

#### 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 University of Baltimore & Department of Economics University of Missouri-Columbia





### **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

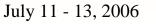
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# **Serving Community Needs**

- 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

