



The One-Stop System 101

Why we need it & how to make it work for you

The One-Stop System 101

What is the System?

Through the One-Stop System, the partner programs and service providers ensure the business and all job seekers have access to information and services that lead to positive educational and employment outcomes. Under WIOA, the partner staff Strive to:

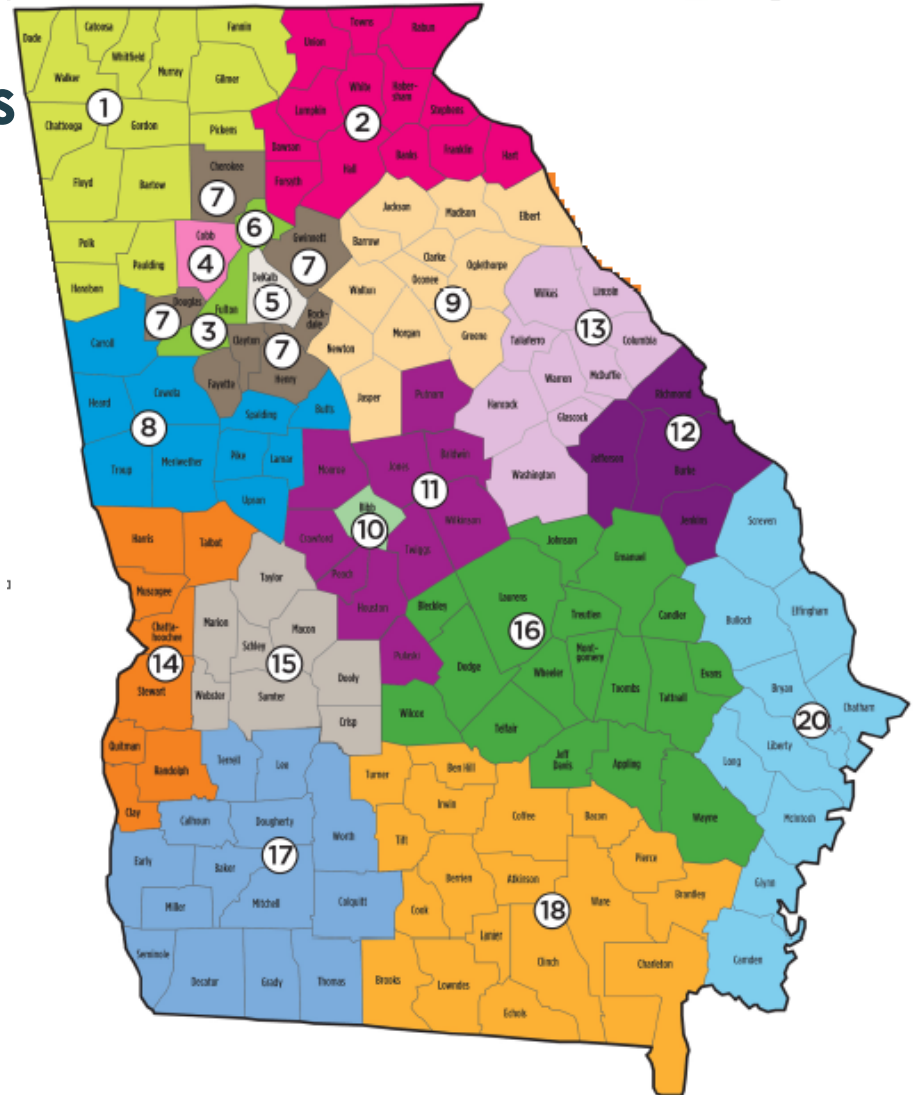
- Provide job seekers with the skills and credentials necessary to secure and advance in employment with wages that sustain themselves and their families;
- Provide access and opportunities to job seekers, including individuals with barriers to employment, to prepare them for, obtain, retain, and advance in high-quality jobs and high-demand careers;
- Enable businesses and employers to easily identify, hire, and maintain skilled workers;
- Participate in rigorous evaluations that support continuous improvement; and
- Ensure that high-quality integrated data informs decisions made by policy makers, employers and job seekers.



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The One-Stop Systems in Georgia: 19 LWDA's

- 19 Fiscal Agents
- 19 Boards
- 19 MOUs
- 19 Comprehensive One-Stops
- 19 One-Stop Operators



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What are the Programs & Who are the Partners?

Mandated Partners

Title I – Adult, Dislocated Worker, Youth workforce services

Title II – Adult Education and Carl Perkins Technical Education

Title III – Wagner-Peyser, Unemployment Insurance; Veterans Services; Trade Adjustment

Title IV – Vocational Rehabilitation

Community Service Block Grants

Senior Community Service Employment Program (SCSEP)

Job Corps

Youth Build

HUD Employment Programs

Migrant and Seasonal Farm Workers

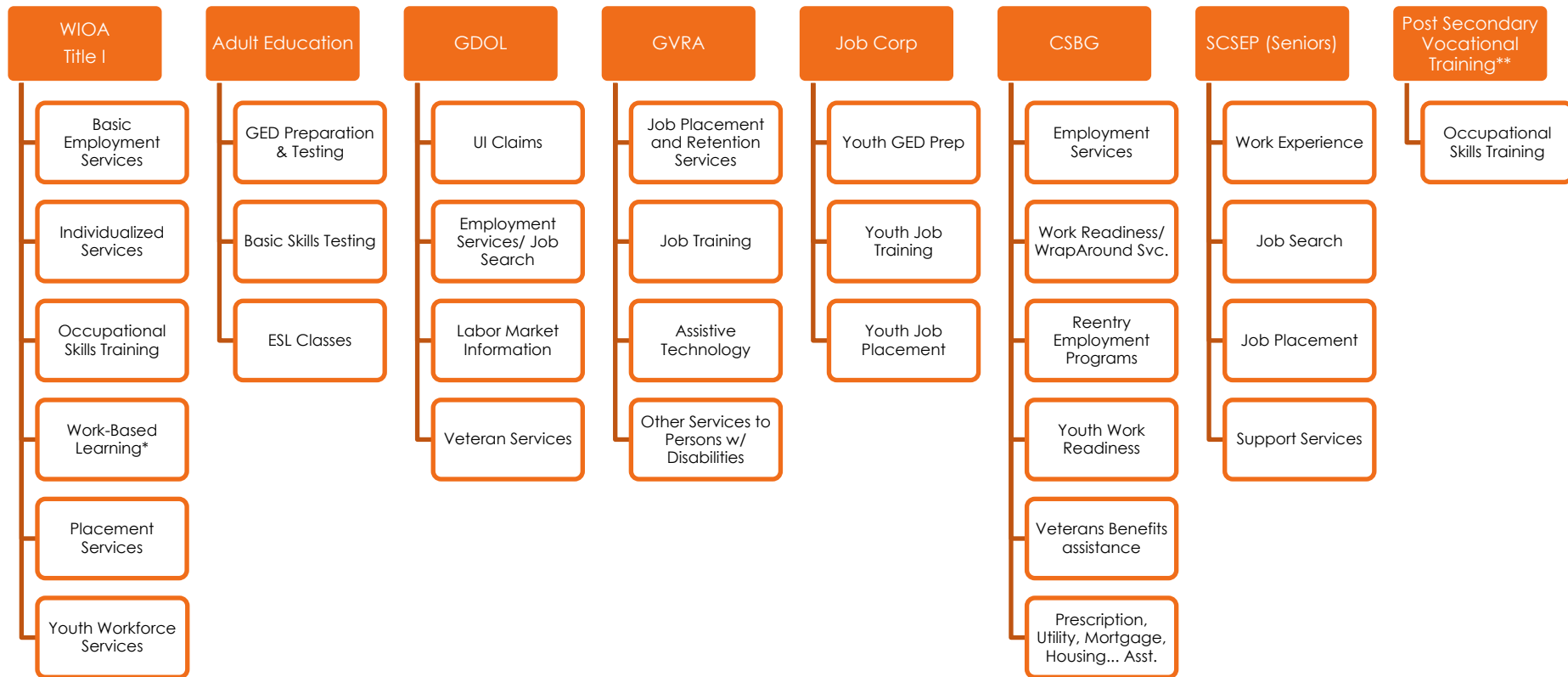
Community Partners

Non-mandated partners are nonetheless needed!!



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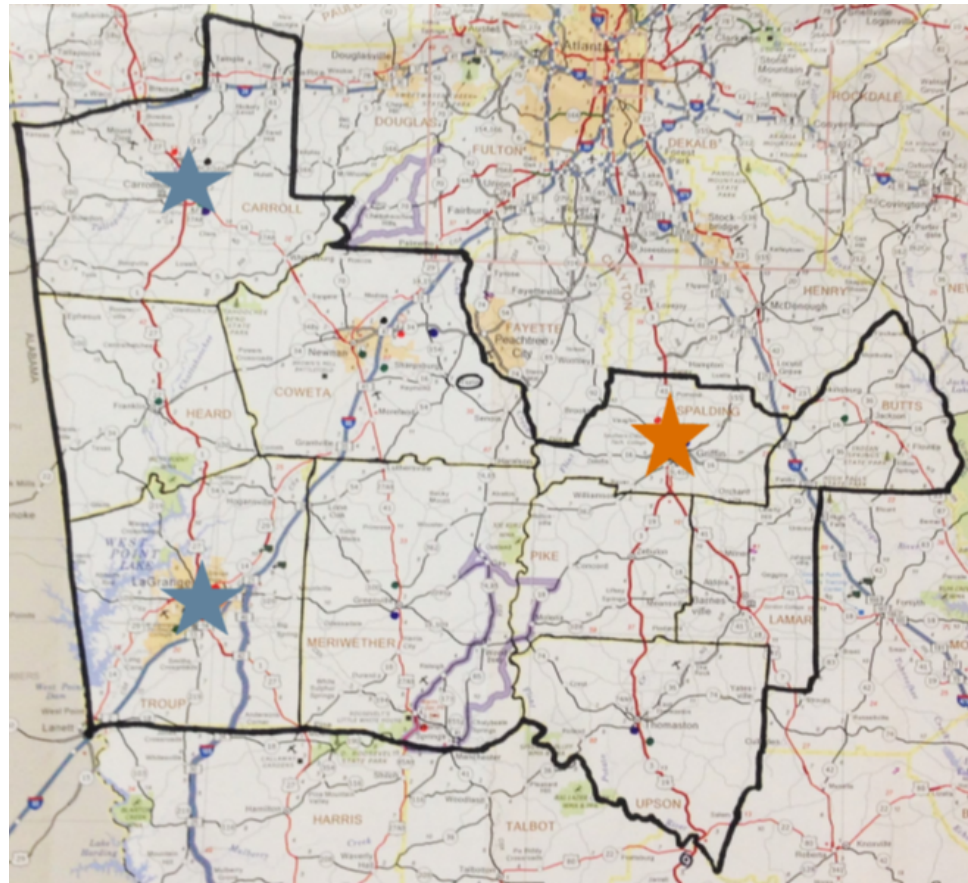
What the Partners Provide, In Summary



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What is a Comprehensive One-Stop

- The Comprehensive One-Stops
- Affiliate Sites
- Access Points
- Meaningful Access
 - Physically
 - Direct Linkage
- Unified Service Delivery



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Nomenclature

- Comprehensive One-Stop
- American Job Center (Federal)
- WorkSource Georgia (State)
- Local Partner Names



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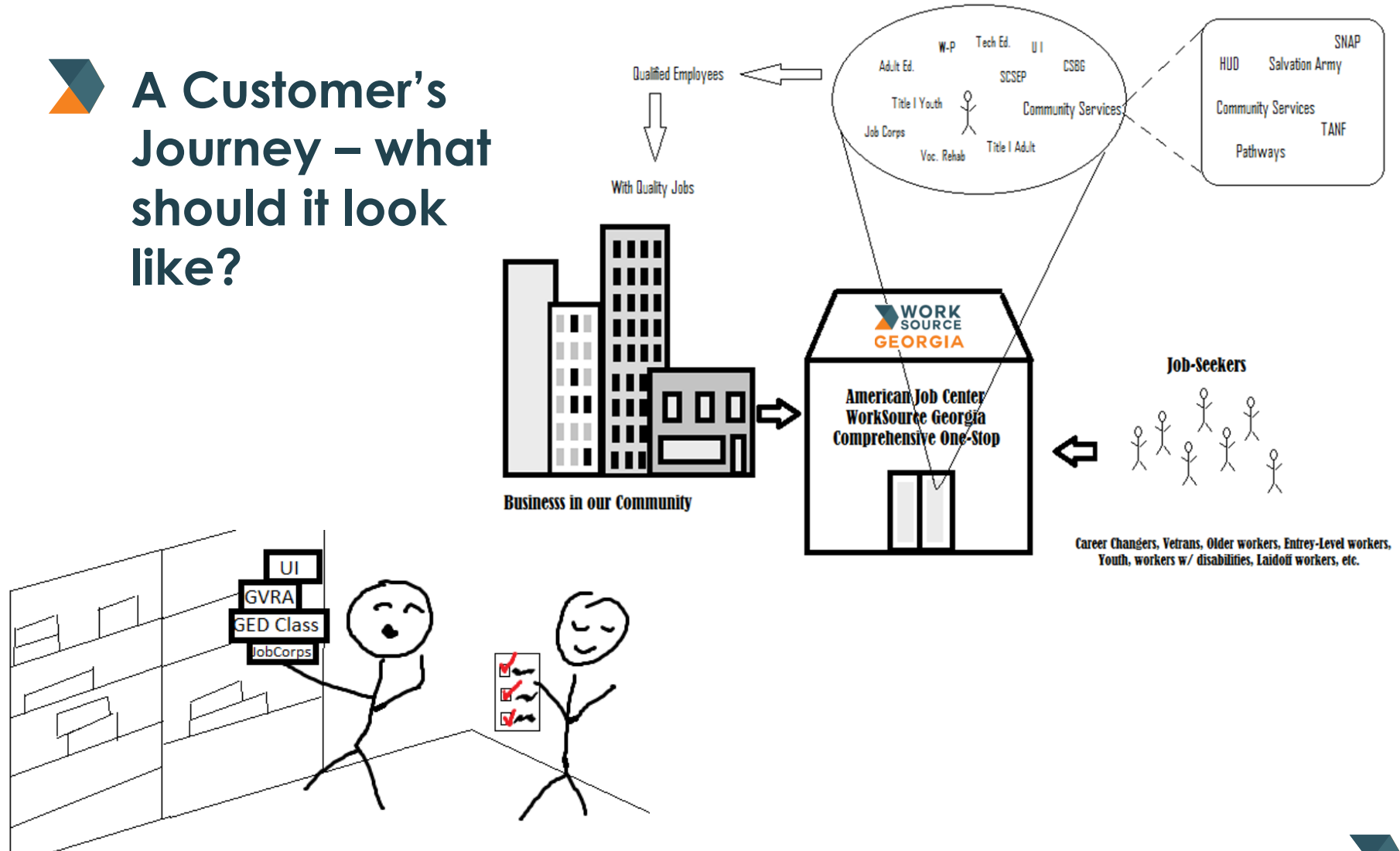
A Customer's Journey – what should it look like?

- A single stop to learn and be assessed for services
- Co-Enrollment and collaboration of services to produce an *optimal* and *efficient* outcome
 - Each partner does what each partner does best
 - Service wrap around the customer to enable optimal success, independence and a sure footing for the future
- This is a process and there are challenges to full integration
- The *Other* customer



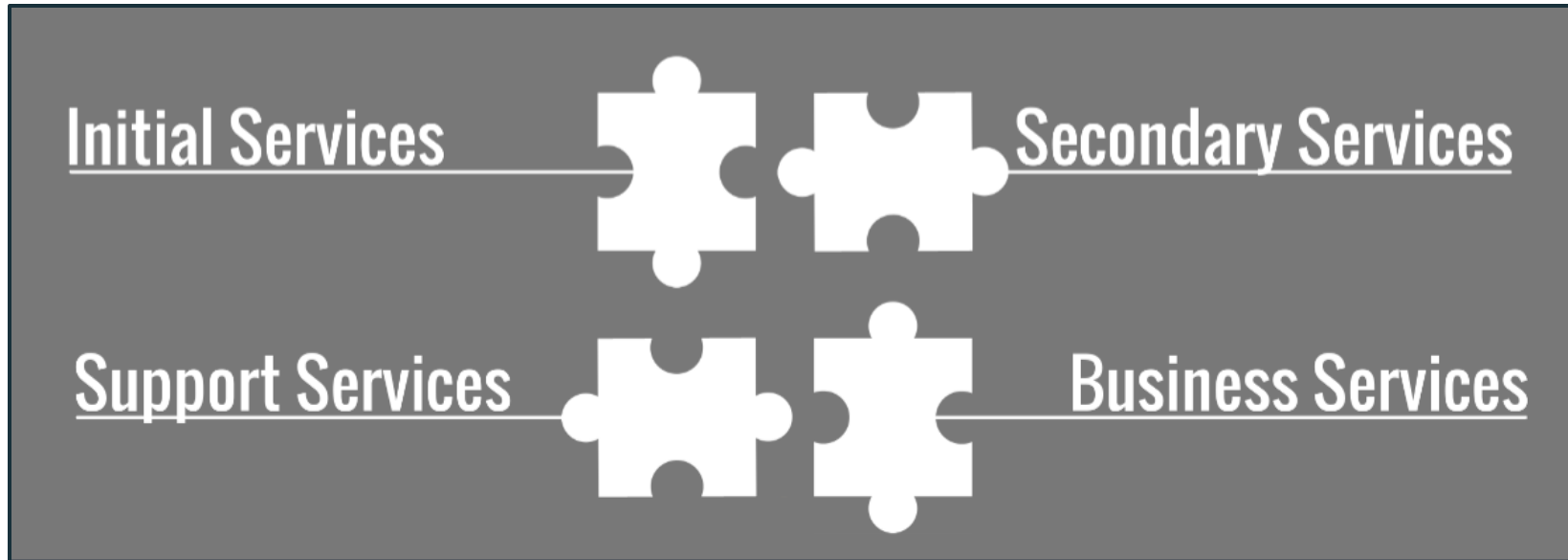
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A Customer's Journey – what should it look like?



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Service Alignment



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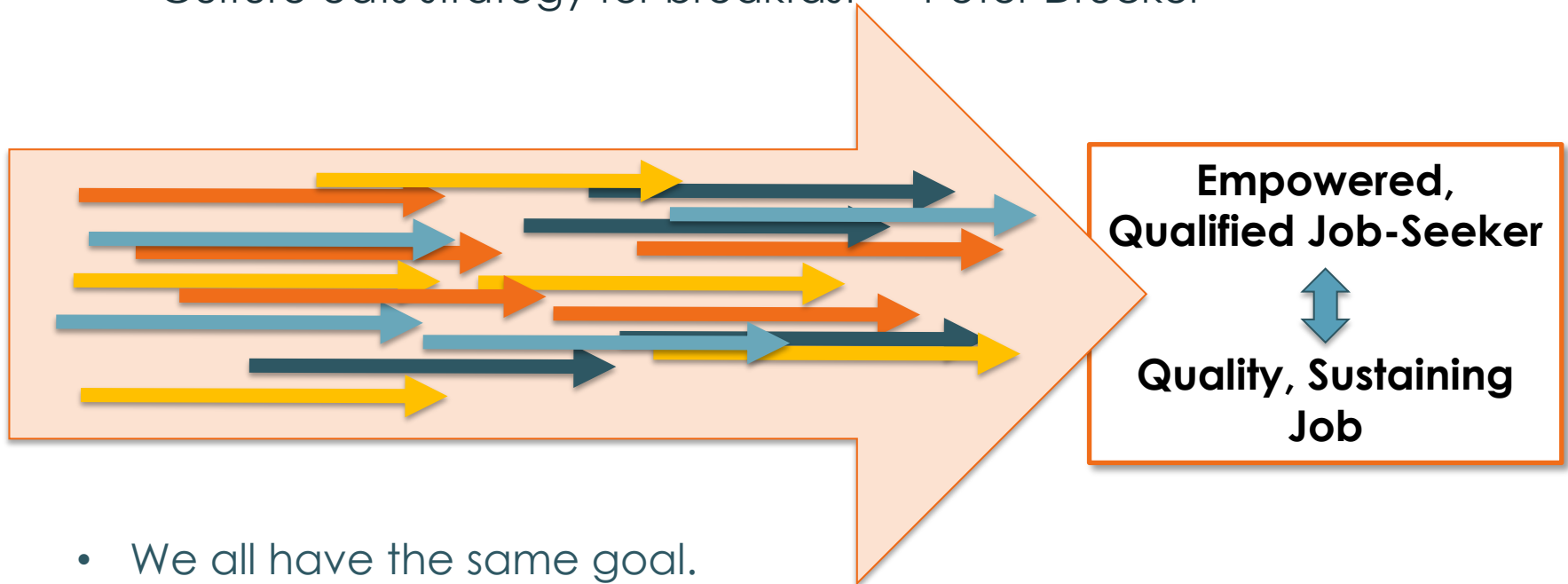
Service Alignment



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Unified Goals

“Culture eats strategy for breakfast” – Peter Drucker



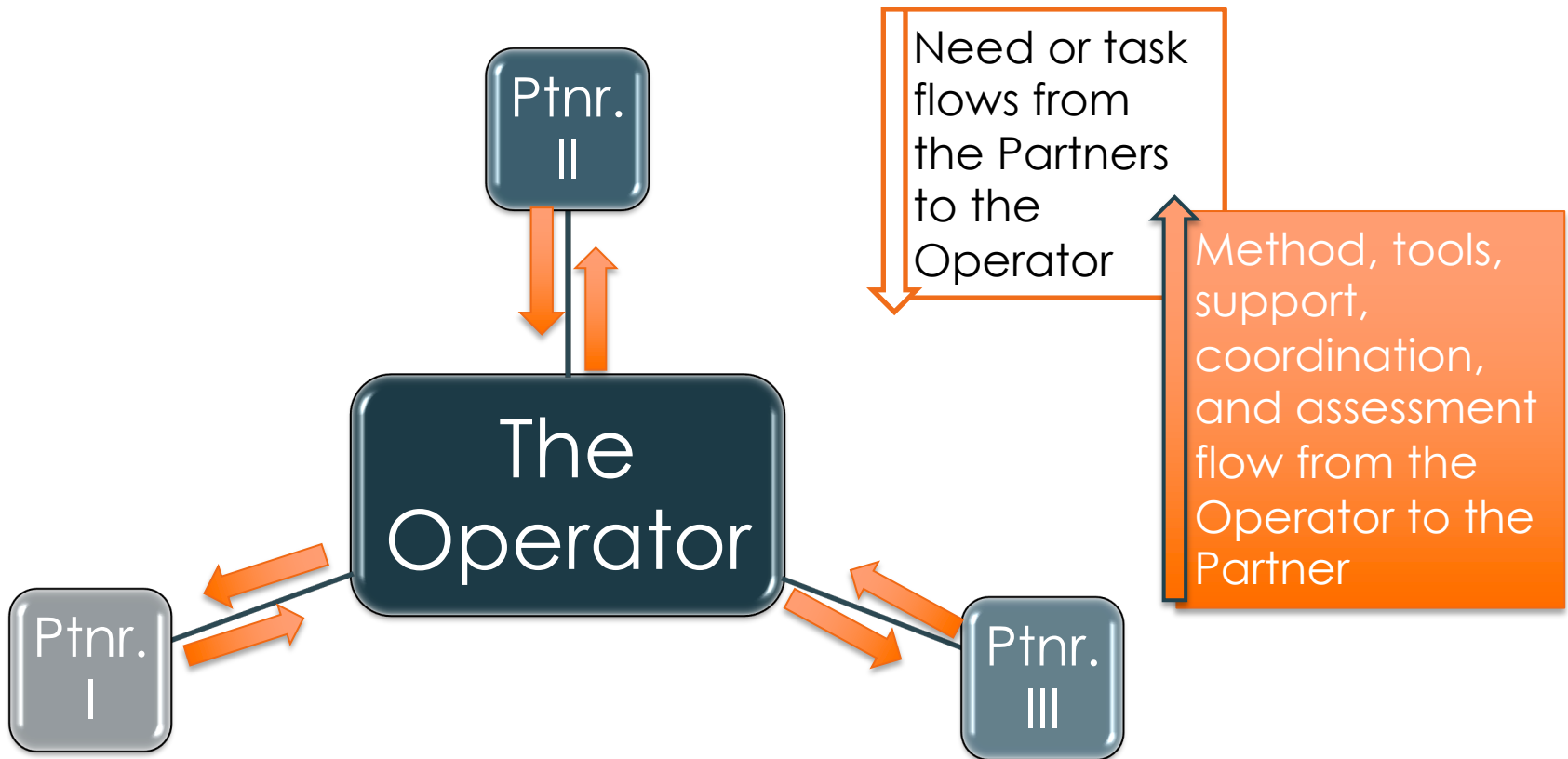
- We all have the same goal.
- This Referral Flow unifies the process and improves communication.

...but culture is up to you.



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- You are not alone...
You have an Operator to help!



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The Operator: Roles and Responsibilities

- Must coordinate service deliver of the One-Stop Partners.
- Other responsibilities often include:
 - Managing System compliance with the MOU
 - Assisting with the IFA execution & cost sharing reconciliation
 - MOU modification coordination (administratively) - collecting approvals/signatures
 - Providing ADA and EO compliance oversight
 - Recruiting partners to the One-Stop System
 - System data collection and analysis
 - Collaborative policy and process development/ implementation
 - One-Stop System outreach and marketing
 - Coordination of One-Stop Partner Schedules in the One-Stop



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Roles and Responsibilities (cont.)

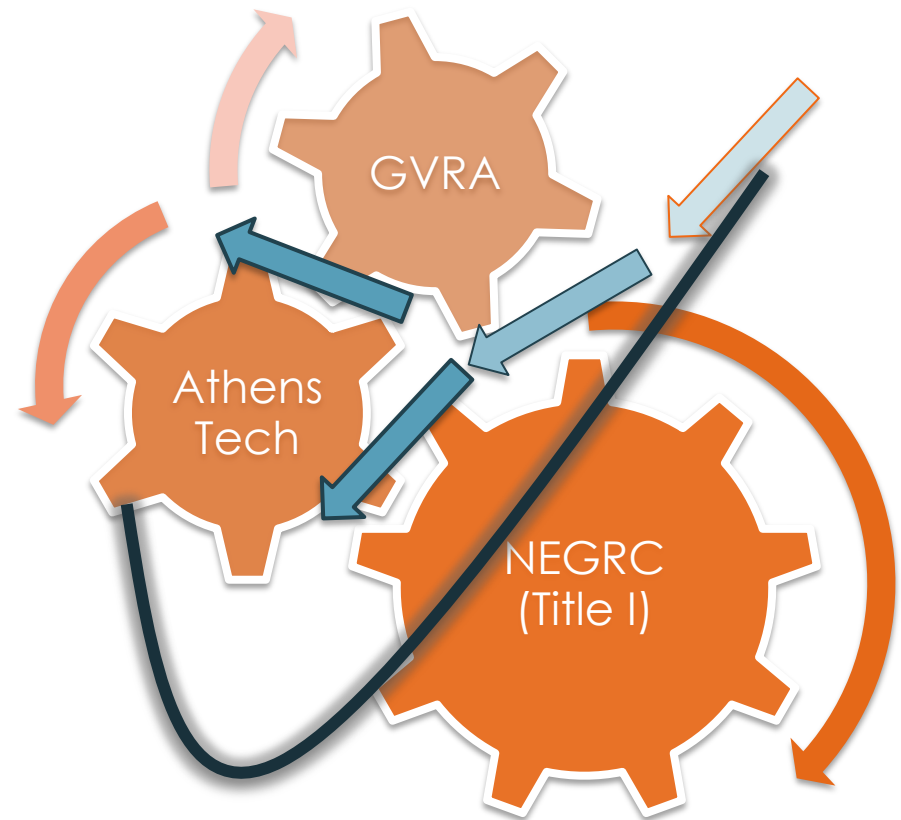
- Other responsibilities often include (cont.):
 - Managing day-to-day operations of the One-Stop (e.g., intake & assessment)
 - Coordination of, or provision of, cross-program training for partner staff
 - Coordination or provision of collaborative customer workshops
 - Mediation between partners/staff
- The Operator may not:
 - Convene system stakeholders to development of the local plan; prepare and submit local plans; be responsible for oversight of itself; manage or significantly participate in the competitive selection process for one-stop operators; select or terminate one-stop operators, or service providers; negotiate local performance accountability measures; or, develop and submit budget for Local WDB activities.



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➤ The Operator in the Customer Experience

- Title I recruits a customer & funds training
- Title II provides the training
- Title IV is brought to support with accessibility issues
- ***Where is the Operator in this scenario?***

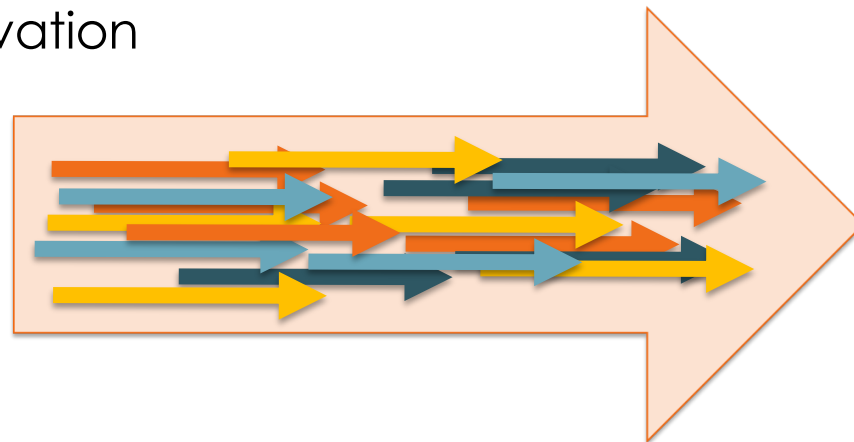
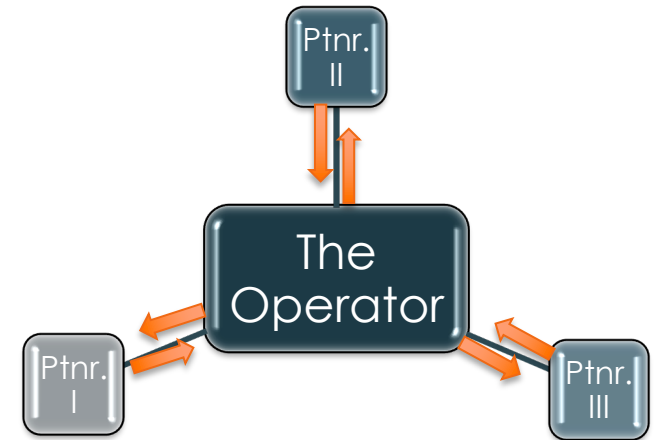
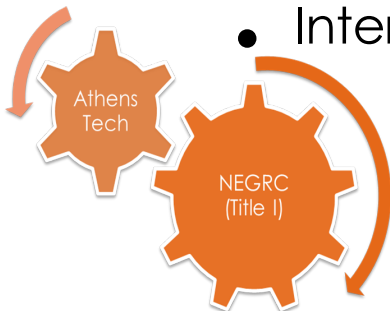


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How do we do this?

- Unified processes
- Tool, system and process alignment
- Partner buy-in & Follow through
- On-going cross-program & process training
- Messaging and motivation

- External
- Internal



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What's In It For You?

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