


TRAINING AND EMPLOYMENT NOTICE	NO. 43-10
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TO: STATE WORKFORCE AGENCIES
STATE WORKFORCE LIAISONS

FROM: JANE OATES 
Assistant Secretary

SUBJECT: Release and Availability of Employment and Training Administration (ETA)
Occasional Paper titled *Findings from a Study of One-Stop Self-Services: A
Case-Study Approach*

1. Purpose. To announce the release and availability of ETA Occasional Paper titled *Findings from a Study of One-Stop Self-Services: A Case-Study Approach*

2. Background. This report is the final report from an evaluation of the delivery of self-services in the One-Stop Career Center (OSCC) system. The evaluation profiles characteristics of customers who use self-services, motivations for using services, patterns of usage and outcomes that follow at selected OSCCs nationwide. The report also examines ways that OSCCs facilitate access to self-services, staff assistance provided, and the availability of resources and tools. The report is based on:

- Surveys of all local workforce investment areas (LWIAs) conducted in 2003 and 2006.
- Extracts of self-service usage data from nine LWIAs covering varying periods between May 2004 and December 2006.
- Site visits by the research team to 22 LWIAs conducted in 2004 and 2008.
- Surveys of self-directed services users in five LWIAs. These surveys were conducted at two LWIAs in 2005 and three LWIAs in 2007.
- Unemployment Insurance wage record data for two states covering three of the LWIAs in the study.

3. Publication Description. The final report on the *Findings from a Study of One-Stop Self-Services: A Case-Study Approach* is comprehensive in presenting the Department of Labor's efforts to learn more about self-services. The report defines "self-services," explains how OSCCs facilitate access to self-services, delineates the types of customer tracking systems that different OSCCs use, examines instances of staff assistance for job seekers availing themselves of self-services, assesses the volume of self-service usage in different OSCC settings, describes an array of resources and tools, presents results from a local area survey, and shares data on employment outcomes and customer satisfaction. The authors support their information on these topics by analyzing data collection results obtained from the survey and self-service usage files.

Some of the report's findings are as follows:

- Relatively few on-site self-service customers are truly able to conduct efficient and successful job searches on their own or with only a brief orientation to OSCC services. At least one or more states and a number of LWIAs developed an integrated services delivery model that requires all OSCC visitors to receive at least an initial assessment. Under these circumstances, almost no one is classified as only receiving self-services.
- Comprehensive systems that track self-service customers and resource room visits are not in place in the majority of LWIAs, and referrals from partner agencies and word-of-mouth are still the most common means by which customers find their way to the OSCC resource rooms.
- OSCC resource rooms present a professional and inviting setting for self-service customers, but their capacity is strained during peak times.
- OSCCs make efforts to accommodate a broad range of customers with special needs; while very helpful, these efforts are not always able to overcome the barriers that some of these customers encounter.
- In comparison to customers who receive staff-assisted services, many self-service users have characteristics that may make it more difficult for them to find jobs.
- About 55 percent of self-service customers visit the resource room just once in a twelve-month period compared to about six percent of self-service customers visiting the resource room more than ten times in a year.
- Nearly all self-services are rated as quite helpful or very helpful by at least half of the customers who access them, but the self-services used most often are the ones that receive the lowest ratings of helpfulness.
- Contrary to the expectation that job seekers would use on-site self-service tools and resources independently, most customers need a considerable amount of assistance to use these tools effectively.
- Self-service customers generally record lower outcomes on the common measures than do customers receiving staff-assisted services. However, the experience of the State of New York suggests that high performance among self-service users is possible.

4. Inquiries. To view an abstract of this publication as well as to download the full report, visit the ETA Occasional Paper Series Web site at: <http://wdr.doleta.gov/research/keyword.cfm>.