

# Workforce Investment Opportunity Act (WIOA)

This program is designed to help persons vocationally displaced who are economically disadvantaged.

Alabama's Career Center Systems was developed to address the WIA principle requiring a One-Stop system of delivering services to customers. This system was designed to offer a variety of services to customers through coordinated efforts of several agencies, including the Alabama Department of Economic and Community Affairs (ADECA), the Alabama Department of Industrial Relations (DIR), the Alabama Department of Rehabilitation Services (DRS), the Alabama Department of Education/Adult Education, the Alabama Department of Human Resources (DHR), the Alabama Department of Senior Services, the Alabama Community College System (ACCS), and Housing and Urban Development (HUD) Employment and Training Activities. Linkages and partnerships among agencies result in a cost-efficient, seamless environment for those customers who desire services.

Customers, as defined in WIA, are job seekers and employers. Job seekers receive services such as training, education, and other employment-related services depending upon their individual need. Employers have a single point of contact to provide information about current and future skills needed by their workers and to list job openings. One of the benefits to employers that this system offers is helping them find ready skilled workers who meet their needs.

For further information, please contact the North Alabama Skills Center at 256.381.0611 (Shoals area) or 256.332.7672 (Russellville area).