



## WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)

### Program Process Questions

#### **What are the processes to get into these WIOA programs?**

The first step is to register on [NCWorks Online](#).

Once that's done, you'll need to attend an orientation. Remember, orientation attendance is required to access any WIOA services. This quick, engaging session will give you the basics about our programs and services and then immediately connect you with an NCWorks team member who'll get you started. Orientations are offered multiple times throughout the day, so you can walk in and attend the next available session – no registration required.

#### **Center Orientations:**

##### Executive Center Drive

Monday, Tuesday, Wednesday, Thursday  
8:30 a.m., 9:45 a.m., 11:30 a.m., 12:15 p.m.

##### Forest Point Boulevard

Monday, Tuesday, Wednesday, Thursday  
8:15 a.m., 9:00 a.m., 9:45 a.m., 10:30 a.m., 11:15 a.m.

#### **Why can't I just come to an NCWorks Career Center and get a voucher or check? My school contact told me I could do that.**

We understand why your school contact may have advised that. Please visit one of our centers or contact one of our Career Advisors and we will be more than happy to walk you through the process and explain the eligibility requirements and all the great services our NCWorks Career Centers have to offer.

#### **But my program starts next week! Why can't I get my voucher NOW?**

There is a process that both NCWorks Career Center staff and individuals who are interested in obtaining WIOA Classroom Training funds must follow. We will need to determine that you are eligible to receive funds; for which program you are best suited; that your program-of-choice suits federal, state and NCWorks Charlotte criteria and that your chosen occupation is on our list of occupations-in-demand, among other things.

Each of our Career Advisors is currently working with dozens of individuals, with each person at different points in the WIOA Classroom Training process. To be fair, they work on a first-come, first-served basis, which means not only when those individuals first reached out to NCWorks Charlotte to express interest in the program, but also where they currently are in the process.

## **Why do I have to register and attend an NCWorks Career Center orientation to get into either of the WIOA programs?**

Because the WIOA program's focus is to get you employed, we want you to be aware and take advantage of all the services offered at your NCWorks Career Centers to help you do just that.

## **Is there anything I can do while I'm waiting for my appointment with my career advisor?**

Of course! Visit [NCWorks Online](#)'s "Events Calendar" and register to take advantage of our full range of job-search tools, including advanced workshops and meeting with one of our career advisors.

You can review the Occupations-in-Demand in any region in NCWorks online. This information is under the "Labor Market" link on the left side of the website. You will also find careers that may be supported by WIOA training funds for either Classroom Training.

You should also continue to look for work on your own, including subscribing to email job alerts, checking the websites of companies for which you're interested in working, submitting applications and networking.

## **I've started the WIOA Classroom Training process but didn't complete it; can I enter the program again and pick up where I left off?**

It depends on the length of time since you dropped out of the process. Some eligibility documents must be reviewed and/or re-submitted to ensure your information is current. If you have questions about when and at what point you can resume the WIOA process, send an email to [nextsteps@charlotteworks.com](mailto:nextsteps@charlotteworks.com).

## **I've participated in one of the WIOA programs before; can I do it again?**

It depends. WIOA programs do have both annual and lifetime limits on the amount of funding any individual can receive. You will need to re-enter the program "from scratch" and work with a member of our staff to determine your eligibility and suitability just like a first-time candidate.

## **What happens if I don't qualify for a WIOA program?**

Take full advantage of your NCWorks Career Centers' services! We offer workshops, resume writing, interview-skills training, career coaching, recruitment opportunities and more.

Investigate North Carolina's community college system and the potential scholarships, Pell grants and loans for which you may be eligible.

## **Training Questions**

### **What kinds of training can I get through the WIOA program?**

Classroom Training: This program supports training programs only in "Occupations in Demand (OID)," or those careers that research has shown have current job openings and are growing. We recommend that you identify three choices for Classroom Training in case your first choice of career training is not in demand.

### **What schools or classroom training programs can I enroll in?**

Schools and classroom training programs that provide services in Mecklenburg County must be approved by a committee of NCWorks Charlotte staff. You can explore the providers online on [NCWorks Online](#):

- a. Find SERVICES FOR INDIVIDUALS on the left side of the home page
- b. Select EDUCATION SERVICES
- c. Select TRAINING PROVIDERS AND SCHOOLS and/or TRAINING AND EDUCATION PROGRAMS
- d. Search for programs with your specifications.

You may also click PROVIDER LISTING to see an alphabetical list of all available training and education providers.

If the school or classroom training program in which you're interested in enrolling is located in another county (for example, the NASCAR Technical Institute in Mooresville in Iredell County), it still must be approved by NCWorks Charlotte staff in Mecklenburg County.

### **Can I enroll in an online university or training course?**

Yes, but online programs must still be listed at NCWorks Online and approved by NCWorks Charlotte staff. You can explore the providers online at [NCWorks Online](#).

- a. Find SERVICES FOR INDIVIDUALS on the left side of the home page
- b. Select EDUCATION SERVICES
- c. Select TRAINING PROVIDERS AND SCHOOLS and/or TRAINING AND EDUCATION PROGRAMS
- d. Search for programs with your specifications

You may also click PROVIDER LISTING to see an alphabetical list of all available training and education providers.

### **How can I learn about area schools and training programs?**

[NCWorks Online](#) lists many area schools and classroom training programs. The website is a great resource for educational opportunities even if your application for WIOA funding is declined; you may find the program in which you're interested offers other funding options.

- a. Find SERVICES FOR INDIVIDUALS on the left side of the home page
- b. Select EDUCATION SERVICES
- c. Select TRAINING PROVIDERS AND SCHOOLS and/or TRAINING AND EDUCATION PROGRAMS
- d. Search for programs with your specifications

You may also click PROVIDER LISTING to see an alphabetical list of all available training and education providers.

**Do schools and training providers ever come to an NCWorks Career Center to talk about their programs?**

Providers occasionally host information sessions at any of our two NCWorks Career Centers. Check the "Events Calendar" on [NCWorks Online](#) for dates and times.

Charlotte's two NCWorks Career Centers regularly host Central Piedmont Community College (CPCC) continuing education representatives onsite. No appointment or registration is required! Stop by:

- [5601 Executive Center Dr., Ste. 100 \(28212\)](#): Every Tuesday from 9:30 a.m. to 11:30 a.m.
- [7140 Forest Point Blvd., Ste. A \(28217\)](#): Every other Wednesday of the month from 9:30 a.m. to 11:30 a.m.

*Sorry, but these FAQs didn't actually answer my question. What do I do now?*

If you still have questions about WIOA programs and processes, send an email to [nextsteps@charlotteworks.com](mailto:nextsteps@charlotteworks.com) and a member of our team will get back you as soon as possible.

Equal Opportunity/Affirmative Action Employer/Program  
Auxiliary aids and services available to individuals with disabilities  
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