

# The Past, Present, and Future of American Job Centers

*New Era Collaboration*

WIOA Roundtable

May 2, 2023



# Overview

You are in the right session if...

- ✓ You are here to both share & learn about collaboration in the public workforce system
- ✓ You identify as an “OSO” “partner” “American Job Center” or want to learn what the darn things are
- ✓ You have a burning question about how others “do it”
- ✓ You have something to **celebrate** that others might be able to try in their hometowns



# Whose here?

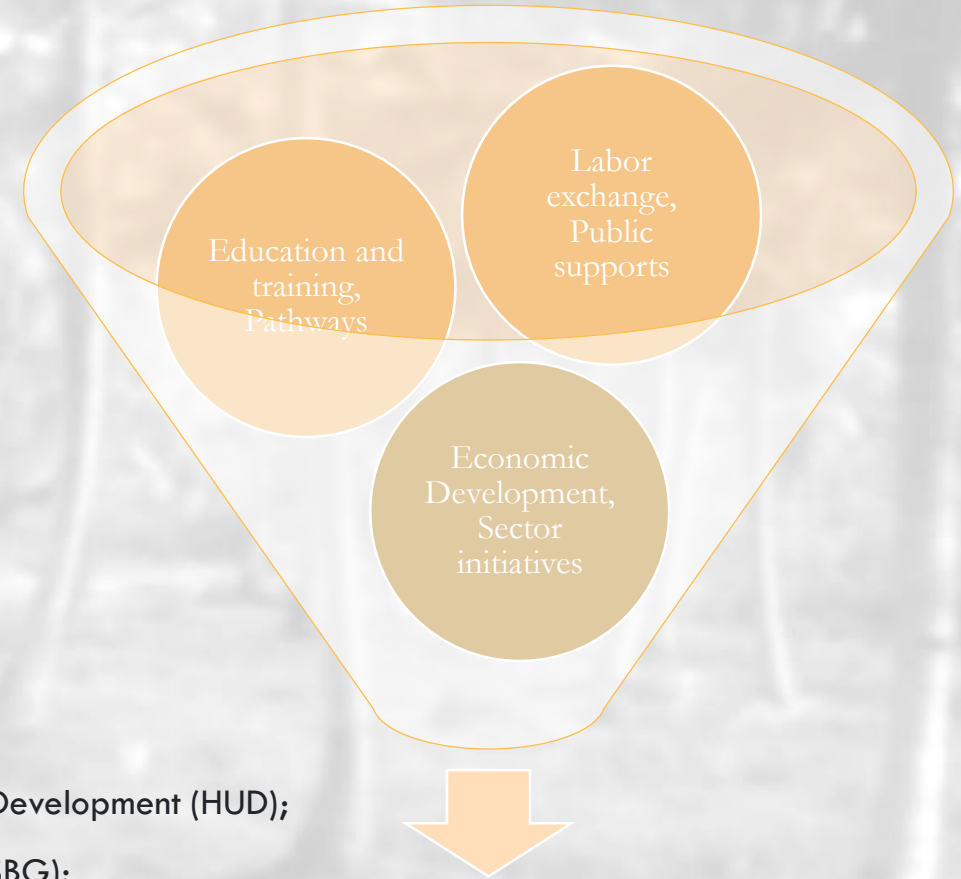


- One Stop Operators (OSOs) including members of teams that serve the role of OSOs as defined in Workforce Innovation Opportunity Act (WIOA)?
- Workforce Development Board staff?
- People who identify as part of the American Job Center network?
- Central Office | Headquarters: monitors, liaisons, state regulatory staff?
- Others?

*Everyone here is part of the public workforce system. Most of us are required to identify as “proud partners of the American Job Center network”. When it comes to “American Job Centers” proper, there are different perceptions of whose in them and what exactly they are.*

# Public Investment in our Workforce

- WIOA Title I Adult, Dislocated Worker, and Youth;
- WIOA Title I Job Corps;
- WIOA Title I YouthBuild;
- WIOA Title I Native American Programs;
- WIOA Title I National Farmworker Jobs Program (NFJP);
- WIOA Title II Adult Education and Family Literacy Act (AEFLA);
- WIOA Title III Wagner-Peyser Act Employment Service;
- WIOA Title IV State Vocational Rehabilitation (VR) Services;
- WIOA Title V Senior Community Service Employment Program (SCSEP);
- Trade Adjustment Assistance (TAA);
- Unemployment Compensation;
- Jobs for Veterans State Grant (JVSG);
- Reentry Employment Opportunities (REO);
- Carl D. Perkins Career and Technical Education Act of 2006;
- Employment and training programs funded through Department of Housing and Urban Development (HUD);
- Employment and training programs funded through Community Services Block Grant (CSBG);
- Temporary Assistance for Needy Families (TANF)
- MORE.....



public workforce system

# Locally Led, Employer Driven



wdbcwcw.org



westernwdb.org



wdbscw.org



Swwdb.org



nwwib.com



ncwwdb.org



bayareawdb.org



foxvalleywork.org



wowwdb.org



employmilwaukee.org



sewrks.com

# American Job Centers

American Job Centers are physical places designated and certified by “Workforce Development Boards” (WDBs). They offer publicly funded services described in Workforce Innovation Opportunity Act. **Where** centers are located, **how** services are provided, **who** provides them, and whether services are onsite **in person**, or available through **trained staff**, **virtual connections**, or **hybrid** methods varies from location to location.

# One Stop Operators (OSOs)

OSO are also locally defined by WDBs. Approaches also vary. In essence, OSOs ensure that everything, especially all WIOA associated services, are available through or at WDB designated job centers.

# Activities

- ✓ Inter-organizational meetings—across agencies, by location, by function within system, by topic area--- weekly, monthly, quarterly.....
- ✓ Joint policies procedures protocols—complaints, referral and hand-off, facility specific, between specific programs, between specific partners, to address a specific need, compliance related,
- ✓ Service design—customer flow, referral and hand-off, events,
- ✓ Learning events
- ✓ Outreach events
- ✓ Customer satisfaction measurement
- ✓ Tracking customer traffic
- ✓ Completing MOUs and compliance documents with WIOA
- ✓ Ensuring accessibility
- ✓ Compliance monitoring—posters.....

# Topics

- ✓ Who greets customers, who employs the reception staff, who pays, how much,--what's fair
- ✓ Cost allocation decisions, MOUs, leases, space usage
- ✓ How do we ensure customers get everything they may need
- ✓ Coenrollment, sequential enrollment, on ramps, pathways
- ✓ Hours of operation, holidays, snow days
- ✓ Methods of tracking—duplicate sign-ins, incompatible data tracking systems
- ✓ Metrics, sharing and aggregating—incompatible
- ✓ Calendars of partner activities, calendars of room usage
- ✓ Ambassadorship
- ✓ Logos, branding
- ✓ Cross training
- ✓ Functional teams, functional supervision
- ✓ Projects to improve services
- ✓ Customer experience
- ✓ Technology—incompatible systems, innovatons, in centers
- ✓ Participant funding—payor of last resort
- ✓ Screening, assessment, eligibility—common intake
- ✓ Confidentiality-ROIs
- ✓ Safety and security-building, cyber
- ✓ EO compliance, posters, assistive technology

# Future

What we focus on and how we are integrating services is changing

Co-located  
physical space  
will continue  
to  
lessen

Emphasis on  
connectivity  
across physical  
& virtual space  
will continue  
to increase

Well trained  
staff, who  
embrace  
larger system,  
critical

*Our strength comes in being able to show our collective impact, the sum of all of our efforts. The public workforce system has never been easily understood by insiders or outsiders and we have our own continual churn of talent. A dinosaurs call to action is to develop this clarity and embrace a system vision for ourselves and our team!*





# Before, Then, Now, Next

Programs everywhere  
all doing their own  
thing

Rise of physically co-  
located places called  
“job centers”,  
“workforce  
development centers”,  
“career centers”

Legislation and more  
legislation, TEGLs,  
policies, MOUs,  
SOLAR, brands,  
evolution,  
transition....

Down-sizing,  
closures, narrowed  
scope of services,  
reduction and de-  
emphasish of co-  
location

“American Job  
Centers” proper  
trending down,  
“network” concept  
trending up

*The public workforce system still includes mostly all the same pieces it always has, albeit with less \$\$s than in former times..... **OPPORTUNITY** lies in building a stellar “network” that keeps the band together, this **REQUIRES** a common understood expectation and more <.....> than ever*

# Roundtable sharing

- One challenge I'd love input on is....
- Something we did in our area we are excited about is.....
- Something I brought to show is.....



Feedback Please!!!

<https://www.surveymonkey.com/r/WIOAround2023>

Beth Norris, OSO WDAs 123

[bnorris1@wctc.edu](mailto:bnorris1@wctc.edu) | 414 840 5342



the AmericanJobCenter® network