

Core Services

- Core Services for adults and dislocated workers must be made available in at least one comprehensive One-Stop Center in each workforce investment area.
- Universal Access – Any individual will have access to the One-Stop system and core employment related services
- One-Stop partners must participate in the delivery of core services applicable to their program
- Core Services (two levels of services) is based on the level of staff involvement with the customer
 - Core A – Informational and self service activities. Services designed to inform and educate
 - Core B – Level of staff involvement is significant. Services designed to impart job seeking and/or occupational skills.
- Core Services – Self Service – Informational (no registration required)
 - Determination of eligibility to receive assistance under Title I
 - Outreach, intake and orientation to the One-Stop Center
 - Initial assessment of skill levels, aptitudes, abilities and need for supportive services
 - Employment statistics information including job vacancy listings, job skill requirements for job listings, & information on demand occupations
 - Performance information on eligible training providers
 - Performance information on the local One-Stop delivery system
 - Information on supportive services and referral to supportive services
 - Information regarding filing for Unemployment compensation
 - Assistance in establishing eligibility for welfare-to-work activities and for other training education programs
 - Resource room usage
 - Internet browsing (job information and training searches)
 - Initial development of employment plan
 - Workshop and job clubs
- WIA Core Services (registration required)
 - Staff assisted job search and placement assistance, including career counseling
 - Follow-up services, including counseling regarding the workplace
 - Staff assisted job referrals (such as testing and background checks)
 - Staff assisted job development (working with employer and jobseeker)
 - Staff assisted workshops and job clubs

- One-Stop Customers
 - Sign in sheets are utilized to record customer visits at the Employment Resource Center
 - January 2001 (2284 visits) includes Orientation, Job Search Workshops and Tests for Adult Basic Education (TABE). Also includes computer lab, phones, fax (core services) and services beyond core.
 - February 2001 (1761 visits)
 - Average visits per month for the past three years.
 - 2000 (1700 per month)
 - 1999 (1679 per month)
 - 1998 (1207 per month)
 - Numbers are one-time “visits’ and include multiple visits per day by the same person.
example:
typing practice in the morning and typing test in afternoon or PLATO lab in the morning and afternoon..