

Elements of a Comprehensive One-Stop Job Center

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A One-Stop Delivery System is ...

A set of integrated and streamlined workforce development, educational, and other human resource services organized in a customer-centered manner to increase access to services and successful employment outcomes for jobseekers and employers.

A One-Stop Delivery System must ...

- Exist in every state
- Include at least **one comprehensive center**
- Serve jobseekers **and** businesses
- Involve programs funded by 19 different funding sources
- Be united under an MOU between the required partners and the State Workforce Development Board (SWDB)
- Provide access to services using electronic means if applicable and practicable
- Be physically and programmatically accessible
- Share infrastructure costs
- Meet certification requirements set by the SWDB
- Physically or virtually co-locate required partner programs

Who is Involved?

1. Adult Program - VDOL
2. Youth Program- VDOL
3. Dislocated Worker Program - VDOL
4. Job Corps – Northland JobCorps
5. YouthBuild – ReSource
6. Native American Programs – Maquam Bay of Missisquoi, Inc.
7. Migrant and Seasonal Farmworker Programs – Pathstone
8. Wagner-Peyser Employment Service Program – VDOL
9. Adult Education and Family Literacy Program – AOE
10. Vocational Rehabilitation Program – Voc Rehab (DVR)
11. Senior Community Service Employment Program – VT Assoc. for Training & Dev.
12. Postsecondary Perkins Career and Tech Ed Programs – AOE
13. Trade Adjustment Assistance Program – VDOL
14. Jobs for Veterans – VDOL
15. Community Services Block Grant – BROCC
16. HUD Employment and Training Programs – N/A
17. Unemployment Insurance Program – VDOL
18. Second Chance Programs – DOC
19. Temporary Assistance for Needy Families (TANF) – Reach-Up/Economic Services
20. Vermont Student Assistance Program (VSAC) *
21. Vermont Technical College (VTC) *
22. Community College of Vermont (CCV) *
23. Supplemental Nutrition Assistance Program (SNAP) – 3Squares VT *
24. State Workforce Development Board (SWDB)

*** Voluntary (Not Required) Partner**

Career Services for Job-Seekers

Basic Services:

- Eligibility determinations for WIOA programs
- Outreach, intake (including worker profiling), and orientation to all programs in one-stop system
- Help in applying for appropriate public assistance & service programs
- Initial assessment of skill levels (literacy, numeracy, etc.), aptitudes, abilities, and supportive service needs
- Job search and placement assistance
- Career counseling – including on in-demand industry sectors and occupations and nontraditional employment
- Recruitment and other business services on behalf of employers, including information relating to local labor market, job vacancy listings, job skills necessary to obtain vacant jobs listed, and earnings information
- Cost, performance, and financial aid information on eligible providers of education, training, and workforce services

Career Services for Job-Seekers

Individualized Services:

- Specialized assessments of skill levels and service needs of adults to identify employment barriers and goals
- Development of individual employment plan
- Group and individual counseling
- Career planning
- Short-term pre-vocational services (interviewing, communication skills, punctuality, professional conduct, personal maintenance skills, etc.)
- Internship and work experiences
- Workforce preparation activities
- Financial literacy services
- Out-of-area job search and relocation assistance
- English language acquisition and integrated education programs

Follow-up Services Provided to Support Continued Employment.

Business Services for Employers

Certain career services **must** be made available to employers:

- General and customized labor market information,
- General and targeted labor exchange activities, and
- Assistance in posting, recruiting, and filling vacant positions.

Business Services for Employers

Individualized Business Services **may** include:

- Customized screening and referral services
- Customized recruitment services including events like targeted job fairs
- HR consultation services, including help with
 - Writing/reviewing job descriptions
 - Developing performance evaluation and personnel policies
 - Creating orientation sessions for new workers
 - Honing job interview techniques
 - Analyzing employee turnover
 - Creating job accommodations and using assistive technologies
 - Explaining labor and employment laws to help employers comply with discrimination, wage/hour, and safety/health regulations
- Developing and implementing industry sector strategies
- Assistance in developing a registered apprenticeship program
- Workforce investment services
- Assistance in managing reductions in force, layoff aversion, etc.
- Assistance with accessing state and federal tax credits, etc.

Considerations

- Physical vs. virtual co-location
- Points of Engagement (e.g. Kiosks, programs)
- Avoiding duplication
- Freeing resources
- Leveraging current & future investments
- The work of coordination & alignment
- Dual Customers