DC ONE-STOP OPERATOR

MEETING THE NEEDS OF EMPLOYERS AND JOB SEEKERS

THROUGH THE AMERICAN JOB CENTERS

KIERAN LORENZ -COMMUNITY OUTREACH COORDINATOR

DEBORAH RUSSELL – DIRECTOR

AUGUST 11, 2020

FINDING YOUR CAREER

- Have you ever used the American Job Centers anywhere in the U.S. in order to find a job?
- Have you ever attended training that led to a certification as part of a federal government program?
- If yes to either question, did your connection to the American Job Center contribute to your career?

AMERICAN JOB CENTERS

- **Coordinated by the US Department of Labor's Employment and Training Administration (ETA),** the American Job Centers' system is designed to provide, under one roof, a full range of assistance to job seekers.

One Stop Career Centers

WHERE ARE THESE AMERICAN JOB CENTERS?

American Job Centers

Headquarters - 4058 Minnesota Avenue, N.E.

Northeast - CCDC - Bertie Backus Campus 5171 South Dakota Avenue, N.E., 2nd Floor

Northwest - Frank D. Reeves Municipal Center 2000 14th Street, N.W., 3rd Floor

WHAT IS A ONE STOP OPERATOR?

The DC One-Stop Operator (OSO) is the entity that coordinates the service delivery of required one-stop career center partners and service providers at the American Job Centers. In the District of Columbia, the one-stop career centers are known as the DC Department of Employment Services American Job Centers (AJCs).

DC ONE STOP OPERATOR TEAM

Kieran Lorenz -Community Outreach Coordinator

Deborah Russell - Director

ONE STOP OPERATIONS

- Mandated Partner Relations
- Staff Development
- Outreach and Awareness
- Community-based Organization Outreach and Alignment
- Tracking Customer Performance and Referrals
- Virtual Hiring Events
- DC Networks

AJC MANDATED PARTNER RELATIONS

Workforce Investment Council

- DOES
- DHS
- DDS
- UDC
- OSSE
- DCHA
- Potomac Job Corps
- NCBA

OUTREACH AND AWARENESS

American Job Center Virtual One Stop System

MANDATED TRAINING AND STAFF DEVELOPMENT

- EEO
- ADA Compliance
- Vicarious Trauma
- Working in a Virtual Environment
- WIOA Case Management
- WIOA Leadership
- DC Networks

COMMUNITY-BASED ORGANIZATION ALIGNMENT

- Strategic
- Collaborative
- Alignment
- Support

TRACKING CUSTOMER REFERRALS AND PERFORMANCE

- WIOA Performance
- Data Vault (in progress)

VIRTUAL HIRING EVENTS

- September 1, 2020 - Construction
- September 15, 2020 (TBD) - Healthcare

LOCAL LABOR MARKET INFORMATION

Where the jobs are:

- Washington, DC
- Arlington
- Alexandria
- Gaithersburg, MD

Who is Hiring?:

Sodexo

Amazon

Loew's Companies, Inc.

Georgetown University Hospital

LABOR MARKET INFORMATION

What Industries?:

- Healthcare and Social Assistance
- Retail Trade
- Accommodations and Food Service
- Professional, Science and Technical Assistance
- Admnistrative and Waste Management
- Public Administration

LABOR MARKET INFORMATION

What Occupations?

- Registered Nurses
- Retail Salespersons
- Sales Representatives, Wholesale and Manufacturing
- First-line supervisors
- Computer User Support

LABOR MARKET INFORMATION

Specialized Skills:

- Customer Service
- Scheduling
- Sales
- Customer Contact
- Repair
- Retail Industry Knowledge
- Cleaning

LABOR MARKET INFORMATION

Baseline Skills:

- Communication Skills
- Physical Abilities
- Organizational Skills
- Teamwork Collaboration
- Detail-oriented
- Problem Solving
- Microsoft Office

ONE STOP OPERATIONS

Questions?