

# How to Use Your Local One-Stop Career Center



*Federal law established local One-Stop Career Centers in 1998. One-Stop Career Centers are designed to provide a full range of assistance to job seekers under one roof. These Centers usually include the state employment office and other agencies charged with assisting the unemployed. Centers record job openings from employers, refer qualified applicants to those positions, provide job counseling and job training.*

## Your One-Stop Career Center

One-Stop Career Centers are a single point-of-entry to services and programs that assist individuals prepare for and obtain employment in their community. The Center brings together various organizations and agencies, both public and private in one place for the benefit of both employers and job seekers. These agencies include the state employment service, welfare offices, rehabilitation, veterans, job training programs and community college programs. The goal of the Center is to provide individuals seeking employment with whatever assistance that is necessary for them to obtain employment self-sufficiency. Services include counseling, a career resource center, labor market information, access to electronic job information and openings, basic education, job search assistance and short term job training. These programs are provided free to the general public.

The following are a few of the services and programs offered by most local One-Stop Career Centers. Note that not all Centers offer all of these programs and services.

- Programs authorized by the Workforce Investment Act (WIA) of 1998. These include adult and youth services, dislocated workers, Job Corps, Native American programs and veteran services. Each of these programs has specific eligibility requirements. The One-Stop Career Center intake staff will determine your eligibility for each program.
- Job Service programs include assistance for job-seekers in finding employment and to employers in finding workers.
- Adult and Education Literacy programs assist adults to obtain basic knowledge and skills necessary for employment. Programs include English as a Second Language.
- Vocational Rehabilitation programs assist people with disabilities.
- Older Worker programs target individuals 55 and older. Programs include part-time employment and volunteer work.
- Veterans Employment and Training Services focus on unique training, services and placement for qualified veterans.
- Other targeted groups include those in subsidized housing and low income families.



## One-Stop Career Center Programs and Services

### Unemployment Insurance

Although many states have gone to call centers to take applications for unemployment over the telephone, all One-Stop Career Centers have access to the call center and can help applicants register.



#### What is unemployment insurance?

Employers contribute a percentage of their monthly payroll to a state and federally administered insurance program. These funds are made available to eligible citizens who have been displaced from their employment. Eligible workers receive a bi-weekly check.

#### Who is eligible to receive unemployment compensation?

You are eligible to receive unemployment if your employer has paid unemployment taxes, if you were employed by the organization for at least thirty days and you meet the criteria established by the state.

#### How much money do I get, and how long does it last?

The amount of money you get and the length of time you receive it depends on how much money you made in the last four quarters you worked and the regulations of the state.

#### How do I apply?

Most states have gone to a call center arrangement for taking applications. Ask your local One-Stop Career Center for the telephone number. Be sure to have information about your last places of employment and your lay-off notice with you when you apply. **Obtain further information on benefits that are available from your state at [www.servicelocator.org/UI\\_Filing\\_Search.asp](http://www.servicelocator.org/UI_Filing_Search.asp)**

**CareerSource Tampa Bay**  
9215 N. Florida Ave Ste 101  
Tampa, FL 33612  
813-930-7400



## Labor market information

In order to make an informed decision about an occupation, you need information about that occupation. The state and federal government publishes information that can assist you:

- How many people in my geographic area are working in that occupation?
- What is the average income for that occupation?
- Who hires people in that field?
- Is growth expected in that industry?
- How many people in my geographic region are unemployed?



This information is very important for a job seeker. You can determine whether there is a demand in your area for your skills, whether you need new skills and how much money you can expect to make. This valuable information is available in all One-stop Career Centers or you can visit the Bureau of Labor Statistics (BLS) at [www.bls.gov](http://www.bls.gov).

Review the **JobSearch Guide** [How To Get Information About Jobs in Your Area](#).

## Services for the job seeker

One of the partners in most One-Stop Career Centers is the State Employment Service, sometimes called Job Service. It is the division within the Center which assists job seekers in obtaining employment. To use the free service, you must:

- Complete a Registration/Intake form that gives the Career Center staff and potential employers information about you.
- Pay attention to the work history section of the Registration/Intake form, as it will represent your special skills and accomplishments to an employer. Note that this can work against you if you desire to change occupations or you have not listed all of the skills you possess.

The information provided will allow the Job Service staff to match your education and experience with job opportunities as they become available.



All job openings received by the Career Center office are added to the state computerized database. (See the **JobSearch Guide** [How to Use The Internet In Your Job Search](#).)

Job information listed in the database includes:

- job title
- years of education or experience required
- hours per week
- starting salary
- special qualification and duties
- how to contact the employer

### How can information be accessed?

Information can be accessed by using the on-site computer terminals at the employment office or at home. When you visit the One-Stop Career Center, find out how to access this information by the Internet.

### Who lists jobs with the Employment Service?

- Employers
- State government agencies
- Federal government
- Almost anyone with a job opening

## Career resources

In order to make an informed vocational decision, you need to have accurate and current information about yourself and the world of work. There are many resources that can aid you in your search. These resources can be found in the Career Resource library. Do not be afraid to ask for assistance. A One-Stop Career Center staff person will be happy to help you find the information you want.

Most Resource Centers have the following types of references:

- **Labor Exchange Information** Lists of companies in the area and those that are hiring.
- **Résumé Writing Software** This software will help you write, format and print your résumé.
- **Career Exploration Software** Software that will guide you through the career decision-making process.
- **Self Assessment Tools** Self-administered skills and interests inventories.
- **Labor Market Information** Information about salaries, projected openings and demographics.
- **Career Planning Books** Books and videos on planning your future.
- **Job Search Information** Books and videos on how to find and secure a job.
- **Interviewing Books** Books and videos on how to ace the job interview.
- **Résumés and Cover Letter Books** Books and videos on how to write résumés and cover letters.
- **Job Retention Books** Books and videos on how to keep your job.
- **Business Directories** Written and computer generated directories of businesses.
- **Newspapers** Local and national newspapers and other periodicals.
- **General Information** Information on child care, housing, medical facilities and other important information.



## Training

If you meet certain eligibility requirements you may be eligible for free job training. Talk with your One-Stop Career Center counselor about training offered by your local community college, vocational technical school, college or university or special classes. See the **JobSearch Guide** [Where to Get Job Training](#).

## Internet resources



[www.careeronestop.org](http://www.careeronestop.org) -- Department of Labor website for One-Stop Career Centers.

[www.workforcesecurity.doleta.gov/unemploy/uifactsheet.asp](http://www.workforcesecurity.doleta.gov/unemploy/uifactsheet.asp) -- Valuable information about unemployment insurance benefits.

[www.online.onetcenter.org](http://www.online.onetcenter.org) -- Occupational information from the Department of Labor.