What is a One-Stop Career Center

One-Stop Centers were developed to bring together employment and training program services that work with all people into one place and make it easier for job seekers and employers to use these services. One-Stop Centers are part of Virginia’s Workforce Network and are a critical component of the Workforce Investment Act (WIA) that was signed in 1998. This law has several main principles that influence services.

- **Universal Access.** Any individual should be able to go into a One-Stop and receive services called core services, to assist in making decisions about what career to pursue and in the actual job search.
- **Streamlining services.** Employment and training programs for all people should be brought together, and be easily accessible via One-Stop Centers.
- **Increased accountability.** The One-Stop system is being evaluated based on how many people get jobs and the satisfaction of the customers.
- **Empowering individuals.** Customers should be given more information about services in order to make informed choices and have more control of their services.
- **State and local flexibility.** Local One-Stop systems can set up services in different ways to respond to the needs of their local community.

Who is eligible to receive services through the One-Stop Career Center?

Everyone can use services provided by the One-Stop system. There are three levels of services available through the OneStop system and customers can move from one level of service to the next depending on their needs. The first level of service is called core services and they are usually self-directed in nature. For individuals who try core services but have not become employed, intensive services may be available, if the One-Stop Center determines that core services are not sufficient to obtain employment. Training services are available to individuals who meet eligibility criteria, and have used core and intensive services, but still are not successfully employed. In addition support services may be provided to people receiving any service, so that the services an individual receives are effective.

What Services are available through One-Stop Career Center?

**Sample Core Services:**

- intake and orientation
- work skills exploration
- resource library which includes access to computers, telephones, fax and copy machines searches for jobs and training
- access to job banks or listings of available jobs
- Internet access
- resume development
- job search skills training
- networking skills workshops
- interview techniques workshops
- referral to an employer with current job openings
- customer satisfaction follow-up
- determination of eligibility for additional services

**Sample Intensive Services:**

- comprehensive assessments of skills and service needs

The Workforce Services Network is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

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• development of an individual employment and career plan
• customized screening and assessment
• reference/background checks
• intensive career counseling
• in-depth interviewing skills development
• computer workshops
• one-to-one assistance with updating your resume, cover letters and thank you letters

Sample Training and Career Education Services:

• occupational skills training
• on-the job training
• up to date work skills
• job readiness training
• adult education and literacy
• customized training for an employer who commits to hiring

Sample Services for Employers

• Assistance in finding qualified workers
• Labor Exchange
• Interview facilities
• State and/or federally generated Labor Market Information (LMI)
• State and/or federally generated information on Americans with Disabilities Act (ADA)
• Information regarding consultations on workplace accommodations for persons with disabilities
• Information on and referral to business start-up, retention and expansion services
• Information on and referral to sources for developing customized training programs
• Information on and referral to career preparation activities
• Rapid response to mass layoffs and plant closings
• Information about training incentives, such as, on-the-job training programs (based on worker eligibility)

Youth Component

The Workforce Investment Act regulations clearly state that One-Stop systems are to play a significant role in the delivery of services to youth, including youth with disabilities. Each state workforce plan must specifically address how the needs of youth in its workforce investment system will be met.

There are 10 youth elements that govern program planning for service delivery:

1. Tutoring, Study Skills, and Dropout Prevention
2. Alternative Secondary School Offerings
3. Occupational Skills Training
4. Paid and Unpaid Work Experiences, Internships, Job Shadowing
5. Summer Employment Opportunities
6. Leadership Development
7. Adult Mentoring
8. Comprehensive Guidance and Counseling
9. Supportive Services
10. Follow-up Services