# Fact Sheet: One-Stop Career Centers

The Workforce Innovation and Opportunity Act (WIOA), signed into law on July 22, 2014, is the first legislative reform of the public workforce system in 15 years. WIOA presents an extraordinary opportunity to improve job and career options for our nation's workers and jobseekers through an integrated, job-driven public workforce system that links diverse talent to businesses. It supports the development of strong, vibrant regional economies where businesses thrive and people want to live and work.

## HIGHLIGHTS OF WIOA REFORMS FOR ONE-STOP CENTERS

WIOA retains the nationwide system of one-stop centers, which directly provide an array of employment services and connect customers to work-related training and education. WIOA furthers a high quality one-stop center system by continuing to align investments in workforce, education, and economic development to regional in-demand jobs. The new law places greater emphasis on one-stops achieving results for jobseekers, workers, and businesses. WIOA reinforces the partnerships and strategies necessary for one-stops to provide job seekers and workers with the high-quality career services, education and training, and supportive services they need to get good jobs and stay employed, and to help businesses find skilled workers and access other supports, including education and training for their current workforce.

### Improved Access to Comprehensive Services

- Each local area must have one comprehensive one-stop center that provides access to physical services of the core programs and other required partners.
- In addition to the core programs, for individuals with multiple needs to access the services, the following partner programs are required to provide access through the one-stops: Career and Technical Education (Perkins), Community Services Block Grant, Indian and Native American Programs, HUD Employment and Training Programs, Job Corps, Local Veterans' Employment Representatives and Disabled Veterans' Outreach Program, National Farmworker Jobs Program, Senior Community Service Employment Program, Temporary Assistance for Needy Families (TANF), Trade Adjustment Assistance Programs, Unemployment Compensation Programs, and YouthBuild. TANF is now a required partner, unless the Governor takes special action to make TANF an optional one-stop partner.
- WIOA eliminates stand-alone Wagner-Peyser Employment Service offices. These services will now be provided alongside partner programs within one-stop centers.

## WIOA PROGRAMS

WIOA authorizes the one-stop career center (also known as American Job Center) service delivery system and six core programs. The core programs are:

- WIOA Title I (Adult, Dislocated Worker and Youth formula programs) administered by Department of Labor (DOL);
- Adult Education and Literacy Act programs administered by the Department of Education (DoED);
- Wagner-Peyser Act employment services administered by DOL; and
- Rehabilitation Act Title I programs administered by DoED.

WIOA also authorizes the Job Corps program, the YouthBuild program, Native American programs, and Migrant and Seasonal Farmworker programs, as well as evaluation and multistate projects.

The law supersedes the Workforce Investment Act of 1998 and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973.

- A local area also may have additional affiliate one-stop centers with any subset of partners, or specialized centers.
- Local boards have the flexibility to include additional partners in one-stop centers. The law specifically identifies the following federally funded partners: Employment and training programs administered by the Social Security Administration, including the Ticket to Work and the Self-Sufficiency Program; employment and training programs carried out by the Small Business Administration; Supplemental Nutrition Assistance Program (SNAP) employment and training programs; Client Assistance Programs; and programs authorized under the National and Community Service Act of 1990.
- WIOA allows other partners to be part of the one-stop delivery system, including local employers and community-based, faith-based, and/or non-profit organizations, as well as employment, education, and training programs provided by public libraries or in the private sector.

**Enhanced and Streamlined Operations:**

- Local areas are encouraged to integrate the intake, case management, reporting, and fiscal and management accountability systems of one-stop partners.
- All partners are required to share in the funding of services and infrastructure costs of the one-stop delivery system.
- One-stop operators will be selected through a competitive process.
- Local boards are responsible for improving access to and the effectiveness of one stop and program services.
- Local boards continue to be required to negotiate and regularly review a Memorandum of Understanding (MOU) with every one-stop partner to describe operations, services provided and coordinated, funding, and referrals. MOUs will be reviewed every three years.
- Local boards will certify one-stops every three years, using criteria written by the state Workforce Development Board that covers effectiveness, programmatic and physical accessibility, and continuous improvement. Local Workforce Development Boards may also establish additional certification criteria.

**Better Public Recognition**

- WIOA calls for the Department of Labor to establish a common identifier, also known as a "brand", for the one-stop system to help job seekers and employers readily access services. The common identifier will be established through the final rule, with guidance and implementation assistance provided by ETA.

## EFFECTIVE DATES FOR IMPLEMENTATION AND TECHNICAL ASSISTANCE

In general, WIOA takes effect on July 1, 2015; however, the planning requirements common indicators of performance take effect on July 1, 2016 and other exceptions specifically noted in the law.

DOL is working in coordination with the Department of Education and the Department of Health and Human Services to support the public workforce system to implement WIOA. The DOL WIOA Resource Page (www.doleta.gov/WIOA) will include updated guidance and resources, as well as communicate opportunities to provide input. The WIOA Collection Page (wioa.workforce3one.org) provides links to technical assistance tools and information to support implementation. Questions regarding WIOA can be emailed to DOL.WIOA@dol.gov.