



# Overview of the U.S. Public Workforce System

February 2012

# Outline

- Federal, State and Local Roles
- Integrated Service Delivery through the Network of One-Stop Career Centers
- Selected Services to Individuals and Employers

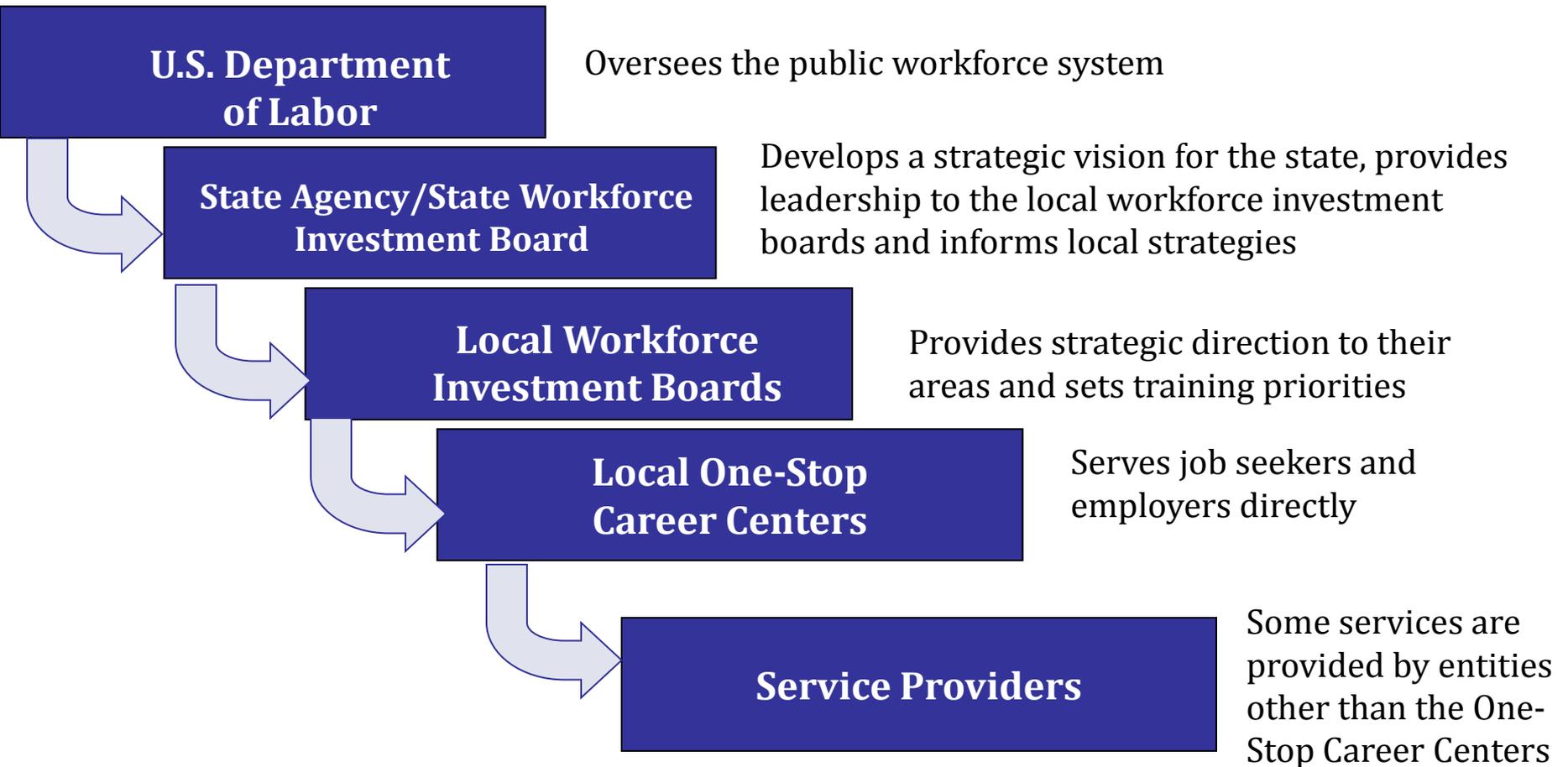


# Federal, State and Local Roles



Employment  
and Training  
Administration

# Funding and Oversight Flow



Employment  
and Training  
Administration

# Federal and State Roles

| Secretary of Labor  | Governor<br>State Cabinet Agency  | State Workforce Investment Board  |
|---|---|---|
| <ul style="list-style-type: none"> <li>■ Policy guidance</li> <li>■ Oversight</li> <li>■ Monitoring</li> <li>■ Technical assistance</li> <li>■ Research and evaluation</li> <li>■ National Emergency Grants (NEGs)</li> </ul> | <ul style="list-style-type: none"> <li>■ Grantee for federal funds</li> <li>■ Oversight</li> <li>■ Policy direction (state plan)</li> <li>■ Technical assistance</li> <li>■ Workforce services</li> </ul> | <ul style="list-style-type: none"> <li>■ Strategic vision and plan</li> <li>■ Designation of local workforce investment areas</li> <li>■ Policy guidance</li> <li>■ Monitoring of local performance</li> <li>■ Recommendations to Governor on the use of discretionary funds</li> </ul> |



# Local Workforce Investment Boards (WIBs): Composition

- Established in local areas and certified by the state governor every two years.
- The board's chair and the majority of its members represent local business.
- Members are appointed by the local area's chief elected official (e.g., mayor in a city).
- In addition to local business, boards include representatives from:
  - Local educational entities
  - Local labor organizations (or other employee representatives)
  - Community-based organizations
  - Economic development agencies
  - Required One-Stop Career Center partners (discussed later)
  - Others.



# Local WIBs: Functions

The local board:

- develops and submits, in partnership with the local area's chief elected official, a local plan to the governor
- designates and certifies operators of One-Stop Career Centers in the area
- enters into memoranda of understanding with required partners to establish One-Stop delivery systems
- identifies eligible providers of intensive and training services
- oversees workforce program activities in its local area
- coordinates workforce investment activities with economic development strategies and develops linkages to employers.

# Integrated Service Delivery through the Network of One-Stop Career Centers



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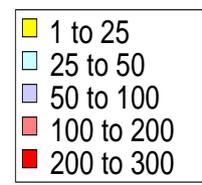
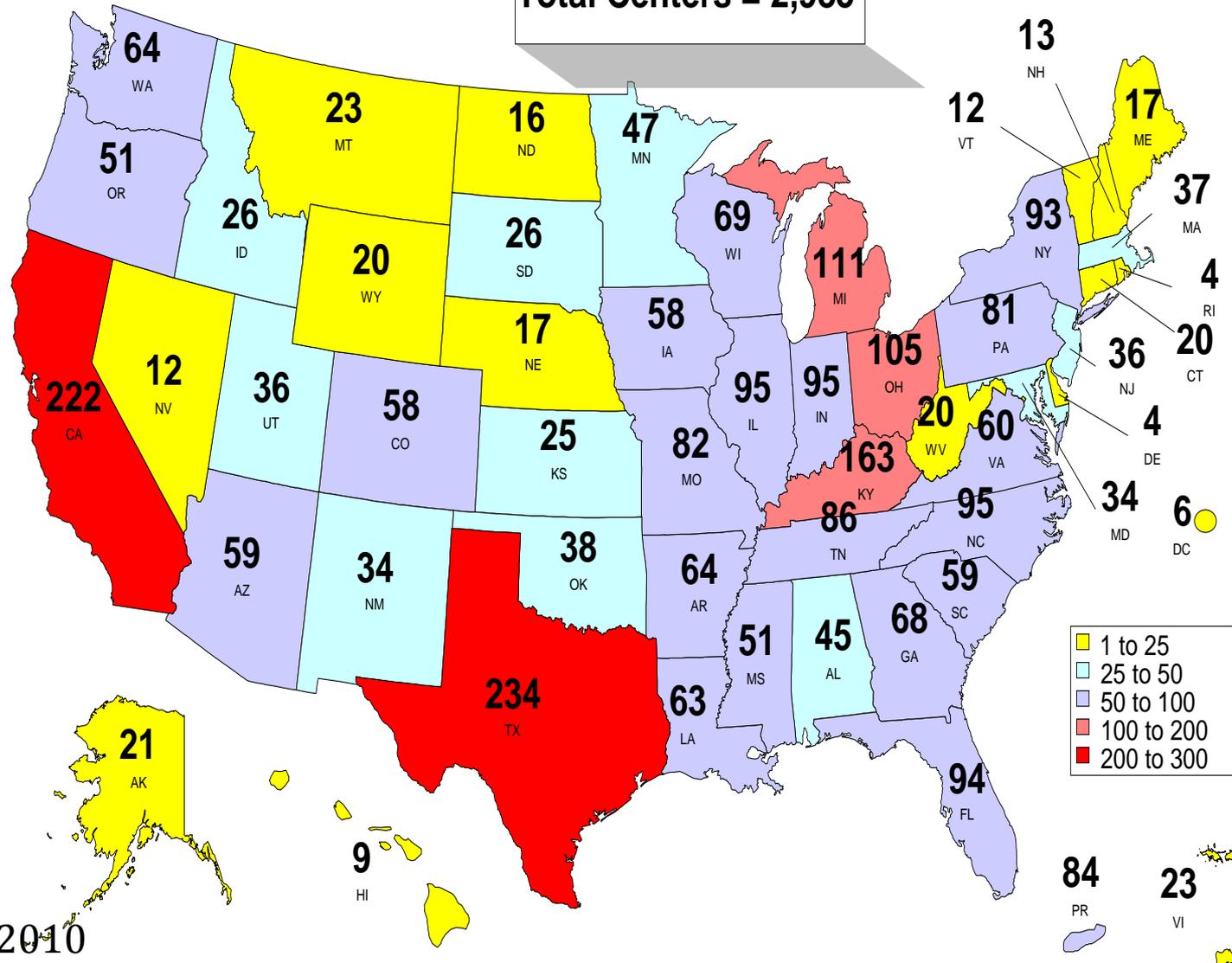
# Required One-Stop Partners

- Adult, Dislocated Worker, and Youth Activities under WIA
- Employment Service (Wagner-Peyser)
- Trade Adjustment Assistance
- Veterans Employment and Training Programs
- Unemployment Insurance
- Job Corps
- YouthBuild
- Senior Community Service Employment Program (SCSEP)
- Migrant and Seasonal Farmworkers Employment and Training Programs
- Native American Employment and Training Programs
- Vocational Rehabilitation
- Adult Education and Literacy
- Postsecondary Vocational Education
- Community Services Block Grant



# Nearly 3,000 One-Stop Career Centers (Comprehensive and Affiliate)\*

Total Centers = 2,985



\* March 2010

# One-Stop Service Delivery

- There must be at least one comprehensive One-Stop Career Center (with all required partners) in each local workforce investment area.
- There may also be affiliate centers and electronic access points.
- One-Stop Career Centers are overseen by the local WIB.
- One-Stop Career Centers may be branded by the local WIB; names of these centers vary by local area.



# Selected Services to Individuals and Employers

# Trade Adjustment Assistance (TAA)

- TAA serves workers dislocated as a result of increased competition from overseas products or services or relocation of production to a foreign site.
- Both the level of benefits and the eligibility categories were expanded in the American Recovery and Reinvestment Act of 2009 (Recovery Act).
- Offers cash payments, job search allowances, extensive training allowances, Health Care Tax Credit and relocation assistance.



# Types of Services for WIA Adult and Dislocated Worker Programs

## Core Services

- Determination of eligibility for WIA and other services
- Outreach, intake and orientation
- Initial assessment of skills, abilities, aptitudes and service needs
- Job search and placement assistance
- Provision of workforce information
- Follow-up upon job placement

## Intensive Services

- Comprehensive and specialized assessments of skills and service needs
- Development of individual employment plans
- Employment counseling and career planning
- Case management
- Prevocational or pre-training short-term skill development services

## Training Services

- Occupational skills training
- Skill upgrading and retraining
- On-the-job training
- Workplace training combined with related instruction
- Entrepreneurial training
- Job readiness training
- Adult education and literacy



# Training Strategies

- Individual training accounts
- Customized training
- On-the-job training
- Registered apprenticeship
- Incumbent worker training



# Eligible Providers of Training

- Community colleges and universities
- Career and technical schools
- K-12 school systems
- Registered apprenticeship programs
- Community- and faith-based organizations
- Labor unions and organizations
- Other public and private training providers



# Employer Services at One-Stop Career Centers

- Employers can receive assistance with:
  - Workforce information
  - Job description writing
  - Posting of job openings
  - Reviewing applicants' resumes
  - Places to conduct interviews
  - Pre-screening of job applicants
  - Assessment of applicants' skills
  - Referral of job-ready candidates
  - Organizing job fairs
  - Skill upgrading and career ladders

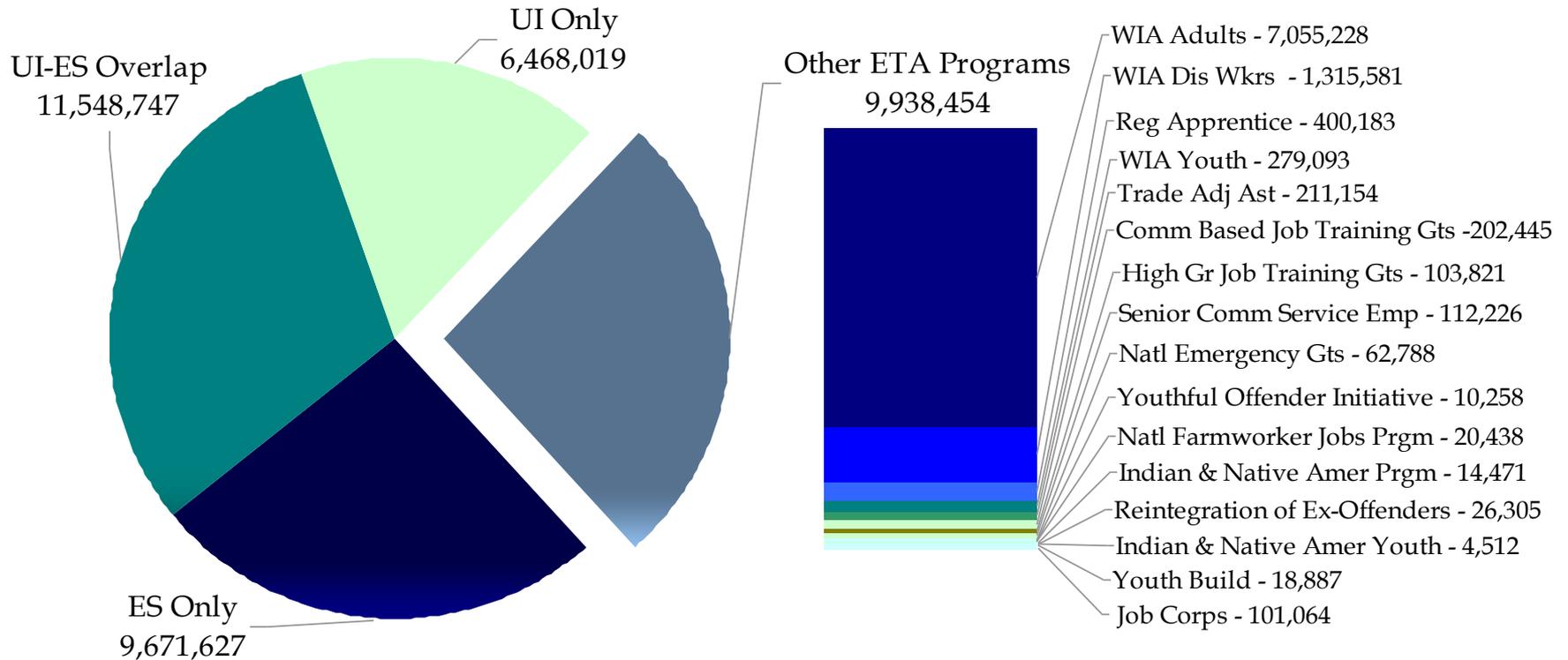


Questions?

# SPARE SLIDES

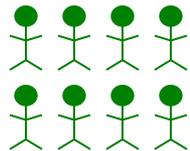
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# In the 12 month period ending March 31, 2011, ETA programs served over 37.6 million people



# One-Stop Career Center Customer Flow

## Example Using Workforce Investment Act and Wagner-Peyser Data



### INTAKE:

27.6 million WIA and Wagner-Peyser participants received virtual or staff services through a One-Stop Career Center

**EMPLOYERS AND INDUSTRY**

**Self Services (13,177,865)** – Resource rooms and virtual services accessible 24/7 either on site or from any computer with Internet access.

**All participants receive core services (13,426,734)**

Job search and placement assistance (computer-based or with counselor); Local labor market information (from Bureau of Labor Statistics data and state labor market information); Assistance to file UI claims; Evaluation of eligibility for job training/education or student financial aid.

**Some may receive intensive services (651,630)** – Specialized skills assessments; Short-term skills brush up

**Some receive training services, including those funded with training vouchers (603,459)** – Occupational skills training (classroom, on-the-job training, Registered Apprenticeship); Entrepreneurship training; Skills upgrading; Job readiness training; Adult education & literacy

**Youth participants receive education and training services (278,202)\***  
Degree or credential; Job readiness; Literacy and numeracy skills

**UI Claimants (only) receive Employment/Reemployment Services (6,468,019)** – Access through remote and staff-assisted means

**Veterans and other target populations** – Receive the same services, priority of service given to veterans; One-Stops are required to have an onsite person dedicated solely to veterans services

**Business Services** – Layoff aversion strategies, Rapid Response services, Placement services; Work Opportunity Tax Credit

**JOBS**  
6.7 million unemployed adults found a job



52,000 youth placed in jobs or post-secondary education\*



63 % of Youth enrolled in training received a degree or credential

Customer and Employer ACSI score of 78\*\*  
(Govt. Index = 66.9)  
(Natl. Index = 75.7)

Source: All data are from the four-quarter period ending 3/31/2011

\* Measure available for WIA only

\*\* Based on PY 2009 WIA Annual report data from: AK, AL, AZ, CT, GA, HI, IA, MA, ME, MI, MN, NH, PR, SD, VT, WA. Score based on American Customer Satisfaction Index.

# Main WIA Formula Programs

- The **Adult** program serves individuals ages 18 and over, with a special focus on disadvantaged and low-income individuals with barriers to employment.
- The **Dislocated Worker** program serves individuals who have lost a job.
- The **Youth** program serves low-income youth ages 14-21 with one or more of the following characteristics: deficient in basic literacy, a school dropout, homeless, a runaway, a foster child, an offender or someone requiring additional education- or employment-related assistance.



# Federal Funding Levels for the Three Formula Programs

About \$2.6 billion in Fiscal Year 2012 in formula grants for the three programs under Title I of WIA:

- \$770.1 million for the Adult program
- \$1.01 billion for the Dislocated Worker program, including National Reserve
- \$824 million for the Youth program.



# Other National Programs



INDIAN AND NATIVE AMERICAN PROGRAM (INAP)



- Senior Community Service Employment Program (SCSEP)
- Indian and Native American Program
- National Farmworker Jobs Program
- Disability Employment Initiative



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# Youth Programs

- **WIA formula youth program**
  - Serves in-school and out-of-school youth.
  - Funds activities to improve educational and skill competencies and to build connections to employers.
  - Includes participant assessment, mentoring, training and supportive services.
  - Local program design includes developing service strategies tailored to specific individual employment goals.
- **Job Corps**
  - An intensive training program for eligible youth
- **YouthBuild**
  - Alternative education grant program assisting youth to obtain a high school diploma or GED
- **Services authorized under Native American and Migrant and Seasonal Farmworker programs**



# Services under the Formula Youth Program

- Academic
  - Tutoring, study skills training, and dropout prevention activities
  - Alternative secondary school offerings
- Vocational
  - Summer employment opportunities
  - Work experience
  - Skills training
  - Leadership development activities
- Support
  - Supportive services
  - Adult mentoring
  - Follow-up services
  - Comprehensive guidance and counseling

