



American Job Center (AJC) One-Stop Operator Services

Are You Considering Bidding Your One-Stop Operator Services?



Why EDSI?

EDSI is a national workforce development and consulting organization that has worked with public sector, private industry, educational institutions and other entities since its founding in 1979. Over the past 24 years, EDSI has provided employment and training services to more than 700,000 jobseekers and we currently support One-Stop operations in several states.

At EDSI, we're passionate about ensuring a true alignment of partners and resources when it comes to operating a One-Stop. As a leader in the management and delivery of workforce development services, we employ a dynamic, diverse, talented team of professionals who are committed to providing customers with the support they need.



What We Do

EDSI's #1 goal is to create an inclusive setting where the success of the center is based on the collaboration and cooperation of all partners. As a leader in the management and delivery of workforce development services, our team of professionals is always committed to:

- Reaching a high level of performance
- Delivering quality service
- Achieving operational efficiencies



Our Approach

EDSI's AJC model of service integration is not only a colocation of partners, but rather a true alignment of services and resources to better serve jobseekers and employers. When we serve as manager or "operator" of AJC operations and all partners have buy-in and own the process, it's a win-win.

These are the tenets of success that help us ensure the AJC operates effectively and efficiently:

- Our innovative design model ensures all partners work as a team and receive support
- Services are performed in accordance to policies and procedures
- Customer satisfaction is measured at all levels
- We make changes needed to improve services on an ongoing, as-needed basis





Our Process

The Operator is charged with coordinating the service delivery among partner agencies in all AJC's. We manage daily operations in coordination with the WIOA fiscal agent for the lease, utilities and other activities to support the Center. When we're awarded a new program, we follow these steps:

1

Meetings are set up with all partners to assess what is working and what isn't working well

2

A Value Stream Map (VSM) is created to illustrate the path of service and provide a visual representation of every step in the process

3

A plan is developed based on our experience and feedback from partners

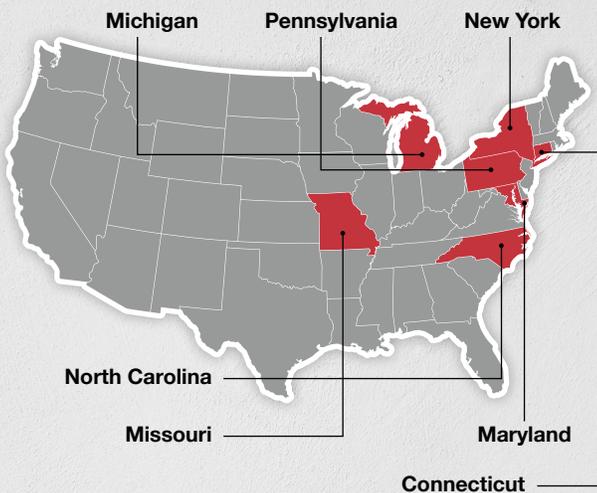
4

A presentation is made to the WDB and all partner agencies

5

AJC partners work together to design a future process to integrate services based on collaboration and partnership

EDSI One-Stop Operator & Career Services Programs at a Glance:



Let's Connect

We'd love to hear from you. We'll listen to your needs and help you find your solution.



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