One-Stop System Infrastructure Continues to Evolve, but Labor Should Take Action to Require That All Employment Service Offices Are Part of the System

What GAO Found

Over the last 4 years, 19 states reported a decrease in one-stop centers, often citing a decrease in funds as one of the primary reasons. At the same time, 10 states reported an increase, citing an increase in demand for services and an increase in on-site programs. In our 2007 survey, states reported that 13 of the 16 mandatory programs were available at the majority of one-stop centers. States reported they were providing Wagner-Peyser-funded Employment Service on-site at one-stop centers, but some states also provided services through stand-alone Employment Service offices—facilities that focus primarily on job search and placement assistance. While states are required to maintain these offices within the one-stop delivery system, 9 states reported operating at least one stand-alone office unaffiliated with the one-stop system. While Labor has taken steps to encourage states to provide all employment services through the one-stop system, states have made only modest progress in bringing these systems together.

WIA and Employment Service were the largest funding sources for states to support the infrastructure—the nonpersonnel costs—of their one-stop centers. Of the two programs, states reported that a greater percentage of Employment Service funds than WIA funds were used for infrastructure costs. States also reported less reliance on other programs to support the infrastructure costs than in the past.

Nearly all states reported that they submitted customer satisfaction data to Labor for program year 2005. In addition, 12 states reported that they have established additional customer satisfaction measures beyond those required by Labor.

Changes in Comprehensive One-Stop Centers for States between Program Year 2001 and Program Year 2006