

# A Quick Guide to

# Dislocated Worker Programs

In North Carolina



As Established By The Workforce  
Investment Act of 1998

North Carolina  
Department of Commerce  
Division of Workforce Development

## Questions?

To learn more about Dislocated Worker services under the Workforce Investment Act, or to locate the JobLink Career Center nearest you, visit [www.nccommerce.com](http://www.nccommerce.com) or contact the North Carolina Division of Workforce Development.



NORTH CAROLINA  
*the state of minds*

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## What is the Workforce Investment Act?

The Workforce Investment Act (WIA) of 1998 is the nation's principal workforce development legislation, providing federal funds to states, to address the employment and training needs of adults, dislocated workers and youth. The Act created a comprehensive workforce investment system. This system, referred to in North Carolina as the JobLink Career Center system, is customer-focused providing individuals with access to the tools needed to manage careers through information and high quality services, and to help businesses find skilled workers. This system includes a network of twenty-four Local Areas, each having a local Workforce Development Board responsible for establishing program policy, conducting oversight, and chartering JobLink Career Centers in their community.

## What is a JobLink Career Center?

JobLink Career Centers are user friendly facilities which provide job seekers, training seekers, and employers access to a variety of employment and training services. Local workforce development professionals from various partner agencies work together to provide the best service for all customers. JobLink Career Centers offer a convenient, efficient, and effective way for all North Carolinians to look for a new or better job. Dislocated Worker Program services are delivered through JobLink Career Centers.

## Who is a Dislocated Worker?

In general, Dislocated Workers are individuals who:

- have been terminated or laid off, or have received notice of termination or layoff or;
- were self-employed but are unemployed as a result of general economic conditions in the community or because of natural disasters.

Dislocated Workers also include displaced homemakers.

## What is "Rapid Response?"

The Governor's Rapid Response Team may assist new, existing and expanding businesses to help develop its workforce through customize training, on-the-job training and classroom training. The team's proactive approach helps incumbent workers learn new skill sets and hopefully reframe from job loss. If layoffs are imminent, the Governor's Rapid Response Team is equipped as well to help workers slated to lose their job through no-fault quickly transition into new employment.

The responsibility for rapid response rests with North Carolina's Dislocated Worker Unit, located in the North Carolina Department of Commerce. The Governor's Rapid Response team provides early intervention assistance for workers being dislocated by mass layoffs or closures within the state, regardless



of the reason for the dislocation. The assistance is a collaborative effort involving representatives of many organizations including local Workforce Development Boards, JobLink Career Centers, Employment Security Commission, community colleges, economic development agencies and social services.

## What Dislocated Worker Services are offered at the JobLink Career Center?

The Dislocated Worker Program provides a wide range of employment and training services from basic job seeking and job keeping skills, to help with improving basic education skills, to occupational skills training. Job search and job placement assistance services are also available. JobLink partners ensure that appropriate services based on individual needs are provided in a coordinated and friendly manner.

All dislocated workers may receive some level of service at their local JobLink Career Center including basic job search assistance and use of computers and career resources materials. More intensive services, based on individualized assessment, may be developed under the guidance of a center counselor. An employment plan, an ongoing written strategy that identifies the individual's employment goal and the appropriate combination of services necessary for achievement of the employment goal, will then be followed. Trade Adjustment Assistance Act services may be available to workers who have lost their jobs due to the impact of foreign trade.

## Who is eligible to receive services?

Services are available to eligible dislocated workers who are 18 years of age or older, who are United States citizens (or legally authorized to work in this country) and, if male, be in compliance with Section 3 of the Military Selective Service Act regarding registration requirements. Veterans receive priority for services as mandated by state law.

## Who may receive occupational skills training services?

Individuals who have demonstrated that they are not able to obtain or retain self-sufficient employment may, subject to certain limitations, be able to receive occupational skills training services. Generally, this means that upon completion of an assessment, it is determined that the individual is in need of training services and has the skills, qualifications, and support to successfully complete the selected training program. In addition, the training program selected must be directly linked to employment opportunities either in the Local Area or in another area to which the individual is willing to locate. Each Workforce Development Board has established policies that determine how training services are to be offered in its Local Area. Meeting program eligibility criteria does not ensure that services will be received.

