



# San Francisco One Stop Career Link System Presentation to WISF Program and Services Oversight Committee

March 23, 2011



## One Stop Career Link Centers - Context

- Established under the Workforce Investment Act, 1998
- One Stop Career Link Centers are designed to provide a full range of assistance to job seekers under one roof. The centers offer training referrals, career counseling, job listings, and similar employment-related services.
- One Stop Career Link Centers also offer employers access to a prescreened and skilled pool of job candidates. As well as, obtain tax credit, bonding and other incentive hiring information.



## San Francisco One Stop Career Link System Background

- San Francisco implemented WIA in 2000
- Started with 3 One Stop
  - Mission Career Link Center
  - Southeast Career Link Center
  - Civic Center Career Link Center
- Provided access to resource room and job postings
- Employment fairs and tax credit information



## Current One Stop Career Link System

- Expanded role of community based organizations within the One Stop Career Link Centers
- Integrated Career Advisement services into the System
- Introduced Individual Training Accounts/On the Job Training opportunities for One Stop Career Link Center customers
- Increased the number of One Stop Career Link Center Locations from 3 to 7 Centers
- Added Navigators, One Stop Complimentary Services, and ancillary services
- No longer WIA focused



# San Francisco One Stop Career Link Centers & Operators

## *7 One Stop Career Link Center Locations*

***Chinatown – 601 Jackson Street, Co- operated by Self-Help for the Elderly and Charity Cultural Services Centers***

***Visitacion Valley – 73 Leland Avenue, Operated by Florence Crittenton Services***

***SOMA – 1500 Mission Street, Operated by Goodwill Industries***

***Western Addition -1449 Webster Avenue, Operated by Goodwill Industries***

***Mission – 3120 Mission Street, Operated by Human Services Agency***

***Southeast – 1800 Oakdale Avenue, Operated by Human Services Agency***

***Civic Center – 801 Turk Street, Operated by Employment Development Department***



# General One Stop Career Link Center Services for Jobseekers



- Free Access to Resource Room Services
  - Computer, Internet, Fax and Copy Machines
  - Vocational Skills Assessment
  - Referral Services
  - Connection to training
  - Employment Assistance Services
- Individual and group assistance with resume and cover letter writing, and interviewing skills
- Skills assessment
- Career Planning & Exploration assistance
- Obtain information and referrals to education & training services (i.e. GED, tutoring and Vocational Training)
- Referral to One Stop Complimentary Services, Navigators or ancillary services



## Additional Partners/Services for Job Seekers

- Job Corps
- Veteran Services - EDD
- Trade Adjustment Act Services - EDD
- TANF – HSA
- Senior Services – Benefits Check up
- Disability Resources – Disability Program Navigator
- Re-Entry Populations -Re-Entry Navigator
- Child Support Services – DCSS
- One Stop Complimentary Services



## One Stop Complementary Services

- The Need For One Stop Complementary Services
- HUD's Community Development Block Grant (CDBG)
- Services Provided in Connection to One Stop Career Link Centers
  - Adult Basic Education
  - Computer Skills Training
  - Disability Services
  - Limited English Proficiency
  - Re-Entry Services
- Neighborhoods Include: Mission, SOMA, BVHP, Civic Center, Chinatown, and Western Addition





## Re-Entry Navigator

- Re-Entry Population
- Monthly Drop-In Hours at One Stop Centers
- Life Skills Training
  - Money Management
  - Child Support Services Resources
  - Communication Skills
  - Stress Management
- Job Search Strategies
  - Interviewing Techniques
  - Resume and Cover Letter Writing Workshops



## Disability Navigator

- Resource and Referral Services at the One Stop Career Link Centers
- One-on-One Services
- Set up blog which discusses issues impacting individuals with disabilities
- Training of One Stop Career Link Center Staff
- Maintains a Database of Disability Service Providers
  - Mental Health Services
  - Substance Abuse Services
  - Learning Disability Services
  - Physical Health Services



## Child Support Services

- Job Support Program coordinated effort between the San Francisco Department of Child Support Services and One Stop Career Link System.
- Works with San Francisco Non-Custodial Parents who owe back-due child support.
- Participate in One Stop Career Link Center services/workshops in order to get a job.
- Reduces Court and Judicially based orders



## General One Stop Career Link Center Services for Employers



- Free Candidate Screening and Referral
- Free Recruitment Facilities
- Free Job postings on HireSF.org
- Access to On the Job-Training
- Assistance with Training Panel Funds and Customized Training
- Assistance with accessing and completing tax credit and federal bonding information.



## ***New Ways of Thinking:***

- Customer Service driven: Serving people in a way people feel valued
- Quality Assurance: continuous improvement, clean and inviting environment, and current equipment and resources
- Expansion of resources & referral process
- Prioritize job placement
- Improved coordination between One Stop Career Link Centers and other workforce partners.

