

BRIEFLY...

Highlights of Report Number: 06-05-011-03-390, 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 (ES) 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 (DOL) 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 Illinois' One-Stop system to determine if the seamless vision was implemented within the State of Illinois. Our audit included two One-Stops within the State of Illinois, and covered the One-Stops 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/2005/06-05-011-03-390.pdf>

SEPTEMBER 2005

Two of Illinois' One-Stop Centers have not Fully Implemented the Seamless Service Concept

WHAT OIG FOUND

We found that there are issues in two of the State of Illinois' One-Stop's implementation of the seamless One-Stop vision.

The One-Stop organizational structures provide shared administration of the One-Stop centers, but better collaboration and coordination will enhance seamless service delivery.

One-Stop partners did not share a statewide common intake system for the One-Stop service delivery system.

Local boards established MOUs, but greater detail would enhance the One-Stop concept.

WHAT OIG RECOMMENDED

The results of this audit are provided as information for the Assistant Secretary for Employment and Training.

The State of Illinois agreed that some of the issues identified exist in the One-Stops audited, but that the results do not indicate Statewide conditions. They have already identified the issues in their own Statewide review of the One-Stop system, and have already initiated implementation of strategies to enhance their workforce system.