

BRIEFLY...

Highlights of Report Number: 06-06-002-03-390, to the Assistant Secretary for Employment and Training Administration.

WHY READ THE REPORT

The Workforce Investment Act of 1998 mandated the One-Stop delivery system. It requires states to consolidate their predecessor Wagner-Peyser core employment services with other job training programs to form one seamless service delivery system for its customers.

This includes having one overall application process with comprehensive services available on site with minimal referrals. However, the law provides flexibility in how the states and local areas implement this vision, which allows them to address issues that may be unique to their area.

WHY OIG DID THE AUDIT

The Department of Labor's Employment and Training Administration (ETA) views the One-Stop system as the cornerstone of the new workforce investment system, which unifies numerous training, education, and employment programs into a single, customer-friendly system in each community. ETA envisions one overall service system where One-Stop truly means one stop.

The OIG conducted a performance audit of the State of Georgia's One-Stop system to determine if the seamless vision was implemented within the State of Georgia. Our audit included two One-Stops within the State of Georgia, and covered the One-Stop's organizational structure, management information system integration, and memoranda of understanding, implemented subsequent to July 1, 2001.

READ THE FULL REPORT

To view the report, including the scope, methodology, and full agency response, go to:

<http://www.oig.dol.gov/public/reports/oa/2006/06-06-002-03-390.pdf>

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The State of Georgia's One-Stop System is a Work in Progress, Based on an Audit of Two One-Stop Centers

WHAT OIG FOUND

In the two One-Stop centers audited, we found that:

1. Some partners may need to provide more presence to provide access to services at One-Stop centers.
2. Not all partners are utilizing the State's common intake system.
3. Local Boards established Memoranda of Understanding (MOUs), but they are not used to facilitate the delivery of services and coordination between partner programs.

Georgia has used interagency approaches to address a variety of policy issues over time. However, complete implementation of a fully integrated statewide workforce development system is still a work in progress.

We found that the Georgia Department of Labor developed the Georgia Workforce System as an integrated management information system, but it is not totally integrated with and used by all partners.

Local boards established detailed MOUs to support the One-Stop concept, and primary partners abided by the agreements. However, some partners did not completely adhere to them to facilitate the delivery of services.

WHAT OIG RECOMMENDED

We had no recommendations for ETA. This report is one of four states audited during this project, to provide the Assistant Secretary an overview of One-Stop implementation.