

BRIEFLY...

Highlights of Report Number: 06-05-010-03-390, to the Assistant Secretary for Employment and Training Administration.

WHY READ THE REPORT

The Workforce Investment Act of 1998 mandated the One-Stop delivery system. It requires states to consolidate their predecessor Wagner-Peyser core employment services (ES) with other job training programs to form one seamless service delivery system for its customers.

This includes having one overall application process with comprehensive services available on site with minimal referrals. However, the law provides flexibility in how the states and local areas implement this vision, which allows them to address issues that may be unique to their area.

WHY OIG DID THE AUDIT

The Department of Labor's (DOL) Employment and Training Administration (ETA) views the One-Stop system as the cornerstone of the new workforce investment system, which unifies numerous training, education, and employment programs into a single, customer-friendly system in each community. ETA envisions one overall service system where One-Stop truly means one stop.

The OIG conducted a performance audit of the State of Washington's One-Stop system to determine if the seamless vision was implemented within the State of Washington. Our audit included two One-Stops within the State of Washington, and covered the One-Stops organizational structure, management information system integration, and memoranda of understanding, implemented subsequent to July 1, 2001.

READ THE FULL REPORT

To view the report, including the scope, methodology, and full agency response, go to:

<http://www.oig.dol.gov/public/reports/oa/2004/06-05-010-03-390.pdf>

SEPTEMBER 2005

The State of Washington Implemented a Decentralized Approach in the One-Stop Seamless Service Concept

WHAT OIG FOUND

We found that the State of Washington has implemented the seamless One-Stop vision.

The State implemented a One-Stop organizational structure that supports the seamless service concept. ESD, DSHS, and the State Board for Community and Technical Colleges effectively coordinate to provide a cohesive workforce system. ESD coordinates the oversight and administration of the One-Stop system, supports local flexibility by allowing the local councils to create a framework of policies and procedures without interference at the state level, and ensures that center operations are contracted out through a competitive process.

The State has developed a statewide common intake system for the One-Stop service delivery system.

Local boards established detailed MOUs to support the One-Stop concept.

WHAT OIG RECOMMENDED

We had no recommendations for the Assistant Secretary for Employment and Training.

The results of this report are included in a summary report that consolidates the results, findings, and recommendations of the four states audited during this project.

The State of Washington agreed with the results of our audit..