

## **What is a One-Stop Career Center?**

A One-Stop Career Center, known locally as the Virginia Workforce Center, is a location where a wide range of employment, training, and career education program services are available to employers, workers, job seekers and youth. To locate the Workforce Center nearest you, visit [www.vwn.virginia.gov/localwia.cfm](http://www.vwn.virginia.gov/localwia.cfm) or dial 2-1-1. TTY users can reach all contact telephone numbers by calling the Virginia Relay Centers at 7-1-1 or 1-800-828-1120.

## **Who is eligible to receive services?**

Employers, workers and job seekers are customers of the one-stop career center. This includes businesses and industries, students, people with disabilities, veterans, TANF recipients, migrant and seasonal farm workers, unemployed, underemployed and employed individuals. Everyone can access the services of the Center free of charge.

For the worker or job seeker, there are three levels of services available through the Center and customers can move from one level to the next or receive services from more than one level, depending on their needs. The first level of services is called core services and they are usually self-directed in nature and available to the customer regardless of eligibility. Intensive, training and career education services may be available contingent on program eligibility requirements and funding limitations. In addition, support services may be provided to people receiving any service, so that the services an individual receives are effective.

## **What Services are Available?**

### **Sample Core Services for Individuals:**

- intake and orientation
- work skills exploration
- resource library which includes access to computers, telephones, fax and copy machines
- searches for jobs and training
- access to job banks or listings of available jobs
- Internet access
- résumé development
- job search skills training
- networking skills workshops
- interview techniques workshops
- referral to an employer with current job openings
- customer satisfaction follow-up
- determination of eligibility for additional services

### **Sample Intensive Services for Individuals:**

- comprehensive assessments of skills and service needs
- development of an individual employment and career plan
- customized screening and assessment
- reference/background checks
- intensive career counseling
- in-depth interviewing skills development
- computer workshops
- one-to-one assistance with updating your resume, cover letters and thank you letters
- case management

### **Sample Training and Career Education Services for Individuals:**

- occupational skills training
- on-the job training
- up to date work skills
- job readiness training

- adult education and literacy
- customized training for an employer who commits to hiring

### **Sample Services for Employers**

- Assistance in finding qualified workers
- Labor Exchange
- Interview facilities
- State and/or federally generated Labor Market Information (LMI)
- State and /or federally generated information on Americans with Disabilities Act (ADA)
- Information regarding consultations on workplace accommodations for persons with disabilities
- Information on and referral to business start-up, retention and expansion services
- Information on and referral to sources for developing customized training programs
- Information on and referral to career preparation activities
- Rapid response to mass layoffs and plant closings
- Information about training incentives, such as, on-the-job training programs (based on worker eligibility)
- State and/or federally generated information on tax credits for new hires

### **Sample Services to Youth**

- Tutoring, Study Skills, and Dropout Prevention
- Alternative Secondary School Offerings
- Occupational Skills Training
- Paid and Unpaid Work Experiences, Internships, Job Shadowing
- Summer Employment Opportunities
- Leadership Development
- Adult Mentoring
- Comprehensive Guidance and Counseling
- Supportive Services
- Follow-up Services

## **Who are the Local Program Partners?**

The local Workforce Centers are part of Virginia's Workforce Network where partners responsible for delivering these services collaborate to unify the numerous programs into a single, customer-friendly, seamless system of service delivery in each community. The key partners are:

- Workforce Investment Board and/or Government Grant Recipient
- Virginia Employment Commission Field offices
- Local School Boards
- Community Action Agencies
- Local Community Colleges
- Department of Rehabilitative Services
- Department for the Blind and Visually Impaired
- Area Agencies on Aging
- Department of Social Services
- Redevelopment and Housing Authorities
- Job Corps, Migrant & Seasonal Farm Workers Programs, Indian & Native American Programs, Veterans Programs, and Youth Opportunity Grants
- Adult Vocational Education Agencies & Vocational/Technical Schools
- Apprenticeship Organizations
- Courts and Juvenile Justice Agencies
- Community Development Agencies
- Community Service Boards
- Training Entities
- Business/Employer Service Organization

