

# Worksupport Connections

September, 2005 -- Vol. 1, #1

Rehabilitation Research & Training Ctr.  
on Workplace Supports & Job Retention



Successful businesses continually strive to improve their customer service and productivity. One-Stop Career Centers can support the business community in achieving these goals. One-Stop Career Centers provide workforce training and recruitment services aimed at building a strong and diverse community workforce.

## WHAT IS A ONE-STOP CAREER CENTER?

The focal point of the workforce investment system are the One-Stop Career Centers. These Centers support the employment interest of job seekers and the human resource needs of business.

### Services provided by a One-Stop Career Center:

- Recruits, screens, and refers a variety of job seekers, ranging from entry level workers to highly skilled professionals
- Recruits full-time, part-time, and seasonal workers
- Posts job openings
- Hosts job fairs
- Partners with businesses to clarify job descriptions and eligibility criteria
- Screens applicants to ensure that the right workers with the right skills are selected for interviews
- Provides training that supports the human resource needs of business
- Provides training services (pre-employment, re-employment, apprenticeship, on-the-job, and customized training)

## BENEFITS FOR BUSINESSES WORKING WITH ONE-STOP CAREER CENTERS

### Benefits to Business:

- Access to an increased labor pool
- Access to labor market information
- Assists customers in applying for Work Opportunity and Welfare-to-Work Tax Credits
- Provides information about wages and employment trends, as well as national comparisons
  - Assistance with job retention and maintaining workers
  - Assistance with tax incentives such as the Work Opportunity Tax Credit
  - Available office space for on site recruitment, interviewing and training for potential workers
  - Assistance with workforce dislocation as well as possible retraining efforts
    - Potential assistance with transportation services, childcare needs and mentoring programs
  - Access to information regarding economic information and wage and employment trends

Visit the RRTC on Workplace  
Supports and Job Retention at:

[www.worksupport.com](http://www.worksupport.com)

## DEMONSTRATING SUCCESS?

### National Hiring Partnership:

In 2003 Home Depot announced a National Hiring Partnership (NHP) with the Department of Labor (DOL). The program links the Home Depot, the DOL and the public workforce system together in an effort to place qualified applicants throughout the United States with Home Depot stores that have open positions. On a local level, the Home Depot human resource managers (HRMs) work with One Stop Career Centers to source qualified applicants for specific hiring needs. Candidates then participate in the hiring process just like every other applicants. Home Depot's HRMs meet with local One-Stop Career Centers to discuss their hiring needs. Meetings occur at either the local Home Depot stores or at the One Stop Career Centers. This program enables Home Depot to find candidates to fill entry-level and skilled positions such as garden, lot attendants, cashier and receiving associates.

As a result of the NHP, local stores are finding it easier to work with the One Stops and Vocational Rehabilitation in partnership to recruit and hire qualified individuals with disabilities. Some of these partnerships include agencies such as: the North Carolina Vocational Rehabilitation Group, Abilities, Inc. (Florida), Workforce Services (Logan, Washington), Hired hands (Virginia Beach), Chesterfield Virginia Employment Services, Virginia Employment Commission, the Utah Department of Workforce Services, the National Ability Center (Utah), and many more. These partnerships have proven to be an effective way for local Home Depot stores to find qualified individuals with disabilities to fill vital positions in the stores.



## LOCATING A LOCAL ONE-STOP?

You can find the location of your local One-Stop by contacting America's Service Locator from the U.S. Department of Labor, on the Web at: [www.servicelocator.org](http://www.servicelocator.org), or call toll free by phone at (877) US2-JOBS [877-872-5627]. You can also contact your state, county, or local department of labor or employment listed in the government section of the phone book.

## RESOURCES

- ☀ Career One-Stop  
[www.careeronestop.org](http://www.careeronestop.org)
- ☀ U.S. Chamber of Commerce/Center for Workforce Preparation  
[www.uschamber.com/cwp](http://www.uschamber.com/cwp)
- ☀ Virginia Business Leadership Network  
<http://www.vabln.org>
- ☀ U.S. Department of Labor Service Locator – [www.servicelocator.org](http://www.servicelocator.org)
- ☀ Richmond Career Advancement Center — 804-780-4146.
- ☀ Virginia Department of Rehabilitative Services – [www.vadrs.org](http://www.vadrs.org)
- ☀ Virginia Department of the Blind and Visually Impaired – [www.vdbvi.org](http://www.vdbvi.org)
- ☀ Virginia Employment Commission – [www.vec.va.us](http://www.vec.va.us)

## FOR MORE INFORMATION REGARDING THIS FACT SHEET CONTACT:

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