

SECTION XII. EMPLOYMENT SERVICES UNDER THE WAGNER-PEYSER

The Wagner-Peyser Act of 1933 established a nationwide system of public employment offices known as the Employment Service. The Act was amended in 1998 to make the Employment Service part of the American Job Center delivery system. The Employment Service focuses on providing a variety of employment-related labor exchange services including but not limited to job search assistance, job referral, and placement assistance for job seekers, re-employment services to unemployment insurance claimants, and recruitment services to employers with job openings.

Partner Integration and non-duplication of services and efficient and effective service delivery have been the goal of the Workforce Board in designing services under WIOA. It is important that customers see the American Job Center as a single business unit.

The Union County American Job Centers under the WIOA Plan have established clearly defined roles whereby Employment Services (ES) manage all labor exchange services, and Employment and Training manage all training eligibility services.

The System has attained many of its Partner Integration goals including:

- State Employment Services and WIOA-funded staff are fully co-located in comprehensive American Job Centers. Full co-location means simultaneous presence and full-service capacity for no less than 35 hours per week.
- On-site partners are knowledgeable about all services available at the American Job Center.
- General Orientations are given at the American Job Centers regardless of whether they are ES/UI or TRAINING, interested customers. These orientations are well coordinated to assure customers are referred properly to services. With American Job Center staff working side by side, this has improved the service delivery and avoid duplication of services.
- Customers register with the Centers into one data system, not an agency. When customers need to speak with more than one staff person, subsequent staff have the customer's basic information

Small additional improvement will be considered for further integration, which is expected to have a sizable cumulative effect, among them:

- The staff wear nametags or other identifiers that indicate they are the staff of the American Job Center, not individual agencies.
- All staff answers the telephone in the same way.
- Regularly scheduled meetings are held among partnering agencies
- Regularly scheduled meetings are held between the leadership of the Center and staff.

(Some of these improvements appear under section XIX.)