

Workforce Investment Act (WIA) One-Stop Workforce System Summary for Job Seekers

The federal Workforce Investment Act was signed into law in August 1998, and went into effect in Georgia in July 2000. The Governor designated the Georgia Department of Labor, under the leadership of Commissioner Michael L. Thurmond, as the state agency responsible for WIA. The Governor also appointed the State Workforce Investment Board to help plan and develop Georgia's overall workforce system.

In Georgia, there are 20 local service delivery areas. In each area there is a Local Workforce Investment Board, appointed by local elected officials. Local Boards are responsible for designing local workforce systems that are employer-led, demand-driven, customer-friendly, and continuously improving. No two local systems look alike in Georgia, since the workforce needs of communities differ.

Each workforce area has at least one comprehensive One-Stop Workforce Center that provides job seekers and employers a wide range of workforce services. In Georgia there are over 45 comprehensive One-Stop Centers, and nearly three-quarters of these are GDOL Career Centers. In addition to these comprehensive sites, many communities have other places for customers to access workforce services, often called "satellites." These locations may include libraries, technical colleges, welfare offices, community based organizations, and mall kiosks.

A wide range of quality services is available at no cost to individuals (and employers) at One-Stop Centers, with most centers offering a new customer orientation to their job seeker services. Typical services for individuals include exploration of training/education offerings, financial aid application assistance, labor market information about high growth occupations and salary ranges, and tips for surviving a layoff. Many of these basic services are available on a self-service basis via computer for customers who are interested in this approach.

Career advisors are available for customers who want more intensive help:

- Exploring careers and making career choices, assessing skills, abilities and interests...
- Learning about the full range of workforce-related services in the community, including services for persons who are laid off, youth, persons with disabilities, older workers...
- Finding out where to get training, including classroom training, on-the-job training and customized training if available...
- Putting together a financial aid strategy to help meet the expenses of education and training...
- Addressing special needs or circumstances that have made it hard to get or retain a job...
- Exploring support services such as childcare or transportation services while attending school or working...

Some customers are eligible for Workforce Investment Act funding through the [WIA Individual Training Account Eligible Provider/Program List](#) system, if certain criteria or conditions are met. Eligibility requirements for training services are somewhat different in each area, based on local workforce needs and conditions and the policies developed to meet those needs. Job seekers can browse occupational skills training programs approved for WIA Individual Training Account funding online, but must work with a career advisor to determine potential eligibility for funding.

[Find a One-Stop Center \(by county\)](#)

Call the local One-Stop Center serving your area to learn about the specific workforce services available in your community and the best way to access them. For example, learn about operating hours, funding limitations, whether an appointment is required or whether new customer orientations are offered certain days or times, get directions, or find the closest public transportation.