

Pursuant to Executive Order 14058 (December 13, 2021)
on *Transforming Federal Customer Experience and
Service Delivery to Rebuild Trust in Government*

2024 HISP CX Action Plan

Employment and Training Administration

As a High Impact Service Provider (HISP), ETA focuses on improving customer experience and delivery for the following services:

- 1) Searching for careers, training, and workforce services using CareerOneStop:** CareerOneStop provides job seekers, students, workers, workforce intermediaries, and employers with an online website for information on jobs, career pathways, training opportunities, UI benefits, and local American Job Centers.
- 2) Using CareerOneStop APIs to integrate into web content:** CareerOneStop has over 1,000 registered public and private API users, such as Indeed, Monster, state labor market information offices, state workforce agencies, colleges, and research institutions. Providing APIs to both public and private sector websites improves the public's access to quality information.

What we will deliver in 2025:

● **Develop a New American Web Page for new Americans**

ETA will develop a dedicated online page that centralizes workforce development-related resources that are helpful to new Americans. The new page will connect over 875,000 customers to relevant information, services, and virtual resources quickly. Specific resources could include labor exchange services for career exploration; resume writing assistance and guidance; individualized services for career assessment, development, and planning; information on worker rights and legal assistance; as well as information on wrap-around services, such as transportation and childcare supports; food, housing, and medical assistance; ESL instruction, and others. ETA also plans to incorporate resources from other existing federal entities who work with this population. This new page is part of broader efforts to improve CareerOneStop.org by ensuring the website's content is relevant and easily accessible for all potential customers.

● **Identify in-demand job certifications**

ETA will analyze national certification data to identify in-demand, industry-sponsored certifications that any CareerOneStop customers may be interested in attaining. ETA will provide valuable insights to over 300,000 individual and intermediary customers regarding in-demand and industry sponsored credentials for career planning within the site.

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2024 HISP CX Action Plan (Page 2)

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What we will deliver in 2025:

- **Develop and execute training using the New American Web Page for employment intermediaries**

ETA will develop a training for employment intermediaries who serve new Americans on best practices for using the New American Web Page. As part of this effort, ETA will create a deployment plan to connect with 20 relevant intermediaries, beginning with a focus on State Offices of New American Job Centers and nonprofit organizations. This training will educate intermediaries of how they can integrate CareerOneStop's virtual resources into their employment strategies. Ultimately, ETA hopes that the training will increase awareness of these resources to better serve our customers.