Hello, and thanks for watching today’s tutorial, One-Stop Center Service Design. Today’s speaker is Kim Vitelli, division chief of national programs, tools and technical assistance from the Office of Workforce Investment at the Employment and Training Administration at the United States Department of Labor.

KIM VITELLI: In 1998, the Workforce Investment Act established the One-Stop system. The Opportunity Act steps up service integration from that foundation. It increases the quality, integration and accessibility of One-Stop services. Services are delivered via a national network of One-Step centers, as in WIA. Under the Opportunity Act, Wagner-Peyser Employment Services cannot stand alone and must always be delivered alongside other required One-Stop partner programs.

The Opportunity Act emphasizes the importance of integrated intake, case management, reporting systems, and fiscal and management accountability systems. Each local area must have at least one comprehensive One-Stop center that provides access to the services of all required partners. A local area has the option to also have additional affiliate One-Stop centers, with any partner or set of partners, and also to have any additional specialized centers. Local workforce development boards certify One-Stop centers every three years, using criteria that are written by the state board on effectiveness, accessibility and continuous improvement. Local boards may also establish additional certification criteria. One-Stop operators will be designated or certified by the local Workforce Development Board through a competitive process.

The Opportunity Act identifies six core programs: the Title I Adult Dislocated Worker and Youth programs administered by the Department of Labor; the Wagner-Peyser Employment Services program, also administered by the Department of Labor; as well as the Adult Education and Vocational Rehabilitation programs administered by the Department of Education.

In addition to the core programs, the Opportunity Act identifies several required One-Stop system partner programs. These are administered both by the Department of Labor as well as other federal agencies. All of these partners must provide access to their programs in a comprehensive One-Stop center. Local Workforce Development Boards can also include additional partners in One-Stop centers, including, but not limited to, any of the ones listed on the slide.

A Memorandum of Understanding, or MOU, operationalizes how partners will interact with each other and how they will deliver services in the One-Stop center. The MOU has several requirements that must be included, including how services are provided and coordinated, how services and infrastructure is funded, and the referral methods between partners. MOUs must be reviewed by the local board at least every three years.

All partners in a One-Stop center must contribute to the maintenance and infrastructure costs of the One-Stop system. Under the Opportunity Act, the governor will give local areas guidance for the infrastructure funding negotiations. The local boards and partners will together negotiate the MOU and the infrastructure funding. If a local board is unable to reach agreement with any individual partner, the governor can determine how much each partner will contribute, within
certain caps. At the end of the process, the local MOU will describe One-Stop infrastructure funding.

The Opportunity Act establishes that the secretary of labor will identify a common identifier to help job seekers and employers readily access services. The Opportunity Act also allows states, local areas and other partners to have additional identifiers. The Employment and Training Administration is consulting with state and local boards and other stakeholders on the identifier and the process that will be used to disseminate it. After the Department of Labor secretary announces the identifier, the Employment and Training Administration will provide guidance and technical assistance on identifier implementation.

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