NCWorks
CAREER CENTER

Creating Career Pathways for a Skilled Workforce

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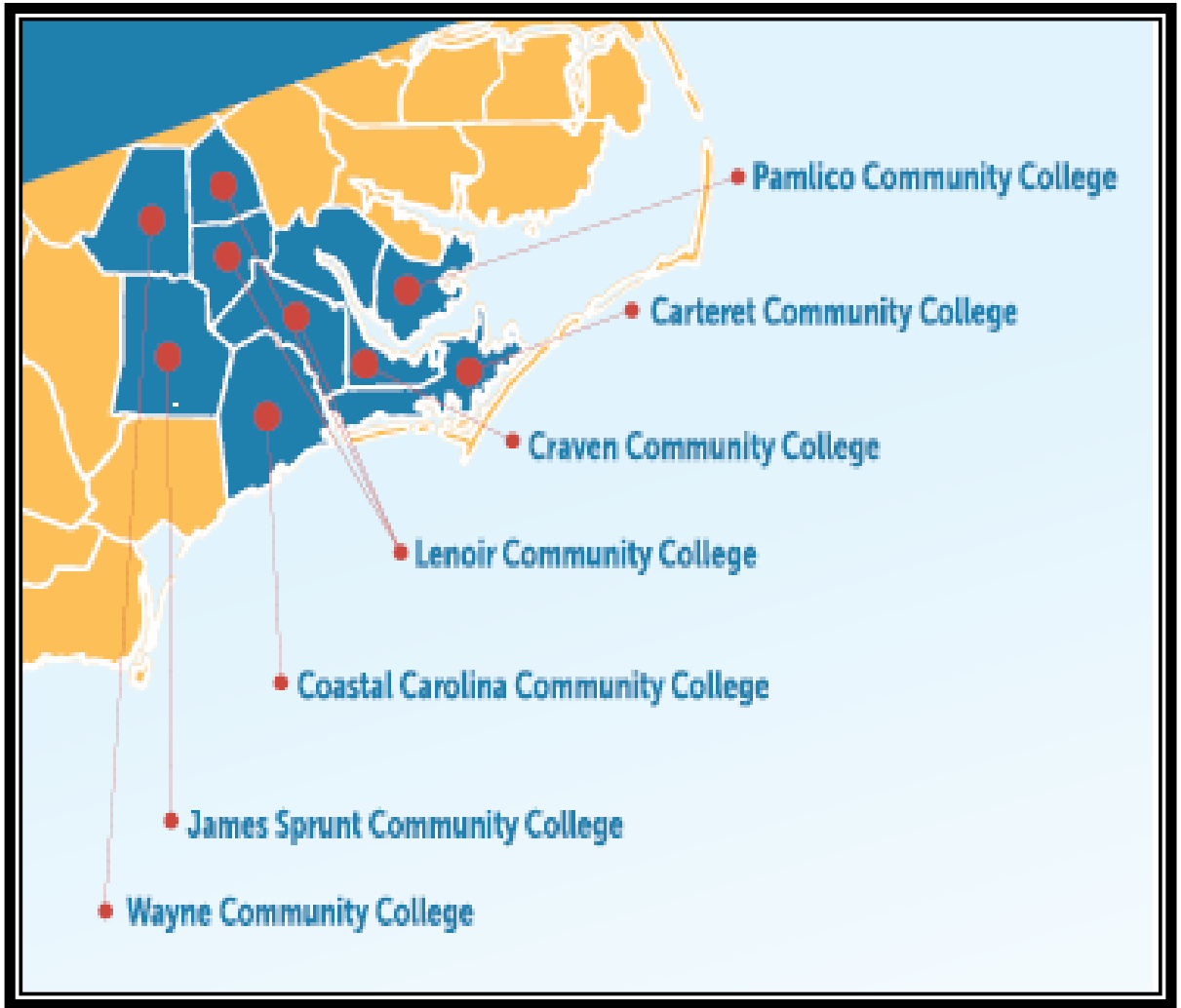


- **The ECWDB serves a nine county region.**
- **The ECWDB contracts WIOA Title I services with six local community colleges and one non-profit organization.**
- **WIOA Title I funded college staff are assigned to local NCWorks Career Centers to serve as Career Advisors within an Integrated Service Delivery System Framework.**
- **ECWDB has six certified NCWorks Career Centers and three NCWorks Career Services Locations.**
- **Division of Workforce Solutions serves as the operator for five NCWorks Career Centers [Carteret, Craven, Duplin, Onslow, Wayne].**
- **Lenoir Community College serves as the NCWorks operator for Lenoir, Greene, and Jones.**
- **Pamlico Community College is the host for the NCWorks Career Services location.**

Lenoir County NCWorks Career Center

Title I and Title II
Delivery of Services

Firm Foundations and Strong Collaborations

Operations and Structure

- Title I and Title II co-located in Bullock Building at Lenoir Community College since 1998
- DWS co-located in December 2014
- Well-attended staff and partner meetings held monthly for 19 years
- Strong working relationships

Operations…..

- Orientation

  WIOA Youth Career Advisor attends each session
- Managed Enrollment
- Referrals

  Referrals are made when customer is greeted/assessed

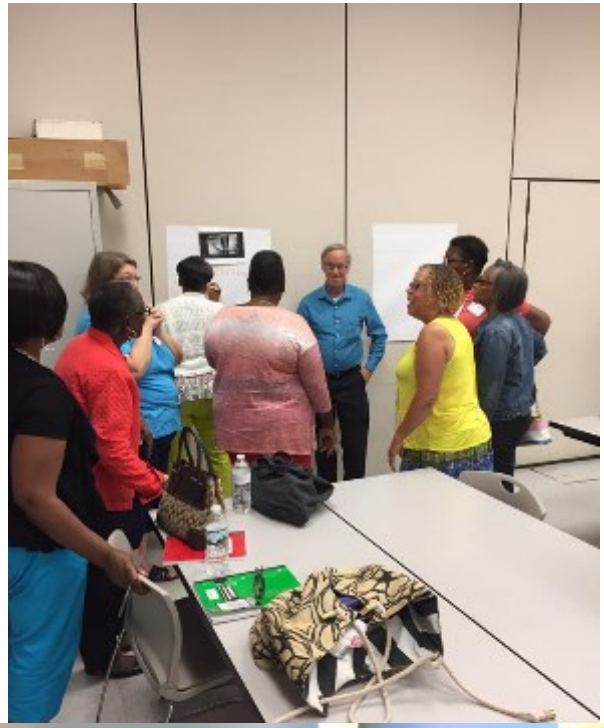
  Customer is walked to the appropriate program rep
- Performance Improvement Committee (PIC)

Coordination and Partnerships

- K-12 partners
- Vocational Rehabilitation
- Employer Engagement (Industry Tours, WEX)
- Economic Development
- Telamon
- Latino Programs
- Community-Based Organizations
- College programs (Human Resources Development, Work-Based Learning, Industry Training Director, Small Business Center)
- Eastern Carolina Workforce Development Board, Inc.

Creating a Culture

- Staff development
- Same building location
- SGA club (Food Drive, VA Hospital)
- Speakers Forum
- Project Fairs
- Volunteering with Job Fair
- Spring Joust/Fall Festival



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Impacts for customers…

- Seamless flow of service delivery for the customers
- Co-location and being in the same building ensures customers are not lost in the process
- Information sharing helps us all reach our goals and meet common performance measures
- Sharing of resources (non-duplication of services, office supplies, staff coverage, grants)

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Innovative Best Practices

- Contextualized learning experiences
- Partnerships with surrounding community colleges
- Data tracking and assessment (performance measures)
- Strong partnerships, well-attended meetings and trainings
- All partners involved in annual Job Fair (Title I/II participants volunteer to help)
- Representation on the Eastern Carolina Youth Council
- https://youtu.be/bpPHRZrjIG4

Future……

- Construction and Trades pathway
- Intrusive advising (Beginning to End)
- Apprenticeship programs
- Master plan for Accountability and Strategic Planning purposes to help all partners meet performance goals/measures
- Faith-Based Organizations (Association of Congregations)
- Continued emphasis on strong, positive working relationships

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