

VI WORKFORCE DEVELOPMENT BOARD POLICY DOCUMENT

Workforce System Guidance WIOA 203-15

TO: Virgin Islands Single State Workforce Development Area

SUBJECT: **UNIVERSAL ACCESS AND CONSISTENCY OF SERVICES –**
One-Stop Service Delivery

DATE: July 2015

Purpose: To provide guidance to all staff and administrators of the One-Stop Career Centers providing WIOA services to customers of the Workforce Development System.

References: Workforce Innovation and Opportunity Act of 2014 Title I Section 121

Background: The One-Stop Service Delivery system shall provide services to job seekers and employers that are unified in its approach and serve to produce quality outcomes to both groups in the workforce development experience. Each Job Center shall have for public use a fully functional resource room; provide all customers access to basic career services as defined in the Act; provide access to current workforce and labor market information in order to make informed decisions; utilize self-help and customer assisted services; and provide access to partner services and resources.

One Stop Partners: The entities involved in the One-Stop System include WIOA core partners and One-Stop required partners. The programs represented involve:

- **VI Department of Labor** – Adult, Dislocated Worker, Youth, Wagner-Peyser, Unemployment Insurance, Veterans
- **VI Department of Education** – Adult Education and Literacy, Career and Technical Education
- **VI Department of Human Services** – Vocational Rehabilitation, Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program, Senior Community Service Employment program (SCSEP)

Services to Customers

Services to *job seekers* shall:

- Be unified throughout all One-Stop locations;
- Expedite customer flow;
- Be tailored to the needs of each individual customer;
- Be presented in a manner that allows for maximum customer choice; and
- Facilitate academic and workforce advancement in local demand sectors.

Services to *employers* shall:

- Offer unified workforce development services throughout all One-Stop locations;
- Be developed through an “action plan” created to meet the individual employer customer’s need;
- Be provided by a trained team of employer representatives knowledgeable about the local economic and workforce trends;
- Include relevant and “real time” labor market information;
- Be maintained in a database that tracks employer preferences and growth needs to facilitate employer’s interaction with the Center.

Universal access to basic career and program information is available to all persons in the community. Basic information and literature from each partner program will be available at each Job Center location and at each partner agency. Information pamphlets will detail contact information to each program and service referenced in the literature.