

What is a One-Stop Career Center?

A One-Stop Career Center, known as the American Job Center (AJC), is a location where a wide range of employment, training, and career education program services are available to employers, workers, job seekers and youth. To locate the AJC nearest you, visit www.elevatevirginia.org or dial 2-1-1. Use the 7-1-1 dialing code for access to Telecommunications Relay Services (TRS). TRS permits persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities.

Who is eligible to receive services?

Employers, workers and job seekers are customers of the AJC. This includes businesses and industries, students, people with disabilities, veterans, TANF recipients, migrant and seasonal farm workers, unemployed, underemployed and employed individuals. Everyone can access the services of the Center and its affiliate sites free of charge.

For the worker or job seeker, there are career education, training and employment services available through the Center and customers can receive services from more than one area, depending on their needs. The basic career services are available to the customer regardless of eligibility. Additional, career services may be available contingent on program eligibility requirements and funding limitations. Add that not all services are always housed at an AJC. Contact your AJC staff person for program services in your area at: <http://www.elevatevirginia.org/contact-us/>

What Services are Available?

Sample Basic Career Services:

- intake and orientation
- work skills exploration
- resource library which includes access to computers, telephones, fax and copy machines
- searches for jobs and training
- access to job banks or listings of available jobs
- Internet access
- résumé development
- job search skills training
- networking skills workshops
- interview techniques workshops
- referral to an employer with current job openings
- customer satisfaction follow-up
- determination of eligibility for additional services

Sample Individual Career Services:

- comprehensive assessments of skills and service needs
- development of an individual employment and career plan
- customized screening and assessment

- reference/background checks
- intensive career counseling
- in-depth interviewing skills development
- computer workshops
- one-to-one assistance with updating your resume, cover letters and thank you letters
- case management

Sample Training and Career Education Services for Individuals:

- occupational skills training
- on-the job training
- up to date work skills
- job readiness training
- adult education and literacy
- customized training for an employer who commits to hiring

Sample Services to Veterans:

- Gold Card Service
- Priority of Service to all programs
- Virginia Workforce Connection priority on New Job Postings
- Virginia Employment Commission dedicated Veteran Representatives
- Veteran Dedicated Job Developers
- Coalition of Veteran Employers

Sample Services for Youth ages 14-24:

- Tutoring, Study Skills, Instruction and Evidence-based Dropout Prevention and Recovery Strategies
- Alternative Secondary School Services or Dropout Recovery Strategies
- Occupational Skills Training
- Paid and Unpaid Work Experiences
- Leadership Development Opportunities
- Adult Mentoring
- Comprehensive Guidance and Counseling
- Supportive Services
- Follow-up Services
- Financial Literacy
- Entrepreneurial Skills Training
- Services that Provide Labor Market and Employment Information in the Local Area
- Activities the Help Youth Transition to Post-secondary Education and Training
- Education Offered Concurrently with and in and in the Same Context as Workforce Preparation Activities and Training for a Specific Occupation or Occupational Cluster

Sample Services for Employers:

- Assistance in finding qualified workers
- Labor Exchange
- Interview facilities
- State and/or federally generated Labor Market Information (LMI)
- State and /or federally generated information on Americans with Disabilities Act (ADA)
- Information regarding consultations on workplace accommodations for persons with disabilities
- Information on and referral to business start-up, retention and expansion services
- Information on and referral to sources for developing customized training programs
- Information on and referral to career preparation activities

- Rapid response to mass layoffs and plant closings
- Information about training incentives, such as, on-the-job training programs (based on worker eligibility)
- State and/or federally generated information on tax credits for new hires

Who are the Local Program Partners?

The AJCs are part of Virginia's Workforce Network where partners responsible for delivering these services collaborate to unify the numerous programs into a single, customer-friendly, seamless system of service delivery in each community. The key partners are:

- Adult Education and Literacy Agencies & Career and Technical Education
- Apprenticeship Organizations and Department of Labor and Industry for registered apprenticeship
- Area Agencies on Aging
- Business/Employer Service Organization
- Community Action Agencies
- Community Development Agencies
- Community Service Boards
- Department for Aging and Rehabilitative Services
- Department for the Blind and Visually Impaired
- Department of Corrections, Courts and Juvenile Justice Agencies
- Department of Social Services
- Job Corps, Migrant & Seasonal Farm Workers Programs, Indian & Native American Programs,
- Local Community Colleges
- Local Economic Development Partnership
- Local School Boards
- Redevelopment and Housing Authorities
- Training Entities
- Veterans Programs and Youth Opportunity Grants
- Virginia Employment Commission Field offices
- Workforce Development Boards and/or Government Grant Recipients

