

## **Assessing Client Flow and Customer Service in a One-Stop Career Center**

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A workforce policy with customer implications is the 2000 Workforce Investment Act (WIA). Under WIA, employment and training services are provided through a single, integrated 'One Stop' system; extent and shape of system integration is largely decided at state and local levels. WIA's mandated performance measures give no insight into client experience under this workforce service delivery system. This study uses observation and interview techniques to gather data on client experience in two Midwestern One-Stops. Preliminary results indicate that service integration benefits both clients and One-Stop staff. Clients rate services involving face-to-face interaction with a trained job counselor as relatively more important and helpful.

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