

OVERVIEW: A sudden closure of a one-stop career center created an opportunity to develop a free, partner-driven workshop series called Get Hired!

CHALLENGE: In early 2016, the America's Job Center of California One Stop Career Center located in Auburn, California, began to see a sharp decline in customers due in part to limited business hours, a small staff and a reduction in workshops. By June 2016, the center had closed its doors and consolidated staff and services to their Roseville location. This closure was felt throughout Auburn and the surrounding communities, leaving many job seekers without any local resources. Auburn and the surrounding foothill communities rely on local resources, especially those with limited transportation who are unable to make the 20-50 mile drive to Roseville for services.

Meanwhile, there were related but fragmented services offered by other government and nonprofit organizations to a narrow customer base. The county was operating a stand-alone Job Readiness Program for CalWORKs customers. Job Readiness required the time of a full-time staff person for a two-week workshop series typically attended by less than 10 individuals. The Department of Rehabilitation and the Golden Sierra Job Training Agency were also providing workshops for their own customers. Additionally, job preparation assistance was needed in Auburn for those receiving services through the local homeless shelter, the Department of Corrections, Probation, and local community-based organizations.

INNOVATIVE SOLUTION: The center's closure provided an opportunity for Placer School for Adults, the adult school branch of a local high school district, to take over the lease of the building formerly occupied by America's Job Center and expand services to include job preparedness workshops for their students and the general community. They opened the new career center in January 2017 with expanded hours and a variety of course offerings. The result was an immediate increase in community participation and a greater demand for job preparation workshops by the public. When PSA contacted Placer County Employment Services to discuss how we could partner together to meet the needs of the community, we immediately saw an opportunity to consolidate efforts and provide a more seamless and comprehensive client experience. By partnering together with PSA and other local agencies — including the Department of Rehabilitation and Golden Sierra — we could offer more courses resulting in increased job preparation assistance in the community, a reduction of staff hours from all agencies and a diverse group of customers seeking services in one location in Auburn. A true, partner-driven

one-stop career center emerged just as the Workforce Innovation Opportunity Act (WIOA) was requiring workforce partners to work on a plan to create a high quality one-stop delivery system and an enhanced collaboration amongst partner programs. This collaboration grew naturally out of a sense of commitment to serving residents in this part of Placer County rather than through a federal directive.

The no-cost Get Hired! Workshop series launched in January 2017. The series consists of 25 unique workshops that are offered each month. Workshop topics include: Resume Building and Critiquing, Cover Letters, Interviewing Skills, Mock Interviews, Job Search, CalJOBS, Job Retention, Networking, Career Change and Introductory Computer Classes. Seven Employment Services staff offer approximately 10 workshops per month while the rest of the classes are taught by Placer School for Adults, the Department of Rehabilitation, Golden Sierra and other partner agencies.

ORIGINALITY: The Get Hired! Workshops allow agencies and the community to collaborate as a one-stop career center offering job preparation assistance and placement for all job seekers. There is no other model in the surrounding region that offers such a unique opportunity, nor is it typical for human service agencies to provide instruction at an adult school facility or develop such a network beyond the scope of federal mandates.

COST EFFECTIVENESS: This program is provided at no cost to participants, and reduces duplication of services and overall staff time for both our agency and the adult school.

RESULTS: During the first semester of collaboration, 2,232 adults were served, including 271 CalWORKs recipients, and 195 classes were offered. These numbers are a 100 percent improvement over the previous year at the former career center. The Placer School for Adults Career Center and Get Hired! Workshops have been well received by the public and partnering agencies. Job seekers interface with facilitators from a variety of agencies and access greater resources, and CalWORKS customers in particular benefit from interacting with other job seekers. Placer School for Adults contributes the space, the enrollment process, and distributes catalogs with class schedules to 110,000 homes in the region. A growing number of agencies provide instructors, now including other Placer County Health and Human Services divisions such as Public Health and the Adult System of Care. Employment Services and PSA are now heading into the fourth semester of collaboration.

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SUPPLEMENTAL MATERIALS: USB stick with [video](#) and other materials attached.