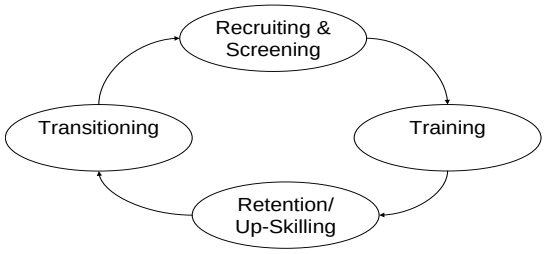
Sponsored by the U.S. Department of Labor
Employment and Training Administration

With nearly 3,000 delivery points nationwide, One-Stop Career Centers provide a vast network to address the human resource and employment needs of both jobseekers and business in every community. The Employment and Training Administration provides funding through State Workforce Investment Boards for One-Stop Career Centers, which are operated by community colleges, local Employment Service offices, community-based organizations, and government agencies.

One-Stop Career Centers Support the Workforce Needs of Jobseekers and Businesses

One-Stop Career Centers offer a continuum of services throughout the cycle of recruiting, training, retaining, and transitioning workers.



These Centers work with jobseeker and business customers to determine their needs and provide varied solutions to workforce challenges. Possible services include the following:

Recruitment and Screening:

- Recruiting, screening, and referring a variety of job seekers, ranging from entry level workers to highly-skilled professionals
- Recruiting full-time, part-time, and seasonal workers
- Hosting job fairs and providing office space for on-site screening and interviewing
- Providing access to human capital and untapped labor pools
- Offering workforce information about wages, employment trends, and national comparisons

Training and Education:

- Providing access to training and education
- Offering industry-recognized certifications
- Developing customized training programs, such as pre-employment training
- Connecting to apprenticeships programs with a mix of instruction and on-the-job training.
- National Emergency Grants for significant dislocation events to expand service capacity at the state and local levels through time-limited federal funding assistance

Retention and Up-Skilling:

- Developing on-the-job and workplace training and providing training services to retool incumbent workers
- Supporting employee retention by offering services such as transportation, childcare assistance, and mentoring programs to individuals engaged in training
- Assisting businesses in applying for Work Opportunity Tax Credits
- Assisting with lay-off aversion strategies

Transitioning:

- State and Local Rapid Response –
- Providing on-site services, such as pre-layoff and retraining information
- Easing the transition from point of layoff notification to shut down
- Developing plans to access funds and services for individualized worker assistance
- Providing assistance to the community to develop coordinated response to layoffs
- Trade Adjustment Assistance – Providing training and income support program for transitioning workers

Skilled Human Resource Professionals Assist Job Seekers with Employment and Career Guidance

One-Stop Career Centers provide integrated services and solutions to individuals throughout their careers for a lifetime of gainful employment. One-Stop Career Centers draw from a vast array of community resources to make a multitude of services available in addressing employment challenges.

Offering Solutions-Based Service Delivery

- Tools, resources, and assistance for job search and placement, career development and advancement
- Full-array of services for individuals with specific employment issues, such as persons with disabilities, older workers, and veterans
- Access to education and training in growing occupations

Providing Data-Driven Career Guidance

- Workforce information and local labor market information, including information about wages and employment trends, and high growth occupations
- Career guidance and planning based on the needs of local business and industry
- Assessment of the knowledge, skills and abilities of individual job seekers and support for training

To find the nearest One-Stop Career Center:
Visit www.servicelocator.org or call 1-877-US2-JOBS or 1-877-889-5627 (TTY)

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EMPLOYMENT AND TRAINING ADMINISTRATION
UNITED STATES DEPARTMENT OF LABOR

Electronic Tools Guide

The Department of Labor's CareerOneStop electronic tools assist millions of Americans every month with their employment-related needs. These Web-based tools provide solutions for:

Unemployed Workers	Career Counselors	Economic Developers
Educators	Job Seekers	Parents
Students	Workforce Professionals	Businesses

CareerOneStop (www.CareerOneStop.org)
Is the pathway to career success and includes tools to help job seekers explore careers, investigate salary and benefit information, research education and training opportunities, plan a job search and browse job sites, write and improve resumes and cover letters, and prepare for a job interview. In addition, the CareerOneStop Web site provides links to workforce and labor market information Web sites that contain local information resources and tools.

CareerOneStop suite of tools includes:

mySkills myFuture (www.mySkillsmyFuture.org) enables job seekers and intermediaries to match a worker's occupational skills and experiences with the skills needed in other occupations, in order to facilitate their career mobility and economic prospects. mySkills myFuture is designed for use as either a self-help tool or with the assistance of expert advisers.

CareerOneStop's Worker ReEmployment portal
(**www.careeronestop.org/ReEmployment**) is designed to assist impacted workers following job loss, and to connect laid-off workers to needed resources for training, reemployment, career planning, financial and emotional help during the process of job transition.

My Next Move (www.MyNextMove.gov) gives individuals three main ways to explore careers, including an online O*NET interest assessment, and then provides an easy-to-read, one-page profile of each occupation highlighting important knowledge, skills, abilities, technologies used, simplified salary and outlook information, and links to find specific training and employment opportunities.

America's Service Locator (**www.servicelocator.org**) connects people to local offices providing employment and training services. It provides maps and driving directions to the nearest One Stop Career Center, and unemployment insurance filing assistance. America's Service Locator has information on more than 20,000 local resources and offices.

CareerOneStop suite of tools continued:

Toll-Free Help Line (**1-877-US2-JOBS, TTY: 1-877-889-5627**) provides a full range of basic information about workforce program services for both workers and employers, as well as locations to One Stop Career Centers and other offices, including unemployment insurance assistance. Information is available in over 160 languages.

O*NET OnLine (**www.onetcenter.org**) enhances businesses' hiring and retention efforts and supports workers and students in career planning by accessing key data for identifying and developing workplace skills.

Workforce3One (**www.workforce3one.org**) is an online library of resources to help workforce leaders and frontline staff meet the employment and training needs of their communities. Users can share best practices; access virtual training, tools and resources; and join online communities to connect to experts and peers.

Contact CareerOneStop's Customer Service Center to address questions regarding its electronic tools and products:

- **Hours** 7 a.m. - 4:30 p.m. (Central Time) Monday - Friday.
- **Email:** info@careeronestop.org
- **Toll-free number:** 1-877-348-0502
- **TTY:** 1-877-348-0501

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