facilitating Career Development or completed interactive Career Advising trainings to stay current on workforce development programs and services.

**Center 3 – Kenansville, Duplin County:** Throughout the year, we have several local staff development & training opportunities. Mandatory trainings conducted by yearly by center partners such as; Agricultural Services (H2A), Veteran Services, Title 1 – Adult, Dislocated Worker, and Youth programs keep the staff abreast of program changes and updates which often lead to

opportunities for additional training on the subjects. Management and staff receive updates on new or revised training modules and presentations through email from partners and the NCWorks Training Center. Staff are encouraged to participate in voluntary offerings and schedule adjustments to ensure their attendance are made. . Training records are maintained on the NCWorks Training Center site for trainings through their system which ensures staff and management are aware of cross-training opportunities and completions. Based on the suggestions of staff, the Manager will contact various agencies to request to have speakers come and make presentations to the Career Center staff. Through these presentations, the Career Center staff become more knowledgeable about the programs available in our local area. We are then able to share this information with our job seeking customers who appear to meet the programmatic requirements.

We utilize open communication. During our staff meetings, all Career Center staff and partners are asked to provide an update on their area of responsibility. Staff are updated on policies and procedures through this process. Additionally, updates may also be communicated through email.

**Center 4 – Kinston, Lenoir County:** Cross training is provided for staff on the enrollment and eligibility processes of each program by local staff providing in-house coaching to other staff on basic customer service, Wagner-Peyser enrollment, WIOA Title I eligibility, use of NCWorks, resources and referrals, procedural customer flow, and core services. The customer flow model of “welcome, skills, and employment” is integral to the model of the new training and service delivery model for the staff at the Career Centers housed at Lenoir Community College campuses. Monthly partnership meetings are conducted to keep all staff and partners abreast of all changes within the Career Center. For example, if a customer comes into the Career Center for the RESEA appointment, the staff member that is assisting with the RESEA appointment can also give information regarding Career Pathways and WIOA Title I training and education services. The Career Center Manager also includes special presentations during the monthly partnership meetings such as Stress Management to ensure that staff can take advantage of workshops outside of the scope of work as well.

**Center 5 – Jacksonville, Onslow County:** Mandatory trainings conducted yearly by center partners such as; Agricultural Services (H2A), Veteran Services, Title 1 – Adult, Dislocated Worker, and Youth programs keep the staff abreast of program changes and updates which often lead to opportunities for additional training on the subjects. Management and staff receive updates on new or revised training modules and presentations through email from partners and the NCWorks Training Center. Staff are encouraged to participate in voluntary offerings and schedule adjustments to ensure their attendance are made. Training records are maintained on the NCWorks Training Center site for trainings through their system which ensures staff and management are aware of cross-training opportunities and completions. Based on the suggestions of staff, various

agencies will join the scheduled weekly meetings and make presentations to the Career Center staff. Through these presentations, the Career Center staff become more knowledgeable about the programs available in our local area.

**Center 6 – Goldsboro, Wayne County:** Throughout the year, we have several local staff development & training opportunities. Based on the suggestions of staff, the Manager contacts various agencies to have speakers come and make presentations to the Career Center staff. Through these presentations, the Career Center staff becomes more knowledgeable about the programs available in our local area. We are then able to share this information with our job seeking customers who appear to meet the programmatic requirements.

**2. Describe your onboarding process for new hires.**

The Eastern Carolina WDB requires that all new Center staff complete Welcome to Workforce through the NCWorks Training Center via the Training Registration and Information Network (TRAIN) website within the time frame established by the training center; however, supervisors may choose to accelerate the timeline based on employee progress and workload requirements.

The Eastern Carolina WDB has developed an NCWorks Career Center Employee Handbook to be used with new employees. This handbook is modeled on the TRAIN Welcome to Workforce Training and is meant to be used as a guide for training new employees and a reference moving forward. The handbook includes information on integrated service delivery and WIOA Titles I and III, so all employees are exposed to the services in the Career Center. It also includes the New Employee Checklist to keep training on track and in one place. It is developed in a way that makes updating seamless and easy and is updated periodically to ensure compliance and that information is up to date. Currently, the handbook is being converted to an online format for easy access for all staff.

New employees shadow staff members in all areas of the career center to learn best practices they can incorporate into their own day-to-day tasks. Career Advisors get training on Adult, Dislocated Worker, and Youth programs so they may be able to answer related questions to ensure an integrated service delivery.

Employee Training Timeline is as follows:

Training for all staff:

*Part 1: On-boarding and Foundation*

*First 30 days of hire*

Human Resources Orientation, Introduction to the NCWorks Training Center, Introduction to Integrated Service Delivery

*Part 2: Overview of the Workforce System*

*First 60 days of hire*

Governance and Structure, Division of Workforce Solutions, Local Workforce Development Boards, Partner Agencies and Organizations, and WIOA Introduction  
Training for Career Advisors (and others at supervisor's discretion):

*Part 3: Basic Training*

*First 120 days of hire*

WIOA and the One-Stop Center, Adult and Dislocated Worker Services and Employment Services, Integrated Service Delivery, Youth Services, Special Programs and Services for Targeted Groups, Desk Guide for Additional Services, WIOA Title I: Youth Overview, Trade Adjustment Assistance, Ag Services – Cultivating a Strong and Diverse Workforce, ISD: The Learning Map, ISD 2.0, NCWorks Service Keys, LMI: Basic Labor Market Concepts and Definitions, NC Career Clusters Guide, O\*NET Tools and How to Use, Serving Customers with Disabilities, Limited English Proficiency, Diversity as a Fact of Life, NCWorks Certified Career Pathways and NCWorks Career Centers, Regional Successful Strategies: Career Advising Using Career Pathways, NCWorks Online Basic Training (from Regional Analyst of Super User)

*Part 4: Intermediate Training*

*First year of hire*

Job Order Policy, SCAM Employers, Writing Effective Case Notes, Work Smarter Not Harder, How to Get a Job and Keep It, Applicant Tracking Systems, Opening Doors with Your Resume, Interviewing Tips, Business/Employer Services

*Part 5: Professional Skills*

*Second year of hire*

Facilitating Career Development, 120 Hour Course

All training components are provided by the NCWorks Training Center and are available through the online Training Registration and Information Network (TRAIN) unless otherwise noted. New staff members are expected to set up their TRAIN profile as part of their on-boarding and introduction as Part 1. Once they receive their login information, staff can begin accessing the *Welcome to Workforce* training. A variety of training methods are used to deliver training to include: Recorded online training, Interactive online training, Face-to-Face (F2F) training, and Hybrid, which combines F2F and online options.

Additionally, below are examples for each Career Center on how staff onboarding, development and training occurs.

**Center 1 – Morehead City, Carteret County:** A staff meeting is convened on the new hire’s first day, allowing for introductions. The Career Center Manager has generated a daily schedule for the first 2 weeks, allowing time for important HR paperwork and training to take place, while also spending time with experienced Career Advisors learning the daily duties/processes. The new hire will spend time shadowing colleagues in all areas of the local Career Center as well as in neighboring counties to ensure a full understanding of services provided to job seekers and businesses. The new hire also sits down, one-on-one, with each staff member in the office to gain a full understanding of their specific role(s) within the Career Center. This process allows plenty of time for the new hire to observe operations in a large and small Center and ask questions to ensure full comprehension.

**Center 2 – New Bern, Craven County:** All new staff are given a tour of the office, introduced to co-workers and receives a verbal job description of what each person is responsible for operating. The Center managers provide an orientation and overview of all services available to customers through the career center. The new hire is given a “New Employee Required On-Boarding Training” checklist for them keep track of their required training. In addition, the new hire sits down, one-on-one, with each staff member in the office to gain a full understanding of their specific role(s) within the Career Center. This process allows plenty of time for the new hire to observe operations and ask questions to ensure full comprehension.

**Center 3 – Kenansville, Duplin County:** The Career Center Manager will spend time with the new Advisor, show them around the office facilities, introduce them to the career center staff and provide an overview of how the center functions. If the manager is not available, an experience Career Advisor will assist them. All new staff are required to register at [www.ncworkforcetraining.com](http://www.ncworkforcetraining.com) the begin completing the Welcome to Workforce, Labor Market Information, EEO, Diversity and Inclusion and Career Advising (or register for FCD Class). After training modules are completed the new Career Advisor then sits with each individual Career Advisor to learn our process for registering jobseekers and employers, assisting with the recruitment and referral process, and how to conduct RESEA/EAI appointments. The Career Advisor is later scheduled for training on the front desk, Adult, DW and Youth programs, non-Title 1 partner services and other services provided so that they may also be able to answer related questions from customers.

**Center 4 – Kinston, Lenoir County:** New hires must go through internal training with one of the Career Center Managers. The Center managers provide an orientation and overview of all services available to customers through the career center. The NC Department of Commerce Regional Analyst and the WIOA Coordinator for the Eastern Carolina Workforce Development board provides formal NCWorks Online and WIOA Eligibility training to Title I and/or Title III staff to ensure the Integrated Service Delivery map and model is followed. Additional training is available through the NCWorks Training Center as well.

**Center 5 – Jacksonville, Onslow County:** A staff meeting is convened on the new hire’s first day, allowing for introductions. The Career Center Manager has generated a daily schedule for the first 2 weeks, allowing for time for important HR paperwork and training to take place, while also spending time with experienced Career Advisors learning the daily duties/processes. The new hire will spend time shadowing colleagues in all areas of the local Career Center as well as in neighboring counties to ensure a full understanding of services provided to job seekers and businesses. The new hire also sits down, one-on-one, with each staff member in the office to gain a clear understanding of their specific role(s) within the Career Center. This process allows plenty of time for the new hire to observe operations in a large and small Center and ask questions to ensure full comprehension.

**Center 6 – Goldsboro, Wayne County:** The Center managers provide an orientation and overview of all services available to customers through the career center. The NC Department of Commerce Regional Analyst and the WIOA Coordinator for the Eastern Carolina Workforce Development board provides formal NCWorks Online and WIOA Eligibility training to Title I and/or Title III staff to ensure the Integrated Service Delivery map and model is followed. Additional training is available through the NCWorks Training Center as well. All new staff are required to watch the NCWorks Service Keys training modules. A new Career Advisor then sits with each individual Career Advisor to learn our process for registering jobseekers and employers, assisting with the recruitment and referral process, and how to conduct RESEA/EAI appointments.

**3. How do you ensure all staff have received the required trainings?**

As a part of the ECWDB’s oversight responsibilities, NCWorks staff training is tracked and monitored by the ECWDB staff on a quarterly basis as a part of their review of the NCWorks Career Center operations process. Center managers are responsible for ensuring staff receive the required training in accordance with their responsibilities outlined in the One-Stop Operator Agreement.

Below provides insight as to how each of the local Center Managers ensure staff have the required training.

**Center 1 – Morehead City, Carteret County:** Staff are notified of required trainings (LMI, Customer Service, EO, LEP, ISD, etc.) via email and scheduled through management to ensure local office coverage. Excel spreadsheets are utilized and sign in rosters verify staff have attended required in person trainings. When registering for workshops and training online, the NC Workforce Training Center emails confirmation of registration and attendance and also maintains the training record.

**Center 2 – New Bern, Craven County:** All staff are notified of required trainings via email and scheduled through management to ensure local office coverage. For training provided through the ECWDB, staff are able to register online to ensure receipt of appropriate credit. Excel spreadsheets are utilized and sign in rosters to verify staff have attended required trainings. When registering for workshops and training online, the NC Workforce Training Center emails confirmation of registration and attendance. Staff that miss required trainings are rescheduled on another date as needed.

Staff attend a Professional Development Training session every 3rd Friday of each month. During these sessions, staff is notified of any changes and updated on specific strategies to delivery services to job seekers and employers. This fiscal year's trainings included, guest speakers, Veteran Services, customer service delivery, Vocational Rehabilitation services and community partnership, VOS Greeter training, AWS Call Center, ZipWhip and business services. Staff maintain training and certifications through the NC Learning Center and NC Training Center website. Last year, Craven County Human Resources Director and CARTS Assistant Transportation Direction were guest speakers.

**Center 3 – Kenansville, Duplin County:** All staff are notified of required trainings (LMI, Customer Service, EO, LEP, ISD, etc.) during our regular staff meetings and via email exchange. Staff are scheduled appropriately by Management Team to ensure there is no disruption of local operations. For training provided through the ECWDB, staff are able to register online to ensure receipt of appropriate credit. For local training sessions, provided in the Career Center, a sign in sheet is utilized. Appropriate logs of all trainings, participants and completion dates are maintained by the Career Center Manager and submitted to governing bodies as required.

**Center 4 – Kinston, Lenoir County:** Staff must participate in the required trainings as they are offered. The Management Team is responsible for ensuring that all staff participate in required training and ensures that the Career Center is covered so that staff may participate in trainings. Staff submit copies of their training roster to the Management Team on a quarterly basis.

**Center 5 – Jacksonville, Onslow County:** Staff are notified of required trainings (LMI, Customer Service, EO, LEP, ISD, etc.) via email and scheduled through management to ensure local office coverage. Excel spreadsheets are utilized and sign in rosters verify staff have attended required in person trainings. When registering for workshops and training online, the NC Workforce Training Center emails confirmation of registration and attendance and also maintains the training record.

**Center 6 – Goldsboro, Wayne County:** All staff are notified of required trainings (LMI, Customer Service, EO, LEP, ISD, etc.) during our regular staff meetings and via email exchange. Staff are scheduled appropriately by Management Team to ensure

there is no disruption of local operations. For training provided through the ECWDB, staff are able to register online to ensure receipt of appropriate credit. For local training sessions, provided in the Career Center, we utilize a sign in sheet.

- 4. Describe how Center staff work in the following areas (1) Customer Welcome Team, (2) Skills Development Team, (3) Employment Services, and (4) Employer Services and how center staff is cross trained on all the services provided by the center, as well as on federal, state, and local programs and services provided by WIOA partners.**

The Eastern Carolina WDB NCWorks Career Center staff strives to deliver higher levels of quality and seamless service, as well as to foster performance accountability and continuous improvement which requires all staff to be appropriately cross trained on Center programs and partner services. NCWorks Career Center staff serve within the three core functions [Customer Welcome, Skills Development, or Employer Services] of the Career Center and provide workforce development services as well as offer referrals to other programs and activities carried out by one-stop partners. Within the Eastern Carolina local area, all six Centers are limited with staff, which requires that all center staff be cross trained to deliver NCWorks services in the various function areas as warranted. For partner services, staff are cross trained to appropriately make referrals based upon the partner guidelines.

Below provides additional information as submitted by the local Center Managers:

**Center 1 – Morehead City, Carteret County:** All staff are required to complete Welcome to Workforce modules through the NCWorks Training Center explaining the structure and concepts of integrated service delivery (ISD). Additional training on NCWorks.gov and for Title I partners provides a larger overview of the WIOA services and center partners that perform under the ISD model. Staff are introduced to the functions as they gain more experience in the positions and as career center staff. All career advisors are trained to work in welcome, skill development and employment services functions as they generally mirror their program responsibilities. Career Center staff can support each function accordingly. Staff have been or as with new staff/partners are cross-trained to become more knowledgeable of each of the program requirements.

**Center 2 – New Bern, Craven County:** All center staff are assigned to work in Customer Welcome, Skill Development and Employment services functions. Career Center staff rotate schedules accordingly. Staff have all been cross trained to become more knowledgeable of the program requirements. Skill development and improvement services are provided through basic career services and career advising. Staff participate in ongoing training to assist with the initial assessment of customers, education & training needs, and employment services.

**Center 3 – Kenansville, Duplin County:** All staff are required to complete Welcome to Workforce modules through the NCTrain center explaining the structure and concepts of ISD. Additional training on NCWorks.gov and for Title 1 partners provides a larger overview of the WIOA services and center partners that perform under the ISD model. Staff are introduced to the functions as they gain more experience in the positions and as career center staff. All career advisors are trained to work in welcome, skill development and employment services functions as they generally mirror their program responsibilities. Career Center staff can support each function accordingly. Staff have been or as with new staff/partners are cross-trained to become more knowledgeable of each program requirements.

**Center 4 – Kinston, Lenoir County:** Yes, all center staff work in the three major functions that encompass welcoming customers, skill development and employment services. Center staff take turns working in the front kiosk and greeting all incoming customers when the Customer Service Representative is not available. Skill development and improvement services are provided through basic career services and career advising. Staff participate in ongoing training to assist with the initial assessment of customers, education & training needs, and employment services.

**Center 5 – Jacksonville, Onslow County:** All staff are required to complete Welcome to Workforce modules through the NCWorks Training Center explaining the structure and concepts of integrated service delivery (ISD). Additional training on NCWorks.gov and for Title I partners provides a larger overview of the WIOA services and center partners that perform under the ISD model. Staff are introduced to the functions as they gain more experience in the positions and as career center staff. All career advisors are trained to work in welcome, skill development and employment services functions as they generally mirror their program responsibilities. Career Center staff can support each function accordingly. Staff have been or as with new staff/partners are cross trained to become more knowledgeable of each of the program requirements.

**Center 6 – Goldsboro, Wayne County:** Yes, all center staff work in the three major functions that encompass welcoming customers, skill development and employment services. Center staff take turns working in the front kiosk and greeting all incoming customers. Skill development and improvement services are provided through basic career services and career advising. Staff participate in ongoing training to assist with the initial assessment of customers, education & training needs, and employment services.

**5. Describe how staff are trained to provide services virtually.**

NCWorks Career Center managers ensure that all staff are trained and provided with written instructions, training and support on what platforms are available and how to use them to communicate with customers by way of in-person meetings, by phone, email or on virtual platforms they are familiar with including MSTeams on their Outlook platform. Staff receive information or direct links through email attaching them to available trainings through the NCWorks Training Center and other virtual platforms that provide specifics on how to navigate the systems. Staff have been trained on how to use the AWS statewide phone system to assist customers and transfer them to the appropriate center or partner by phone or by sending an email or MSTeams message. Staff have been trained on supporting the virtual NCWorks Live Chat texting function through NCWorks.gov to assist customers. A procedure has been developed to log customers and record virtual services provided whether by phone, email, AWS, or NCWorks Live Chat using VOSGreeter on NCWorks.gov. The Eastern Carolina WDB staff and Center managers have access to monitor and view the live chat functions which allows for areas to address where further training is needed as appropriate.

Below provides additional information as submitted by the local Center Managers:

**Center 1 –Morehead City, Carteret County:** Staff are provided instructions, training and support on what platforms are available and how to use them to communicate with customers by way of in-person meetings, by phone, email or on virtual platforms they are familiar with including MSTeams on their Outlook platform. Staff receive information or direct links through email attaching them to available trainings through the NCWorks Training Center and other virtual platforms that provide specifics on how to navigate the systems. Staff have been trained on how to use the AWS statewide phone system to assist customers and transfer them to the appropriate center or partner by phone or by sending an email or MSTeams message. Staff have been trained on supporting the virtual NCWorks Live Chat texting function through NCWorks.gov to assist customers. A procedure has been developed to log customers and record virtual services provided whether by phone, email, AWS, or NCWorks Live Chat using VOSGreeter on NCWorks.gov.

**Center 2 – New Bern, Craven County:** Staff are trained to provide virtual services through NCWorks Training Center. Staff have completed Career Advisor Tips module which covers Work Smarter Virtually, NCWorks training, to include Using NCWorks Live Chat, Electronic Signature Training, Virtual Services FAQ, webinars, power points, and step by step training modules populated on NCWorks online

**Center 3 – Kenansville, Duplin County:** Staff are provided instructions, training and support on what platforms are available and how to use them to communicate with customers by way of in-person meetings, by phone, email or on virtual platforms they are familiar with such as MSTeams on their Outlook platform. Staff receive information or direct links through email

attaching them to available trainings through NCTrain and other virtual platforms that provide specifics on how to navigate the systems. Staff have been trained on how to use the AWS statewide phone system to assist customers and transfer them to the appropriate center or partner by phone or by sending an email or MSTeams message. Staff have been trained on supporting the virtual NCWorks Live Chat function through NCWorks.gov to assist customers. A procedure has been developed to log customers and record virtual services provided whether by phone, email, AWS, or NCWorks Live Chat using VOSGreeter on NCWorks.gov.

**Center 4 – Kinston, Lenoir County:** Staff are provided instructions, training and support on what platforms are available and how to use them to communicate with customers by way of in-person meetings, by phone, email or on virtual platforms they are familiar with including MSTeams on their Outlook platform. Staff receive information or direct links through email attaching them to available trainings through the NCWorks Training Center and other virtual platforms that provide specifics on how to navigate the systems. Staff have been trained on how to use the AWS statewide phone system to assist customers and transfer them to the appropriate center or partner by phone or by sending an email or MSTeams message. Staff have been trained on supporting the virtual NCWorks Chat texting function through NCWorks.gov to assist customers. A procedure has been developed to log customers and record virtual services provided whether by phone, email, AWS, or NCWorks Chat using VOSGreeter on NCWorks.gov. The ECWDB WIOA Coordinator also trains the Title I staff on how to provide virtual services for program participants.

**Center 5 –Jacksonville, Onslow County:** Staff are provided instructions, training and support on what platforms are available and how to use them to communicate with customers by way of in-person meetings, by phone, email or on virtual platforms they are familiar with including MSTeams on their Outlook platform. Staff receive information or direct links through email attaching them to available trainings through the NCWorks Training Center and other virtual platforms that provide specifics on how to navigate the systems. Staff have been trained on how to use the AWS statewide phone system to assist customers and transfer them to the appropriate center or partner by phone or by sending an email or MSTeams message. Staff have been trained on supporting the virtual NCWorks Live Chat texting function through NCWorks.gov to assist customers. A procedure has been developed to log customers and record virtual services provided whether by phone, email, AWS, or NCWorks Live Chat using VOSGreeter on NCWorks.gov.

**Center 6 – Goldsboro, Wayne County:** Training is provided by our central office training team through the NCWorks Training Center, webinars, power points, and step by step training modules populated on NCWorks online.

**6. Have 25% of the career center staff at each center completed, or been enrolled in, the Career Development Facilitator (CDF) coursework?**

Yes. More than 80% of the career center staff have completed CDF.

Below is the Center Managers' response:

**Center 1 – Morehead City, Carteret County:** Yes, Morehead City 4 of 5 (80%).

**Center 2 – New Bern, Craven County:** Yes.

**Center 3 – Kenansville, Duplin County:** Yes.

**Center 4 – Kinston, Lenoir County:** Yes. All full time Career Center staff members must complete the Career Development Facilitator program. Since the development of the Career Development Facilitator program for NCWorks Career Center staff, all new full-time staff members are encouraged to enroll and complete the course within the first year of employment. The completion of this program ensures that the staff can adequately assess and provide career advising for the NCWorks Career Center customers.

**Center 5 – Jacksonville, Onslow County:** Yes, Jacksonville 7 / 14 (50%).

**Center 6 – Goldsboro, Wayne County:** Yes, all staff have completed CDF 100%

**7. Describe the trainings available to center staff related to diversity, equity, inclusion (DEI). Include a list of all trainings (include title and date) that staff were able to participate in related to DEI.**

NCWorks staff is required to take the following trainings about diversity, equity, and inclusion: Disability Employment Inclusion: The Business Case; Diversity, Equity, Inclusion – Your Role in Disability Inclusion; Employment of People with Disabilities: Overview-Statistics; NC Employment Collaborative: The Toolkit; NC Employment First and Disability Diversity; Serving Customers with Disabilities – Parts I and II; EO: Laws and Regulations; EO: Limited English Proficiency; EO: Confidentiality and

Reporting. Training was provided virtually and all Center staff had to complete the training by October 21, 2021. Additionally on November 3, 2021, all Local Area NCWorks Career Center Staff and partners were required to attend a virtual question and answer session with Mr. Mose Dorsey, WIAO Equal Opportunity Officer for NC Department of Commerce to address any questions as a result of the training. Those unable to attend the live session were given a link to the recording.

The attendance sheets with training titles and dates are attached.

Further, the Eastern Carolina WDB provided an informal training session to WIOA Title I providers on working with transgender individuals by the Policy Director at Equality NC.

### Required Documentation

- Training Roster - a list of staff at each center, and when they received the required training (**see attached template**). The list of current required training is provided on the Training Center's website: <http://www.nccommerce.com/workforce/workforce-professionals/ncworks-training-center/ncworks-career-center-certification>

Refer to Attachment E for the Eastern Carolina Training Roster.



### Questions

**1. Describe how your center captures customer feedback using either a comment form/card or online form/tool to assess customer satisfaction and to meet customers' needs.**

The Eastern Carolina NCWorks Career Centers captures customer feedback through various forms of data and online customer feedback as a part of its One Stop Operator responsibilities. New job seeker and business customers receive a customer service survey designed to capture their experience with NCWorks (online, by phone, and in the Career Centers). Career Center Managers have access to customer feedback so they can monitor real time how customers perceive the services provided. Additionally, managers receive the feedback and requests from customers who wish to be contacted as a result of receiving the survey. Managers make contact with each individual to understand their need and to address any concerns. These contacts are documented and tracked.

A customer intake form has been developed for use in the career centers that allow customers to identify why they are in the center that day and what their needs are. Staff use this to guide their discussions and as a check at the end of the session to ensure the customer's needs have been met. The VOS Greeter system has been implemented which allows for better tracking of services offered to customers.

Managers have been instructed to review the customer feedback results with staff on a monthly basis. This is to ensure staff understand how customers feel about the experiences they have had overall and provides a forum to discuss areas for improvement.

Below provides additional information as submitted by the local Center Managers:

**Center 1 –Morehead City, Carteret County:** Customers are provided a printed Customer Service Satisfaction Survey to complete prior to leaving the Center and asked to place completed surveys in the envelope when services have been completed. Customers are also given the opportunity to respond to a survey via text message using the Zip Whip platform, this is shared via email and customers can also scan the QR code to receive the survey. The survey requests a rating of 1 -Poor, 2- Needs Work, 3-Just Okay, 4-Helpful and 5-Great. There is a section for additional comments. Any rating of a 3 or under is given to the Manager to contact the customer, uncover the reason for the dissatisfaction and resolve the issue if possible and meet their needs.

**Center 2 – New Bern, Craven County:** Our center captures customer feedback on the required ECWDB NCWorks Career Center Customer Service Satisfaction Survey by paper at Front Desk/Welcome Center. Once the customer has completed their reason

for visiting our center, the staff member is assigned as the Customer Services Representative, provides the paper survey for the customer to complete. Customers are also given the opportunity to respond to a survey via text message using the Zip Whip platform, this is shared via email and customers can also scan the QR code to receive the survey. All surveys are reviewed by the Center manager. Every quarter, all completed surveys are scanned and forward to ECWDB. Customers who utilize virtual services are sent a survey via email/Zip Whip for completion. All electronic surveys are reviewed by the Center Manager. If there is an issue, the Center manager contacts the customer and resolves the issue.

**Center 3 – Kenansville, Duplin County:** Customers are provided a printed Customer Service Satisfaction Survey upon signing in at the Front Desk. Customers are requested to return the survey when services have been completed. Customers are also given the opportunity to respond to a survey via text message using the Zip Whip platform, this is shared via email and customers can also scan the QR code to receive the survey. The survey requests a rating of 1 -Poor, 2-Needs Work, 3-Just Okay, 4-Helpful and 5-Great. There is a section for additional comments. Any rating of a 3 or under is given to the Manager to contact the customer, uncover the reason for the dissatisfaction and resolve the issue if possible and meet their needs.

**Center 4 – Kinston, Lenoir County:** Our center captures customer feedback on the required ECWDB NCWorks Career Center Customer Service Satisfaction Survey by paper at Front Desk/Welcome Center. Once the customer has completed their reason for visiting our center, the staff member is assigned as the Customer Services Representative, provides the paper survey for the customer to complete. All surveys are reviewed by the Center manager. Every quarter, all completed surveys are scanned and forward to ECWDB. Customers who utilize virtual services are sent a survey via email/Zip Whip for completion. All electronic surveys are reviewed by the Center Manager. If there is an issue, the Center manager contacts the customer and resolves the issue.

**Center 5 –Jacksonville, Onslow County:** Customers are provided a printed Customer Service Satisfaction Survey to complete prior to leaving the Center and asked to place completed surveys in the box when services have been completed. Customers are also given the opportunity to respond to a survey via text message using the Zip Whip platform, this is shared via email and customers can also scan the QR code to receive the survey. The survey requests a rating of 1 -Poor, 2-Needs Work, 3-Just Okay, 4-Helpful and 5-Great. There is a section for additional comments. Any rating of a 3 or under is given to the Manager to contact the customer, uncover the reason for the dissatisfaction and resolve the issue if possible and meet their needs.

**Center 6 – Goldsboro, Wayne County:** Customer feedback is currently captured by paper comment card at welcome function area and online through NCWorks online. Customers are also given the opportunity to respond to a survey via text message

using the Zip Whip platform, this is shared via email and customers can also scan the QR code to receive the survey. Customers are also provided with staff contact emails if any questions or concerns arise.

**2. Describe how your workforce area incorporates both job seeker and business customer feedback as part of continuous improvement? What is the process for responding to customer feedback?**

The Eastern Carolina workforce area incorporates both job seeker and business customer feedback through various forms of data and online customer feedback as a part of its oversight responsibilities. Center job seeker and business customers receive a customer service survey designed to capture their experience with NCWorks (online, by phone, and in the Career Centers). Career Center Managers have access to customer feedback so they can monitor real time how customers perceive the services provided. Additionally, managers receive the feedback and requests from customers who wish to be contacted as a result of receiving the survey. Managers make contact with each individual to understand their need and to address any concerns. These contacts are documented and tracked.

The VOS Greeter system has been implemented which allows for better tracking of services offered to customers. The VOS Greeter systems allows customers to identify why they are visiting the center that day and provide information on what their needs are. Staff use this to guide their discussions and as a check at the end of the session to ensure the customer's needs have been met. Additionally, as warranted customer intake forms are available for use in the career centers to capture information.

As appropriate when feedback is offered, the Center manager will reach out to the customer thank them for the information and to make sure that their needs were adequately addressed. Managers have been instructed to review the customer feedback results with staff on a monthly basis. This is to ensure staff understand how customers feel about the experiences they have had overall and provides a forum to discuss areas for improvement.

Below provides additional information as submitted by the local Center Managers:

**Center 1 – Morehead City, Carteret County:** All surveys are reviewed by the Center Manager and any rating of 3 or under is contacted to uncover the reason for dissatisfaction and serves as an opportunity to solicit feedback for process improvement, if necessary. Completed surveys are sent to the Workforce Development Board on a quarterly basis. As an additional process

to continuously improve services to employers and individuals, the Center has a general office email in which job seekers and employers can provide feedback and the Manager responds to successes, questions, issues and complaints.

**Center 2 – New Bern, Craven County:** All surveys are reviewed by the Center manager. Every quarter, all completed surveys are scanned and forward to ECWDB. Customers who utilize virtual services are sent a survey via email/Zip Whip for completion. All electronic surveys are reviewed by the Center Manager. If there is an issue, the Center manager contacts the customer and resolves the issue with 24 to 48 hours.

**Center 3 – Kenansville, Duplin County:** All paper surveys are reviewed when received by the Receptionist or a Career Advisor to determine whether the rating or a comment should be immediately brought to the manager. Any rating of a 3 or under is promptly given to the Manager to contact the customer, uncover the reason for the dissatisfaction and resolve the issue if possible and meet their needs. Employer comments received via email or NCWorks indicating a dissatisfaction with the center or a compliant are routed to the manager for response by phone or email or both. Surveys are retained by the manager and results are reported to ECWDB on a quarterly basis.

**Center 4 – Kinston, Lenoir County:** All surveys are reviewed by the Center manager. Every quarter, all completed surveys are scanned and forward to ECWDB. Customers who utilize virtual services are sent a survey via email/Zip Whip for completion. All electronic surveys are reviewed by the Center Manager. If there is an issue, the Center manager contacts the customer and resolves the issue with 24 to 48 hours.

**Center 5 – Jacksonville, Onslow County:** All surveys are reviewed by the Center Manager and any rating of 3 or under is contacted to uncover the reason for dissatisfaction and serves as an opportunity to solicit feedback for process improvement, if necessary. Completed surveys are sent to the Workforce Development Board on a quarterly basis. As an additional process to continuously improve services to employers and individuals, the Center has a general office email in which job seekers and employers can provide feedback and the Manager responds to successes, questions, issues and complaints.

**Center 6 -Goldsboro, Wayne County:** Career Center Managers have access to customer feedback dashboards so they can monitor real time how customers perceive the services provided. Additionally, managers receive the feedback and requests from customers who wish to be contacted as a result of receiving the survey. Managers make contact with each individual to understand their need and to address any concerns. These contacts are documented and tracked.

**3. How are all staff informed of (and included in) progress towards performance and goals?**

NCWorks, VOS Greeter, ACC activity reports are reviewed quarterly by the Center managers, and the Eastern Carolina WDB staff. Additionally Center managers have been instructed to review their monthly NCWorks, VOS Greeter, and ACC reports with their staff to view performance and establish goals. The reports are reviewed with staff quarterly (with the customer satisfaction data reviewed monthly) to ensure staff understand what is important and how, as a team, they are performing against those goals. The Center Managers submit One-Stop Operator Quarterly Reports to the Eastern Carolina WDB, which show performance and progress towards established goals. The staff present performance reports to the NCWorks Business Services Committee quarterly to track job seeker and employer activities and progress toward performance goals.

Below provides additional information as submitted by the local Center Managers:

**Center 1 – Morehead City, Carteret County:** Team meetings occur weekly and serve as an opportunity to discuss performance, survey results and goals. All team members are encouraged to participate and share performance measures. The Center Manager prepares a quarterly report, which compiles data from partners as well as employer and individual services in NCWorks Online. These quarterly reports are shared during the team meeting. Annually, an NCWorks monitoring visit is conducted and once again, all team members and partners are invited to participate and learn about the Center’s performance.

**Center 2 – New Bern, Craven County:** Staff are informed of (and included in) progress towards performance and goals by conducting performance interim reviews according to the North Carolina Valuing Individual Performance (NCVIP) performance management system. The NCVIP performance cycle is from July 1 through June 30. The annual performance cycle evaluation is developed, completed, approved and discussed with the staff member. The interview review is a formal documented discussion at the midpoint of the performance cycle between the manager/supervisor and the staff member. At the interview review, the staff member and manager/supervisor review the staff’s member progress and make any necessary adjustments or initiate additional performance-related documentation.

**Center 3 – Kenansville, Duplin County:** Partners within the center are given opportunities throughout the year to present program specifics and performance goals at staff meetings and in general communications. All staff attend meetings and take an active role in the referral process designed to capture eligible clients to refer to the appropriate program. Partners include career center manager on reports to ECWDB reflecting progress and goals. Career center manager prepares a quarterly report to submit to ECWDB compiling data from partner reports and from center activities. Performance data and explanations are shared with staff throughout the year. DWS staff have goals and receive progress updates through NCVIP performance process.

**Center 4 – Kinston, Lenoir County:** Staff are informed of progress towards performance and goals by conducting performance interim reviews according to the North Carolina Valuing Individual Performance (NCVIP) performance management system and Lenoir Community College Performance and Evaluation Reviews. The NCVIP performance cycle is from July 1 through June 30. Lenoir Community College evaluations are due every April. The annual performance cycle evaluation is developed, completed, approved and discussed with the staff member. The interview review is a formal documented discussion at the midpoint of the performance cycle between the manager/supervisor and the staff member. At the interview review, the staff member and manager/supervisor review the staff's member progress and make any necessary adjustments or initiate additional performance-related documentation.

**Center 5 – Jacksonville, Onslow County:** Team meetings occur weekly and serve as an opportunity to discuss performance, survey results and goals. All team members are encouraged to participate and share performance measures. The weekly discussions led to a form being developed that tracked On-the-Job Training opportunities (contracts awarded) and job seekers ready for employment. This form allowed Career Advisors to have real-time access to OJT opportunities and refer qualified candidates from the pool of job seekers who were job ready.

The Center Manager prepares a quarterly report, which compiles data from partners as well as employer and individual services in NCWorks Online. These quarterly reports are shared during the team meeting. Annually, an NCWorks monitoring visit is conducted and once again, all team members and partners are invited to participate and learn about the Center's performance.

**Center 6 -Goldsboro, Wayne County:** Staff performance goal dates are set for all assignments given in the career center. A career center scorecard has been developed that captures objectives, measurements and targets in three areas: customer perspective, internal perspective and organizational capacity perspective. The dashboard objectives, measurements and targets are reviewed with staff quarterly (with the customer satisfaction data reviewed monthly) to ensure staff understand what is important and how, as a team, they are performing against those goals.

**4. Does each center have a system/method/process in place for continuous improvement that includes specific performance measures? Please describe.**

Yes. as a part of the One-Stop Operator agreement, each Center Manager is responsible for ensuring a process is in place to track performance, job seeker and business services engagement for continuous improvement. One-Stop Operator Quarterly Reports are submitted to the Eastern Carolina WDB. These reports are reviewed with staff at least quarterly and actions are identified to address areas needing improvement.

Below provides additional information as submitted by the local Center Managers:

**Center 1 – Morehead City, Carteret County:** The NCVIP (State individual performance evaluation system) evaluates DWS performance. On a monthly basis, Title I partners submit performance tracking to the Workforce Development Board and the Center Manager is included in this communication. These performance measures are included in the quarterly Manager’s report to the Board.

**Center 2 – New Bern, Craven County:** Yes, each staff has a goal Workforce Development Program Administration on their NCVIP. The goal description is “to support continuous improvement in services and outcomes through performance and accountability measures.” There are six specific tasks designed to measure continuous improvement (see task below). Manager/supervisor meets with staff monthly to address ECWDB NCWorks Career Center Customer Service Satisfaction Surveys rather positive or negative.

**Tasks:**

- Task 1: Provide customers with high quality and well-matched job search assistance daily. Ensure job seekers meet the minimum qualifications according to employer requirements. Based on monthly samples, must have an average score of 100%.
- Task 2: Ensure job seeker has a quality profile according to the NCWorks Registration Checklist. Based on monthly samples, must meet 90% of NCWorks Registration Checklist requirements for a quality profile.
- Task 3: Provide RESEA/EAI customers with high quality customer service according to the RESEA Checklist/Desk Guide. Based on monthly samples, must meet 90% of the RESEA Checklist requirements for a quality profile.
- Task 4: Job orders are reviewed for completeness, legitimacy, and accuracy according to the Job Order Checklist. Based on monthly samples, must meet 90% of Job Order Checklist requirements.
- Task 5: Provide activities and ensure services at a level which positively impacts the employer's satisfaction rating with 90% of surveys receiving employer satisfaction rating of 3 or 4 stars.
- Task 6: Provide activities and ensure services at a level which positively impacts the jobseeker's satisfaction rating with 90% of surveys receiving customer satisfaction rating of 3 or 4 stars.

**Center 3 – Kenansville, Duplin County:** NCVIP performance evaluation process includes continuous improvement measures for DWS staff.

**Center 4 – Kinston, Lenoir County:** Yes, each staff has a goal Workforce Development Program Administration on their NCVIP or Lenoir Community College Performance Evaluation goal. The goal description is “to support continuous improvement in services and outcomes through performance and accountability measures.” Manager/supervisor meets with staff monthly to address ECWDB NCWorks Career Center Customer Service Satisfaction Surveys rather positive or negative. Each staff member is encouraged to participate in additional training through the NCWorks Training Center to increase overall knowledge of other programs or keep abreast of trainings that could improve performance in the center. Staff are encouraged to share their trainings in staff meetings as this promotes a peer-to-peer learning model.

**Center 5 – Jacksonville, Onslow County:** The NCVIP (State individual performance evaluation system) evaluates DWS performance. On a monthly basis, Title I partners submit performance tracking to the Workforce Development Board and the Center Manager is included in this communication. These performance measures are included in the quarterly Manager's report to the Board.

**Center 6 -Goldsboro, Wayne County:** Each center has a common balanced scorecard that outlines objectives, measures and targets. These are reviewed with staff at least quarterly and actions are identified to address areas needing improvement. However, in addition to that, each staff member is encouraged to complete additional training through the training center to increase overall knowledge of other programs. Staff are encouraged to share their training in staff meeting and it encourages other staff members to seek additional training as well.

**5. Name some specific actions you are taking to operate and offer services to customers in a cost-efficient manner?**

**Utilizing integrated service delivery to leverage all staff across program lines to serve customers.**

**Leveraging partner relationships to make referrals and maximize service offerings to meet customer needs.**

During the past two years, the Eastern Carolina local area and NCWorks Career Center staff have pivoted to new online platforms (such as the chat functions and call center models) to deliver NCWorks virtually as a result of the pandemic. Additionally, NCWorks staff and partners became creative in delivering services in news ways, such as holding outdoor events, meeting customers in other community locations, etc. While initially there were some upfront costs in establishing new virtual platforms, the savings has been captured in different ways, such as less paper used in the offices, less printing, less office supplies, less electricity used, etc. These savings were quickly absorbed in the expense of adding new and/or additional technology platforms, but overall streamlining and improving service delivery to customers. The NCWorks data shows that customers prefer virtual services as compared to showing up in person. These efforts are now being considered as NCWorks Career Center leases expire. For example, as NCWorks Career Centers evolve to a more customers preferring virtual options, physical space may be reduced. Also, as a result of relaxed policies requiring in person presence, the NCWorks staff and partners are able to better serve the customer virtually or remotely. Through technology such as DocuSign and Adobe, forms can be signed, verified, and uploaded directly into NCWorks. This action is a tremendous savings on staff and customer time allowing partners to make referrals and maximize service offerings in a streamlined and integrated system is making a tremendous difference.

Below provides additional information as submitted by the local Center Managers:

**Center 1 – Morehead City, Carteret County:** Integrated service delivery is integral to our daily operations and serving our customers, both businesses and individuals. Whether a customer calls into the Center, accesses services virtually through NCWorks Live Chat or utilizes in-person services, through ISD, team members across programs have been trained to welcome,

assess and serve. Through the team approach, communication is open across program lines and when the time comes for more in-depth services to be provided, the appropriate referral is completed seamlessly, due to integrated service delivery.

As an example of leveraging partner relationships, we recently had an individual seeking job search assistance come into the Center. He initially met with a Career Advisor to learn about the services offered. During the welcome and assessment, the Career Advisor ascertained the job seeker would benefit from individualized services through the Carteret Community College recidivism reduction program, as they were justice-involved. The program operates out of the NCWorks Career Center and after meeting with the Program Director, the job seeker was then referred to the Employability Lab, where they had an opportunity to build a resume. Once that was completed, the Career Advisor referred the job seeker to a local job opportunity and conducted a pre-screening, sending the results to the employer, based on established referral procedures. The Career Advisor learned a few days later the individual was hired on at the local company. This specific action is a prime example of leveraging partner relationships to serve both the individual and the business.

**Center 2 – New Bern, Craven County:** Our Human Centered Design Career Resource Room (CRC) has a printer available for internet access. Computers in the CRC are kept updated, sanitized, and in working order. Staff contact our partnering agencies to schedule virtual meetings for our clients in our Center. If possible, for those individuals that are late for their virtual appointments, we try to reschedule their appointments on the same day. In addition, we have changed how we advertise and market our center activities and community events. We have leverage social media and video technology to reach a broader audience with has resulted in a decrease in printing numerous flyers, and posters. Due to being short staff, we offer on-site hiring events in front of our building. This approach allows the staff to stay on-site and continue to provide in-person and virtual services, while ensuring employers are able to interview potential candidates. For individuals, who are unable to attend the hiring event, are still to connect with the employer by emailing/faxing a resume.

Our center's primary purpose is to service customers efficiency and effectively. All staff is cross trained so that all center staff has the capacity to serve all customers and is knowledgeable about all services the center has to offers. We use the team-based approach that results in streamlined and seamless service delivery.

We leveraged partner relationships in making referrals with two approaches. First, internal (inside the center) referrals are conducted upon initialing meeting with client rather in person or virtual to provide basic services. When a customer is enrolled into Title III Wagner-Peyser Employment Services program, and they are interested in a training program. The staff member automatically referred the client's information to Title I i.e. Dislocated Worker, Adult, Youth, On-the-Job Training, Vocational

Rehabilitation, Craven-Pamlico Reentry Program, Craven Community College Volt Center, or Agriculture Services. Secondly, we received outside (outside the center) referrals from our community partners. For example, we have received referrals from MERCI Clinic, which is a local nonprofit who provides free medical assistance to individuals below the poverty line). In addition, Habitat for Humanity have referral individuals to us seeking employment and training assistance.

**Center 3 – Kenansville, Duplin County:** CRC resources are provided at no-charge to public to include: computer access, copier and fax services. Virtual platforms include: phone, email, MTeams and other available web-based products are utilized to provide services and to attend functions to limit travel expenses to clients and staff.

ISD is the customer service model used by which all career center staff are prepared to assist any customer entering the career center, calling by phone or emailing through NCWorks.gov. All staff provide information to career center manager covering meetings, personal time away and other business commitments to ensure scheduling within the center and leverage staff to remain open to the public. Staff meetings are held monthly with all participating partners within the center. Topics covered include all services available with partners providing updates throughout the year. Sharing of information and training on each product allows any staff member to speak to basics of each program offered. In addition, the receptionist duties are shared among partners.

Center partners participate in joint activities to leverage support and staffing of events and career center operation such as; on-site hiring events, the annual Duplin County Job Fair, JSCC Resource fairs and campus events and at various partner locations. Partners of center programs are kept apprised of center and partner activities and invited to participate through multiple communication methods such as; email distributions, social media accounts, flyers and phone calls. Partners are invited to make presentations at staff meetings to explain services available to staff and to set visitation times in the center for professional interaction. To maximize service offerings, partners are encouraged to provide brochures and other literature for career center staff to utilize when identifying potential referral prospects. To ensure clients are referred to the appropriate partner, a resource contact list is provided to career center staff and updated as needed.

**Center 4 – Kinston, Lenoir County:** Our Career Resource Room (CRC) has a many computer available with WiFi internet access and a printer is also available. Computers in the CRC are kept updated, sanitized, and in working order. Partnering agencies are available to conduct virtual meetings for our clients in our Center. We have leveraged social media and Lenoir Community College Marketing Department to reach a broader audience with has resulted in a decrease in printing numerous flyers, and posters. Due to being short staff, we offer Drive-Thru hiring events and on-site hiring events in the conference room in our

building. In the event that we anticipate the event will be larger than capacity of our conference room, we can utilize additional space provided by Lenoir Community College. An example of this was during the Amazon Job Fair. We saw approximately 500 job seekers and the conference room only seats 6 individuals at a time but the meeting room location that we utilized seats more than 50. This approach allows the staff to stay on-site and continue to provide in-person and virtual services, while ensuring employers are able to interview potential candidates. For individuals, who are unable to attend the hiring event, are still to connect with the employer by emailing/faxing a resume.

Our center's primary purpose is to service customers efficiency and effectively. All staff is cross-trained so that all center staff has the capacity to serve all customers and is knowledgeable about all services the center has to offers. We use the team-based approach that results in streamlined and seamless service delivery.

We leveraged partner relationships in making referrals with two approaches. First, internal (inside the center) referrals are conducted upon initialing meeting with client rather in person or virtual to provide basic services. When a customer is enrolled into Title III Wagner-Peyser Employment Services program, and they are interested in a training program. The staff member automatically referred the client's information to Title I i.e. Dislocated Worker, Adult, Youth, On-the-Job Training, Vocational Rehabilitation, Lenoir Reentry Program, Lenoir Community College Human Resource Development. We also offer virtual services with our partner agencies. We have additional in-kind office space in various community locations to meet customers in the community to provide services to customers who may have transportation barriers.

**Center 5 – Jacksonville, Onslow County:** Integrated service delivery is integral to our daily operations and serving our customers, both businesses and individuals. Whether a customer calls into the Center, accesses services virtually through NCWorks Live Chat or utilizes in-person services, through ISD, team members across programs have been trained to welcome, assess and serve. Through the team approach, communication is open across program lines and when the time comes for more in-depth services to be provided, the appropriate referral is completed seamlessly, due to integrated service delivery.

Beginning in 2021, we partnered with a local employer located on a military installation, to host weekly hiring events at the local Center. Concurrently, the Vocational Rehabilitation Business Relations Representative (BRR) was scheduled on a weekly basis in the local Center, however on a different day than the hiring event. Initially, the BRR was meeting with clients on one day of the week and then referring them to the hiring event on a separate day. However, the benefit of scheduling time at the

Center during the hiring event made sense as the events were continuing to be scheduled on a weekly basis. This allowed the BRR to effectively coach the clients through the interview process and increased the number of qualified applicants attending the hiring events. This specific action is another prime example of leveraging partner relationships to serve the individual, the business and meet the needs/goals of the partner agency.

**Center 6 -Goldsboro, Wayne County:**

- 1) Utilizing integrated service delivery to leverage all staff across program lines to serve customers.
- 2) Leveraging partner relationships to make referrals and maximize service offerings to meet customer needs.
- 3) Renegotiating leases and completing RFPs for career center space.
- 4) Providing Virtual Services.
- 5) Meeting customers in the community.
- 6) Seeking Cost sharing options from partner agencies when applicable.

**Required Documentation**

- Career Center Performance Measures dashboard/tracking document, displaying performance metrics used to show progress.

An example of the NCWorks Career Center quarterly reports is attached, which includes the performance accountability measures for the local NCWorks Career Centers.

## Required Documentation Checklist

1. A scanned Signature Page, signed by workforce development board Chair and Director, and the DWS Regional Operations Director (**Attachment A**).
2. Chart of service locations that are not NCWorks Career Centers, including city, county, and address.
3. ADA compliance verification documents: documentation that verifies the centers are compliant with the American Disabilities Act, **only** when ADA review is **not** conducted by Mose Dorsey. One per center.

**Below is the status of Eastern Carolina NCWorks Career Center ADA Compliance Reviews. Additional information will be forthcoming as (Attachment B).**

### ***ADA Compliance Reviews***

**Center 1 – Morehead City, Carteret County:** ADA site visit conducted on April 13, 2022 [Compliance documents will be forwarded upon receipt]

**Center 2 – New Bern, Craven County:** ADA site visited conducted on April 26, 2022 [Compliance documents will be forwarded upon receipt]

**Center 3 – Kenansville, Duplin County:** ADA site visited conducted on April 18, 2022 [Compliance documents will be forwarded upon receipt]

**Center 4 – Kinston, Lenoir County:** ADA site visited conducted on April 15, 2022 [Compliance documents is included as Attachment B-ADA Report Lenoir County]

**Center 5 – Jacksonville, Onslow County:** ADA site visited conducted on April 19, 2022 [Compliance documents will be forwarded upon receipt]

**Center 6 – Goldsboro, Wayne County:** ADA site visit pending appointment date confirmation.

4. Checklist for Assistive Technology (**ATTACHMENT C**).
5. A local area MOU (**ATTACHMENT D**).
6. Training Roster - a list of all centers' staff and when they received the required training (**ATTACHMENT E**).
7. Career Center Performance Tracker. One per local area showing data broken down for all centers (**ATTACHMENT F- to be updated**).

Center City/Location: Morehead City / Carteret County**Checklist for assistive technology, materials, accommodations, and staff competencies to better serve persons with disabilities.**

Mobility, Vision, Hearing, Computer Access, and Learning are functional areas to consider to assess and support the federal programmatic and physical accessibility ADA requirements. These are general areas and suggestions of reasonable accommodations and are by no means a complete list. Check (✓) all that apply per center.

**1. Mobility**

- ✓ The center meets the programmatic and physical accessibility requirements according to the review for compliance with the Americans with Disabilities Act (ADA). This review is conducted by Mose Dorsey with the Division of Workforce Solutions, or can be done by a local Division of Vocational Rehabilitation specialist.

**2. Vision\***

- Speech software for computers such as *Natural Reader* and microphone and headsets. With this free software you can copy, paste and edit text; and it will convert the text into spoken words.
- Use larger font on printed handouts when possible and audio description on videos such as closed captioning.
- ✓ Screen enlargement capability. This allows users with low vision to enlarge the print on the monitors by changing the magnifier settings or by using ZOOMTEXT software.
- A large monitor for people with low vision.

- Large keyboard caps and keyboard orientation aides for customers with low vision. Consider a work station with key markings with enlarged letters and numbers on the keyboard and instructions.
- Paper materials are presented in contrasting colors (e.g., black and white)
- Please describe other option(s) not listed above, if applicable:

### 3. Hearing\*\*

- Ubi-Duo, CapTel or similar device. These devices caption and display everything a person says on the phone or in person into text. Also consider using smart phone Speech to Text apps as an option.
- Amplified telephone capabilities.
- Offer a quieter place to interact.
- Closed-captioned setting available for videos or presentations, and staff has the training to quickly turn on captions
- Accommodate customers communicating in sign language. Smart phone apps such as the American Sign Language app can be used.
- Staff knows how to locate and secure sign language interpreting services.
- Please describe other option(s) not listed above, if applicable:

### 4. Computer Access

- A work station or work table that is height-adjustable for use by wheelchair users that offers alternative ways to access the computer, including for example: the capability to change from sit to stand.
- A work station or work table that is height-adjustable for use by wheelchair users that offers alternative ways to access the computer, including for example: a trackball or an alternate mouse, alternative keyboards, and/or a one-handed keyboard.
- A work station or work table that is height-adjustable for use by wheelchair users that offers alternative ways to access the computer, including for example: text-to-speech software, reading software, or word prediction software that helps people with limited use of their hands.

Microphones and headsets

Please describe other option(s) not listed above, if applicable:

## 5. Learning

Materials are or can be made available in language that is easy to understand (3rd to 5th grade level).

Capability to record presentations, discussions and/or written materials for customers who have difficulty taking notes. Smart phones also have this capability.

Basic orientation materials can be made available in alternate formats (large print, Braille, audio, text, etc.) upon request.

Materials can be made available that account for a variety of learning styles, and are also accessible to people who have limited or no reading skills (e.g., pictures, videos and audio formats), upon request.

Word prediction software that assists with literacy and support for Dyslexia, Dysgraphia, and Low Vision

Please describe other option(s) not listed above, if applicable:

### **Note:**

Some of the software mentioned above can be found free on smart phones in the Play Store or App Store. Staff and customers can adjust the settings on their smart phones for more accessibility options as well. Some software and equipment can be rented at no charge at NCATP Exchange Posts provided by the North Carolina Assistive Technology Program.

Contact your North Carolina Assistive Technology Program (NCATP) regional representative for more guidance on available resources/equipment and service locations at [NCATP.org](http://NCATP.org) or call 919-859-8360.

\*If you have questions related to services for the blind, visit [DHHS Services for the Blind](#) for more information and to find your [regional district office](#).

\*\* The specific accommodation that best assures effective communication varies, depending on the individual's preferred communication method, type of setting, context and complexity of communication. As such, center staff should give primary consideration to the choice of aid

or service requested by the person who is Deaf, Hard of Hearing or Deaf-Blind. If you have questions related to services for the deaf and hard of hearing, visit [DHHS Services for the Deaf and Hard of Hearing](#) for more information and to find your [regional district office](#).

**Checklist for assistive technology, materials, accommodations, and staff competencies to better serve persons with disabilities.**

Mobility, Vision, Hearing, Computer Access, and Learning are functional areas to consider to assess and support the federal programmatic and physical accessibility ADA requirements. These are general areas and suggestions of reasonable accommodations and are by no means a complete list. Check (✓) all that apply per center.

**1. Mobility**

- ✓ The center meets the programmatic and physical accessibility requirements according to the review for compliance with the Americans with Disabilities Act (ADA). This review is conducted by Mose Dorsey with the Division of Workforce Solutions, or can be done by a local Division of Vocational Rehabilitation specialist.

**2. Vision\***

- Speech software for computers such as *Natural Reader* and microphone and headsets. With this free software you can copy, paste and edit text; and it will convert the text into spoken words.
- ✓ Use larger font on printed handouts when possible and audio description on videos such as closed captioning.
- ✓ Screen enlargement capability. This allows users with low vision to enlarge the print on the monitors by changing the magnifier settings or by using ZOOMTEXT software.
- A large monitor for people with low vision.
- Large keyboard caps and keyboard orientation aides for customers with low vision. Consider a work station with key markings with enlarged letters and numbers on the keyboard and instructions.
- Paper materials are presented in contrasting colors (e.g., black and white).

- Please describe other option(s) not listed above, if applicable:

### 3. Hearing\*\*

- Ubi-Duo, CapTel or similar device. These devices caption and display everything a person says on the phone or in person into text. Also consider using smart phone Speech to Text apps as an option.
- Amplified telephone capabilities.
- Offer a quieter place to interact.
- Closed-captioned setting available for videos or presentations, and staff has the training to quickly turn on captions.
- Accommodate customers communicating in sign language. Smart phone apps such as the American Sign Language app can be used.
- Staff knows how to locate and secure sign language interpreting services.
- Please describe other option(s) not listed above, if applicable:

### 4. Computer Access

- A work station or work table that is height-adjustable for use by wheelchair users that offers alternative ways to access the computer, including for example: the capability to change from sit to stand.
- A work station or work table that is height-adjustable for use by wheelchair users that offers alternative ways to access the computer, including for example: a trackball or an alternate mouse, alternative keyboards, and/or a one-handed keyboard.
- A work station or work table that is height-adjustable for use by wheelchair users that offers alternative ways to access the computer, including for example: text-to-speech software, reading software, or word prediction software that helps people with limited use of their hands.

√ Microphones and headsets.

Please describe other option(s) not listed above, if applicable:

## 5. Learning

√ Materials are or can be made available in language that is easy to understand (3rd to 5th grade level).

√ Capability to record presentations, discussions and/or written materials for customers who have difficulty taking notes. Smart phones also have this capability.

√ Basic orientation materials can be made available in alternate formats (large print, Braille, audio, text, etc.) upon request.

Materials can be made available that account for a variety of learning styles, and are also accessible to people who have limited or no reading skills (e.g., pictures, videos and audio formats), upon request.

Word prediction software that assists with literacy and support for Dyslexia, Dysgraphia, and Low Vision.

√ Please describe other option(s) not listed above, if applicable: Craven County NCWorks Career Center also partners with Craven County Literacy Council. Through this partnership, individuals with limited reading comprehension skills are Craven County Literacy Council for assistance.

### **Note:**

Some of the software mentioned above can be found free on smart phones in the Play Store or App Store. Staff and customers can adjust the settings on their smart phones for more accessibility options as well. Some software and equipment can be rented at no charge at NCATP Exchange Posts provided by the North Carolina Assistive Technology Program.

Contact your North Carolina Assistive Technology Program (NCATP) regional representative for more guidance on available resources/equipment and service locations at [NCATP.org](http://NCATP.org) or call 919-859-8360.

\*If you have questions related to services for the blind, visit [DHHS Services for the Blind](#) for more information and to find your [regional district office](#).

\*\* The specific accommodation that best assures effective communication varies, depending on the individual's preferred communication method, type of setting, context and complexity of communication. As such, center staff should give primary consideration to the choice of aid or service requested by the person who is Deaf, Hard of Hearing or Deaf-Blind. If you have questions related to services for the deaf and hard of hearing, visit [DHHS Services for the Deaf and Hard of Hearing](#) for more information and to find your [regional district office](#).

**Checklist for assistive technology, materials, accommodations, and staff competencies to better serve persons with disabilities.**

Mobility, Vision, Hearing, Computer Access, and Learning are functional areas to consider to assess and support the federal programmatic and physical accessibility ADA requirements. These are general areas and suggestions of reasonable accommodations and are by no means a complete list. Check (✓) all that apply per center.

**1. Mobility**

- ✓ The center meets the programmatic and physical accessibility requirements according to the review for compliance with the Americans with Disabilities Act (ADA). This review is conducted by Mose Dorsey with the Division of Workforce Solutions, or can be done by a local Division of Vocational Rehabilitation specialist.

**2. Vision\***

- Speech software for computers such as *Natural Reader* and microphone and headsets. With this free software you can copy, paste and edit text; and it will convert the text into spoken words.
- Use larger font on printed handouts when possible and audio description on videos such as closed captioning.
- ✓ Screen enlargement capability. This allows users with low vision to enlarge the print on the monitors by changing the magnifier settings or by using ZOOMTEXT software.
- A large monitor for people with low vision.
- ✓ Large keyboard caps and keyboard orientation aides for customers with low vision. Consider a work station with key markings with enlarged letters and numbers on the keyboard and instructions.
- Paper materials are presented in contrasting colors (e.g., black and white)
- Please describe other option(s) not listed above, if applicable:

### 3. Hearing\*\*

- Ubi-Duo, CapTel or similar device. These devices caption and display everything a person says on the phone or in person into text. Also consider using smart phone Speech to Text apps as an option.
- Amplified telephone capabilities.
- Offer a quieter place to interact.
  
- Closed-captioned setting available for videos or presentations, and staff has the training to quickly turn on captions
- Accommodate customers communicating in sign language. Smart phone apps such as the American Sign Language app can be used.
- Staff knows how to locate and secure sign language interpreting services.
- Please describe other option(s) not listed above, if applicable: Cisco Bluetooth enabled phone to allow for Relay access.

### 4. Computer Access

- A work station or work table that is height-adjustable for use by wheelchair users that offers alternative ways to access the computer, including for example: the capability to change from sit to stand.
- A work station or work table that is height-adjustable for use by wheelchair users that offers alternative ways to access the computer, including for example: a trackball or an alternate mouse, alternative keyboards, and/or a one-handed keyboard.
- A work station or work table that is height-adjustable for use by wheelchair users that offers alternative ways to access the computer, including for example: text-to-speech software, reading software, or word prediction software that helps people with limited use of their hands.
- Microphones and headsets
  
- Please describe other option(s) not listed above, if applicable:

## 5. Learning

- ✓ Materials are or can be made available in language that is easy to understand (3rd to 5th grade level).
- Capability to record presentations, discussions and/or written materials for customers who have difficulty taking notes. Smart phones also have this capability.
- Basic orientation materials can be made available in alternate formats (large print, Braille, audio, text, etc.) upon request.
- Materials can be made available that account for a variety of learning styles, and are also accessible to people who have limited or no reading skills (e.g., pictures, videos and audio formats), upon request.
- Word prediction software that assists with literacy and support for Dyslexia, Dysgraphia, and Low Vision
- Please describe other option(s) not listed above, if applicable:

### **Note:**

Some of the software mentioned above can be found free on smart phones in the Play Store or App Store. Staff and customers can adjust the settings on their smart phones for more accessibility options as well. Some software and equipment can be rented at no charge at NCATP Exchange Posts provided by the North Carolina Assistive Technology Program.

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\*\* The specific accommodation that best assures effective communication varies, depending on the individual's preferred communication method, type of setting, context and complexity of communication. As such, center staff should give primary consideration to the choice of aid or service requested by the person who is Deaf, Hard of Hearing or Deaf-Blind. If you have questions related to services for the deaf and hard of hearing, visit [DHHS Services for the Deaf and Hard of Hearing](#) for more information and to find your [regional district office](#).

Center City/Location: (Center 4) Kinston, Lenoir County

**Checklist for assistive technology, materials, accommodations, and staff competencies to better serve persons with disabilities.**

Mobility, Vision, Hearing, Computer Access, and Learning are functional areas to consider to assess and support the federal programmatic and physical accessibility ADA requirements. These are general areas and suggestions of reasonable accommodations and are by no means a complete list. Check (✓) all that apply per center.

**1. Mobility**

- ✓ The center meets the programmatic and physical accessibility requirements according to the review for compliance with the Americans with Disabilities Act (ADA). This review is conducted by Mose Dorsey with the Division of Workforce Solutions, or can be done by a local Division of Vocational Rehabilitation specialist.

**2. Vision\***

- ✓ Speech software for computers such as *Natural Reader* and microphone and headsets. With this free software you can copy, paste and edit text; and it will convert the text into spoken words.
- ✓ Use larger font on printed handouts when possible and audio description on videos such as closed captioning.
- ✓ Screen enlargement capability. This allows users with low vision to enlarge the print on the monitors by changing the magnifier settings or by using ZOOMTEXT software.
- ✓ A large monitor for people with low vision.
- ✓ Large keyboard caps and keyboard orientation aides for customers with low vision. Consider a work station with key markings with enlarged letters and numbers on the keyboard and instructions.
- ✓ Paper materials are presented in contrasting colors (e.g., black and white).

√ Please describe other option(s) not listed above, if applicable:

### 3. Hearing\*\*

Ubi-Duo, CapTel or similar device. These devices caption and display everything a person says on the phone or in person into text. Also consider using smart phone Speech to Text apps as an option.

√ Amplified telephone capabilities.

√ Offer a quieter place to interact.

√ Closed-captioned setting available for videos or presentations, and staff has the training to quickly turn on captions.

√ Accommodate customers communicating in sign language. Smart phone apps such as the American Sign Language app can be used.

√ Staff knows how to locate and secure sign language interpreting services.

Please describe other option(s) not listed above, if applicable:

### 4. Computer Access

A work station or work table that is height-adjustable for use by wheelchair users that offers alternative ways to access the computer, including for example: the capability to change from sit to stand.

√ A work station or work table that is height-adjustable for use by wheelchair users that offers alternative ways to access the computer, including for example: a trackball or an alternate mouse, alternative keyboards, and/or a one-handed keyboard.

- √ A work station or work table that is height-adjustable for use by wheelchair users that offers alternative ways to access the computer, including for example: text-to-speech software, reading software, or word prediction software that helps people with limited use of their hands.
- √ Microphones and headsets.
- Please describe other option(s) not listed above, if applicable:

## 5. Learning

- √ Materials are or can be made available in language that is easy to understand (3rd to 5th grade level).
- √ Capability to record presentations, discussions and/or written materials for customers who have difficulty taking notes. Smart phones also have this capability.
- √ Basic orientation materials can be made available in alternate formats (large print, Braille, audio, text, etc.) upon request.
- √ Materials can be made available that account for a variety of learning styles, and are also accessible to people who have limited or no reading skills (e.g., pictures, videos and audio formats), upon request.
- √ Word prediction software that assists with literacy and support for Dyslexia, Dysgraphia, and Low Vision.
- √ Please describe other option(s) not listed above, if applicable: The NCWorks Career Center – Lenoir is housed at Lenoir Community College in Kinston, NC. The Career Center Manager collaborate with the College's ADA Counselor to make sure needs for any client are met. We also coordinate with our partners (Vocational Rehabilitation and Division of Services for the Blind)

### **Note:**

Some of the software mentioned above can be found free on smart phones in the Play Store or App Store. Staff and customers can adjust the settings on their smart phones for more accessibility options as well. Some software and equipment can be rented at no charge at NCATP Exchange Posts provided by the North Carolina Assistive Technology Program.

Contact your North Carolina Assistive Technology Program (NCATP) regional representative for more guidance on available resources/equipment and service locations at [NCATP.org](http://NCATP.org) or call 919-859-8360.

\*If you have questions related to services for the blind, visit [DHHS Services for the Blind](#) for more information and to find your [regional district office](#).

\*\* The specific accommodation that best assures effective communication varies, depending on the individual's preferred communication method, type of setting, context and complexity of communication. As such, center staff should give primary consideration to the choice of aid or service requested by the person who is Deaf, Hard of Hearing or Deaf-Blind. If you have questions related to services for the deaf and hard of hearing, visit [DHHS Services for the Deaf and Hard of Hearing](#) for more information and to find your [regional district office](#).

Center City/Location: Jacksonville / Onslow County

**Checklist for assistive technology, materials, accommodations, and staff competencies to better serve persons with disabilities.**

Mobility, Vision, Hearing, Computer Access, and Learning are functional areas to consider to assess and support the federal programmatic and physical accessibility ADA requirements. These are general areas and suggestions of reasonable accommodations and are by no means a complete list. Check (✓) all that apply per center.

**1. Mobility**

- ✓ The center meets the programmatic and physical accessibility requirements according to the review for compliance with the Americans with Disabilities Act (ADA). This review is conducted by Mose Dorsey with the Division of Workforce Solutions, or can be done by a local Division of Vocational Rehabilitation specialist.

**2. Vision\***

- Speech software for computers such as *Natural Reader* and microphone and headsets. With this free software you can copy, paste and edit text; and it will convert the text into spoken words.
- Use larger font on printed handouts when possible and audio description on videos such as closed captioning.
- ✓ Screen enlargement capability. This allows users with low vision to enlarge the print on the monitors by changing the magnifier settings or by using ZOOMTEXT software.
- A large monitor for people with low vision.
- Large keyboard caps and keyboard orientation aides for customers with low vision. Consider a work station with key markings with enlarged letters and numbers on the keyboard and instructions.
- Paper materials are presented in contrasting colors (e.g., black and white)
- Please describe other option(s) not listed above, if applicable:

### 3. Hearing\*\*

- Ubi-Duo, CapTel or similar device. These devices caption and display everything a person says on the phone or in person into text. Also consider using smart phone Speech to Text apps as an option.
- Amplified telephone capabilities.
- Offer a quieter place to interact.
  
- Closed-captioned setting available for videos or presentations, and staff has the training to quickly turn on captions
- Accommodate customers communicating in sign language. Smart phone apps such as the American Sign Language app can be used.
- Staff knows how to locate and secure sign language interpreting services.
- Please describe other option(s) not listed above, if applicable:

### 4. Computer Access

- A work station or work table that is height-adjustable for use by wheelchair users that offers alternative ways to access the computer, including for example: the capability to change from sit to stand.
- A work station or work table that is height-adjustable for use by wheelchair users that offers alternative ways to access the computer, including for example: a trackball or an alternate mouse, alternative keyboards, and/or a one-handed keyboard.
- A work station or work table that is height-adjustable for use by wheelchair users that offers alternative ways to access the computer, including for example: text-to-speech software, reading software, or word prediction software that helps people with limited use of their hands.
- Microphones and headsets
  
- Please describe other option(s) not listed above, if applicable:

## 5. Learning

- ✓ Materials are or can be made available in language that is easy to understand (3rd to 5th grade level).
- Capability to record presentations, discussions and/or written materials for customers who have difficulty taking notes. Smart phones also have this capability.
- Basic orientation materials can be made available in alternate formats (large print, Braille, audio, text, etc.) upon request.
- Materials can be made available that account for a variety of learning styles, and are also accessible to people who have limited or no reading skills (e.g., pictures, videos and audio formats), upon request.
- Word prediction software that assists with literacy and support for Dyslexia, Dysgraphia, and Low Vision
- Please describe other option(s) not listed above, if applicable:

### **Note:**

Some of the software mentioned above can be found free on smart phones in the Play Store or App Store. Staff and customers can adjust the settings on their smart phones for more accessibility options as well. Some software and equipment can be rented at no charge at NCATP Exchange Posts provided by the North Carolina Assistive Technology Program.

Contact your North Carolina Assistive Technology Program (NCATP) regional representative for more guidance on available resources/equipment and service locations at [NCATP.org](http://NCATP.org) or call 919-859-8360.

\*If you have questions related to services for the blind, visit [DHHS Services for the Blind](#) for more information and to find your [regional district office](#).

\*\* The specific accommodation that best assures effective communication varies, depending on the individual's preferred communication method, type of setting, context and complexity of communication. As such, center staff should give primary consideration to the choice of aid or service requested by the person who is Deaf, Hard of Hearing or Deaf-Blind. If you have questions related to services for the deaf and hard of hearing, visit [DHHS Services for the Deaf and Hard of Hearing](#) for more information and to find your [regional district office](#).

**Checklist for assistive technology, materials, accommodations, and staff competencies to better serve persons with disabilities.**

Mobility, Vision, Hearing, Computer Access, and Learning are functional areas to consider to assess and support the federal programmatic and physical accessibility ADA requirements. These are general areas and suggestions of reasonable accommodations and are by no means a complete list. Check (✓) all that apply per center.

**1. Mobility**

- ✓ The center meets the programmatic and physical accessibility requirements according to the review for compliance with the Americans with Disabilities Act (ADA). This review is conducted by Mose Dorsey with the Division of Workforce Solutions, or can be done by a local Division of Vocational Rehabilitation specialist.

**2. Vision\***

- Speech software for computers such as *Natural Reader* and microphone and headsets. With this free software you can copy, paste and edit text; and it will convert the text into spoken words.
- ✓ Use larger font on printed handouts when possible and audio description on videos such as closed captioning.
- ✓ Screen enlargement capability. This allows users with low vision to enlarge the print on the monitors by changing the magnifier settings or by using ZOOMTEXT software.
- A large monitor for people with low vision.
- Large keyboard caps and keyboard orientation aides for customers with low vision. Consider a work station with key markings with enlarged letters and numbers on the keyboard and instructions.
- Paper materials are presented in contrasting colors (e.g., black and white)
- Please describe other option(s) not listed above, if applicable:

### 3. Hearing\*\*

√ Ubi-Duo, CapTel or similar device. These devices caption and display everything a person says on the phone or in person into text. Also consider using smart phone Speech to Text apps as an option.

Amplified telephone capabilities (volume control).

√ Offer a quieter place to interact.

Closed-captioned setting available for videos or presentations, and staff has the training to quickly turn on captions

Accommodate customers communicating in sign language. Smart phone apps such as the American Sign Language app can be used.

Staff knows how to locate and secure sign language interpreting services.

Please describe other option(s) not listed above, if applicable:

### 4. Computer Access

A work station or work table that is height-adjustable for use by wheelchair users that offers alternative ways to access the computer, including for example: the capability to change from sit to stand.

A work station or work table that is height-adjustable for use by wheelchair users that offers alternative ways to access the computer, including for example: a trackball or an alternate mouse, alternative keyboards, and/or a one-handed keyboard.

A work station or work table that is height-adjustable for use by wheelchair users that offers alternative ways to access the computer, including for example: text-to-speech software, reading software, or word prediction software that helps people with limited use of their hands.

√ Microphones and headsets

- √ Please describe other option(s) not listed above, if applicable: The keyboard tray has been removed from one workstation to allow for accessibility by those in a wheelchair.

## 5. Learning

- √ Materials are or can be made available in language that is easy to understand (3rd to 5th grade level). Our partners with Literacy Connections of Wayne County are willing to provide such materials upon request from the NCWorks Career Center team.
- Capability to record presentations, discussions and/or written materials for customers who have difficulty taking notes. Smart phones also have this capability.
- √ Basic orientation materials can be made available in alternate formats (large print, Braille, audio, text, etc.) upon request.
- Materials can be made available that account for a variety of learning styles, and are also accessible to people who have limited or no reading skills (e.g., pictures, videos and audio formats), upon request.
- Word prediction software that assists with literacy and support for Dyslexia, Dysgraphia, and Low Vision
- √ Please describe other option(s) not listed above, if applicable: The Wayne County NCWorks Career Center also partners with Literacy Connections of Wayne County. Through this partnership, individuals with limited reading comprehension skills are referred to Literacy Connections for assistance. The Career Center Manager serves as a Board Member of the respective agency.

### **Note:**

Some of the software mentioned above can be found free on smart phones in the Play Store or App Store. Staff and customers can adjust the settings on their smart phones for more accessibility options as well. Some software and equipment can be rented at no charge at NCATP Exchange Posts provided by the North Carolina Assistive Technology Program.

Contact your North Carolina Assistive Technology Program (NCATP) regional representative for more guidance on available resources/equipment and service locations at [NCATP.org](http://NCATP.org) or call 919-859-8360. \*If you have questions related to services for the blind, visit [DHHS Services for the Blind](#) for more information and to find your [regional district office](#).

\*\* The specific accommodation that best assures effective communication varies, depending on the individual's preferred communication method, type of setting, context and complexity of communication. As such, center staff should give primary consideration to the choice of aid or service requested by the person who is Deaf, Hard of Hearing or Deaf-Blind. If you have questions related to services for the deaf and hard of hearing, visit [DHHS Services for the Deaf and Hard of Hearing](#) for more information and to find your [regional district office](#).

# The Local Area's Staff Training Schedule/Roster

ATTACHMENT E

Please complete the following chart inserting the dates of training for each staff member. Training must have occurred after January 2016. LMI and Career Advising are to be complete before applying for certification. **Customer Service, Disability Awareness, and Career Pathways are not due when applying, but due within one year after.\***

Staff Name	Center(s) – City, County	Labor Market Info	Career Advising, or CDF	*Customer Service	*Disability Awareness	*NCWorks Career Pathways
Ruthe Bryan	Morehead City, Carteret	03/06/18	09/25/18	03/13/18	11/01/21	02/02/18
Hedda Bunting	Morehead City, Carteret	04/12/22	12/01/20	10/22/21	10/25/21	10/27/21
Merianne Grigoriuc	Morehead City, Carteret	10/21/19	04/17/20	10/18/19	10/18/19	10/21/19
Theresa Hobgood	Morehead City, Carteret	04/14/22	04/03/19	12/03/19	12/04/19	12/04/19
John Sotirkys	Morehead City, Carteret	04/14/21	05/25/21	02/11/20	10/22/21	02/11/20
Reeshema Walker	New Bern, Craven	07/17/19	06/21/19	06/21/19	07/17/19	06/22/22
Eileen McGaughey	New Bern, Craven	08/07/19	05/25/21	08/12/19	10/12/21	08/12/19
Eric Cedars	New Bern, Craven	10/27/21	12/17/20	12/22/20	12/14/20	12/14/20
Taylor Lee	New Bern, Craven	09/30/21	12/15/16	10/01/21	09/26/21	03/15/21
Tonywanda Jackson	New Bern, Craven	01/27/20	05/25/21	06/16/20	06/25/20	01/27/20
Duane Clark	New Bern, Craven	01/27/20	01/30/19	08/21/19	07/25/18	08/16/18
Kelly Ammerman	New Bern, Craven	03/24/22	03/24/22**	03/24/22	10/26/21	03/24/22
Victoria Honea	New Bern, Craven	03/25/22	03/25/22**	03/25/22	10/26/21	03/25/22
William Andrew	New Bern, Craven	03/23/22	03/23/22**	03/23/22	11/24/21	03/23/22
Lynne Moore	Kenansville, Duplin	07/21/16, 04/5/22	05/09/17	05/05/17	06/06/18	06/06/18, 06/08/18
Charliss Gwynn	Kenansville, Duplin	07/13/16, 04/26/17	05/19/17	06/08/17	11/29/17	11/29/17
Carla Whaley	Kenansville, Duplin	07/13/16, 04/05/22	12/17/16	06/08/17, 08/21/17	11/29/17	11/30/
Karen Sosa	Kenansville, Duplin	02/16/18	03/14/18	02/02/18	02/16/22	02/20/18
Taylor Kennedy (hire 10/21)	Kenansville, Duplin	10/21/21	10/21/21, 10/25/21	10/19/21, 10/21/21	10/21/21	10/21/21, 10/22/21
Penny Thorne (hire 11/21)	Kenansville, Duplin	04/01/22	04/04/22	12/08/21	12/07/21	04/04/22
Iris Carter (hire 3/22)	Kenansville, Duplin	04/01/22	3/16/22, 4/4/22	04/05/22	04/01/22	
Samara Taft	Kinston, Lenoir	05/19/16	04/12/16	06/08/17, 08/21/17	11/16/17	03/23/17
Jamie Wallace	Kinston - Lenoir	05/19/16	12/07/16	08/22/17	11/17/17	11/17/17
Ika Grant	Kinston, Lenoir	07/12/16	03/06/18	08/22/17	07/25/18	01/24/18

Tracey Price	Kinston, Lenoir	07/12/16	03/13/18	06/08/17, 08/21/17	07/25/18	01/24/18
Lynn Cullipher	Kinston, Lenoir	05/19/16	12/15/16	06/08/17, 08/21/17	11/17/17	07/19/17
Sherwood Pitt – new	Kinston, Lenoir	03/01/21	5/24/2022**	03/03/21	03/01/21	03/01/21
Victoria Burroughs-new CSR	Kinston, Lenoir	04/01/22	04/01/22	09/16/20	11/01/21	04/01/22
Shawn Casey-new CSR	Kinston, Lenoir	08/27/21	08/30/21	08/27/21	10/29/21	03/31/21
Lisa Wooten – Hightower	Kinston, Lenoir	12/08/17	05/08/18	07/24/17	05/08/18	11/27-28/2017
Katherine Bal	Jacksonville, Onslow	07/13/17	09/21/16	08/05/16	07/30/18	10/17/17
Gerry Cruz	Jacksonville, Onslow	07/12/16	04/17/20	08/05/16	07/11/17	10/17/17
Lindsay Gress	Jacksonville, Onslow	05/18/16	09/21/16	08/05/16	07/11/17	10/17/17
Diane LeBlanc	Jacksonville, Onslow	12/12/17	03/04/14	06/08/17	07/27/18	10/17/17
Nadia Mayora	Jacksonville, Onslow	12/18/20	12/21/20	04/06/22	10/22/21	10/17/17
Eddie Moore	Jacksonville, Onslow	09/03/20	05/17/22	09/03/20	09/03/20	09/04/20
Sylvia Williams	Jacksonville, Onslow	12/12/17	02/23/15	06/08/17	07/27/18	10/17/17
Lori Jarman	Jacksonville, Onslow	10/22/21	10/22/21	10/25/21	10/25/21	10/25/21
Timothy Baker	Jacksonville, Onslow	09/22/20	05/10/22	09/22/20	09/22/20	12/18/20
Kwasi Oppong-Danso	Jacksonville, Onslow	04/14/22	01/13/22	01/06/22	01/05/22	01/07/22
Amanda Rosa-Kolman	Jacksonville, Onslow	04/14/22	12/13/21	12/09/21	12/11/21	12/16/21
Kristy Harrington	Jacksonville, Onslow	04/13/22	12/09/21	12/06/21	12/02/21	12/06/21
Teri Lewis	Jacksonville, Onslow	04/14/22	01/18/17	11/01/18	01/10/19	01/24/19
Jocelyn Wiegner	Jacksonville, Onslow	02/25/22	02/25/22	02/23/22	02/23/22	02/22/22
Jamie Wallace	Goldsboro, Wayne	05/19/16	12/07/16	08/22/17	11/17/17	11/17/17
Estherose Rogers	Goldsboro, Wayne	07/14/16	05/16/17	03/14/18	11/20/17	01/23/18
Gina Colie	Goldsboro, Wayne	11/21/17	03/09/18	06/15/17	11/28/17	11/29/17
Derrick Wootson	Goldsboro, Wayne	07/01/16	12/07/16	06/08/17	05/18/17	01/23/18
Carmen Hargrove	Goldsboro, Wayne	03/06/20	12/03/20	01/26/20	07/20/20	07/20/20
Cathi Stickles	Goldsboro, Wayne	07/01/16	04/16/04	06/08/17	05/18/17	01/23/18
Shandra Simmons	Goldsboro, Wayne	11/17/17	05/16/17	06/08/17	05/18/17	01/23/18
Shaquita Hatcher	Goldsboro, Wayne	07/01/16	03/12/18	06/08/17	05/18/17	01/23/18
Zachary Branch	Goldsboro, Wayne	07/01/16	01/24/18	06/08/17	05/18/17	01/23/18
Rory Springs	Goldsboro, Wayne	****	06/16/20	09/03/20	10/12/21	09/18/20
Victor Kosinski	Goldsboro, Wayne	07/26/17	05/19/17	08/22/17	11/20/17	11/20/17

**\*\*Currently enrolled in FCD**

Staff Name	Center(s) – City, County	EO: Pt. 1- Laws & Regulation s	EO: Pt. 2 – Limited English Proficiency	EO: Pt. 3 – Confidenti ality & Reporting	Diversity as a Fact of Life	D&I: Pt. 1 – Serving Customers with Disabilities	D&I: Pt. 2 – Serving Customers with Disabilities	EO/DI Training Q&A w/Mose Dorsey	NCWorks Code of Conduct
Ruthe Bryan	Morehead City, Carteret	02/12/21	02/12/21	02/12/21	02/12/21	11/01/21	11/01/21	11/03/21	12/17/21
Hedda Bunting	Morehead City, Carteret	10/25/21	10/25/21	10/25/21	N/A	10/25/21	10/25/21	11/03/21	01/03/22
Merianne Grigoricic	Morehead City, Carteret	02/12/21	02/12/21	02/12/21	02/12/21	10/13/21	10/13/21	11/03/21	01/03/22
Theresa Hobgood	Morehead City, Carteret	02/12/21	02/12/21	02/12/21	02/12/21	10/25/21	10/25/21	11/03/21	12/16/21
Gina Smith	Morehead City, Carteret	02/12/21	02/12/21	02/12/21	02/12/21	10/22/21	10/22/21	11/03/21	12/28/21
John Sotirkys	Morehead City, Carteret	01/19/21	10/22/21	01/19/21	01/06/21	10/22/21	10/22/21	11/03/21	12/17/21
Reeshema Walker	New Bern, Craven	01/21/21	01/21/21	01/22/21	01/07/21	11/03/21	11/03/21	11/03/21	07/09/21
Eileen McGaughey	New Bern, Craven	01/22/21	11/03/21	01/21/21	01/07/21	10/12/21	10/12/21	11/03/21	07/09/21
Eric Cedars	New Bern, Craven	01/20/21	01/14/21	01/20/21	01/11/21	10/14/21	10/14/21	11/03/21	01/03/22
Taylor Lee	New Bern, Craven	09/30/21	10/12/21	10/01/21	09/21/21	09/26/21	09/26/21	11/03/21	03/23/21
Tonywanda Jackson	New Bern, Craven	01/19/21	01/08/21	01/19/21	01/08/21	11/03/21	11/03/21	11/03/21	07/09/21
Duane Clark	New Bern, Craven	01/25/21	01/14/21	01/25/21	01/14/21	10/19/21	10/19/21	11/03/21	07/22/21
Kelly Ammerman	New Bern, Craven	07/08/21	07/08/21	10/26/21	10/26/21	10/26/21	10/26/21	11/03/21	07/08/21
Victoria Honea	New Bern, Craven	10/26/21	10/26/21	10/26/21	10/26/21	10/26/21	10/26/21	11/03/21	12/15/21
William Andrew	New Bern, Craven	11/24/21	11/26/21	11/26/21	10/26/21	11/24/21	11/24/21	11/03/21	12/15/21
Crista Jackson	New Bern, Craven	10/20/21	10/20/21	10/20/21	10/26/21	10/20/21	10/20/21	11/03/21	07/08/21
Lynne Moore	Kenansville, Duplin	01/31/21	01/31/21	01/31/21	01/11/21	10/21/21	10/26/21	11/03/21	12/15/21
Charliss Gwynn	Kenansville, Duplin	01/21/21	01/21/21	01/21/21	01/07/21	10/13/21	10/13/21	11/03/21	12/16/21
Carla Whaley	Kenansville, Duplin	01/22/21	01/22/21	01/22/21	01/07/21	10/12/21	10/12/21	11/03/21	12/16/21
Karen Sosa	Kenansville, Duplin	01/25/21	01/25/21	01/25/21	01/25/21	10/20/21	10/20/21	11/03/21	12/20/21
Taylor Kennedy (hire 10/21)	Kenansville, Duplin	10/21/21	10/21/21	10/21/21	N/A	10/20/21	10/20/21	11/03/21	12/15/21
Doreen Manley	Kenansville, Duplin	11/10/21	11/10/21	11/10/21	N/A	11/10/21	11/10/21	11/03/21	12/20/21
Penny Thorne (hire 11/21)	Kenansville, Duplin	12/08/21	12/08/21	12/08/21	N/A	12/07/21	12/07/21		12/21/21
Iris Carter (hire 3/22)	Kenansville, Duplin	04/01/22	04/01/22	04/01/22	N/A	04/01/22	04/01/22		04/05/22
Samara Taft	Kinston, Lenoir	01/25/21	01/25/21	01/25/21	01/25/21	11/02/21	11/02/21	11/03/21	01/14/22
Jamie Wallace	Kinston - Lenoir	01/19/21	01/19/21	01/19/21	01/19/21	10/29/21	10/29/21	11/03/21	12/16/21
Ika Grant	Kinston, Lenoir	01/19/21	01/21/21	01/21/21	01/21/21	10/15/21	10/15/21	11/03/21	01/06/22
Tracey Price	Kinston, Lenoir	01/19/21	01/19/21	10/29/21	01/07/21	10/28/21	10/29/21	11/03/21	12/15/21
Lynn Cullipher	Kinston, Lenoir	01/20/21	01/20/21	01/21/21	01/07/21	10/28/21	10/28/21	11/03/21	12/16/21
Sherwood Pitt – new	Kinston, Lenoir	03/01/21	03/01/21	03/01/21	03/02/21	10/21/21	10/29/21	11/04/21	01/14/21
Victoria Burroughs-new CSR	Kinston, Lenoir	01/20/21	01/20/21	01/20/21	01/07/21	11/01/21	11/01/21	11/03/21	12/16/21
Shawn Casey-new CSR	Kinston, Lenoir	08/30/21	08/30/21	08/30/21	08/30/21	10/29/21	10/29/21	11/03/21	01/17/21
Lisa Wooten – Hightower	Kinston, Lenoir	01/25/21	01/25/21	01/25/21	01/25/21	01/18/22	01/18/22	01/18/22	12/15/21
Katherine Bal	Jacksonville, Onslow	02/12/21	02/12/21	02/12/21	02/12/21	10/22/21	10/22/21	11/03/21	12/20/21
Gerry Cruz	Jacksonville, Onslow	02/12/21	02/12/21	02/12/21	02/12/21	10/25/21	10/25/21	11/03/21	01/07/22
Lindsay Gress	Jacksonville, Onslow	02/12/21	02/12/21	02/12/21	02/12/21	10/22/21	10/22/21	11/03/21	01/04/22

Diane LeBlanc	Jacksonville, Onslow	02/12/21	02/12/21	02/12/21	02/12/21	10/25/21	10/25/21	11/03/21	01/04/22
Nadia Mayora	Jacksonville, Onslow	02/12/21	02/12/21	02/12/21	02/12/21	10/22/21	10/22/21	11/03/21	01/04/22
Eddie Moore	Jacksonville, Onslow	02/12/21	02/12/21	02/12/21	02/12/21	11/05/21	11/05/21	11/03/21	01/04/22
Tracy Taylor (Supervisor)	Jacksonville, Onslow	02/12/21	02/12/21	02/12/21	02/12/21			11/03/21	
Semantha Watkins	Jacksonville, Onslow	02/12/21	02/12/21	02/12/21	02/12/21	10/22/21	10/22/21		Leave
Sylvia Williams	Jacksonville, Onslow	02/12/21	02/12/21	02/12/21	02/12/21	10/25/21	10/25/21	11/03/21	12/15/21
Lori Jarman	Jacksonville, Onslow	10/22/21	10/22/21	10/25/21	10/22/21	10/22/21	10/22/21	11/03/21	12/20/21
Dean Clark (resigned)	Jacksonville, Onslow	10/22/21	10/22/21	10/22/21	N/A	05/06/21	05/06/21		
Timothy Baker	Jacksonville, Onslow	02/09/21	02/09/21	02/09/21	02/09/21	11/08/21	11/08/21	11/03/21	12/17/21
Kwasi Oppong-Danso	Jacksonville, Onslow	01/05/22	01/05/22	01/05/22	N/A	01/07/22	01/07/22		01/06/22
Amanda Rosa-Kolman	Jacksonville, Onslow	12/13/21	12/13/21	12/13/21	N/A	12/11/21	12/11/21		01/04/22
Kristy Harrington	Jacksonville, Onslow	12/09/21	12/09/21	12/09/21	N/A	12/02/21	12/02/21		12/17/21
Teri Lewis	Jacksonville, Onslow	01/26/21	01/26/21	01/26/21	N/A	01/10/19	01/10/19	11/03/21	07/08/21
Jocelyn Wiegner	Jacksonville, Onslow	02/25/22	02/25/22	02/25/22	N/A	02/23/22	02/23/22		02/16/22
Jamie Wallace	Goldsboro, Wayne	01/19/21	01/19/21	01/19/21	01/19/21	10/29/21	10/29/21	11/03/21	12/16/21
Estherose Rogers	Goldsboro, Wayne	01/19/21	01/19/21	01/19/21	01/11/21	10/12/21	10/12/21	11/03/21	04/14/22
Gina Colie	Goldsboro, Wayne	01/19/21	01/21/21	01/19/21	01/21/21	10/12/21	10/12/21	11/03/21	12/15/21
Derrick Wootson	Goldsboro, Wayne	01/20/21	01/22/21	01/19/21	01/08/21	10/13/21	10/13/21	11/03/21	12/15/21
Carmen Hargrove	Goldsboro, Wayne	01/21/21	01/20/21	01/21/21	02/15/21	10/18/21	10/18/21	11/03/21	12/15/21
Cathi Stickles	Goldsboro, Wayne	01/20/21	01/20/21	01/20/21	01/20/21	10/12/21	10/12/21	11/03/21	12/16/21
Shandra Simmons	Goldsboro, Wayne	01/21/21	01/21/21	01/21/21	01/21/21	10/12/21	10/12/21	11/03/21	12/16/21
Shaquita Hatcher	Goldsboro, Wayne	01/21/21	01/21/21	01/21/21	01/21/21	10/12/21	10/12/21	11/03/21	12/16/21
Zachary Branch	Goldsboro, Wayne	01/20/21	10/18/21	01/20/21	01/11/21	10/12/21	10/12/21	01/03/21	12/17/21
Rory Springs	Goldsboro, Wayne	10/12/21	10/12/21	10/12/21	10/12/21	10/12/21	10/12/21	11/03/21	12/16/21
Victor Kosinski	Goldsboro, Wayne	01/21/21	01/21/21	01/21/21	01/11/21	10/18/21	10/18/21	11/03/21	12/16/21