

**TO: Workforce Investment Board**

**DATE: 7/12/07**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: One-Stop Career Center System Survey Report**

**PROPOSED MOTION(S): Information only.**

**DISCUSSION: The Employment Development Department has released the 2006 One-Stop Career Center System Survey Report. The One-Stop survey is completed once every two years to get updated information about how California's One-Stops are operating, and the services that are provided to customers.**

**This report provides an overview of responses provided by individual career centers, and is designed to serve as a snapshot in time for California's One-Stop Career Center System.**

**ATTACHMENTS:**

**One-Stop Career Center System Survey Report**



# **CALIFORNIA'S ONE-STOP CAREER CENTER SYSTEM 2006 SURVEY REPORT**

**June 2007**

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**Employment Development Department**



**STATE OF CALIFORNIA**

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Governor

**CALIFORNIA LABOR AND WORKFORCE DEVELOPMENT AGENCY**

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## EXECUTIVE SUMMARY

This report presents the results of the third systematic survey of California's One-Stop Career Centers, and is the first to be completed online. The results provide a description of the One-Stop Career Center System as it operated in the spring of 2006. The following background should be considered in reviewing this report:

- Survey respondents were Career Centers administered by California's Local Workforce Investment Areas (Local Areas) and that receive their core funding through the Workforce Investment Act.
- This is a descriptive report, not an evaluation or a compliance document.
- This report is based on self-reported information from Local Areas and One-Stop Career Center sites.
- The survey results are incorporated into an electronic database that can be kept current with data collected in the future. It can provide important information to understand and manage descriptive detail about California's One-Stop Career Center System.
- All information obtained through the survey process has been entered into the California One-Stop Information (COSI) database. The Employment Development Department (EDD) anticipates ongoing interest in the data collected and is developing a process through which requests for information may be made and fulfilled.

This report is intended for a wide range of partners, both those who are knowledgeable about California's workforce development environment, and those who are engaged in the Workforce Investment Act (WIA) programs at the federal, state, and local levels.

### ***Key Survey Information:***

- There are 273 reported WIA-funded One-Stop Career Center sites (comprehensive, affiliated, specialized, kiosks, and mobile units)<sup>2</sup> throughout California. With the decrease in WIA funding, this represents a substantial decrease from 444 in 2001, to 500 reported in 2003.
- For the purposes of this report, a count of 273 (100 percent of respondents) was used to calculate responses from all sites, unless otherwise noted. The other count used was 232 (which excluded kiosk sites).
- In some cases,<sup>3</sup> the percentages were still calculated based on a count of 273 or 232.

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<sup>2</sup> Comprehensive sites provide all WIA and mandatory partner programs and services onsite. Comprehensive sites are often referred to as "full-service" sites. Each Local Area is required to have at least one comprehensive site. Affiliated and specialized sites receive WIA funding and provide some mix of WIA and/or partner programs and services, but are not considered to be "full-service."

<sup>3</sup> Not every site provided responses for every question

- Whenever 100 percent is represented in the survey responses, it is because the service may be provided in a variety of ways, e.g., onsite, offsite, or electronically, so there may be duplicate counts, actually resulting in more than 100 percent.
- Each of California's 50 Local Areas reports operating at least one comprehensive One-Stop Career Center.
- Twenty-eight Local Areas have one facility operator, with the remaining 22 having more than one. The Local Areas with the largest number of facility operators are Los Angeles City, and Los Angeles County, respectively.
- Eighty-nine percent of the One-Stop Career Centers are within three blocks of public transportation.
- Ease of access to buildings and services for special needs populations is varied.
- Nearly all One-Stop Career Centers provide outreach to, and screen for, a variety of special needs populations.
- A majority of the mandatory WIA Partners/Programs are participating in local One-Stop Career Center Systems through negotiated Memoranda of Understanding (MOUs).
- All 50 Local Areas offer Core, Intensive, and Training services under the WIA.
- Fifty percent of the Local Workforce Investment Boards anticipate implementing significant changes in their service delivery structures affecting 22 percent of the One-Stops statewide.

The survey database can be expanded as additional information is acquired in the future. The information presented in this report may lead to more specific questions about the One-Stop Career Center System. Some of those questions can be answered from the database. Other questions may require in-depth research.

## **PART I:**

### **BACKGROUND AND METHODS**

The One-Stop Career Center Survey Report summarizes the results of the 2006 One-Stop Career Center Survey of all 50 California Local Workforce Investment Areas (Local Areas) and One-Stop Operators as defined in Workforce Investment Act (WIA) Section 121 (d) One-Stop Operators. The Employment Development Department (EDD) conducted the project with cooperation and participation from State-level partners.

The survey project consisted of three phases:

1. Phase One of the on-line survey was distributed to all 50 Local Areas in January 2006.
2. Phase Two of the on-line survey was distributed to all One-Stop Career Center Operators in May 2006.
3. Follow-up telephone calls were made to respondents to complete and/or clarify survey responses.

Information from this process has been incorporated into the revised California One-Stop Information (COSI) database that is maintained as a continuing source of factual information of California's One-Stop Career Center System by EDD.

#### **Background:**

The EDD conducted the third systematic survey of the California One-Stop Career Centers in 2006. The information gathered is specific to One-Stop Career Centers administered by the Local Areas and that receive their core funding through the WIA. This information will be used in a variety of ways by workforce development professionals to continue to define the One-Stop Career Center role in California. In addition, this information is provided to the United States Department of Labor to update America's Service Locator database.

#### **Survey Methods:**

The three phases of the survey process began with gathering and updating One-Stop Career Center information, so that the established database could be populated. Following the identification of information sources, staff developed an on-line survey and distributed Part One to all Local Areas to be completed and returned so that the information in the database could be revised and expanded. The survey requested information only about those One-Stop Career Center Operators that receive some level of WIA funding.

After Part One of the survey was distributed, EDD's Regional Advisors made follow-up telephone calls to respondents to complete and clarify survey responses. Part Two of the survey was then distributed to all identified One-Stop Operators for completion, and returned to incorporate into the database. Part Two of the survey requested information on all One-Stop facilities operated by each identified One-Stop Operator.

The survey questionnaire was divided into two parts:

- Phase One: Local Workforce Investment Boards
- Phase Two: One-Stop Career Center Operators (with One-Stop Career Center Facilities Operated)

The on-line survey was designed to gather information in four categories:

- Operations
- Public accessibility, including assistive technology
- Partners/Programs/Services
- Outreach

The intent of the survey was to gather enough relevant information to provide an accurate and objective description of the One-Stop Career Center System and to guide local, State, and federal-level policymakers as they promote and support the continuous improvement of the system.

The survey was developed by using the 2001 written survey as the base, and with the cooperation and participation of State-level partners, adding relevant questions. Two stakeholder meetings were held to develop what information should be captured on the survey. The process was designed to be inclusive to ensure that as much information as possible would be gathered at one time.

The survey tool was reviewed by the EDD's Audit and Evaluation Division, Customer Survey Services Unit, before distribution. A beta test was done with Sacramento Employment and Training Agency, prior to the release of Part Two of the survey. The EDD's Labor Market Information Division automated the 2006 survey and conducted the survey on-line.

## PART II:

### LOCAL WORKFORCE INVESTMENT AREAS

Local Workforce Investment Areas (Local Areas) represent the basic governmental/administrative structure under the Workforce Investment Act (WIA) for the receipt and expenditure of funding and for the delivery of workforce investment services. Each Local Area has a designated local chief-elected official, and each Local Area operates and maintains its own One-Stop Career Center System. Federal WIA funding is distributed by an allocation formula to Local Areas. The funding is distributed and expended within the Local Areas following policy established by the Local Workforce Investment Boards, which include representatives from all mandated One-Stop Career Center programs, as well as a majority membership from the private sector.

Local Areas vary dramatically in geography, demographics, industry, and economy. Under the WIA, the programs, infrastructure, partnerships, and services are configured to best serve each Local Area's communities. Understanding something about each Local Area, then, is supportive of an understanding of the various One-Stop Career Center delivery systems throughout the state, particularly when considering systemic differences between different Local Areas' systems.

The following is a list of California's Local Workforce Investment Areas.

#### CALIFORNIA LOCAL WORKFORCE INVESTMENT AREAS

<b>Alameda County</b> <i>Local Area: Alameda County, excluding the City of Oakland</i>	<b>Carson, Lomita, Torrance Consortium</b> <i>Local Area: Cities of Carson, Lomita, and Torrance</i>
<b>City of Anaheim</b> <i>Local Area: City of Anaheim</i>	<b>City of Long Beach</b> <i>Local Area: Cities of Long Beach and Signal Hill</i>
<b>City of Los Angeles</b> <i>Local Area: City of Los Angeles</i>	<b>City of Oakland</b> <i>Local Area: City of Oakland</i>
<b>City of Richmond</b> <i>Local Area: City of Richmond</i>	<b>City of San Bernardino</b> <i>Local Area: City of San Bernardino</i>
<b>City of Santa Ana</b> <i>Local Area: City of Santa Ana</i>	<b>City of San Jose/ Silicon Valley Workforce Investment Area</b> <i>Local Area: City of San Jose and the balance of Santa Clara County not served by Northern Valley Job Training Consortium (NOVA)</i>

<p><b>Contra Costa County</b>  <i>Local Area: Contra Costa County, excluding the City of Richmond</i></p>	<p><b>Foothill Consortium</b>  <i>Local Area: Cities of Arcadia, Duarte, Monrovia, Pasadena, Sierra Madre, and South Pasadena</i></p>
<p><b>Fresno County</b>  <i>Local Area: Fresno County</i></p>	<p><b>Golden Sierra Consortium</b>  <i>Local Area: Alpine, El Dorado, Nevada, and Placer counties</i></p>
<p><b>Humboldt County</b>  <i>Local Area: Humboldt County</i></p>	<p><b>Imperial County</b>  <i>Local Area: Imperial County</i></p>
<p><b>Kern, Inyo, and Mono Consortium</b>  <i>Local Area: Kern, Inyo and Mono Counties</i></p>	<p><b>Kings County</b>  <i>Local Area: Kings County</i></p>
<p><b>Los Angeles County</b>  <i>Local Area: The unincorporated areas of Los Angeles County, excluding the City of Signal Hill</i></p>	<p><b>Madera County</b>  <i>Local Area: Madera County</i></p>
<p><b>Marin County</b>  <i>Local Area: Marin County</i></p>	<p><b>Mendocino County</b>  <i>Local Area: Mendocino County</i></p>
<p><b>Merced County</b>  <i>Local Area: Merced County</i></p>	<p><b>Monterey County</b>  <i>Local Area: Monterey County</i></p>
<p><b>Mother Lode Consortium</b>  <i>Local Area: Amador, Calaveras, Mariposa, and Tuolumne counties</i></p>	<p><b>Napa County</b>  <i>Local Area: Napa County</i></p>
<p><b>North Central Counties Consortium (NCCC)</b>  <i>Local Area: Colusa, Glenn, Lake, Yuba, and Sutter counties</i></p>	<p><b>Northern Rural Training and Employment Consortium (NoRTEC)</b>  <i>Local Area: Butte, Del Norte, Lassen, Modoc, Plumas, Shasta, Siskiyou, Tehama, Trinity , and Sierra counties</i></p>
<p><b>Northern Valley Job Training Consortium (NOVA)</b>  <i>Local Area: Cities of Cupertino, Los Altos, Milpitas, Mountain View, Palo Alto, Santa Clara, and Sunnyvale</i></p>	<p><b>Orange County</b>  <i>Local Area: Orange County, excluding the Cities of Anaheim and Santa Ana</i></p>
<p><b>Riverside County</b>  <i>Local Area: Riverside County</i></p>	<p><b>Sacramento County/City</b>  <i>Local Area: County and City of Sacramento</i></p>
<p><b>San Benito County</b>  <i>Local Area: San Benito County</i></p>	<p><b>San Bernardino County</b>  <i>Local Area: San Bernardino County, excluding the City of San Bernardino</i></p>

<b>San Diego County/City</b> <i>Local Area: San Diego County</i>	<b>San Francisco County/City</b> <i>Local Area: City/County of San Francisco</i>
<b>San Joaquin County</b> <i>Local Area: San Joaquin County</i>	<b>San Luis Obispo</b> <i>Local Area: San Luis Obispo County</i>
<b>San Mateo County</b> <i>Local Area: San Mateo County</i>	<b>Santa Barbara County</b> <i>Local Area: Santa Barbara County</i>
<b>Santa Cruz County</b> <i>Local Area: Santa Cruz County</i>	<b>Solano County</b> <i>Local Area: Solano County</i>
<b>Sonoma County</b> <i>Local Area: Sonoma County</i>	<b>South Bay Consortium</b> <i>Local Area: Cities of El Segundo, Gardena, Hawthorne, Hermosa Beach, Inglewood, Lawndale, Manhattan Beach, Redondo Beach</i>
<b>South East Los Angeles County (SELACO) Consortium</b> <i>Local Area: Cities of Artesia, Bellflower, Cerritos, Downey, Hawaiian Gardens, Lakewood, Norwalk</i>	<b>Stanislaus County</b> <i>Local Area: Stanislaus County</i>
<b>Tulare County</b> <i>Local Area: Tulare County</i>	<b>Ventura County</b> <i>Local Area: Ventura County</i>
<b>Verdugo Consortium</b> <i>Local Area: Cities of Glendale, Burbank, and La Canada-Flintridge</i>	<b>Yolo County</b> <i>Local Area: Yolo County</i>

## PART III:

### SURVEY RESULTS

The purpose of the survey was to gather basic, up-to-date information about California's One-Stop Career Center System. This information will serve as a resource to interested parties, including State and local-level policymakers in their efforts to ensure the continued support and technical assistance to the One-Stop Career Center System.

#### TERMS USED IN THE WRITTEN SURVEY

<b>Term</b>	<b>Glossary Definition for the Purpose of this Survey Only</b>
Affiliated One-Stop Site	A site that provides one or more of the programs, services, and activities of the One-Stop partners, and receives some Workforce Investment Act (WIA) funding.
Comprehensive One-Stop Career Center	A One-Stop career center that provides all core services specified in the WIA Section 134(d)(2), and provides access to the other activities and programs provided under WIA and by each One-Stop partner.
Core Services	Core services, WIA Section 134(d)(2), are available to all adults age 18 years or older and dislocated workers. These services promote current and future employment potential, job retention, earnings, and occupational skill attainment.
In-Kind Contribution	In-Kind Contribution, WIA Final Regulations Section 662.270, refers to the funding arrangements for services and operating costs that each partner must contribute, is proportionate to the partner's use of services, and operating costs in the One-stop delivery system.
Intensive Services (For an example of Intensive Services, see page 22.)	Intensive Services, WIA Section 134(d)(3), are available to eligible unemployed individuals who have completed at least one core service and have not been able to obtain employment. Intensive Services also are available to employed individuals needing additional services to obtain or retain employment that will lead to self-sufficiency.
Mobile One-Stop Unit	A vehicle or moveable unit (e.g., van or trailer) that serves as an affiliated or specialized One-Stop site by temporarily or intermittently bringing services to areas where potential clients might not otherwise obtain them.
One-Stop Customer	An individual seeking employment, education, training; or other services; and/or an employer seeking assistance with staffing needs.
One-Stop Kiosk	A WIA-funded stand-alone electronic device (such as a computer workstation) that provides remote public access to One-Stop services and/or information.

<b>Term</b>	<b>Glossary Definition for the Purpose of this Survey Only</b>
One-Stop Operator	One-Stop operators are responsible for administering the One-Stop centers. Their role may range from simply coordinating service providers in the center to being the primary provider of services at the center. The role is determined by the chief elected official. In areas where there is more than one comprehensive One-Stop Career Center, there may be separate operators for each center, or one operator for multiple centers. WIA Section 121(d).
One-Stop Partner	Local grant recipient, administrative entity, or organization that is responsible for administering the funds of one or more of the programs specified in WIA Sections 121(b)(1) and 121(b)(2). There are 19 federally mandated One-Stop partners. Many One-Stops also have additional non-mandated partners.
Service Provider	A person or organization authorized by a One-Stop Partnership, under state and federal law, to provide employment related services to One-Stop customers.
Specialized One-Stop Site	Specialized sites are One-Stop Career Centers that address specific needs (e.g., Youth Centers or Dislocated Worker Centers).
Training Services	Training services, WIA Final Rule Section 663.300 and 663.320, are available to eligible individuals who have met the requirements for Intensive Services and have not been able to obtain or retain employment. Individual Training Accounts are established to finance training based upon the individual's choice of selected training programs.
Youth Services	Youth services, WIA Section 129, are available to youth between the ages of 14 and 21 who meet specific eligibility requirements.

The survey instrument focused on gathering information in four broad categories:

- Operations;
- Public Accessibility;
- Partners/Programs/Services; and
- Outreach

**Survey Distribution and Response:**

4. Part Two of the on-line survey was distributed to all One-Stop Career Center Operators in April 2006; there were some technical errors and difficulties in completing the online survey. Technical assistance and follow up was provided by the Employment Development Department (EDD) staff.

## ***Operations***

### **One-Stop Service Points:**

The written survey asked the Local Areas to identify all of their WIA-funded One-Stop sites, or service points, including affiliated, comprehensive, kiosks, mobile units, and specialized centers. The Local Areas identified 115 facility operators (some managing facilities in more than one Local Area) with a total of 273 service sites. Of those, 148 were reported as comprehensive, 65 as affiliated, 41 as kiosk, 7 as mobile units, and 12 specialized sites. For the purposes of this report, the kiosks will not be included in all percentages provided, but specific information may be made available upon request.

The service site operators report falling into the following categories:

- Adult Education
- City Government
- Community-Based Organizations
- Community Colleges
- Consortium
- County Government
- County Office of Education
- Employment Development Department
- Employment and Training Agency
- K12 School District
- Workers Compensation
- Private Non-Profit
- Private-for-Profit
- Public-for-profit
- Labor Union

The three categories representing those facility operators overseeing the largest numbers of One-Stop Career Centers are identified as Employment Training Agencies; Community-Based Organizations; and/or County Government.

## **One-Stop Operators:**

There are 115 One-Stop Career Center facility operators identified in Phase One of the survey. Of those, 110 participated in this survey. Some operators have contracts with more than one Local Area and there are four facilities that show up in two different Local Workforce Investment Areas.

The diversity of California's One-Stop Career Center System is reflected in the facility operator numbers. There are 96 facility operators who operate three or fewer One-Stop Career Center sites. 179 sites reported serving urban areas, and 93 reported serving rural areas.

In 28 of the responding Local Areas there is only one operator for all of the sites. That leaves 22 Local Areas with more than one operator. Los Angeles County, and Los Angeles City reported having the largest number of operators, with 19 and 18, respectively.

Some operators manage facilities in more than one local area. Operators were not asked to provide information on how they were selected, e.g., whether they were designated through a competitive bid process or a non-competitive process.

Of the Local Areas who responded, 34 areas reported having a certification process in place.

**One-Stop Career Centers that have a Process in Place to Gather Customer Information**

	<b>Facility Count</b> (Kiosks Excluded)	
Swipe card	167	72%
Collect social security numbers	113	49%

**One-Stop Career Centers with Onsite Customer Count Processes in Place**

<b>Status</b>	<b>Facility Count</b>	<b>Overall</b>
Process in place	40	15%
Process not established	232	85%

**One-Stop Career Centers with Onsite Identification of Resources and Services used by Customers in Place**

<b>Status</b>	<b>Facility Count</b>	<b>Overall</b>
Process in Place	3	14%
Process not established	235	86%

<b>Management Tools Available</b>	<b>Facility Count</b> (Kiosks Excluded)	<b>Overall</b>
<b>Management Tool</b>		
A common or universal application used by all partners.	87	38%
One intake process that is used by all partners.	67	29%
A universal release-of-information form.	105	45%
Shared case management.	118	51%
Shared job development.	150	65%
Collaborative monitoring.	88	38%
A policy of unified service coordination among partners.	126	54%
A system in place to identify and eliminate duplication of services.	139	60%
A system in place to identify activities and services that can be delivered jointly.	158	68%
A shared management information system.	72	31%
A shared, unified system of measuring customer satisfaction.	121	52%
A centralized telephone system answering calls for all partners.	134	58%
A unified system of human resource policies and procedures for site staff.	52	22%
Cross training for site staff.	158	68%
One lead management entity for the site.	136	59%
A unified budget and cost allocation system.	52	22%
A system in place for the exchange and sharing of resources.	155	67%
Common marketing.	125	54%

<b>Web site Information</b>		
	<b>Facility Count</b>	<b>Percentage</b>
Number of facilities that reported having a website	260	95%
Number of facilities that reported not having a website	8	3%
Number of facilities that reported having a process for counting website visitors and pages viewed	146	53%
Number of facilities that reported not having a process for counting website visitors and pages viewed	126	46%

<b>Parking/Transportation Information</b>			
<b>Free Parking Onsite</b>	<b>1-2 Blocks Offsite</b>	<b>3+ Blocks Offsite</b>	<b>No Response</b>
220	18	4	31
87% reported free parking onsite or within three blocks			
<b>Paid Parking Onsite</b>	<b>1-2 Blocks Offsite</b>	<b>3+Blocks Offsite</b>	<b>No Response</b>
50	13	5	205
23% reported paid parking onsite or within three blocks			
<b>Bus Access Onsite</b>	<b>1-2 Blocks Offsite</b>	<b>3+Blocks Offsite</b>	<b>No Response</b>
108	98	10	57
75% reported bus access onsite or within three blocks			
<b>Other Public Transit for those with limited mobility</b>	<b>1-2 Blocks Offsite</b>	<b>3+Blocks Offsite</b>	<b>No Response</b>
28	28	39	177
35% reported other public transit one to three blocks			
<b>Transportation Assistance to facilitate Access</b>	<b>Provided</b>	<b>No Response</b>	
	94	178	
34% reported transportation assistance to facilitate access			

<b>Accommodations Provided</b>	<b>Facility Count</b> (Kiosks Excluded)	<b>Overall</b>
<b>Customer group</b>		
Blind or visually impaired	127	55%
Deaf or hearing impaired	104	45%
Limited mobility	110	47%
Limited or no English language skills	126	54%
Different types of learning abilities/styles, e.g., need training course to move at a slower pace, courses provided in different languages, need more time for questions, etc.	85	37%
Health issues, e.g., chronic health conditions brought on by age, other health issues, disabilities, etc.	59	25%
Shelter issues, e.g., homeless, living in a car, etc.	63	27%

<b>Interpretation Provided</b>		
<b>Language</b>	<b>Facility Count</b> (Kiosks Excluded)	<b>Overall</b>
Spanish	116	50%
Russian	14	6%
Vietnamese	14	6%
Chinese (Cantonese)	12	5%
Chinese (Mandarin)	10	4%
Armenian	11	5%
Tagalog	8	3%
Korean	6	3%
Japanese	6	3%
Persian	5	2%
Cambodian	3	1%
Braille	3	1%
Hmong	3	1%
Laotian	2	1%
Farsi	1	-
Mien	1	-

<b>Availability of Assistive Technology</b> (Kiosks Excluded)		
<b>Technology</b>	<b>Facility Count</b>	<b>Overall</b>
Adjustable Workstations	162	70%
Alternate Format materials	127	55%
Braille Overlays	51	22%
Closed Caption TV	71	31%
Height Adjustable Table	146	63%
Keyboard Caps	68	29%
Large Screen Monitor	156	67%
Adjustable Headphones	1	-
Braille Keyboard	1	-
Braille Telephone	1	-
Communicator - speech to sign software	1	-
d-link Video Phone Conferencing System	1	-
Large key keyboard	3	1%
Large print keyboard	3	1%
Large trackball	3	1%
Magnified antiglare computer screen	3	1%
On Screen Reading Program (Jaws)	1	-
PDF Magic Pro	1	-
Personal Amplification System	1	-
Tape recorders	4	1%
Turbo Ear Enhanced Hearing Device	1	-
TV with VHS and DVD	1	-
WYNN Wizard	1	-
Zoom Text	1	-
Zoom Text Magnifier/Screen Reader	1	-
Room Amplification Equipment	52	22%
Scanner	155	67%
Screen Enlargement	139	60%
Telephones with Amplification	58	25%
Telephones with large numbers	97	42%
TTY	172	74%
Video Magnification Unit	60	26%
Voice Recognition Software	68	29%
Web camera for remote interpreting	36	16%

## Partners/Programs/Services

<b>Core Services Provided</b> (Kiosks Excluded)			
<b>Service</b>	<b>Onsite</b>	<b>Electronically</b>	<b>Overall</b>
Career Counseling	194	24	94%
Eligibility Determination	190	7	85%
Employment Statistics	190	77	100%
Financial Aid Eligibility Assistance	124	62	80%
Follow-up Services	180	13	83%
Initial Assistance	195	9	88%
Intake	192	6	85%
Job Search Assistance	213	43	100%
Orientation	194	11	88%
Outreach	182	24	89%
Placement Assistance	197	19	93%
Supportive Services	179	13	83%
Training Provider Cost and Performance Info.	177	64	100%
Unemployment Claim Filing	146	88	100%

Examples of “other services” listed as being provided at some facilities include: basic skill and GED classes; English as a Second Language; business services; career clothing; Department of Rehabilitation services; medical and housing assistance; job search assistance workshops; rapid response; veteran’s benefits; and youth services.

<b>Intensive Training Services Provided</b>				
<small>(Kiosks Excluded)</small>				
<b>Service</b>	<b>Onsite</b>	<b>Offsite</b>	<b>Electronically</b>	<b>Overall</b>
Adult Education and Literacy Services	11	147	17	75%
Case Management	191	45	-	100%
Customized Training	98	131	9	100%
Entrepreneurial Training	51	138	12	87%
Group Counseling	87	79	-	72%
In-Depth Assessment	154	63	-	94%
Individual Employment Plan	172	34	2	90%
Job Readiness Training	154	58	13	97%
Nontraditional Employment Training	56	139	9	88%
Occupational Skills Training	79	142	10	100%
One-Stop System Performance Information	148	25	43	93%
On-the-Job Training	81	118	-	86%
Private-Sector Training	45	135	9	81%
Skill Upgrading and Retraining	80	130	16	97%
Training Provider Performance Information	130	46	60	100%
Workplace Training with Instruction	48	108	11	72%

<b>Youth Services Provided</b> (Kiosks Excluded)				
<b>Service</b>	<b>Onsite</b>	<b>Offsite</b>	<b>Electronically</b>	<b>Overall</b>
Alternative Secondary School Offerings	54	169	16	100%
Connections to Intermediary Organizations	99	135	24	100%
Follow up Services	141	74	3	94%
Individual Service Strategy	143	74	10	98%
Leadership Development Opportunities	103	115	34	100%
Links to Academic and Occupational Learning	128	102	11	100%
Objective Assessment	138	84	-	96%
Occupational Skills Training	85	145	11	100%
Paid and Unpaid Work Experience	104	118	-	96%
Preparation for Postsecondary Education	100	133	14	100%
Preparation for Unsubsidized Employment	120	103	-	96%
Summer Employment Linked to Learning	89	120	-	90%
Supportive Services Available	136	91	11	100%
Tutoring, Study Skills Training, and Instruction	94	132	18	100%
Workability II	21	128	4	66%

Other youth services provided at some facilities include:

- Community service projects
- Housing information and referral
- Independent living skills; financial management
- Transition services for foster youth
- Youth employment opportunity program
- Youth resource center

<b>Partner Program Services Provided On-Site</b> (Kiosks Excluded)				
<b>Programs</b>	<b>Facility Count with Partners Onsite</b>	<b>Average Hours Onsite</b>	<b>MOU in Place</b>	<b>% with MOUs</b>
Adult Education and Literacy	140 (60%)	12.40	89	38%
CalWORKs Eligibility	126 (54%)	25.86	76	33%
Cash Assistance for Immigrants	65 (28%)	17.35	32	14%
Community Services Block Grant	67 (29%)	9.88	45	19%
Criminal or Juvenile Justice	43 (19%)	6.36	10	4%
Economic Development	76 (33%)	6.32	36	16%
Food Stamp Application	83 (36%)	22.95	43	19%
Food Stamp Employment and Training	70 (30%)	21.26	40	17%
Foster Care	68 (29%)	12.09	35	15%
Healthy Families	47 (20%)	7.17	23	10%
HUD Employment and Training	47 (20%)	3.64	33	14%
Indian and Tribal	38 (16%)	6.26	22	9%
Job Corps	77 (33%)	5.34	49	21%
Local Chamber of Commerce	46 (20%)	0.87	5	2%
MediCal	70 (30%)	16.07	37	16%
Migrant and Seasonal Farm Worker	64 (28%)	30.38	40	17%
Natl Community Svc. Act of 1990	5 (02%)	-	-	-
Perkins Postsecondary Vocational Education	67 (29%)	8.61	47	20%
Regional Occupation	62 (27%)	8.35	40	17%
Title 38, Vets	88 (38%)	41.23	63	27%
Title V, Senior Services	113 (49%)	15.79	79	34%
Trade Adjustment Assistance	85 (37%)	31.91	56	24%
Unemployment Insurance	128 (55%)	27.64	83	36%
Vocational Rehabilitation	121 (52%)	8.07	81	35%
Wagner-Peyser	102 (44%)	63.86	66	28%
WIA Adult	155 (67%)	71.03	63	27%
WIA Dislocated Worker	149 (64%)	69.35	61	26%
WIA Youth	134 (58%)	47.43	59	25%
Youth Opportunity Grant	35 (15%)	21.60	13	6%

In addition to the above listed programs, there were many others included in an “other” category, some with as few as one center providing the program. A sampling of these services includes: Independent Living Program; Military Recruitment; International Health Worker; and Senior Employment Training.

<b>Child Care</b>		
<b>Status</b>	<b>Facility Count</b> (Kiosks Excluded)	
	Not offered	208
Free Onsite	16	7%
Free Offsite	13	6%

<b>Veterans Priority of Service Provided</b> (Kiosks Excluded)
<b>Facility Count of Those That Responded</b>
139
While all sites provide veterans priority of service, as federally mandated, they reported that they do so in various ways. For example, some One-Stop Career Centers indicated that they refer veterans to Employment Development Department representatives who are designated to provide services to veterans and/or to all resources available through local partners.

<b>Low Income Priority of Services Provided</b>
<b>Facility Count of those that Responded Yes</b>
169
Priority of service was reportedly provided in a variety of ways, including: <ul style="list-style-type: none"> <li>• Determined through WIA eligibility</li> <li>• Referrals to partner agencies, including county social services</li> <li>• In-house services specifically designed for low income individuals</li> </ul>

<b>Unemployment Insurance Assistance Provided</b> (Kiosks Excluded)			
<b>Assist Customers in filing</b>		<b>Dedicated UI Phone Onsite</b>	
<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>
132 (57%)	82 (35%)	98 (42%)	116 (50%)

## **Outreach**

<b>Outreach and Marketing to Target Groups</b>		
<b>Category</b>	<b>Facility Count</b> <small>(Kiosks Excluded)</small>	<b>Overall</b>
Employers	202	87%
Job Seekers	200	86%
Veterans	200	86%
Older Workers	183	79%
Out-of-School Youth	176	76%
Foster Youth	174	75%
Emancipated youth	163	70%
Migrant & Seasonal Farm Workers	144	62%
Blind or visually impaired	170	73%
Deaf or Hearing Impaired	169	73%
Limited Mobility	161	69%
Learning Disabled	200	86%
Limited English-language skill	200	86%
Health-based barriers to employment	161	69%
Shelter-based barriers to employment	153	66%
Offenders	186	80%
Other barriers to employment	134	58%
Recipients of public assistance and other low income	153	66%

**PART IV:**

**FUTURE OPPORTUNITIES**

Part IV of the One-Stop Career Center Survey Project Report includes “Planned Significant Changes” by some of the One-Stop Career Centers and “Promising Practices” to share with policymakers.

<b>Planned Significant Changes</b>	
Local Workforce Investment Boards Reporting Planned Changes	25 (50%)
Changes anticipated include: <ul style="list-style-type: none"><li>• Moving to fee-based services</li><li>• Expanding business services</li><li>• Increased vocational training</li><li>• Co-located youth and senior services</li><li>• Providing human resources services to small businesses</li><li>• Targeting employer incentives</li><li>• Working toward a universal application/system</li><li>• Adding a homeless employment center</li><li>• Creating a virtual One-Stop Career Center online for employers and job-seekers</li><li>• New outreach programs</li></ul>	

## Promising Practices

Highlights include:

- Specialized supports for the homeless; disabled; ex-offenders; non-custodial parents; economically disadvantaged; and underrepresented populations
- Family services team providing a holistic approach
- Funding for basic computer skills
- Youth specific career center
- Providing services to more than 4000 people per month (at a single site)
- Bilingual case managers
- Mobile unit that is accessible and has multi-lingual staff
- Paid work experience opportunities
- Assistance with power bills, food, clothing, jobs, housing, childcare
- Translation of printed materials
- Provide in-home services for foster youth
- Business Information Center to assist with start up or existing small businesses
- Many significant employer relationships, e.g., placement of 400 with California's American Automobile Association
- Web site dedicated to employer

## **ACKNOWLEDGEMENTS**

This project required participation from both State partners and California's Local Workforce Investment Areas.

The Employment Development Department's (EDD) Workforce Services Branch assumed the lead for the project, with the Labor Market Information Division (LMID) providing the technical support throughout the project.

Roni Armstrong of the Workforce Services Branch was the lead staff person on the development of the survey, with assistance from Joe Carleton and Brian Connors. The LMID took on the task of automating the survey in an effort to streamline the process for those participating. Nancy Gemignani was the lead in this effort, and along with Felix Ho, developed the technical side of the survey and guided their team through the process of completing the survey.

The project team extends its gratitude to California's Local Workforce Investment Areas (Local Areas) for their willingness to devote substantial staff time and to candidly share information about their respective One-Stop Career Center Systems. With a substantial response rate, the Local Areas demonstrated their commitment to the ongoing development and improvement of California's One-Stop Career Center System.

This project would not have been possible without the assistance of EDD's Regional Advisors—conduits to the local areas—and they deserve special recognition for their assistance and patience in completing the first One-Stop automated survey.

As noted in the Executive Summary, the purpose of the One-Stop Career Center Survey Project was to collect basic information about the One-Stop Career Center system within California's 50 local areas. The survey information provides a "snapshot in time."

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