

<b>TRAINING AND EMPLOYMENT NOTICE</b>	NO. 23-04
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TO: ALL STATE WORKFORCE LIAISONS  
ALL STATE WORKFORCE AGENCIES

FROM: *Maria K. Flynn*  
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SUBJECT: Release and Availability of *The Workforce Investment Act in Eight States* (ETA Occasional Paper 2005-01)

1. **Purpose.** To announce the release and availability of the *ETA Occasional Paper 2005-01: The Workforce Investment Act in Eight States*. The research was designed to enhance understanding of the way service delivery under the Workforce Investment Act has been operating across the country.

2. **Background.** This report concludes a two-year study of workforce service delivery in eight states, sixteen local areas, and more than thirty local One-Stop Career Centers operating under the auspices of the federal Workforce Investment Act (WIA) of 1998 (Public Law 105-220).

Findings are organized according to the five major topics addressed in the study: 1) leadership, including the role of employers and the private sector; 2) system administration and funding; 3) organization and operation of One-Stop Career Centers; 4) service orientation and mix; and 5) the use of market mechanisms such as the Eligible Training Provider (ETP) list, performance standards, and Individual Training Accounts (ITAs).

3. **Publication Description.** The study's findings are based on WIA policies and service delivery experience observed during the summer and fall of 2002, when field researchers conducted site visits.

### Key Findings

- ⇒ States and localities in the sample embraced newly devolved authority and responsibility for workforce investment under WIA, giving rise to an increasingly varied workforce development system.
- ⇒ The current approach to measuring and managing performance under WIA has not been productive, nor does it fit well with the intergovernmental approach to workforce policy that has evolved in recent decades.

- ⇒ States and local areas with more integrated workforce investment programs provide services more seamlessly with less fragmentation and duplication.
- ⇒ One-Stop Career Centers are best viewed as places of service delivery, rather than programs, and are the key to providing seamless, comprehensive services.
- ⇒ A number of the new market mechanisms introduced by WIA, including ITAs and, to a lesser extent, eligible provider certification processes, appear to be working better than expected.

4. **Availability**. To view an abstract of this publication as well as to download the full report as a PDF, visit the ETA Occasional Paper series Web site at:  
<http://www.doleta.gov/reports/searcheta/occ/>