

## ONE STOP CAREER LINK UNIVERSAL SERVICES

Department: Office of Economic & Workforce Development

Effective Date: January 2011

Policy/Procedure #:

Supersedes: N/A

### Purpose

To provide OEWD funded programs guidance of the required services of the One Stop Career Link Center's Universal Services.

### Overview

Each One Stop Career Link Center will provide Universal Services for any job seekers who visits and is interested in conducting self-directed job search or in obtaining information about seeking employment or obtaining social service assistance. Also, each One Stop Career Link Center will offer Information and Referral Services to every and any job seeker interested in obtaining an initial assessment.

### Requirements at the One Stop Career Link Center

Each One Stop Career Link Center offer job seekers an opportunity to access similar information, services, equipment and resources in the resource centers no matter which One Stop Career Link Center they visit. Each One Stop Career Link Center must maintain a staffed Resource Room which, at a minimum, contains the following:

- ✓ A sufficient number of computers on which an job seekers can conduct a job search and complete resumes, conduct on-line or web based education and training, fill-out online application
- ✓ Telephones to be used for the purpose of job search and contacting Unemployment Insurance
- ✓ Fax and copy machine to be used for the purpose of conducting a job search
- ✓ Information on the WIA One Stop mandated partners
- ✓ Job Board containing current job openings requiring varying degrees of education and experience
- ✓ Directions on how to access CalJOBS and other online employment services.
- ✓ Labor Market Information-information on how to find the job skills necessary to obtain any particular job and information relating to local occupations in demand.
- ✓ Access to the Eligible Training Provider List
- ✓ Calendar of One Stop events and workshops

Each One Stop *facility* must include:

- At minimum, a career advisor of the day to conduct an initial assessment and make referral to appropriate partners/services.
- A computer that host Workforce Central.
- Expanded Hours, so employed Job Seekers can access the center to conduct job searches and access information
- A calendars of services offered at other OEWD funded One Stop Career Link Centers
- ADA compliance and basic adaptive equipment
- Presence of, or information available on, mandated partners connected to the services including:
  - ✓ WIA- Adult, Dislocated Services and Youth Services
  - ✓ Veterans Employment and Training
  - ✓ Unemployment Insurance
  - ✓ Indian and Native American Programs
  - ✓ Job Corp
  - ✓ Adult Education
  - ✓ Post Secondary and Vocational Education Institutions
  - ✓ Vocational Rehabilitation
  - ✓ Welfare to Work
  - ✓ Title V Program of the Older American Act
  - ✓ Trade Adjustment Assistance
  - ✓ Community Service Block Grant
  - ✓ U.S. Housing and Urban Development
  - ✓ Veterans Employment Services

### **Outreach and Marketing**

Each One Stop Career Link Center is responsible for marketing material and ensuring all marketing materials will be pre-approved by OEWD's WIA Program Manager.

### **Swipe Card System**

Each One Stop Career Link Center is responsible regularly utilizing Workforce Central to record basic visitor information and to record the activities of which they were taking advantage. OEWD is in the process of reviewing proposals for the provision of an updated or new Swipe Card System. Until a system is in place, the Universal Services Provider will provide each One Stop Site with a universal information form that will be used.

### **One Stop and WIA Orientation**

Each One Stop Career Link Center must at a minimum provide three orientations to educate visitors on the services available at each site and on the WIA program. An orientation calendar will be created and distributed to each One Stop site so that they may schedule interested individuals to attend.

### **Initial Intake and Referral**

Each One Stop Career Link Center will provide individual initial intake services with participants in order ascertain their needs, barriers to employment and appropriateness for services. Participants will be referred to appropriate services after the assessment of their needs, to assist them with moving toward employment.

### **Surveys**

Each One Stop Career Link Center is responsible for coordinating a means of surveying Job Seeker to the One Stop Centers. Surveys will be designed to provide visitors with the opportunity to express their feelings regarding the service they received and the value of the services and the center as a whole. Surveys will be used by each site to identify those areas in which they excel and those areas that may need improvement or changes.