



Regional Strategies...Global Results



Talent Driving Prosperity

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**Anatomy of a One-Stop:
A Study of Process and Function in Three
One-Stop Career Centers under
The Workforce Investment Act**

Research Undertaken for the U.S. Department of Labor

by

The Jacob France Institute

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&

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Research Reports

- **Anatomy of a One-Stop: A Study of Process and Function in Three One-Stop Career Centers under the Workforce Investment Act** (Employment and Training Administration, U.S. Department of Labor, 2006)
 - **APPENDIX A. Anatomy of a One-Stop: Baltimore Eastside Career Center**, by Treva Stack and David W. Stevens (Jacob France Institute, 2006)
 - **APPENDIX B. Anatomy of a One-Stop: Camdenton and Columbia Missouri Career Centers**, by Peter R. Mueser and Deanna L. Sharpe (Department of Economics, University of Missouri-Columbia, 2006)

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Structure of Study

- 3 One-Stop Centers
 - Baltimore, Maryland: Inner city, disadvantaged population
 - Camdenton, Missouri: Small town, seasonal economy
 - Columbia, Missouri: Small metro area, college town, diversified economy
- Context and History
 - JTPA to WIA
 - Leadership
 - Local economy

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Serving Community Needs

- Who is Helped?
- Services for the “Hard-to-Serve”
- Service Seekers who Leave Before Completion
- How clients spend their time in the One-Stop
 - UI Check under 15 minutes
 - Counseling 30 minutes, longer for WIA & other complex programs
 - Many clients use multiple services

Client Perceptions

- Job Seekers' Expectations
 - One-Stop services work for most
 - Self- and staff-assisted services both play role
- Employers Are Now Recognized as Primary Clients
 - Integration of employers into One-Stop centers is uneven
 - Example: Camdenton, Missouri

Accomplishing Ultimate Goals

- Job Seeker Independence
 - Job counselor as “coach”
 - Remote access
- Efficiency of the Workforce Development System
 - Co-location; service integration
- Private Sector Leadership

New Directions

- The WIRED Initiative
 - Focusing on the relationships in the system, building synergies
- Career Advancement Accounts
 - Creating markets for job seekers
 - One-Stop centers will respond
 - Competition may create benefits