



U.S. Department of Labor Employment and Training Administration

One-Stop Employment and Training Services

One-Stop Centers are at the heart of the new workforce investment system emerging under the Workforce Investment Act (WIA). As part of America's Workforce Network, these centers provide an integrated array of high-quality services so that workers, job seekers and businesses can find the services they need under one roof in easy-to-reach locations. One-Stop Centers are designed to help businesses find qualified workers and help job-seekers and workers obtain employment and training services to advance their careers. These services include assessment of skills, abilities, aptitudes, and needs; assistance with Unemployment Insurance; access to Wagner-Peyser Act-funded employment services, such as the States' public labor exchange and labor market information; career counseling; job-search and job-placement assistance; and information on training, education, and related supportive services such as day care and transportation. Eligible individuals also can obtain more intensive services and training.

One-Stop Centers are convenient to most communities in the United States. The names of these centers may differ — One-Stop Center, One-Stop Career Centers' Workforce Development Center, Employment Services, or Job Service; however, they all are committed to providing prompt, courteous, and customer-focused service. One-Stop Centers represent a partnership involving Federal, State, and local public and private service providers. They are overseen by community-based Workforce Investment Boards, which are chaired by local businesspeople. These boards focus on strategic planning, policy development, and oversight of the local workforce investment system and its One-Stop Centers. Boards ultimately will determine the service priorities for the community. For further information, visit <http://usworkforce.org/onestop>.

You can access America's Workforce Network at <http://www.doleta.gov>, or by calling the Toll-Free Help Line at 1-877-US2-JOBS. (For TTY, call 1-877-TTY-JOBS.)



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Fact Sheets

The following is a list of Department of Labor-supported activities and services that are part of America's Workforce Network which may be of particular interest to workers, employers, and workforce development professionals. A fact sheet with specific information is available for each of the following areas:

- Accessing Services via Phone or Internet
- Adult Employment and Training Services
- America's Labor Market Information System
- America's Career Kit (Online Resources)
- America's Workforce Network
- Applying for ETA Grants
- Assistance for Trade-Impacted Workers
- Basic Information for Employers
- Basic Information for Workers and Job-Seekers
- Disability Employment and Training Services
- Dislocated Worker Program (Services for Laid-Off Workers)
- Foreign Labor Certification
- High-Tech Skills Training
- Job Corps
- Migrant and Seasonal Farmworkers Employment and Training Services
- Native American Employment and Training Services
- Older Workers Employment and Training Services
- One-Stop Employment and Training Services
- One-Stop Partners
- Registered Apprenticeship
- School-to-Work
- Tax Credit Programs
- Unemployment Insurance
- Welfare-to-Work
- Youth Opportunity (YO) Grants
- Youth Opportunity (YO) Movement

Available online at: <http://www.usworkforce.org/factsheets> or by calling (202) 693-3900. This Web address also provides links to other Federal partners under the Workforce Investment Act and other initiatives that provide additional services to enhance individual and community well-being.