



UNC
SCHOOL OF GOVERNMENT

**2018 Child Support Enforcement:
Representing Respondents**

March 1, 2018 / Chapel Hill, NC

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The University of North Carolina School of Government and
Office of Indigent Defense Services

ELECTRONIC COURSE MATERIALS



2018 CHILD SUPPORT ENFORCEMENT: REPRESENTING RESPONDENTS

Thursday, March 1, 2018

UNC School of Government, Chapel Hill, NC

*Cosponsored by the UNC-Chapel Hill School of Government
& Office of Indigent Defense Services*

AGENDA

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|-------------|--|
| 8:00—8:45am | Check-in |
| 8:45—9:00 | Welcome and Announcements
Austine Long, Program Attorney, UNC School of Government |
| 9:00—10:00 | Issues in Civil Contempt [60 min]
Cheryl Howell, Professor, UNC School of Government |
| 10:00—10:45 | Dispositions in Criminal Contempt [45 min]
James Markham, Associate Professor, UNC School of Government |
| 10:45—11:00 | <i>Break</i> |
| 11:00—12:00 | Changes in Child Support Federal Rules and Regulations [60 min]
Ben Kull, Attorney, Polanco Law, Raleigh, NC |
| 12:00—12:45 | <i>Lunch (provided in the building)</i> |
| 12:45—2:00 | Community Resources [75 min]
Gina Reyman, Managing Attorney, Legal Aid of North Carolina, Durham, NC
Tara Myers, Division Director of Vocational Rehabilitation, NCDHHS, Raleigh, NC
Michelle K. Muir, Regional Operations Director, NC Dept. of Commerce, Cary, NC |
| 2:00—2:15 | <i>Break</i> |
| 2:15—3:15 | Advocacy in Child Support Contempt Cases [60 min]
Wendy Sotolongo, Parent Representation Coordinator, Office of Parent Representation,
Office of Indigent Defense Services, Durham, NC
Andrew Jones, Assistant Public Defender, Carteret County, NC
Ashley Lorange, Attorney, Gaston County, NC
Manisha Patel, Attorney, Guilford County, NC |
| 3:15—4:15 | Ethical Considerations in Representing a Client With Diminished Capacity in a Contempt Matter [60 min] [ETHICS]
Joyce Terres, Assistant Appellate Defender, Office of Parent Representation,
Office of Indigent Services, Durham, NC |

CLE Hours: 6.0 (includes 1 hour ethics)

Civil Contempt and Child Support Enforcement

Cheryl Howell
School of Government
January 2018

SOG Resources

- ▶ Family Law Bench Book, Child Support Chapter (enforcement section)
 - <http://defendermanuals.sog.unc.edu/content/other-manuals>
 - <http://www.ncids.org/ChildSupport/ReferenceMaterials/RefMaterialsLinks.htm>
- ▶ Bench Book Volume 2, Contempt Chapter
 - <https://www.sog.unc.edu/sites/www.sog.unc.edu/files/Bench%20Book%20-%20Vol%202%20-%2004%20Contempt.pdf>

SOG Resources

- ▶ Contempt (overview), AOJ Bulletin, M. Crowell 2015: (<http://sogpubs.unc.edu/electronicversions/pdfs/aojb1503.pdf>)
- ▶ Contempt of Court – Online training module (<https://www.sog.unc.edu/courses/online-modules/contempt-court>)
- ▶ Numerous blog posts at “On the Civil Side”: (civil.sog.unc.edu/)
- ▶ Numerous blog posts at Criminal Law Blog (nccriminallaw.sog.unc.edu)

Civil Contempt

- ▶ Read GS Chapter 5A
 - 5A-21 through 5A-24 governs civil
- ▶ Purpose of civil contempt is to force compliance with existing order
- ▶ Only remedy for civil contempt is imprisonment until compliance with purge
- ▶ Civil contempt only appropriate when respondent has the present ability to comply

New Federal/State Regulations

- ▶ **Read** about federal and state direction to child support enforcement agencies regarding the use of contempt to enforce child support
 - <https://civil.sog.unc.edu/new-regulations-regarding-contempt-in-iv-d-child-support-cases/>

Procedure

- ▶ Civil initiated either by:
 - Motion filed by a party.
 - GS 5A-23(a1)
 - Show cause order from court.
 - GS 5A-23
- ▶ If initiated by motion, moving party has burden of going forward at hearing
- ▶ If initiated by show cause order, respondent obligor has burden of going forward at hearing.

Procedure

- ▶ Show cause cannot issue unless judicial official determines, based on verified motion and sworn statement, there is **probable cause** to believe obligor is in civil contempt.
 - Probable cause requires trustworthy information sufficient to warrant a prudent man in believing obligor is in civil contempt.
 - *Young v. Mastrom, Inc.*, 149 NC App 483 (2002)

GS 5A-23

- ▶ (c). The person ordered to show cause may move to dismiss the order
- ▶ (e). At the conclusion of the hearing, the judicial official must enter a finding for or against the contemnor on each of the elements set out in GS 5A-21(a)

Civil Contempt

- ▶ Order of civil contempt must contain findings of fact supported by evidence in the record establishing defendant has the present ability to comply with the purge ordered
 - *See Durham DSS ex rel Alston v. Hodges*, COA January 2, 2018
- ▶ There is no contempt by default
 - <http://civil.sog.unc.edu/no-default-judgment-in-contempt/>
 - <https://civil.sog.unc.edu/contempt-establishing-ability-to-pay/>

McBride v. McBride, 334 NC 124 (1993)

- ▶ Overruled *Jolly* wherein court held no right to counsel because civil contemnor “holds the keys to the jail.”
- ▶ *McBride*: contemnor does not “hold keys to the jail” if he cannot pay the purge.

McBride v. McBride, 334 NC 124 (1993)

- ▶ Despite requirements of the law, “experience has shown” “trial courts do not always make [the required] determination.”
- ▶ Attorneys will prevent “unjustified deprivation of a defendant’s physical liberty” and “increase the accuracy of the proceeding.”

Is this enough?

- ▶ Defendant was ordered to pay child support
- ▶ Defendant has not paid

What about this?

- ▶ Defendant:
 - Is healthy and able-bodied
 - Is presently employed
 - Owns a car
 - No ill health or incapacity since entry of order
 - Has ability to earn good wages as a salesman
 - Is experienced in the restaurant business
 - Never requested modification of order

Mauney v. Mauney, 268 NC 254 (1966)

- ▶ No - findings insufficient to establish defendant's ability to pay at any time during the period in which he was in arrears.
- ▶ Court should "take an inventory of the property of the defendant; find what are his assets and liabilities and his ability to pay and work - an inventory of his financial position."

What about...

- ▶ Alleged contemnor:
 - Is an able-bodied 32-year old
 - Attended high school up to 10th grade
 - Has work experience in the furniture industry but prefers to work outside jobs
 - Worked full time for 8 months last year as a brick mason

Clark v. Gragg, 171 NC App 120 (2005)

- ▶ Findings insufficient to show defendant's noncompliance was willful.
- ▶ To support conclusion of willful noncompliance, must establish ability to pay "during the time he was in default".
- ▶ In addition, court must find present ability to comply with purge.
 - Order must show contemnor "holds the keys to the jail".

Is this enough?

- ▶ Defendant was ordered to pay child support
- ▶ Defendant has not paid
- ▶ Clearly not enough to support issuance of a show cause order

What about....?

- ▶ Defendant was ordered to pay child support
- ▶ Defendant has not paid
- ▶ *Upon information and belief*, contemnor has the ability to pay

Remedy

- ▶ Person found in civil contempt for failure to pay child support “may be imprisoned as long as the civil contempt continues.”
- ▶ Imprisonment is the only remedy
 - Short ‘stays’ of incarceration are permissible but not suspended sentences
 - See *Reynolds v. Reynolds*, 356 NC 287 (2002)
 - See *Gordon v. Gordon*, 233 NC App 477 (2014)(60 day stay okay where evidence showed ability to pay purge in 60 days)
- ▶ Contempt order must provide “purge”
 - Must specify how and when contempt will be lifted
 - Indefinite civil contempt is not allowed
 - *Wellons v. White*, 748 SE2d 709 (2013)

Attorney Fees

- ▶ Court can order contemnor to pay a “reasonable attorney fee” to moving party in child support case for contempt proceeding
- ▶ But only if court finds:
 - *Moving party has insufficient means to defray cost of litigation*
 - *Moving party acted in good faith*
 - The lawyer’s skill
 - The lawyer’s hourly rate, and
 - The nature and scope of services rendered



New Regulations Regarding Contempt in IV-D Child Support Cases

Author : Cheryl Howell

Categories : [Contempt](#), [Family Law](#)

Tagged as : [child support](#), [child support enforcement](#), [contemptIV-D](#)

Date : June 30, 2017

Effective January 19, 2017, the federal Department of Health and Human Services (DHHS) adopted a final rule titled "[Flexibility, Efficiency, and Modernization in Child Support Enforcement Programs.](#)" [81 Federal Register 93492 \(Dec. 20, 2016\)](#). This rule mandates numerous changes to the policies and procedures of state child support enforcement programs, but one change of particular importance to state trial courts involves the use of contempt procedures to enforce child support obligations. According to the Comments to the new rules, the change in the federal regulations regarding the use of contempt is intended to ensure that the "constitutional principles articulated in [Turner v. Rogers](#), [564 U.S. 431 \(2011\)](#)[addressing the rights of obligors in child support contempt proceedings], are carried out in the child support program, that child support case outcomes are just and comport with due process, and that enforcement proceedings are cost-effective and in the best interest of the child." [81 FR at 93532](#).

Federal Direction to State Enforcement Programs

The new federal rule amends [45 CFR 303.6](#) to require all state enforcement programs to develop guidelines for the use of civil contempt as an enforcement mechanism in child support cases. The Comment to the new rule focuses on the US Supreme Court decision in [Turner v. Rogers](#) as justification for clarifying the need to better protect the due process rights of obligors in contempt proceedings. The Comment states:

"As the U.S. Supreme Court stated in [Turner](#), a noncustodial parent's ability to pay constitutes the critical question in a civil contempt case. ... Contempt is an important tool for collection of child support when used in appropriate cases where evidence exists that the noncustodial parent has the income and assets to pay the ordered monthly support obligations, but willfully fails to do so, and the purge amounts or conditions are within the noncustodial parent's ability to pay or meet. The [Turner](#) opinion provides the child support program with a guide for conducting fundamentally fair and constitutionally acceptable proceedings."

[81 FR at 93532](#).

Effective January 19, 2017, [45 C.F.R. 303.6\(c\)\(4\)](#) requires that all state child support offices establish guidelines for the use of civil contempt in IV-D cases. The guidelines must:

"include requirements that the IV-D agency:

- (i) Screen the case for information regarding the noncustodial parent's ability to pay or otherwise comply with the order;
- (ii) Provide the court with such information regarding the noncustodial parent's ability to pay, or otherwise comply with the order, which may assist the court in making a factual determination regarding the noncustodial parent's ability to pay the purge amount or comply with the purge conditions; and
- (iii) Provide clear notice to the noncustodial parent that his or her ability to pay constitutes the critical question in the civil contempt action."

North Carolina Response to the New Regulation

The North Carolina Child Support Enforcement Agency has complied with the new federal mandate by adopting the following guidelines, published in the Child Support Services Manual found on the website of the NC Department of Health and Human Services, <https://www2.ncdhhs.gov/info/olm/manuals/dss/cse/man/> :

GUIDELINES FOR USE OF CIVIL CONTEMPT IN IV-D CASES

“The federal Office of Child Support Enforcement (OCSE) has stated: “Civil contempt that leads to incarceration is not, nor should it be, standard or routine child support practice.” Prior to considering the use of contempt proceedings in a delinquent case, CSS caseworkers should consider the use of administrative enforcement remedies. If a repayment plan can be negotiated successfully, this approach can be considered as a cost savings to the CSS agency.

...

If caseworkers determine other enforcement remedies to be inadequate, then prior to initiating a contempt proceeding in court, they must screen the case for information regarding the NCP's [NCP is the noncustodial parent] ability to pay (or otherwise comply with the order, if appropriate). This review of the case is important because the NCP's ability to pay will be a critical issue at the contempt hearing, since the court must find that the NCP has the ability to comply with the underlying order before holding the NCP in civil contempt. Caseworkers must share the results of this review with the IV-D attorney, so that the IV-D attorney can present this information to the court, either if the court requests it or as is otherwise appropriate.

Alternatively, if the results of the review indicate that the amount of the current court-ordered obligation may no longer be consistent with the NCP's ability to pay, caseworkers should consider whether modification of the order might be appropriate.

Prior to a civil contempt hearing, the NCP must also be given notice that his/her ability to pay will be a critical question at the hearing. This notice is included in the Order To Appear And Show Cause (DSS-4663). However, if a county does not use the DSS-4663, then the county must ensure that this notice is provided to the NCP. “

Show Cause Orders

As I said in my earlier blog post [“No Contempt by Default.”](#) North Carolina law allows a show cause order to be issued to initiate a contempt proceeding only upon the establishment of probable cause that the obligor is in contempt of court. The information the state guidelines now require child support enforcement to obtain should provide the court with the information necessary to determine whether the party seeking the show cause order has the evidence necessary to support a contempt order. *See also* On The Civil Side blog post [“Contempt: Establishing Ability to Pay.”](#)



No Default Judgment in Contempt

Author : Cheryl Howell

Categories : [Civil Law](#), [Civil Practice](#), [Family Law](#)

Tagged as : [Contempt](#); [child support](#)

Date : May 1, 2015

Even when contempt is based upon the failure to pay child support, the contempt order must contain the conclusion of law that respondent willfully violated the court order. That conclusion must be supported by findings of fact showing respondent actually has/had the ability to comply or to take reasonable steps to comply and deliberately failed to do so. Those findings of fact must be based on evidence.

In other words, a contempt order cannot be entered by default - a court cannot assume a respondent has the ability to comply simply because the respondent fails to prove he/she does not have the ability to comply.

Civil Contempt

A civil contempt proceeding can be initiated in one of three ways:

- Pursuant to [GS 5A-23\(a1\)](#), by filing a verified motion, or a motion along with an affidavit, and a notice of hearing on the contempt motion; or
- Pursuant to [GS 5A-23\(a\)](#), by filing a verified motion, or a motion along with an affidavit, that includes a request for a show cause order;
- And for child support contempt only, pursuant to [GS 50-13.9\(d\)](#), by filing an affidavit and asking a judge or a clerk to issue a show cause order.

In all three situations, the court can hold the respondent in civil contempt only if the court concludes:

- The order being violated remains in force;
- The purpose of the order may still be served with the respondent's compliance with the order;
- The respondent's failure to comply with order is **willful**; and
- The respondent **has the present ability to comply** with the order in whole or in part or take reasonable steps that would enable him/her to comply in whole or in part.

[GS 5A- 21\(a\)](#).

Since the purpose of civil contempt is to force compliance, the only remedy is imprisonment until the respondent complies with the order. [GS 5A-21](#). The court must ensure the respondent "holds the keys to the jail" by ordering a purge that respondent has the actual present ability to perform. *Jolly v. Wright*, 300 NC 83 (1980)(respondent must have the actual present ability to purge himself of contempt at the time he is jailed).

Who Issues the Show Cause in Civil Contempt?

For civil contempt actions pursuant to [GS 5A-23\(a\)](#), only a judge can issue the show cause order. [Moss v. Moss, 222 NC App 75 \(2012\)](#). In child support cases, [GS 50-13.9\(d\)](#) allows the show cause to be issued either by a judge or by a clerk of court.

When Can a Show Cause Order be Issued?

No show cause should be issued unless there are facts in the verified motion or affidavit that will support the conclusions required for contempt. This is because the show cause is issued only upon a finding of **probable cause** to believe obligor is in contempt. [GS 5A-23\(a\)](#). This means that in addition to alleging respondent has failed to comply with an order, the motion/affidavit also must contain credible allegations that provide a reasonable ground for believing the respondent is willfully failing to comply with the order. [Young v. Mastrom, Inc., 149 NC App 483 \(2002\)](#).

'Burden of Proof'

When contempt is initiated pursuant to [GS 5A-23\(a1\)](#) by motion and notice of hearing, the moving party has the burden of going forward with evidence at the contempt hearing to establish the factual basis for contempt. [GS 5A-23\(a1\)](#).

When contempt is initiated by a verified motion or affidavit and the issuance of a show cause order, either pursuant to [GS 5A-23\(a\)](#) or [GS 50-13.9\(d\)](#), the burden of going forward with evidence at the hearing is upon respondent. [Shumaker v. Shumaker, 137 NC App 72 \(2000\)](#). However, this is only because a judge or clerk previously determined – based on specific factual allegations in the verified motion or affidavit – there is probable cause to believe respondent is in contempt.

Despite this shifting of the burden of proof, no contempt order can be entered without sufficient evidence to support the conclusion that respondent acted willfully and has the present ability to comply with the purge ordered by the court. *Henderson v. Henderson*, 307 NC 401 (1983); *Lamm v. Lamm*, 229 NC 248 (1948). While appellate courts have stated that a respondent who fails to make an effort to show a lack of ability to comply “does so at his own peril”, *Hartsell v. Hartsell*, 90 NC App 380 (199), it is clear there can be no default contempt order.

Criminal Contempt

There is only one way to initiate an indirect criminal contempt proceeding. [GS 5A-15\(a\)](#) provides that a judicial official – either a clerk or a judge – initiates the proceeding by issuing a show cause order. The statute does not require a verified motion or affidavit, but the show cause order must contain adequate information to put respondent on notice of the allegations forming the basis for the charge. *O'Briant v. O'Briant*, 313 NC 432 (1985).

The purpose of criminal contempt is to punish, so the focus is on the past behavior of respondent. So for example, if contempt is based on the failure to pay child support, criminal contempt must be based on the conclusion – adequately supported by factual findings that are adequately supported by evidence – respondent willfully failed to pay at some point in the past. In criminal proceedings, despite the fact that the action is initiated by a show cause order, the burden of presenting evidence at trial always remains with the moving party and the court must find willful disobedience beyond a reasonable doubt. [GS 5A-15\(f\)](#).

As the goal of criminal contempt is to punish rather than force compliance, the court has the option of ordering imprisonment, a fine, or censure. [GS 5A-12](#). None of these require the court to conclude respondent has the present ability to comply **at the time the contempt order is entered**, as is required with a purge in civil contempt.

Ability to Pay

So what evidence is sufficient to show actual ability to comply? That's the topic of my next blog. Stay tuned.



Contempt: Establishing Ability to Pay

Author : Cheryl Howell

Categories : [Civil Law](#), [Civil Practice](#), [Family Law](#)

Tagged as : [Contempt](#); [Ability to pay](#); [Child support](#)

Date : May 8, 2015

In my last post, [No Default Judgment in Contempt](#), I wrote about the requirement that all contempt orders contain the conclusion that respondent acted willfully when committing the act that is the basis for contempt. Of course, that conclusion must be supported by findings of fact, which in turn must be based on evidence.

So what findings are sufficient to support the required conclusion when contempt is based on the failure to pay money, such as child support?

Ability to Pay

When contempt is based on the failure to pay, willfulness must be established by evidence that the respondent has or had the ability to pay all or some portion of the amount owing and deliberately failed to do so. *Mauney v. Mauney*, 268 NC 254 (1966). Ability to pay is established by showing either that respondent has income or cash sufficient to pay or that there are steps respondent can take that would allow him/her to pay some or all of the amount owing. *Jones v. Jones*, 62 NC App 748 (1983).

Ability to Pay When?

Criminal contempt is to punish past conduct. So to support an adjudication of criminal contempt for failure to pay support, the court must conclude respondent had the ability to pay when the payment became due or at some time thereafter. *Mauney*, *id.* Because the purpose of criminal contempt is to punish past behavior, a person can be held in criminal contempt even if that person has fully complied with the order by the time of the contempt hearing. [Reynolds v. Reynolds](#), 147 NC App 566 (2001)(dissent adopted by 356 NC 287 (2002)).

On the other hand, civil contempt is to force compliance with the court order. Therefore, to support an adjudication of civil contempt for failure to pay, the court must conclude respondent has the present ability to pay at the time of the hearing. *Mauney*, *id.* Because the only purpose of civil contempt is to force compliance, a respondent cannot be held in civil contempt if respondent has fully complied with the order to pay by the time of the contempt hearing. [Ruth v. Ruth](#), 158 NC App 123 (2003). A civil contempt order also must find respondent has the present ability to comply with the purge condition that is imposed as a result of the contempt adjudication. A respondent must actually "hold the keys to the jail" at the time (s)he is incarcerated for civil contempt. [Shippen v. Shippen](#), 204 NC 188 (2010); *Jolly v. Wright*, 300 NC 83 (1980).

Able-bodied, under no disability, enough?

Mauney and other opinions established the rule that when a contempt charge is based on the failure to pay, the court must make an investigation into the current financial status of respondent to determine if (s)he has the present ability to pay the amounts set by order of the court. *Moore v. Moore*, 35 NC App 748 (1978). The trial court in *Mauney* supported contempt with these findings:

[T]he defendant 'is a healthy, able bodied man, 55 years old, presently employed ...and has been so employed for many months; that he owns a Thunderbird automobile; he has not been in ill health or incapacitated since the date of [the] order...; the defendant has the ability to earn good wages in that he is a trained and able salesman, and is experienced in the restaurant business; and has been continuously employed since the order.

Mauney, 268 NC at 266.

The Supreme Court held these findings insufficient, stating:

The finding of facts in this case is not a sufficient basis for the conclusion that defendant's conduct was willful and deliberate. [Citing [Vaughan v. Vaughan, 213 N.C. 1989](#)], **the court below should take an inventory of the property of the plaintiff; find what are his assets and liabilities and his ability to pay and work -an inventory of his financial condition.'**

Mauney, 268 NC at 268.

See also [Clark v. Gragg, 171 NC App 120 \(2005\)](#) ("able-bodied, 32 year old with tenth grade education and work experience" insufficient), and *Hodges v. Hodges*, 64 NC App 550 (1983) ("able-bodied" and "was capable of and had the means or should have had the means" to make payments insufficient).

Must respondent have cash on hand?

Ability to pay can be shown by evidence that respondent has sufficient cash or income to pay. *McMiller v. McMiller*, 77 NC App 808 (1985). See also *Ahern v. Ahern*, 63 NC App 728 (1983) (income can be established by showing how much respondent spends). Or, ability to pay can be shown by evidence that there are reasonable steps respondent can take that would enable him/her to pay but respondent is deliberately failing to take those steps. *Adkins v. Adkins*, 82 NC App 289 (1986) (reasonable steps include liquidating assets); *McMiller*, *id.* (same).

While deliberately and in bad faith failing to look for work or accept employment will support contempt, *Frank v. Glanville*, 45 NC App 313 (1980), a court cannot base contempt on failure to work unless there is evidence that jobs actually are available. *Self v. Self*, 55 NC App 651 (1982).

Right to Appointed Counsel

The law regarding the need for evidence of actual ability to pay before a person can be held in contempt for failure to pay child support is not new. However, parents are incarcerated on a regular basis in this State and throughout the country based on court orders entered without appropriate findings and conclusions.

Recognizing this as a problem, the North Carolina Supreme Court held in *McBride v. McBride*, 334 NC 124 (1993), that respondents in contempt cases have the right to court-appointed counsel if indigent and if there is a likelihood of incarceration. In overturning previous precedent to the contrary, the court held:

An examination of civil contempt cases ... indicates that the failure of trial courts to make a determination of a contemnor's ability to comply is not altogether infrequent... Despite the statutory requirements, experience ... has shown that trial courts do at times order the imprisonment of an unrepresented civil contemnor in a nonsupport case without determining whether he is able to pay... .

McBride, 334 NC at 131 and n.4.

Unfortunately, appellate cases continue to show a problem in the trial courts. While appointed counsel should help, it is everyone's responsibility to ensure parents are not jailed simply because they fail to pay support.



Civil Contempt - Ensuring Noncustodial Parents Have the Ability to Pay

Overview

As the federal agency responsible for funding and oversight of state child support programs, OCSE has an interest in ensuring that:

- constitutional principles articulated in the U.S. Supreme Court Decision in *Turner v. Rogers*, 564 U.S. ____, 131 S.Ct. 2507 (2011) are carried out in the child support program,
- child support case outcomes are just and comply with due process, and
- enforcement proceedings are cost-effective and in the best interest of the child.

The *Turner* case provides OCSE and state child support agencies with an opportunity to evaluate the appropriate use of civil contempt and to improve program effectiveness, including adequate case investigation. As the U.S. Supreme Court stated in *Turner v. Rogers*, a noncustodial parent's ability to pay constitutes the "critical question" in a civil contempt case, whether the state provides legal counsel or alternative procedures designed to protect the indigent obligor's constitutional rights.

The [final rule](#) revises 45 CFR 303.6(c)(4), by establishing criteria that child support agencies must use to determine which cases to refer and how they prepare cases for a civil contempt proceeding. The main goal is to increase consistent child support payments for children by ensuring that low-income parents are not incarcerated unconstitutionally because they are poor and unable to comply with orders that do not reflect their ability to pay. In addition, the final rule is intended to reduce the routine use of costly and often ineffective contempt proceedings and increase case investigation and more cost-effective collection efforts.

What is new

Section §303.6(c)(4) of the final rule requires the state child support agency to establish procedures for the use of civil contempt petitions. Before filing a civil contempt action that could result in the noncustodial parent being sent to jail, states must ensure that the child support agency has screened the case to determine whether the facts support a finding that the noncustodial parent has the "actual and present" ability to pay or to comply with the support order.

The child support agency must also provide the court with information regarding the noncustodial parent's ability to pay or otherwise comply with the order to help the court make a factual determination regarding the parent's ability to pay the purge amount or comply with the purge conditions.

Finally, prior to going to court, the state must give clear notice to the noncustodial parent that his or her ability to pay constitutes the critical question in the civil contempt action.

How this affects states

The new rule provides state child support agencies with a guide for conducting constitutionally acceptable proceedings. The final rule will reduce the risk of erroneous deprivation of the noncustodial parent's liberty, without imposing significant fiscal or administrative burden on the state. States that have reduced their over-reliance on contempt proceedings have found that they increased collections and reduced costs at the same time. There is no evidence that the routine use of contempt proceedings improves collection rates or consistent support payments to families.

States have considerable flexibility in implementing these provisions. The provisions are based upon successful case practice in a number of states that conduct case-specific investigations and data analyses. Child support agencies will need to take steps to determine how to implement these changes in their states, which may include educating and collaborating with the judiciary.

How this affects families

Research shows that routine use of civil contempt is costly and counterproductive to the goals of the child support program.¹ All too often it results in the incarceration of noncustodial parents who are unable to pay to meet their purge requirements.² Modernizing practices in this area will encourage parents to comply with child support orders, maintain legitimate employment, and minimize the accumulation of unpaid child support debt. These guideline provisions help ensure that child support case outcomes are just and comply with due process, and that enforcement proceedings are cost-effective and in the best interest of the child.

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1. See Elizabeth G. Patterson, *Civil Contempt & the Indigent Child Support Obligor: The Silent Return of Debtor's Prison*, 18 Cornell Journal of Law & Public Policy 95, 126 (2008) (*Civil Contempt*), available at: <http://www.lawschool.cornell.edu/research/jlpp/upload/patterson.pdf>.
 2. See Rebecca May & Marguerite Roulet, Ctr. for Family Policy & Practice, *A Look at Arrests of Low-Income Fathers for Child Support Nonpayment: Enforcement, Court and Program Practices*, 40 (2005), available at: <http://www.cffpp.org/publications/LookAtArrests.pdf>.



Modification for Incarcerated Parents

Overview

The majority of federal and state prisoners are parents, and many have child support orders that were established before incarceration.¹ Incarceration can result in the accumulation of high levels of child support debt because parents have little to no ability to earn income while they are incarcerated and reduced ability to pay off the debt when released.² Studies find that incarcerated parents leave prison with an average of \$20,000 or more in unpaid child support, with no means to pay upon release.³ This accumulated child support debt is rarely paid. Research finds that uncollectible debt substantially reduces noncustodial parent earnings, which in turn reduces child support payments to their families. One study found that people released from jail are unemployed 9 weeks more per year and annual earnings are reduced by 40%.⁴ On the other hand, reducing uncollectible debt can increase payments.⁵

The goal of the [final rule](#) revisions is to increase consistent child support payments for children by setting child support orders based on the noncustodial parent's earnings, income, or other evidence of ability to pay, including for incarcerated parents. Children do not benefit when their parents engage in a cycle of nonpayment, underground income generation, and re-incarceration. Support orders modified for incarcerated parents, based on their current ability to pay, result in less debt accrual, more formal employment, more child support payments, and less need for enforcement after they are released.

Despite the significant research on the consequences of continuing the accrual of support when it is clear there is no ability to pay, about one quarter of states treat incarceration as “voluntary unemployment”. These “voluntary unemployment” rules typically pre-date the federal review and adjustment statute that requires states to modify support orders when parents experience a substantial change in circumstances, and block the federal rule's application.

What is new

The final rule provides that state guidelines under 45 CFR 302.56(c)(3) may not treat incarceration as “voluntary unemployment” in establishing or modifying child support orders. The new rule prohibits states from legally barring modification of support obligations during incarceration. We have also revised § 303.8(c) to indicate that the reasonable quantitative standards that the state develops for review and adjustment must not treat incarceration as a legal bar for petitioning for and receiving an adjustment of an order.

Existing review and adjustment regulations specify the requirements that a state must meet for adjusting to child support orders in IV-D cases. The rule adds a requirement that state child support agencies may elect in its state plan to initiate review of an order after learning that a noncustodial parent will be incarcerated more than 180 calendar days. If the state has not elected this new option, then within 15 business days of learning that the noncustodial parent will be incarcerated more than 180 calendar days, the state must notify both parents of their right to request a review.

How this affects states

States should determine whether they have “voluntary unemployment” policies or standards that legally prevent incarcerated parents from obtaining a review and adjustment of their orders upon a showing of a substantial change in circumstances. If so, they must conform their policies within one year after completion of the first quadrennial review of the state's guidelines that commences more than one year after publication of the final rule. Since states may elect to initiate the review upon learning of the noncustodial parent's incarceration for over 180 calendar days, we encourage states to implement this proactive approach to ensure that orders are based on the noncustodial parent's ability to pay during his or her incarceration. When modifying orders, states may consider an incarcerated parent's income and assets in setting the order amount. In electing this state plan option, the state may also need to consider whether further changes to state laws are required to implement this procedure.

Modification for Incarcerated Parents

A number of states conduct data matches with correctional facilities in the state to determine whether a parent is incarcerated. We encourage, but are not requiring states to actively establish partnerships with federal, state, local, and private prisons to conduct data matches to locate, as well as to educate incarcerated parents about the child support program. We encourage states to develop electronic interfaces with corrections institutions to maximize the identification of incarcerated parents and to implement outreach strategies designed to educate incarcerated parents of their rights to request reviews of their support orders, which will help to increase program efficiency.

How this affects families

Setting and modifying realistic child support obligations for incarcerated parents can improve their ability to provide consistent support for their children upon release from prison.⁶ With this rule change, formerly incarcerated noncustodial parents will be more likely to meet their child support obligations, benefiting their children by improving child support compliance and reliability, and reducing uncollectable debt. Other collateral consequences associated with orders set beyond a noncustodial parent's ability to pay may also decline, such as increased underground employment activity and reduced contact with their children. We also expect that more incarcerated parents learn about their right to request a review of their child support orders early in their prison terms in an effort to manage their debt.

-
1. Christopher Mumola, *Incarcerated Parents and Their Children*, Bureau of Justice Statistics Special Report, August 2000, NCJ 182335.
 2. Council of State Governments, *Report of the Re-Entry Policy Council: Charting the Safe and Successful Return of Prisoners to the Community*, Justice Center, 2005, available at: <http://www.csgjusticecenter.org/wp-content/uploads/2013/04/1694-11.pdf>. For further background, see Jessica Pearson's article, Pearson, Jessica, "Building Debt While Doing Time: Child Support and Incarceration," *Judges' Journal* 43:1, Winter 2004, available at: <https://csdaca.org/wp-content/uploads/2014/11/BuildingDebt-2.pdf>.
 3. U.S. Department of Health and Human Services, Office of Child Support Enforcement, *Incarceration, Reentry, and Child Support Issues: National and State Research Overview*, 2006; Pamela Ovwigho, et al., *The Intersection of Incarceration and Child Support: A Snapshot of Maryland's Caseload*, School of Social Work, University of Maryland, 2005; Esther Griswold and Jessica Pearson, *Twelve Reasons for Collaboration Between Departments of Correction and Child Support Enforcement Agencies*, *Corrections Today*, June 2003.
 4. See our, "Jobs not Jail Infographic", published October 2015 on OCSE website at: http://www.acf.hhs.gov/sites/default/files/programs/css/jobs_not_jail_final_10_02.pdf and *Collateral Costs: Incarceration's Effect on Economic Mobility*. The Pew Charitable Trusts. (2010, September), available at: http://www.pewtrusts.org/~media/legacy/uploadedfiles/pcs_assets/2010/collateralcosts1pdf.pdf.
 5. For further information, see Carolyn J. Heinrich, Brett C. Burkhardt, and Hilary M. Shager, *Reducing Child Support Debt and Its Consequences: Can Forgiveness Benefit All?* (2010), available at: http://www.irp.wisc.edu/research/childsup/cspolicy/pdfs/2007-09/FamiliesForward_3_19_10.pdf; Maria Cancian, Carolyn Heinrich, and Yiyoon Chung, *Does Debt Discourage Employment and Payment of Child Support?* (2009), available at: <http://www.irp.wisc.edu/publications/dps/pdfs/dp136609.pdf>; and Harry Holzer, Paul Offner, and Elaine Sorensen, *Declining Employment Among Young Black Less-Educated Men: The Role Of Incarceration and Child Support* (2004), available at: http://www.urban.org/uploadedpdf/411035_declining_employment.pdf.
 6. Alicia Bannon, Mitali Nagrecha and Rebekah Diller, *Criminal Justice Debt a Barrier to Reentry*, Brennan Center for Justice, 2010; *Report of the Re-Entry Policy Council: Charting the Safe and Successful Return of Prisoners to the Community*, Council of State Governments, 2005; Esther Griswold and Jessica Pearson, *Twelve Reasons for Collaboration between Departments of Correction and Child Support Enforcement Agencies*, *Corrections Today*, June 2003.

issue the documents for service at the employer's address. Similarly, if an attempt to serve the documents at the employer's address fails and the NCP's current mailing or residential address is recorded in ACTS, caseworkers immediately should issue new documents for service at the mailing/residential address.

If service was unsuccessful because the NCP's address is wrong or no longer valid or if an attempt to serve an NCP at the employer's address reveals that the NCP is no longer employed there, CSS caseworkers need to document this information in ACTS.

If the service is unsuccessful due to evasion or because the NCP is "unavailable", caseworkers should generate new documents as appropriate and reissue them. However, if the return of service indicates a date when the NCP parent will become "available", CSS caseworkers should document that date so that the necessary service of process documents can be issued at that time.

SHOW CAUSE PROCEEDINGS

GENERAL INFORMATION

This topic contains information on the following:

1. Civil contempt;
2. Pre-court negotiations;
3. Guidelines for use of civil contempt in IV-D cases.

CIVIL CONTEMPT

Civil contempt is a judicial enforcement remedy available when an obligor fails to comply with a voluntary support agreement or a civil court order. Civil contempt is used as a remedy to coerce compliance with a court order. Pursuant to NCGS 5A-21(a), failure to comply with an order of a court is a continuing civil contempt as long as:

1. The order remains in force;
2. The purpose of the order may still be served by compliance with the order;
3. The noncompliance by the person to whom the order is directed is willful; and
4. The person to whom the order is directed is able to comply with the order or is able to take reasonable measures that would enable the person to comply with the order.

If the court finds that all four of these factors exist, the court may hold an obligor in civil contempt. A crucial component of civil contempt is that the obligor must be able to purge himself/herself of the contempt by taking certain actions. The court must conclude that the obligor has the present ability (or is able to take reasonable measures) to satisfy the purge condition. Once an obligor satisfies the purge condition, the contempt ends. The purge condition of a civil contempt order involving child support obligations typically requires the payment of a certain amount of arrears. It is important to note that the Court of Appeals has ruled that a court may not require an obligor to make purge payments indefinitely. See *Wellons v. White*, 229 NC App. 164, 183 (2013).

In the case of *McBride v. McBride*, 334 NC 124 (1993), the North Carolina Supreme Court ruled that, prior to being incarcerated for civil contempt, an indigent obligor in a child support case has a right to a court-appointed attorney.

PRE-COURT NEGOTIATIONS

Some judicial districts rely very heavily on pre-court negotiations to settle child support contempt actions. However, it must be noted that Clerks of Court accept only purge payments and that these payments do not prorate across all cases if the NCP has multiple obligations. If an agreement is reached after a NCP is served with a contempt action, a contempt order containing the agreed purge amount can be completed before court and presented to the judge.

If accepted by the judge, the purge provision allows the noncustodial parent (NCP) to pay the Clerk of Court. The Clerk does not accept any payments resulting from other types of negotiation (such as a voluntary dismissal or consent order) that do not find the NCP in contempt and contain monetary purge provisions. The obligor must mail those types of payments to North Carolina Child Support Centralized Collections (NCCSCC).

GUIDELINES FOR USE OF CIVIL CONTEMPT IN IV-D CASES

The federal Office of Child Support Enforcement (OCSE) has stated: "Civil contempt that leads to incarceration is not, nor should it be, standard or routine child support practice." Prior to considering the use of contempt proceedings in a delinquent case, CSS caseworkers should consider the use of administrative enforcement remedies. If a repayment plan can be negotiated successfully, this approach can be considered as a cost savings to the CSS agency.

In considering repayment plan terms, CSS caseworkers must investigate whether or not the obligor has multiple obligations, as nearly all payments made to NCCSCC are prorated across all obligations. Caseworkers must either investigate this possibility before taking further enforcement action or allow for the proration when initially establishing a repayment plan. It is important to remind the NCP that payments must be current on all cases if he/she expects to reduce arrearages on the case for which the enforcement action was originally taken.

If caseworkers determine other enforcement remedies to be inadequate, then prior to initiating a contempt proceeding in court, they must screen the case for information regarding the NCP's ability to pay (or otherwise comply with the order, if appropriate). This review of the case is important because the NCP's ability to pay will be a critical issue at the contempt hearing, since the court must find that the NCP has the ability to comply with the underlying order before holding the NCP in civil contempt. Caseworkers must share the results of this review with the IV-D attorney, so that the IV-D attorney can present this information to the court, either if the court requests it or as is otherwise appropriate.

Alternatively, if the results of the review indicate that the amount of the current court-ordered obligation may no longer be consistent

with the NCP's ability to pay, caseworkers should consider whether modification of the order might be appropriate.

Prior to a civil contempt hearing, the NCP must also be given notice that his/her ability to pay will be a critical question at the hearing. This notice is included in the Order To Appear And Show Cause (DSS-4663). However, if a county does not use the DSS-4663, then the county must ensure that this notice is provided to the NCP.

As with any other court-based procedures, the IV-D attorney should be consulted regarding any questions concerning civil contempt procedures.

SUM-CERTAIN JUDGMENTS

SUM-CERTAIN JUDGMENT POLICY

For an active case containing arrearages, local CSS agencies should take action to establish a judgment for the amount owed at the time when the ongoing obligation ends. (This is usually at the time when the last child reaches the age of majority.) Caseworkers should file a Motion For An Order To Show Cause or a separate action, requesting that a judgment be entered to set arrearages at a "sum certain" and establish periodic payments to reduce the debt.

Establishment of this sum-certain judgment creates a 10-year period during which collections can be made. If all arrearages are not paid during this time, a new action must be taken, before the expiration of the judgment due the statute of limitations, to set a sum certain for the remaining arrearages in order to continue collections.

TAX INTERCEPT

GENERAL INFORMATION

The interception of funds from state and Federal tax refunds to pay child support is an important enforcement remedy. This topic contains information on the following subjects:

1. Tax intercept policy;
2. The Davis Decision;
3. Information related to tax intercept that should provided to custodial parents and noncustodial parents (NCPs);
4. Tax intercept submittals;
5. Tax intercept appeals;
6. Tax intercept processing;
7. Federal refunds to NCPs.

TAX INTERCEPT POLICY

The tax intercept process is used in all appropriate Public Assistance (PA) and Non-Public Assistance (NPA) cases as provided for in Public Law 97-35 and 98-378, and in NCGS 105A. Federal regulations stipulate that the procedure is to be used in conjunction with other appropriate enforcement remedies. Tax intercept must be implemented for all cases that meet the criteria for submittal to state and/or Federal revenue agencies. See Tax Intercept Submittals.

Office of Child Support Enforcement, ACF, HHS

§ 303.7

§ 303.6 Enforcement of support obligations.

For all cases referred to the IV-D agency or applying for services under § 302.33 in which the obligation to support and the amount of the obligation have been established, the IV-D agency must maintain and use an effective system for:

(a) Monitoring compliance with the support obligation;

(b) Identifying on the date the parent fails to make payments in an amount equal to the support payable for one month, or on an earlier date in accordance with State law, those cases in which there is a failure to comply with the support obligation; and

(c) Enforcing the obligation by:

(1) Initiating income withholding, in accordance with § 303.100;

(2) Taking any appropriate enforcement action (except income withholding and Federal and State income tax refund offset) unless service of process is necessary, within no more than 30 calendar days of identifying a delinquency or other support-related non-compliance with the order or the location of the noncustodial parent, whichever occurs later. If service of process is necessary prior to taking an enforcement action, service must be completed (or unsuccessful attempts to serve process must be documented in accordance with the State's guidelines defining diligent efforts under § 303.3(c)), and enforcement action taken if process is served, within no later than 60 calendar days of identifying a delinquency or other support-related non-compliance with the order, or the location of the noncustodial parent, whichever occurs later;

(3) Submitting once a year all cases which meet the certification requirements under § 303.102 of this part and State guidelines developed under § 302.70(b) of this title for State income tax refund offset, and which meet the certification requirements under § 303.72 of this part for Federal income tax refund offset;

(4) Establishing guidelines for the use of civil contempt citations in IV-D cases. The guidelines must include requirements that the IV-D agency:

(i) Screen the case for information regarding the noncustodial parent's

ability to pay or otherwise comply with the order;

(ii) Provide the court with such information regarding the noncustodial parent's ability to pay, or otherwise comply with the order, which may assist the court in making a factual determination regarding the noncustodial parent's ability to pay the purge amount or comply with the purge conditions; and

(iii) Provide clear notice to the noncustodial parent that his or her ability to pay constitutes the critical question in the civil contempt action; and

(5) In cases in which enforcement attempts have been unsuccessful, at the time an attempt to enforce fails, examining the reason the enforcement attempt failed and determining when it would be appropriate to take an enforcement action in the future, and taking an enforcement action in accordance with the requirements of this section at that time.

[54 FR 32310, Aug. 4, 1989, as amended at 55 FR 25840, June 25, 1990; 81 FR 93564, Dec. 20, 2016]

§ 303.7 Provision of services in intergovernmental IV-D cases.

(a) *General responsibilities.* A State IV-D agency must:

(1) Establish and use procedures for managing its intergovernmental IV-D caseload that ensure provision of necessary services as required by this section and include maintenance of necessary records in accordance with § 303.2 of this part;

(2) Periodically review program performance on intergovernmental IV-D cases to evaluate the effectiveness of the procedures established under this section;

(3) Ensure that the organizational structure and staff of the IV-D agency are adequate to provide for the administration or supervision of the following functions specified in § 303.20(c) of this part for its intergovernmental IV-D caseload: Intake; establishment of paternity and the legal obligation to support; location; financial assessment; establishment of the amount of child support; collection; monitoring; enforcement; review and adjustment; and investigation;

§ 50-13.10. Past due child support vested; not subject to retroactive modification; entitled to full faith and credit.

(a) Each past due child support payment is vested when it accrues and may not thereafter be vacated, reduced, or otherwise modified in any way for any reason, in this State or any other state, except that a child support obligation may be modified as otherwise provided by law, and a vested past due payment is to that extent subject to divestment, if, but only if, a written motion is filed, and due notice is given to all parties either:

- (1) Before the payment is due or
- (2) If the moving party is precluded by physical disability, mental incapacity, indigency, misrepresentation of another party, or other compelling reason from filing a motion before the payment is due, then promptly after the moving party is no longer so precluded.


(b) A past due child support payment which is vested pursuant to G.S. 50-13.10(a) is entitled, as a judgment, to full faith and credit in this State and any other state, with the full force, effect, and attributes of a judgment of this State, except that no arrearage shall be entered on the judgment docket of the clerk of superior court or become a lien on real estate, nor shall execution issue thereon, except as provided in G.S. 50-13.4(f)(8) and (10).

(c) As used in this section, "child support payment" includes all payments required by court or administrative order in civil actions and expedited process proceedings under this Chapter, by court order in proceedings under Chapter 49 of the General Statutes, and by agreements entered into and approved by the court under G.S. 110-132 or G.S. 110-133.

(d) For purposes of this section, a child support payment or the relevant portion thereof, is not past due, and no arrearage accrues:

- (1) From and after the date of the death of the minor child for whose support the payment, or relevant portion, is made;
- (2) From and after the date of the death of the supporting party;
- (3) During any period when the child is living with the supporting party pursuant to a valid court order or to an express or implied written or oral agreement transferring primary custody to the supporting party;
- (4) During any period when the supporting party is incarcerated, is not on work release, and has no resources with which to make the payment.


(e) When a child support payment that is to be made to the State Child Support Collection and Disbursement Unit is not received by the Unit when due, the payment is not a past due child support payment for purposes of this section, and no arrearage accrues, if the payment is actually made to and received on time by the party entitled to receive it and that receipt is evidenced by a canceled check, money order, or contemporaneously executed and dated written receipt. Nothing in this section shall affect the duties of the clerks or the IV-D agency under this Chapter or Chapter 110 of the General Statutes with respect to payments not received by the Unit on time, but the court, in any action to enforce such a payment, may enter an order directing the clerk or the IV-D agency to enter the payment on the clerk's or IV-D agency's records as having been made on time, if the court finds that the payment was in fact received by the party entitled to receive it as provided in this subsection. (1987, c. 739, s. 4; 1999-293, s. 15.)



Vocational Rehabilitation Services
Helping talent meet industry demand

Overview of the Vocational Rehabilitation Program

Tara K. Myers, MS, CRC, CPM
Director
North Carolina Division of Vocational Rehabilitation
North Carolina Department of Health and Human Services



Title IV: Vocational Rehabilitation Programs
Core Purpose & Structure

NC DEPT OF HEALTH & HUMAN SERVICES

NC DIV VOCATIONAL REHAB SERVICES (DVRS)

- Individuals with Physical, Deaf or Hard of Hearing, Mental, Emotional, Intellectual, Substance Abuse disabilities


served 54,795

NC DIV SERVICES FOR THE BLIND (DSB)

- Individuals who are Blind, have Low Vision, or are Deaf-Blind

served 2394

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Who is served by the VR Program?

DVRS and DSB serves individuals who have a documented disability that is either:

- Physical
- Sensory (hearing or vision loss)
- Mental, Emotional, Intellectual disability, including learning disabilities and substance abuse disabilities
- DSB requires visual impairment

and:

- Their disability results in/presents an impediment to employment


and:

- Need Vocational Rehabilitation Services to help them find, retain a job or advance in employment

and:

- Able to participate (eligible to work in US; not incarcerated, no pending charges, sentencing or fugitive status that would prevent participation in plan)

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Vocational Rehabilitation Eligibility Criteria

VOCATIONAL REHABILITATION SERVICES FOR ELIGIBLE CONSUMERS


1 Eligibility Determination	2 Needs Assessment	3 Plan Development	4 Plan Implementation	5 Ongoing Support
If you have a physical, mental, or emotional disability that prevents you from finding or keeping a job, you may be eligible for VR.	VR will evaluate your medical, education, and work history to identify disability-related barriers to employment and rehabilitation needs.	In collaboration with a VR counselor, you'll choose a career goal and develop a plan detailing the services needed to achieve that goal.	VR will monitor progress on your path to employment, making sure that you receive the services and support you need to succeed.	When you are ready, VR can help with job searches, applications and interviews. When you get a job, VR can help you keep it.

VR helps eligible job seekers develop a personalized path to employment that includes the training and support needed to compete in N.C.'s workforce.



Rehabilitation Process

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Title IV: Vocational Rehabilitation Programs

Services Provided

Services Provided by DVRS and DSB include:

- Counseling and Guidance
- Diagnostic and Assessment of Abilities and Needs
- Job-Related Supports & Placement, Supported Employment
- Training in Job-related Skills
- Physical and Mental Restoration Services
- Modifications and Assistive Technology Services
- Support Services
- Orientation and Mobility Training Services
- Auxiliary Services


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Physical and Mental Restoration Services

- Physical restoration services may be provided as part of a rehabilitation program to correct or substantially reduce a physical impairment that is stable or slowly progressive and that results in substantial impediments to employment
- Mental restoration services are those services which are necessary to correct or substantially modify a mental impairment that is stable or slowly progressive


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Job Related Services

- **Job Search Assistance:** activities that support and assist a consumer in searching for an appropriate job. Job search may include help in resume preparation, identifying appropriate job opportunities, developing interview skills and making contacts with companies on behalf of the client.
- **Job Placement Assistance:** a referral to a specific job resulting in an interview, whether or not the individual obtained the job.
- **On-the-Job Supports:** defined as support services provided to an individual who has been placed to enhance job retention. Such services include job coaching, follow-up and follow-along, and job retention services


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Rehabilitation and Assistive Technology and Modification Services

- **Rehabilitation Technology** may include wheelchairs, prostheses, hearing aids and orthotics prescribed due to seriously limited functional capacity areas.
- **Assistive Technology** may be purchased for individuals who require adaptive software, hardware, augmentative communication, Electronic Aids for Daily Living (EADL) voice recognition.
- **Home, Worksite and Vehicle Modifications** may be contracted and purchased to increase overall independence at home, work and within the community.


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Independent Living Program

- IL services may be provided to an individual:
 - A. with a significant disability;
 - B. whose ability to function independently in the home or community, or whose ability to maintain employment is substantially limited;
 - C. who shall be an active participant in his/her own IL rehabilitation program, involved in making meaningful and informed choices about IL goals and objectives;
 - D. who shall be a full partner and share joint responsibility for planning and implementing his/her IL rehabilitation program; AND
 - E. for whom the delivery of IL services will:
 - improve or maintain the ability to maximize their independence in the home or community, OR
 - enable employment, OR
 - enable transition to VR.

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Vocational Rehabilitation Financial Eligibility Criteria

- The scope of rehabilitation services available to an individual is determined by the services required by that individual in order to reach the VR goal. All services provided must be directly related to the achievement of the goal established in concert between the client and Rehabilitation Counselor.
- For VR, financial need must be established prior to the planning and provision of any service subject to the financial need.

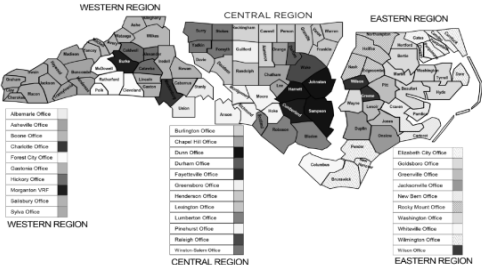
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Disability and Poverty: The Opportunity



Where is VR?

Counties by Vocational Rehabilitation Region and Unit Office



January 8, 201812



THANK YOU!!

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January 8, 2018

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NCWorks
 North Carolina Department
 of Commerce



CONNECTING TALENT TO JOBS



Presenter

Michelle Muir
North Central Regional Operations Director
NC Department of Commerce
Division of Workforce Solutions

BA Psychology, UNC- Chapel Hill.
 Executive Education UNC Kenan Flagler

Department of Commerce, Department of Transportation, Private
 Consultancy, Corporate Telecom

Government Administration | Strategic Planning
 Community Building | Communications | Human Resources



What is NCWorks?

NEW JOB OPPORTUNITIES


New jobs are available at GE Aviation.

Hiring event:
Dec 18, 1-7
Ashe Campus of
Wilkes Community
College

Show date: Dec 22, 1-7

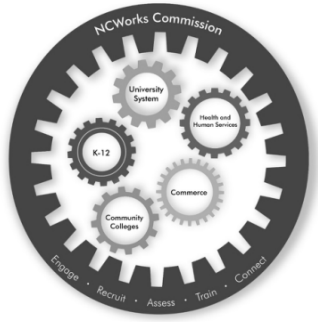
Jefferson: (336) 357-5677
Renoir: (833) 245-5385
Winston-Salem: (336) 888-5166
Spencer: (336) 372-9633

NCWorks
career center



- ▶ North Carolina's strategy to ensure we have the best workforce in the country
- ▶ Alignment and coordination of workforce development programs in Department of Commerce, Community Colleges, Department of Public Instruction
- ▶ Customer focused system, responsive to the needs of the economy
- ▶ System that prepares workers to succeed in the North Carolina economy and continuously improve their skills

NCWorks System



The NCWorks Commission

- ▶ NC Works Commission
- ▶ The NCWorks Commission recommends policies and strategies that enable the state's workforce and businesses to compete in the global economy
- ▶ The Commission is designated as the state's Workforce Development Board under the federal *Workforce Innovation and Opportunity Act*
- ▶ Led by a private sector chair, the 33-member Commission includes representatives from the business community, heads of state workforce agencies, educators, and community leaders
- ▶ All members are appointed by the Governor



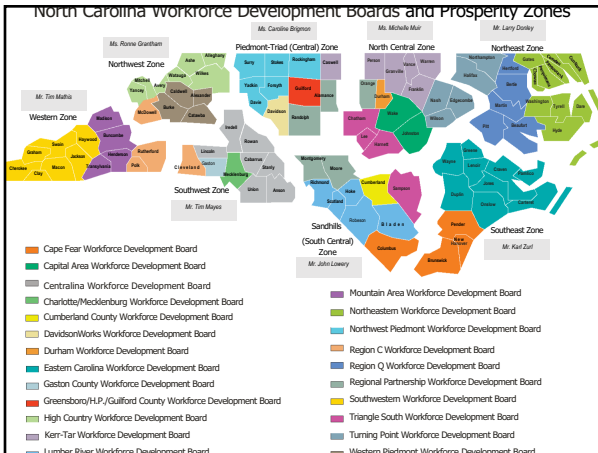
Division of Workforce Solutions



Division of Workforce Solutions

Mission:

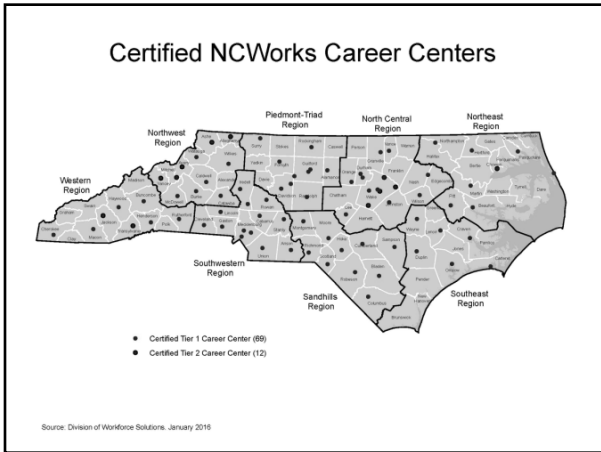
To develop North Carolina's workforce talent, help individuals advance their career opportunities, and exceed business workforce needs by connecting talent to jobs.



NCWorks Career Centers



- ▶ Connection point to USDOL funded programs and services under Workforce Innovation and Opportunity Act
- ▶ All services are free of charge
- ▶ Many are housed in former Unemployment offices (those activities have moved to online/phone)
- ▶ Part of a national network – American Job Centers



NCWorks Career Centers

- ▶ Career Resource Center
 - ▶ Computer/Internet access
 - ▶ Fax machine
 - ▶ Printer
 - ▶ Often staffed with assistance
- ▶ Job Referrals
- ▶ Job Coaching
- ▶ Job Fairs and Recruiting Events

NCWorks Career Centers

- ▶ Assessment
- ▶ Job Search Skills
 - ▶ Resume
 - ▶ Interview
 - ▶ Social Media
- ▶ Soft skills training
- ▶ Access to scholarships
- ▶ Career Planning
- ▶ Community Resource Guides

NCWorks Career Centers

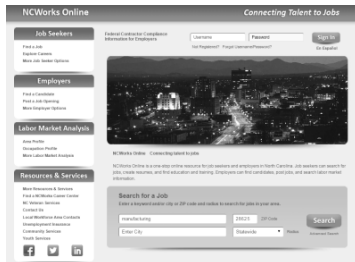
- ▶ Connection Point to other USDOL programs
 - ▶ Apprenticeships
 - ▶ Veterans Services
 - ▶ On the Job Training
- ▶ Many partner with other local agencies for on-site services such as Homeowner assistance, Food and Nutrition, Youth programming, Vocational Rehabilitation



Using NCWorks Online to Maximize a Job Search

What is NCWorks Online?

NCWorks Online is a one-stop online resource for job seekers and employers in North Carolina



Areas of Service for Individuals

- ▶ Career Services – Research specific occupations, choose a new career, or analyze your skills to find an occupation that best suits you.
- ▶ Job Seeker Services - Find assistance in looking for or getting placed in a new job and learn how to develop effective resumés and cover letters.
- ▶ Education Services - Find a suitable training or educational program, as well as information on training providers and schools.
- ▶ Labor Market Services - Access information about labor market trends, statistics, and economic & demographic data.

Create a Profile

The profile section is broken down into subsections which include the following:

- Login Information
- Name
- Contact Info – Phone / Address / E-mail
- Preferred Contact Info
- Education
- Employment History
- Desired Job Preferences
- Military History

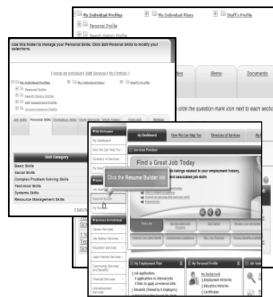
Update resume every 60 days. Employers can specify this as search criteria

Update profile with correct contact information as needed

Include volunteer work experiences even if they were unpaid

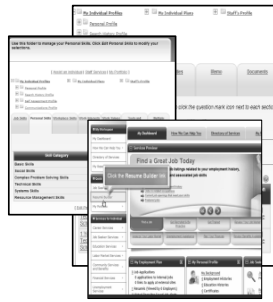
Defining the Candidate

- ▶ Background Wizard
- ▶ Job Skills
- ▶ Workplace Skills
- ▶ Work Interests Survey
- ▶ Resume Builder

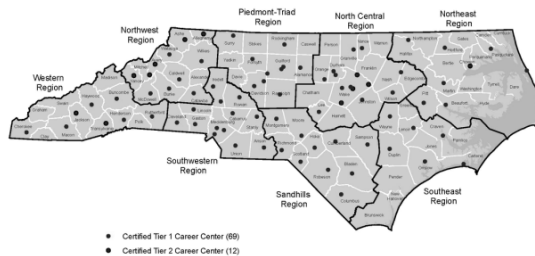


Connecting to Jobs

- ▶ Video Training
- ▶ Job Searches
- ▶ Virtual Recruiter



Certified NCWorks Career Centers



Source: Division of Workforce Solutions, January 2016

“ I am the success I am today because I had a friend who believed in me and I didn't have the heart to let him down. ”

ABRAHAM LINCOLN

Questions

Contact Info:

NCWorks.Gov

Michelle Muir

919 272 5416

Michelle.Muir@nccommerce.com



2300

NCWorks Career Center - Alamance County

2640 Columbine Lane
 Burlington 27215 Alamance
 Phone (336) 570-6800
 Fax (336) 570-6806

Manager Lisa Arnette lisa.arnette@nccommerce.com
 Other Tammy Wall tammy.wall@nccommerce.com

DWS

Reg. Operations Dir.: Caroline Brigmon
 OfficePhone 336-932-0393
 Email caroline.brigmon@nccommerce.com

Analyst(s) Alan Wagner
 Teresa Boone

M	8:30 - 5:00 pm	A, DW, Y
T	8:30 - 5:00 pm	A, DW, Y
W	8:30 - 5:00 pm	A, DW, Y
Th	8:30 - 5:00 pm	A, DW, Y
F	8:30 - 5:00 pm	A, DW, Y

Certification Status	Certified	Tier 1
	From March	2014
	To: November	2016

0561

Alexander Center for Education - Catawba Valley Community College

345 Industrial Blvd.
 Taylorsville 28681 Alexander
 Phone (828) 632-8221
 Fax

Manager Jesse Williams jesse.williams@nccommerce.com
 Other
 DWS Felicia Setzer felicia.setzer@nccommerce.com

Reg. Operations Dir.: Felicia Setzer
 OfficePhone (828) 466-5535
 Email felicia.setzer@nccommerce.com

Analyst(s) Brian Lane

M		
T		
W	8:00 - 4:30 pm	Y
Th	8:00 - 4:30 pm	A, DW, Y
F		

Closed from 12 noon to 1 p

Certification Status	From	
	To:	

8700

Alexander County Career Center

604 7th St. SW
Taylorsville 28681 Alexander
Phone (828) 632-4631
Fax

Manager Felicia Setzer felicia.setzer@nccommerce.com

Other

DWS

Reg. Operations Dir.: Felicia Setzer

OfficePhone (828) 466-5535

Email felicia.setzer@nccommerce.com

Analyst(s) Brian Lane

M		
T		
W	8:30 - 4:30 pm	A;DW
Th	8:30 - 4:30 pm	A;DW
F		

Certification Status

From _____
To:

6810

NCWorks Career Center - Alleghany County

115 Atwood Street - D
Sparta 28675 Alleghany
Phone (336) 372-9675
Fax (336) 372-4306

Manager Gregory Wade gregory.wade@nccommerce.com

Other

DWS

Reg. Operations Dir.: Felicia Setzer

OfficePhone (828) 466-5535

Email felicia.setzer@nccommerce.com

Analyst(s) Brian Lane

M	8:00 - 5:00 pm	A, DW, Y
T		
W	8:00 - 5:00 pm	A, DW, Y
Th		
F		

Certification Status

Certified Tier 2
From April 2015
To: April 2017

8900

NCWorks Career Center - Anson County

514 N. Washington Street, Lockhart-Taylor Center
Wadesboro 28170 Anson
Phone (704) 272-5479
Fax (704) 694-9070

Manager Monica Gramling monica.gramling@rescare.com

Other Ken McCoy kenneth.mccoy@rescare.com

DWS

Reg. Operations Dir.: Ronne Grantham

OfficePhone 828-853-5328

Email veronica.grantham@nccommerce.com

Analyst(s) Amy Pritchett

Butch Robinson

M	8:00 - 4:30 pm	A,DW,Y
T	8:00 - 4:30 pm	A,DW,Y
W	8:00 - 4:30 pm	A,DW,Y
Th	8:00 - 4:30 pm	A,DW,Y
F	8:00 - 4:30 pm	A,DW,Y

Closes the 2nd Friday of each month at 12 noon

Certification Status

Certified Tier 1
From January 2015
To: January 2017

9300

NCWorks Career Center - Ashe County

626 Ashe Central School Road, Unit 5
Jefferson 28640 Ashe

Phone (336) 982-5627

Fax (336) 982-3657

Certification Status	Certified	Tier 2	
	From	April	2015
	To:	April	2017

Manager Gregory Wade greggory.wade@nccommerce.com

Other

DWS

Reg. Operations Dir.: Felicia Setzer

OfficePhone (828) 466-5535

Email felicia.setzer@nccommerce.com

Analyst(s) Brian Lane

M	8:00 - 5:00 pm	A, DW, Y
T	8:00 - 5:00 pm	A, DW, Y
W	8:00 - 5:00 pm	A, DW, Y
Th	8:00 - 5:00 pm	A, DW, Y
F	8:00 - 5:00 pm	A, DW, Y

6600

NCWorks Career Center - Avery County

428 Pineola Street, PO Box 695
Newland 28657 Avery

Phone (828) 737-5419

Fax (828) 737-5480

Certification Status	Certified	Tier 2	
	From	April	2015
	To:	April	2017

Manager Pam Wilson pam.wilson@nccommerce.com

Other

DWS Anita Lowe anita.lowe@nccommerce.com

Reg. Operations Dir.: Felicia Setzer

OfficePhone (828) 466-5535

Email felicia.setzer@nccommerce.com

Analyst(s) Brian Lane

M	8:30 - 5:00 pm	A, DW, Y
T	8:30 - 5:00 pm	A, DW, Y
W	8:30 - 5:00 pm	A, DW, Y
Th	8:30 - 5:00 pm	A, DW, Y
F	8:30 - 12 noon	A, DW, Y

Closed from 12 noon to 1 pm for lunch

0520

NCWorks Career Center - Beaufort County

1502 N. Market Street, Suite A
Washington 27889 Beaufort

Phone (252) 940-0900

Fax (252)940-5860

Certification Status	Certified	Tier 1	
	From	October	2014
	To:	October	2016

Manager Darone Dancy darone.dancy@nccommerce.com

Other Sharon Tyson sharon.tyson@nccommerce.com

DWS

Reg. Operations Dir.: Larry Donley

OfficePhone 252-355-9067

Email larry.donley@nccommerce.com

Analyst(s) Alicia Clark

M	8:00 - 5:00 pm	A, DW, Y
T	8:00 - 5:00 pm	A, DW, Y
W	8:00 - 5:00 pm	A, DW, Y
Th	8:00 - 5:00 pm	A, DW, Y
F	8:00 - 5:00 pm	A, DW, Y

Closes the 2nd Friday of each month at 12 noon

0521

NCWorks Career Center - Bertie County

128 East Granville Street, PO Box 570
Windsor 27983 Bertie
Phone (252) 794-5616
Fax (252) 794-5684

Manager Olivia Taylor otaylor@nc-cada.org

Other

DWS

Reg. Operations Dir.: Larry Donley

OfficePhone 252-355-9067

Email larry.donley@nccommerce.com

Analyst(s) Alicia Clark

M	8:30 - 5:00 pm	A, DW, Y
T	8:30 - 5:00 pm	A, DW, Y
W	8:30 - 5:00 pm	A, DW, Y
Th	8:30 - 5:00 pm	A, DW, Y
F	8:30 - 5:00 pm	A, DW, Y

Closes the 2nd Friday of each month at 12 noon

Certification Status

Certified		Tier 2
From	May	2016
To:	May	2017

3400

NCWorks Career Center - Bladen County

401 Mercer Mill Road
Elizabethtown 28337 Bladen
Phone (910) 862-3255
Fax (910) 862-4098

Manager Gabriella Ann Garrett gabrilla.garrett@nccommerce.com

Other

DWS

Reg. Operations Dir.: John Lowery

OfficePhone 910-618-5500

Email john.lowery@nccommerce.com

Analyst(s) Lisa Slayton

M	8:30 - 5:00 pm	A, DW, Y
T	8:30 - 5:00 pm	A, DW, Y
W	8:30 - 5:00 pm	A, DW, Y
Th	8:30 - 5:00 pm	A, DW, Y
F	8:30 - 5:00 pm	A, DW, Y

Certification Status

Certified		Tier 1
From	September	2014
To:	September	2016

1800

Brunswick County Workforce Center

5300-7 Main Street
Shallotte 28470 Brunswick
Phone (910) 754-6120
Fax (910) 754-2434

Manager Marcell Hatten marcell.hatten@nccommerce.com

Other

DWS

Reg. Operations Dir.: Karl Zurl

OfficePhone 910-251-5777

Email karl.zurl@nccommerce.com

Analyst(s) Bridget Stubblefield

M	8:30 - 5:00 pm	A, DW, Y
T	8:30 - 5:00 pm	A, DW, Y
W	8:30 - 5:00 pm	A, DW, Y
Th	8:30 - 5:00 pm	A, DW, Y
F	8:30 - 5:00 pm	A, DW, Y

Certification Status

Not Certified		
From		
To:		

1700

NCWorks Career Center- Buncombe County

48 Grove Street
Asheville 28801 Buncombe
Phone (828) 251-6200
Fax (828) 232-2981

Manager Rick Elingburg rick.elingburg@nccommerce.com

Other

DWS

Reg. Operations Dir.: Tim Mathis

OfficePhone 828-286-3042

Email tim.mathis@nccommerce.com

Analyst(s) Chris Silvers

M	8:30 - 5:00 pm	A;DW
T	8:30 - 5:00 pm	A;DW
W	8:30 - 5:00 pm	A;DW
Th	8:30 - 5:00 pm	A;DW
F	8:30 - 5:00 pm	A;DW

Certification Status

Certified		Tier 1
From	June	2014
To:	June	2016

6100

NCWorks Career Center- Burke County

720 E. Union Street
Morganton 28655 Burke
Phone (828) 438-6161
Fax

Manager Chuck Brown chuck.brown@nccommerce.com

Other

DWS

Reg. Operations Dir.: Felicia Setzer

OfficePhone (828) 466-5535

Email felicia.setzer@nccommerce.com

Analyst(s) Brian Lane

M	8:30 - 5:00 pm	A, DW, Y
T	8:30 - 5:00 pm	A, DW, Y
W	8:30 - 5:00 pm	A, DW, Y
Th	8:30 - 5:00 pm	A, DW, Y
F	8:30 - 12 noon	A, DW, Y

Certification Status

Certified		Tier 1
From	April	2015
To:	April	2017

2800

NCWorks Career Center - Cabarrus County

845 Church Street North, Suite 201
Concord 28025 Cabarrus
Phone (704) 786-3183
Fax (704) 786-3471

Manager Denisha Torrence-Nesbit denisha.torrence@rescare.com

Other Vivian Clawson vivian.clawson@nccommerce.com

DWS

Reg. Operations Dir.: Ronne Grantham

OfficePhone 828-853-5328

Email veronica.grantham@nccommerce.com

Analyst(s) Amy Pritchett

Butch Robinson

M	8:00 - 4:30 pm	A, DW, Y
T	8:00 - 4:30 pm	A, DW, Y
W	8:00 - 4:30 pm	
Th	8:00 - 4:30 pm	A, DW, Y
F	8:00 - 4:30 pm	A, DW, Y

Closes the 2nd Friday of each month at 12 noon

Certification Status

Certified		Tier 1
From	May	2014
To:	November	2016

0560

NCWorks Career Center- Caldwell County

1909 Hickory Blvd, SE
Lenoir 28645 Caldwell
Phone (828) 759-4680
Fax

Manager Jesse Williams jesse.williams@nccommerce.com

Other

DWS Felicia Setzer felicia.setzer@nccommerce.com

Reg. Operations Dir.: Felicia Setzer

OfficePhone (828) 466-5535

Email felicia.setzer@nccommerce.com

Analyst(s) Brian Lane

M	8:00 - 4:30 pm	A, DW, Y
T	8:00 - 7:00 pm	A, DW, Y
W	8:00 - 4:30 pm	A, DW, Y
Th	8:00 - 4:30 pm	A, DW, Y
F	8:00 - 12 noon	A, DW, Y

Certification Status	Certified	Tier 1
	From February	2014
	To: August	2016

0406

Carteret Community College - Out-of-School Youth

3505 Arendell Street
Morehead City 28557 Carteret
Phone (252) 222-6205
Fax (252) 222-6023

Manager Perry Harker harkerp@carteret.edu

Other

DWS

Reg. Operations Dir.: Karl Zurl

OfficePhone 910-251-5777

Email karl.zurl@nccommerce.com

Analyst(s) Bridget Stubblefield

M	8:00 - 5:00 pm	Y
T	8:00 - 5:00 pm	Y
W	8:00 - 5:00 pm	Y
Th	8:00 - 5:00 pm	Y
F	8:00 - 5:00 pm	Y

Certification Status	From	

	To:	

6000

NCWorks Career Center - Carteret County

309 Commerce Avenue
Morehead City 28557 Carteret
Phone (252) 726-7151
Fax (252) 726-1141

Manager Lindsay Gress lindsay.gress@nccommerce.com

Other

DWS

Reg. Operations Dir.: Karl Zurl

OfficePhone 910-251-5777

Email karl.zurl@nccommerce.com

Analyst(s) Bridget Stubblefield

M	8:00 - 5:00 pm	A;DW
T	8:00 - 5:00 pm	A;DW
W	8:00 - 5:00 pm	A;DW
Th	8:00 - 5:00 pm	A;DW
F	8:00 - 5:00 pm	A;DW

Certification Status	Certified	Tier 1
	From December	2014
	To: December	2016

4701

**Caswell County Workforce Center & eLink
Youth Program at Piedmont Community**

331 Piedmont Avenue, PO Box 1150
Yanceyville 27379 Caswell
Phone (336) 694-5975
Fax (336) 694-5730

**Certification
Status**

From _____
To:

Manager Johnny Price johnny.price@nccommerce.com

Other

DWS Deon Carter, Youth Progra

Reg. Operations Dir.: Caroline Brigmon

OfficePhone 336-932-0393

Email caroline.brigmon@nccommerce.com

Analyst(s) Alan Wagner

Teresa Boone

M	8:00 - 5:00 pm	Y
T	8:00 - 5:00 pm	Y
W	8:30 - 5:00 pm	A;DW
Th	8:30 - 5:00 pm	A;DW
F	8:00 - 5:00 pm	Y

4400

NCWorks Career Center - Catawba County

403 Conover Station SE, Suite C
Conover 28613 Catawba
Phone (828) 466-5535
Fax

**Certification
Status**

Certified	Tier 1
From August 2014	
To: August 2016	

Manager Jesse Williams jesse.williams@nccommerce.com

Other

DWS

Reg. Operations Dir.: Felicia Setzer

OfficePhone (828) 466-5535

Email felicia.setzer@nccommerce.com

Analyst(s) Brian Lane

M	8:00 - 4:30 pm	A, DW, Y
T	8:00 - 4:30 pm	A, DW, Y
W	8:00 - 4:30 pm	A, DW, Y
Th	8:00 - 4:30 pm	A, DW, Y
F	8:00 - 12 noon	A, DW, Y

0601

NCWorks Career Center - Chatham County

764 West Street
Pittsboro 27312 Chatham
Phone (919) 545-8054
Fax (919) 545-8005

**Certification
Status**

Certified	Tier 2
From November 2016	
To: November 2017	

Manager Ashley Voss avoss263@cccc.edu

Other

DWS Geraldine Brady geraldine.brady@nccommerce.com

Reg. Operations Dir.: Michelle Muir

OfficePhone 919-272-5416

Email michelle.muir@nccommerce.com

Analyst(s) Darrin Ballard

Sarah Stone

M	9:00 - 5:00 pm	A, DW, Y
T	9:00 - 5:00 pm	A, DW, Y
W	9:00 - 5:00 pm	A, DW, Y
Th	9:00 - 5:00 pm	A, DW, Y
F	9:00 - 3:00 pm	A, DW, Y

6400

NCWorks Career Center - Tri- County

800 US Highway 64 West
Murphy 28906 Cherokee
Phone (828) 837-7407
Fax (828) 837-5586

Manager Pam Dickey pam.dickey@ncommerce.com

Other

DWS

Reg. Operations Dir.: Tim Mathis

OfficePhone 828-286-3042

Email tim.mathis@ncommerce.com

Analyst(s) Chris Silvers

Certification Status

Certified		Tier 1
From	August	2014
To:	August	2016

M	8:30 - 5:00 pm	A, DW, Y
T	8:30 - 5:00 pm	A;DW
W	8:30 - 5:00 pm	A, DW, Y
Th	8:30 - 5:00 pm	A, DW, Y
F	8:30 - 12 noon	A;DW

3200

NCWorks Career Center - Chowan County

800 N. Oakum Street, Building 3, Room 300
Edenton 27932 Chowan
Phone (252) 482-2195
Fax 252-482-2188

Manager Nannette Turner-Williams nannette.turner@ncommerce.com

Other Kathy Nixon knixon@accog.org

DWS

Reg. Operations Dir.: Larry Donley

OfficePhone 252-355-9067

Email larry.donley@ncommerce.com

Analyst(s) Alicia Clark

Certification Status

Certified		Tier 2
From	December	2015
To:	December	2017

M		
T	8:30 - 5:00 pm	A, DW, Y
W		
Th	8:30 - 5:00 pm	A, DW, Y
F		

8000

NCWorks Career Center - Cleveland County

404 E. Marion Street
Shelby 28150 Cleveland
Phone (704) 480-5414
Fax (704) 480-5632

Manager

Other Ty Eaker jason.eaker@ncommerce.com

DWS

Reg. Operations Dir.: Ronne Grantham

OfficePhone 828-853-5328

Email veronica.grantham@ncommerce.com

Analyst(s) Amy Pritchett

Butch Robinson

Certification Status

Certified		Tier 1
From	April	2014
To:	October	2016

M	8:30 - 5:00 pm	A, DW, Y
T	8:30 - 5:00 pm	A, DW, Y
W	8:30 - 5:00 pm	A, DW, Y
Th	8:30 - 5:00 pm	A, DW, Y
F	8:30 - 5:00 pm	A, DW, Y

Closes 1 pm 2nd Friday each month beginning January 18, 2018

0330

NCWorks Career Center - Columbus County

4564 Chadbourn Hwy, SE Comm. College, Bldg A
Whiteville 28472 Columbus

Phone (910) 642-7141

Fax (910) 642-5658

Certification Status

Certified		Tier 1
From	December	2014
To:	December	2016

Manager Bettina Cox

bettina087607@scnc.edu

Other

DWS

charles.garrett@nccommerce.com

Reg. Operations Dir.:

John Lowery

OfficePhone

910-618-5500

Email

john.lowery@nccommerce.com

Analyst(s)

Lisa Slayton

M	8:00 - 5:00 pm	A, DW, Y
T	8:00 - 5:00 pm	A, DW, Y
W	8:00 - 5:00 pm	A, DW, Y
Th	8:00 - 5:00 pm	A, DW, Y
F	8:00 - 3:00 pm	A, DW, Y

Summer hours are as follows:

M-Th - 8am-5:30pm
Fri - 8am-12noon

In August, they go back to regular hours of M-Th: 8am-5pm and Fri: 8am-3pm

0404

Craven County Schools - In-School youth

3600 Trent Road
New Bern 28562 Craven

Phone (252) 514-6322

Fax (252) 514-6370

Certification Status

From		
To:		

Manager Chris Bailey

chris.bailey@craven.k12.nc.us

Other

DWS

Reg. Operations Dir.:

Karl Zurl

OfficePhone

910-251-5777

Email

karl.zurl@nccommerce.com

Analyst(s)

Bridget Stubblefield

M	8:00 - 5:00 pm	Y
T	8:00 - 5:00 pm	Y
W	8:00 - 5:00 pm	Y
Th	8:00 - 5:00 pm	Y
F	8:00 - 5:00 pm	Y

6500

NCWorks Career Center - Craven County

2836 Neuse Boulevard
New Bern 28560 Craven

Phone (252) 514-4828

Fax (252) 514-4840

Certification Status

Certified		Tier 1
From	September	2014
To:	September	2016

Manager Joy Hudson

joy.hudson@nccommerce.com

Other

DWS

Reg. Operations Dir.:

Karl Zurl

OfficePhone

910-251-5777

Email

karl.zurl@nccommerce.com

Analyst(s)

Bridget Stubblefield

M	8:00 - 4:30 pm	A, DW, Y
T	8:00 - 4:30 pm	A, DW, Y
W	8:00 - 4:30 pm	A, DW, Y
Th	8:00 - 4:30 pm	A, DW, Y
F	8:00 - 4:30 pm	A, DW, Y

3500

NCWorks Career Center - Cumberland County

414 Ray Avenue
Fayetteville 28301 Cumberland
Phone (910) 486-1010
Fax (910) 484-5155

Manager Laura Webster lwebster@co.cumberland.nc.us
Other Carl Mitchell
DWS Josephus Thompson josephus.thompson@nccommerce.co

Reg. Operations Dir.: John Lowery
OfficePhone 910-618-5500
Email john.lowery@nccommerce.com

Analyst(s) Lisa Slayton

M	8:00 - 4:30 pm	A, DW, Y
T	8:00 - 4:30 pm	A, DW, Y
W	8:00 - 4:30 pm	A, DW, Y
Th	8:00 - 1:0 pm	A, DW, Y
F	8:00 - 4:30 pm	A, DW, Y

Certification Status

Certified	Tier 1
From January 2016	
To: January 2018	

0594

Currituck County DSS

2793 Caratoke Highway
Currituck 27929 Currituck
Phone (252) 232-3083
Fax

Manager
Other Kisha Kalicharan amiller@accog.org
DWS

Reg. Operations Dir.: Larry Donley
OfficePhone 252-355-9067
Email larry.donley@nccommerce.com

Analyst(s) Alicia Clark

M		
T		
W	8:30 - 5:00 pm	Y
Th		
F		

Every other Wednesday - By appointment only

Certification Status

From	
To:	

0596

College of the Albemarle, Dare Campus

132 Russell Twiford Road
Manteo 27954 Dare
Phone (252) 312-6852
Fax

Manager
Other Rachel Clipston amiller@accog.org
DWS

Reg. Operations Dir.: Larry Donley
OfficePhone 252-355-9067
Email larry.donley@nccommerce.com

Analyst(s) Alicia Clark

M		
T		
W	8:30 - 5:00 pm	A, DW, Y
Th		
F		

Every other Wednesday - By appointment only

Certification Status

From	
To:	

6700

NCWorks Career Center - Dare County

2522 South Croatan Highway, PO Box 757
Nags Head 27959 Dare

Phone (252) 480-3500

Fax 252-480-0121

Certification Status	Certified	Tier 1	
	From	October	2014
	To:	October	2016

Manager Kenny Kee

kenny.kee@nccommerce.com

Other

liz.gottermeyer@nccommerce.com

DWS

Reg. Operations Dir.:

Larry Donley

OfficePhone

252-355-9067

Email

larry.donley@nccommerce.com

Analyst(s)

Alicia Clark

M	8:30 - 5:00 pm	A, DW, Y
T	8:30 - 5:00 pm	A;DW;Y
W	8:30 - 5:00 pm	
Th	8:30 - 5:00 pm	A;DW;Y
F	8:30 - 5:00 pm	A;DW

0390

NCWorks Career Center - Davidson County Thomasville

211 West Colonial Drive, Suite 119
Thomasville 27360 Davidson

Phone (336) 474-2655

Fax (336) 474-1015

Certification Status	Certified	Tier 1	
	From	July	2014
	To:	July	2016

Manager Cris Waugh

crystal.waugh@davidsoncountync.gov

Other

DWS Edwin Davis

edwin.davis@nccommerce.com

Reg. Operations Dir.:

Caroline Brigmon

OfficePhone

336-932-0393

Email

caroline.brigmon@nccommerce.com

Analyst(s)

Alan Wagner

Teresa Boone

M	8:00 - 5:00 pm	A, DW, Y
T	8:00 - 5:00 pm	A, DW, Y
W	8:00 - 5:00 pm	A, DW, Y
Th	8:00 - 5:00 pm	A, DW, Y
F	8:00 - 5:00 pm	A, DW, Y

0391

NCWorks Career Center - Davidson County Lexington

220 East First Avenue Extension, Suite 10
Lexington 27292 Davidson

Phone (336) 242-2065

Fax (336) 236-7522

Certification Status	Certified	Tier 1	
	From	June	2015
	To:	June	2017

Manager Beth Mitchell

beth.mitchell@davidsoncountync.com

Other

DWS Edwin Davis

edwin.davis@nccommerce.com

Reg. Operations Dir.:

Caroline Brigmon

OfficePhone

336-932-0393

Email

caroline.brigmon@nccommerce.com

Analyst(s)

Alan Wagner

Teresa Boone

M	8:00 - 5:00 pm	A, DW, Y
T	8:00 - 5:00 pm	A, DW, Y
W	8:00 - 5:00 pm	A, DW, Y
Th	8:00 - 5:00 pm	A, DW, Y
F	8:00 - 5:00 pm	A, DW, Y

0473

Davie County eLink Davidson County Community College

1205 Salisbury Road
Mocksville 27028 Davie

Phone (336) 751-2885

Fax

Manager Deon Carter dlcarter@goodwillnwc.org
Other Traci Crisco trisco1205@davidsonccc.edu
DWS

Reg. Operations Dir.: Caroline Brigmon
OfficePhone 336-932-0393
Email caroline.brigmon@ncommerce.com

Analyst(s) Alan Wagner
Teresa Boone

M	8:00 - 5:00 pm	Y
T	8:00 - 5:00 pm	Y
W	8:00 - 5:00 pm	Y
Th	8:00 - 5:00 pm	Y
F	8:00 - 5:00 pm	Y

Certification Status

From _____
To:

5800

Davie County Library

371 North Main Street
Mocksville 27028 Davie

Phone (336) 753-6030

Fax (336) 751-1370

Manager
Other Jackie Williams jacqueline.williams@rescare.com
DWS Sandra Rosario sandra.rosario@ncommerce.com

Reg. Operations Dir.: Caroline Brigmon
OfficePhone 336-932-0393
Email caroline.brigmon@ncommerce.com

Analyst(s) Alan Wagner
Teresa Boone

M		
T		
W	9:00 - 4:30 pm	A;DW
Th	9:00 - 4:30 pm	A;DW
F		

Certification Status

From _____
To:

4700

NCWorks Career Center - Duplin County

192 Magnolia Extension, PO Box 459
Kenansville 28349 Duplin

Phone (910) 296-1478

Fax (910) 296-1005

Manager Jennifer Polk jennifer.polk@ncommerce.com
Other
DWS

Reg. Operations Dir.: Karl Zurl
OfficePhone 910-251-5777
Email karl.zurl@ncommerce.com

Analyst(s) Bridget Stubblefield

M	8:30 - 5:00 pm	A, DW, Y
T	8:30 - 5:00 pm	A, DW, Y
W	8:30 - 5:00 pm	A, DW, Y
Th	8:30 - 5:00 pm	A, DW, Y
F	8:30 - 5:00 pm	A, DW, Y

Certification Status

Certified	Tier 1
From August 2014	
To: August 2016	

3000

NCWorks Career Center - Durham County

1105 South Briggs Avenue
Durham 27703 Durham
Phone (919) 560-6880
Fax (919) 560-3388

Manager Anthony Rogers arogers@edsolutions.com

Other

DWS Chip Wood chip.wood@nccommerce.com

Reg. Operations Dir.: Michelle Muir

OfficePhone 919-272-5416

Email michelle.muir@nccommerce.com

Analyst(s) Darrin Ballard

Sarah Stone

Certification Status

Certified		Tier 1
From	February	2015
To:	February	2017

M	8:30 - 5:00 pm	A;DW
T	8:30 - 5:00 pm	A;DW
W	8:30 - 5:00 pm	A, DW, Y
Th	8:30 - 5:00 pm	A;DW
F	8:30 - 1:00 pm	A;DW

7600

NCWorks Career Center- Edgecombe/Nash County

110 Fountain Park Drive, A-2
Battleboro 27809 Edgecomb
Phone (252) 977-3306
Fax (252) 446-2720

Manager Diane C. Thomas diane.c.thomas@nccommerce.com

Other

DWS

Reg. Operations Dir.: Michelle Muir

OfficePhone 919-272-5416

Email michelle.muir@nccommerce.com

Analyst(s) Darrin Ballard

Sarah Stone

Certification Status

Certified		Tier 1
From	July	2014
To:	July	2016

M	8:30 - 5:00 pm	A, DW, Y
T	8:30 - 5:00 pm	A, DW, Y
W	8:30 - 5:00 pm	A, DW, Y
Th	8:30 - 5:00 pm	A, DW, Y
F	8:30 - 5:00 pm	A, DW, Y

Closes the last Thursday of each month at 12 noon

0471

Forsyth County eLink Goodwill Industries of Northwest North Carolina

2701 University Parkway
Winston Salem 27105 Forsyth
Phone (336) 724-3625
Fax

Manager Deon Carter dlcarter@goodwillnwc.org

Other Cherese Smith csmith@goodwillnwc.org

DWS

Reg. Operations Dir.: Caroline Brigmon

OfficePhone 336-932-0393

Email caroline.brigmon@nccommerce.com

Analyst(s) Alan Wagner

Teresa Boone

Certification Status

From		
To:		

M	8:00 - 5:00 pm	Y
T	8:00 - 5:00 pm	Y
W	8:00 - 5:00 pm	Y
Th	8:00 - 5:00 pm	Y
F	8:00 - 5:00 pm	Y

NCWorks Career Center- Forsyth County

450 West Hanes Mill Road, Suite 101
 Winston Salem 27105 Forsyth
 Phone (336) 776-6720
 Fax (336) 776-6816

Certification Status

Certified		Tier 1
From	December	2015
To:	December	2017

Manager Tony Mizzi tony.mizzi@nccommerce.com
 Other Lisa Lamb lisa.lamb@nccommerce.com
 DWS

Reg. Operations Dir.: Caroline Brigmon
 OfficePhone 336-932-0393
 Email caroline.brigmon@nccommerce.com
 Analyst(s) Alan Wagner
 Teresa Boone

M	8:30 - 5:00 pm	A;DW
T	8:30 - 5:00 pm	A;DW
W	8:30 - 5:00 pm	A;DW
Th	8:30 - 5:00 pm	A;DW
F	8:30 - 12:00 noon	A;DW

Franklin County Workforce Center

101 N. Main Street, Ste. 201
 Louisburg 27549 Franklin
 Phone (919) 340-2279
 Fax (919) 340-2570

Certification Status

From		
To:		

Manager Monica Satterwhite monica.satterwhite@nccommerce.com
 Other Patricia Yarborough patricia.yarborough@nccommerce.com
 DWS

Reg. Operations Dir.: Michelle Muir
 OfficePhone 919-272-5416
 Email michelle.muir@nccommerce.com
 Analyst(s) Darrin Ballard
 Sarah Stone

M	8:30 - 5:00 pm	A;DW
T	8:30 - 5:00 pm	A;DW
W	8:30 - 5:00 pm	A;DW
Th	8:30 - 5:00 pm	A;DW
F	8:30 - 5:00 pm	A;DW

Closed from 12 noon - 1 pm for lunch

Gaston County Workforce Center - East

7220 Wilkinson Blvd, Harney Hall, Room 212
 Belmont 28012 Gaston
 Phone (704) 266-5005
 Fax (704) 266-5008

Certification Status

Not Certified		
From		
To:		

Manager Christen Robinson christen.robinson@ncworks.gov
 Other Sally Heglar sally.heglar@gastongov.com
 DWS

Reg. Operations Dir.: Ronne Grantham
 OfficePhone 828-853-5328
 Email veronica.grantham@nccommerce.com
 Analyst(s) Amy Pritchett
 Butch Robinson

M	8:00 - 12:00 pm	A;DW
T	8:00 - 12:00 pm	A;DW
W	8:00 - 12:00 pm	A;DW
Th	8:00 - 12:00 pm	A;DW
F		

0411

Gaston County Resource & Career Center - DHHS Social Services

330 Dr. Martin Luther King Jr. Way
Gastonia 28052 Gaston

Phone (704) 862-7964

Fax (704) 862-6757

Manager Christen Robinson christen.robinson@ncworks.gov

Other Sally Heglar sally.heglar@gastongov.com

DWS

Reg. Operations Dir.: Ronne Grantham

OfficePhone 828-853-5328

Email veronica.grantham@nccommerce.com

Analyst(s) Amy Pritchett

Butch Robinson

M	8:00 - 5:00 pm	A;DW
T	8:00 - 5:00 pm	A;DW
W	8:00 - 5:00 pm	A;DW
Th	8:00 - 5:00 pm	A;DW
F	8:00 - 1:00 pm	A;DW

Certification Status

From _____
To: _____

3800

NCWorks Career Center - Gaston County

1391 Bessemer City Road
Gastonia 28052 Gaston

Phone (704) 853-5328

Fax (704) 853-5303

Manager Claudette Argabrite claudette.argabrite@nccommerce.com

Other

DWS

Reg. Operations Dir.: Ronne Grantham

OfficePhone 828-853-5328

Email veronica.grantham@nccommerce.com

Analyst(s) Amy Pritchett

Butch Robinson

M	8:00 - 4:30 pm	A, DW, Y
T	8:00 - 4:30 pm	A, DW, Y
W	8:00 - 4:30 pm	A, DW, Y
Th	8:00 - 4:30 pm	A, DW, Y
F	8:00 - 1:00 pm	A, DW, Y

Certification Status

Certified	Tier 1
From December 2014	
To: December 2016	

0593

Gates County DSS

122 Main Street
Gatesville 27938 Gates

Phone (252) 357-1033

Fax

Manager

Other Annette Barnes abarnes@accog.org

DWS

Reg. Operations Dir.: Larry Donley

OfficePhone 252-355-9067

Email larry.donley@nccommerce.com

Analyst(s) Alicia Clark

M		
T	8:30 - 5:00 pm	Y
W	8:30 - 5:00 pm	A, DW
Th		
F		

Certification Status

From _____
To: _____

0551

Graham County Workforce Center

145 Moose Branch Road
Robbinsville 28771 Graham
Phone (828) 837-7407
Fax

Manager Pam Dickey pam.dickey@ncommerce.com

Other

DWS

Reg. Operations Dir.: Tim Mathis

OfficePhone 828-286-3042

Email tim.mathis@ncommerce.com

Analyst(s) Chris Silvers

M		A;DW
T		
W	- 12 noon; 1:00 -	A;DW
Th		
F		

Certification Status

From _____
To:

6900

NCWorks Career Center - Granville County

111 Hilltop Village
Oxford 27565 Granville
Phone (919) 693-2686
Fax

Manager Monica Satterwhite monica.satterwhite@ncommerce.com

Other

DWS

Reg. Operations Dir.: Michelle Muir

OfficePhone 919-272-5416

Email michelle.muir@ncommerce.com

Analyst(s) Darrin Ballard

Sarah Stone

M	8:30 - 5:00 pm	A;DW
T	8:30 - 5:00 pm	A;DW
W	8:30 - 5:00 pm	A;DW
Th	8:30 - 5:00 pm	A;DW
F	8:30 - 5:00 pm	A;DW

Certification Status

Certified Tier 1
From April 2014
To: November 2016

0401

Greene County Workforce Center

818 Highway 91 North
Snow Hill 28580 Greene
Phone (252) 747-3434
Fax (252) 747-3839

Manager Ika Grant idgrant63@lenoircc.edu

Other

DWS

Reg. Operations Dir.: Karl Zurl

OfficePhone 910-251-5777

Email karl.zurl@ncommerce.com

Analyst(s) Bridget Stubblefield

M	8:30 - 5:00 pm	A;DW
T		
W	8:30 - 5:00 pm	A;DW
Th		
F		

Certification Status

From _____
To:

4000

NCWorks Career Center- Guilford County

2301 West Meadowview Drive
Greensboro 27406 Guilford
Phone (336) 297-9444
Fax (336) 315-4945

Certification Status	Certified	Tier 1	
	From	March	2015
	To:	March	2017

Manager Calvin Bell charles.diggs@nccommerce.com
Other
DWS calvin.bell@nccommerce.com

Reg. Operations Dir.: Caroline Brigmon
OfficePhone 336-932-0393
Email caroline.brigmon@nccommerce.com

Analyst(s) Alan Wagner
Teresa Boone

M	8:30 - 5:00 pm	A, DW, Y
T	8:30 - 5:00 pm	A, DW, Y
W	8:30 - 7:00 pm	A, DW, Y
Th	8:30 - 5:00 pm	A, DW, Y
F	8:30 - 2:00 pm	A, DW, Y

4500

NCWorks Career Center- High Point

607 Idol Street
High Point 27262 Guilford
Phone (336) 882-4141
Fax (336) 882-4142

Certification Status	Certified	Tier 1	
	From	July	2014
	To:	June	2016

Manager Matt Fowler matthew.fowler@ncworks.gov
Other
DWS Ikel Williams ikel.williams@nccommerce.com

Reg. Operations Dir.: Caroline Brigmon
OfficePhone 336-932-0393
Email caroline.brigmon@nccommerce.com

Analyst(s) Alan Wagner
Teresa Boone

M	8:30 - 5:00 pm	A, DW, Y
T	8:30 - 5:00 pm	A, DW, Y
W	8:30 - 7:00 pm	A, DW, Y
Th	8:30 - 5:00 pm	A, DW, Y
F	8:30 - 2:00 pm	A, DW, Y

Dec. 6 - 29 M-Th 8:30 am - 5 pm;
F 8:30 am - 2 pm

7400

NCWorks Career Center - Halifax/Northampton County

1620 East 10th Street, Suite 101
Roanoke Rapids 27870 Halifax
Phone (252) 537-4188
Fax (252) 535-7943

Certification Status	Certified	Tier 1	
	From	April	2015
	To:	April	2017

Manager Taylor Hawkins taylor.hawkins@nccommerce.com
Other ismith142@halifaxcc.edu
DWS

Reg. Operations Dir.: Larry Donley
OfficePhone 252-355-9067
Email larry.donley@nccommerce.com

Analyst(s) Alicia Clark

M	8:30 - 5:00 pm	A;DW
T	8:30 - 5:00 pm	A;DW
W	8:30 - 5:00 pm	A;DW
Th	8:30 - 5:00 pm	A;DW
F	8:30 - 5:00 pm	A;DW

Closes the last Thursday of each month at 12 noon

02900

**Harnett County Career Center Affiliate -
Dunn**

214 W. Edgerton Street
Dunn 28334 Harnett
Phone (910) 891-2915
Fax (910) 891-2918

Certification Status	Not Certified
	From _____
	To: _____

Manager
Other
DWS Dave Taylor

Reg. Operations Dir.: Michelle Muir
OfficePhone 919-272-5416
Email michelle.muir@nccommerce.com
Analyst(s) Darrin Ballard
Sarah Stone

M	8:30 - 5:00 pm	
T	8:30 - 5:00 pm	
W	8:30 - 5:00 pm	
Th	8:30 - 5:00 pm	
F	8:30 - 5:00 pm	

0600

**Harnett County Workforce Center -
Lillington**

1137 East Cornelius Harnett Boulevard
Lillington 27546 Harnett
Phone (910) 814-4042
Fax (910) 814-4046

Certification Status	From _____
	To: _____

Manager Charlotte Leach cleach@harnett.org
Other
DWS

Reg. Operations Dir.: Michelle Muir
OfficePhone 919-272-5416
Email michelle.muir@nccommerce.com
Analyst(s) Darrin Ballard
Sarah Stone

M	8:00 - 5:00 pm	A, DW, Y
T	8:00 - 5:00 pm	A, DW, Y
W	8:00 - 5:00 pm	A, DW, Y
Th	8:00 - 5:00 pm	A, DW, Y
F	7:00 - 3:30 pm	A, DW, Y

9200

NCWorks Career Center- Haywood County

1170 North Main Street
Waynesville 28786 Haywood
Phone (828) 456-6061
Fax (828) 452-1430

Certification Status	Certified	Tier 1
	From February 2014	
	To: August 2016	

Manager Dale West dale.west@nccommerce.com
Other Lisa Morris lisa.morris@nccommerce.com
DWS

Reg. Operations Dir.: Tim Mathis
OfficePhone 828-286-3042
Email tim.mathis@nccommerce.com
Analyst(s) Chris Silvers

M	8:30 - 5:00 pm	A, DW, Y
T	8:30 - 5:00 pm	A, DW, Y
W	8:30 - 5:00 pm	A, DW, Y
Th	8:30 - 5:00 pm	A, DW, Y
F	8:30 - 12 noon	A, DW, Y

0610

NCWorks Career Center- Henderson County

180 West Campus Drive, BRCC, CE Building
Flat Rock 28731 Henderson

Phone (828) 694-1755

Fax (828) 694-1698

Certification Status	Certified	Tier 1
	From February	2015
	To: February	2017

Manager Scott Adams sd_adams@blueridge.edu

Other

DWS

Reg. Operations Dir.: Tim Mathis

OfficePhone 828-286-3042

Email tim.mathis@nccommerce.com

Analyst(s) Chris Silvers

M	8:00 - 6:00 pm	A;DW
T	8:00 - 6:00 pm	A;DW
W	8:00 - 6:00 pm	A;DW
Th	8:00 - 6:00 pm	A;DW
F	8:00 - 4:30 pm	A;DW

1400

NCWorks Career Center - Hertford County

109 Community College Road, Bldg B, Rm 135
Ahoskie 27910 Hertford

Phone (252) 862-1257

Fax (252) 862-1270

Certification Status	Certified	Tier 1
	From March	2015
	To: March	2017

Manager Ja'Queta Pugh-Stevenson ichoggard7059@roanikechowan.edu

Other

DWS Tamara Cumbo tamara.cumbo@nccommerce.com

Reg. Operations Dir.: Larry Donley

OfficePhone 252-355-9067

Email larry.donley@nccommerce.com

Analyst(s) Alicia Clark

M	8:00 - 5:00 pm	A, DW, Y
T	8:00 - 5:00 pm	A, DW, Y
W	8:00 - 5:00 pm	A, DW, Y
Th	8:00 - 5:00 pm	A, DW, Y
F	8:00 - 5:00 pm	A, DW, Y

Closes the 2nd Friday of each month at 12 noon

7100

NCWorks Career Center - Hoke County

304 Birch Street
Raeford 28376 Hoke

Phone (910) 875-5059

Fax (910) 875-2125

Certification Status	Certified	Tier 1
	From November	2014
	To: November	2016

Manager Regina Smalls regina.smalls@nccommerce.com

Other

DWS

Reg. Operations Dir.: John Lowery

OfficePhone 910-618-5500

Email john.lowery@nccommerce.com

Analyst(s) Lisa Slayton

M	8:30 - 5:00 pm	A;DW
T	8:30 - 5:00 pm	A;DW
W	8:30 - 5:00 pm	A;DW
Th	8:30 - 5:00 pm	A;DW
F	8:30 - 5:00 pm	A;DW

Closes from 12:30 - 1:30 for lunch

0599

Hyde County Government Building

30 Oyster Creek Road
Swan Quarter 27885 Hyde
Phone (252) 312-6859
Fax

Manager
Other Phillip Holloway pholloway@accog.org
DWS

Reg. Operations Dir.: Larry Donley
OfficePhone 252-355-9067
Email larry.donley@ncommerce.com
Analyst(s) Alicia Clark

M	8:30 - 5:00 pm	A,DW,Y
T		
W		
Th		
F	8:30 - 5:00 pm	A, DW, Y

By appointment only

Certification Status

From _____
To:

0361

NCWorks Career Center - Iredell County/Mooresville

532 Patterson Avenue, Suite 170
Mooresville 28115 Iredell
Phone (704) 360-8067
Fax (704) 360-8098

Manager Sylvia Jones sylvia.jones@rescare.com
Other Ken McCoy kenneth.mccoy@rescare.com
DWS

Reg. Operations Dir.: Ronne Grantham
OfficePhone 828-853-5328
Email veronica.grantham@ncommerce.com
Analyst(s) Amy Pritchett
Butch Robinson

M	8:00 - 4:30 pm	A, DW, Y
T	8:00 - 4:30 pm	A;DW;Y
W	8:00 - 4:30 pm	A;DW;Y
Th	8:00 - 4:30 pm	A;DW;Y
F	8:00 - 4:30 pm	A;DW;Y

Closes the 3rd Friday of each month at 12 noon

Certification Status

Certified Tier 1
From July 2015
To: July 2017

8400

NCWorks Career Center - Iredell County/Statesville

133 Island Ford Road
Statesville 28625 Iredell
Phone (704) 878-4241
Fax (704) 878-3278

Manager Karen Adams McIntosh karen.adams@ncommerce.com
Other Mary Haigwood mary.haigwood@ncommerce.com
DWS

Reg. Operations Dir.: Ronne Grantham
OfficePhone 828-853-5328
Email veronica.grantham@ncommerce.com
Analyst(s) Amy Pritchett
Butch Robinson

M	8:00 - 4:30 pm	A,DW,Y
T	8:00 - 4:30 pm	A,DW,Y
W	8:00 - 4:30 pm	A,DW,Y
Th	8:00 - 4:30 pm	A,DW,Y
F	8:00 - 4:30 pm	A,DW,Y

Closes the 2nd Friday of each month at 12 noon

Certification Status

Certified Tier 1
From July 2014
To: July 2016

8500

NCWorks Career Center- Jackson County

26 Ridgeway Street, Suite 2, PO Box 1014
 Sylva 28779 Jackson
 Phone (828) 586-4063
 Fax (828) 586-3041

Manager Dale West dale.west@nccommerce.com

Other

DWS

Reg. Operations Dir.: Tim Mathis

OfficePhone 828-286-3042

Email tim.mathis@nccommerce.com

Analyst(s) Chris Silvers

M	8:30 - 4:30 pm	A, DW, Y
T		
W	8:30 - 4:30 pm	A, DW, Y
Th		
F		

Closes from 12 noon - 1 pm for lunch

Certification Status	Certified	Tier 2
	From December	2015
	To: December	2017

0340

Capital Area Young Adult Career Center - JCI

912 N. Brightleaf Blvd.
 Smithfield 27577 Johnston
 Phone (919) 934-1029
 Fax (919) 934-1619

Manager Taylor Kirks taylor.kirks@jcindustries.com

Other

DWS

Reg. Operations Dir.: Michelle Muir

OfficePhone 919-272-5416

Email michelle.muir@nccommerce.com

Analyst(s) Darrin Ballard

Sarah Stone

M	8:00 - 4:00 pm	Y
T	8:00 - 4:00 pm	Y
W	8:00 - 4:00 pm	Y
Th	8:00 - 4:00 pm	Y
F	8:00 - 4:00 pm	Y

Certification Status	Not Certified	
	From	
	To:	

8200

NCWorks Career Center - Johnston County

8998 US Highway 70 Business West, Suite 100
 Clayton 27520 Johnston
 Phone (919) 553-0953
 Fax (919) 553-0979

Manager Sonja Godsey sonja.godsey@rescare.com

Other

DWS Renee Hinton renee.hinton@nccommerce.com

Reg. Operations Dir.: Michelle Muir

OfficePhone 919-272-5416

Email michelle.muir@nccommerce.com

Analyst(s) Darrin Ballard

Sarah Stone

M	8:30 - 5:00 pm	A;DW
T	8:30 - 7:00 pm	A;DW
W	8:30 - 5:00 pm	A;DW
Th	8:30 - 5:00 pm	A;DW
F	8:30 - 2:00 pm	A;DW

Certification Status	Certified	Tier 1
	From December	2014
	To: December	2017

0402

Jones County Affiliate Workforce Center

509 Highway 58 North
Trenton 28585 Jones
Phone (252) 448-5021
Fax (252) 448-1424

Manager Deshay Becton dbecton89@lenoircc.edu

Other

DWS

Reg. Operations Dir.: Karl Zurl

OfficePhone 910-251-5777

Email karl.zurl@nccommerce.com

Analyst(s) Bridget Stubblefield

M	8:00 - 5:00 pm	A;DW
T	8:00 - 5:00 pm	A;DW
W	8:00 - 5:00 pm	A;DW
Th	8:00 - 5:00 pm	A;DW
F	8:00 - 3:00 pm	A;DW

Certification Status

From _____
To:

0407

Jones County Schools - In-School Youth

320 West Jones Street
Trenton 28585 Jones
Phone (252) 448-2531
Fax (252) 448-1394

Manager Otis Smallwood otis.smallwood@jonesnc.net

Other

DWS

Reg. Operations Dir.: Karl Zurl

OfficePhone 910-251-5777

Email karl.zurl@nccommerce.com

Analyst(s) Bridget Stubblefield

M	8:00 - 5:00 pm	Y
T	8:00 - 5:00 pm	Y
W	8:00 - 5:00 pm	Y
Th	8:00 - 5:00 pm	Y
F	8:00 - 5:00 pm	Y

Certification Status

From _____
To:

0602

JCI Youth Workforce Development Services of Lee County

811 N. Horner Blvd
Sanford 27330 Lee
Phone (919) 292-1701
Fax

Manager Latasha Chestnutt latasha.chestnutt@jcindustries.com

Other

DWS

Reg. Operations Dir.: Michelle Muir

OfficePhone 919-272-5416

Email michelle.muir@nccommerce.com

Analyst(s) Darrin Ballard

Sarah Stone

M	8:30 - 4:30 pm	Y
T	8:30 - 4:30 pm	Y
W	8:30 - 4:30 pm	Y
Th	8:30 - 4:30 pm	Y
F	8:30 - 4:30 pm	Y

Certification Status

From _____
To:

7900

NCWorks Career Center- Lee County

1909 Lee Avenue
Sanford 27330 Lee
Phone (919) 775-2241
Fax (919) 775-2241

Certification Status	Certified	Tier 1
	From May	2014
	To: November	2016

Manager Sarah Stone sarah.stone@nccommerce.com
 Other Pamela Glover pamela.glover@ncworks.gov
 DWS
 Reg. Operations Dir.: Michelle Muir
 OfficePhone 919-272-5416
 Email michelle.muir@nccommerce.com
 Analyst(s) Darrin Ballard
 Sarah Stone

M	8:30 - 5:00 pm	A;DW
T	8:30 - 5:00 pm	A;DW
W	8:30 - 5:00 pm	A;DW
Th	8:30 - 5:00 pm	A;DW
F	8:30 - 5:00 pm	A;DW

4900

NCWorks Career Center - Lenoir County

231 Highway 58 South, PO Box 822
Kinston 28502 Lenoir
Phone (252) 775-6021
Fax (252) 527-2109

Certification Status	Certified	Tier 1
	From February	2015
	To: February	2017

Manager Samara Taft staft27@lenoircc.edu
 Other
 DWS Renee Sutton rbsutton25@lenoircc.edu
 Reg. Operations Dir.: Karl Zurl
 OfficePhone 910-251-5777
 Email karl.zurl@nccommerce.com
 Analyst(s) Bridget Stubblefield

M	8:00 - 5:00 pm	A, DW, Y
T	8:00 - 5:00 pm	A, DW, Y
W	8:00 - 5:00 pm	A, DW, Y
Th	8:00 - 5:00 pm	A, DW, Y
F	8:00 - 5:00 pm	A, DW, Y

5300

NCWorks Career Center - Lincoln County

529 North Aspen Street
Lincolnton 28092 Lincoln
Phone (704) 735-8035
Fax (704) 732-1140

Certification Status	Certified	Tier 1
	From November	2014
	To: November	2016

Manager Anthony Simpson anthony.simpson@nccommerce.com
 Other Ken McCoy kenneth.mccoy@rescare.com
 DWS
 Reg. Operations Dir.: Ronne Grantham
 OfficePhone 828-853-5328
 Email veronica.grantham@nccommerce.com
 Analyst(s) Amy Pritchett
 Butch Robinson

M	8:00 - 4:30 pm	A, DW, Y
T	8:00 - 4:30 pm	A, DW, Y
W	8:00 - 4:30 pm	A, DW, Y
Th	8:00 - 4:30 pm	A, DW, Y
F	8:00 - 4:30 pm	A, DW, Y

Closes the 2nd Tuesday of each month at 12 noon

3700

NCWorks Career Center - Macon County

5 West Main Street
Franklin 28734 Macon
Phone (828) 369-9534
Fax (828) 369-5156

Manager Dale West dale.west@nccommerce.com

Other

DWS

Reg. Operations Dir.: Tim Mathis

OfficePhone 828-286-3042

Email tim.mathis@nccommerce.com

Analyst(s) Chris Silvers

Certification Status	Certified	Tier 1
	From August	2014
	To: August	2016

M	8:30 - 5:00 pm	A;DW
T	8:30 - 5:00 pm	A, DW, Y
W	8:30 - 5:00 pm	A, DW, Y
Th	8:30 - 5:00 pm	A;DW
F	8:30 - 12 noon	A;DW

0611

Madison County Workforce Center

4646 Highway US 25/70, A-B Tech, Madison Campus
Marshall 28753 Madison
Phone (828) 782-2632
Fax

Manager Stacy Peek stacypeek@abtech.edu

Other

DWS

Reg. Operations Dir.: Tim Mathis

OfficePhone 828-286-3042

Email tim.mathis@nccommerce.com

Analyst(s) Chris Silvers

Certification Status	From	
	To:	

M	8:00 - 4:00 pm	A, DW, Y;V
T	8:00 - 4:00 pm	
W	8:00 - 4:00 pm	A, DW, Y;V
Th	8:00 - 6:00 pm	A, DW, Y;V
F	8:00 - 4:00 pm	A, DW, Y;V

9400

NCWorks Career Center - Martin County

407 East Boulevard
Williamston 27892 Martin
Phone (252) 792-7816
Fax (252) 792-2479

Manager Krista Wood krista.wood@nccommerce.com

Other Ann Williams ann.j.williams@nccommerce.com

DWS

Reg. Operations Dir.: Larry Donley

OfficePhone 252-355-9067

Email larry.donley@nccommerce.com

Analyst(s) Alicia Clark

Certification Status	Certified	Tier 1
	From March	2015
	To: March	2017

M	8:30 - 5:00 pm	A, DW, Y
T	8:30 - 5:00 pm	A, DW, Y
W	8:30 - 5:00 pm	A, DW, Y
Th	8:30 - 5:00 pm	A, DW, Y
F	8:30 - 5:00 pm	A, DW, Y

Closes the 2nd Friday of each month at 12 noon

5600

NCWorks Career Center - McDowell County

316 Baldwin Avenue
Marion 28752 McDowell
Phone (828) 659-6001
Fax (828) 659-8733

Manager William Caldwell william.caldwell@nccommerce.com
Other
DWS
Reg. Operations Dir.: Felicia Setzer
OfficePhone (828) 466-5535
Email felicia.setzer@nccommerce.com
Analyst(s) Brian Lane

M	8:00 - 5:00 pm	A, DW, Y
T	8:00 - 5:00 pm	A, DW, Y
W	8:00 - 5:00 pm	A, DW, Y
Th	8:00 - 5:00 pm	A, DW, Y
F	8:00 - 12 noon	A, DW, Y

Certification Status	Certified	Tier 1
	From	October 2014
	To:	October 2016

2600

NCWorks Career Center - Executive Center Dr.

5601 Executive Center Drive, Suite 100
Charlotte 28212 Mecklenburg
Phone (704) 566-2870
Fax (704) 566-2857

Manager Stephanie Lattimore stephanie.lattimore@nccommerce.com
Other Roderick Bassard roderick.bassard@nccommerce.com
DWS
Reg. Operations Dir.: Ronne Grantham
OfficePhone 828-853-5328
Email veronica.grantham@nccommerce.com
Analyst(s) Amy Pritchett
Butch Robinson

M	8:00 - 4:30 pm	A;DW
T	8:00 - 4:30 pm	A;DW
W	8:00 - 4:30 pm	A;DW
Th	8:00 - 4:30 pm	A;DW
F	8:00 - 4:30 pm	A;DW

Certification Status	Certified	Tier 1
	From	December 2014
	To:	December 2016

2610

NCWorks Career Center - Forest Point Blvd.

7140 Forest Point Boulevard, Suite A
Charlotte 28217 Mecklenburg
Phone (704) 565-6865
Fax (704) 565-6874

Manager Annisa Morton annisa.morton@nccommerce.com
Other
DWS
Reg. Operations Dir.: Ronne Grantham
OfficePhone 828-853-5328
Email veronica.grantham@nccommerce.com
Analyst(s) Amy Pritchett
Butch Robinson

M	8:00 - 4:30 pm	A;DW
T	8:00 - 4:30 pm	A;DW
W	8:00 - 4:30 pm	A;DW
Th	8:00 - 4:30 pm	A;DW
F	8:00 - 4:30 pm	A;DW

Certification Status	Certified	Tier 1
	From	December 2014
	To:	December 2016

8300

NCWorks Career Center - Mitchell County

200 Mayland Drive, PO Box 827
Spruce Pine 28777 Mitchell
Phone (828) 766-1195
Fax (828) 766-1195

Manager Pam Wilson pam.wilson@nccommerce.com

Other

DWS Anita Lowe anita.lowe@nccommerce.com

Reg. Operations Dir.: Felicia Setzer

OfficePhone (828) 466-5535

Email felicia.setzer@nccommerce.com

Analyst(s) Brian Lane

Certification Status	Certified	Tier 2
	From April 2015	
	To: April 2017	

M	8:00 - 5:00 pm	A, DW, Y
T		
W	8:00 - 5:00 pm	A, DW, Y
Th		
F		

Closed from 12 noon to 1 pm for lunch

8800

NCWorks Career Center - Montgomery County

1011 Page Street
Troy 27371 Montgomery
Phone (910) 898-9669
Fax (910) 576-5162

Manager Russell Ingram ingramr6381@montgomery.edu

Other

DWS

Reg. Operations Dir.: John Lowery

OfficePhone 910-618-5500

Email john.lowery@nccommerce.com

Analyst(s) Lisa Slayton

Certification Status	Certified	Tier 1
	From November 2014	
	To: November 2016	

M	8:30 - 5:00 pm	A, DW, Y
T	8:30 - 5:00 pm	A, DW, Y
W	8:30 - 5:00 pm	A, DW, Y
Th	8:30 - 5:00 pm	A, DW, Y
F	8:30 - 5:00 pm	A, DW, Y

9700

NCWorks Career Center - Moore County

245 Shepard Trail
Aberdeen 28315 Moore
Phone (910) 944-7697
Fax (910) 944-7937

Manager Pamela Alsobrook pamela.alsobrook@nccommerce.com

Other Jerry McQueen jerrymcqueen@rccsc.org

DWS

Reg. Operations Dir.: John Lowery

OfficePhone 910-618-5500

Email john.lowery@nccommerce.com

Analyst(s) Lisa Slayton

Certification Status	Certified	Tier 1
	From November 2014	
	To: November 2016	

M	8:30 - 5:00 pm	A, DW, Y
T	8:30 - 5:00 pm	A, DW, Y
W	8:30 - 5:00 pm	A, DW, Y
Th	8:30 - 5:00 pm	A, DW, Y
F	8:30 - 5:00 pm	A, DW, Y

9500

New Hanover County Workforce Center

1994 S. 17th Street
Wilmington 28401 New Hanover
Phone (910) 251-5777
Fax (910) 251-5795

Manager Lois Smith lois.j.smith@nccommerce.com
Other
DWS
Reg. Operations Dir.: Karl Zurl
OfficePhone 910-251-5777
Email karl.zurl@nccommerce.com
Analyst(s) Bridget Stubblefield

M	8:00 - 4:30 pm	A, DW, Y
T	8:00 - 4:30 pm	A, DW, Y
W	8:00 - 4:30 pm	A, DW, Y
Th	8:00 - 4:30 pm	A, DW, Y
F	8:00 - 4:30 pm	A, DW, Y

Certification Status	Not Certified
	From _____
	To: _____

0408

Coastal Carolina Community College - Out-of-School Youth

444 Western Boulevard
Jacksonville 28546 Onslow
Phone (910) 938-6850
Fax (910) 938-6881

Manager Linda Marrama marramal@coastalcarolina.edu
Other
DWS
Reg. Operations Dir.: Karl Zurl
OfficePhone 910-251-5777
Email karl.zurl@nccommerce.com
Analyst(s) Bridget Stubblefield

M	8:00 - 5:00 pm	Y
T	8:00 - 5:00 pm	Y
W	8:00 - 5:00 pm	Y
Th	8:00 - 5:00 pm	Y
F	8:00 - 5:00 pm	Y

Certification Status	From _____
	To: _____

0409

Onslow County Schools - In-School Youth

200 Broadhurst Road
Jacksonville 28540 Onslow
Phone (910) 455-2211
Fax (910) 455-0343

Manager Francisca Gray francisca.gray@onslow.k12.nc.us
Other
DWS
Reg. Operations Dir.: Karl Zurl
OfficePhone 910-251-5777
Email karl.zurl@nccommerce.com
Analyst(s) Bridget Stubblefield

M	8:00 - 5:00 pm	Y
T	8:00 - 5:00 pm	Y
W	8:00 - 5:00 pm	Y
Th	8:00 - 5:00 pm	Y
F	8:00 - 5:00 pm	Y

Certification Status	From _____
	To: _____

NCWorks Career Center - Onslow County

461 Western Boulevard #106
 Jacksonville 28546 Onslow
 Phone (910) 347-2121
 Fax (910) 938-2583

Manager Lindsay Gress lindsay.gress@nccommerce.com

Other

DWS

Reg. Operations Dir.: Karl Zurl
 OfficePhone 910-251-5777

Email karl.zurl@nccommerce.com

Analyst(s) Bridget Stubblefield

M	8:30 - 5:00 pm	A;DW
T	8:30 - 5:00 pm	A;DW
W	8:30 - 5:00 pm	A;DW
Th	8:30 - 5:00 pm	A;DW
F	8:30 - 5:00 pm	A;DW

Certification Status	Certified	Tier 1
	From	September 2014
	To:	September 2016

Orange County - DSS

503 West Franklin Street
 Chapel Hill 27516 Orange
 Phone (919) 245-4335
 Fax (919) 969-3038

Manager Caraina Garris cgarris@orangecountync.gov

Other

DWS Lisa Arnette lisa.arnette@nccommerce.com

Reg. Operations Dir.: Caroline Brigmon
 OfficePhone 336-932-0393

Email caroline.brigmon@nccommerce.com

Analyst(s) Alan Wagner
 Teresa Boone

M	8:00 - 5:00 pm	Y
T	8:00 - 5:00 pm	Y
W	8:00 - 5:00 pm	Y
Th	8:00 - 5:00 pm	Y
F	8:00 - 5:00 pm	Y

Certification Status	Not Certified	
	From	
	To:	

NCWorks Career Center - Orange County

503 West Franklin Street
 Chapel Hill 27516 Orange
 Phone (919) 245-4335
 Fax (919) 969-3038

Manager

Other

DWS Gilbert Lockhart gilbert.lockhart@nccommerce.com

Reg. Operations Dir.: Michelle Muir
 OfficePhone 919-272-5416

Email michelle.muir@nccommerce.com

Analyst(s) Darrin Ballard
 Sarah Stone

M	8:00 - 5:00 pm	A, DW, Y
T	8:00 - 5:00 pm	A, DW, Y
W	8:00 - 5:00 pm	A, DW, Y
Th	8:00 - 5:00 pm	A, DW, Y
F	8:00 - 5:00 pm	A, DW, Y

Certification Status	Certified	Tier 1
	From	December 2014
	To:	December 2016

0400

Pamlico County Workforce Center

705 Main Street, PO Box 598
 Bayboro 28515 Pamlico
 Phone (252) 745-9934
 Fax (252) 745-9935

Manager Eric Cedars ecedars@pamlicocc.edu

Other

DWS

Reg. Operations Dir.: Karl Zurl

OfficePhone 910-251-5777

Email karl.zurl@nccommerce.com

Analyst(s) Bridget Stubblefield

M	7:30 - 4:30 pm	A;DW
T	10:00 am - 7:00 pm	A;DW
W	7:30 - 4:30 pm	A;DW
Th	7:30 - 4:30 pm	A;DW
F	7:30 - 1:00 pm	A;DW

Certification Status

From

To:

0597

College of the Albemarle, Elizabeth City Campus

1208 North Road Street
 Elizabeth City 27909 Pasquotank
 Phone (252) 335-0821
 Fax

Manager

Other Kisha Kallicharan kkallicharan@albemarlecommission.org

DWS

Reg. Operations Dir.: Larry Donley

OfficePhone 252-355-9067

Email larry.donley@nccommerce.com

Analyst(s) Alicia Clark

M	8:30 - 5:00 pm	Y
T		
W	8:30 - 5:00 pm	Y
Th	8:30 - 5:00 pm	Y
F		

Certification Status

From

To:

3300

NCWorks Career Center - Pasquotank County

422 McArthur Drive
 Elizabeth City 27909 Pasquotank
 Phone (252) 331-4798
 Fax 252-331-4809

Manager Nannette Turner nannette.turner@nccommerce.com

Other marjorie.eckert@nccommerce.com

DWS

Reg. Operations Dir.: Larry Donley

OfficePhone 252-355-9067

Email larry.donley@nccommerce.com

Analyst(s) Alicia Clark

M	8:30 - 5:00 pm	A;DW
T	8:30 - 5:00 pm	A;DW
W	8:30 - 5:00 pm	A;DW
Th	8:30 - 5:00 pm	A;DW
F	8:30 - 5:00 pm	A, DW, Y

Closes the 3rd Friday of each month at 12 noon

Certification Status

Certified Tier 1

From October 2014

To: October 2016

2200

Pender County Workforce Center

904-A S. Walker Street
 Burgaw 28425 Pender
 Phone (910) 259-0240
 Fax (910) 259-0242

Manager Lois Smith

Other

DWS

Reg. Operations Dir.: Karl Zurl
 OfficePhone 910-251-5777
 Email karl.zurl@nccommerce.com

Analyst(s) Bridget Stubblefield

M	8:00 - 4:30 pm	A, DW, Y
T	8:00 - 4:30 pm	A, DW, Y
W	8:00 - 4:30 pm	A, DW, Y
Th	8:00 - 4:30 pm	A, DW, Y
F	8:00 - 4:30 pm	A, DW, Y

Certification Status	Not Certified
	From _____
	To: _____

0598

Albemarle Commission

512 South Church Street
 Hertford 27944 Perquimans
 Phone (252) 426-5753
 Fax

Manager

Other Kathy Nixon abarnes@accog.org

DWS

Reg. Operations Dir.: Larry Donley
 OfficePhone 252-355-9067
 Email larry.donley@nccommerce.com

Analyst(s) Alicia Clark

M	8:30 - 5:00 pm	A, DW
T		
W	8:30 - 5:00 pm	Y
Th		
F	8:30 - 5:00 pm	A, DW, Y

Certification Status	From _____
	To: _____

4100

NCWorks Career Center - Pitt County

3101 Bismarck Street
 Greenville 27834 Pitt
 Phone (252) 355-9067
 Fax (252) 355-9075

Manager Neal Anderson neal.anderson@nccommerce.com

Other Pam Dorsey pamela.dorsey@nccommerce.com

DWS

Reg. Operations Dir.: Larry Donley
 OfficePhone 252-355-9067
 Email larry.donley@nccommerce.com

Analyst(s) Alicia Clark

M	8:30 - 5:00 pm	A, DW, Y
T	8:30 - 5:00 pm	A, DW, Y
W	8:30 - 5:00 pm	A, DW, Y
Th	8:30 - 5:00 pm	A, DW, Y
F	8:30 - 5:00 pm	A, DW, Y

Closes the 2nd Friday of each month at 12 noon.

Certification Status	Certified	Tier 1
	From June 2014	
	To: December 2016	

1600

NCWorks Career Center - Randolph County

600 South Fayetteville Street
Asheboro 27203 Randolph

Phone (336) 625-5128

Fax (336) 625-2798

Manager Stephanie Pitts stephaniepitts@rccsc.393.org

Other

DWS

Reg. Operations Dir.:

Caroline Brigmon

OfficePhone

336-932-0393

Email

caroline.brigmon@nccommerce.com

Analyst(s)

Alan Wagner

Teresa Boone

M	8:30 - 5:00 pm	A, DW, Y
T	8:30 - 7:00 pm	A, DW, Y
W	8:30 - 5:00 pm	A, DW, Y
Th	8:30 - 5:00 pm	A, DW, Y
F	8:30 - 5:00 pm	A, DW, Y

Certification Status

Certified		Tier 1
From	October	2015
To:	October	2017

7500

NCWorks Career Center - Richmond County

115 W. Franklin Street
Rockingham 28379 Richmond

Phone (910) 997-9180

Fax (910) 997-9184

Manager Allison Melvin allison.melvin@nccommerce.com

Other

DWS

Reg. Operations Dir.:

John Lowery

OfficePhone

910-618-5500

Email

john.lowery@nccommerce.com

Analyst(s)

Lisa Slayton

M	8:00 - 4:30 pm	A;DW
T	8:00 - 4:30 pm	A;DW
W	8:00 - 4:30 pm	A;DW
Th	8:00 - 4:30 pm	A;DW
F	8:00 - 4:30 pm	A;DW

Certification Status

Certified		Tier 1
From	December	2014
To:	December	2016

5500

NCWorks Career Center - Robeson

289 Corporate Drive, Suite B
Lumberton 28358 Robeson

Phone (910) 618-5500

Fax (910) 618-5570

Manager Peggy Hunt Davis peggy.h.davis@nccommerce.com

Other

DWS

Reg. Operations Dir.:

John Lowery

OfficePhone

910-618-5500

Email

john.lowery@nccommerce.com

Analyst(s)

Lisa Slayton

M	8:30 - 5:00 pm	A;DW
T	8:30 - 5:00 pm	A;DW
W	8:30 - 5:00 pm	A, DW, Y
Th	8:30 - 5:00 pm	A;DW
F	8:30 - 5:00 pm	A;DW

Certification Status

Certified		Tier 1
From	May	2014
To:	November	2016

7300

NCWorks Career Center- Rockingham County

302 North Highway Street, Suite 1-A
Madison 27025 Rockingham
Phone (336) 427-3100
Fax (336) 427-8200

Certification Status

Certified		Tier 1
From	October	2014
To:	October	2016

Manager Johnny Price johnny.price@nccommerce.com

Other

DWS

Reg. Operations Dir.: Caroline Brigmon

OfficePhone 336-932-0393

Email caroline.brigmon@nccommerce.com

Analyst(s) Alan Wagner

Teresa Boone

M	8:30 - 5:00 pm	A, DW, Y
T	8:30 - 5:00 pm	A, DW, Y
W	8:30 - 5:00 pm	A, DW, Y
Th	8:30 - 5:00 pm	A, DW, Y
F	8:30 - 12:00 pm	A, DW, Y

Youth available occasionally.
They operate from Goodwill

7800

NCWorks Career Center - Rowan County

1904 South Main Street
Salisbury 28144 Rowan
Phone (704) 639-7529
Fax (704) 639-7537

Certification Status

Certified		Tier 1
From	September	2014
To:	September	2016

Manager Debbie Davis debbie.s.davis@nccommerce.com

Other Sheila Heggins sheila.heggins@nccommerce.com

DWS Debbie Davis debbie.s.davis@nccommerce.com

Reg. Operations Dir.: Ronne Grantham

OfficePhone 828-853-5328

Email veronica.grantham@nccommerce.com

Analyst(s) Amy Pritchett

Butch Robinson

M	8:00 - 4:30 pm	A, DW, Y
T	8:00 - 4:30 pm	A, DW, Y
W	8:00 - 4:30 pm	A, DW, Y
Th	8:00 - 4:30 pm	A, DW, Y
F	8:00 - 4:30 pm	A, DW, Y

Closes the 3rd Friday of each month at 12 noon.

3600

NCWorks Career Center - Rutherford County

223 Charlotte Road
Rutherfordton 28139 Rutherford
Phone (828) 286-3042
Fax (828) 286-3326

Certification Status

Certified		Tier 1
From	September	2014
To:	September	2016

Manager Mike Tanner michael.tanner@nccommerce.com

Other

DWS

Reg. Operations Dir.: Tim Mathis

OfficePhone 828-286-3042

Email tim.mathis@nccommerce.com

Analyst(s) Chris Silvers

M	8:00 - 4:30 pm	A, DW, Y
T	8:00 - 4:30 pm	A, DW, Y
W	8:00 - 4:30 pm	A, DW, Y
Th	8:00 - 4:30 pm	A, DW, Y
F	8:00 - 4:30 pm	A, DW, Y

2700

NCWorks Career Center - Sampson County

115 North Blvd.
 Clinton 28328 Sampson
 Phone (910) 592-5756
 Fax (910) 592-1502

Manager Sandra Webster sandra.webster@nccommerce.com

Other

DWS

Reg. Operations Dir.: John Lowery

OfficePhone 910-618-5500

Email john.lowery@nccommerce.com

Analyst(s) Lisa Slayton

M	8:30 - 5:00 pm	A;DW
T	8:30 - 5:00 pm	A;DW
W	8:30 - 5:00 pm	A;DW
Th	8:30 - 5:00 pm	A;DW
F	8:30 - 5:00 pm	A;DW

Certification Status	Certified	Tier 1
	From	October 2014
	To:	October 2016

5000

NCWorks Career Center - Scotland County

303 North Main Street
 Laurinburg 28352 Scotland
 Phone (910) 276-4260
 Fax (910) 277-2628

Manager Regina Smalls regina.smalls@nccommerce.com

Other

DWS

Reg. Operations Dir.: John Lowery

OfficePhone 910-618-5500

Email john.lowery@nccommerce.com

Analyst(s) Lisa Slayton

M	8:30 - 5:00 pm	A;DW
T	8:30 - 5:00 pm	A;DW
W	8:30 - 5:00 pm	A;DW
Th	8:30 - 5:00 pm	A;DW
F	8:30 - 5:00 pm	A;DW

Certification Status	Certified	Tier 1
	From	November 2014
	To:	November 2016

1500

NCWorks Career Center - Stanly County

944 N. First Street
 Albemarle 28001 Stanly
 Phone (704) 982-2183
 Fax (704) 982-1815

Manager Donnie Mann donnie.mann@nccommerce.com

Other Ken McCoy kenneth.mccoy@rescare.com

DWS

Reg. Operations Dir.: Ronne Grantham

OfficePhone 828-853-5328

Email veronica.grantham@nccommerce.com

Analyst(s) Amy Pritchett

Butch Robinson

M	8:00 - 4:30 pm	A, DW, Y
T	8:00 - 4:30 pm	A, DW, Y
W	8:00 - 4:30 pm	A, DW, Y
Th	8:00 - 4:30 pm	A, DW, Y
F	8:00 - 4:30 pm	A, DW, Y

Closes the 3rd Friday of each month at 12 noon

Certification Status	Certified	Tier 1
	From	January 2015
	To:	January 2017

0472

Stokes County eLink

3169 NC Highway 8 South, Suite 104
Walnut Cove 27052 Stokes

Phone (336) 593-1054

Fax

Manager Deon Carter dlcarter@goodwillnwc.org

Other Devita Ewell dewell@goodwillnwc.org

DWS

Reg. Operations Dir.: Caroline Brigmon

OfficePhone 336-932-0393

Email caroline.brigmon@nccommerce.com

Analyst(s) Alan Wagner

Teresa Boone

M	8:00 - 4:30 pm	Y
T	8:00 - 4:30 pm	Y
W	8:00 - 4:30 pm	Y
Th	8:00 - 4:30 pm	Y
F	8:00 - 4:30 pm	Y

Certification Status

From

To:

6200

NCWorks Career Center- Surry County

541 West Pine Street, Suite 300
Mount Airy 27030 Surry

Phone (336) 786-4169

Fax (336) 789-3795

Manager Beverly Frey beverly.frey@nccommerce.com

Other

DWS

Reg. Operations Dir.: Caroline Brigmon

OfficePhone 336-932-0393

Email caroline.brigmon@nccommerce.com

Analyst(s) Alan Wagner

Teresa Boone

M	8:30 - 5:00 pm	A;DW
T	8:30 - 5:00 pm	A;DW
W	8:30 - 5:00 pm	A;DW
Th	8:30 - 5:00 pm	A;DW
F	8:30 - 12 noon	A;DW

Certification Status

Certified

Tier 1

From

June

2014

To:

June

2016

2100

Bryson City Workforce Center

Federal Building, 50 Main Street, PO Box 280
Bryson City 28713 Swain

Phone (828) 488-2149

Fax (828) 488-8890

Manager Dale West dale.west@nccommerce.com

Other

DWS

Reg. Operations Dir.: Tim Mathis

OfficePhone 828-286-3042

Email tim.mathis@nccommerce.com

Analyst(s) Chris Silvers

M		
T	8:30 - 4:30 pm	A;DW
W		
Th		
F		

Closed from 12 noon - 1 pm for lunch

Certification Status

From

To:

2000

NCWorks Career Center- Transylvania County

45 Oak Park Drive
Brevard 28712 Transylvania
Phone (828) 883-2550
Fax (828) 883-2536

Certification Status	Certified	Tier 2
	From	November 2015
	To:	November 2017

Manager Jason Chappell jasonc@blueridge.edu

Other

DWS

Reg. Operations Dir.: Tim Mathis

OfficePhone 828-286-3042

Email tim.mathis@ncommerce.com

Analyst(s) Chris Silvers

M	8:30 - 5:00 pm	A, DW, Y
T	8:30 - 5:00 pm	A;DW
W	8:30 - 5:00 pm	A, DW, Y
Th	8:30 - 5:00 pm	A;DW
F	8:30 - 4:30 pm	A;DW

0595

Tyrrell County Finance Building

108 Water Street
Columbia 27925 Tyrrell
Phone (252) 312-6859
Fax

Certification Status	From	
	To:	

Manager

Other Kisha Norman amiller@accog.org

DWS

Reg. Operations Dir.: Larry Donley

OfficePhone 252-355-9067

Email larry.donley@ncommerce.com

Analyst(s) Alicia Clark

M		
T	8:30 - 5:00 pm	A,DW,Y
W		
Th		
F		

5900

NCWorks Career Center - Union County

1125 Skyway Drive
Monroe 28110 Union
Phone (704) 283-7541
Fax (704) 283-1854

Certification Status	Certified	Tier 1
	From	September 2014
	To:	September 2016

Manager Linda Ejlali linda.ejlali@ncommerce.com

Other Thomas Foster thomas.foster@ncommerce.com

DWS

Reg. Operations Dir.: Ronne Grantham

OfficePhone 828-853-5328

Email veronica.grantham@ncommerce.com

Analyst(s) Amy Pritchett

Butch Robinson

M	8:00 - 4:30 pm	A, DW, Y
T	8:00 - 4:30 pm	A;DW;Y
W	8:00 - 4:30 pm	A;DW;Y
Th	8:00 - 4:30 pm	A;DW;Y
F	8:00 - 4:30 pm	A;DW;Y

Closes the 3rd Friday of each month at 12 noon

NCWorks Career Center - Vance County

857-G Beckford Drive
Henderson 27536 Vance
Phone (252) 438-6129
Fax

Certification Status	Certified	Tier 1
	From	October 2014
	To:	October 2016

Manager Monica Satterwhite monica.satterwhite@nccommerce.com

Other

DWS

Reg. Operations Dir.: Michelle Muir

OfficePhone 919-272-5416

Email michelle.muir@nccommerce.com

Analyst(s) Darrin Ballard

Sarah Stone

M	8:30 - 5:00 pm	A;DW
T	8:30 - 5:00 pm	A;DW
W	8:30 - 5:00 pm	A;DW
Th	8:30 - 5:00 pm	A;DW
F	8:30 - 5:00 pm	A;DW

0341

NCWorks Career Center - Capital Area (Fuquay Varina)

130 N. Judd Parkway NE
Fuquay-Varina 27526 Wake
Phone (919) 557-1121
Fax (919) 557-1091

Certification Status	Certified	Tier 2
	From	March 2015
	To:	March 2017

Manager Richard Hayner richard.hayner@wakegov.com

Other

DWS

Reg. Operations Dir.: Michelle Muir

OfficePhone 919-272-5416

Email michelle.muir@nccommerce.com

Analyst(s) Darrin Ballard

Sarah Stone

M	8:30 - 5:15 pm	A;DW
T	8:30 - 5:15 pm	A;DW
W	8:30 - 5:15 pm	A;DW
Th	8:30 - 5:15 pm	A;DW
F	8:30 - 5:15 pm	A;DW

0343

NCWorks Career Center - Swinburne Street

220 Swinburne Street, PO Box 46833
Raleigh 27610 Wake
Phone (919) 250-3770
Fax (919) 212-9491

Certification Status	Certified	Tier 2
	From	March 2015
	To:	March 2017

Manager Carmen Carroll carmen.carroll@wakegov.com

Other

DWS

Reg. Operations Dir.: Michelle Muir

OfficePhone 919-272-5416

Email michelle.muir@nccommerce.com

Analyst(s) Darrin Ballard

Sarah Stone

M	9:00 - 4:15 pm	A;DW
T	9:00 - 8:00 pm	A;DW
W	9:00 - 4:15 pm	A;DW
Th	9:00 - 4:15 pm	A;DW
F	9:00 - 4:15 pm	A;DW

0348

**Capital Area Young Adult Career Center -
Educational Data Systems, Inc.**

1649 Old Louisburg Road
Raleigh 27604 Wake
Phone (919) 803-5328
Fax (919) 878-5790

**Certification
Status**

From
To:

Manager Patrick Buford pbuford@edsolutions.com

Other

DWS

Reg. Operations Dir.:

Michelle Muir

OfficePhone

919-272-5416

Email

michelle.muir@nccommerce.com

Analyst(s)

Darrin Ballard

Sarah Stone

M	8:00 - 4:30 pm	Y
T	8:00 - 4:30 pm	Y
W	8:00 - 4:30 pm	Y
Th	8:00 - 4:30 pm	Y
F	8:00 - 4:30 pm	Y

0350

**NCWorks Career Center - Capital Area
(Wake Forest)**

350 E. Holding Avenue
Wake Forest 27587 Wake
Phone (919) 562-6363
Fax (919) 562-6315

**Certification
Status**

Certified		Tier 2
From	March	2015
To:	March	2017

Manager Ross Yeager ross.yeager@wakegov.com

Other

DWS

Reg. Operations Dir.:

Michelle Muir

OfficePhone

919-272-5416

Email

michelle.muir@nccommerce.com

Analyst(s)

Darrin Ballard

Sarah Stone

M	8:30 - 5:15 pm	A,DW
T	8:30 - 5:15 pm	A;DW
W	8:30 - 5:15 pm	A;DW
Th	8:30 - 5:15 pm	A;DW
F	8:30 - 5:15 pm	A;DW

0351

**NCWorks Career Center - Capital Area
(Zebulon)**

1002 Dogwood Drive
Zebulon 27597 Wake
Phone (919) 404-3900
Fax (919) 404-3957

**Certification
Status**

Certified		Tier 2
From	March	2015
To:	March	2017

Manager Darryl Blevins darryl.blevins@wakegov.com

Other

DWS

Reg. Operations Dir.:

Michelle Muir

OfficePhone

919-272-5416

Email

michelle.muir@nccommerce.com

Analyst(s)

Darrin Ballard

Sarah Stone

M	8:30 - 5:15 pm	A;DW
T	8:30 - 5:15 pm	A;DW
W	8:30 - 5:15 pm	A;DW
Th	8:30 - 5:15 pm	A;DW
F	8:30 - 5:15 pm	A;DW

5700

NCWorks Career Center - Capital Area (Cary)

742-F East Chatham Street
Cary 27511 Wake
Phone (919) 469-1406
Fax (919) 469-2472

Manager Tom Palmer thomas.palmer@nccommerce.com

Other

DWS

Reg. Operations Dir.: Michelle Muir

OfficePhone 919-272-5416

Email michelle.muir@nccommerce.com

Analyst(s) Darrin Ballard

Sarah Stone

M	8:30 - 5:00 pm	A;DW
T	8:30 - 5:00 pm	A;DW
W	8:30 - 5:00 pm	A;DW
Th	8:30 - 5:00 pm	A;DW
F	8:30 - 5:00 pm	A;DW

Certification Status

Certified		Tier 1
From	April	2014
To:	October	2016

5701

Specialized NCWorks Career Center - Wake County

1636 Gold Star Drive
Raleigh 27607 Wake
Phone (984) 664-6463
Fax

Manager Sara Day ng.ncarng.mbx.eec@mail.mil

Other

DWS

Reg. Operations Dir.: Michelle Muir

OfficePhone 919-272-5416

Email michelle.muir@nccommerce.com

Analyst(s) Darrin Ballard

Sarah Stone

M	8:00 - 4:30 pm	
T	8:00 - 4:30 pm	
W	8:00 - 4:30 pm	
Th	8:00 - 4:30 pm	
F	8:00 - 4:30 pm	

Certification Status

Certified		Speciali
From	November	2016
To:	November	2018

7200

NCWorks Career Center - Capital Area (Raleigh)

1830-B Tillery Place
Raleigh 27604 Wake
Phone (919) 715-0111
Fax (919) 715-0164

Manager Kenneth Gathers kenneth.gathers@rescare.com

Other

DWS Chet Mottershead chet.mottershead@nccommerce.com

Reg. Operations Dir.: Michelle Muir

OfficePhone 919-272-5416

Email michelle.muir@nccommerce.com

Analyst(s) Darrin Ballard

Sarah Stone

M	8:30 - 5:00 pm	A;DW
T	8:30 - 5:00 pm	A;DW
W	8:30 - 5:00 pm	A;DW
Th	8:30 - 8:00 pm	A;DW
F	8:30 - 2:00 pm	A;DW

Certification Status

Certified		Tier 1
From	August	2014
To:	August	2016

7000

Warren County Workforce Center

309 N. Main Street, Room 123
Warrenton 27589 Warren

Phone (252) 257-3230

Fax (252) 257-4369

Manager Monica Satterwhite monica.satterwhite@ncommerce.com

Other Jennifer Jones jennifer.m.jones@ncommerce.com

DWS

Reg. Operations Dir.: Michelle Muir

OfficePhone 919-272-5416

Email michelle.muir@ncommerce.com

Analyst(s) Darrin Ballard

Sarah Stone

M	8:30 - 5:00 pm	A;DW
T	8:30 - 5:00 pm	A;DW
W	8:30 - 5:00 pm	A;DW
Th	8:30 - 5:00 pm	A;DW
F	8:30 - 5:00 pm	A;DW

Certification Status	Not Certified
	From _____
	To: _____

0592

Beaufort County Community College - Roper Campus

100 Highway 32 North
Roper 27970 Washington

Phone (252) 331-3754

Fax

Manager Phillip Holloway pholloway@accog.org

DWS

Reg. Operations Dir.: Larry Donley

OfficePhone 252-355-9067

Email larry.donley@ncommerce.com

Analyst(s) Alicia Clark

M	8:30 - 5:00 pm	Y
T		
W	8:30 - 5:00 pm	A,DW
Th		
F		

By appointment only

Certification Status	From _____
	To: _____

1900

NCWorks Career Center - Watauga County

130 Poplar Grove Connector, App Ent. Center
Boone 28607 Watauga

Phone (828) 265-5385

Fax (828) 265-5410

Manager Anita Lowe anita.lowe@ncommerce.com

Other

DWS Anita Lowe anita.lowe@ncommerce.com

Reg. Operations Dir.: Felicia Setzer

OfficePhone (828) 466-5535

Email felicia.setzer@ncommerce.com

Analyst(s) Brian Lane

M	8:00 - 5:00 pm	A, DW, Y
T	8:00 - 5:00 pm	A, DW, Y
W	8:00 - 5:00 pm	A, DW, Y
Th	8:00 - 5:00 pm	A, DW, Y
F	8:00 - 2:00 pm	A, DW, Y

Certification Status	Certified	Tier 1
	From October 2014	
	To: October 2016	

3900

NCWorks Career Center - Wayne County

2006 Wayne Memorial Drive
Goldsboro 27534 Wayne
Phone (919) 731-7950
Fax (919) 731-7967

Manager Jennifer Polk jennifer.polk@nccommerce.com

Other

DWS

Reg. Operations Dir.: Karl Zurl
OfficePhone 910-251-5777

Email karl.zurl@nccommerce.com

Analyst(s) Bridget Stubblefield

M	8:30 - 5:00 pm	A;DW
T	8:30 - 5:00 pm	A;DW
W	8:30 - 5:00 pm	A;DW
Th	8:30 - 5:00 pm	A;DW
F	8:30 - 5:00 pm	A;DW

Certification Status

Certified		Tier 1
From	July	2014
To:	July	2016

3901

Wayne Community College - Out-of-School Youth

3000 Wayne Memorial Drive
Goldsboro 27534 Wayne
Phone (919) 739-6980
Fax (919) 739-7133

Manager Renita Allen Dawson rddawson@waynecc.edu

Other

DWS

Reg. Operations Dir.: Karl Zurl
OfficePhone 910-251-5777

Email karl.zurl@nccommerce.com

Analyst(s) Bridget Stubblefield

M	8:00 - 5:00 pm	Y
T	8:00 - 5:00 pm	Y
W	8:00 - 5:00 pm	Y
Th	8:00 - 5:00 pm	Y
F	8:00 - 5:00 pm	Y

Certification Status

From		
To:		

6800

NCWorks Career Center - Wilkes County

103 Call Street Extension
Wilkesboro 28697 Wilkes
Phone (336) 838-5164
Fax (336) 838-9953

Manager Gregory Wade greggory.wade@nccommerce.com

Other

DWS greggory.wade@nccommerce.com

Reg. Operations Dir.: Felicia Setzer
OfficePhone (828) 466-5535

Email felicia.setzer@nccommerce.com

Analyst(s) Brian Lane

M	8:00 - 5:00 pm	A, DW, Y
T	8:00 - 5:00 pm	A, DW, Y
W	8:00 - 5:00 pm	A, DW, Y
Th	8:00 - 5:00 pm	A, DW, Y
F	8:00 - 5:00 pm	A, DW, Y

Certification Status

Certified		Tier 1
From	October	2014
To:	October	2016

9600

NCWorks Career Center- Wilson County

302 W. Tarboro Street
Wilson 27893 Wilson
Phone (252) 234-1129
Fax (252) 234-1134

Manager Burwell Stark burwell.stark@nccommerce.com
Other
DWS
Reg. Operations Dir.: Michelle Muir
OfficePhone 919-272-5416
Email michelle.muir@nccommerce.com
Analyst(s) Darrin Ballard
Sarah Stone

M	8:30 - 5:0 pm	A, DW, Y
T	8:30 - 5:0 pm	A, DW, Y
W	8:30 - 5:0 pm	A, DW, Y
Th	8:30 - 5:0 pm	A, DW, Y
F	8:30 - 5:0 pm	A, DW, Y

Closed last Thursday of each month at 12 noon

Certification Status	Certified	Tier 1
	From July	2014
	To: July	2016

0475

Yadkin County eLink

4649 US601
Yadkinville 27055 Yadkin
Phone (336) 386-3535
Fax

Manager Deon Carter drcarter@goodwillnwncc.org
Other Crystal Bowman cbowman@ptrc.org
DWS
Reg. Operations Dir.: Caroline Brigmon
OfficePhone 336-932-0393
Email caroline.brigmon@nccommerce.com
Analyst(s) Alan Wagner
Teresa Boone

M	8:00 - 4:30 pm	Y
T	8:00 - 4:30 pm	Y
W	8:00 - 4:30 pm	Y
Th	8:00 - 4:30 pm	Y
F	8:00 - 4:30 pm	Y

Certification Status	From	
	To:	

9000

Yadkin County Library

233 East Main Street
Yadkinville 27055 Yadkin
Phone (336) 312-9960
Fax

Manager
Other
DWS Steve Hodge steve.hodge@nccommerce.com
Reg. Operations Dir.: Caroline Brigmon
OfficePhone 336-932-0393
Email caroline.brigmon@nccommerce.com
Analyst(s) Alan Wagner
Teresa Boone

M		
T	8:30 - 5 pm	A;DW
W		
Th		
F		

Certification Status	From	
	To:	

NCWorks Career Center - Yancey County

1040-L East US Highway 19E
Burnsville 28714 Yancey

Phone (828) 682-6618

Fax (828) 682-7563

Manager Pam Wilson pam.wilson@nccommerce.com

Other

DWS Anita Lowe anita.lowe@nccommerce.com

Reg. Operations Dir.: Felicia Setzer

OfficePhone (828) 466-5535

Email felicia.setzer@nccommerce.com

Analyst(s) Brian Lane

M	8:30 - 5:00 pm	A, DW, Y
T	8:30 - 5:00 pm	A, DW, Y
W	8:30 - 5:00 pm	A, DW, Y
Th	8:30 - 5:00 pm	A, DW, Y
F		;A, DW, Y

Closed from 12 noon to 1 pm for lunch

Certification Status

Certified		Tier 2
From	April	2015
To:	April	2017

Total Offices 123

(4) Child Support Contempt and Other Contempt Cases: If a contractor or public defender is assigned to a pending child support contempt or other contempt case, including cases assigned on a per session basis, and the contractor or public defender has identified a motion that, if successfully litigated, would constitute a defense in the contempt proceeding, such as a Rule 60 motion or a motion to challenge paternity, the contractor NC Office of Indigent Defense Services www.ncids.org or public defender has an obligation to file such motion(s) because the State has introduced “the potential curtailment of the indigent’s personal liberty.” *McBride v. McBride*, 334 N.C. 124, 126, 431 S.E.2d 14, 16 (1993). The contractor or public defender shall also give the client limited advice and guidance on how the client can address other related matters, including recommending other motions such as motions to modify a child support obligation.

Adoption: Policy adopted May 29, 2012; updated October 8, 2012, June 24, 2013, July 28, 2014, and December 1, 2014.

Authority: G.S. 7A-498.3(c), 7A-498.5(c)(4).

Child Support Contempt Advocacy Tips

By Ashley E. Lorange, Katzenstein & Lorange, 223 W. Main Ave., Suite C, Gastonia, NC 28052

Checklist – Information to Get From Client:

1. Ensure address is correct.
2. Get phone numbers.
3. Get email address.
4. SSN
5. Get work history.
6. Get payment history from client or worker.
7. Find out how many children the client has, where they live, and which children the client is paying support for.
8. Find out when the last order was set, what the client was making at the time, and if anything has happened to that employment.
9. Check court file for when Motion for contempt was filed.
10. Find out about the quality of the relationship between the client and the custodial parent.

Checklist – Information to Give to Client:

1. Make sure they have resources to find a job (Job Fairs, Contacts within DSS, Local Unemployment Office, Websites for Employers Who Hire Felons).
2. Make sure they know how to make payments:
 - a. Make sure they have their MPI Number.
 - b. Make sure they have payment vouchers and they know where to send them.
 - c. Let them know they can pay online.
3. Make sure they know that workers like to see regular payments (not just at court) of at least something even if they cannot pay the whole amount. They like to see that obligors try to make payments and are not solely motivated by the threat of jail.
4. Make sure they have resources to get credit for jail time afterwards. Send them the motion form and an instruction sheet.

Checklist – Information to Get from Worker:

1. Payment history.
2. Arrears balance.

Explore Options to Decrease Obligation:

1. See if a modification is appropriate (additional children, involuntary decrease/unemployment, more than 3 years and 15% change)
2. See if client has incarceration time for which s/he has not already received credit. If so, you'll need to check with the prison case worker where the client was placed to get confirmation there was no work release.
3. See if the client has any time period where the child lived primarily with the client and there was no modification or credit for that time.
4. See if the client can speak with the custodial parent to see if s/he will agree to a decrease or suspension of child support.

Fighting Contempt:

1. Build up the client's evidence showing efforts to find employment. Keep a blank 40-name job search to send them. Tell them they can do half of them online and print those out. Tell them they can email you them and you'll print them out if they have no printer. Tell them to print out a search of "application" in their email outbox to show sent applications.
2. Find creative, but true, reasons to ask for a continuance to try to give them more time to find a job (e.g., job interview, under the table work coming up, filing taxes ASAP, etc.).
3. For medical issues, have them get proof of inability to work by having them fill out a medical form (keep a copy for yourself to give clients) and letter from their disability attorney. If they don't have money for a private doctor, advise them of their ability to see a doctor at their local health department.
4. Focus on the client's inability to pay and try to get documentation of anything to support it (e.g., no car, no assets, homeless, evicted, letter from last job, overdue utility bills, etc.)

Ethical Considerations in Representing a Client with Diminished Capacity in a Contempt Matter

JOYCE L. TERRES
ASSISTANT APPELLATE DEFENDER
OFFICE OF PARENT REPRESENTATION
MARCH 1, 2018

What is diminished capacity?

- Term is addressed by Rule 1.14 of the Revised Rules of Professional Responsibility – “Client with Diminished Capacity”
- Diminished capacity is not defined by Rule 1.14
- Diminished capacity ≠ lack of capacity
- Diminished capacity may be caused by a disability, but a disability may not result in diminished capacity
- Diminished capacity ≠ incompetency

What is diminished capacity? (cont'd)

- To determine extent of capacity, consider and balance these factors:
- Ability to articulate reasoning leading to decision
 - Variability of state of mind
 - Ability to appreciate consequences of a decision
 - Substantive fairness of a decision
 - Consistency of a decision with client’s known long-term commitments and values
- Rule 1.14, Comment 6

Overlapping capacity issues in contempt cases

- Capacity to comply with order
 - Element of willfulness under both civil and criminal contempt (not addressing in this presentation)
- Diminished capacity to make “adequately considered decisions” about case – Rule 1.14(a)

Duty to competently represent individual client

Our duty is to competently represent the individual client, as that client presents himself to us. Rule 1.1

- Special training or prior experience not necessarily required – Rule 1.1, Comment 2
- Important legal skills include evaluation, inquiry, and analysis – Rule 1.1, Comments 2 & 5.

Understanding terminology

WARNINGS:

Different terminology may be used, depending upon context

Do not over-generalize about the characteristics of a particular disability – no two people with the same disability will respond in exactly the same way or function in the same way

Consider the possibility of dual-diagnoses (e.g., major depressive disorder and opioid use disorder).

Common terminology

Neurodevelopmental disorders

- Intellectual disability, formerly known as mental retardation; autism
- Present from childhood
- Severity determined by adaptive functioning

Common terminology (cont'd)

Psychiatric disorders

- Psychotic disorders (e.g., schizophrenia, schizoaffective disorder); Mood disorders (e.g., bipolar disorder)
- Not tied to IQ or age
- May be temporary, cyclical, or episodic

Neurocognitive disorders (e.g., dementia, traumatic brain injury, encephalopathy)

Common terminology (cont'd)

Physical and sensory disabilities (e.g., hearing impairments, visual impairments, orthopedic impairments)

Substance use disorders

- Specific substance addressed as separate use disorder (e.g., alcohol use disorder, opioid use disorder)

Identifying client's disability

Client may or may not self-identify

- Client may readily tell you about her disability, but most will not say anything or will only tell you in subtle terms.
- Be aware of stereotypes associated with many disabilities.
- Be sensitive to the stigma that surrounds many disabilities.
- Be sensitive to your client's desire to be a person first, rather than his disability.

Identifying client's disability (cont'd)

If you are able to identify the disability, you can research about the disability or contact other knowledgeable people in order to:

- Effectively and competently represent your client with her unique needs,
- Understand any difficulties your client may have with various ways of communicating or understanding,
- Establish trust with your client, and
- Connect your client to resources.

Identifying client's disability (cont'd)

Gather information to find out what, if any, disability there may be and the extent of diminished capacity. *Caution:* you are a J.D., not an M.D.!

- Tactfully ask client history questions, such as:
 - Did you attend special classes in school?
 - Have you ever received MH or DD services?
 - Do you get any kind of Social Security check?
 - Is there someone who gets your check, or helps you with your finances and decisions?

Identifying client’s disability (cont’d)

Gather information (cont’d):

- Tactfully ask client questions about current treatment, such as:
 - Do you go to a doctor or clinic? Who? Where?
 - Do you take any medications? Did you take your medications today?
- Observe and evaluate:
 - Observe client’s mannerisms and make note of how client answers questions about case.
 - Mini mental exams (e.g., http://www.elderguru.com/downloads/SLUMS_updated.pdf). Be careful – attorneys are not experts in these assessments!

Identifying client’s disability (cont’d)

Gather information (cont’d):

- Obtain secondary information
 - Prior court proceedings
 - Treatment providers – client signs releases for contact or records
 - Talk with trusted loved one(s) – ask client’s permission, especially if speaking outside of his presence
- Seek guidance from an appropriate diagnostician – Rule 1.14, comment 6
 - E.g., DHHS community resources – <https://www.ncdhhs.gov/providers/lme-mco-directory>

Duty to maintain a “normal” relationship

When a client’s capacity to make “adequately considered decisions” in connection with a representation is diminished, the lawyer shall, as far as reasonably possible, maintain a “normal” relationship with the client.

Rule 1.14(a)

Duty to maintain a “normal” relationship (cont’d)

Keep client informed about case – Rule 1.4

- Promptly notify client about decision or circumstance that requires informed consent
- Reasonably consult with client about how objectives of representation will be accomplished
- Keep client reasonably informed about status of case
- Promptly respond to reasonable requests for information
- Consult about limitations on lawyer’s conduct

Duty to maintain a “normal” relationship (cont’d)

Show client attention and respect

- “The fact that a client suffers a disability does not diminish the lawyer’s obligation to treat the client with attention and respect. Even if the person has a legal representative, the lawyer should as far as possible accord the represented person the status of client, particularly in maintaining communication.” Rule 1.14, Comment 2
- Talk to client, not at client
- If possible, talk in a private space
- Ask client about her needs and preferences regarding her disability
- Be aware of your body language and what you may convey

Duty to maintain a “normal” relationship (cont’d)

Provide explanation of case and options

- “A lawyer shall explain a matter to the extent reasonably necessary to permit the client to make informed decisions regarding the representation.” Rule 1.4(b)
- How much is “reasonably necessary” for client with diminished capacity?
- The information that is required to give to another client may not be sufficient for a client with diminished capacity
- Provide sufficient information to allow client to participate fully and knowledgeably, to the extent he wants to, just as any other client would want to or be able to

Duty to maintain a “normal” relationship (cont’d)

Provide explanation of case and options – “reasonably necessary” (cont’d)

- May require extra steps to communicate effectively (e.g., a form letter to client about a court hearing may not suffice)
- Allow enough time to meet with client – may need to schedule more meetings with client
- Adapt mode of communication to client’s needs based upon disability
- Don’t use terms client doesn’t understand
- Make sure client is able to see and hear what you are showing or saying – if not, find other ways to communicate

Duty to maintain a “normal” relationship (cont’d)

Provide explanation of case and options (cont’d)

- What is an “informed decision?”
- “Informed consent” = client’s agreement to a “proposed course of conduct” after the lawyer communicates “adequate information and explanation appropriate to the circumstances.” Rule 1.0(f)
- Is there a decision to be made regarding an issue?
- Does the client understand the pros and cons of the proposed options?
- Does the client understand the consequences of not making a decision?
- Does the client have insight into the situation?

Duty to maintain a “normal” relationship (cont’d)

Who has the decision-making authority?

- Generally, a lawyer abides by her client’s decision about whether to settle a matter or enter a plea. Rule 1.2
- If a client appears to be suffering from diminished capacity, “the lawyer’s duty to abide by the client’s decisions is to be guided by reference to Rule 1.14.” Rule 1.2, Comment 4
 - Rule 1.14(a) says “as far as reasonably possible, maintain a normal client-lawyer relationship with the client.”

When it's hard to maintain the "normal" relationship

- What if I'm not sure my client fully understands what I have explained, even if my client agrees to go along with what I have advised?
- What if my client is insistent on doing something completely contrary to any of the options I have suggested, and may harm herself by her actions?
- What if my client is very difficult to deal with?
- What if my client doesn't want me to discuss anything about his disability with anyone?

When are protective actions permissible?

- Rule 1.14(b)
- Reasonable belief client has diminished capacity, *and*
 - At risk of *substantial* physical, financial, or other harm unless action taken, *and*
 - Client cannot adequately act in own interest

Factors to consider if taking protective actions

- Wishes and values of client, to extent known
 - Client's best interests
 - Preserving client's decision-making autonomy to greatest extent feasible
 - Maximizing client's capabilities
 - Respecting client's family and social connections
- Rule 1.14, comment 5

What protective actions can be taken?

Could include:

- Consulting with family members
 - Consulting with advocacy or support groups
 - Assisting client in obtaining professional services
 - Referring client to adult protective services or other individual/entities with ability to protect client
 - "Using a reconsideration period to permit clarification or improvement of circumstances" (e.g., request continuance to see if problem improves after client resumes medication)
- Rule 1.14, comment 5

Protective actions – extreme measures

- Requesting the appointment of a guardian (Rule 17 GAL or Chapter 35A guardian)
- Raising the issue of capacity to proceed

Protective action – appointment of a guardian

- Appointment of a guardian** (GAL or G/G, G/P, G/E)
- "If a legal representative has not been appointed, the lawyer should consider whether appointment of a **guardian ad litem** or **guardian** is necessary to protect the client's interests. . . . [R]ules of procedure in litigation sometimes provide that minors or persons with diminished capacity must be represented by a guardian or next friend if they do not have a general guardian. In many circumstances, however, appointment of a legal representative **may be more expensive or traumatic for the client than circumstances in fact require**. Evaluation of such circumstances is a matter entrusted to the professional judgment of the lawyer. In considering alternatives, however, the lawyer should be aware of any law that requires the lawyer to advocate the least restrictive action on behalf of the client." Rule 1.14, Comment 7 (emphasis added)

Protective action – Rule 17 GAL

Appointment of a GAL under Rule 17 (Rules of Civil Procedure)

- Only applicable to **civil contempt**, not criminal contempt, because rules of civil procedure only apply to civil proceedings – G.S. § 1A-1, Rule 1
- When person previously adjudicated incompetent, must appear in action through guardian or appointed Rule 17 GAL – G.S. § 1A-1, Rule 17
- Need for appointment of GAL when not adjudicated incompetent still focuses on whether person is an “incompetent adult” as defined by G.S. § 35A-1101(7)
- Before appointing GAL for person not previously adjudicated incompetent, court must hold a hearing and person is entitled to notice and an opportunity to be heard – *Hagins v. Rede. Comm’n of Greensboro*, 275 N.C. 90, 101-02 (1969).

Rule 17 GAL (cont’d)

Issues to consider before requesting Rule 17 GAL:

- IDS cannot pay for Rule 17 GAL in a contempt matter, because it is not authorized by law.
- GAL can serve *pro bono* or fee can be charged as costs
- Rule 17 does not require GAL to be an attorney

Protective action – Guardianship

Adjudication of incompetence and appointment of guardian

- A petition for the adjudication of incompetence can be filed by anyone with knowledge about the alleged incompetent. G.S. §§ 35A-1105 & 35A-1106.
- If respondent is adjudicated incompetent, a guardian or guardians are appointed. G.S. § 35A-1120.
 - A general guardian is appointed as guardian of the estate and of the person
 - A guardian of the estate is appointed only to manage property and financial affairs
 - A guardian of the person is appointed only to perform duties relating to care, custody and control (e.g., signing admission papers for care facility)
- A person who has been adjudicated incompetent can be restored to competency. G.S. § 35A-1130.

Protective action – Capacity to proceed

Only applicable to **criminal contempt** – G.S. § 15A-1001-08

If concerned that client does not have the capacity to proceed in criminal contempt proceeding, can raise the issue and ask for evaluation – G.S. § 15A-1002.

- File motion to obtain evaluation, including specific conduct that leads you to question capacity to proceed – Form AOC-CR-207B (motion appointing local certified forensic evaluator).
- Court orders evaluation
- If client not in custody, appointment can be made to meet with evaluator
- Evaluator’s findings sent in report to court, defense counsel & prosecutor

Capacity to proceed (cont’d)

Judge considers evaluation and makes determination whether or not defendant is incapable to proceed

- Capacity to proceed is a legal decision, not a medical decision
- If evaluation concludes defendant is incapable, State could oppose finding and make inquiry of defendant
- If evaluation concludes defendant is capable, parties can stipulate to evaluator’s findings, judge will enter order, and matter will proceed – G.S. § 15A-1002(b1).

Capacity to proceed (cont’d)

Issues to consider before raising the issue of capacity to proceed:

- If defendant found incapable of proceeding, court must determine whether she meets the criteria for an involuntary commitment – G.S. § 15A-1003
 - Evidence used at the hearing on capacity may be used at the involuntary commitment hearing
- Even if person not involuntarily committed, judge may place defendant in custody of a person or organization who will agree to safeguard – G.S. § 15A-1004
- A supplemental hearing may be held on court’s own motion or on motion of others to determine if defendant has regained capacity to proceed – G.S. § 15A-1007 (e.g., defendant has become stabilized on medications)
- Court only required to dismiss charge if satisfied defendant will not regain capacity, or defendant substantially deprived of liberty for period ≥ max term of imprisonment for highest record level of most serious charge, or 5 years has elapsed (misdemeanors) – G.S. § 15A-1008

Capacity to proceed (cont'd)

For questions or assistance with motions for evaluations, contact:

Dolly Whiteside
Special Counsel Supervising Attorney
Indigent Defense Services

Dolly.Whiteaside@nccourts.org

919-733-5544

Best option: the least restrictive alternative

- Before taking any protective action, always consider the least restrictive alternative
- Convey concerns to client so he can help problem-solve (e.g., "I'm worried that this issue is causing you some confusion. Is there someone that you trust who can help you in this matter?")
- Make non-judgmental statements to plant seeds or to prepare client for action you might take (e.g., "I worry about your safety," or "I don't think you're as healthy as you should be and I'd like a doctor to find out.")
- Analyze the best option on a case-by-case basis
- Always consider how to reduce potential adverse consequences

What about confidentiality?

Generally, not permissible to reveal information about any client, unless client gives informed consent – Rule 1.6(a)

Cannot disclose information about client with diminished capacity, unless authorized to do so – Rule 1.14, Comment 8

Exception: When taking protective action, lawyer is "impliedly authorized to make the necessary disclosures, even when the client directs the lawyer to the contrary." – Rule 1.6(b); Rule 1.14(c); Rule 1.14, Comment 8

- Only disclosures "reasonably necessary" to protect client's interests – Rule 1.14(c)
- Limit access to disclosure, to extent possible – Rule 1.6, Comment 15

Who can participate in lawyer's discussions with client?

Rule 1.14, Comment 3

If client with diminished capacity wishes to have family or others participate in discussions and it is necessary to assist in client's representation, their presence generally will not affect attorney-client privilege

- Client's interests must be primary consideration
- Look to client, rather than family, to make decisions

Can I withhold information from my client?

Rule 1.4, Comment 7

Lawyer is justified in delaying transmission of information to client if likely to react "imprudently"

Cannot withhold information out of self-interest or convenience, or the interest or convenience of anyone else

Can I withdraw from representing a client with diminished capacity?

Rule 1.16(b) – A lawyer may withdraw from representation if:

- (1) withdrawal can be accomplished without material adverse effect on the interests of the client; or
- (2) the client knowingly and freely assents to the termination of the representation; or
- (3) the client persists in a course of action involving the lawyer's services that the lawyer reasonably believes is criminal or fraudulent; or
- (4) the client insists upon taking action that the lawyer considers repugnant, imprudent, or contrary to the advice and judgment of the lawyer, or with which the lawyer has a fundamental disagreement; or

Can I withdraw? (cont'd)

- (5) the client has used the lawyer's services to perpetrate a crime or fraud; or
- (6) the client fails substantially to fulfill an obligation to the lawyer regarding the lawyer's services and has been given reasonable warning that the lawyer will withdraw unless the obligation is fulfilled; or
- (7) the representation will result in an unreasonable financial burden on the lawyer or has been rendered unreasonably difficult by the client; or
- (8) the client insists upon presenting a claim or defense that is not warranted under existing law and cannot be supported by good faith argument for an extension, modification, or reversal of existing law; or
- (9) other good cause for withdrawal exists.

Can I withdraw? (cont'd)

- Rule 1.16(c)
- Must comply with applicable law requiring notice
 - See *Smith v. Bryant*, 264 N.C. 208, 211 (1965) (The lawyer cannot abandon the client's case without justifiable cause and reasonable notice to the client to prevent necessity of continuance).
 - Must receive permission of court
 - Must continue to represent client if ordered to do so by court
 - See *Benton v. Mintz*, 97 N.C. App. 583, 587 (1990) (Determination of motion to withdraw is within court's discretion, unless there was no prior notice of withdrawal).

But should I withdraw?

As a general rule, withdrawing from representation is discouraged for court-appointed representations, especially when a client has diminished capacity.

- The client needs representation, even if he doesn't always seem to appreciate it.
- If the client does not appear in court or is not responsive, it may mean new communication strategies are required.
- Relationship problems will not go away – just transferred to another lawyer.
- Losing a lawyer can further erode a client's trust in the court system.

Title II of the Americans with Disabilities Act (ADA)

- Prohibits discrimination on the basis of a disability in any place of public accommodation – includes courts and lawyer's offices
- Discrimination includes failure to make reasonable modifications, unless modification is a fundamental alteration
- For courthouse/courtroom accommodation requests, contact local Disability Access Coordinator:
<http://www.nccourts.org/Citizens/SRPlanning/Disability.asp>
- Disability Rights North Carolina, www.disabilityrightsncc.org – provides helpful information about the ADA and its application

Who to contact?

- North Carolina State Bar
- Request informal ethics advice by phone or email
 - www.ethicsadvice@ncbar.gov
 - 919-828-4620 (tell receptionist you have an ethics question)
- Office of Parent Representation, Indigent Defense Services – Durham
- 919-354-7230
 - Joyce Terres – Joyce.L.Terres@nccourts.org
 - Wendy Sotolongo – Wendy.C.Sotolongo@nccourts.org

QUESTIONS?

STATE OF NORTH CAROLINA

Court File No.

IV-D Case No.

County

In The General Court Of Justice
District Court Division

Name And Address Of Plaintiff

Telephone Number (Optional)

VERSUS

Name And Address Of Defendant

Telephone Number (Optional)

MOTION AND NOTICE OF HEARING
FOR MODIFICATION OF
CHILD SUPPORT ORDER

G.S. 50-13.7; 50-13.10

MOTION

The undersigned moves that the Court modify the Order for Child Support now in effect in this action, and in support of this Motion states:

Date Of Current Child Support Order

Amount Of Current Child Support Obligation

Weekly

Monthly

Bi-weekly

Other (specify)

Since the current Order for Child Support was entered, circumstances have changed as follows:

Therefore, the undersigned requests that the Order for Child Support be modified as follows:

- 1. Increased
2. Decreased
3. Suspended
4. Terminated
5. Other:

Date

Name (Type Or Print)

Signature

NOTE: On the date of the court hearing shown below, the party making this Motion should bring all financial information (wage stubs or other information showing the party's current gross income from employment or other sources, cost of health insurance for the child(ren), work-related child care costs, extraordinary expenses for the child(ren), etc.) necessary to determine the amount of child support under the child support guidelines.

Plaintiff/Attorney

Defendant/Attorney

Other

NOTICE OF HEARING

NOTICE TO: PLAINTIFF DEFENDANT OTHER

You are notified to appear at the date, time and place shown below for a hearing on the above Motion And Notice Of Hearing For Modification Of Child Support Order. You should bring all financial information (wage stubs or other information showing your current gross income from employment or other sources, cost of health insurance for the child(ren), work-related child care costs, extraordinary expenses for the child(ren), etc.) necessary to determine the amount of child support under the child support guidelines.

Date of Hearing

Time Of Hearing

AM PM

Date Of Notice

Place of Hearing

Signature

Deputy CSC

Assistant CSC

CSC

Plaintiff/Attorney

Defendant/Attorney

Other

CERTIFICATE OF SERVICE

I certify that I served the above Motion and Notice by:

delivering a copy personally to:

Name Of Person With Whom Copy Left

Name Of Person With Whom Copy Left

depositing a copy in the United States mail in an envelope bearing proper postage and addressed as follows:

Name And Address

Name And Address

leaving a copy at the office of the attorney named below, with a partner or employee

Name Of Attorney

Name Of Attorney

Party Represented

Party Represented

Person With Whom Copies Left

Person With Whom Copies Left

Date Of Service

Signature Of Person Who Served Motion And Notice

FILING A MOTION

If you need/plan to file a Motion re. your Child Support case, you need to do the following:

1. Get an AOC600 form from the Gaston County Clerk of Court on the first floor of the Gaston County Courthouse. (Go through security upon entering the building, then go beyond the staircase and turn left through doors and then through the door straight ahead (Civil Clerk's Office). The forms are on your left as you enter that door.
2. Fill out the form for each case number. A child support agent can't fill it out for you. Include the following info: IV number, CVD number, Plaintiff (caretaker of child) and Defendant (you), date when order entered, amount of child support ordered (include monthly payment of current support and arrears, if any), check the appropriate box or write in the 'other' section, include the reason why you want the modification, sign your name and mark the 'defendant' box.
3. Take the form to your caseworker in the DSS building.* Check with her to be sure when s/he will be there. While there, the caseworker will assign a court date and make copies of the form and give it back to you. Let ht ecaseworker fill out thy ecourt date and sign their name on the back, or you fill it out. The Clerk will sign the 'Notice' portion. You sign the 'Service' section.
4. Take the Original and 2 copies of form AOC600 back to the Courthouse (the same place) and hand it to the clerk, who will file stamp all copies, take the original, and give you back 2 copies. 1 copy is for you and 1 copy is for Child Support. Make sure you have a copy of an Order stating that you are indigent and were appointed counsel so that you won't have to pay the \$20 notice fee.
5. Take the Child Support copy back to DSS and hand a copy to your caseworker. Keep the other copy for yourself.

*You must have a valid driver's license or picture ID to enter through the doors of the Child Support division.

REPORT OF MEDICAL EXAMINATION REQUESTED BY
_____ COUNTY DEPARTMENT OF SOCIAL SERVICES

PART I. (To be completed by county DSS) Case No. _____ Dist. No. _____

Patient Name _____ DOB _____ SSN _____

Address _____

_____ Date

_____ Case Manager / Telephone Number

PART II. (For Applicant, Recipient, Personal Representative or Guardian)

I hereby authorize any physician, hospital, or clinic that has treated or examined me to give the County Department of Social Services information about my present or past health.

_____ Date

_____ Signature of Applicant, Recipient,
Personal Representative, or Guardian

ALL INFORMATION BELOW IS TO BE COMPLETED BY A PHYSICIAN.

PART III. (Medical Report) Note to medical provider(s): The information you provide will be used by the County Department of Social Services to assist the individual in obtaining appropriate employment services, skills training, and/or medical treatment, which is consistent with the State and Federal Work Programs.

A. Does this individual have a medical or psychological condition(s) that results in functional limitations for work and/or attending training (i.e. work tolerance/stamina, mobility on the job, and communication with others)?

YES NO (If answer is no, please sign and date on page two).

If answer is yes, please complete both pages.

B. Date and purpose of recent examination:

C. Diagnosis: _____ Date of Onset? _____

D. Prognosis: _____ Current Medications _____

E. Current Work Capacity: Full Time Part Time (No. of days per week)

Given the current medical condition and prescribed medications of the individual, list any existing work, driving, or training restrictions related to possible work or training activities:

Please select the work and training activities the individual can perform:

- Attend training classes number of hours per day _____
- Sitting number of hours per day _____
- Standing number of hours per day _____
- Bending number of hours per day _____
- Lifting number of hours per day _____
- Carrying number of hours per day _____
- Walking number of hours per day _____
- Understanding/Following Instructions
- Other, please specify _____

F. Please estimate how long this individual's condition will limit the capacity to engage in any work or training.

- 30 Days 60 Days 90 Days 120 Days or more Permanent

Other (Specify): _____

G. Vocational Rehabilitation is an employment/training program designed for individuals with physical and mental limitations. Is your patient a candidate for referral to Vocational Rehabilitation? **DSS will make the referral.**

- YES NO

If "No" please explain. _____

H. Additional comments regarding work capacity or functional limitations:

Reporting Physician's Name, Address, and Specialty <i>(Please Type or Print)</i>	Signature of Physician
	Telephone No. _____ Date of this report _____

OBLIGOR Name & Address

ACCOUNT #
MPI# _____
Docket# _____
SS# _____

SEND PAYMENT TO:

NC Child Support Centralized Collections
PO Box 900006
Raleigh, NC 27675-9006

AMOUNT
Amount Due: \$ _____ A Month
Amount You Are Paying:
\$ _____

In order to assure your payment is correctly posted, write your MPI number and Social Security number on your check or money order.
DO NOT SEND CASH. Please print the amount you are paying in the amount paid box.

Please make your check or money order payable to NC CHILD SUPPORT.

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GASTON COUNTY

*Child Support Services
Department of Social Services
Keith A Moon, Director*

330 North Marietta Street Gastonia, NC 28052 (704)862-7520 Fax (704)862-7823

JOB SEARCH

DATE: _____

AP: _____

You stated you are unemployed or working part-time. You are to begin on Thursday, _____, 20____, going to at least two (2) places per business day to seek full-time employment sufficient to satisfy your obligation to pay child support. You are to provide a completed list of _____ names and signatures from employers from whom you have sought employment since your last court date.

Applicant must return this form, completed, to _____, in Courtroom 4A on Wednesday, _____, 20____, AS ORDERED BY THE COURT.

IF YOU FIND GAINFUL EMPLOYMENT BEFORE YOUR NEXT COURT DATE, CONTACT YOUR AGENT AT (704) 862-____ WITH YOUR EMPLOYMENT INFORMATION AND FOR FURTHER INSTRUCTIONS.

PAYMENT MAY BE MADE TO YOUR CHILD SUPPORT CASE BY MAILING A PAYMENT TO THE ADDRESS BELOW. BE SURE TO INCLUDE YOUR SOCIAL SUECURITY #, MPI # _____ AND YOUR FULL NAME ON THE MONEY ORDER OR CHECK.

MAIL PAYMENTS TO: N.C. CENTRALIZED COLLECTITONS
P.O. BOX 900006
RALEIGH, NC 27675-0006
AP: _____
SS#: _____
MPI#: _____

Mission Statement

Gaston County seeks to be among the finest counties in North Carolina. It will provide excessive, efficient and affordable services leading to a safe, secure and healthy community, an environment for economic growth, and promote a favorable quality of life.

GASTON COUNTY DEPARTMENT OF SOCIAL SERVICES

JOB SEARCH LOG

Use this form to keep a record of your job search. List EVERY contact you make with an employer.

NAME OF BUSINESS: _____ TELEPHONE NUMBER: _____

BUSINESS ADDRESS: _____

CONTACT TYPE: In-Person On-Line CONTACT DATE: _____

NAME OF CONTACT PERSON AND JOB TITLE: _____

RESULTS OF CONTACT: _____

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NAME OF CONTACT PERSON AND JOB TITLE: _____

RESULTS OF CONTACT: _____

GASTON COUNTY DEPARTMENT OF SOCIAL SERVICES

JOB SEARCH LOG

Use this form to keep a record of your job search. List EVERY contact you make with an employer.

NAME OF BUSINESS: _____ TELEPHONE NUMBER: _____

BUSINESS ADDRESS: _____

CONTACT TYPE: In-Person On-Line CONTACT DATE: _____

NAME OF CONTACT PERSON AND JOB TITLE: _____

RESULTS OF CONTACT: _____

NAME OF BUSINESS: _____ TELEPHONE NUMBER: _____

BUSINESS ADDRESS: _____

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CONTACT TYPE: In-Person On-Line CONTACT DATE: _____

NAME OF CONTACT PERSON AND JOB TITLE: _____

RESULTS OF CONTACT: _____

RULE 1.1 COMPETENCE

A lawyer shall not handle a legal matter that the lawyer knows or should know he or she is not competent to handle without associating with a lawyer who is competent to handle the matter. Competent representation requires the legal knowledge, skill, thoroughness, and preparation reasonably necessary for the representation.

Comment

Legal Knowledge and Skill

....

[2] A lawyer need not necessarily have special training or prior experience to handle legal problems of a type with which the lawyer is unfamiliar. A newly admitted lawyer can be as competent as a practitioner with long experience. Some important legal skills, such as the analysis of precedent, the evaluation of evidence, and legal drafting, are required in all legal problems. Perhaps the most fundamental legal skill consists of determining what kind of legal problems a situation may involve, a skill that necessarily transcends any particular specialized knowledge. A lawyer can provide adequate representation in a wholly novel field through necessary study. Competent representation can also be provided through the association of a lawyer of established competence in the field in question.

....

Thoroughness and Preparation

[5] Competent handling of a particular matter includes inquiry into, and analysis of, the factual and legal elements of the problem, and use of methods and procedures meeting the standards of competent practitioners. It also includes adequate preparation. The required attention and preparation are determined, in part, by what is at stake; major litigation and complex transactions ordinarily require more extensive treatment than matters of lesser complexity or consequence. An agreement between the lawyer and the client regarding the scope of the representation may limit the matters for which the lawyer is responsible. See Rule 1.2(c).

RULE 1.2 SCOPE OF REPRESENTATION AND ALLOCATION OF AUTHORITY BETWEEN CLIENT AND LAWYER

(a) Subject to paragraphs (c) and (d), a lawyer shall abide by a client's decisions concerning the objectives of representation and, as required by Rule 1.4, shall consult with the client as to the means by which they are to be pursued. A lawyer may take such action on behalf of the client as is impliedly authorized to carry out the representation.

(1) A lawyer shall abide by a client's decision whether to settle a matter. In a criminal case, the lawyer shall abide by the client's decision, after consultation with the lawyer, as to a plea to be entered, whether to waive jury trial and whether the client will testify.

(2) A lawyer does not violate this rule by acceding to reasonable requests of opposing counsel that do not prejudice the rights of a client, by being punctual in fulfilling all professional commitments, by avoiding offensive tactics, or by treating with courtesy and consideration all persons involved in the legal process.

(3) In the representation of a client, a lawyer may exercise his or her professional judgment to waive or fail to assert a right or position of the client.

(b) A lawyer's representation of a client, including representation by appointment, does not constitute an endorsement of the client's political, economic, social or moral views or activities.

(c) A lawyer may limit the scope of the representation if the limitation is reasonable under the circumstances.

(d) A lawyer shall not counsel a client to engage, or assist a client, in conduct that the lawyer knows is criminal or fraudulent, but a lawyer may discuss the legal consequences of any proposed course of conduct with a client and may counsel or assist a client to make a good faith effort to determine the validity, scope, meaning or application of the law.

Comment

Allocation of Authority between Client and Lawyer

[1] Paragraph (a) confers upon the client the ultimate authority to determine the purposes to be served by legal representation, within the limits imposed by law and the lawyer's professional obligations. The decisions specified in paragraph (a), such as whether to settle a civil matter, must also be made by the client. See Rule 1.4(a)(1) for the lawyer's duty to communicate with the client about such decisions. With respect to the means by which the client's objectives are to be pursued, the lawyer shall consult with the client as required by Rule 1.4(a)(2) and may take such action as is impliedly authorized to carry out the representation. Lawyers are encouraged to treat opposing counsel with courtesy and to cooperate with opposing

counsel when it will not prevent or unduly hinder the pursuit of the objective of the representation. To this end, a lawyer may waive a right or fail to assert a position of a client without first obtaining the client's consent. For example, a lawyer may consent to an extension of time for the opposing party to file pleadings or discovery without obtaining the client's consent.

[2] On occasion, however, a lawyer and a client may disagree about the means to be used to accomplish the client's objectives. Clients normally defer to the special knowledge and skill of their lawyer with respect to the means to be used to accomplish their objectives, particularly with respect to technical, legal and tactical matters. Conversely, lawyers usually defer to the client regarding such questions as the expense to be incurred and concern for third persons who might be adversely affected. Because of the varied nature of the matters about which a lawyer and client might disagree and because the actions in question may implicate the interests of a tribunal or other persons, this Rule does not prescribe how such disagreements are to be resolved. Other law, however, may be applicable and should be consulted by the lawyer. The lawyer should also consult with the client and seek a mutually acceptable resolution of the disagreement. If such efforts are unavailing and the lawyer has a fundamental disagreement with the client, the lawyer may withdraw from the representation. See Rule 1.16(b)(4). Conversely, the client may resolve the disagreement by discharging the lawyer. See Rule 1.16(a)(3).

.....

[4] In a case in which the client appears to be suffering diminished capacity, the lawyer's duty to abide by the client's decisions is to be guided by reference to Rule 1.14.

.....

[14] If a lawyer comes to know or reasonably should know that a client expects assistance not permitted by the Rules of Professional Conduct or other law or if the lawyer intends to act contrary to the client's instructions, the lawyer must consult with the client regarding the limitations on the lawyer's conduct. See Rule 1.4(a)(5).

RULE 1.4 COMMUNICATION

(a) A lawyer shall:

- (1) promptly inform the client of any decision or circumstance with respect to which the client's informed consent, as defined in Rule 1.0(f), is required by these Rules;
- (2) reasonably consult with the client about the means by which the client's objectives are to be accomplished;
- (3) keep the client reasonably informed about the status of the matter;
- (4) promptly comply with reasonable requests for information; and
- (5) consult with the client about any relevant limitation on the lawyer's conduct when the lawyer knows that the client expects assistance not permitted by the Rules of Professional Conduct or other law.

(b) A lawyer shall explain a matter to the extent reasonably necessary to permit the client to make informed decisions regarding the representation.

Comment

[1] Reasonable communication between the lawyer and the client is necessary for the client effectively to participate in the representation.

Communicating with Client

[2] If these Rules require that a particular decision about the representation be made by the client, paragraph (a)(1) requires that the lawyer promptly consult with and secure the client's consent prior to taking action unless prior discussions with the client have resolved what action the client wants the lawyer to take. For example, a lawyer who receives from opposing counsel an offer of settlement in a civil controversy or a proffered plea bargain in a criminal case must promptly inform the client of its substance unless the client has previously indicated that the proposal will be acceptable or unacceptable or has authorized the lawyer to accept or to reject the offer. See Rule 1.2(a).

[3] Paragraph (a)(2) requires the lawyer to consult with the client about the means to be used to accomplish the client's objectives. In some situations - depending on both the importance of the action under consideration and the feasibility of consulting with the client - this duty will require consultation prior to taking action. In other circumstances, such as during a trial when an immediate decision must be made, the exigency of the situation may require the lawyer to act without prior consultation. In such cases the lawyer must nonetheless act reasonably to inform the client of actions the lawyer has taken on the client's behalf. Additionally, paragraph (a)(3) requires that the lawyer keep the client reasonably informed about the status of the matter, such as significant developments affecting the timing or the substance of the representation.

[4] A lawyer's regular communication with clients will minimize the occasions on which a client will need to request information concerning the representation. When a client makes a reasonable request for information, however, paragraph (a)(4) requires prompt compliance with the request, or if a prompt response is not feasible, that the lawyer, or a member of the lawyer's staff, acknowledge receipt of the request and advise the client when a response may be expected. A lawyer should address with the client how the lawyer and the client will communicate, and should respond to or acknowledge client communications in a reasonable and timely manner.

Explaining Matters

[5] The client should have sufficient information to participate intelligently in decisions concerning the objectives of the representation and the means by which they are to be pursued, to the extent the client is willing and able to do so. Adequacy of communication depends in part on the kind of advice or assistance that is involved. For example, when there is time to explain a proposal made in a negotiation, the lawyer should review all important provisions with the client before proceeding to an agreement. In litigation a lawyer should explain the general strategy and prospects of success and ordinarily should consult the client on tactics that are likely to result in significant expense or to injure or coerce others. On the other hand, a lawyer ordinarily will not be expected to describe trial or negotiation strategy in detail. The guiding principle is that the lawyer should fulfill reasonable client expectations for information consistent with the duty to act in the client's best interests, and the client's overall requirements as to the character of representation. In certain circumstances, such as when a lawyer asks a client to consent to a representation affected by a conflict of interest, the client must give informed consent, as defined in Rule 1.0(f).

[6] Ordinarily, the information to be provided is that appropriate for a client who is a comprehending and responsible adult. However, fully informing the client according to this standard may be impracticable, for example, where the client is a child or suffers from diminished capacity. See Rule 1.14. When the client is an organization or group, it is often impossible or inappropriate to inform every one of its members about its legal affairs; ordinarily, the lawyer should address communications to the appropriate officials of the organization. See Rule 1.13. Where many routine matters are involved, a system of limited or occasional reporting may be arranged with the client.

Withholding Information

[7] In some circumstances, a lawyer may be justified in delaying transmission of information when the client would be likely to react imprudently to an immediate communication. Thus, a lawyer might withhold a psychiatric diagnosis of a client when the examining psychiatrist indicates that disclosure would harm the client. A lawyer may not withhold information to serve the lawyer's own interest or convenience or the interests or convenience of another person. Rules or court orders

governing litigation may provide that information supplied to a lawyer may not be disclosed to the client. Rule 3.4(c) directs compliance with such rules or orders.

RULE 1.0 TERMINOLOGY

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(f) "Informed consent" denotes the agreement by a person to a proposed course of conduct after the lawyer has communicated adequate information and explanation appropriate to the circumstances.

....

Comment

....

Informed Consent

[6] Many of the Rules of Professional Conduct require the lawyer to obtain the informed consent of a client or other person (e.g., a former client or, under certain circumstances, a prospective client) before accepting or continuing representation or pursuing a course of conduct. See, e.g., Rules 1.6(a) and 1.7(b). The communication necessary to obtain such consent will vary according to the Rule involved and the circumstances giving rise to the need to obtain informed consent. The lawyer must make reasonable efforts to ensure that the client or other person possesses information reasonably adequate to make an informed decision. Ordinarily, this will require communication that includes a disclosure of the facts and circumstances giving rise to the situation, any explanation reasonably necessary to inform the client or other person of the material advantages and disadvantages of the proposed course of conduct and a discussion of the client's or other person's options and alternatives. In some circumstances it may be appropriate for a lawyer to advise a client or other person to seek the advice of other counsel. A lawyer need not inform a client or other person of facts or implications already known to the client or other person; nevertheless, a lawyer who does not personally inform the client or other person assumes the risk that the client or other person is inadequately informed and the consent is invalid. In determining whether the information and explanation provided are reasonably adequate, relevant factors include whether the client or other person is experienced in legal matters generally and in making decisions of the type involved, and whether the client or other person is independently represented by other counsel in giving the consent. Normally, such persons need less information and explanation than others, and generally a client or other person who is independently represented by other counsel in giving the consent should be assumed to have given informed consent.

[7] Obtaining informed consent will usually require an affirmative response by the client or other person. In general, a lawyer may not assume consent from a client's or other person's silence. Consent may be inferred, however, from the conduct of a

client or other person who has reasonably adequate information about the matter. A number of Rules require that a person's consent be confirmed in writing. See Rules 1.7(b) and 1.9(a). For a definition of "writing" and "confirmed in writing," see paragraphs (o) and (c). Other Rules require that a client's consent be obtained in a writing signed by the client. See, e.g. , Rules 1.8(a) and (g). For a definition of "signed," see paragraph (o).

RULE 1.6 CONFIDENTIALITY OF INFORMATION

(a) A lawyer shall not reveal information acquired during the professional relationship with a client unless the client gives informed consent, the disclosure is impliedly authorized in order to carry out the representation or the disclosure is permitted by paragraph (b).

(b) A lawyer may reveal information protected from disclosure by paragraph (a) to the extent the lawyer reasonably believes necessary:

- (1) to comply with the Rules of Professional Conduct, the law or court order;
- (2) to prevent the commission of a crime by the client;
- (3) to prevent reasonably certain death or bodily harm;
- (4) to prevent, mitigate, or rectify the consequences of a client's criminal or fraudulent act in the commission of which the lawyer's services were used;
- (5) to secure legal advice about the lawyer's compliance with these Rules;
- (6) to establish a claim or defense on behalf of the lawyer in a controversy between the lawyer and the client; to establish a defense to a criminal charge or civil claim against the lawyer based upon conduct in which the client was involved; or to respond to allegations in any proceeding concerning the lawyer's representation of the client;
- (7) to comply with the rules of a lawyers' or judges' assistance program approved by the North Carolina State Bar or the North Carolina Supreme Court; or
- (8) to detect and resolve conflicts of interest arising from the lawyer's change of employment or from changes in the composition or ownership of a firm, but only if the revealed information would not compromise the attorney-client privilege or otherwise prejudice the client.

(c) A lawyer shall make reasonable efforts to prevent the inadvertent or unauthorized disclosure of, or unauthorized access to, information relating to the representation of a client.

(d) The duty of confidentiality described in this Rule encompasses information received by a lawyer then acting as an agent of a lawyers' or judges' assistance program approved by the North Carolina State Bar or the North Carolina Supreme Court regarding another lawyer or judge seeking assistance or to whom assistance is being offered. For the purposes of this Rule, "client" refers to lawyers seeking assistance from lawyers' or judges' assistance programs approved by the North Carolina State Bar or the North Carolina Supreme Court.

Comment

....

[4] Paragraph (a) prohibits a lawyer from revealing information acquired during the representation of a client. This prohibition also applies to disclosures by a lawyer

that do not in themselves reveal protected information but could reasonably lead to the discovery of such information by a third person. A lawyer's use of a hypothetical to discuss issues relating to the representation is permissible so long as there is no reasonable likelihood that the listener will be able to ascertain the identity of the client or the situation involved.

....

Disclosure Adverse to Client

[6] Although the public interest is usually best served by a strict rule requiring lawyers to preserve the confidentiality of information acquired during the representation of their clients, the confidentiality rule is subject to limited exceptions. In becoming privy to information about a client, a lawyer may foresee that the client intends to commit a crime. Paragraph (b)(2) recognizes that a lawyer should be allowed to make a disclosure to avoid sacrificing the interests of the potential victim in favor of preserving the client's confidences when the client's purpose is wrongful. Similarly, paragraph (b)(3) recognizes the overriding value of life and physical integrity and permits disclosure reasonably necessary to prevent reasonably certain death or substantial bodily harm. Such harm is reasonably certain to occur if it will be suffered imminently or if there is a present and substantial threat that a person will suffer such harm at a later date if the lawyer fails to take action necessary to eliminate the threat. Thus, a lawyer who knows that a client has accidentally discharged toxic waste into a town's water supply may reveal this information to the authorities if there is a present and substantial risk that a person who drinks the water will contract a life-threatening or debilitating disease and the lawyer's disclosure is necessary to eliminate the threat or reduce the number of victims.

....

[13] Other law may require that a lawyer disclose information about a client. Whether such a law supersedes Rule 1.6 is a question of law beyond the scope of these Rules. When disclosure of information acquired during the representation appears to be required by other law, the lawyer must discuss the matter with the client to the extent required by Rule 1.4. If, however, the other law supersedes this Rule and requires disclosure, paragraph (b)(1) permits the lawyer to make such disclosures as are necessary to comply with the law.

[14] Paragraph (b)(1) also permits compliance with a court order requiring a lawyer to disclose information relating to a client's representation. If a lawyer is called as a witness to give testimony concerning a client or is otherwise ordered to reveal information relating to the client's representation, however, the lawyer must, absent informed consent of the client to do otherwise, assert on behalf of the client all nonfrivolous claims that the information sought is protected against disclosure by the attorney-client privilege or other applicable law. In the event of an adverse ruling, the lawyer must consult with the client about the possibility of appeal. See

Rule 1.4. Unless review is sought, however, paragraph (b)(1) permits the lawyer to comply with the court's order.

[15] Paragraph (b) permits disclosure only to the extent the lawyer reasonably believes the disclosure is necessary to accomplish one of the purposes specified. Where practicable, the lawyer should first seek to persuade the client to take suitable action to obviate the need for disclosure. In any case, a disclosure adverse to the client's interest should be no greater than the lawyer reasonably believes necessary to accomplish the purpose. If the disclosure will be made in connection with a judicial proceeding, the disclosure should be made in a manner that limits access to the information to the tribunal or other persons having a need to know it and appropriate protective orders or other arrangements should be sought by the lawyer to the fullest extent practicable.

[16] Paragraph (b) permits but does not require the disclosure of information acquired during a client's representation to accomplish the purposes specified in paragraphs (b)(1) through (b)(7). In exercising the discretion conferred by this Rule, the lawyer may consider such factors as the nature of the lawyer's relationship with the client and with those who might be injured by the client, the lawyer's own involvement in the transaction and factors that may extenuate the conduct in question. When practical, the lawyer should first seek to persuade the client to take suitable action, making it unnecessary for the lawyer to make any disclosure. A lawyer's decision not to disclose as permitted by paragraph (b) does not violate this Rule. Disclosure may be required, however, by other Rules. Some Rules require disclosure only if such disclosure would be permitted by paragraph (b). See Rules 1.2(d), 4.1(b), 8.1 and 8.3. Rule 3.3, on the other hand, requires disclosure in some circumstances regardless of whether such disclosure is permitted by this Rule. See Rule 3.3(c).

....

Acting Competently to Preserve Confidentiality

[19] Paragraph (c) requires a lawyer to act competently to safeguard information acquired during the representation of a client against unauthorized access by third parties and against inadvertent or unauthorized disclosure by the lawyer or other persons who are participating in the representation of the client or who are subject to the lawyer's supervision. See Rules 1.1, 5.1, and 5.3. The unauthorized access to, or the inadvertent or unauthorized disclosure of, information acquired during the professional relationship with a client does not constitute a violation of paragraph (c) if the lawyer has made reasonable efforts to prevent the access or disclosure. Factors to be considered in determining the reasonableness of the lawyer's efforts include, but are not limited to, the sensitivity of the information, the likelihood of disclosure if additional safeguards are not employed, the cost of employing additional safeguards, the difficulty of implementing the safeguards, and the extent to which the safeguards adversely affect the lawyer's ability to represent clients (e.g., by making a device or important piece of software excessively difficult to use). A client may require the lawyer to implement special security measures not

required by this Rule, or may give informed consent to forgo security measures that would otherwise be required by this Rule. Whether a lawyer may be required to take additional steps to safeguard a client's information to comply with other law—such as state and federal laws that govern data privacy, or that impose notification requirements upon the loss of, or unauthorized access to, electronic information—is beyond the scope of these Rules. For a lawyer's duties when sharing information with nonlawyers outside the lawyer's own firm, see Rule 5.3, Comments [3]-[4].

[20] When transmitting a communication that includes information acquired during the representation of a client, the lawyer must take reasonable precautions to prevent the information from coming into the hands of unintended recipients. This duty, however, does not require that the lawyer use special security measures if the method of communication affords a reasonable expectation of privacy. Special circumstances, however, may warrant special precautions. Factors to be considered in determining the reasonableness of the client's expectation of confidentiality include the sensitivity of the information and the extent to which the privacy of the communication is protected by law or by a confidentiality agreement. A client may require the lawyer to implement special security measures not required by this Rule or may give informed consent to the use of a means of communication that would otherwise be prohibited by this Rule. Whether a lawyer may be required to take additional steps to comply with other law, such as state and federal laws that govern data privacy, is beyond the scope of these Rules.

Former Client

[21] The duty of confidentiality continues after the client-lawyer relationship has terminated. See Rule 1.9(c)(2). See Rule 1.9(c)(1) for the prohibition against using such information to the disadvantage of the former client.

RULE 1.14 CLIENT WITH DIMINISHED CAPACITY

(a) When a client's capacity to make adequately considered decisions in connection with a representation is diminished, whether because of minority, mental impairment or for some other reason, the lawyer shall, as far as reasonably possible, maintain a normal client-lawyer relationship with the client.

(b) When the lawyer reasonably believes that the client has diminished capacity, is at risk of substantial physical, financial or other harm unless action is taken and cannot adequately act in the client's own interest, the lawyer may take reasonably necessary protective action, including consulting with individuals or entities that have the ability to take action to protect the client and, in appropriate cases, seeking the appointment of a guardian ad litem or guardian.

(c) Information relating to the representation of a client with diminished capacity is protected by Rule 1.6. When taking protective action pursuant to paragraph (b), the lawyer is impliedly authorized under Rule 1.6(a) to reveal information about the client, but only to the extent reasonably necessary to protect the client's interests.

Comment

[1] The normal client-lawyer relationship is based on the assumption that the client, when properly advised and assisted, is capable of making decisions about important matters. When the client is a minor or suffers from a diminished mental capacity, however, maintaining the ordinary client-lawyer relationship may not be possible in all respects. In particular, a severely incapacitated person may have no power to make legally binding decisions. Nevertheless, a client with diminished capacity often has the ability to understand, deliberate upon, and reach conclusions about matters affecting the client's own well-being. For example, children as young as five or six years of age, and certainly those of ten or twelve, are regarded as having opinions that are entitled to weight in legal proceedings concerning their custody. So also, it is recognized that some persons of advanced age can be quite capable of handling routine financial matters while needing special legal protection concerning major transactions.

[2] The fact that a client suffers a disability does not diminish the lawyer's obligation to treat the client with attention and respect. Even if the person has a legal representative, the lawyer should as far as possible accord the represented person the status of client, particularly in maintaining communication.

[3] The client may wish to have family members or other persons participate in discussions with the lawyer. When necessary to assist in the representation, the presence of such persons generally does not affect the applicability of the attorney-client evidentiary privilege. Nevertheless, the lawyer must keep the client's interests foremost and, except for protective action authorized under paragraph (b), must look to the client, and not family members, to make decisions on the client's behalf.

[4] If a legal representative has already been appointed for the client, the lawyer should ordinarily look to the representative for decisions on behalf of the client. In matters involving a minor, whether the lawyer should look to the parents as natural guardians may depend on the type of proceeding or matter in which the lawyer is representing the minor. If the lawyer represents the guardian as distinct from the ward, and is aware that the guardian is acting adversely to the ward's interest, the lawyer may have an obligation to prevent or rectify the guardian's misconduct. See Rule 1.2(d).

Taking Protective Action

[5] If a lawyer reasonably believes that a client is at risk of substantial physical, financial or other harm unless action is taken, and that a normal client-lawyer relationship cannot be maintained as provided in paragraph (a) because the client lacks sufficient capacity to communicate or to make adequately considered decisions in connection with the representation, then paragraph (b) permits the lawyer to take protective measures deemed necessary. Such measures could include: consulting with family members, using a reconsideration period to permit clarification or improvement of circumstances, using voluntary surrogate decision-making tools such as durable powers of attorney or consulting with support groups, professional services, adult-protective agencies or other individuals or entities that have the ability to protect the client. In taking any protective action, the lawyer should be guided by such factors as the wishes and values of the client to the extent known, the client's best interests and the goals of intruding into the client's decision-making autonomy to the least extent feasible, maximizing client capacities and respecting the client's family and social connections.

[6] In determining the extent of the client's diminished capacity, the lawyer should consider and balance such factors as: the client's ability to articulate reasoning leading to a decision, variability of state of mind and ability to appreciate consequences of a decision; the substantive fairness of a decision; and the consistency of a decision with the known long-term commitments and values of the client. In appropriate circumstances, the lawyer may seek guidance from an appropriate diagnostician.

[7] If a legal representative has not been appointed, the lawyer should consider whether appointment of a guardian ad litem or guardian is necessary to protect the client's interests. Thus, if a client with diminished capacity has substantial property that should be sold for the client's benefit, effective completion of the transaction may require appointment of a legal representative. In addition, rules of procedure in litigation sometimes provide that minors or persons with diminished capacity must be represented by a guardian or next friend if they do not have a general guardian. In many circumstances, however, appointment of a legal representative may be more expensive or traumatic for the client than circumstances in fact require. Evaluation of such circumstances is a matter entrusted to the professional judgment of the lawyer. In considering alternatives, however, the lawyer should be

aware of any law that requires the lawyer to advocate the least restrictive action on behalf of the client.

Disclosure of the Client's Condition

[8] Disclosure of the client's diminished capacity could adversely affect the client's interests. For example, raising the question of diminished capacity could, in some circumstances, lead to proceedings for involuntary commitment. Information relating to the representation is protected by Rule 1.6. Therefore, unless authorized to do so, the lawyer may not disclose such information. When taking protective action pursuant to paragraph (b), the lawyer is impliedly authorized to make the necessary disclosures, even when the client directs the lawyer to the contrary. Nevertheless, given the risks of disclosure, paragraph (c) limits what the lawyer may disclose in consulting with other individuals or entities or seeking the appointment of a legal representative. At the very least, the lawyer should determine whether it is likely that the person or entity consulted with will act adversely to the client's interests before discussing matters related to the client. The lawyer's position in such cases is an unavoidably difficult one.

Emergency Legal Assistance

[9] In an emergency where the health, safety or a financial interest of a person with seriously diminished capacity is threatened with imminent and irreparable harm, a lawyer may take legal action on behalf of such a person even though the person is unable to establish a client-lawyer relationship or to make or express considered judgments about the matter, when the person or another acting in good faith on that person's behalf has consulted with the lawyer. Even in such an emergency, however, the lawyer should not act unless the lawyer reasonably believes that the person has no other lawyer, agent or other representative available. The lawyer should take legal action on behalf of the person only to the extent reasonably necessary to maintain the status quo or otherwise avoid imminent and irreparable harm. A lawyer who undertakes to represent a person in such an exigent situation has the same duties under these Rules as the lawyer would with respect to a client.

[10] A lawyer who acts on behalf of a person with seriously diminished capacity in an emergency should keep the confidences of the person as if dealing with a client, disclosing them only to the extent necessary to accomplish the intended protective action. The lawyer should disclose to any tribunal involved and to any other counsel involved the nature of his or her relationship with the person. The lawyer should take steps to regularize the relationship or implement other protective solutions as soon as possible.

RULE 1.16 DECLINING OR TERMINATING REPRESENTATION

(a) Except as stated in paragraph (c), a lawyer shall not represent a client or, where representation has commenced, shall withdraw from the representation of a client if:

- (1) the representation will result in violation of law or the Rules of Professional Conduct;
- (2) the lawyer's physical or mental condition materially impairs the lawyer's ability to represent the client; or
- (3) the lawyer is discharged.

(b) Except as stated in paragraph (c), a lawyer may withdraw from representing a client if:

- (1) withdrawal can be accomplished without material adverse effect on the interests of the client; or
- (2) the client knowingly and freely assents to the termination of the representation; or
- (3) the client persists in a course of action involving the lawyer's services that the lawyer reasonably believes is criminal or fraudulent; or
- (4) the client insists upon taking action that the lawyer considers repugnant, imprudent, or contrary to the advice and judgment of the lawyer, or with which the lawyer has a fundamental disagreement; or
- (5) the client has used the lawyer's services to perpetrate a crime or fraud; or
- (6) the client fails substantially to fulfill an obligation to the lawyer regarding the lawyer's services and has been given reasonable warning that the lawyer will withdraw unless the obligation is fulfilled; or
- (7) the representation will result in an unreasonable financial burden on the lawyer or has been rendered unreasonably difficult by the client; or
- (8) the client insists upon presenting a claim or defense that is not warranted under existing law and cannot be supported by good faith argument for an extension, modification, or reversal of existing law; or
- (9) other good cause for withdrawal exists.

(c) A lawyer must comply with applicable law requiring notice to or permission of a tribunal when terminating a representation. When ordered to do so by a tribunal, a lawyer shall continue representation notwithstanding good cause for terminating the representation.

(d) Upon termination of representation, a lawyer shall take steps to the extent reasonably practicable to protect a client's interests, such as giving reasonable notice to the client, allowing time for employment of other counsel, surrendering papers and property to which the client is entitled and refunding any advance

payment of fee or expense that has not been earned or incurred. The lawyer may retain papers relating to the client to the extent permitted by other law.

Comment

[1] A lawyer should not accept representation in a matter unless it can be performed competently, promptly, without improper conflict of interest and to completion. Ordinarily, a representation in a matter is completed when the agreed-upon assistance has been concluded. See Rules 1.2(c) and 6.5. See also Rule 1.3, Comment [4].

Mandatory Withdrawal

[2] A lawyer ordinarily must decline or withdraw from representation if the client demands that the lawyer engage in conduct that is illegal or violates the Rules of Professional Conduct or other law. The lawyer is not obliged to decline or withdraw simply because the client suggests such a course of conduct; a client may make such a suggestion in the hope that a lawyer will not be constrained by a professional obligation.

[3] When a lawyer has been appointed to represent a client, withdrawal ordinarily requires approval of the appointing authority. Similarly, court approval or notice to the court is often required by applicable law before a lawyer withdraws from pending litigation. Difficulty may be encountered if withdrawal is based on the client's demand that the lawyer engage in unprofessional conduct. The court may request an explanation for the withdrawal, while the lawyer may be bound to keep confidential the facts that would constitute such an explanation. The lawyer's statement that professional considerations require termination of the representation ordinarily should be accepted as sufficient. Lawyers should be mindful of their obligations to both clients and the court under Rules 1.6 and 3.3.

Discharge

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[5] Whether a client can discharge appointed counsel may depend on applicable law. A client seeking to do so should be given a full explanation of the consequences. These consequences may include a decision by the appointing authority that appointment of successor counsel is unjustified, thus requiring self-representation by the client.

[6] If the client has severely diminished capacity, the client may lack the legal capacity to discharge the lawyer, and in any event the discharge may be seriously adverse to the client's interests. The lawyer should make special effort to help the client consider the consequences and may take reasonably necessary protective action as provided in Rule 1.14.

Optional Withdrawal

[7] A lawyer may withdraw from representation in some circumstances. The lawyer has the option to withdraw if it can be accomplished without material adverse effect

on the client's interests. Forfeiture by the client of a substantial financial investment in the representation may have such effect on the client's interests. Withdrawal is also justified if the client persists in a course of action that the lawyer reasonably believes is criminal or fraudulent, for a lawyer is not required to be associated with such conduct even if the lawyer does not further it. Withdrawal is also permitted if the lawyer's services were misused in the past even if that would materially prejudice the client. The lawyer may also withdraw where the client insists on taking action that the lawyer considers repugnant or imprudent or with which the lawyer has a fundamental disagreement.

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Assisting the Client upon Withdrawal

[9] Even if the lawyer has been unfairly discharged by the client, a lawyer must take all reasonable steps to mitigate the consequences to the client.