



MID-CAROLINA
Workforce Development Board

Policy Letter #6

TO: All Staff
FROM: Mid-Carolina Workforce Development Staff
SUBJECT: Repeat Customers Policy

The following rules will apply to all repeat customers:

1. A repeat customer is defined as an individual who received training/supportive services from an NCWorks Career Center, has been exited 181 days from the program, and has returned seeking additional assistance.
2. Repeat customers shall not be given priority for enrollment due to the number of individuals seeking first-time enrollment and the fact that repeat customers have gained employable skills as a result of their previous sponsorship.
3. Case notes are required at the initial intake of the repeat customer regarding the review of previous financial expenditures to ensure they have not exceeded the lifetime training cap of \$8,000.
4. Policy Letter #4, Priority of Service, addresses factors to take into consideration when vetting customers for training opportunities.

CREATION DATE

July 2022

REVISION DATE

January 2024

December 2024

June 2025

