

**U.S. Department of Labor  
Office of Inspector General  
Office of Audit**

## **BRIEFLY...**

Highlights of Report Number: 06-05-007-03-390, 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 Texas' One-Stop system to determine if the seamless vision was implemented within the State of Texas. Our audit included three One-Stops within the State of Texas, and covered the One-Stop organizational structure, management information system integration, and memoranda of understanding, implemented subsequent to July 1, 2000.

### **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/2005/06-05-007-03-390.pdf>

SEPTEMBER 2005

## **The State of Texas Has Effectively Implemented the One-Stop Seamless Service Concept**

### **WHAT OIG FOUND**

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

The State was an early implementer of the One-Stop system, and they established an organizational structure that supports the seamless service concept. The Texas Workforce Commission (TWC) effectively coordinates a cohesive workforce system. The TWC coordinated the oversight and administration of the One-Stop system. The TWC created a common framework by providing guidance through Statewide policies and procedure.

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

One-Stop system partners established memoranda of understanding (MOUs) and contracts to support the One-Stop concept. The TWC has established MOUs with other appropriate State agencies in order to facilitate coordination between the various required partner programs at the state level. TWC established agreements with local boards for coordination of One-Stop services. Local workforce boards established MOUs with required and optional partners, though the level and degree of detail varied.

### **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 Texas concurred with the results of our audit.