



410 Ray Avenue • Fayetteville, North Carolina 28301
P.O. Box 1829 • Fayetteville, North Carolina 28302-1829
(910) 323-3421 • (910) 323-5755

Policy Letter #9

TO: All Staff

FROM: Tracy Jackson, Interim Director

SUBJECT: Repeat Customers

The following rules will apply to all repeat customers:

1. A repeat customer is defined as an individual who received training/supportive services from the Cumberland County Career Center, has been exited (**90 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 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 #6, Selection & Priority of Service, addresses factors to take into consideration when selecting customers for training opportunities.

Creation Date
November 2005

Revised Date
July 2020

Celebrating Our Past... Embracing Our Future

EASTOVER • FALCON • FAYETTEVILLE • GODWIN • HOPE MILLS • LINDEN • SPRING LAKE • STEDMAN • WADE

Equal Opportunity Employer/Program
Auxiliary aids and services are available upon request to individuals with disabilities