



U.S. Department of Labor
Employment and Training Administration
Region 2 - Philadelphia

Discretionary Grantee Conference

The One Stop Solution

Linking Workforce Services for
Workers

Making Your Project Yield Good Jobs for Everyone



A Review of the Publicly Funded System

- Discretionary Grantees
- Workforce Investment Areas
- Workforce Investment Boards
- Federal Partners
- Federal Partner Services
- The One Stop

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What is a One Stop?

- _____
- _____
- _____
- _____
- _____
- _____
- _____



One Stop Operations

- The law is clear that each region must have a One Stop that includes the services of mandatory partners
- The law is clear that the One Stop is to be locally driven by customer needs
- The law is clear that the Local Board and LEO are accountable for the performance of the One Stop

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One Stop

- Local Areas have broad discretion about what a One Stop looks like and the services they offer.
- States have the ability to enforce policy that is more stringent than the Federal law.

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What is a One Stop?

- A one stop is an attempt to bring the employment and training services of all partners under one roof.
- The goal is to provide seamless service to the customer.



The Old Reality

- GAO did a study that showed that there were over 139 employment and training programs
- These programs were administered across multiple agencies and have multiple local offices

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What is Wrong with this Picture?



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One Stops

- One stops are intended as a single source of services for employment and training
- Customers can go through one door instead of many to get service
- Partner programs share customer information to serve customers better
- The customer gets the service they want...when they want it

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What are the Advantages?

- Better use of scarce resources
- Takes advantage of special expertise
- Provides a more holistic approach to customer service
- Creates networking opportunities
- Provides a context for program improvement

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The New Reality

- Still multiple programs but a new vision
- Still some areas where there are multiple entry points
- BUT...in more areas, progress is being made to a customer focused, integrated service model

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Key Elements of a One Stop Functionality

- Greeter
- Resource Room
- Computer Lab
- Case Manager Area
- Class Rooms

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How To Operate A One Stop

- The Law mandates a One Stop Operator to be chosen by the local board and CEO in one of two ways...
 - Competitively
 - Consortium of three mandated partners



Role of the One Stop Operator

- Define and provide a means to meet operational needs
- Act as a liaison with the Board
- Write and maintain the business plan
- Monitor adherence to the MOU
- Market the One Stop
- Recruit additional Partners
- Facilitate the sharing and maintenance of data
- Create continuous improvement methods
- Selects the site manager

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Role of the Site Manager

- The One Stop needs someone to keep it all running.
- Functions of the Site Manager:
 - Reports to the operator
 - Coordinates activities on a daily basis
 - Ensures a professional and comfortable atmosphere
 - Ensure partners deliver on commitments
 - Manages resources
 - Manages outcomes

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Key Challenges of The One Stop

- Meshing differing funding streams
- Meshing differing eligibility requirements
- Determining the service mix for the local community
- Involving employers
- Looking like one organization
- Being government funded but acting like a business
- Performance

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Key Challenges of The One Stop, cont.

- Keeping current with the local and regional economy and relevant to it
- Developing an economic vision
- Building a strategy and implementation plan
- Leveraging resources

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Local Experience

- What is your experience with the One Stop in your area?
- How have you worked with or to influence One Stop Operations?
- What is working/what ideas do you have about what would work?

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Report

- Summarize your conversations



Linking with the One Stop System

Research your state's Workforce System via its website:

Pennsylvania www.cwds.state.pa

West Virginia www.wvdo.org

Delaware www.joblink.delaware.gov

MD www.dllr.state.md.us

VA www.vec.virginia.gov/vecportal

DC www.does.dc.gov/does

Meet with your LWIB or One-Stop center

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