



NC DEPARTMENT
of COMMERCE
LABOR & ECONOMIC
ANALYSIS

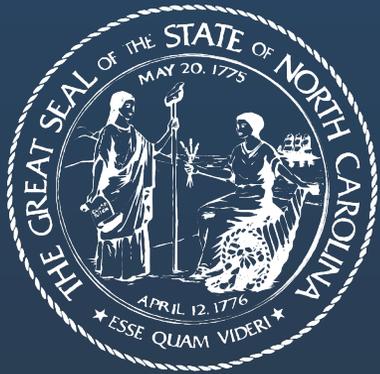
The Multigenerational Workforce

Navigating an Era of Demographic Change

Jonathan Guarine

NC Department of Commerce, LEAD

April 11, 2025



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LEAD



Today's Agenda

- I. Economic Update: Where Are We Now?
- II. Long-Term Trends Shaping the Economy
- III. Workforce Implications of Demographic Shifts
- IV. Preparing for Future Workforce Needs
- V. Insights into the Multigenerational Workforce



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Economic Update: Where Are We Now?

Poll (select one):

How would you describe the U.S. economy right now?

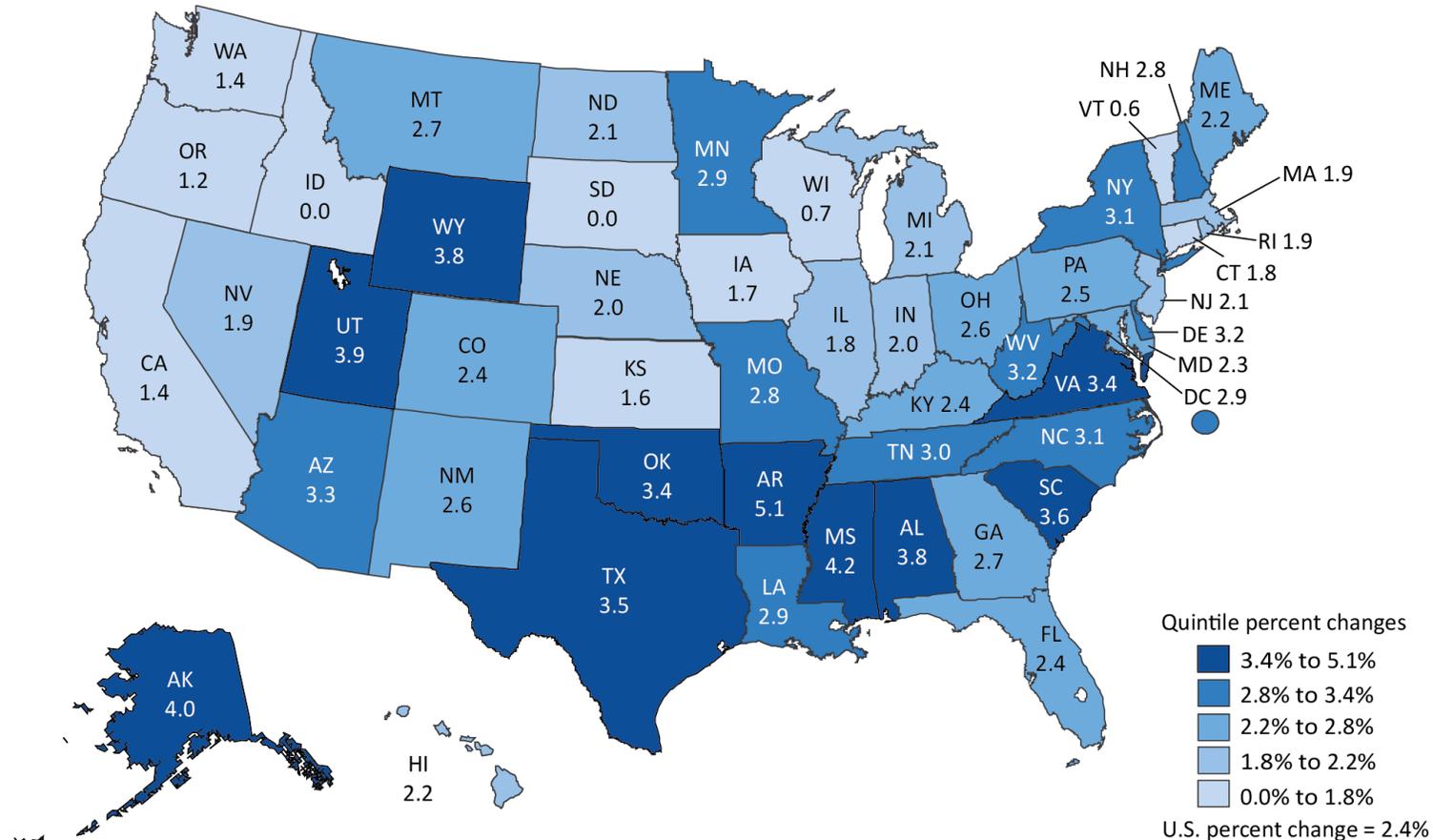
- **Strong**
- **Stable**
- **Weak**



The economy continues to grow

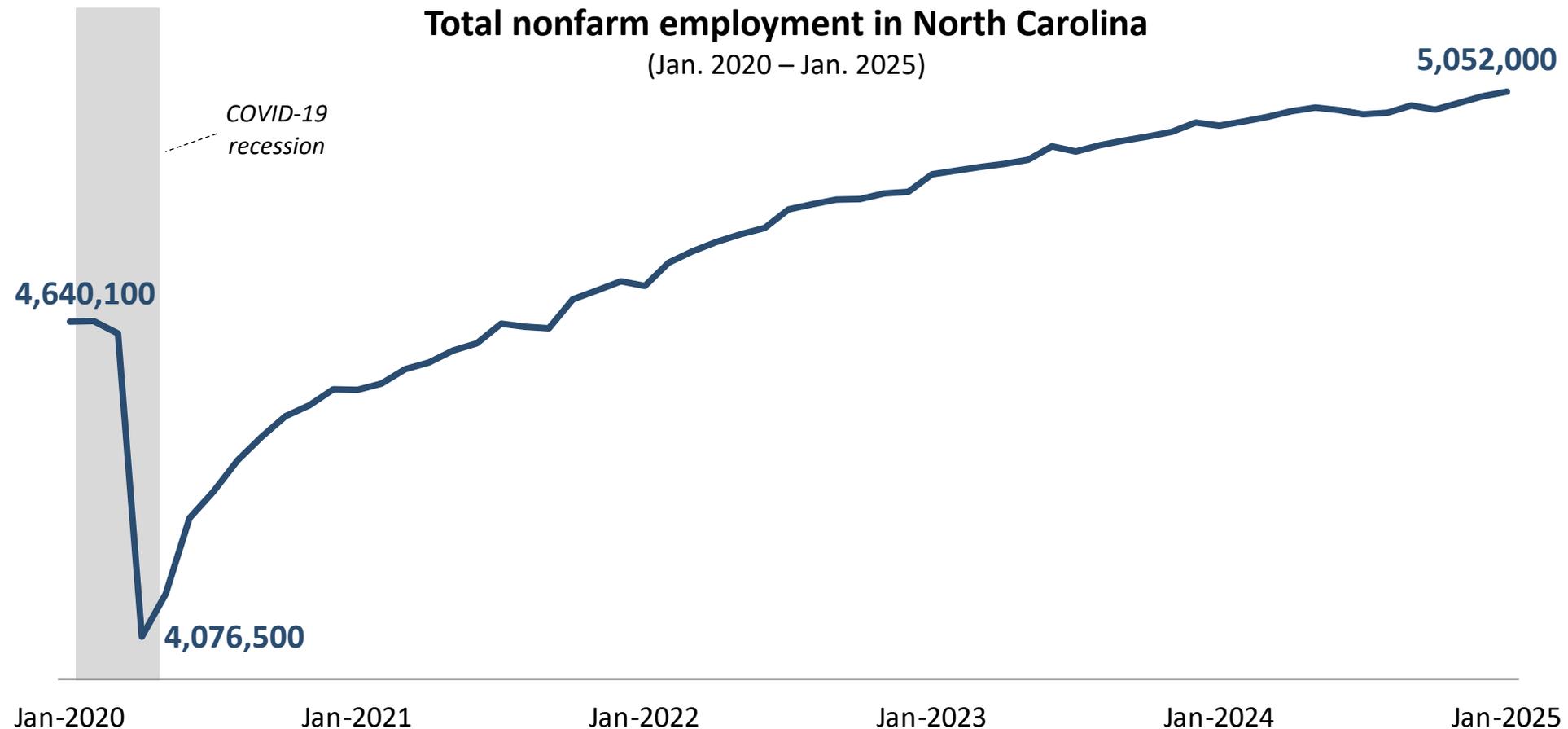
NC's economy grew faster than the US average

Real GDP: Percent Change at Annual Rate, 2024:Q3–2024:Q4



North Carolina continues to add jobs

The state has added 412,000 jobs since January 2020

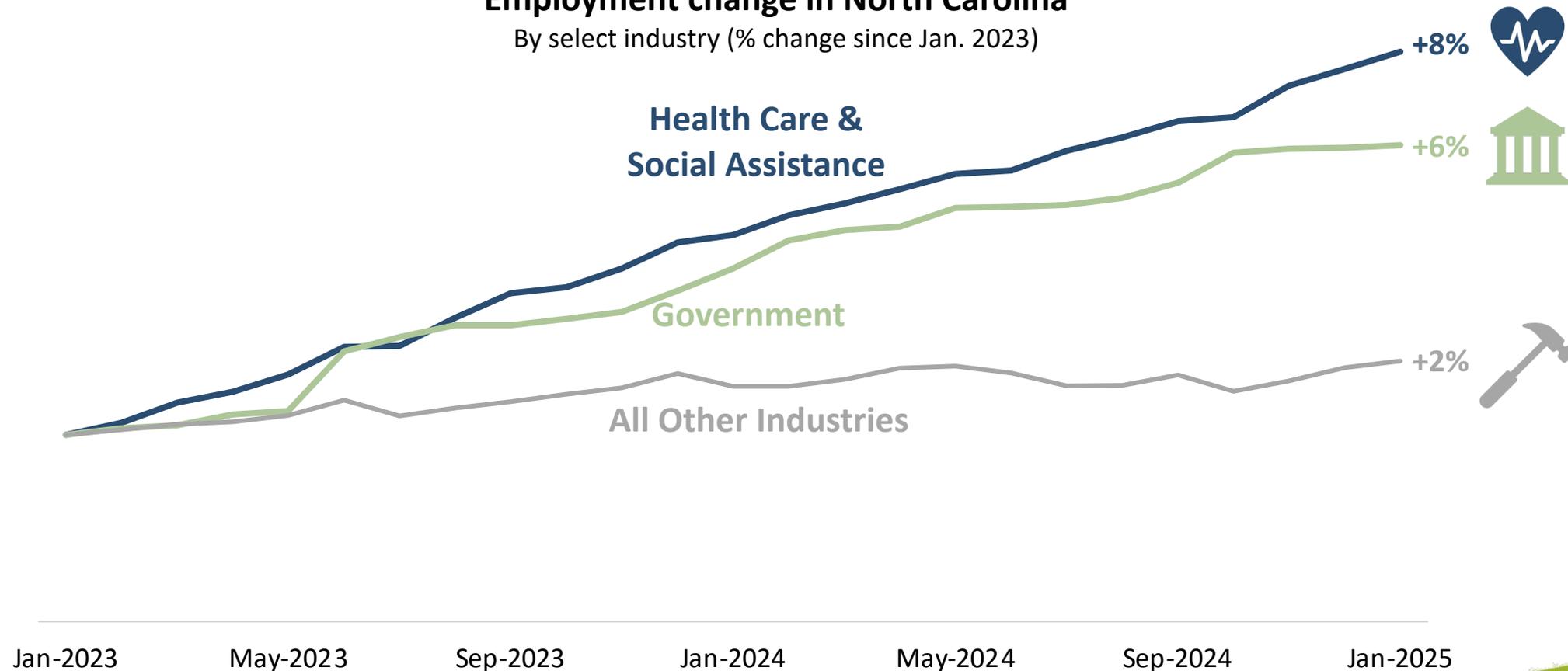


Industries leading job growth

Healthcare and Government have grown the fastest lately

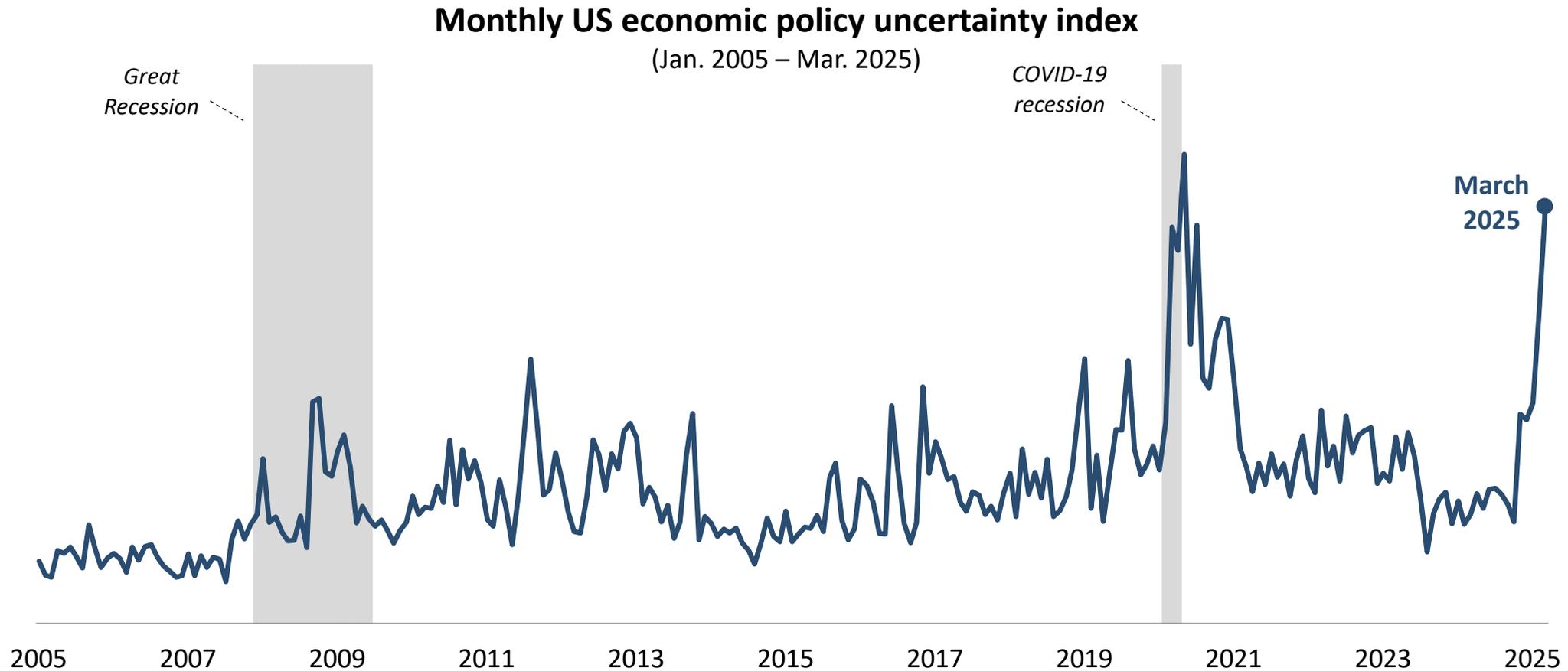
Employment change in North Carolina

By select industry (% change since Jan. 2023)



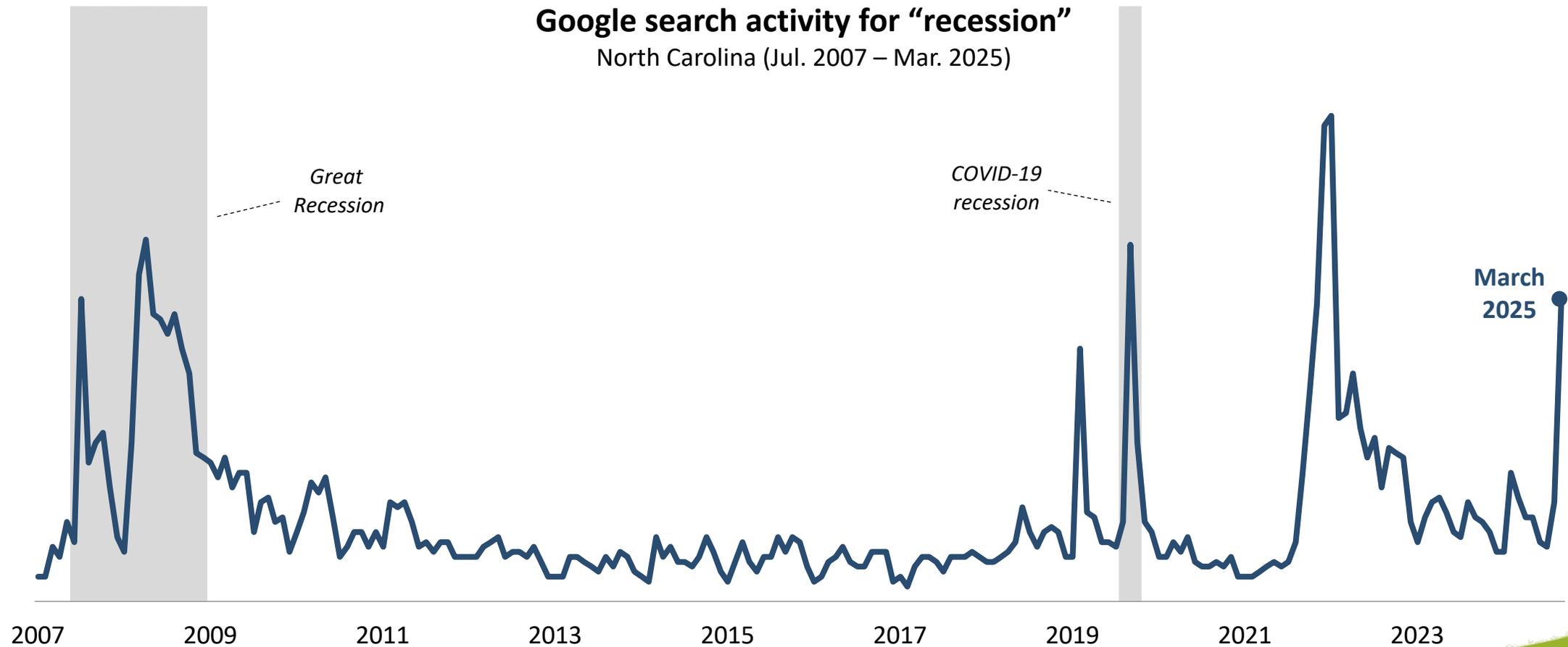
Uncertainty is a theme for 2025

Economic uncertainty is surging to pandemic-levels



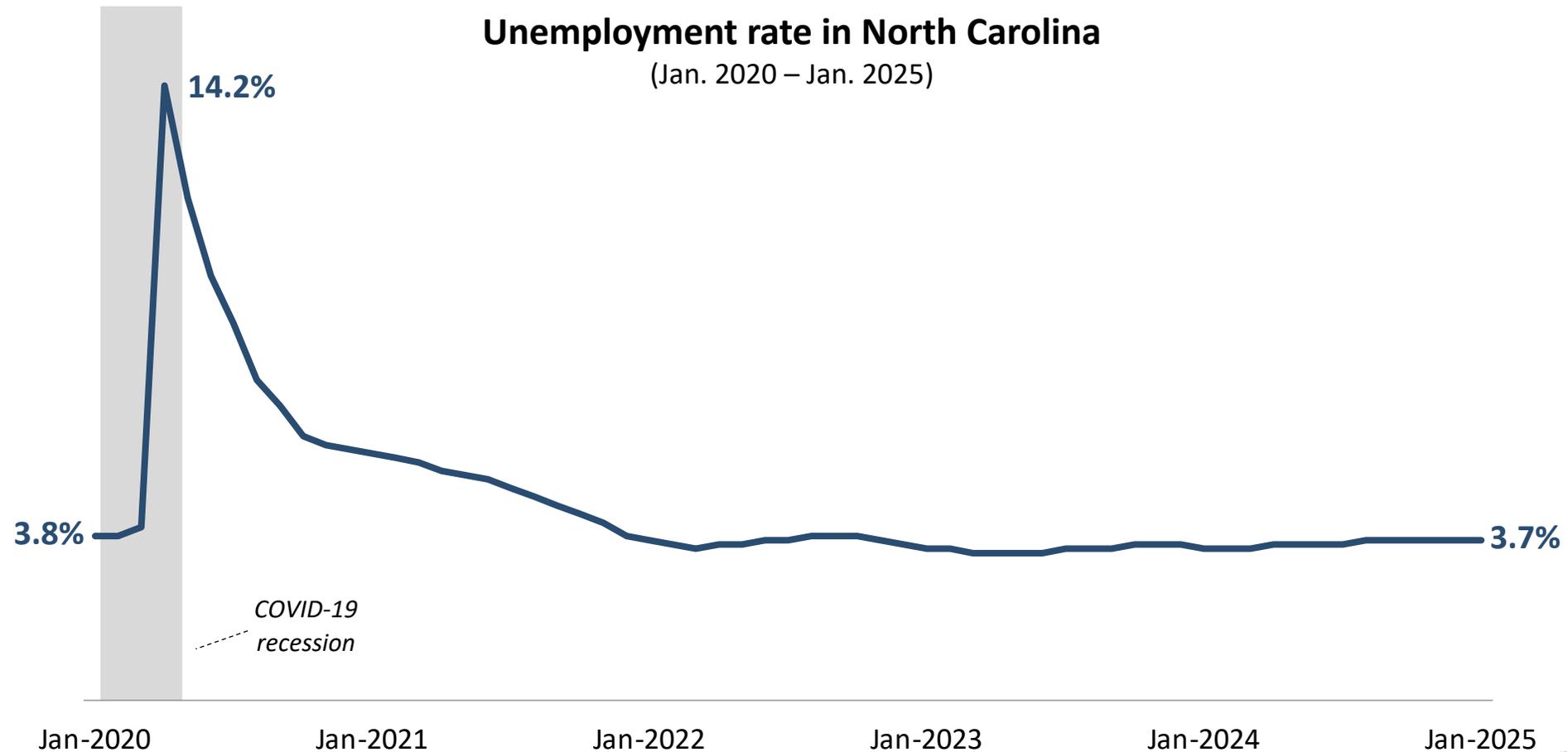
Recession fears have grown

Google searches for the word “recession” have spiked



However, unemployment is still low

NC's unemployment rate remains near record lows





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Long-Term Trends Shaping Our Economy

Poll (select one):

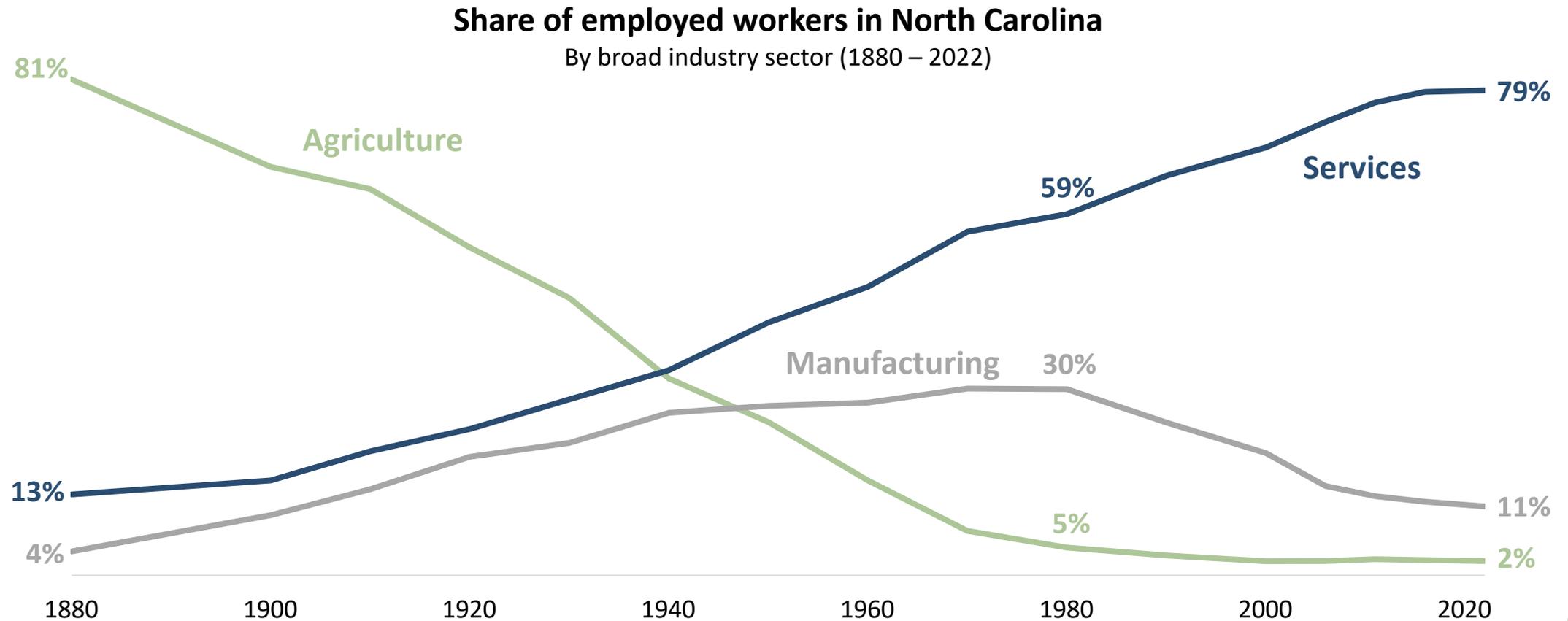
Which factor will have the greatest impact on the future economy?

- **Artificial Intelligence (AI)**
- **Climate Change**
- **Demographic Shifts**
- **Global Trade**



Workforce changes can take time

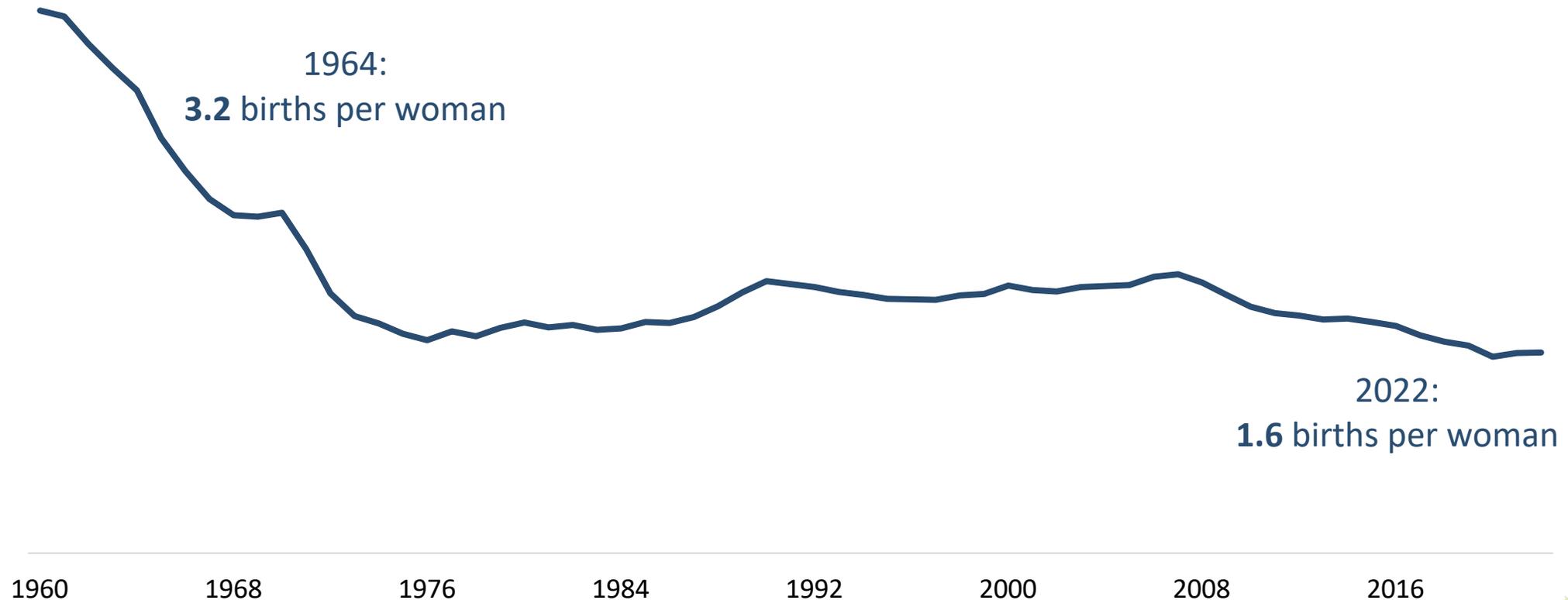
History of NC is defined by long-term structural shifts



Demographic change

U.S. fertility rates have fallen since the mid-20th century

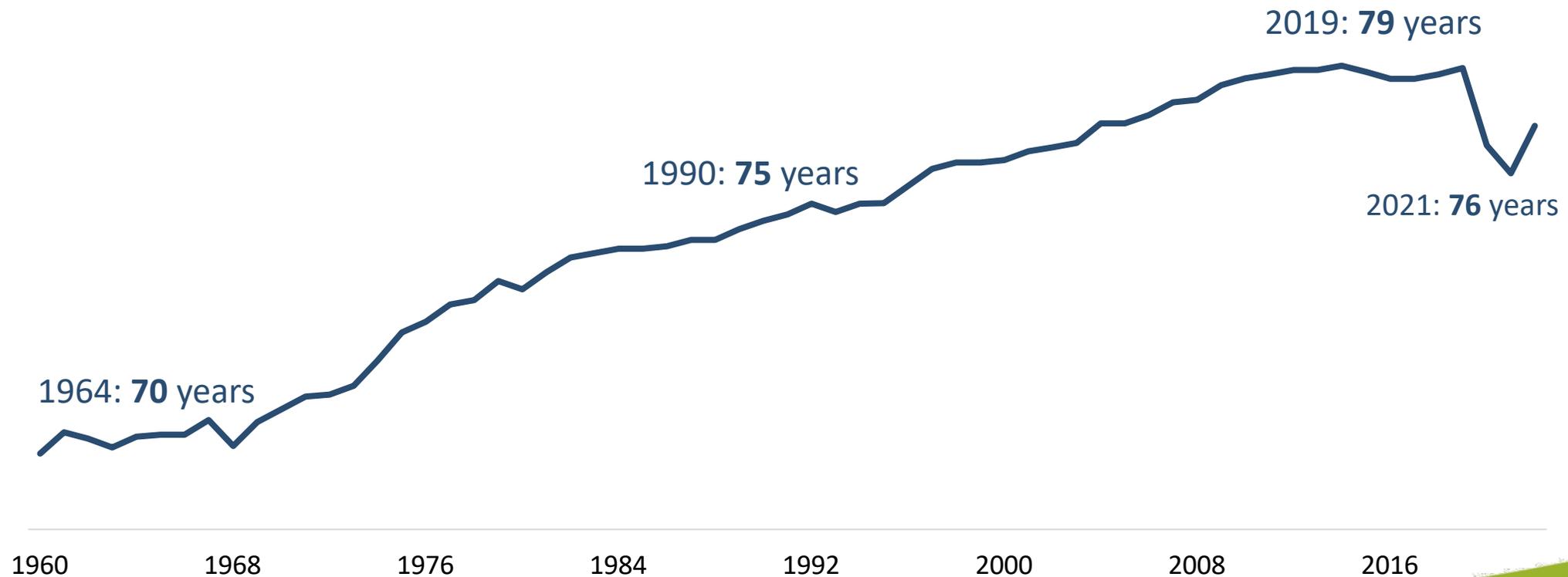
Births per woman in the United States
(1960 – 2022)



Demographic change

...But U.S. life expectancy has generally been rising

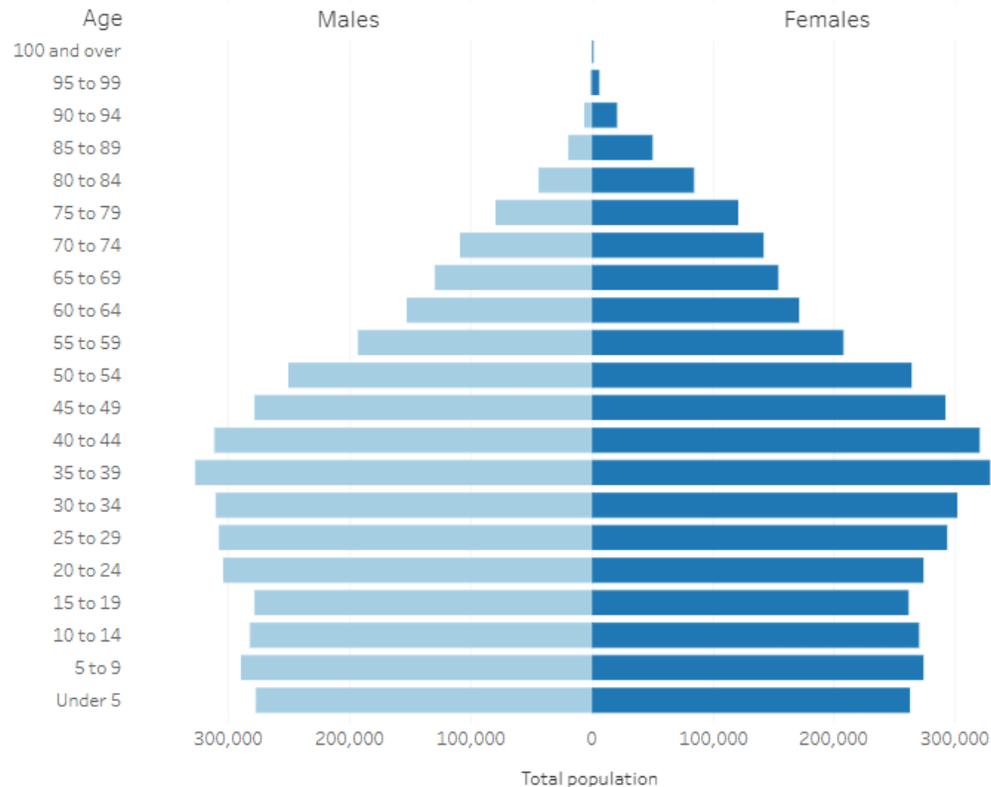
Life expectancy at birth in the United States
(1960 – 2022)



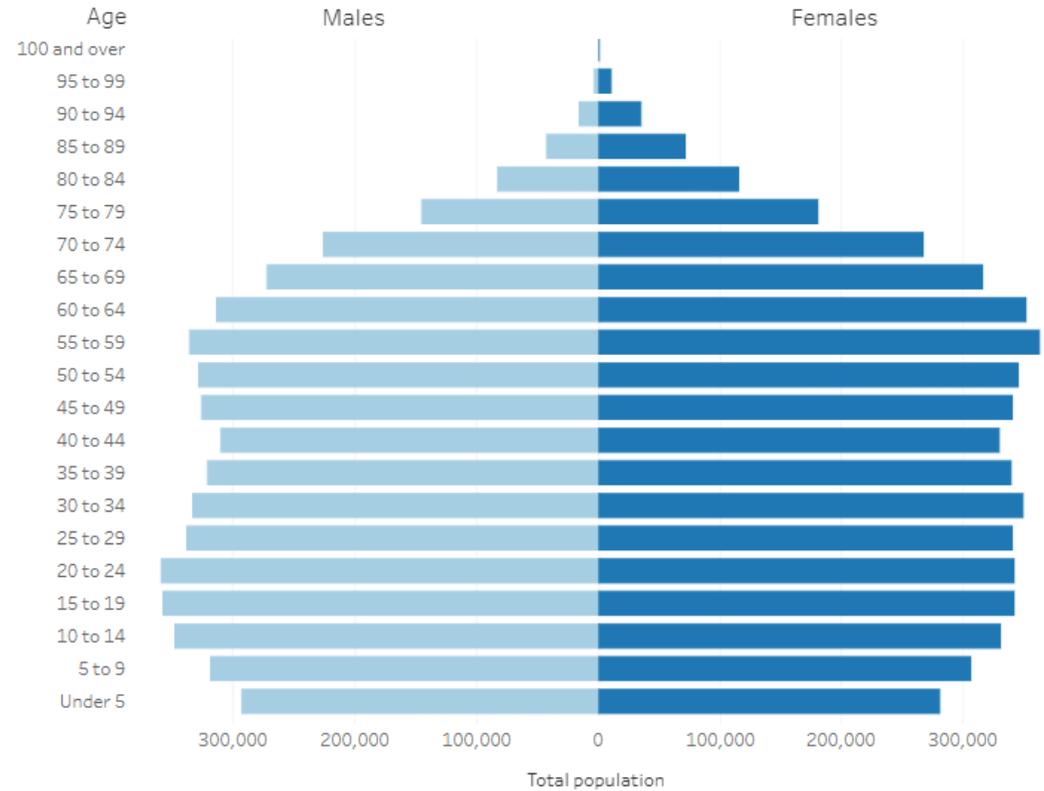
How has NC's population changed?

The state's population has grown larger and older

North Carolina (2000)

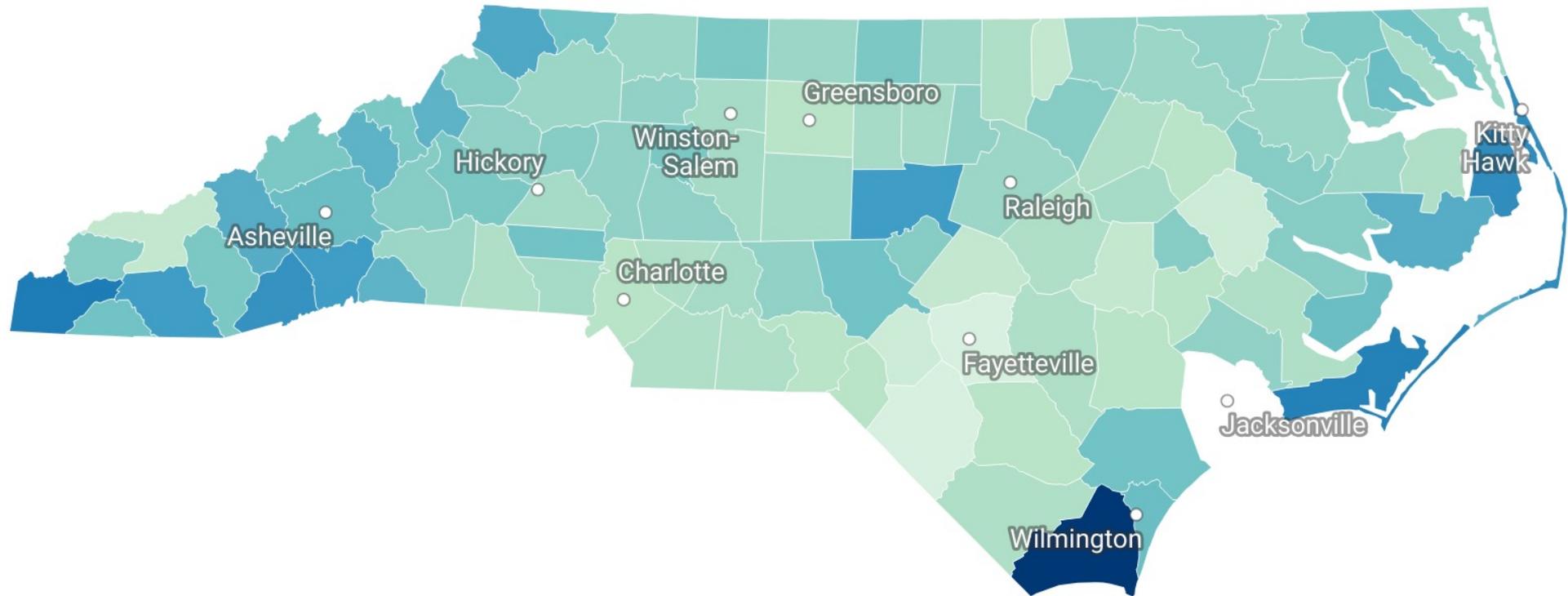


North Carolina (2020)



“Demography is destiny”

The population will continue to age across the state



Percent of County Aged 65+
(2050)





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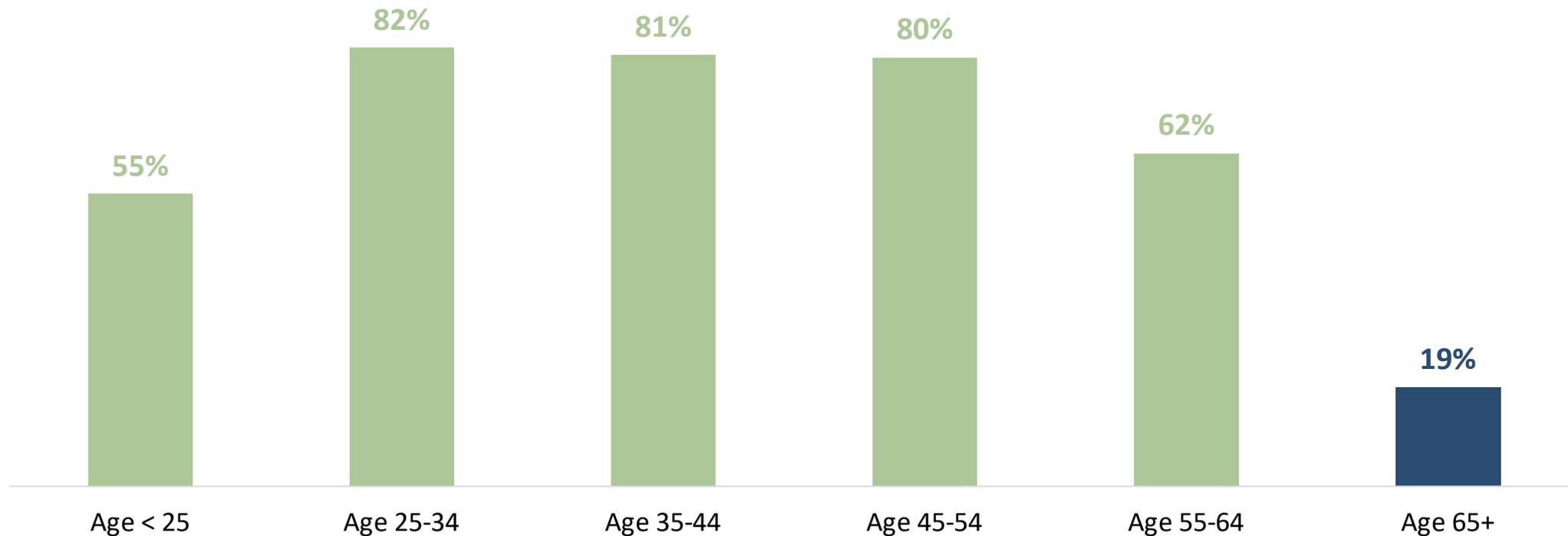
Workforce Implications of Demographic Shifts

Workforce impacts

Older population → lower labor force participation

Labor force participation rate in North Carolina

By age group (2019-2023 average)



Workforce impacts

Looming succession crises across different industries

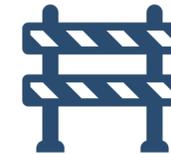
Share of workers aged 55+
By selected industry sector (2023)



Manufacturing
30%



Health Care
26%



Construction
25%



Education
24%

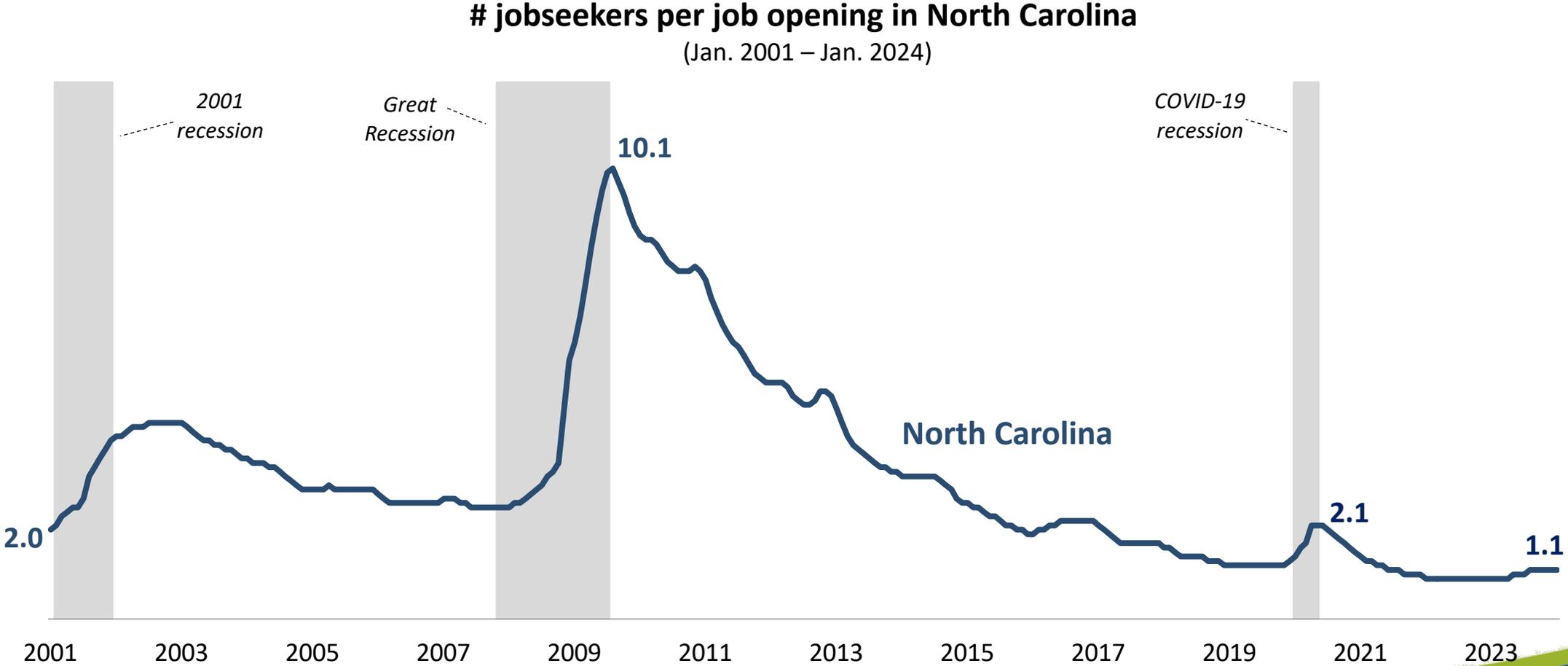


Finance
22%



Workforce impacts

Labor shortages are likely to continue as workers retire

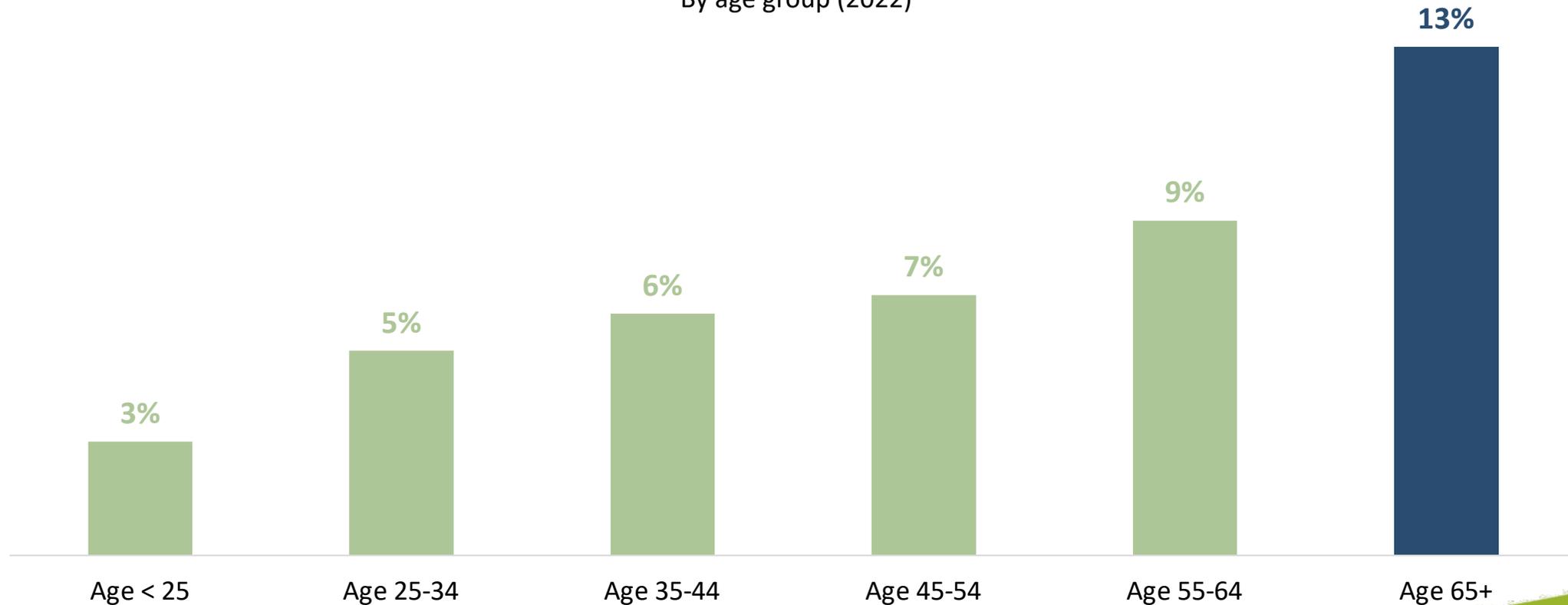


Workforce impacts

Older population → more healthcare spending

Healthcare as % of total consumer spending in the United States

By age group (2022)



Strong demand for healthcare jobs

Projected net employment growth in North Carolina
Top three industries (2022 – 2032)

2022 ————— 2032



Health Care

+102,000 jobs



Professional &
Technical Services

+62,000 jobs



Accommodation
& Food Services

+61,000 jobs



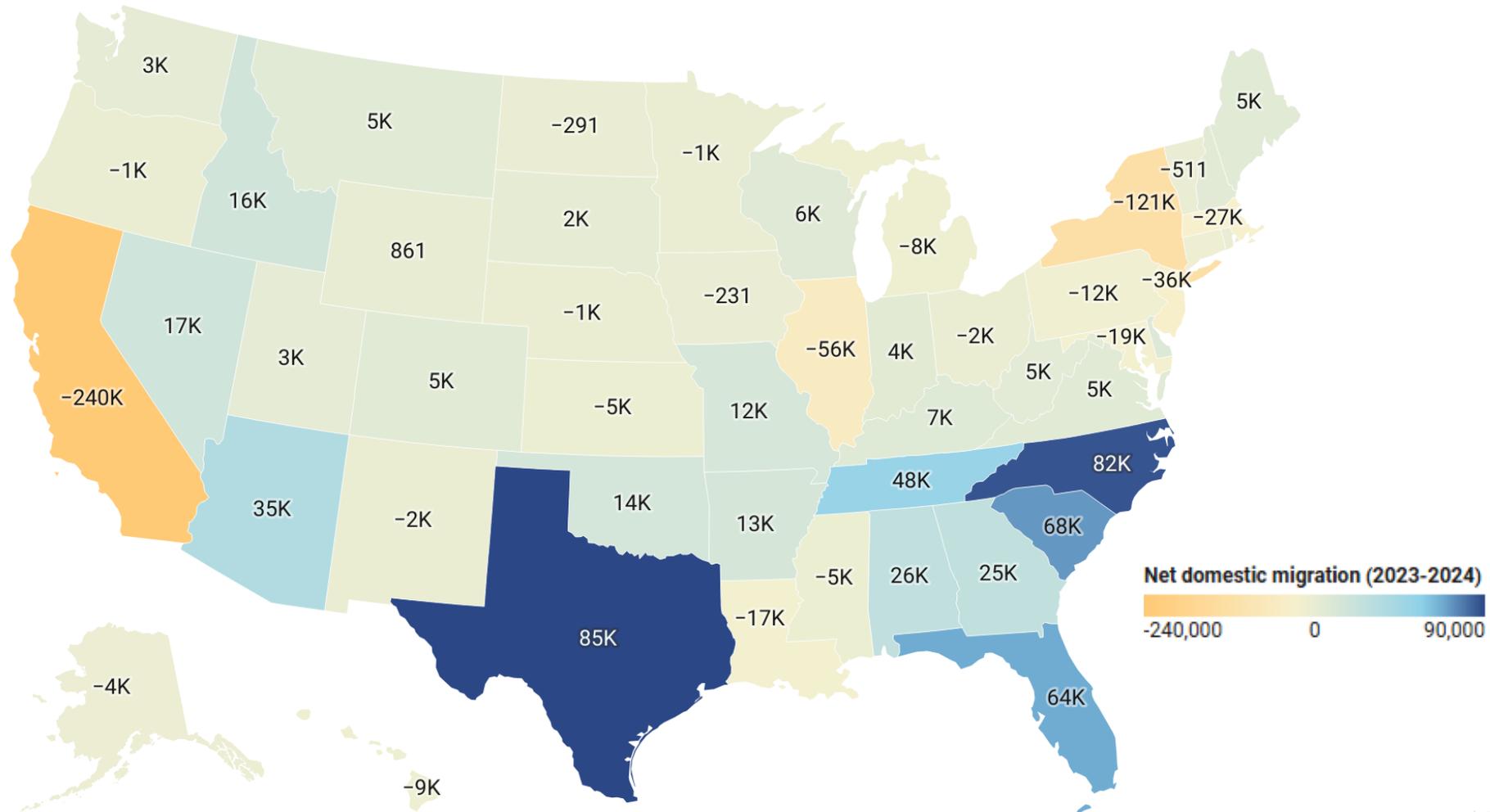


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Preparing for Future Workforce Needs

People continue to move to NC

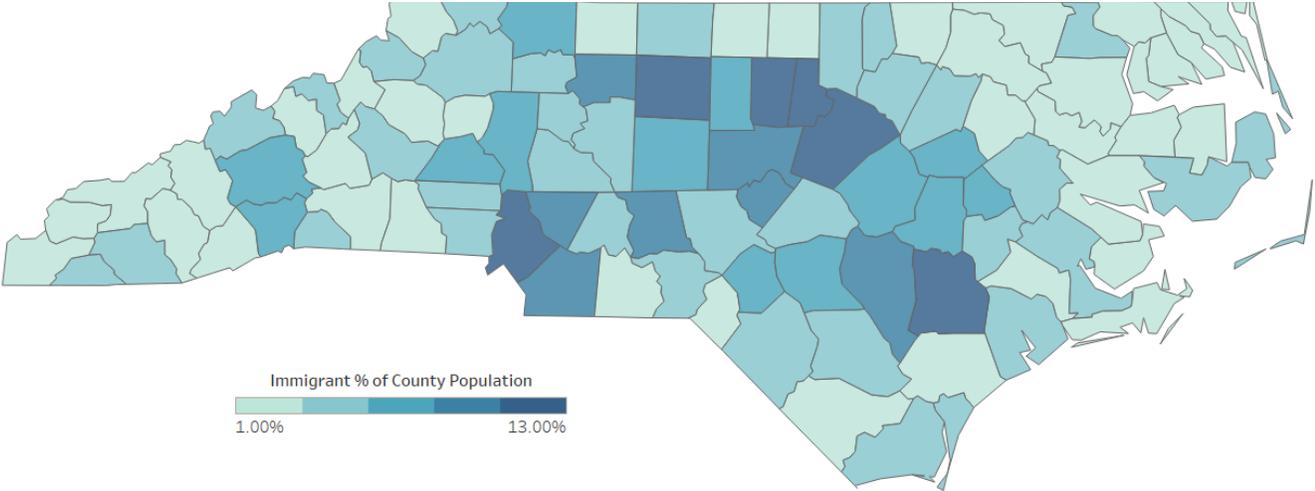
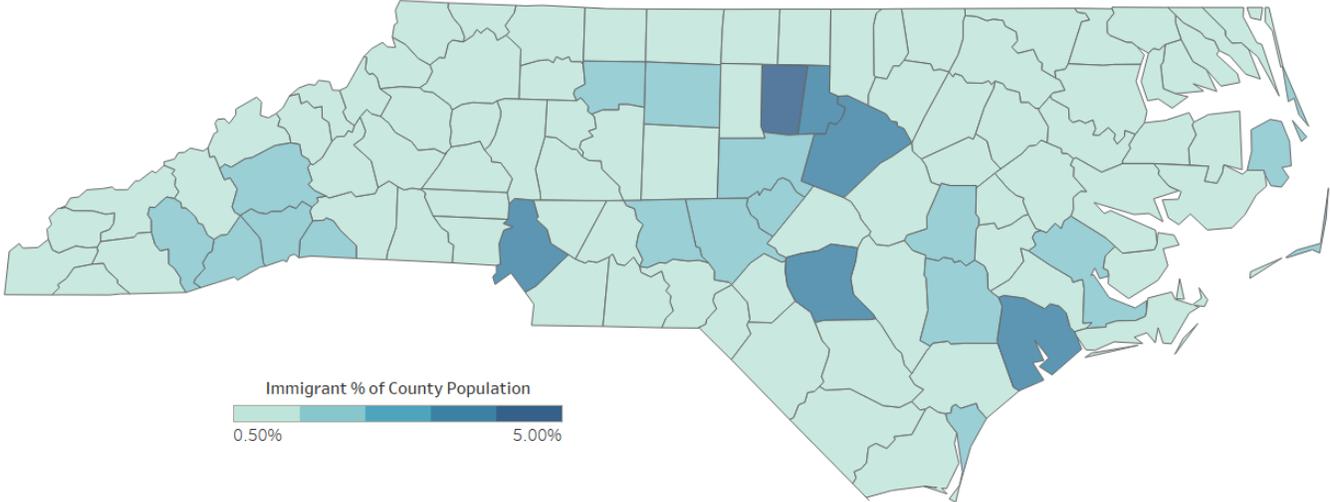
Domestic migration (July 2023 – July 2024)



North Carolina immigration growth

Foreign-born population as % of county population (2000)

Foreign-born population as % of county population (2020)

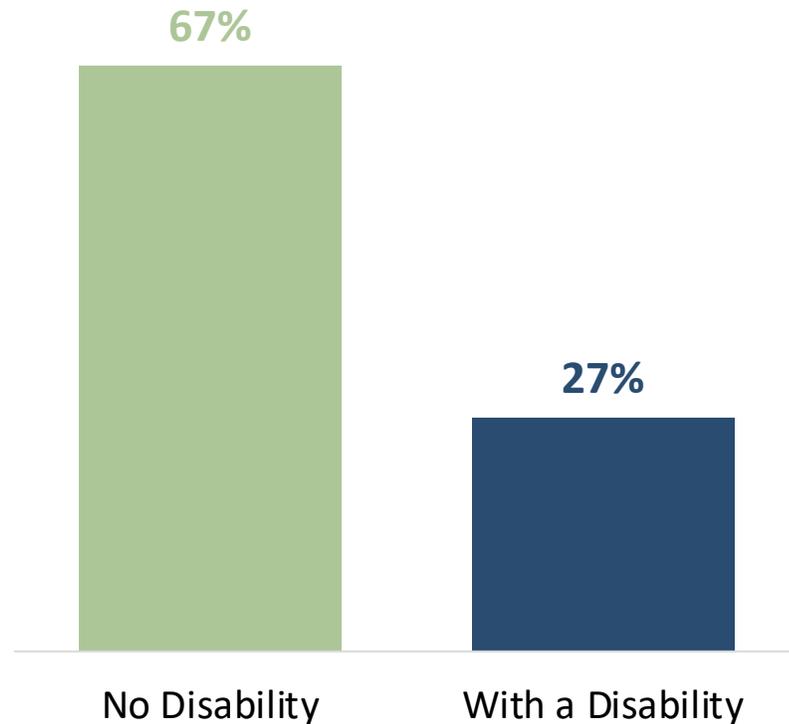


Engaging underrepresented groups

Individuals with disabilities and formerly incarcerated

Employment rate by disability status

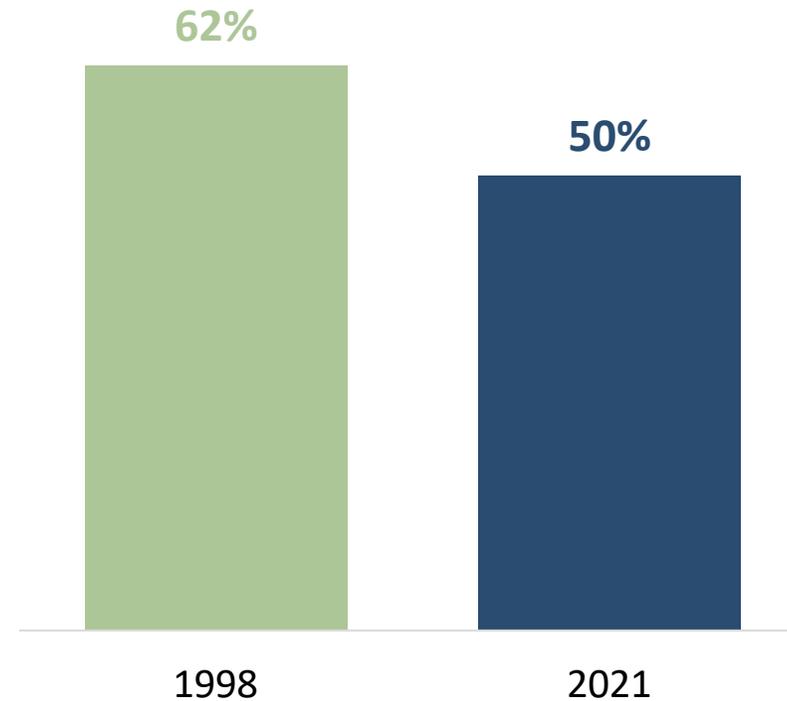
North Carolina (2023)



Employment rate of formerly incarcerated

1-year following release

North Carolina (2023)



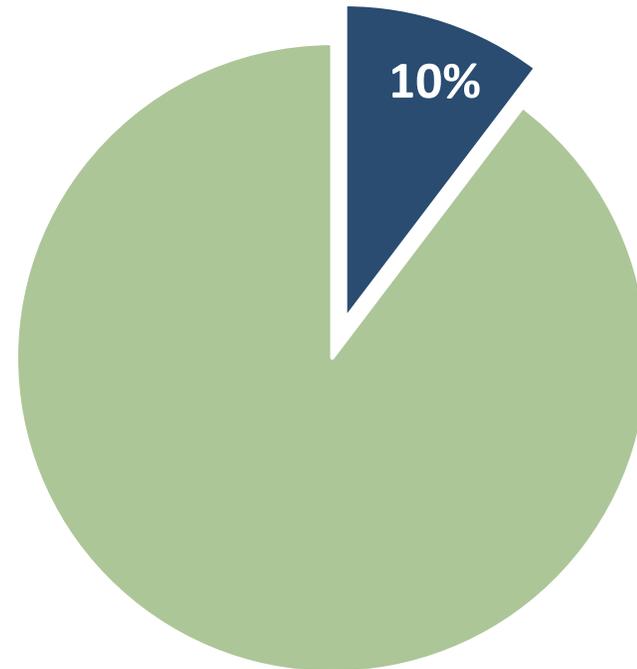
Reconnecting “opportunity youth”

Youth aged 16-24 neither in school nor working

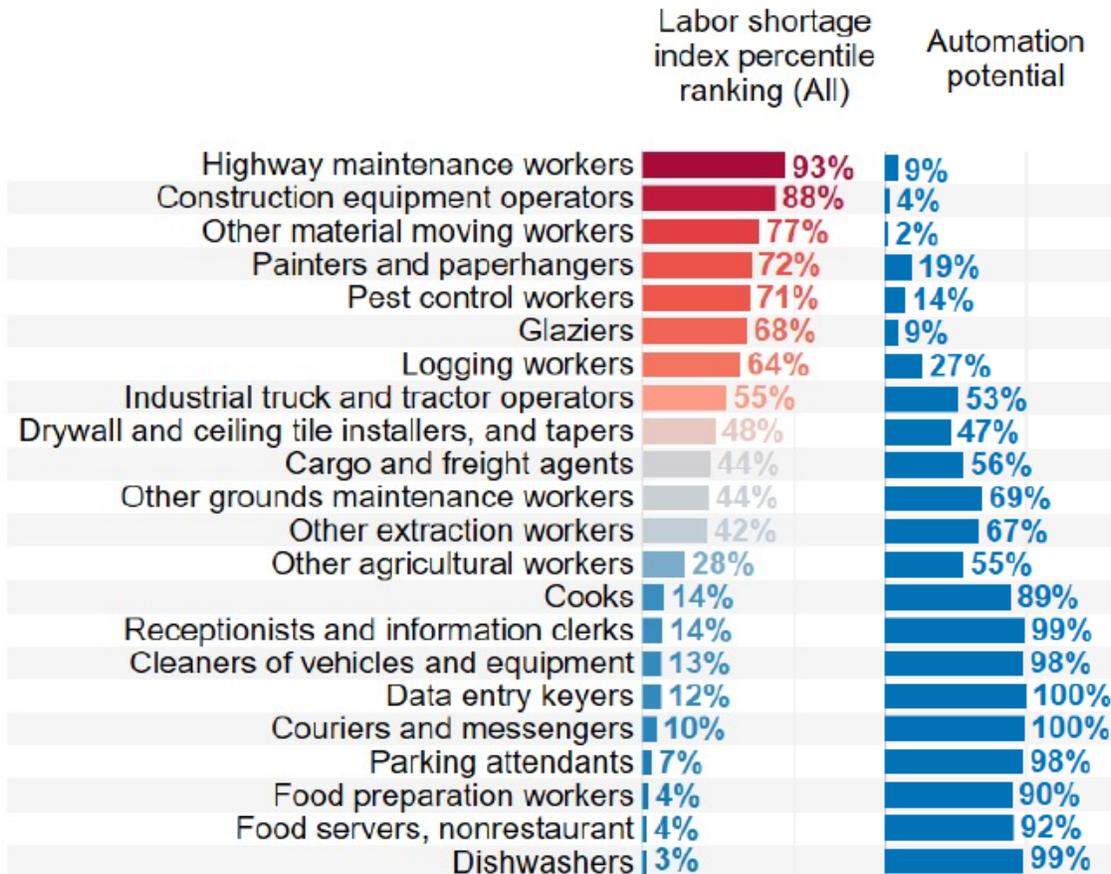
1 in 10 youth in North Carolina

135,000

16-24-year-olds
not in school nor working



Can AI/automation help reduce shortages?



Economy, Strategy & Finance Center THE CONFERENCE BOARD

Is Your Firm at Risk of Labor Shortages?

Future Occupational Labor Shortages
Risk Index: 2024 Edition

Labor shortages in the US are likely to persist over the next decade. Shortages will be acute for skilled trades and manual labor, with less acute but still higher risk in protective services, health care practitioner, and education services. New entrants to the labor market, automation, and worker flexibility will help end shortages. See where your company lands in terms of risks.

Trusted Insights for What's Ahead™

- There's no single reason for labor shortages—and no single solution. Labor shortages are a consequence of many different causes including structural trends such as an aging workforce, declining labor force participation, and low birth rates.
- The shortage of skilled manual labor and service workers will be severe over the next decade, as these workers tend to skew older. The number of new entrants into these occupations will not suffice to replace the large wave of retirees expected over the next decade. Installation, maintenance, and repair roles are at the highest risk of labor shortages due to retirements.
- Remote work options may help mitigate labor shortages in certain occupations. Remote work is a tool that firms are increasingly using to promote recruitment and retention. Particularly, tech and business service employers and employees may take advantage of this increased flexibility.
- Automation may help ease labor shortages among some lower-skill and repetitive task-based jobs but is less effective for occupations requiring direct human interactions. Automation in the form of artificial intelligence (AI) may enhance productivity among some higher-skill, college-educated occupations, but its overall impact on labor shortages is likely to be mixed.



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Insights into the Multigenerational Workforce

Caution with generational research

5 things to keep in mind

1. Generational categories are not scientifically defined
2. Generational labels can lead to stereotypes and oversimplification
3. Discussions about generation often focus on differences instead of similarities
4. Conventional views of generations can carry an upper-class bias
5. People change over time



Gen Z and millennials are changing careers and job hopping more than older generations

By Scout Wallen

ABC Capricornia

Work

Gen Zers and millennials are switching jobs at an accelerating pace, and it's paying off. Here's where it can still go wrong

BY SCOTT GALLOWAY

April 23, 2024 at 7:33 AM EDT



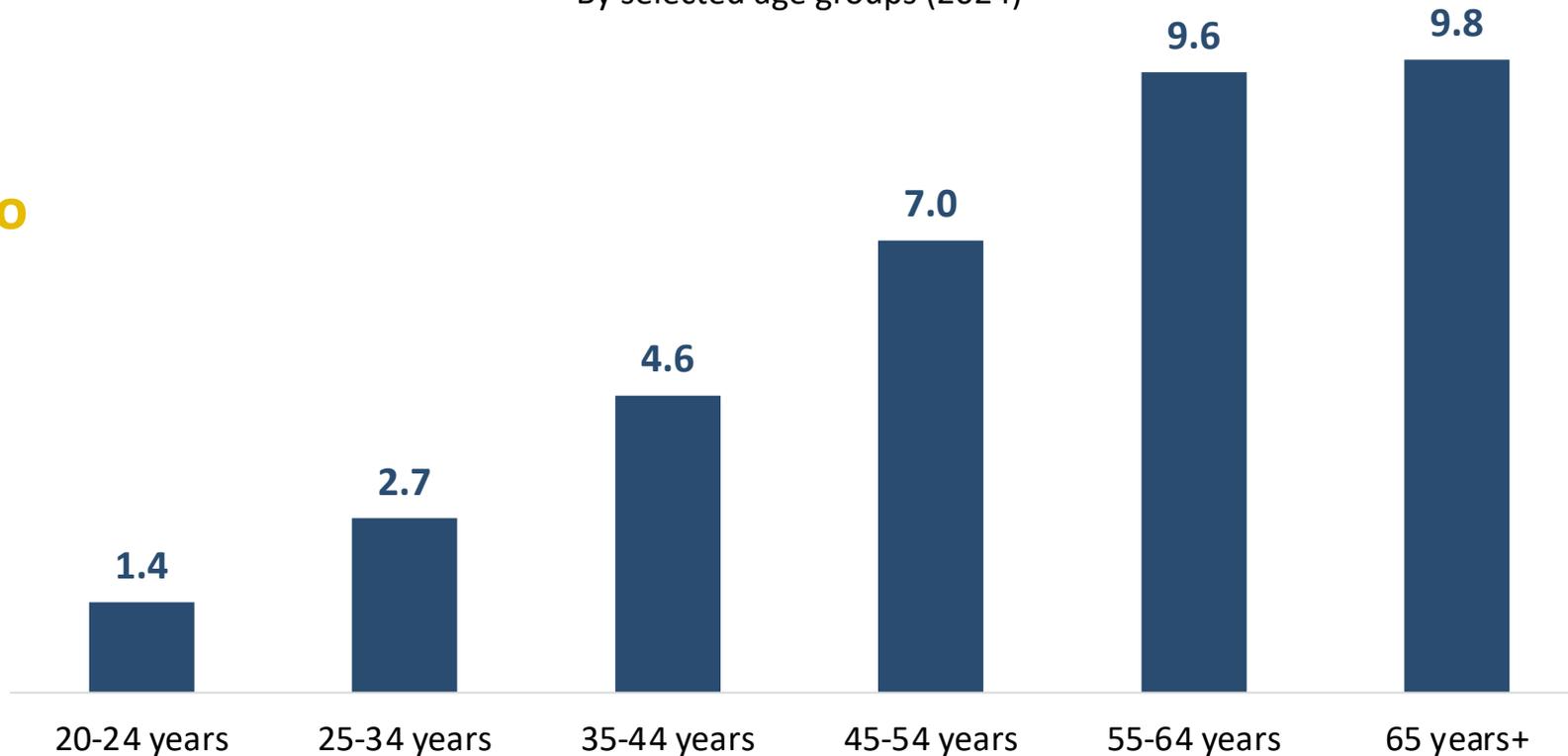
What does the data say?

Young people always have low levels of work tenure

Median years of tenure with current employer
By selected age groups (2024)

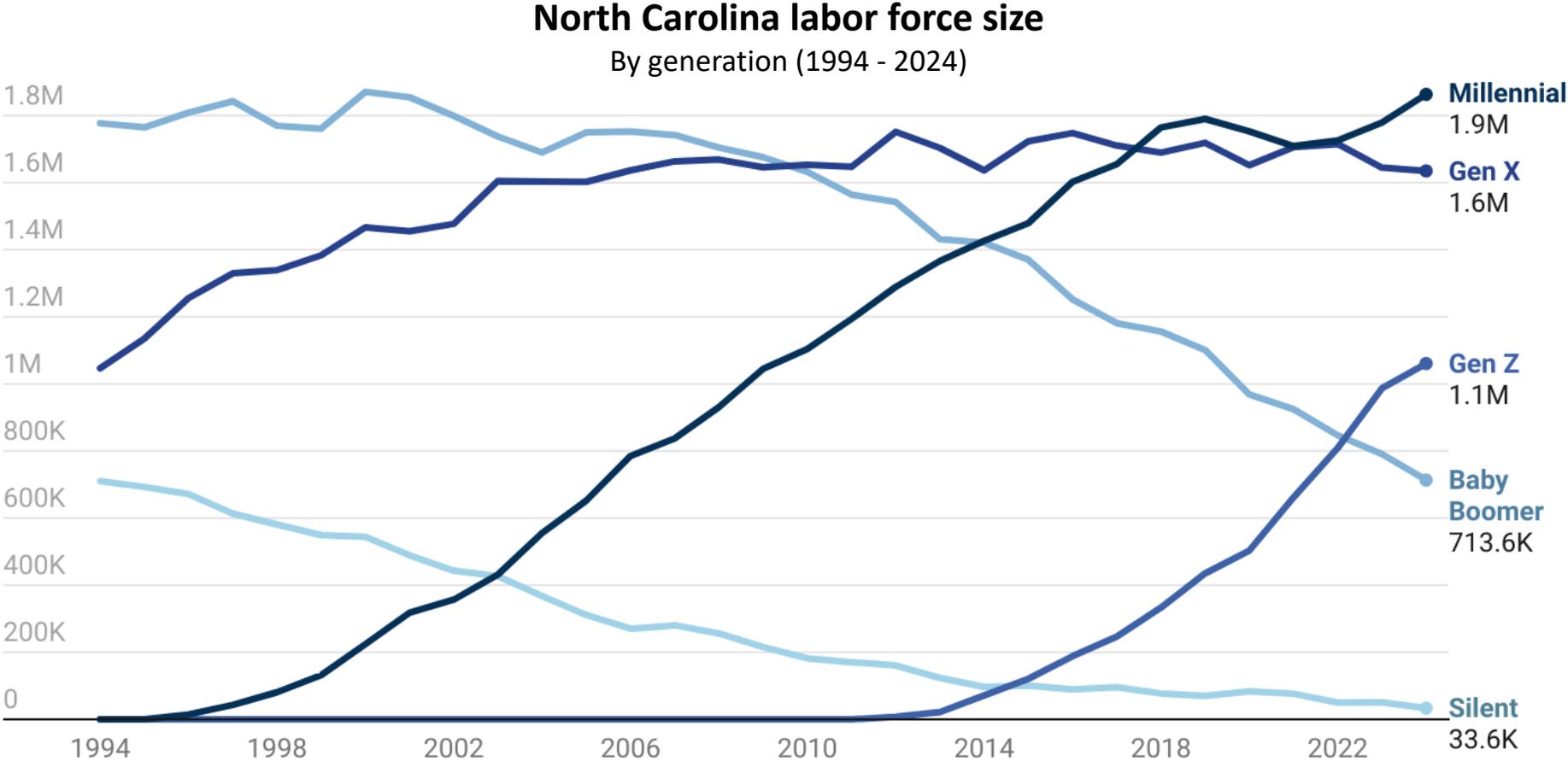


Not specific to generation!



North Carolina's evolving labor force

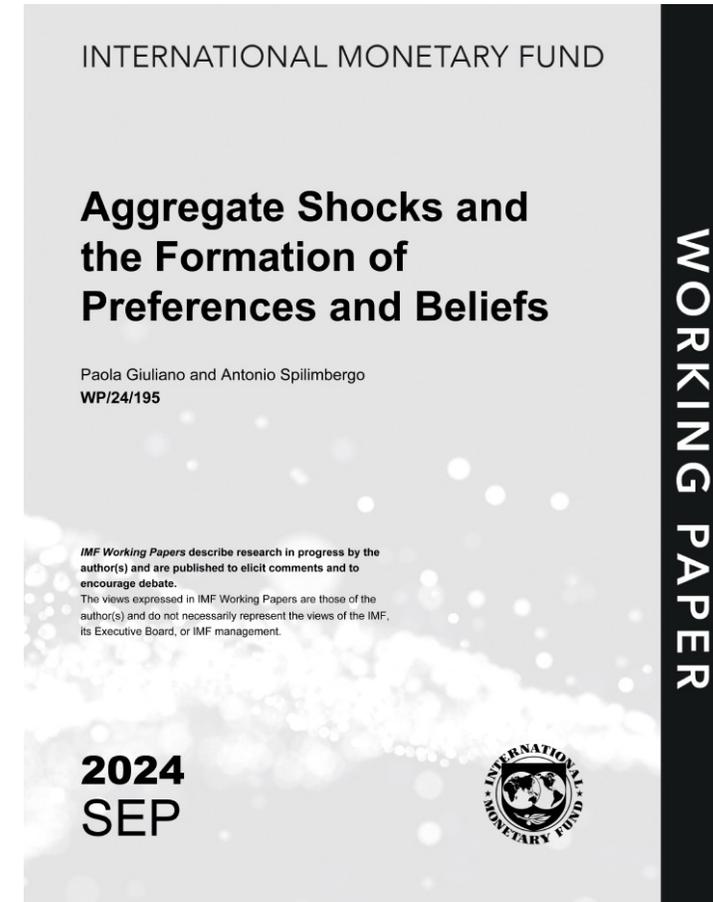
Millennials are the largest segment of the NC labor force



Key Events that Shape Preferences and Beliefs

Are there "generation defining" moments?

- **Large economic shocks** (recessions, wars, pandemics, inflation) impact many preferences and beliefs.
- The effect of shocks experienced **during young adulthood** is stronger and longer lasting.



Example #1: COVID-19 Pandemic



Example #2: Great Recession



Example #3: Fall of the Soviet Union and the Gulf War



Example #4: 1970s Oil Embargo



Summary and Key Takeaways

Our economy and labor force continues to grow, but uncertainty abounds

- Job growth persists, and the unemployment rate is low, but the economic outlook is uncertain

Demographic change will significantly impact the future workforce

- An aging population leads to lower labor force participation, succession challenges, labor shortages, and increased demand for healthcare services

There's no single solution for impending labor challenges

- Potential responses include having more migration to the state, engaging underrepresented populations, and implementing automation and AI

Be cautious with generational research

- Avoid generalizations and stereotyping when analyzing generational research
- Our labor force is shifting, and past economic shocks are important to consider



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Thank you!

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More on LEAD Analytics



Analytics.NCcommerce.com

- Regional economic dashboards
- Labor market data
- Reports, tools, & blog, newsletters

[Commerce.nc.gov/News/ Newsletter-Subscription-Center](https://Commerce.nc.gov/News/Newsletter-Subscription-Center)

The screenshot shows the homepage of the LEAD Analytics website. At the top left is the NC Department of Commerce logo. The main header features the 'LEAD ANALYTICS' logo in large blue and white letters, with the subtitle 'Dashboards & Data Access Tools' and a tagline: 'Visualize and interact with North Carolina's economic and labor market statistics and trends.' Below the header are three white boxes with blue icons and text: 'DATA' (with a line graph icon), 'DASHBOARDS' (with a monitor icon), and 'TOOLS & PUBLICATIONS' (with a document icon). Each box contains a brief description of the service. The top right of the page has 'ABOUT' and social media icons for Twitter and LinkedIn.



The below is written content (not images) CSI will present in PPT slides at NCETA 2025

Title: BE READY FOR WORK

Subtitle: Keys to being prepared to work in spite of being hampered by having a criminal record

Slide 1:

Behavioral Objectives for “Be Ready For Work.” These objectives represent what we hope you will take away from this experience.

- 1.) A desire to enjoy a satisfying and productive future.
- 2.) An appreciation of the value of a happy unselfish life.
- 3.) A commitment to be of help and service to other people.

Slide 2:

WARM UPS (Responsive)

- Tell us all about a happy experience from your very earliest memories.
- Tell us all about a happy experience *before* your first unlawfulness.
- Tell us a happy experience while incarcerated.
- Tell us all a happy experience since you to out.

Slide 3:

Think about what you really want to do for the rest of your life. (To occur with instructor out of room, and with no conversation.)

Family?

Just have a job?

Professional career?

Something artistic?

Skilled manual labor?

Volunteer work?

Slide 4:

What you're doing now to prepare for the rest of your life?

Reading?

Volunteering?

Taking training courses?

Associating with people doing what you want to do?

Already employed at something?

Improving skills in other ways?

Regular church going?

Slide 5:

WRITE A LETTER TO MYSELF FIVE YEARS FROM NOW

(Recommended to leave attendees to themselves, perhaps check in occasionally, lest conversation starts up, or there are questions. Try to leave them in their own minds. There are no right or wrong letters, do not check their letters, nor require them to share them. Urge them to take these workbooks and their letters with them, and to refer to the rest of the material in this workbook from time to time. There is a lifetime of worthwhile information in this book, compiled by Sheldon Howard years ago, and it's all still valuable today. If you have time you might want to flip through the pages with them, so they can see the nature of the information here.)

Slides 6 -12:

HOMEWORK

- 1.) What can I do now that will support my goals?
 - a.) List of my experiential skills
 - b.) Everything I know that might have market value
 1. Are my skills up to date?
 2. How can I update or enhance my skills?
 - c.) What are my personal skills?
 1. Do I have strong community skills, neighborliness, church going volunteer work?

- 2) Can I sell products and services face to face?
- 3) Am I comfortable managing several task/people at once?

2.) Continued Growth

- a) What new skills would mix well with my current skills? (E.g., experience in accounting with taxation knowledge. HVAC with Electrical license, short or cook with food safety regulations, tattoo artist with Photoshop skills)
- b) How will new skills cost and where can I conveniently attain them?
- c) How will this new skill increase my market value, and will it pay for itself in the short or long term.

3) Job Searching

- a.) Prepare my resume in electronic format. Consider several versions
- b.) Research the most popular websites for job listing and consider local listing as well.
- c). Commit to posting several applications online per day. How many can I do realistically in one sitting? (Keep in mind some applications are very lengthy. Quality and quantity are both important.)
- d.) Record my efforts using the community Success Job Search Form.

4). Interview for the Job

A. Prepare for the Interview

1. Body language both feet on floor, sit upright, eye contact
2. Dress belt at waist, shirt in.
3. Listen carefully to the questions being asked
4. Answer precisely to the questions being asked
5. Ask questions when given the opportunity
 - a.). Ask about the Company policy on family emergencies medical appointments etc.
 - b). Ask about how and when you will be paid
 - c.) Ask about the Company promotion policy
 - d.) Ask about available training opportunities
 - e.) Ask about training opportunities for advancement

- B.) Have with you at least one copy of my resume
- C.) Be formal, but at ease I the interview
 - 1. Don't use slang language
 - 2. Turn my phone off
 - 3. No gum
 - 4. Say Thank You" when the interview ends
- D.) Social Media
 - 1. Company may not want to review what you say online
 - 2. What you say online is public
 - 3. It Can cost you a job
- E.) Business Etiquette
 - 1. Do not talk about your last employers' trouble
 - 2. If fired from last job tell the truth using the best face possible
 - 3. Do not interrupt
- F.) Practice doing interviews

Slides 13 and 14:

Killer B's

- 1. Be Ready
- 2. Be on Time
- 3. Be open Minded
- 4. Be Prepared
- 5. Be Groomed
- 6. Be Polite
- 7. Be Prepared to Listen
- 8. Be Alert
- 9. Be Insightful
- 10. Be Thoughtful
- 11. Be Clam

12. Be on the Point
13. Be Resilient
14. Be Tough Minded
15. Be Kind
16. Be of good Cheer
17. Be Present
18. Be not Afraid
19. Be Mindful
20. Be Humble
21. Be aware of your human Dignity
22. Be Honest
23. Be Truthful
24. Be Straightforward
25. Be Relentless
26. Be of good Health
27. Be your best Self
28. Be sure to Listen
29. Be a Comfort
30. Be Hopeful

Slide 15:

NETWORK!

Tell everyone you know that you are looking for employment. Research shows that most people find jobs through networking and applying directly to an employer.

Slide 16:

MAKE A "TO DO" LIST EACH DAY

Follow up on any lead you have immediately, and if possible, apply for jobs as soon as they are posted and early in the day. This make a good impression.

Slide 17:

SEND A COVER LETTER (in addition to resume) WHEN INQUIRING ABOUT OR APPLYING FOR A JOB

Letter should be typed, have good grammar and spelling and give basic information such as your name, address, phone number and job skills, and contain a request for a job interview.

RESEARCH POTENTIAL EMPLOYERS BEFORE APPLYING FOR OR INTERVIEWING FOR A POSITION SO THAT YOU KNOW MORE ABOUT THE COMPANY.

Call employers to find out the best days and times to make job applications.

Consider applying to several companies in the same area to save time and money.

Slide 18:

Job Interview

1. Research the company and position before the interview.
2. Try a practice interview, either with a friend, MTSTCIL, staff or by yourself. Try to imagine what kinds of questions you would be asked and how you would answer them.
3. Know with whom, where, and when your interview is held and how to get there.
4. Show up for your interview on time and be prepared (bring extra copies of your resume, identification, questions for employers written down, references with address and phone numbers and anything else you may need. It's fine to ask the company or person interviewing you if you need to bring anything special to the interview.
5. Dress professionally and be well groomed. While not every company requires people to wear business suits, you should dress and look professional for your interview (even if it means you are overdressed for the occasion) Again it's fine to ask the interviewer before your interview how you should dress.
6. Introduce yourself to your interviewer and shake hands. Be sure to thank the interviewer for seeing you.
7. Use good posture be polite keep eye contact throughout the interview.

8. Use good listening and communication skills. Listen carefully to the interviewer and answer their questions as best as you can. Be cheerful and enthusiastic when talking.

9. Follow up your interview with a thank you card, letter or email. Thank the interviewer for their time and ask them when a decision will be made about the position. Call back in a few days to see if a decision has been made.

Slide 19:

ONCE YOU ARE HIRED *(the following will be condensed into a few bullets)*

Once you have found a job you like, you'll want to keep it. Some employees are on a probationary (trail) period. If you are, find out how long the period is and what will be expected of you during that time. The probationary period is for your employer to decide whether you are the best person for the job. It is also for you to decide if the job is right for you.

You may also want to find out and when you will have an employee evaluation. Ask your manager or boss what kind of things they are looking for and what you will be evaluated on. If possible, get an evaluation form before your evaluation and discuss your progress with your manager. Ask yourself if you think you are doing what is necessary to get a good evaluation.

Slide 20:

GOOD EMPLOYEE CHECKLIST

Here are some quick tips to be a good employee. Ask yourself daily if you are meeting the requirements below. Also, be sure to check regularly with your manager or supervisor to see if you are meeting his or her expectations and if there are new or additional things you could be doing.

- I get to work on time. If I am going to be late, I call and let my boss know.
- I rarely miss work. If I am going to miss work, I let my boss know ahead of time (or call if I am sick)
- I work as hard as I can
- I pay attention to my work
- I do my work as I am told. If I am unable to do something or have questions, I ask my supervisor or coworkers

- I am friendly on the job
- I try to solve problems that come up
- I follow safety and company rules
- I use materials properly
- I behave professionally

Slides 20 and 21:

Job Search Forms

Participant's Name: _____

Phone Number _____

Date of Job Search _____

Name & Address of Business _____

Contact Person _____

Phone number _____

Position Applied for _____

Date of interview (if any) _____

Participant

Signature _____ Date _____

Latest Updates and Upcoming Changes for NCWorks Online

A proud partner of the American  Job Center network



Topics

- North Carolina Job, Employment and Transition (NCJET)
- Requesting a Document
- Requesting a Signature
- Most Popular NCWorks Online Reports
- Enhanced Texting

North Carolina Job, Employment and Transition (NCJET)

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What is NCJET?

North Carolina Job, Employment, and Transition (NCJET) is a system designed to help second chance employees to find jobs and transition into community more smoothly. This system is designed to support individuals in jump starting their job search just prior to parole, to increase their chances of landing a job before or soon after getting out of prison.

- The Division of Workforce Solutions (DWS) and NC Department of Adult Correction (DAC) have a partnership for NCJET to support Individuals inside the DAC facilities and NCWorks Online/NCWorks Career Centers to support them once they are released.
- The Reentry Employment Opportunities (REO) Module named NCJET, was added as a portal to NCWorks Online. This means there is a separate user interface but the database is shared.
- NCJET does not allow the incarcerated individuals access to anything on the Internet, such as websites, email, or direct messaging applications. All communications—whether between the individual, staff member, or employer—are handled internally within the database of the system.
- Access to NCJET by individuals is only allowed from within a DAC Corrections Facility.
- The pilot site for NCJET is the North Carolina Correctional Institute for Women (NCCIW).

What can be done in NCJET?

- Incarcerated Individuals nearing their release from one of the DAC facilities will be able to register in NCJET.
- Individuals register in NCJET with their Offender Number and SSN, but no email address or phone number is required.
- Incarcerated Individuals can:
 - Create a résumé
 - Search for jobs
 - Submit résumés to apply for jobs
 - Through corrections staff, communicate with potential employers
 - Create Skills Assessments
 - Explore careers and related occupations
 - Explore market data, such as what jobs in specific areas pay, what skills or training specific jobs require

NCJET - Upon Release

- Upon Release:
 - The Individuals' NCJET account is automatically transferred to an NCWorks Online account.
 - Based on the Individuals' release address zip code, an NCWorks LWIA and Office will be assigned in the NCWorks Online Account.
 - Individuals use the same username and password to access NCWorks Online as they did for NCJET.
 - The transferred NCWorks Online account maintains all the information the Individual entered such as Resumes, Job Applications, and Skills Assessments.
 - DAC encourages Community Partners to send Individuals to the NCWorks Career Centers.
 - Individuals will receive information on access to NCWorks Online and how to contact an NCWorks Career Center.

NCJET - Home Page



NCJET - Individual Dashboard

Dashboard Home Sign Out Assistance Search

[\[Additional Search Options \]](#)

My Workspace

Welcome to My Dashboard [DMIndiv NumberFifteen](#). This page introduces you to system features and offers suggestions. Select from the items below to start customizing the content that interests you.

- My Dashboard
- How We Can Help You
- Directory of Services
- My Resources

Services Preview

Find a Great Job Today

We have found local job listings related to your employment history, desired occupations, and associated job skills

Widgets

My Personal Profile

- [My Background](#)
- [1 Employment History](#)
- [1 Education History](#)
- [0 Certificates](#)
- [View your Personal Profile and Contact Information](#)

My Assessments

- [Job Skills](#)
Assess the detailed skills you have that are valuable in the workplace
- [Personal Skills](#)
Assess your human and inter-personal skills
- [Tools and Technology Skills](#)
Assess your knowledge of tools and technology
- [Work Interest](#)
Assess the type of work activities you like
- [Work Values](#)
Assess what is important to you in a job

Education Services

- [Training Providers and Schools](#)
Locate information on specific training providers and schools.
- [Training and Education Programs](#)
Locate a training or educational program.
- [Eligible Training Provider List](#)
Select this option to view a list of program providers for...

Job Seeker Services

- [Job Search](#)
Find current job openings.
- [Résumé Builder](#)
Create, store and update your résumé online.
- [Virtual Recruiter](#)
Create a system job search alert.
- [Saved Jobs](#)
Your saved jobs
- [More Job Seeker Services](#)

Career Services

- [Career Explorer](#)
Learn what career or type of job best suits you.
- [Career Informer](#)
Highlight a specific occupation and display detailed information about it.
- [More Career Services](#)

My Employment Plan

- [1 Job Applications](#)
1 applications to internal jobs
0 links to apply at external sites
- [7 Résumés \(Viewed by 1 Employers\)](#)
- [2 Virtual Recruiter Saved Job Alerts](#)
- [View Your Employment Plan](#)

My Messages

- [0 Jobs Available Alerts](#)
- [0 Unread Messages](#)
- [0 Read Messages](#)
- [Enter the Message Center](#)

Labor Market Services

- [Labor Market Facts](#)
Find answers to commonly asked questions about the local labor market.
- [Area Profile](#)
Access a summary of the labor market in a selected area.
- [Industry Profile](#)
Access labor market information on industries in a selected area.
- [Occupational Profile](#)
Access labor market information on occupations in a selected area.
- [Educational Profile](#)
Access labor market information on education programs in a selected area.
- [More Labor Market Services](#)

Smart Seeker

NCJET - Release

- DAC Staff can enter the Release information in NCJET

Username	Name	Offender ID	Facility	Assigned To REO	Last Login	Scheduled Release Date	Action
DMREO16	DMIndiv NumberSixteen	2025016	North Carolina Correctional Institute for Women (NCCIW)	03/14/2025			Edit Release

Site Access: NCWorks Online NC REO

Scheduled Release Date : [Today \(MM/DD/YYYY\)](#)

Auto Release this individual from REO to VOS on the Scheduled Release Date:

Update LWIA and Office based on residential address:

Assigned LWIA:

Assigned Office:

NCJET - Release

Current Facility:
North Carolina Correctional Institute for Women (NCCIW) ▼

*** Country:** United States ▼

Address Line 1 : 100 Main St

Address Line 2:

*** Zip Code:** 27603
[Find zip code](#) 

City: Raleigh

*** State:** North Carolina ▼

County / Borough / Parish: Wake County ▼

State Of Residency: North Carolina ▼

Phone Numbers

Primary Phone: - - **Extension:**

Primary Phone Type: None Selected ▼

Alternate Phone: - - **Extension:**

Alternate Phone Type: None Selected ▼

Text Message Cell Phone Number: - -

Only Certain communications can be sent via text message. Normal text messaging rates apply.

E-mail Address

Primary E-mail:
[Create E-mail Account](#) 

Confirm Primary E-mail Address:

Secondary E-mail:

Confirm Secondary E-mail Address:



Requesting a Document

A proud partner of the American  Job Center network



Live Demo

- Live Demo of Requesting a Document

Requesting a Document

- Staff Online Resources under the Documents section
 - [Requesting a Document](#) 2/12/2025

Requesting a Document from an Individual

To request a document, go to **Manage -> Assist an Individual -> Search for Individual**.

While assisting an Individual, go to **Staff Profiles -> General Profile -> Documents (Staff)**.

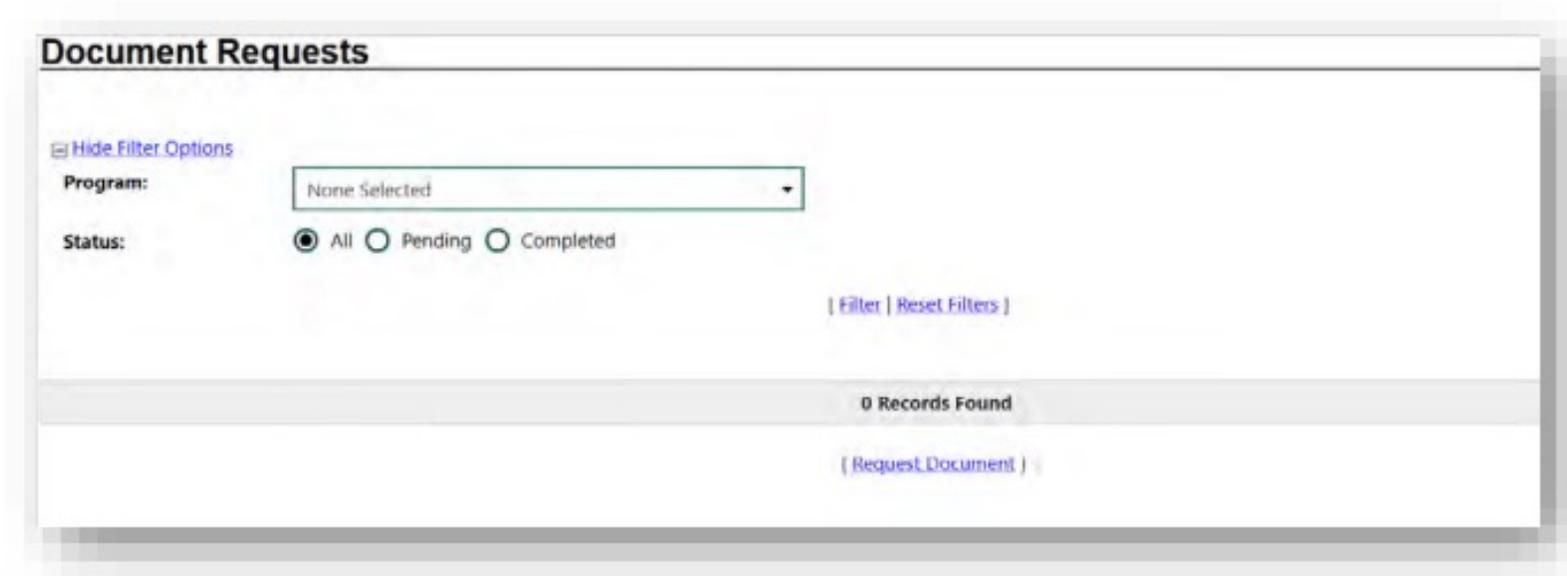


From the bottom of the Documents screen click **Document Requests**.

[Document Requests](#) | [Add a Document](#) | [Scan a Document](#) | [Link a Document](#) | [Complete Online Form](#)

Requesting a Document

Click **Request Document**.



The screenshot displays a web interface titled "Document Requests". At the top left, there is a link "Hide Filter Options". Below this, the "Program:" field is a dropdown menu currently showing "None Selected". The "Status:" field has three radio button options: "All" (which is selected), "Pending", and "Completed". To the right of these filters are two links: "Filter" and "Reset Filters". A grey bar in the center of the interface displays the text "0 Records Found". At the bottom of the interface, there is a link labeled "Request Document".

Requesting a Document

Select a **Program** to associate with the document, i.e., WIOA, and the application.

Enter a **Document Description** from the drop down (not required), though it is required to add a **Document Tag**.

Document Association

*** Program:**

Application:

Document Details

Document Description:

*** Document Tags:**
Keywords that will be indexed with this attachment.

Requesting a Document

Proceed to the **Message Center**.

Note that it auto-fills **Recipient Type**, and the **Selected Recipient** is the current Individual.

Select the **Delivery Method**.



* Recipient Type: Individual

Create Case Note: Yes No

Recent Recipient(s):

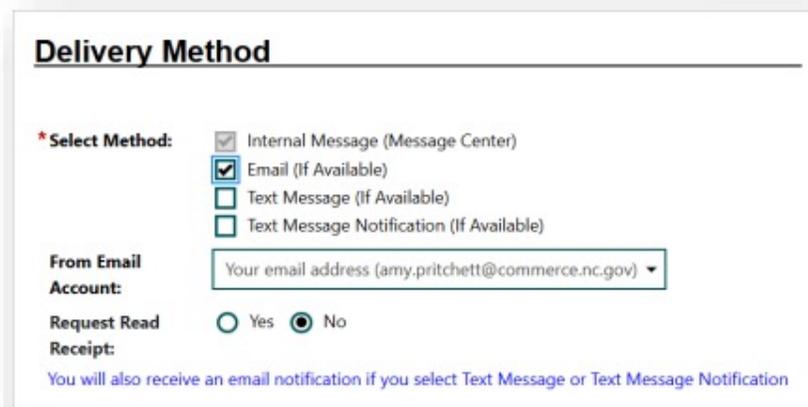
OR

Recipient(s) By: Login Name User ID

[Add]

* Selected Recipient(s): Des, Sandra

Selected Recipient(s) Number: 1



Delivery Method

* Select Method:

- Internal Message (Message Center)
- Email (If Available)
- Text Message (If Available)
- Text Message Notification (If Available)

From Email Account: Your email address (amy.pritchett@commerce.nc.gov)

Request Read Receipt: Yes No

You will also receive an email notification if you select Text Message or Text Message Notification

Note that if **Text Message** is selected, an alert is sent regarding loss of HTML formatting and character-length restriction.

Requesting a Document

Subject and **Message** auto-fill. The message includes what is being requested and the ways the Individual can respond.

*Subject: Document Request

*Message:

Some HTML tags such as embedded videos are not allowed in this text box and will not be saved.
Keyboard shortcut F10, toggles between editor toolbar and edit field.

Document Request

Request Date: 02/11/2025

Name:	Sandra Dee
Address:	1391 Bessmer City Road
City, State, Zip:	Gastonia, NC 28052
SSN (Last 4):	5133

Program	Application ID
Title I - Workforce Development (WIOA)	6996881

You are being requested to supply the following document(s):

Birth Certificate

You can respond to this request a number of ways:

- If you see a Documents icon at the very top of this webpage (a folder with a red indicator), you can click it and then follow the instructions
- If you see a Document Management sub-menu item within the left navigation menu of this site, you can click it (or the View My Documents option within it), and then click the Document Requests link at the bottom of the page
- You can reply to this message and look for the Attachment Options, then attach the document(s)
- Or, if none of the above options are available, please simply reply to this message and communicate how you would prefer to submit the requested document(s)

Requesting a Document

Once sent, the **Document Requests** screen display, listing requests. If the **Document Attached** column displays “No,” the document has not been received.

Under the **Action** column, **Delete Request** allows the request for the document to be deleted.

Document Requests

[Hide Filter Options](#)

Program:

Status: All Pending Completed

[Filter](#) | [Reset Filters](#)

To sort on any column, activate a column title.

Program	Application ID	Document Tag	Document Description	Document Attached	Request Date	Action
Title I - Workforce Development (WIOA)	6996881	Birth Certificate		No	2/11/2025 10:00:15 AM	Upload Delete Request

Page 1 of 1

Rows 100

1 Records Found

[Request Document](#)

Requesting a Document

If/when the Individual submits documents via NCWorks, they display in **Documents Available**, where Staff can Edit them (redact, change document name, etc.).

Documents Available

Listed below are the documents available on the selected individual. Click the View link below to view that particular item.

[Show Filter Options \(Showing all records\)](#)

This user has deleted documents, [click here to view deleted documents](#).

Results View: **Summary** | [Detailed](#)

Activate a column title to sort.

View Thumbnails

[Top](#) | [Filter Criteria](#) | [Bottom](#)

Document Name	Document Tags	Program Name	Category	Modify Date	Expiration Date	Action
Birth_Certificate_.jpg	Birth Certificate	Title I - Workforce Development (WIOA)	General	02/11/2025 02:07		View Review Edit Download Meta Data Delete Mark as Medical

Requesting a Document

Under **Document Requests**, **Document Attached** is “Yes,” and **Actions** have changed to **View** and **Delete**.

The screenshot shows a web interface titled "Document Requests". It includes a filter section with a "Program" dropdown menu set to "None Selected" and "Status" radio buttons for "All", "Pending", and "Completed". Below the filters is a table with the following columns: Program, Application ID, Document Tag, Document Description, Document Attached, Request Date, and Action. The table contains one row with the following data: Program: Title I - Workforce Development (WIOA), Application ID: 6996881, Document Tag: Birth Certificate, Document Description: (empty), Document Attached: Yes, Request Date: 2/11/2025 11:24:20 AM, and Action: View and Delete. The interface also includes a "Filter | Reset Filters" link and a pagination bar showing "Page 1 of 1" and "Rows 100".

Program	Application ID	Document Tag	Document Description	Document Attached	Request Date	Action
Title I - Workforce Development (WIOA)	6996881	Birth Certificate		Yes	2/11/2025 11:24:20 AM	View Delete

DO NOT USE **DELETE** under **Action**, as this action deletes the document completely from the record.



Requesting a Signature

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Live Demo

- Live Demo of Requesting a Signature

Requesting a Signature

- In the documents tab, if an uploaded document is a PDF, you can add an electronic signature and send to customer to sign

<u>Document Name</u>	<u>Document Tags</u>	<u>Program Name</u>	<u>Category</u>	<u>Modify Date</u>	<u>Expiration Date</u>	<u>Action</u>
mh_test.pdf	tagmh	General - no Program association	General	07/01/2024 04:46		View  Review Edit Download Meta Data Delete Signature Mark as Medical

Requesting a Signature

- Select who needs to sign

Who needs to sign?



[Just Me](#)



[Just the Assisted User](#)



[Others](#)

Requesting a Signature

- You can place date, name and signature independently or place a signature block which automatically includes all three.
- For signature block or signature, you need to click and draw the box where you want it.

Insert Signatures

Date Signed 

Name 

Signature Block 

Signature 

 Undo Last Action

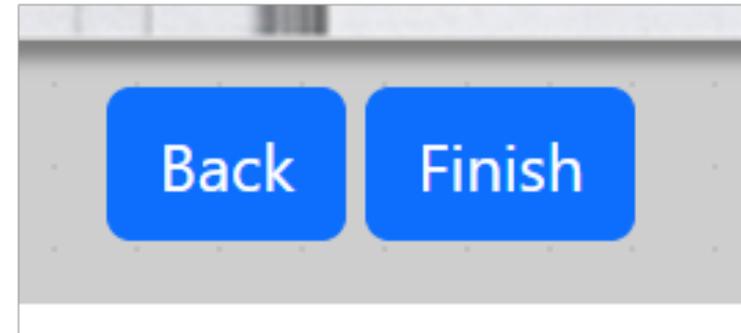
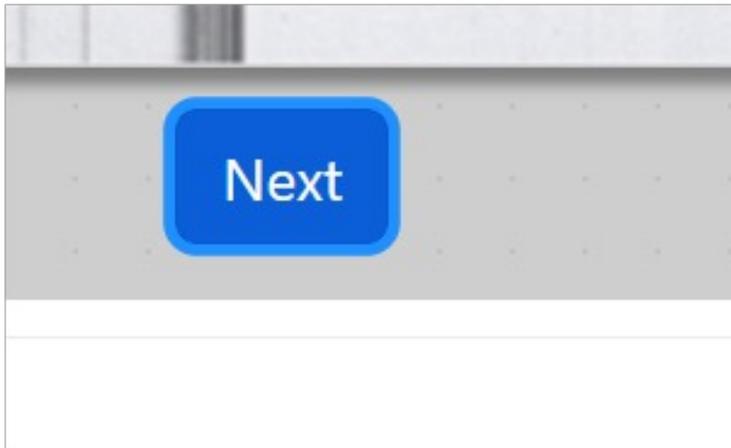
Hoskins, M 8/5/2024

Signature

Applicant Hoskins, M Date

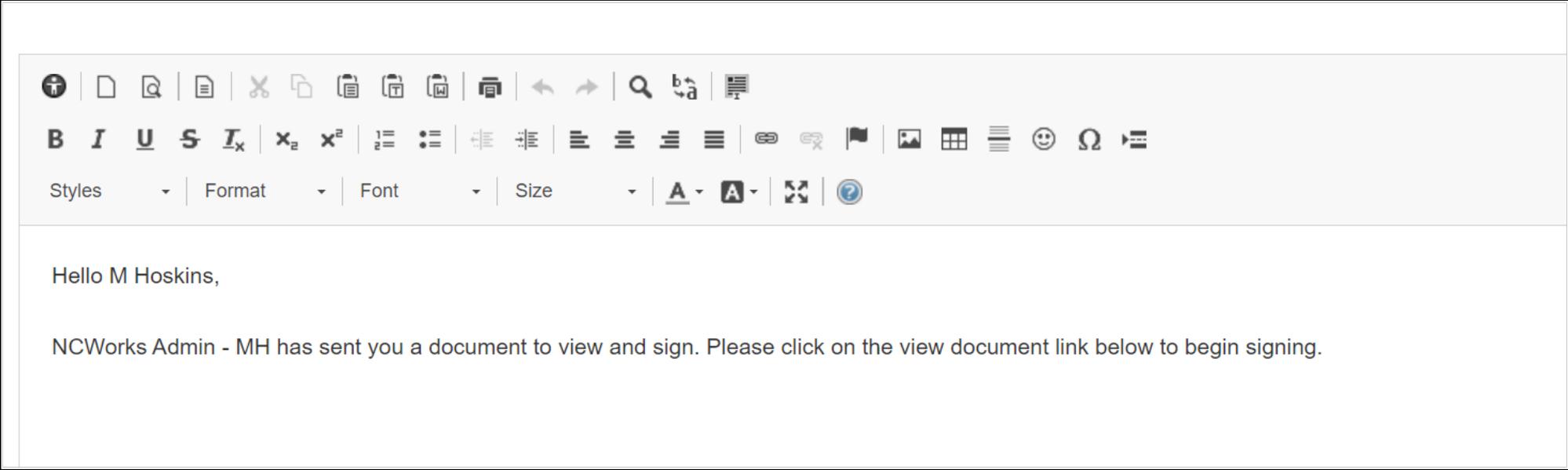
Requesting a Signature

- If there are multiple pages, keep pressing Next to get to end. Press Finish when done



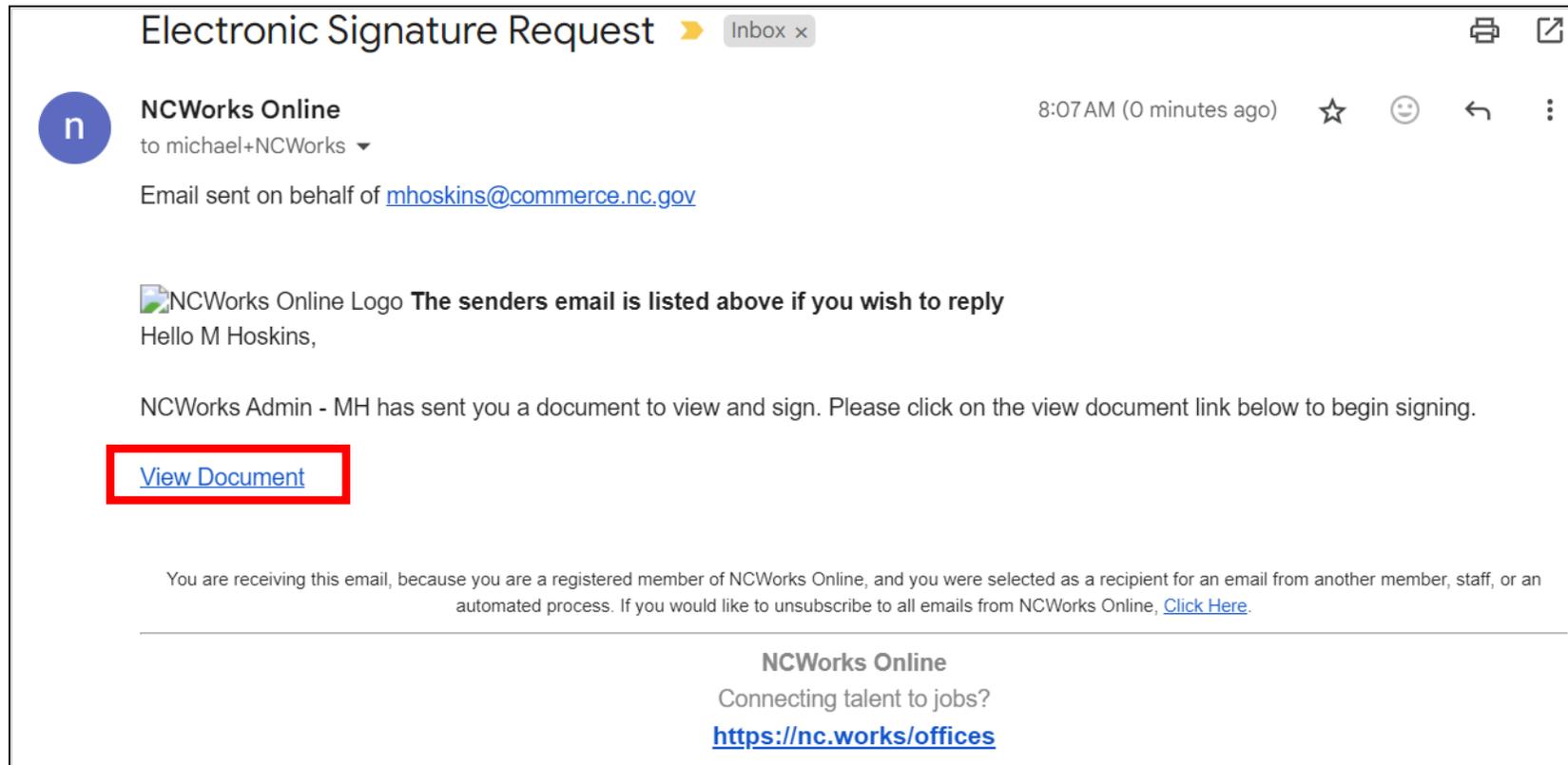
Requesting a Signature

- You are taken to the Message Center to send the signature request. Choose email/text



Requesting a Signature

- Email is received for Electronic Signature Request.



Requesting a Signature

- After clicking the link for View Document, the signature block looks the same and then stores the saved signature at the original PDF.





Most Popular NCWorks Online Reports

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Accessing Reports

Menu

✓ Reports

My Reports

Business Intelligence Data Analytics

Summary Reports >

Detailed Reports >

Custom Reports >

SQL Query Tools

Federal Reports >

Widget

▼ Scheduled My Reports

[My Reports](#) [Reports Dashboard](#)

Report Description	Status	View
LEAD: ETP by Program Summary	Succeeded	
State Master Summary Last 7 Days Monday	Succeeded	
Services Provided Employer Friday	Succeeded	
WIOA Individual- Enrolled by Age Tuesday	Pending	

Page 1 of 2

Reports Dashboard

▼ Report Tools

► My Reports

Manage your saved reports and view ones from other regions. Select this option to display specific reports that you have previously saved.

► Business Intelligence Data Analytics

BI Data Analytics tool allows Staff to explore their data and create visual insights with meaningful information for each specific purpose. Staff can customize this page by pinning links to favorite dashboards and adding slides with data visualizations.

► SQL Query Tools

Create your own SQL queries and output from the database. This option requires some SQL knowledge and an understanding of table structure.

🕒 Last Viewed

🔍 Reports Finder

Keyword:

Only
One Keyword

Or
At a time

Navigation:

None Selected

Group:

None Selected

Category:

None Selected

Subcategory:

None Selected

Search

☰ Reports Menu

► Summary Reports

Dashboard, Executive, Master and Trending reports. Select this option to view executive summary reports and dashboards summarizing key information.

► Detailed Reports

Outline specific information in the system by a variety of parameters and filters. Areas include Attendance, Case Management, CRM, Employer, Financial, Individual, provider and more. Select this option to view reports outlining specific information in the system by a variety of parameters and filters.

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Summary & Detailed Reports

▼ Summary Reports

Dashboard, Executive, Master and Trending reports. Select this option to view executive summary reports and dashboards summarizing key information.

▶ Dashboards

View dashboard reports documenting specific data on activity by: grant, jobs (openings, orders and referrals), and registered accounts (individual and employer).

▶ Executive

Reports for executive and program management, mobile app usage, and the Performance Gauge report for WIOA Performance Measures.

▶ Master Summary

View activity counts by: LWIA, region, office, month, staff, and programs. For a broad overview, select the Detail Master Summary report, or analyze trends using the Activity Trend report.

▶ Trend

Analyze monthly, quarterly, or yearly trends in individual and employer registrations; job openings, referrals, and orders; and, WIOA Activity trends and comparisons.

▼ Detailed Reports

Outline specific information in the system by a variety of parameters and filters. Areas include Attendance, Case Management, CRM, Employer, Financial, Individual, provider and more. Select this option to view reports outlining specific information in the system by a variety of parameters and filters.

▶ Administrative

▶ Case Management

View reports providing a snapshot of various case management indicators prior to federal reporting. Identify key indicators, such as individuals who are soon-to-be soft exited, youth missing listed goals, or individuals currently enrolled without case assignment.

▶ Case Management - Program Specific

Reports grouped by a specific federal or local program containing detailed information unique to that program.

▶ Employer

The Employer Reports group provides data such as internal and external job order information, employer registration information, job referrals and more.

▶ Financial

The Financial Reports group includes reports for managing Individual Fund Tracking (IFT).

▶ Individual

The Individual Reports group provides data on registered or enrolled individuals, mainly from information provided by individuals to the system.

▶ Provider

Reports displaying information about provider institutions, their programs, and contacts.

▶ Services

View reports providing data on staff-provided services to either individuals or employers.

▶ Staff Efficiency and Tracking

Track services associated with events, system measures, messaging, and survey results.

Most Popular Summary Reports

- Executive
- Master Summary

Summary Reports

▼ Summary Reports

Dashboard, Executive, Master and Trending reports. Select this option to view executive summary reports and dashboards summarizing key information.

▶ Dashboards

View dashboard reports documenting specific data on activity by: grant, jobs (openings, orders and referrals), and registered accounts (individual and employer).

▼ Executive

Reports for executive and program management, mobile app usage, and the Performance Gauge report for WIOA Performance Measures.

▶ Executive Summary

These reports provide monthly or annual statistics on industry employment, services, job postings, placements, referrals, and training programs and services.

▶ Performance Gauge

A graphical representation of data for WIOA Performance Measures.

▼ Program Management

Reports to assist staff in identifying specific participant levels for identifying program participants by specific exceptions, age ranges, or In-School versus Out-Of-School definitions.

[Displays WTP Summary Report](#)

[WIOA Participant Summary](#)

[Management Summary](#)

[WIOA Services Summary](#)

▼ Master Summary

View activity counts by: LWIA, region, office, month, staff, and programs. For a broad overview, select the Detail Master Summary report, or analyze trends using the Activity Trend report.

[Activity by Region Summary](#)

[Activity Trend](#)

[Detail Master Summary by LWDB](#)

[Master Summary](#)

[Master Summary by Office](#)

[Staff Activity Summary](#)

[Activity Summary by Month](#)

[Detail Master Summary](#)

[Detail Master Summary by Office](#)

[Master Summary by LWDB](#)

[Programs Summary](#)

Most Popular Detailed Reports

- Case Management
- Employer
- Individual
- Provider
- Services

Detailed Reports: Case Management - Case Status - Case Load

► Case Load

[Active Cases](#)

[Application](#)

[Assigned Case Load](#)

[Case Closure Information](#)

[Case Summary By Application Date](#)

[Co-Enrollment Customer Groups](#)

[Credentials](#)

[Days since Last Active Service](#)

[Enrolled clients with Pseudo-SSN](#)

[Enrollment Summary By LWDB](#)

[Exited Cases](#)

[Hourly Wage Before and After Enrollment](#)

[Individual Disability](#)

[Measurable Skill Gains Required](#)

[Participants by Training Occupation](#)

[Potential Closed Never Enrolled](#)

[Projected End Dates](#)

[Soon to Exit Cases](#)

[Staff Caseload by Program and Status](#)

[Targeted Measurable Skill Gain](#)

[Training](#)

[Active Enrollment](#)

[Assessment of Educational Functioning Levels](#)

[Case Closure Employment](#)

[Case Closure Reportable Performance Indicators](#)

[Closed Never Enrolled](#)

[Co-Enrollment Summary](#)

[Credentials Required](#)

[Eligibility Enrollments](#)

[Enrollment in Homeless Veterans Reintegration Program](#)

[Exit Reason Summary](#)

[Expiring Work Authorization](#)

[Individual Barriers](#)

[Measurable Skill Gains](#)

[Obtained Employment](#)

[Participants Co-enrolled in Partner Programs](#)

[Projected Begin Dates](#)

[Quarterly Follow Up Status](#)

[Staff Assisted Summary](#)

[Summary](#)

[Timeliness of Data Input](#)

[Veteran Data Discrepancies](#)

Detailed Reports: Case Management - Documentation - Case Notes

▼ Documentation

Case note and document management reports where staff can retrieve a case note in the system, multiple case notes sharing a common keyword, or documentation provided by program enrollees.

▶ Case Notes

[Employer](#)

[Provider](#)

[Individual](#)

Case Management - Staff Referrals

▼ Staff Referrals

View reports on the services, follow-up activities, or training referrals made by staff. Track referrals by referral type, provider, or staff.

[List](#)

[By Referral Type](#)

[By Provider](#)

[By Staff](#)

Detailed Reports: Employer - Registered Employer - Employer

► Employer

[List](#)

[by Affirmative Action](#)

[by Assigned One Stop Location](#)

[by County/Parish](#)

[by Federal Contractor Status](#)

[by Industry Sector](#)

[by Number of Employees](#)

[by Region/LWDB](#)

[by State](#)

[by Zip Code](#)

[by ADA Compliance](#)

[by Assigned Case Manager](#)

[by Benefits Offered](#)

[by Employer Type](#)

[by Industry](#)

[by Mailing Information](#)

[by One Stop of Registration](#)

[by Staff Created](#)

[by Worksite Locations](#)

[Employer Worksite Location by Zip Code](#)

Employer - WARN

▼ WARN

View reports displaying details of the layoff or closure associated with the WARN notice.

[by Company](#)

[by Layoff Date](#)

[by LWDB](#)

[by NAICS](#)

[WARN Detail Report](#)

[by County/Parish](#)

[by Location](#)

[by Month](#)

[Detailed Listing](#)

[WARN Notice Report](#)

Detailed Reports: Services - Services Provided Employers

▼ Services Provided Employer

View reports displaying information on the services provided by staff to employers.

*List of all
Services Provided
to employers*

[List](#)

[by Employer](#)

[by Region/LWDB](#)

[by Service Status](#)

[by Staff and Services](#)

[by Current & Past Year Comparison](#)

[by Office](#)

[by Service](#)

[by Staff](#)

Employer - Registered Employer - Employer

► Employer

*List of all
Registered
employers*

[List](#)

[by Affirmative Action](#)

[by Assigned One Stop Location](#)

[by County/Parish](#)

[by Federal Contractor Status](#)

[by Industry Sector](#)

[by Number of Employees](#)

[by Region/LWDB](#)

[by State](#)

[by Zip Code](#)

[by ADA Compliance](#)

[by Assigned Case Manager](#)

[by Benefits Offered](#)

[by Employer Type](#)

[by Industry](#)

[by Mailing Information](#)

[by One Stop of Registration](#)

[by Staff Created](#)

[by Worksite Locations](#)

[Employer Worksite Location by Zip Code](#)

Detailed Reports: Registered Individual - Registered

▼ Registered Individual

Report data from information entered into the system by individuals during registration.

▼ Characteristics i

▶ Registered i

[List](#)

[by Attending School Status](#)

[by County/Parish](#)

[by Education Achievement](#)

[by Gender](#)

[by Hispanic Ethnicity](#)

[by Migrant Farmer Worker Types](#)

[by No Virtual Recruiter](#)

[by ONET Occupation Group](#)

[by Race](#)

[by Registration Source](#)

[by Unemployment Status](#)

[by Ward/Borough/Township](#)

[by Works in Agricultural ONET Occupation](#)

[Disability](#)

[by Age](#)

[by Cookie Location](#)

[by Disability Status](#)

[by Employment Status](#)

[by Heard About WebSite](#)

[by IP Location](#)

[by Military Spouse/Dependent Status](#)

[by Office](#)

[by Preferred Language](#)

[by Region/LWDB](#)

[by UI Update Date](#)

[by VR Services](#)

[by Website Access Location](#)

[by Zip Code](#)

[Limited English Proficiency](#)

Detailed Reports: Enrolled Individual - Enrolled

▼ Enrolled Individual

View reports on enrolled individuals by various criteria, such as age, education and work status, with filters by program, subprogram, type, county, or veteran status, among others.

► Enrolled

[List](#)

[by Attending School Status](#)

[by County/Parish](#)

[by Disability Status](#)

[by Employment Status at Participation](#)

[by Grant by Zip Code](#)

[by Hispanic Ethnicity](#)

[by NEG Grant](#)

[by Race](#)

[by Registration Source](#)

[by Staff Assigned](#)

[by Ward/Borough/Township](#)

[by WIOA 15 Percent Grant](#)

[by Work Status](#)

[by WP Special Program](#)

[by Age](#)

[by Cookie Location](#)

[by Desired Occupation](#)

[by Educational Achievement](#)

[by Gender](#)

[by Haitian Ethnicity](#)

[by Migrant/Seasonal Farm Worker Types](#)

[by One Stop Office](#)

[by Region/LWDB](#)

[by Selective Service Registration](#)

[by Unemployment Status](#)

[by Web Site Access Location](#)

[by WIOA Partner Program](#)

[by Working in Agricultural ONET Occupation Code Status](#)

[by Zip Code](#)

Detailed Reports: Services - Services Provided Individuals - Service

▶ Service

[List](#)

[by Activity Completion Status](#)

[by County](#)

[by Disabled Veteran Status](#)

[by Education Level](#)

[by Ethnicity](#)

[by Grant](#)

[by Learning Mode](#)

[by Office](#)

[by Provider](#)

[by Region/LWDB](#)

[by Service Assistance Type](#)

[by Staff Assigned](#)

[by Staff Reported](#)

[by Veteran SBE](#)

[by Wagner Peyser Services with Rapid Response Event](#)

[by Zip Code](#)

[by Access Location](#)

[by Age](#)

[by Disability Status](#)

[by Discharge Status](#)

[by Enrollment Characteristics](#)

[by Gender](#)

[by Individual](#)

[by MSFW Status](#)

[by Potential Eligibility for Veteran Benefits](#)

[by Race](#)

[by Selective Service](#)

[by Services](#)

[by Staff Edit](#)

[by Veteran Campaign Status](#)

[by Veteran Status](#)

[by Work Status](#)

Detailed Reports: Provider

▼ Provider

Reports displaying information about provider institutions, their programs, and contacts.

▼ Eligible Training (CRS)

Reports displaying information about Eligible Training (CRS).

[All Students Performance](#)

[by Program Performance](#)

[by Program Status](#)

[by Provider](#)

[by Provider with ETPL Applications](#)

[by Program](#)

[by Program Reapplication](#)

[by Program Summary \(with Locations\)](#)

[by Provider Contact](#)

[Eligible Training Program List](#)

▼ Provider

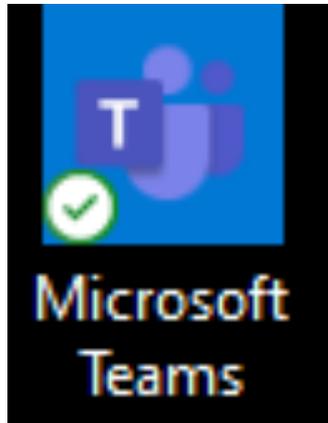
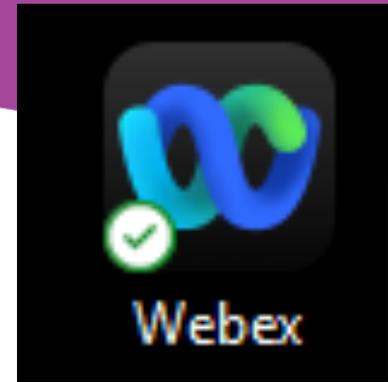
Reports displaying information about provider institutions, their programs, and contacts.

[by Contact](#)

[by Providers](#)

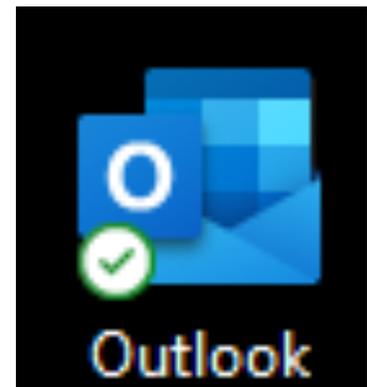
[by Program](#)

(984)-236-4259



McKemie, Patrick

patrick.mckemie@commerce.nc.gov





Enhanced Texting

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What is Enhanced Texting

Enhanced Texting allows texting, integrated into NCWorks Online, between Staff and an Individual or Staff and an Employer contact.

The Enhanced Texting function in NCWorks Online will potentially replace any stand-alone systems that have been purchased for this purpose.

- Integrating the Enhanced Texting into NCWorks Online allows all the communications to be stored together.
- Stand-alone systems do not provide data sovereignty. If Staff leave, the texts within NCWorks Online can still be accessed for records retention purposes.

Features of Enhanced Texting

- Staff will have the ability to send and receive SMS text messages to Individuals and Employer contacts.
- Only text is allowed and not images, videos or audio.
- The display of the Staff texts and responses are in a sequential display similar to the Chat Log for Live Chat.
- All messages sent and received will be added in the Message Center within the Communications Profile under the Text Chat Log.
- Personally Identifiable Information (PII) should not be sent in the text messages and Staff should not ask for any PII to be sent to them in the text messages.

Go-Live for Enhanced Texting

- Enhanced Texting is currently being tested
- Go-Live target is August 1, 2025

Live Demo

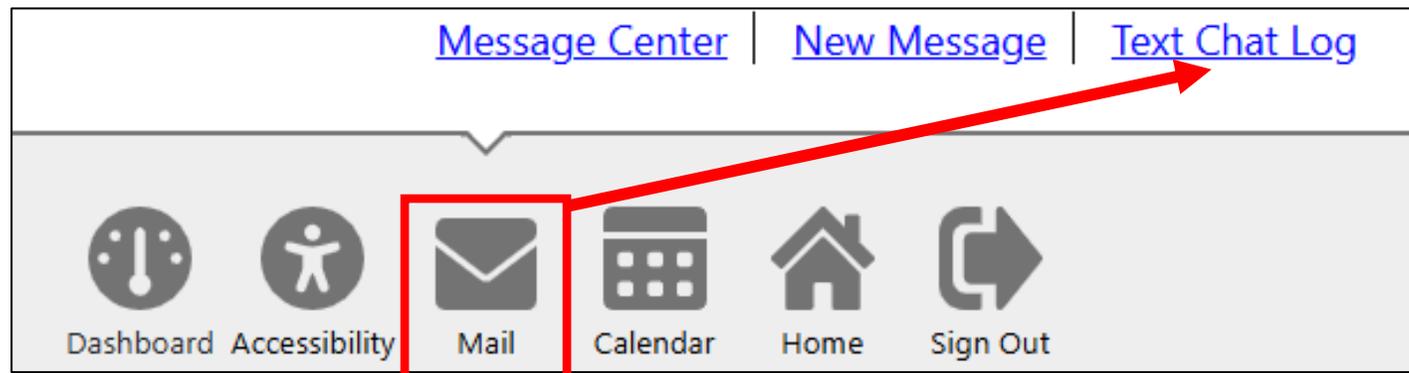
- Live Demo of Enhanced Texting

Staff - Sending a text to an Individual

- Login as Staff
- Select **Menu**; **Manage Individuals**; **Assist an Individual**
- Search for and select an Individual
- Select Message Center Icon at top of screen (**Mail** envelope)
- Select **Text Chat Log** link

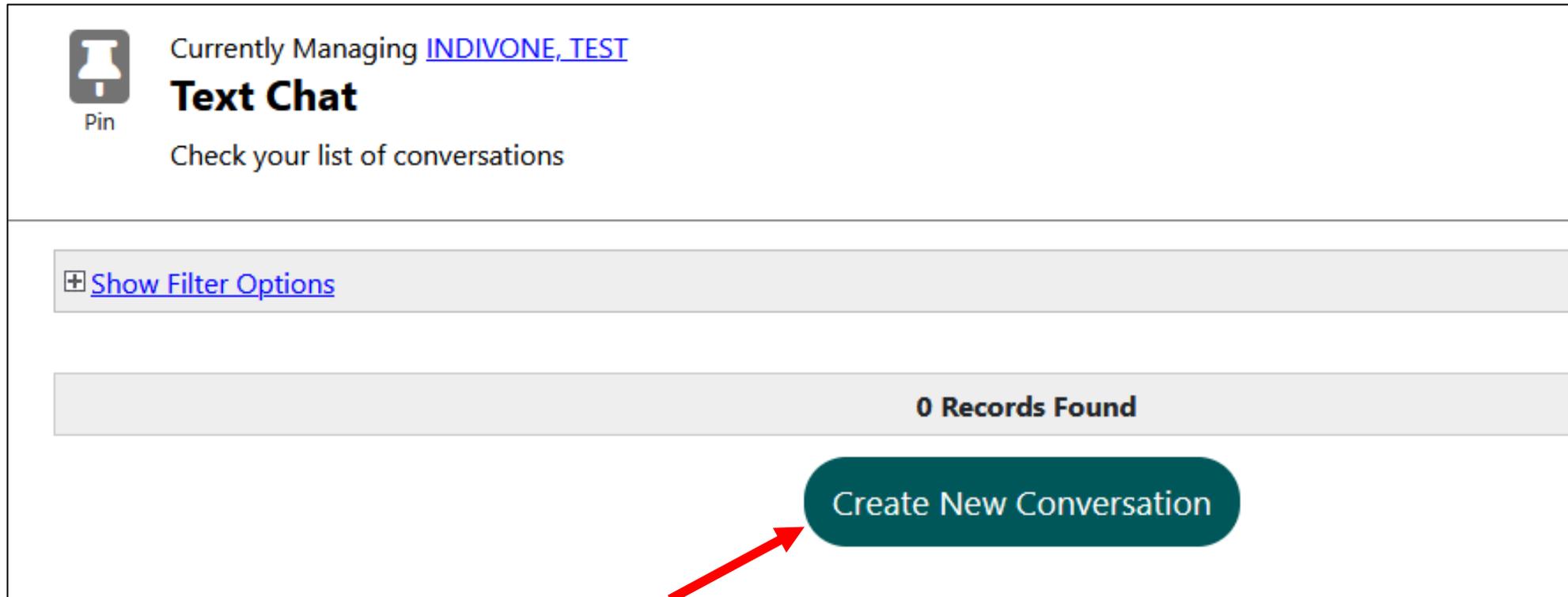


The screenshot shows the 'General Criteria' search interface. At the top right, there are links for '[Top | Search | Bottom]'. Below this, there are links for '[Full Search | My Search | Settings]'. The main search area includes a label 'Individual Username (Login Name):' followed by a text input field containing 'Testindiv1'. To the right of the input field are two radio button options: 'Exact match' (which is selected) and 'Begins with'. Below the input field is another label 'Individual Username:' followed by an empty text input field.



Staff - Sending a text to an Individual

- Select **Create New Conversation**



Currently Managing [INDIVONE, TEST](#)

Text Chat

Check your list of conversations

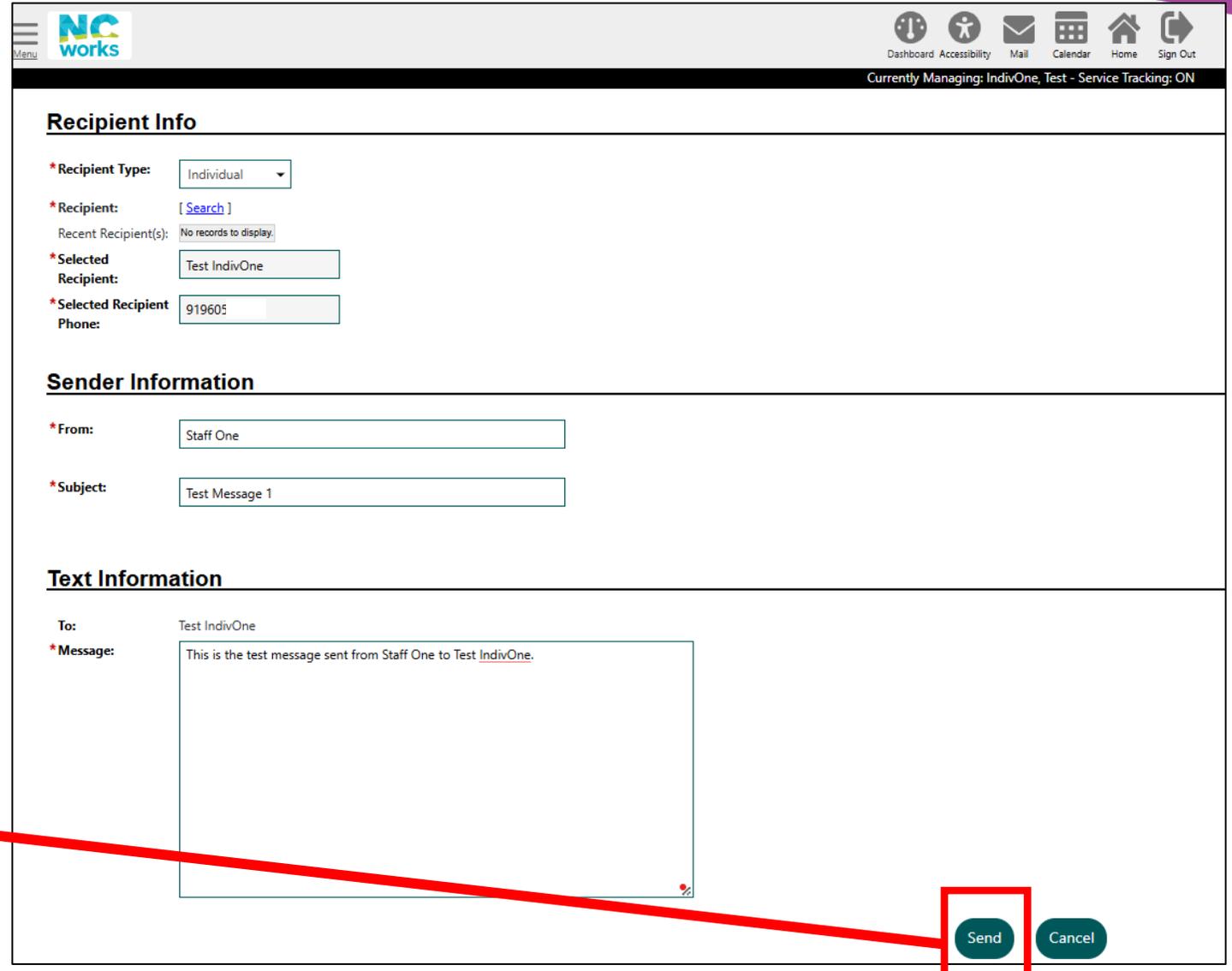
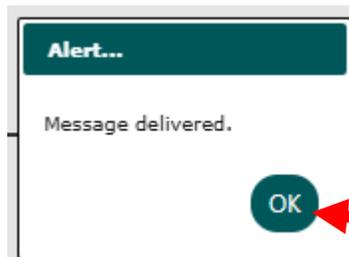
[+ Show Filter Options](#)

0 Records Found

[Create New Conversation](#)

Staff - Sending a text to an Individual

- Select **Recipient Type** Individual
- Select **Search**; Search for the user you are assisting
- Enter your name in the **From** field
- Enter a **Subject**; Enter a **Message**
- Select Send

A screenshot of the NC works web application interface. The top navigation bar includes a "Menu" icon, the "NC works" logo, and several utility icons: Dashboard, Accessibility, Mail, Calendar, Home, and Sign Out. Below the navigation bar, a status bar reads "Currently Managing: IndivOne, Test - Service Tracking: ON". The main content area is divided into three sections: "Recipient Info", "Sender Information", and "Text Information".
- **Recipient Info**: Contains fields for "Recipient Type" (set to "Individual"), "Recipient" (with a "[Search]" link), "Recent Recipient(s)" (displaying "No records to display."), "Selected Recipient" (set to "Test IndivOne"), and "Selected Recipient Phone" (set to "919605").
- **Sender Information**: Contains fields for "From" (set to "Staff One") and "Subject" (set to "Test Message 1").
- **Text Information**: Contains a "To" field (set to "Test IndivOne") and a "Message" text area containing the text "This is the test message sent from Staff One to Test IndivOne.".
At the bottom right of the form are two buttons: "Send" and "Cancel". The "Send" button is highlighted with a red square, and a red arrow points from it to the "OK" button in the alert dialog box.

Staff - Sending a text to an Individual

- After pressing **Send**, the text conversation is displayed

The screenshot displays the NC works application interface. At the top, there is a navigation bar with the NC works logo and several utility icons: Dashboard, Accessibility, Mail, Calendar, Home, and Sign Out. Below this, a status bar indicates 'Currently Managing: IndivOne, Test - Service Tracking: ON'. The main content area is titled 'Currently Managing INDIVONE_TEST Conversation' and 'Display texting conversation'. A text message bubble is shown, originating from 'Staff One' on '03/10/2025 01:32 PM'. The message content is 'FROM : Staff One - This is the test message sent from Staff One to Test IndivOne.'. At the bottom of the interface, there are two buttons: 'Create Text' and 'Close'. A red arrow points to the blue arrow icon within the text bubble. Another red arrow points to the 'Close' button. A third red arrow points from the 'Create Text' button to the 'Close' button.

Conversation

This page displays the text conversation that you selected.

To forward a text, click the blue arrow within the text bubble. You will be directed to a page allowing you to select a recipient.

The **Create Text** button directs you to a screen allowing you to send a text to the user in the selected text conversation. You will see it displayed text conversation after hitting the Send button.

Click the **Close** button to return to the Text Chat grid.

Staff - Sending a text to an Individual

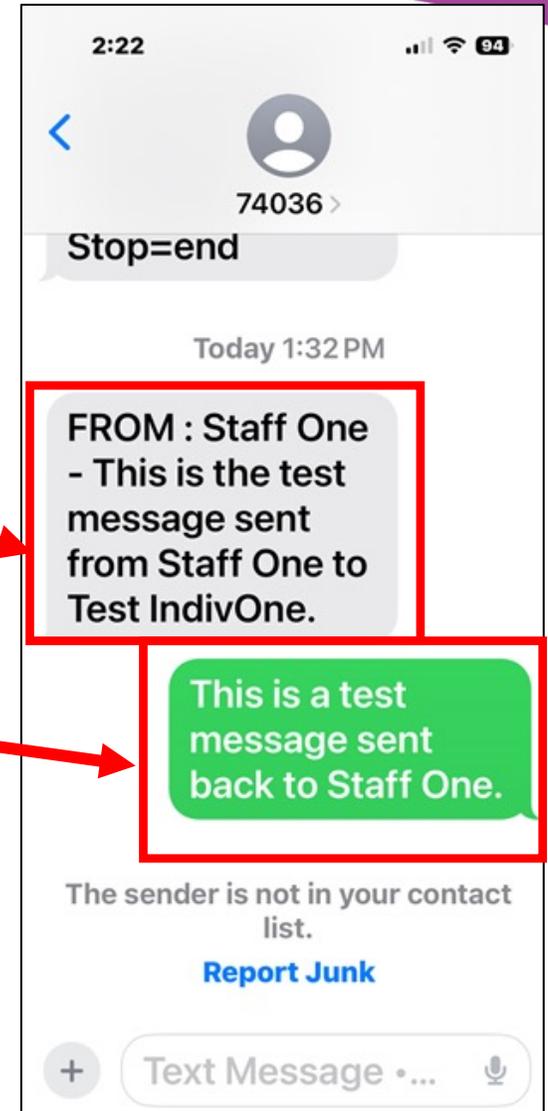
- After pressing **Close**, the Text Chat grid is displayed

The screenshot displays the NC Works interface for managing text chats. At the top, there is a navigation bar with icons for Dashboard, Accessibility, Mail, Calendar, Home, and Sign Out. Below this, a status bar indicates 'Currently Managing: IndividOne, Test - Service Tracking: ON'. The main section is titled 'Text Chat' and includes a 'Pin' icon and a 'Check your list of conversations' message. A 'Show Filter Options' link is present above a table. The table has columns for 'Viewed Status', 'Text Chat ID', 'From', 'To', 'Subject', and 'Chat Date'. A single record is shown with a status icon, ID '28', 'From: Staff One', 'To: Test IndividOne', 'Subject: Test Message 1', and 'Chat Date: 03/10/2025 1:32:16 PM'. Below the table, there is a pagination control showing 'Page 1 of 1' and a 'Rows' dropdown set to '10'. A summary bar at the bottom of the table area states '1 Records Found'. A 'Create New Conversation' button is located at the bottom center of the interface.

Viewed Status	Text Chat ID	From	To	Subject	Chat Date
	28	Staff One	Test IndividOne	Test Message 1	03/10/2025 1:32:16 PM

Individual - Receiving the Text

- Individual receives the text on a mobile device
- The Individual responds

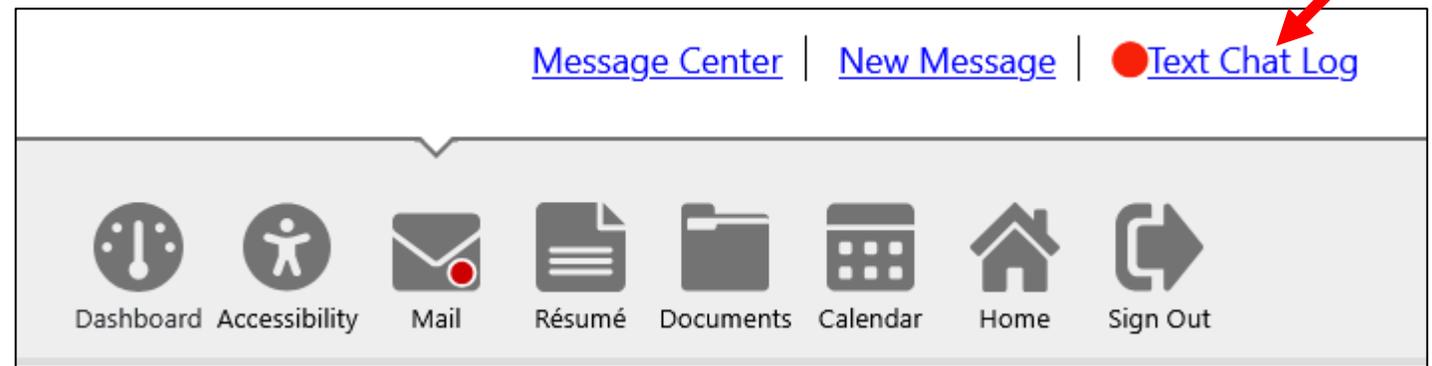
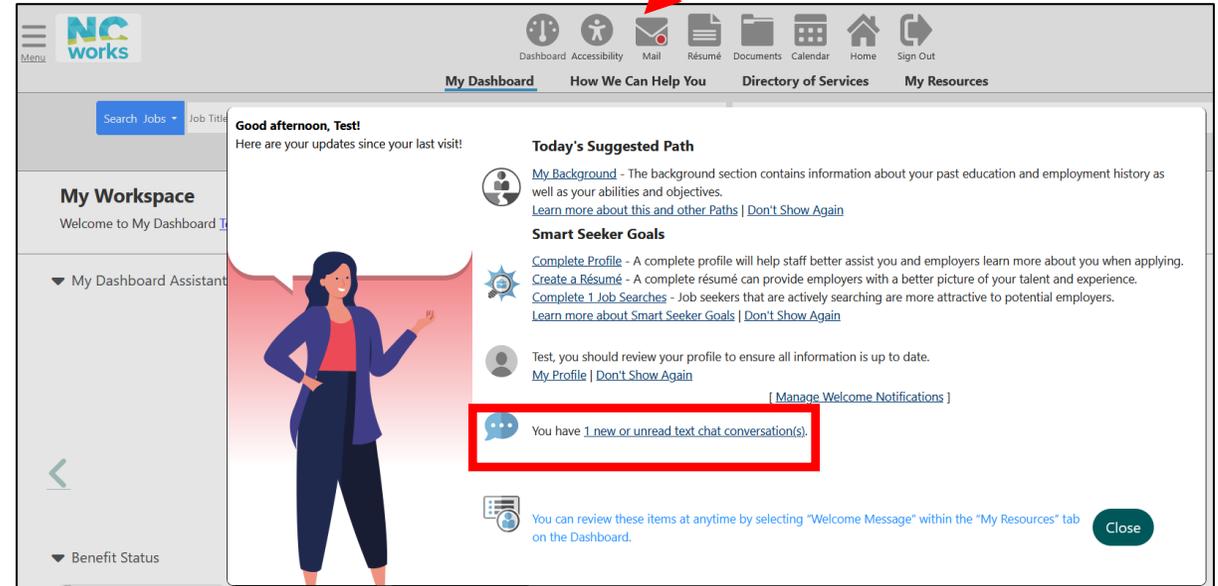


Individual - Message Center

- Login as Individual
- Text message appears in Welcome pop up
- Click on the link to view the **Text Chat Log**

Or

- Select Message Center icon at top of screen (**Mail** envelope)
- Red dot appears next to **Text Chat Log** link
- Select **Text Chat Log** link



Individual - Message Center

- Text Chat appears
- **Show Filter Options** expands to display the filters that can be used to filter the list of Text Chats
- Select **Text Chat ID**

The screenshot shows the NC Works Message Center interface. At the top, there is a navigation bar with icons for Dashboard, Accessibility, Mail, Résumé, Documents, Calendar, Home, and Sign Out. Below this is a search bar with a 'Search Jobs' button and a search input field. The main content area is titled 'Text Chat' and includes a 'Pin' icon and the text 'Check your list of conversations'. Below this, there are tabs for 'Messages', 'Correspondence', 'Communication Templates', 'Subscriptions', 'Email Log', 'Chat Log', and 'Text Chat Log'. The 'Text Chat Log' tab is active, showing a table of chat messages. A red box highlights the 'Show Filter Options' button, and a red arrow points from it to the filter options panel on the left. Another red arrow points from the 'Text Chat ID' column header to the '28' value in the first row of the table.

Text Chat Log

To sort on any column, activate a column title.

Viewed Status	Text Chat ID	From	Subject	Chat Date
	28	Staff One	Test Message 1	03/10/2025 1:32:16 PM
	30	TestStaff3	Text to IndivOne	03/14/2025 9:55:54 AM
	32	TestStaff2	Test	03/14/2025 2:57:27 PM

Hide Filter Options

Text Chat ID:

From:

Subject:

Chat Date:

Viewed Status:

Individual - Message Center

- The Text Chat Conversation is displayed.

The screenshot displays the NC Works Message Center interface. At the top, there is a navigation bar with icons for Dashboard, Accessibility, Mail, Résumé, Documents, Calendar, Home, and Sign Out. Below this is a search bar with a 'Search Jobs' button and input fields for 'Job Title, Company, Occupation or Military Code' and 'City, State, County, Region, Zip, Remote or Hybrid'. A link for '[Additional Search Options]' is also present. The main content area is titled 'Conversation' and 'Display texting conversation'. It shows a text message from 'Staff One' dated 03/10/2025 at 01:32 PM, with a blue arrow icon next to the time. The message text is 'FROM : Staff One - This is the test message sent from Staff One to Test IndivOne.'. Below this is a response from 'IndivOne, Test' dated 03/10/2025 at 03:33 PM, with a blue arrow icon. The response text is 'This is a test message sent back to Staff One.'. At the bottom of the conversation area, there are two buttons: 'Create Text' and 'Close'. A red arrow points from the blue arrow icon in the first message to the 'Create Text' button. Another red arrow points from the 'Create Text' button to the 'Close' button.

Conversation

This page displays the text conversation that you selected.

To forward a text, click the blue arrow within the text bubble. You will be directed to a page allowing you to select a recipient.

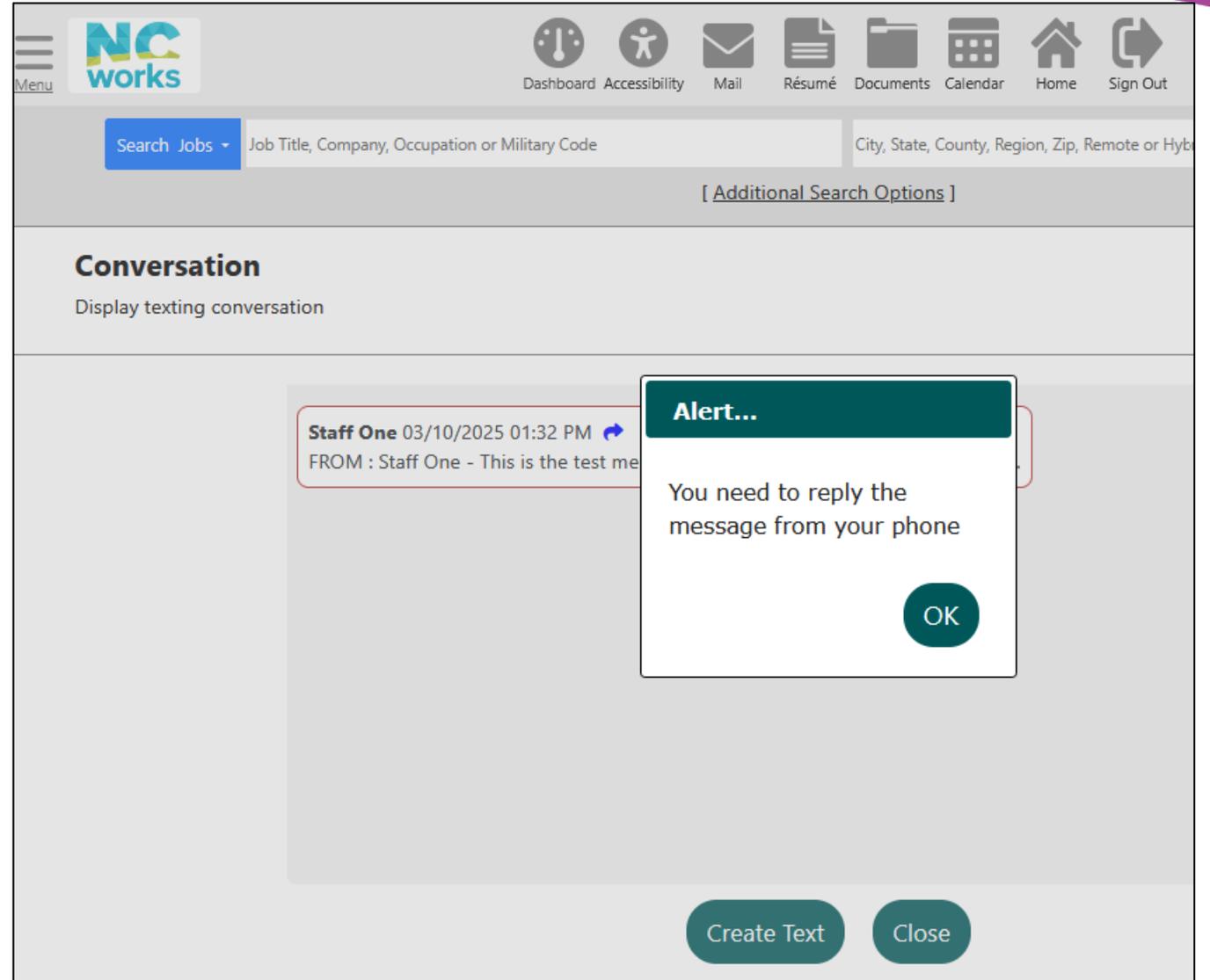
The **Create Text** button directs you to a screen allowing you to send a text to the user in the selected text conversation. You will see it displayed text conversation after hitting the Send button.

Click the **Close** button to return to the Text Chat grid.

Individual - Can't reply from Message Center

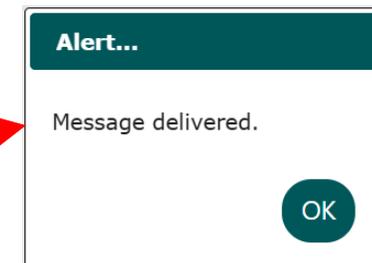
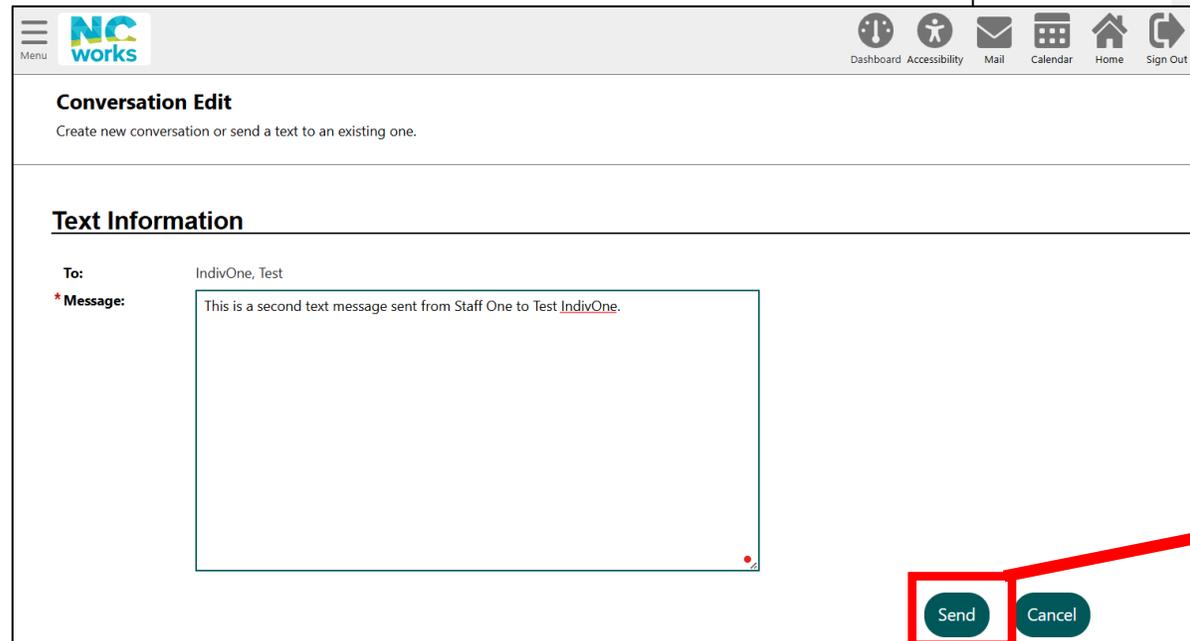
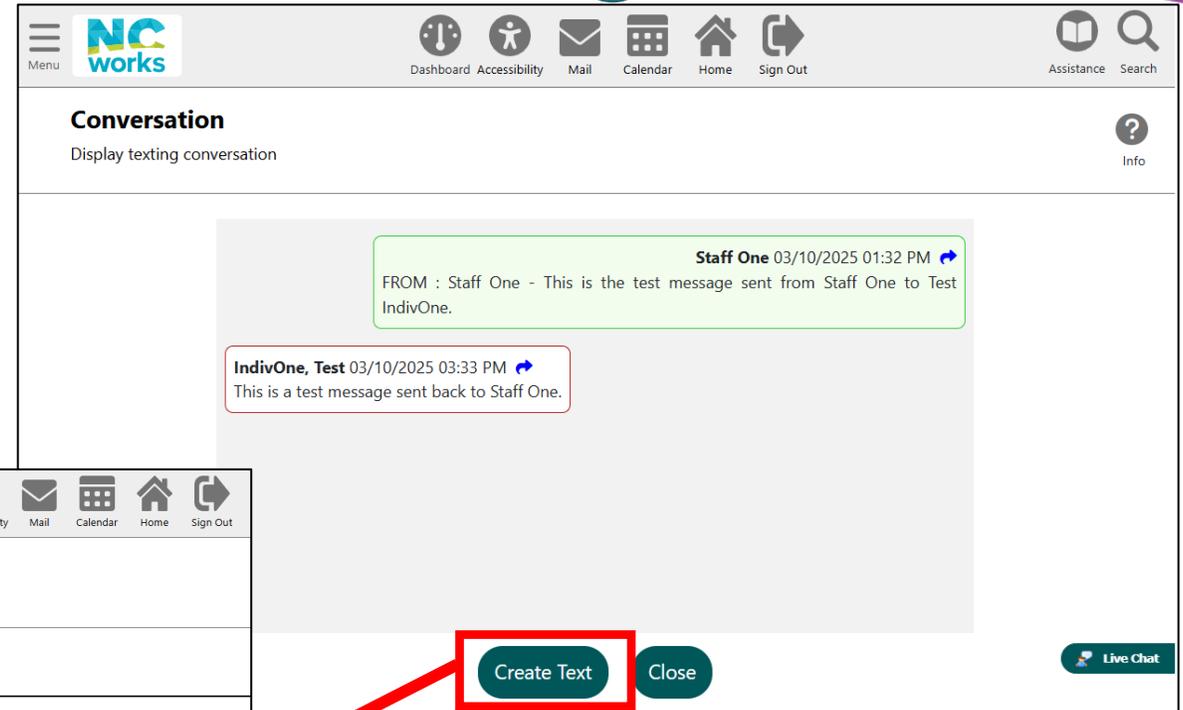
- If an Individual presses **Create Text**, they receive an alert

“You need to reply to the message from your phone”.



Staff - Replying to a text message

- Staff can open an existing conversation and press **Create Text**, to reply to a text.



Staff - Viewing Individual's Text Chat Log

- Staff can view the **Text Chat Log** of the Individual they are currently managing

[[Assist an individual](#) | [Staff Services](#) | [Individual Portfolio](#)]

My Individual Profiles

- Personal Profile
- Search History Profile
- Self Assessment Profile

Communications Profile

- [Messages](#)
- [Correspondence](#)
- [Communication Templates](#)
- [Subscriptions](#)
- [Email Log](#)
- [Text Chat Log](#)

My Individual Plans

- Employment Plan Profile
- Training Plan Profile

Staff Profiles

- General Profile
- Case Management Profile
- Report Profile

[Messages](#) [Correspondence](#) [Communication Templates](#) [Subscriptions](#) [Email Log](#) [Chat Log](#) **[Text Chat Log](#)**

[Show Filter Options](#)

To sort on any column, activate a column title.

<u>Viewed Status</u>	<u>Text Chat ID</u>	<u>From</u>	<u>Subject</u>	<u>Chat Date</u>
✉	28	Staff One	Test Message 1	03/10/2025 1:32:16 PM
✉	30	TestStaff3	Text to IndivOne	03/14/2025 9:55:54 AM
✉	32	TestStaff2	Test	03/14/2025 2:57:27 PM

[Live Chat](#)

Staff - Forwarding text message

- To forward a text, press the blue arrow within a text bubble. You will be directed to a page allowing you to select a recipient. Press **Forward**.

Conversation Edit
Create new conversation or send a text to an existing one.

Existing Conversation

* Forward To: Test Message 1 (TESTINDIV1)

Text Information

Message: FROM : Staff One - This is a second text message sent from Staff One to Test IndivOne.

Forward Cancel

Conversation
Display texting conversation

Staff One 03/10/2025 01:32 PM
FROM : Staff One - This is the test message sent from Staff One to Test IndivOne.

IndivOne, Test 03/10/2025 03:33 PM
This is a test message sent back to Staff One.

Staff One 03/13/2025 10:34 AM
FROM : Staff One - This is a second text message sent from Staff One to Test IndivOne.

Create Text Close Live Chat

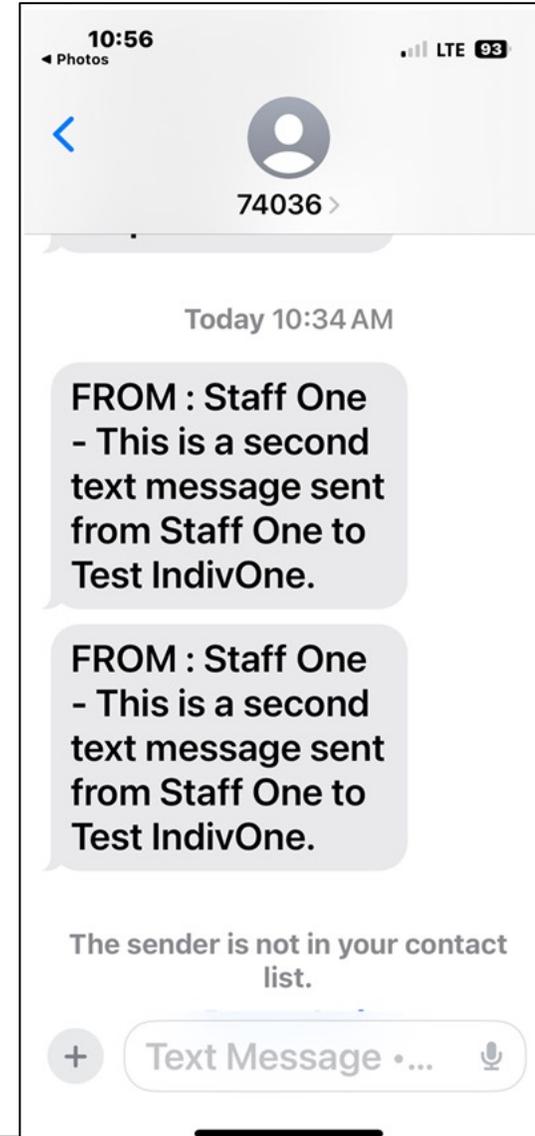
Alert...

Message delivered.

OK

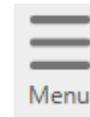
Staff - Forwarding text message

- If Staff select the same Individual, they receive the forwarded text message again. This might be useful if an Individual changes phone numbers and wants a copy of previous texts.
- Staff can forward a text message to a different individual that they already have a conversation with.



Staff - Sending a text to an Employer

- Login as Staff
- Select Menu; **Manage Employers;** **Assist an Employer**
- Search for and select an Employer
- Select Message Center Icon at top of screen (**Mail** envelope)
- Select **Text Chat Log** link



Services for Workforce Staff
Manage Employers



Assist an Employer

Assist registered employers, create and maintain their corporate profile information, create and...

[Search](#)

Employer Criteria

Show User Accounts: Primary User Account Only
 Include all contacts with logins
 Include all contacts with and without logins

Employer Name:

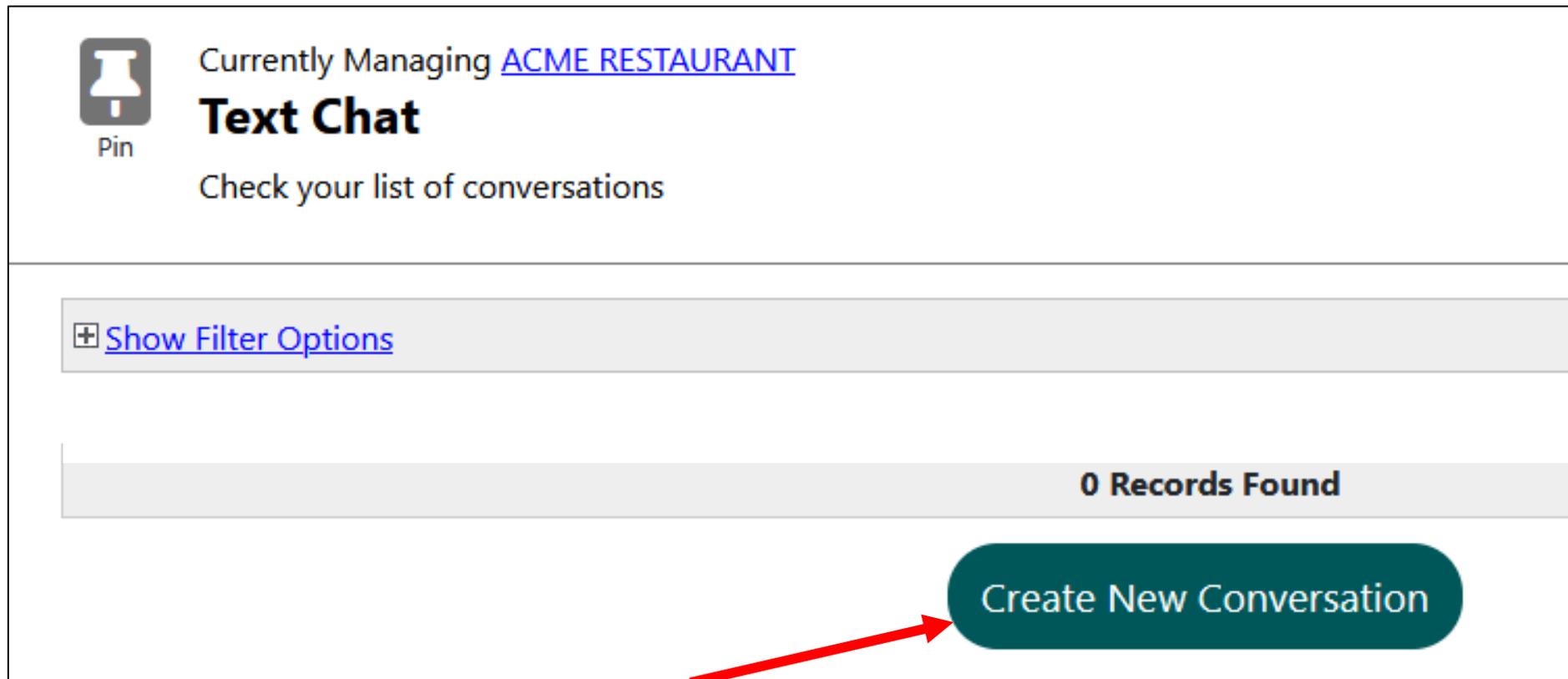
[Message Center](#) | [New Message](#) | [Text Chat Log](#)

Dashboard Accessibility **Mail** Calendar Home Sign Out

Staff - Sending a text to an Employer

- Select **Create New Conversation**



Currently Managing [ACME RESTAURANT](#)

Text Chat

Check your list of conversations

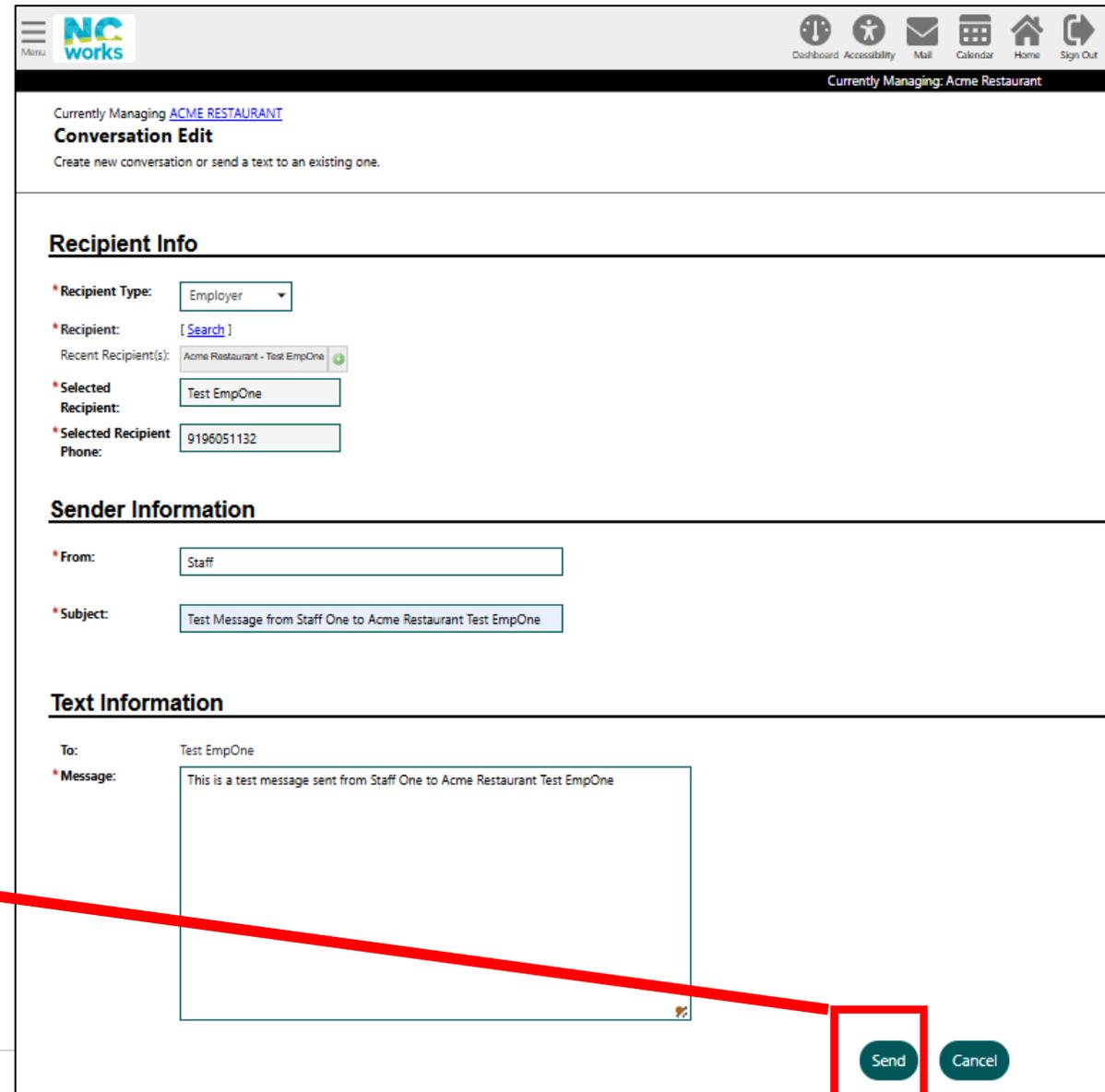
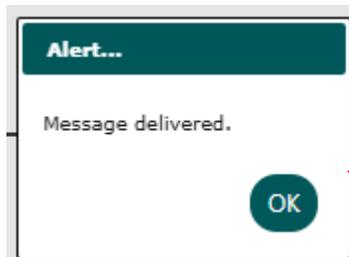
[+ Show Filter Options](#)

0 Records Found

[Create New Conversation](#)

Staff - Sending a text to an Employer

- Select **Recipient Type** Employer
- Select Search; Search for the Employer you are assisting
- Enter your name in the **From** field
- Enter a **Subject**; Enter a **Message**
- Select **Send**

A screenshot of the NC works web application interface. The top navigation bar includes the NC works logo, a menu icon, and utility icons for Dashboard, Accessibility, Mail, Calendar, Home, and Sign Out. Below the navigation bar, the text "Currently Managing: Acme Restaurant" is displayed. The main content area is titled "Conversation Edit" and includes the instruction "Create new conversation or send a text to an existing one." The form is divided into three sections: "Recipient Info", "Sender Information", and "Text Information". In the "Recipient Info" section, the "Recipient Type" is set to "Employer", and the "Selected Recipient" is "Test EmpOne" with a phone number of "9196051132". In the "Sender Information" section, the "From" field is "Staff" and the "Subject" is "Test Message from Staff One to Acme Restaurant Test EmpOne". In the "Text Information" section, the "To" field is "Test EmpOne" and the "Message" field contains the text "This is a test message sent from Staff One to Acme Restaurant Test EmpOne". At the bottom right of the form, there are two buttons: "Send" and "Cancel". The "Send" button is highlighted with a red square, and a red arrow points from it to the "OK" button in the alert dialog box shown in the previous image.

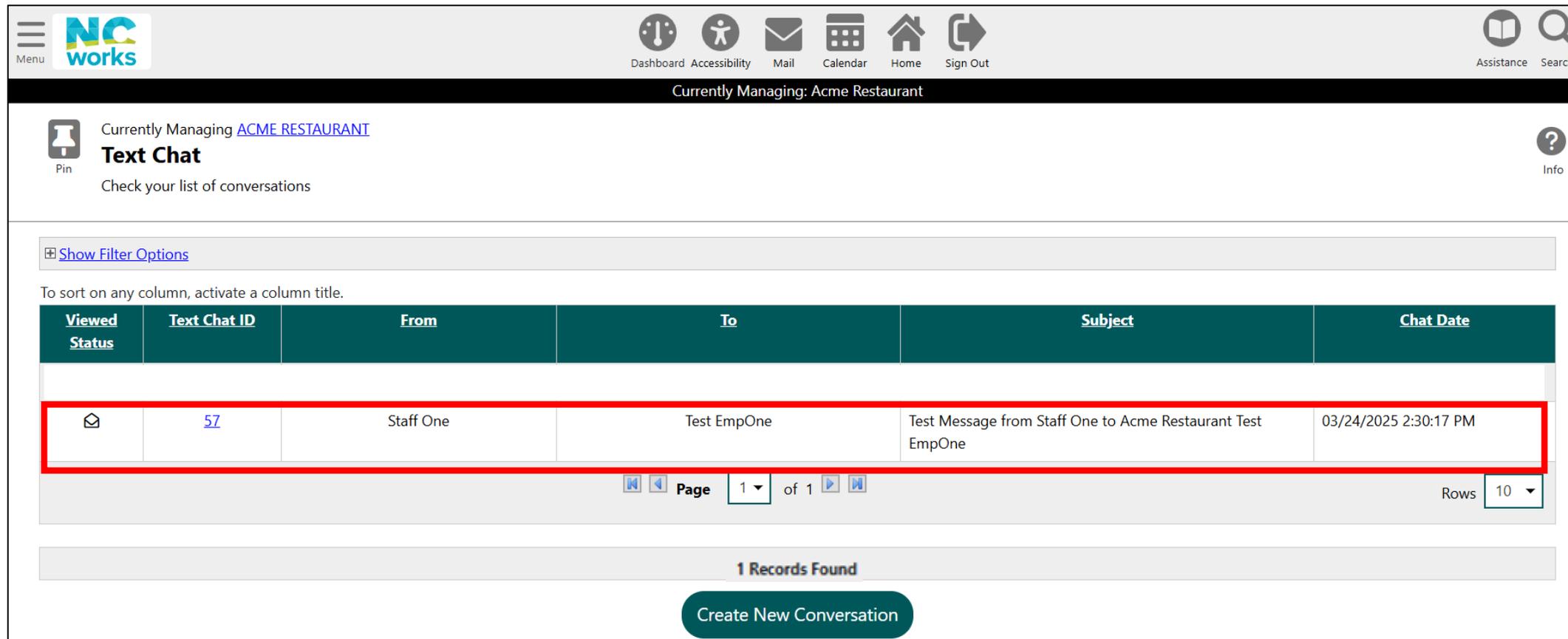
Staff - Sending a text to an Employer

- After pressing **Send**, the text conversation is displayed

The screenshot shows the NC Works interface. At the top, there is a navigation bar with the NC Works logo, a menu icon, and several utility icons: Dashboard, Accessibility, Mail, Calendar, Home, and Sign Out. Below the navigation bar, it says "Currently Managing: Acme Restaurant". The main content area shows "Currently Managing ACME RESTAURANT" and "Conversation" with the subtext "Display texting conversation". A text message bubble is displayed, containing the text "FROM : Staff One - This is a test message sent from Staff One to Acme Restaurant Test EmpOne" and a blue arrow icon. A red arrow points to this bubble. At the bottom of the screen, a modal dialog is open with a dark teal header and the title "Conversation". The dialog contains three paragraphs of text: "This page displays the text conversation that you selected.", "To forward a text, click the blue arrow within the text bubble. You will be directed to a page allowing you to select a recipient.", and "The **Create Text** button directs you to a screen allowing you to send a text to the user in the selected text conversation. You will see it displayed text conversation after hitting the Send button." Below the text is a red line. At the bottom of the dialog are two buttons: "Create Text" and "Close". A red arrow points from the "Create Text" button to the text in the second paragraph, and another red arrow points from the "Close" button to the text in the third paragraph.

Staff - Sending a text to an Employer

- After pressing **Close**, the Text Chat grid is displayed



The screenshot displays the NC Works interface for managing text chats. At the top, there is a navigation bar with icons for Dashboard, Accessibility, Mail, Calendar, Home, and Sign Out. The current context is 'Currently Managing: Acme Restaurant'. Below this, the 'Text Chat' section is active, showing a list of conversations. A single record is visible, highlighted with a red border:

Viewed Status	Text Chat ID	From	To	Subject	Chat Date
	57	Staff One	Test EmpOne	Test Message from Staff One to Acme Restaurant Test EmpOne	03/24/2025 2:30:17 PM

Below the table, there are pagination controls showing 'Page 1 of 1' and 'Rows 10'. At the bottom, a '1 Records Found' message and a 'Create New Conversation' button are visible.

Staff - Viewing Employer's Text Chat Log

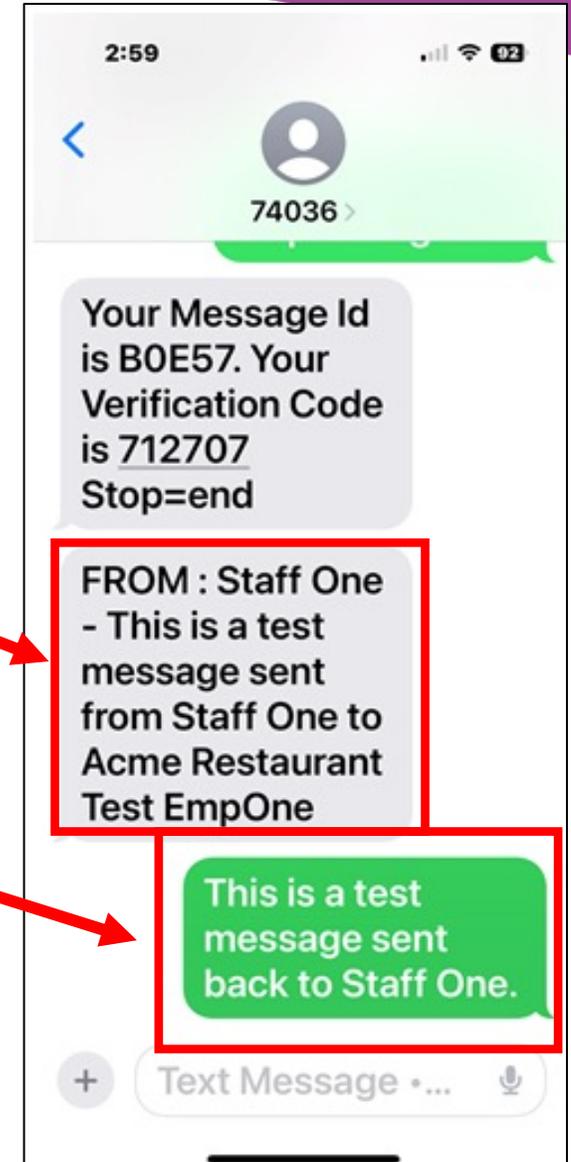
- Staff can view the **Text Chat Log** of the Employer they are Currently Managing

The screenshot shows the NCworks staff interface. At the top, there is a navigation bar with icons for Menu, Dashboard, Accessibility, Mail, Calendar, Home, Sign Out, Assistance, and Search. Below this, a banner indicates 'Currently Managing: Acme Restaurant'. The main content area shows a 'Text Chat' section with a pin icon and the text 'Check your list of conversations'. A breadcrumb trail includes links for 'Assist an Employer', 'Staff Services', and 'Employer Portfolio'. A sidebar menu is visible, with 'Text Chat Log' highlighted in a red box. Below the menu, a row of tabs includes 'Messages', 'Correspondence', 'Communication Templates', 'Subscriptions', 'Email Log', 'Chat Log', and 'Text Chat Log', with the last one also highlighted in a red box. A 'Show Filter Options' link is present. Below the tabs, a sorting instruction reads 'To sort on any column, activate a column title.' A table with five columns is shown: 'Viewed Status', 'Text Chat ID', 'From', 'Subject', and 'Chat Date'. The first row of data is highlighted in a red box.

Viewed Status	Text Chat ID	From	Subject	Chat Date
✉	57	Staff One	Test Message from Staff One to Acme Restaurant Test EmpOne	03/24/2025 2:30:17 PM

Employer - Receiving the Text

- Employer Contact receives the text on a mobile device
- The Employer Contact responds

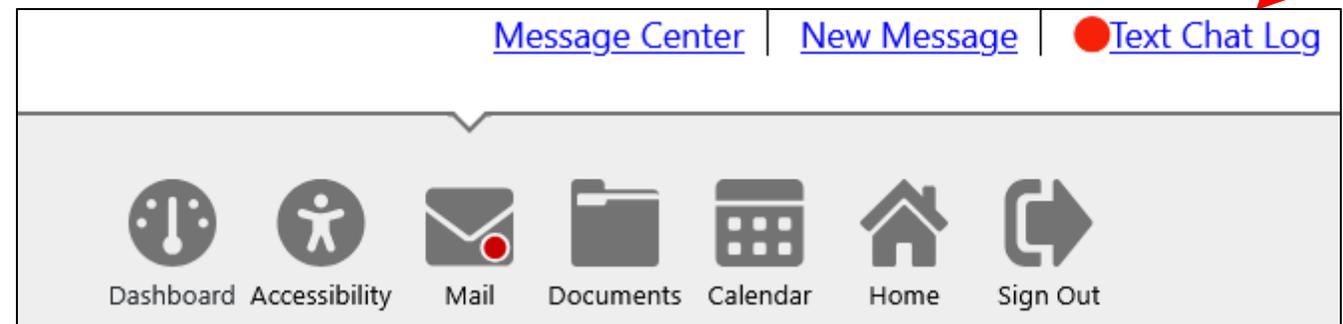
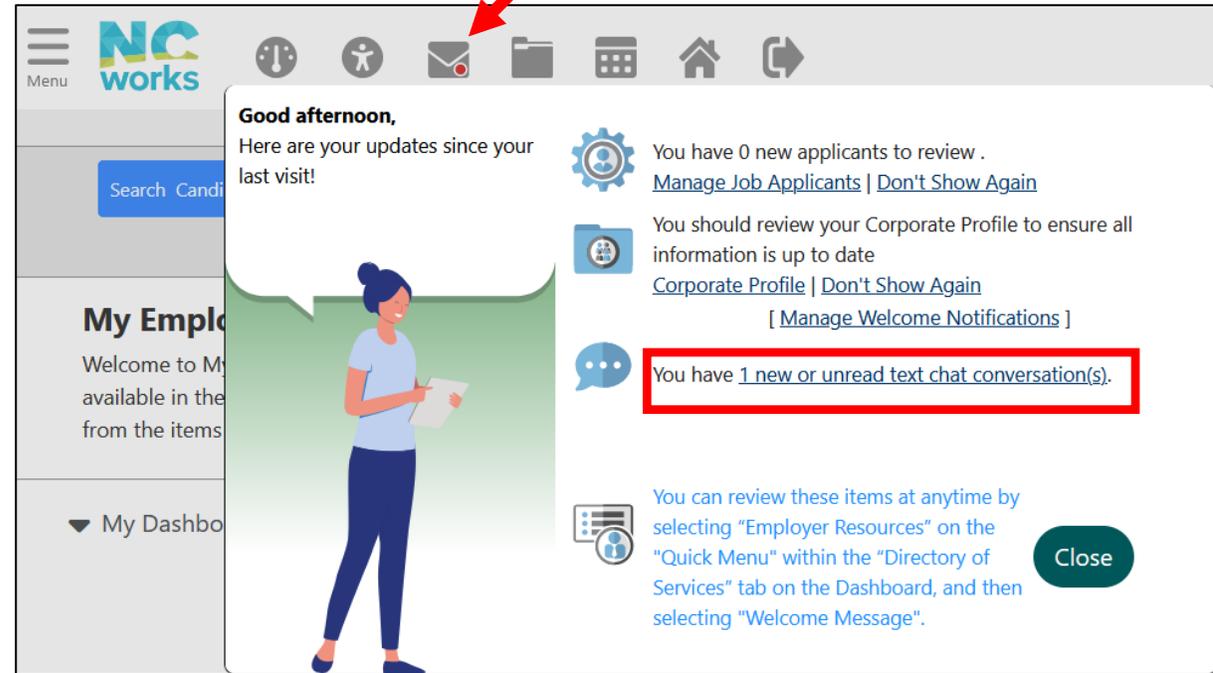


Employer - Message Center

- Login as Employer
- Text message appears in Welcome pop up
- Click on the link to view the **Text Chat Log**

Or

- Select Message Center icon at top of screen (**Mail** envelope)
- Red dot appears next to **Text Chat Log** link
- Select **Text Chat Log** link



Employer - Message Center

- Text Chat appears
- Select **Text Chat ID**

Menu **NC works** Dashboard Accessibility Mail Documents Calendar Home Sign Out Assistance Search

Search Candidates Occupation Title or Keyword City, State, County, Region or Zip Search

[Additional Search Options]

Text Chat Check your list of conversations Info

[Employer Portfolio]

Employer Profiles Human Resource Plan

Messages Correspondence Communication Templates Subscriptions Email Log Chat Log **Text Chat Log**

Show Filter Options

To sort on any column, activate a column title.

Viewed Status	Text Chat ID	From	Subject	Chat Date
✉	57	Staff One	Test Message from Staff One to Acme Restaurant Test EmpOne	03/24/2025 2:30:17 PM

Live Chat

Employer - Message Center

- The Text Chat Conversation is displayed

Conversation

Display texting conversation

Staff One 03/24/2025 02:30 PM 

FROM : Staff One - This is a test message sent from Staff One to Acme Restaurant
Test EmpOne

EmpOne, Test 03/25/2025 06:17 PM 

This is a test message sent back to Staff One.

Conversation

This page displays the text conversation that you selected.

To forward a text, click the blue arrow within the text bubble. You will be directed to a page allowing you to select a recipient.

The **Create Text** button directs you to a screen allowing you to send a text to the user in the selected text conversation. You will see it displayed text conversation after hitting the Send button.

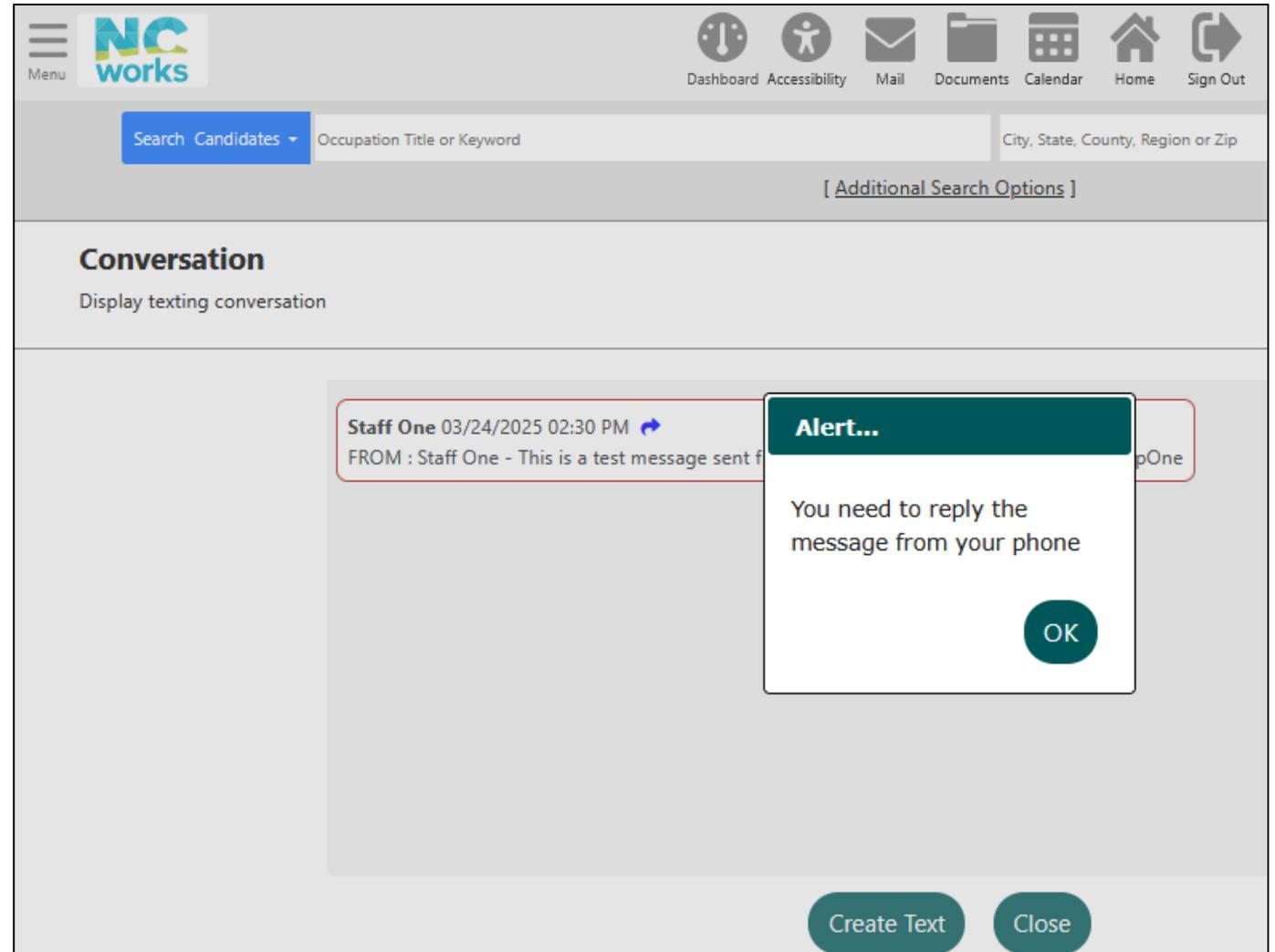
Click the **Close** button to return to the Text Chat grid.

Create Text

Close

Employer - Can't reply from Message Center

- If an Employer presses **Create Text**, they receive an alert that “You need to reply the message from your phone”.



Charts to show after Live Demo

- The following charts will be reviewed after the Live Demo of Enhanced Texting

Staff - Can only send texts if Individual or Employer have Opted In

- If an Individual or Employer have not entered a cell phone number, then they will not be found in the **Search** for Create a New Conversation.

Show Only Text Phone Opted- Yes No
In Users:

- If an Individual or Employer has opted out of text messages from 74036 then “User phone number hasn’t opted in. Please select another user” is displayed.

Show Only Text Phone Opted- Yes No
In Users:

Menu NC works Dashboard Accessibility Mail Calendar Home Sign Out

Conversation Edit

Create new conversation or send a text to an existing one.

Recipient Info

* Recipient Type: Individual

* Recipient: [Search]

Recent Recipient(s): Test Individual

* Selected Recipient:

* Selected Recipient Phone:

Menu NC works Dashboard Accessibility Mail Calendar Home Sign Out Assistance Search

Individual List

To assist a specific Individual, click on a link in the Action column below.

0 Records Found

SEARCH CRITERIA: First Name matches exactly with No and Last Name matches exactly with Text and REO Individual Search is VOS

[New search criteria]
[Modify current criteria]

Continue

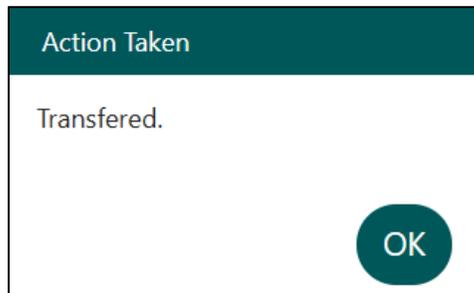
uat-app-vos37000000.geosolinc.com says

User phone number hasn't opted in. Please select another user.

OK

Admin - Transfer a Text Conversation

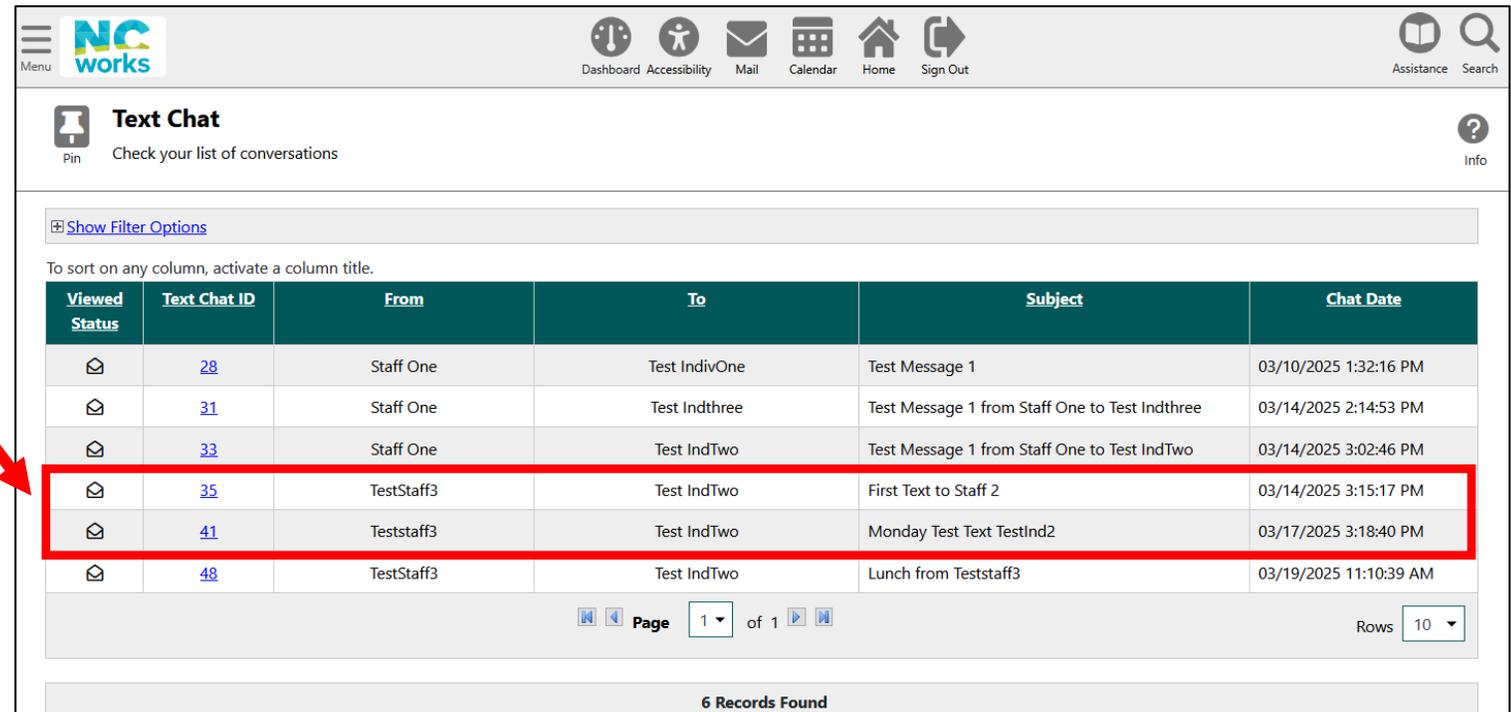
- Admins can transfer Text Chat Conversations
- All conversations can be transferred from one Staff to another or only selected conversations



The screenshot shows the "Text Chat Transfer" interface. At the top left is the "NC works" logo. To the right, the title "Text Chat Transfer" is followed by the text: "You can transfer all Text Chats from a staff user to another staff account." Below this, the section "Text Chat Transfer" contains three fields: "* From Staff:" with a dropdown menu showing "TESTSTAFF3 (11774)", "* To Staff:" with a dropdown menu showing "TESTSTAFF1 (11770)", and "* Conversations:" with a list of items. Each item has a checkbox and a description. The items are: "29 - First Text from Staff", "35 - First Text to Staff 2" (checked), "48 - Lunch from Teststaff3", "40 - Monday Test Text", "41 - Monday Test Text TestInd2" (checked), "36 - Second Text from TestStaff 3", "37 - Second Text from TestStaff 3", "55 - test text from Employer IWORKHARD", and "15 - Test Chat". There are links for "Select All" and "Unselect All" above the list. A vertical scrollbar is on the right side of the list. At the bottom right of the interface is a teal "Transfer" button. A red arrow points from the "Transfer" button to the "OK" button in the confirmation dialog.

Admin - Transfer a Text Conversation

- Text Chat IDs are removed from the Text Chat Log of the “From” Staff.
- Text Chat IDs are added to the Text Chat Log of the “To” Staff.



NCworks

Text Chat

Check your list of conversations

Show Filter Options

To sort on any column, activate a column title.

Viewed Status	Text Chat ID	From	To	Subject	Chat Date
	28	Staff One	Test IndivOne	Test Message 1	03/10/2025 1:32:16 PM
	31	Staff One	Test Indthree	Test Message 1 from Staff One to Test Indthree	03/14/2025 2:14:53 PM
	33	Staff One	Test IndTwo	Test Message 1 from Staff One to Test IndTwo	03/14/2025 3:02:46 PM
	35	TestStaff3	Test IndTwo	First Text to Staff 2	03/14/2025 3:15:17 PM
	41	Teststaff3	Test IndTwo	Monday Test Text TestInd2	03/17/2025 3:18:40 PM
	48	TestStaff3	Test IndTwo	Lunch from Teststaff3	03/19/2025 11:10:39 AM

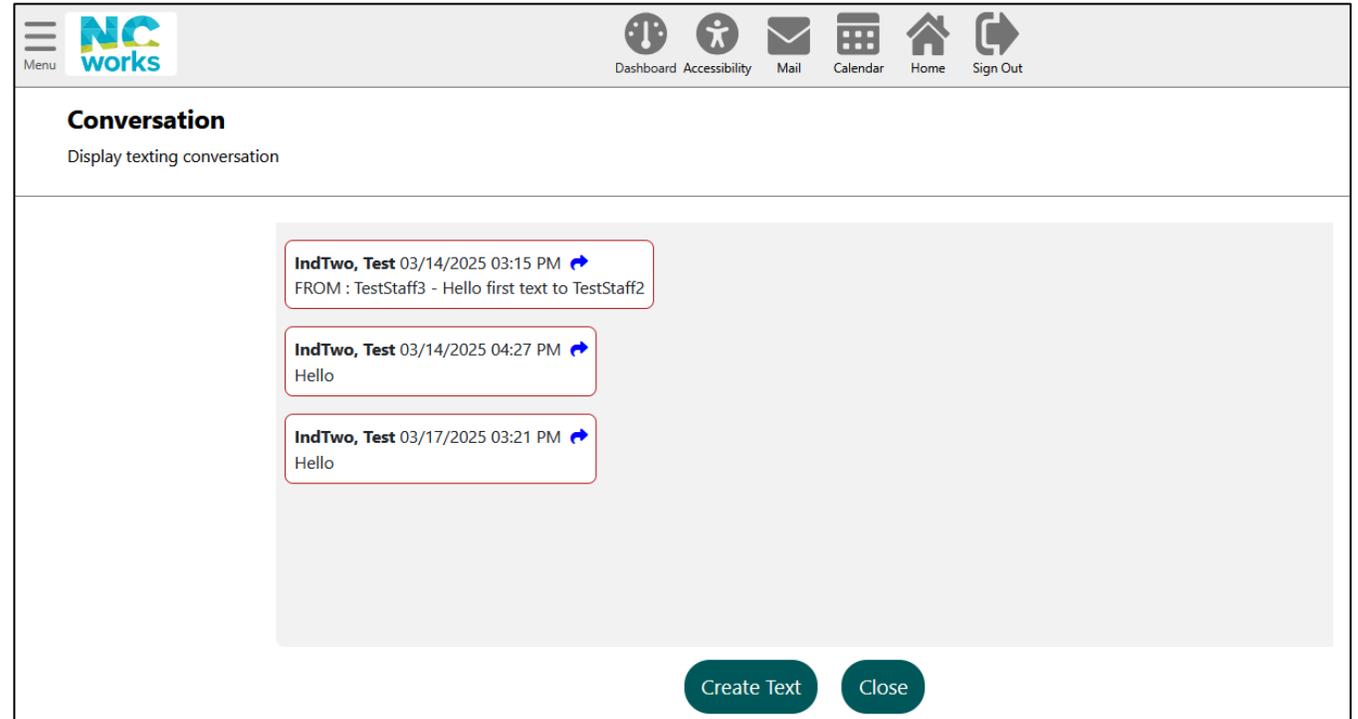
Page 1 of 1

Rows 10

6 Records Found

Admin - Transfer a Text Conversation

- “To” Staff can see the transferred conversations appear on the left side between the “From” Staff and the Individual.



The screenshot displays the NC Works Admin interface. At the top, there is a navigation bar with the NC Works logo on the left and several utility icons (Dashboard, Accessibility, Mail, Calendar, Home, Sign Out) on the right. Below the navigation bar, the main content area is titled "Conversation" with the subtitle "Display texting conversation". The conversation history is shown in a list of three messages, each in a white box with a red border. The first message is from "IndTwo, Test" on 03/14/2025 at 03:15 PM, with the text "FROM : TestStaff3 - Hello first text to TestStaff2". The second message is from "IndTwo, Test" on 03/14/2025 at 04:27 PM, with the text "Hello". The third message is from "IndTwo, Test" on 03/17/2025 at 03:21 PM, with the text "Hello". At the bottom right of the conversation area, there are two buttons: "Create Text" and "Close".

Enhanced Texting Report

- An Enhanced Texting report will be developed
- A report has been requested by Staff that can be drilled down to the text chat conversations with filters by Board, Office, Staff and Date Range.

Q&A!

Contact Information



Michael Hoskins

Mhoskins@commerce.nc.gov



Diane McNally

Diane.Mcnally@commerce.nc.gov



Just Text Me

(Please don't call)

Presented by:

Callie Northern-Herring, One Stop Operator, Rivers East Region
Jennie Bowen, Director, Rivers East WDB

Before calling me,
ask yourself
"Is this textable?"



I should just change
my voicemail greeting
to: "Please hang up
and text me".

**I am a TEXTER.
Please do not
FaceTime or
call me.
I will watch the
phone ring.**

Sorry but I don't answer
private numbers...

Or numbers that I
don't know...

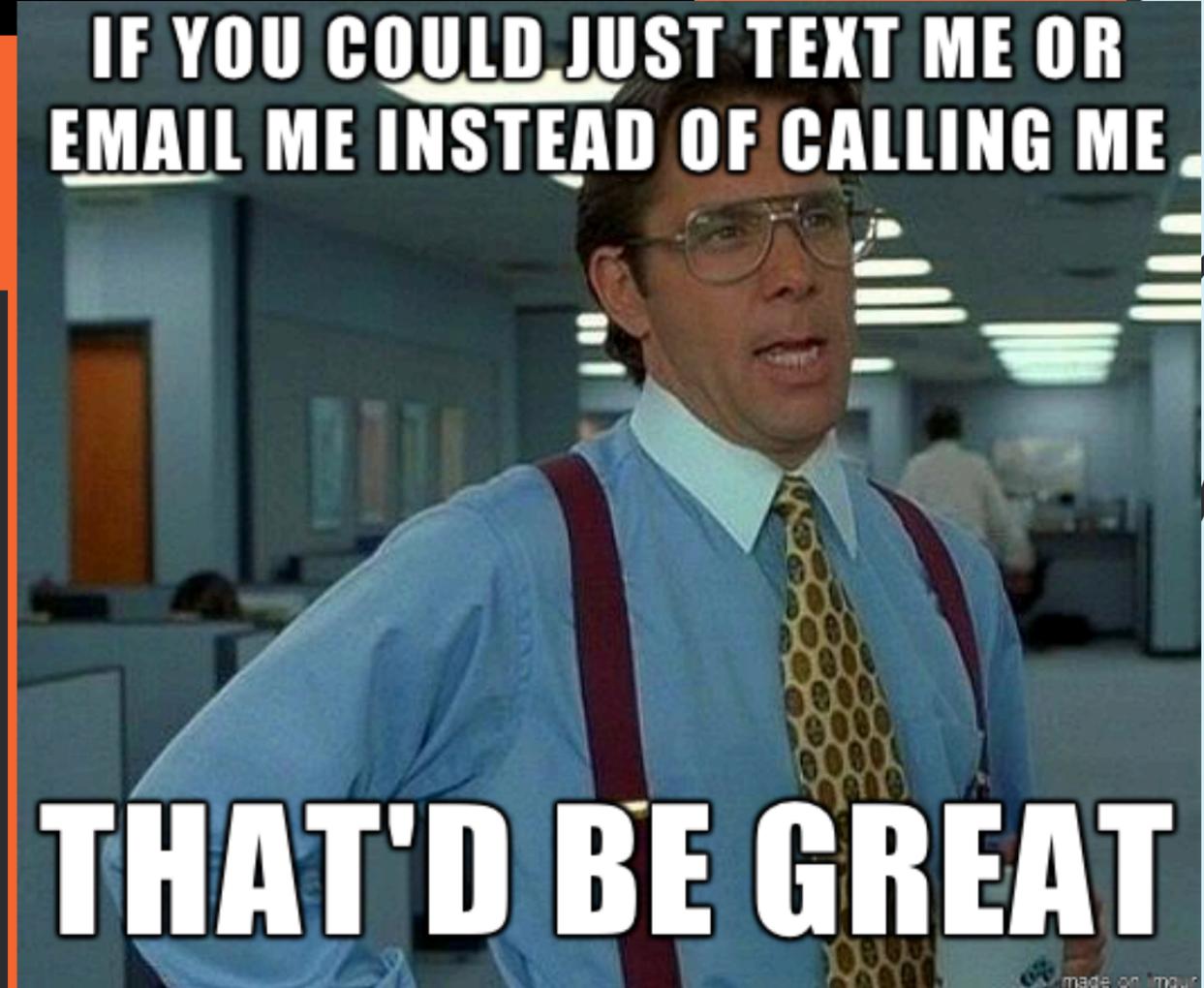
Or anyone, ever.

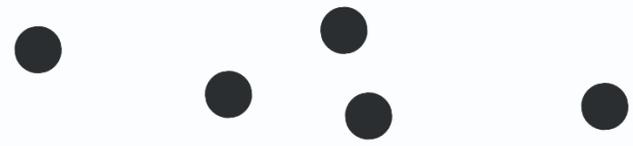
Also, don't call me.



**IF YOU COULD JUST TEXT ME OR
EMAIL ME INSTEAD OF CALLING ME**

THAT'D BE GREAT





Introducing....

TEXT REQUEST



Compose Message

NAVIGATION

- Messages
- Conversations
- Group Messages
- Contacts
- Reviews
- Payments
- Settings
- Reports
- Integrations
- Users
- Dashboards
- Account
- Champions Club

Conversation Queue

View Scheduled Messages



View All Messages

Sort & Filter

Search by number or name



Advanced search

View:



3:28PM Sep 6

Mr. Gentry, I received a notification you need assistance in seeking employment opportunities. If you still need assistance, call us in the B...

GS



11:41AM Sep 6

Application link: <https://hiringtoday.com/royalfarmsjobs?distance=1000&orderBy=1&location=27889&page=1>

AB



3:36PM Sep 5

Thank you for contacting NCWorks. I was unable to reach you by phone. You can call our office at 252.355.9067 to speak with a Career ...

GS



1:36PM Sep 5

Your information has been provided to our WIOA training assistance program for follow up and orientation. Let us know if your contact ...

AB



9:05AM Sep 4

Hello. I attempted to call you for our scheduled appointment at 9:00AM today. Please call me at 252-940-0900 no later than 3:00PM to...

GS



11:51AM Sep 3

Application for royal farms: <https://hiringtoday.com/royalfarmsjobs?distance=1000&orderBy=1&location=27889&page=1>

AB



8:33AM Sep 3

We missed you Tue, Sept 3 at 8:30am regarding your unemployment appointment with Pitt County NCWorks. To reschedule text APPT ...

AB



3:10PM Aug 30

Thank you for contacting NCWorks. I was unable to reach you by phone. You can call our office at 252.355.9067 to speak with a Career ...

AB



8:46AM Aug 30

Thank you for contacting NCWorks. I was unable to reach you by phone. You can call our office at 252.355.9067 to speak with a Career ...

AB

252-494-9627

Beaufort (252) 494-9627

252-494-9627

Beaufort (252) 494-9627

Search by name or number

NAME	NUMBER	NEW MSGS
Beaufort (252) 494-9627	252-494-9627	
Hertford (252) 506-8781	252-506-8781	
Pitt (252) 549-4545	252-549-4545	
Bertie/Martin (252) 618-0606	252-618-0606	
Customer Service/JobHub (252) 3...	252-359-3300	

Dashboard = Text Line/Phone Number



Royal Farms Hiring Event TODAY from 10:00am - 4:00pm! Walk-ins Welcome!

NOW HIRING IN BEAUFORT COUNTY

ROYAL FARMS

All positions

- Shift Leader
- Assistant Store Manager
- Customer Service Leader
- Overnight Manager
- Kitchen Manager

HIRING EVENT

WEDNESDAY, AUGUST 28

10:00AM-4:00PM

Text **ROYAL** to **252.494.9627**
for an interview time!

Walk-ins Welcome!

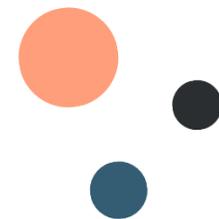
Beaufort NCWorks Career Center
1502 N. Market Street
Washington, NC 27889

COME JOIN OUR TEAM!



A proud partner of the American Job Center network

Equal opportunity employer/program.
Auxiliary aids and services available upon request to individuals with disabilities.
Visit tinyurl.com/rewdbstevensamendment for a list of grant disclosures.



Hiring Events

- “Pre-register” so employers know how many to expect
- Pre-fill application, etc.
- Offer resume prep, mock interview assistance, etc.
- Less wait time for job seeker, smoother event day-of

< M [Redacted]

Start of conversation: Monday, August 19, 2024

ROYAL

Aug 19, 5:23 AM

Tuesday, August 20, 2024

Calling you shortly from a 919, 984, or potential spam number
Text STOP to opt out

🕒 Aug 20, 2:57 PM Andrew Bost

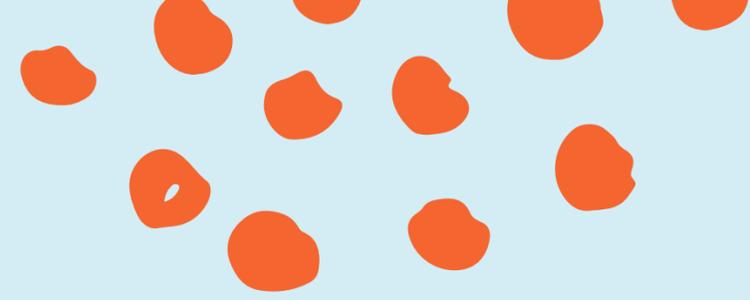
<https://hiringtoday.com/royalfarmsjobs?page=1&distance=1000&orderBy=1&location=Washington,%20NC>

🕒 Aug 20, 3:00 PM Andrew Bost

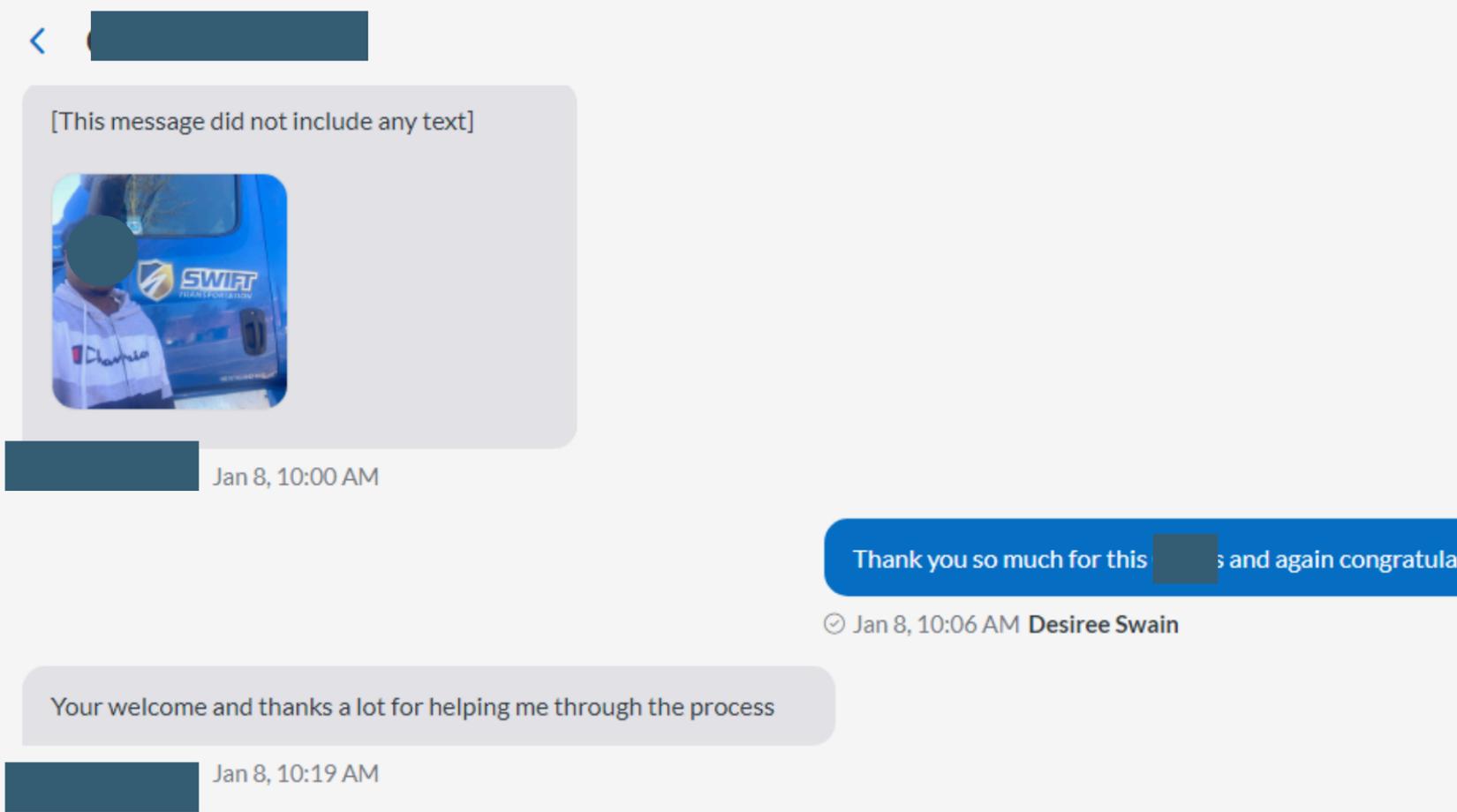
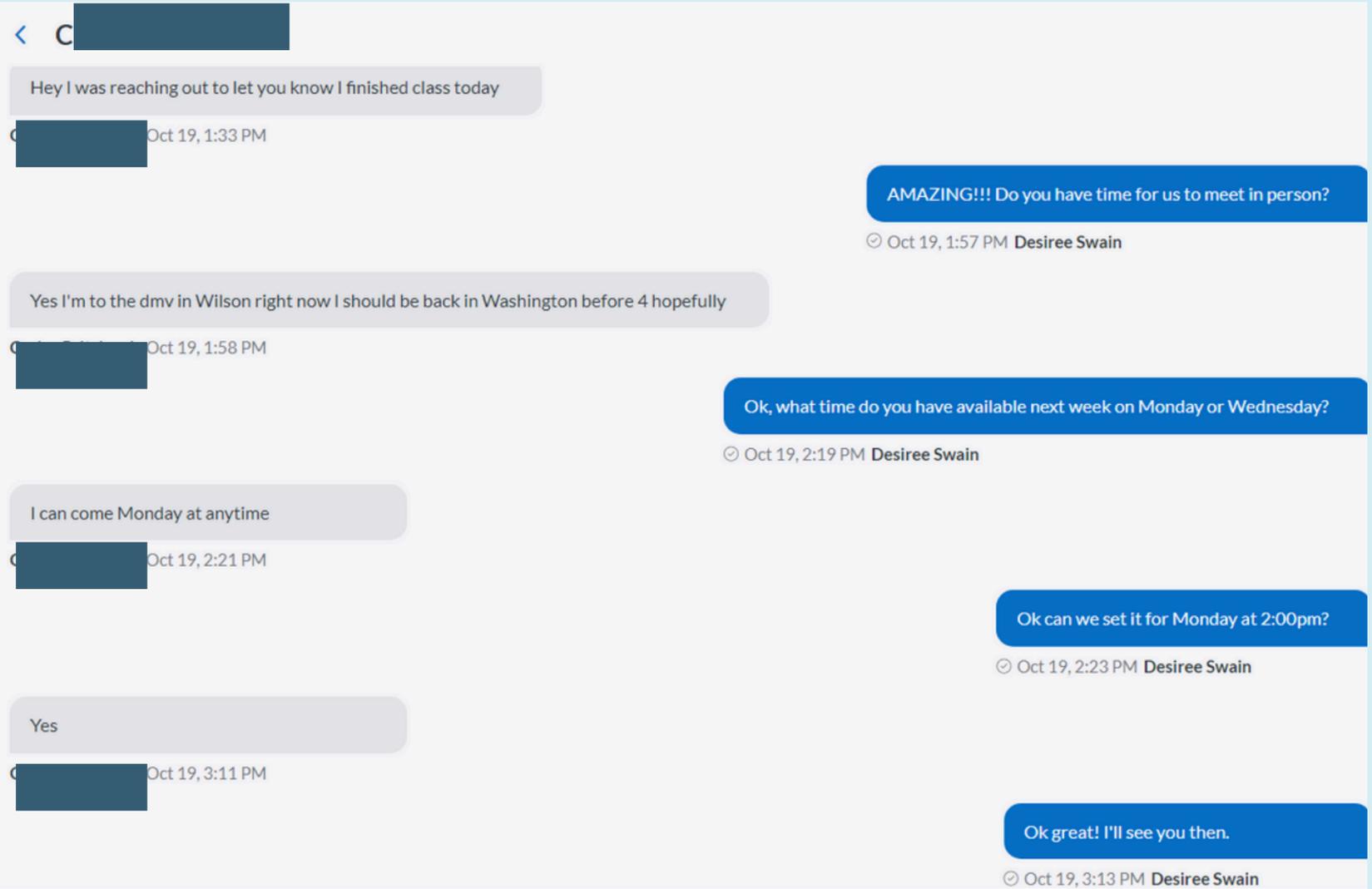
You are confirmed interview Royal Farms at Beaufort County NCWorks on August 28 at 10:45am.

🕒 Aug 20, 3:03 PM Andrew Bost

Career Advisor-Participant Communication

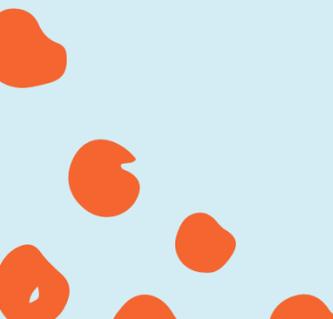


- Customers are able to respond at their convenience
- Quick check-ins

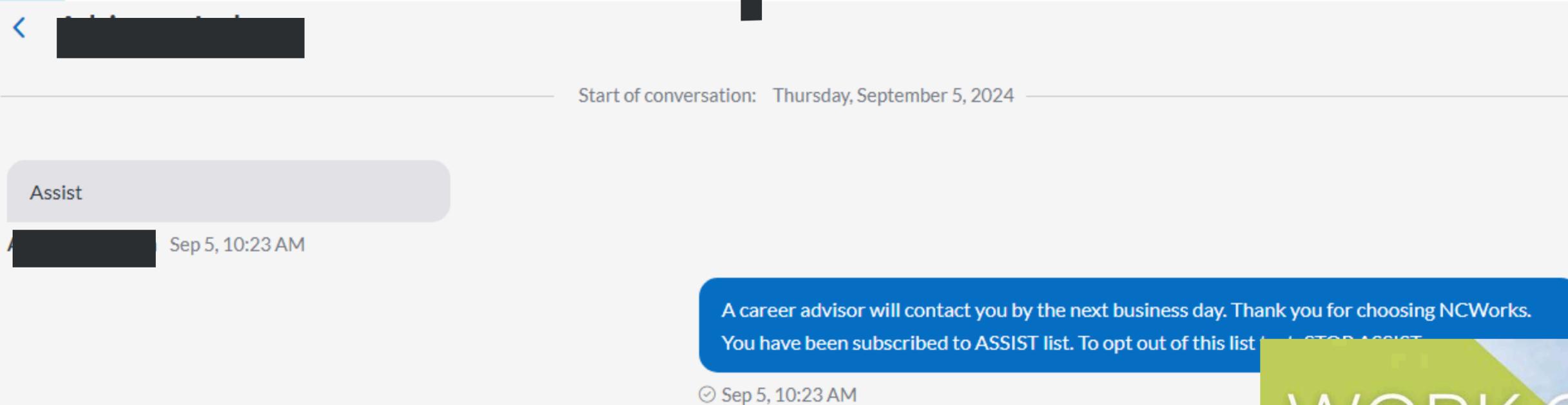


Saturday, January 13, 2024

Just wanted to update you I been out training for 2 weeks now I got 2 more weeks to go I have to get 200 hours of driver time and then my trainer will take me back to the terminal to upgrade as in I will have to take a knowledge test and a road test and then they will let me pick out a truck to drive by myself



Request For Assistance



- Ability to provide virtual services to customers on days the centers aren't open.
- Some customers prefer virtual services due to transportation issues, etc.

WORK ON *WHAT'S NEXT*

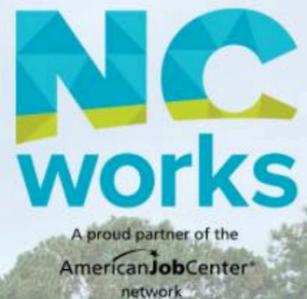
- *Job Referrals*
- *Career Planning & Advising*
- *Resume Assistance*
- *Mock Interviewing*
- *Training Information & Assistance*
- *and more!*

 Call 252.940.0900

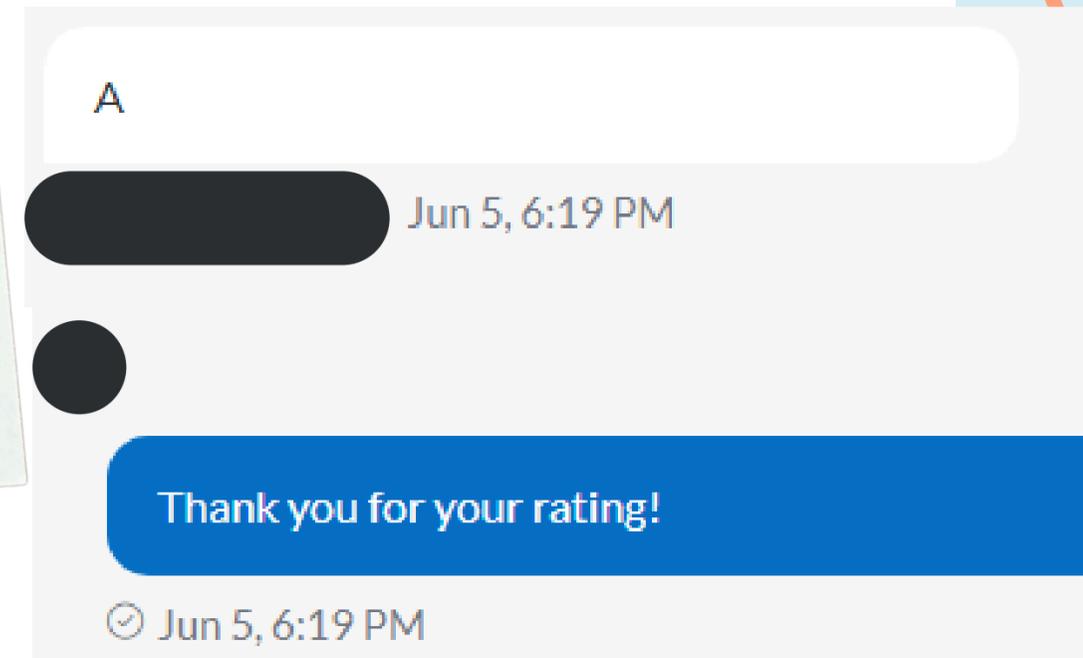
 Text ASSIST to 252.494.9627

M & W - Open 8:30am-12:30pm,
1:30pm-4:30pm

T, Th, & F - Virtual Services Only,
call or text for assistance



Customer Service Feedback Initiative



- Satisfies requirement to have customer feedback system
- Rewards exceptional staff which boosts staff morale
- Prompts solutions and resolutions

OUTSTANDING CAREER ADVISOR
BRAVO AWARD OF EXCELLENCE

Quarter 3 of 2022

Chanda Speller





Investment

Our Plan

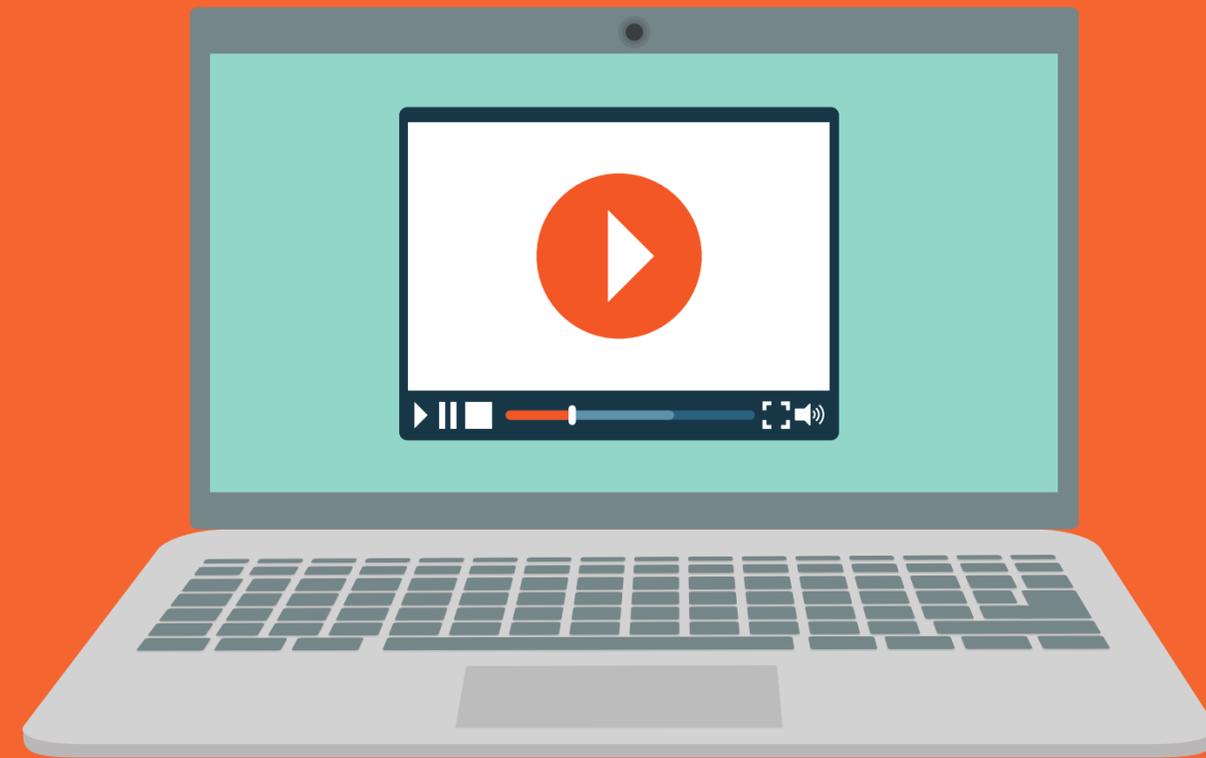
Corporate
6,5000 texts & \$0.04/additional
5 dashboards
\$279/month

Enterprise

20,000 texts
10 dashboards
\$549/month

Basic

1,000 texts
1 dashboard
\$59/month



Questions?

Contact Us



Callie Northern-Herring

One Stop Operator, Rivers East Region
callie.northern-herring@ncworks.gov



Jennie Bowen

WDB Director
jbowen@mideastcom.org