



ONE STOP CAREER LINK CENTER UNIVERSAL SERVICES

Department: Office of Economic & Workforce Development

Effective Date: January, 2011

Policy/Procedure # WIA 100-A

Supersedes: July 1, 2008

OVERVIEW

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

REFERENCES

- DOL, ETA, 20 CFR Part 652; Part 660 et al Subpart C – One Stop Delivery System
- Part 663 – Adult and Dislocated Worker Activities Under Title I of WIA

POLICY

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 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 applications
- 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 hosts 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 Director of Program Operations.

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 per month 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 Seekers served by 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.

INQUIRIES

Inquiries should be addressed to the OEWD Director of Operations at 415-581-2335 or workforcedevelopment@sfgov.org.

OWED and its service providers shall follow this policy. This policy will remain in effect from the date of issue until such time that a revision is required.