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## Key to Career Success

### Fact Sheet for One-Stop Career Center Staff

The Key to Career Success campaign is designed to connect veterans with a full array of the highest quality workforce services available at One-Stop Career Centers in their local communities. It employs a Key to Career Success Card and other printed and electronic materials to increase veterans' awareness of One-Stop Career Centers and their locations, encourage use of the full-spectrum of services available to veterans, and highlight veterans' "special" status upon arrival at their local One-Stop Career Center.

One-Stop Career Centers are a key to career success for veterans. The varied services and assistance available at One-Stop Career Centers play a central role in the successful transition of military personnel into civilian employment and the ability of employers to find the skilled workers they need to compete and succeed in business. It is essential that all One-Stop Career Center staff are equipped with the necessary skills and knowledge to provide the full array of One-Stop services to veterans and priority of service as required under the Jobs for Veterans Act.

Promotional brochures, the U.S. DOL Toll-Free Help Line 1-877-US2-JOBS (TTY: 1-877-889-5627), and the Key to Career Success campaign will direct veterans, Department of Defense (DOD) Family Service Center staff, and other veterans' service providers to local One-Stop Career Centers. Workforce Investment Boards and local One-Stop Career Centers are provided with a toolkit and desk guide about this campaign. Additional Internet resources such as America's Job Bank, America's Service Locator, state workforce agencies' Web sites, various vendor job search sites, and veterans' organizations' informational sites are also available. While the materials promote the use of One-Stop Career Centers, the success of the campaign will be determined by the One-Stop Career Center's recognition of the key card and readiness to provide integrated services.

**What can One-Stop Career Center staff anticipate during the Key to Career Success campaign?**

- During the campaign, veterans and veterans service providers will contact One-Stop Career Centers for assistance in providing services to veterans.
- Veterans may have little or no prior knowledge of the workforce investment system or One-Stop Career Centers; therefore, One-Stop Career Center representatives will need to provide background information and an overview of the full array of services available to veterans through the One-Stop Career Center system.

**How should One-Stop Career Center staff prepare for this campaign?**

- Coordinate with Local Veterans Employment Representatives (LVERs), Disabled Veterans Outreach Program Specialists (DVOPs), and other staff in the One-Stop

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Career Center in order to develop a comprehensive strategy for how to recognize the card upon presentation.



- Develop methods to educate, meet with, and provide employment and priority of service where appropriate to eligible veterans. Assisting veterans should be a priority for all staff. LVERs and DVOPs are a strategic resource for veterans needing more intensive services.
- Identify strategies with One-Stop business representatives to connect businesses who want to hire veterans with veterans who want jobs. One avenue is to refer businesses to [HireVetsFirst.gov](http://HireVetsFirst.gov).
- Reach out to local DOD Family Service Centers and veterans' service organizations to enable cross training and referral. Engaging these entities is a useful service delivery strategy.
- Be prepared to serve spouses of transitioning veterans as well. Frequently discharges from the military disrupt employment of military spouses who also need to re-enter the workforce.