



NCWorks Commission

NCWorks Commission Policy Statement Number: CPS 06-2021, Change 2

Date: November 19, 2025

Subject: Guidelines for North Carolina NCWorks Career Center Code of Conduct Violations

From:

A handwritten signature in black ink that reads "Tom B. Rabon, Jr.".

Tom B. Rabon, Jr.
Chair, NCWorks Commission

Purpose: To provide Local Area Workforce Development Boards (WDBs) with guidance and procedures for NCWorks Career Center staff to follow regarding customer behaviors that violate the NCWorks Career Center Code of Conduct and for the suspension and banishment of customers from NCWorks Career Centers.

This change to CPS 06-2021 Change 1 includes changes aimed at making the policy clearer and more effective. Key updates include: Grammatical changes throughout the document to improve readability, removal of the inappropriate attire statement, relocation of the notice about unattended children into a bullet format for better visibility, and corrections in Attachment 1 for accuracy.

New provisions: Requirement for staff to create guidelines for local suspension. Repeated violations can lead to tougher disciplinary actions, with repeated Level 1 infractions resulting in Level 2 actions. Requirement to notify the state within 24 hours of any suspension or banishment incident, along with a summary report and required supporting documents within 48 hours. Provision regarding trespassing related to banishment.

This Commission Policy Statement rescinds CPS 06-2021, Change 1 and the procedures herein supersede all previous policies, procedures, and guidelines regarding NCWorks Career Center Code of Conduct Violations.

Background: It is the intent of the Division of Workforce Solutions (DWS) and the NCWorks Commission to provide a safe environment for customers seeking services and staff in the NCWorks Career Centers. The DWS previously distributed the Code of Conduct for display in all NCWorks Career Centers. This policy and its attachments provide guidance, procedures, and templates related to violations of the NCWorks Career Center Code of Conduct.

The U.S. Department of Labor has mandated that the DWS develop a statewide complaint and inquiry intake system, as well as an appeals process for jobseekers who have been banished or suspended, employers who have been denied access to

www.ncworks.gov, as well as Migrant and Seasonal Farm Workers (MSFW) and employers affiliated with the MSFW program. This policy provides a statewide system for issues associated with customer conduct at NCWorks Career Centers. Separate policies have been established for managing customer complaints/appeals and the MSFW program. Any questions, complaints, or appeal inquiries made by MSFW should be routed to the DWS Monitor Advocate DWS_StateMonitorAdvocate@commerce.nc.gov per Commission Policy Statement Customer Complaint, Appeal, and Resolution Policy. All other customer complaints, questions, or concerns should be routed through the DWS Ombudsman who can be reached at 984-236-4254 or CustomerOmbudsman@ncworks.gov.

Action: Effective immediately, WDBs should ensure that NCWorks Career Center staff display NCWorks Career Center Code of Conduct signs in a location where the signs are visible to all customers in NCWorks Career Centers across the State. Code of Conduct signage cannot be altered or modified unless prior written approval has been granted by the DWS. The WDBs should ensure that NCWorks Career Center staff enforce the Code of Conduct when violations are committed.

The WDBs should ensure that all NCWorks Career Center staff receive formal training on NCSafe/NCPause system procedures and sign a notification of completion, and that all NCWorks Career Center staff utilize the NCSafe/NCPause protocols in www.ncworks.gov. The NCSafe/NCPause alerts allow NCWorks Career Center staff the ability to designate a jobseeker as banished or suspended and this notification flags the jobseeker's profile in www.ncworks.gov to alert other staff of the status.

When appropriate, the WDB and Career Center management are encouraged to involve local law enforcement.

The WDBs shall abide by procedures and standards set forth in these guidelines and procedures. Please refer to the Guide to Managing Code of Conduct Violations for additional policy and procedure information. It is expected that staff will utilize their discretion, in conjunction with the guidelines, regarding the assessment and treatment of behaviors exhibited in the Career Center.

Effective Date: Immediately

Expiration: Indefinite

Contact: DWS Ombudsman

Attachments:

1. Guide to Managing NCWorks Career Center Code of Conduct Violations
2. NCWorks Career Center Code of Conduct Poster
3. Template for Suspension or Banishment Letter
4. Template for Banishment Concurrence Letter
5. Template for Suspension Concurrence Letter

Guide to Managing NCWorks Career Center Code of Conduct Violation

Part 1: NCWorks Career Center Code of Conduct Discipline Model

Although other unwelcome or disruptive behaviors warranting possible sanctions may exist, the most frequently occurring typically fall into one of the following three categories: minor infraction, moderate infraction, and serious infraction. To maintain a clear and consistent approach, with regard to disciplinary actions for customer offenses, a three-level discipline model that provides local area workforce development boards (WDBs) with guidelines that NCWorks staff/partners should follow has been provided below. It is expected that staff will utilize their discretion, in conjunction with the guidelines, regarding the assessment and treatment of behaviors exhibited in the Career Center, by phone, virtually, or through similar means.

Level 1-Unruly (Minor Infraction)

- Behavioral misconduct, not conforming to rules

Consequences: Oral Warning and Dismissal from the Center for up to 48 hours

Career Center Staff /partner speaks to the customer and informs them of the specific violation of the NCWorks Career Center Code of Conduct. Customer is asked to leave the NCWorks Career Center for up to 48 hours. Repeated violations of a level 1 infraction may lead to a Statewide Suspension.

All incidents must be documented by adding case notes in NCWorks.gov.

Examples:

- Misuse of NCWorks Career Center Resource Area
- Food and beverages in undesignated areas
- Presence of pets other than certified service animals
- Cell phone calls in the NCWorks Career Center (phones must remain on vibrate)
- Unaccompanied customers outside designated areas

Level 2- Disrespectful (Moderate Infraction)

- Unwelcomed or disruptive behavior, disrespectful behavior

Consequences: Statewide Suspension

Customer is prohibited from NCWorks Career Center usage for a minimum of up to 3 months but does not exceed one year. Customer receives written notice of the statewide suspension from the Division of Workforce Solutions (DWS). Repeated violations of a Level 2 infraction may lead to banishment from NCWorks Career Center.

All incidents must be documented by adding case notes in NCWorks.gov.

Examples:

- Use of abusive language towards staff or other customers
- Repeated violations of the Code of Conduct
- Loud or aggressive verbal or physical behavior
- Viewing inappropriate websites while in the NCWorks Career Center
- Smoking or use of tobacco products (including Vaping)
- Non-job search computer and Wi-Fi use
- Multiple Level 1 infractions

Level 3- Threatening/Violent (Serious Infraction)

- Destructive behavior, communicating threat, severe harassment

Consequences: Permanent Banishment

Customer will be prohibited from NCWorks Career Center use for life. Customer receives written notice of Statewide banishment and that they are trespassed from all NCWorks Career Centers. The Assistant Secretary for Workforce Solutions reserves the right to, upon notification, suspend customers who pose an imminent danger to property, staff/partners or other customers.

All incidents must be documented by adding case notes in NCWorks.gov.

Examples:

- Customer or staff safety is at risk
- Verbal or physical threats to harm (a person or property) or kill
- Possession of a weapon of any kind
- Illegal drug or alcohol use or possession
- Severe harassment (for example, communicating with customers or staff that a customer has been told not to communicate with, following individuals or stalking)
- Property or equipment damage, vandalism or theft
- Viewing pornography while in the NCWorks Career Center
- **Multiple Level 2 infractions**

IMPORTANT

Staff witnessing a violation of the Code of Conduct Policy are required to follow the steps in Part 2 of this Guide to report the incident.

Part 2: Documentation and Reporting Process

Incidents and/or behaviors that lead to the banishment or suspension of customers from NCWorks Career Centers typically result from violations of the NCWorks Career Center Code of Conduct. In order to assure local consistency with respect to procedures for disciplining disruptive customers, NCWorks Career Center staff/partners are required to follow this *Documentation and Reporting Process* when customers have violated the Code of Conduct Policy. All NCWorks Career Center staff must report any Code of Conduct violations to Career Center leadership immediately. Please reference Customer Complaint, Appeal, and Resolution Policy-related information.

Step 1: Staff documents the incident by immediately reporting the incident to Local Career Center leadership (and Law Enforcement Police, Fire, Rescue, Animal Control, etc. as appropriate)

- Career Center leadership should forward a description of the incident to the DWS Regional Operations Director (ROD), the WDB Director, and, if the customer is a veteran, the Director of Veteran's Employment Services.
- Staff must add a case note of the incident in NCWorks.gov.

Step 2: Create a Summary Report

A summary report is required for banishment and suspension and must include the following elements:

- Incident description generated by Career Center leadership
- Witness statements (signed) or customer email
- Timeline of the event
- Photographs (if available)
- Law enforcement records (if available)
- Recommendation of consequences for violation of Code of Conduct Policy
- Draft of proposed suspension/banishment letter (See template for suspension/banishment/trespassing letter)
- **Notify the State via email within 24 hours of the incident.**
- **Forward the completed Summary Report to the DWS ROD, the WDB Director, and the DWS Ombudsman within two business days of the incident.**

Step 3: Results of Consequences

- The Summary Report is reviewed by the WDB Director and the DWS ROD, and a decision is made concerning the appropriate consequences to the customer for the violation(s) of the Code of Conduct Policy. The decision is communicated to the DWS Ombudsman.
- **The WDB Director and the DWS ROD sign a draft concurrence letter that the customer be banished or suspended, that is sent to the DWS Ombudsman for review and to obtain the Assistant Secretary's signature.** The letter must identify the specific violations of the Code of Conduct Policy and include the pertinent facts from Step 2.
- **The Assistant Secretary (or their designee) signs the banishment or suspension letter.** This letter is emailed and mailed to the customer's last known address on file with the DWS. The Assistant Secretary may in their discretion impose additional requirements to return from a banishment or suspension (such as completion of a course or virtual services only/no in-person services). The Assistant Secretary may at any time in their sole discretion initiate a review of a banishment or suspension to consider new evidence and reverse banishment or suspension decisions.
- During the period of Statewide dismissal, suspension, or banishment, as applicable, the customer is trespassed from any NCWorks property, and local law enforcement will be contacted.

Step 4: NCSafe/NCPause

- A complete banishment or suspension packet is filed by the DWS Ombudsman.
It includes:
 1. A copy of the banishment or suspension letter from the Assistant Secretary that has been mailed (certified) to the customer.
 2. A copy of the concurrence letter from the WDB Director and the DWS ROD.
 3. A complete Summary Report. The complete Summary Report must also be on file with the workforce board.
- The NCSafe/NCPause profile alert in NCWorks.gov allows NCWorks Career Center staff/partners the ability, in real time, to know if a jobseeker is banished or suspended and is not allowed on any NCWorks Career Center property. Once the above steps are completed, the NCSafe/NCPause profile identifier is then added to the customer file by the DWS Ombudsman. The NCSafe/NCPause profile identifier alerts NCWorks Career Center staff/partners that the customer has been banished or suspended. All NCWorks Career Center staff shall receive formal training in the NCSafe/NCPause profile identifier system and sign a notification of completion. All staff, partners, and contractors are advised to contact their center manager and law enforcement if banished or suspended customers violate the ban. Trespassing charges can and should be filed by Center Management.
- The date and duration of the banishment or suspension must be documented in NCWorks as a case note by the DWS Ombudsman.

NCWorks Career Center **CODE OF CONDUCT**

Welcome to our NCWorks Career Center!

In order to maintain a safe and supportive environment, there are behaviors which are prohibited while you are transacting business at the Center.

Please do not:

- Possess weapons (any type)
- Use or possess illegal drugs or alcohol
- Use obscene or abusive language/symbols
- Communicate verbal or physical threats
- Harass others
- Damage property
- Smoke or use tobacco products (includes vaping)
- Use computers or Wi-Fi for non-job- related activities
- Drink or eat in undesignated areas
- Bring pets into the facility (does not include certified service animals)
- Operate cell phones in undesignated areas
- Enter restricted areas unaccompanied

Additionally, please ensure children or other dependents are not left unattended.

For further information, please email or call: CustomerOmbudsman@ncworks.gov (984) 236-4254

Template for Banishment or Suspension Letter

LETTERHEAD

Date

Name

Address

City, State Zip

Dear _____:

It is the intent of the NC Workforce Development Boards and Division of Workforce Solutions (DWS) to provide a safe environment for customers seeking services and staff in the NCWorks Career Center. The DWS has an NCWorks Career Center Code of Conduct policy that applies to customers in all NCWorks Career Centers across the state.

Any NCWorks Career Center customer who violates this Code of Conduct policy is subject to disciplinary action that may range from suspension to limited and/or lifetime banishment from the center in which the violation occurred and/or all NCWorks Career Centers.

As a result of your recent behavior (listed below) at the _____ NCWorks Career Center, you are hereby banned from _____ NCWorks Career Center for _____ (weeks/months/life).

As a result of your recent behavior (listed below) at the _____ NCWorks Career Center, you are hereby suspended from _____ NCWorks Career Center for _____ (weeks/months/life).

Specifically, on _____ you engaged in the following behavior:

LIST TYPE OF BEHAVIOR (EXAMPLES BELOW)

[You came in to the NCWorks Career Center on {DAY, MTH, 20XX} and demanded to see a staff member. You demanded that the staff member correct the issue and, “get me my money”. You were loud, aggressive, hostile, and threatening and would not listen to any explanations or concerns that the staff member had. You were aggressive both physically and verbally. Among other unacceptable behaviors, you approached a staff member too close while waving your arms in a hostile manner. You yelled loudly, multiple times disrupting other customers and staff. You threatened the staff member with physical harm. The staff member asked you to leave multiple times before you complied with the request. The staff were concerned for their safety.]

If you violate this ban, we will be forced to contact the local law enforcement authorities and pursue criminal trespassing charges against you.

If you require assistance with an unemployment insurance claim, you may call the Customer Call Center at 1-888-737-0259 or contact them through email at: des.ui.customerservice@commerce.nc.gov.

Template for Banishment or Suspension Letter

You may continue to use the online resources available to you through our NCWorks website at: www.ncworks.gov.

Regards,

Name

_____ Assistant Secretary, NC Division of Workforce Solutions

Note: Banishment/Suspension letters must be signed by the Assistant Secretary or designee.

Template for Banishment Concurrence Letter

To: Name, Ombudsman

From: Name, Regional Operations Director (ROD) and Name, Director – Workforce Development Board (WDB)

Re: Letter of Concurrence/Request for Banishment

Date: Date here

CC: (WDB or ROD)

I, (WDB Director/ROD name), submit this letter of concurrence on behalf of (ROD/WDB Director) of (WDB or Prosperity Zone).

We agree and support the banishment of _____, who violated the NCWorks Center Code of Conduct policy by (list specific behaviors, examples include viewing pornography/fighting/communicating threats) on (date) in the (name and location of the NCWorks Center).

We have attached the required documents which include the summary, police, and incident reports. Witness attestations and other materials that capture this incident have also been included (case notes, pictures, video etc.) in support of this request.

We have included the required draft copy of the proposed banishment letter for your and the Assistant Secretary's review.

Please let (name WDB Director/ROD) know if additional information or actions are necessary.

Thank you.

Template for Suspension Concurrence Letter

To: Name, Ombudsman

From: Name, Regional Operations Director (ROD) and Name, Director – Workforce Development Board (WDB)

Re: Letter of Concurrence/Request for Suspension

Date: Date here

CC: (WDB Director or ROD)

I, (WDB Director/ROD name), submit this letter of concurrence on behalf of (ROD/WDB Director) of (WDB or Prosperity Zone)

We agree and support the suspension of _____, who violated the NCWorks Center Code of Conduct by (list specific behaviors, examples include viewing pornography/fighting/communicating threats) on (date) in the (name and location of the NCWorks Center).

We have attached the required documents which include the summary, police, and incident reports. Witness attestations and other materials that capture this incident have also been included (case notes, pictures, video etc.) in support of this request.

We have included the required draft copy of the proposed suspension letter for your and the Assistant Secretary's review.

Please let (name WDB Director/ROD) know if additional information or actions are necessary.

Thank you.