WORKFORCE INNOVATION AND OPPORTUNITY ACT – MAPPING THE FIELD WORK GROUP

MARCH 17, 2015

MAPPING THE FIELD WORKGROUP

This workgroup will meet to facilitate information exchange about the programs we operate so we can begin to identify areas of potential partnership. The Workgroup will begin by discussing the information prepared by each agency, partner, and/or department, in response to the questionnaire "Building Learning Communities (so we can identify opportunities for partnership)".

GOALS FOR THIS MEETING

- Review why we're here

- Review common program elements
  - Develop a shared language

- Knowledge transfer
  - Discuss client populations and needs
  - Discuss program structures and service delivery models
  - Discuss best practices

- Begin identifying common program goals

- Work toward shared goals
  - Discuss potential for value-added partnerships

- Lay the groundwork for State, Regional, and Local Service Coordination workgroup
  - Q & A – on policy strategies and rationale (time permitting)
  - Begin discussion of potential roles of regional coordination (time permitting)

MAPPING THE FIELD WORKGROUP

- **The WIOA Opportunity:**
  - Work collectively toward a combined strategic plan
  - Set a statewide shared vision and goals
  - Align stakeholders around a shared vision and strategic plan
  - Collectively build and sustain program strategies to "get there"
  - Foster innovation and opportunity through:
    - *System transformation*
    - *Continuous improvement*
    - *Cross-system accountability*

PROCESS FOR PLANNING

- We are working toward a Combined Plan
  - Core programs (WIA, W-PA, Adult Ed., and Voc. Rehab.)
  - Additional partner programs (CalWORKs, CalFresh, and Perkins)
- The WIOA Work Group has convened twice
- Members of this workgroup represent agencies necessary for the strategic planning process
- The workgroup has identified three learning communities:
  - Mapping the Field
  - Data Sharing, System Performance, and Common Metrics
  - State, Local, and Regional Service Coordination
- In these learning communities we will work towards developing a shared vision and identify common program goals that will move us toward shared goals.

PROGRAM STRATEGIES AS A POLICY TOOLKIT

- WIOA requires alignment between education and workforce systems and coordination between WIOA core programs

- To accomplish this requirement, WIOA envisions a policy toolkit as a basic framework for strategic planning

- When considering the following program strategies, we should:
  - Identify what works, what doesn't, and for whom
  - Identify operational and resource constraints for implementation
  - How we may employ these strategies for the Strategic Plan

PROGRAM STRATEGIES

Partnering in Sector Strategies — Through employer-led public-private partnerships that close skills gaps and increase regional prosperity

Building Career Pathways — Around sector-based training and education opportunities in regional economies

Utilizing "Learn-and-Earn" Training — To show the benefits of work-based learning, apprenticeships, on-the-job training, subsidized and transitional employment programs

Organizing Regionally — By building mutually beneficial partnerships among stakeholders, including service providers, employers, educators, workforce professionals, and labor

PROGRAM STRATEGIES

Providing Supportive Services

To better serve our client populations by matching client needs with relevant services

Creating Cross-System Data Capacity

That bridges program data for purposes of assessing common needs and ensuring performance accountability

Integrating Service Delivery & Braiding Resources

To improve client success, attain shared goals, be innovative and experiment, and create system change

COMMON PROGRAM ELEMENTS

- Common program elements are common characteristics of the programs we operate.

- These elements reflect a shared language for how we talk about who we serve and how we serve them.

COMMON PROGRAM ELEMENTS

Client Populations and Client Needs

Identify the client populations served by the program, and also locate the distinct needs and services of the program.

Local Service Delivery within Regions

Ascertain the service delivery structure, how the programs operate at the regional and local level, and the regional and local distribution of both service providers and clients.

State and Federal Regulatory and Operational Structures

Identify the key state and federal regulations governing the program, their purpose, and the operational and unintended consequences of the regulations. What is the purpose of the key agencies and divisions involved?

COMMON PROGRAM ELEMENTS

State and Federal Resources

What are the main funding streams? What data systems do you operate? How do you identify and track clients, and what kinds of skills and needs assessments are used by the programs?

Program Best Practices

What do you know about what works and does not work to achieve program policy goals?

Client Outcomes as Measured by Outcome Metrics

What are the policy outcomes envisioned by your program and how is success measured and tracked? How do outcome measures drive service delivery strategies and staff behavior?

THINGS TO THINK ABOUT

- What do we need from a coordinated system?

- How could our programs and clients benefit from service coordination?

- What is the basis for partnerships across/between programs?
  - Where is the value-added for each partner?
  - What do you bring to the table? What are your core competencies?
  - What do you stand to gain from your partners across the table? How can they help your program succeed and your clients benefit?

- How do we identify and elevate best practices?

REMAINING GOALS FOR THIS MEETING

- Knowledge transfer
  - Discuss client populations and needs
  - Discuss program structures and service delivery models
  - Discuss best practices
- Begin identifying common program goals
- Work toward shared goals
  - Discuss potential for value-added partnerships
- Lay the groundwork for State, Regional, and Local Service Coordination workgroup
  - Q & A – on policy strategies and rationale (time permitting)
  - Begin discussion of potential roles of regional coordination (time permitting)

MAPPING THE FIELD WORKGROUP: DISCUSSION QUESTIONS: SET ONE FACILITATED DISCUSSION

- **What do we need to know about your program?**
  - Who are your client populations and needs?
  - What are your program structures and service delivery models?
  - What are your best practices?

CLIENT POPULATIONS BY WORKGROUP: WHO ARE THE CLIENTS?

COE	• Out-of-School Youth, Foster Youth, and Incarcerated Youth age(s) 16-24 • Youth age(s) 16-22 who are students with a disability (SWD) receiving services under IEP, or WorkAbility I (WA I) • K-12 data reporting and analysis (no direct population served)
ETP	• Incumbent workers • Employers - some job creation component
CDSS: CalFresh and CalWORKs	• CalFresh Employment & Training (E&T) program to assist recipients in moving towards financial stability • CalWorks provides cash aid and services to eligible families that have children under the age of 18 who are deprived of parental support or families where the principal wage earner is unemployed or underemployed. • Recipients typically have: lack of work experience, minimal education, learning disabilities, mental health, or domestic abuse concerns, and other barriers which prevent them from becoming and remaining self-sufficient.

CLIENT POPULATIONS BY WORKGROUP: WHO ARE THE CLIENTS?

CDE Adult Ed	• Disadvantaged low income adults lacking a high school diploma or equivalency • Adult immigrants • Incarcerated adults • Single parents and displaced homemakers
EDD	• Unemployed or underemployed California adults • Dislocated workers • Youth (14-21) – both in-school & out-of school • Employers
CCCCO	• Community college students • Incumbent workers • Employers
DOR	• Individuals with disabilities who are not employed, or who are not employed consistent with their potential (e.g. "under-employed")
LWIA	• Low-income individuals • Dislocated workers • At-risk youth (ages 16-21) • Serve a universal customer: 1,750,000 individuals visited 208 career centers • Businesses

CLIENT POPULATIONS BY WORKGROUP: HOW ARE THE CLIENTS SERVED?

COE	• Students are served through the COE in conjunction with partnerships with local school districts, community business partners, county probation, and local and regional job services • Students are served by the Local Education Agency (LEA) and where it exists, a local WA I project • K-12 data reporting not applicable
ETP	• Statewide system, with field offices throughout California (North Hollywood, Foster City, and Sacramento) • Fund multiple employer contractors through the state for services
CDSS: CalFresh and CalWORKs	• State supervised, county-administered program where all 58 County Welfare Departments (CWDs) provide eligibility and ongoing case management for CalFresh and CalWORKs • 24 counties operate E&T programs with state oversight
CDE Adult Ed	• LEAs • Library literacy • Community-based organizations • Community colleges • The California Department of Corrections and Rehabilitation (CDCR) • Prison, jail, community-based rehabilitation center, or similar institution designed for the confinement or rehabilitation of criminal offenders

CLIENT POPULATIONS BY WORKGROUP: HOW ARE THE CLIENTS SERVED?

EDD	• 49 Local Workforce Investment Areas • Local America's Job Center of California operators and service providers who deliver direct services
CCCCO	• Community colleges • Deputy Sector Navigators • Technical Assistance Providers
DOR	• Clients develop an Individualized Plan for Employment (IPE) that identifies the employment goal and the Vocational Rehabilitation (VR) services to achieve that goal
LWIA	• Adults and dislocated Workers served through america's Job Centers of California (AJCC) within the local workforce investment area (LWIA) • Youth are served through education institutions as well as the AJCCs and service providers • Served at the local level (city/county) by WIB staff or contracted service providers • Distribution of services varies throughout the state

CLIENT POPULATIONS BY WORKGROUP: WHAT IS THE GOVERNANCE STRUCTURE?

COE	• There are 58 county offices of education (COE) that encompass the school districts throughout the state • 280 Workability I projects • Regional Occupation Centers • CDE Coordinated Student Support Division • California Department of Education (CDE)
ETP	• Employment Training Panel (ETP) is under the Labor and Workforce Development Agency
CDSS: CalFresh and CalWORKs	• The 58 County Welfare Departments (CWDs) • 24 counties operate E&T programs • California Health and Human Service Agency (HHS) • Federal HHS & Administration for Children and Families
CDE Adult Ed	• 1,000+ Local Education Agencies (LEAs) • 214 LEA Adult Schools • Career Technical Education (CTE) • Office of Career, Technical, and Adult Education (OCTAE)

CLIENT POPULATIONS BY WORKGROUP: WHAT IS THE GOVERNANCE STRUCTURE?

EDD	• EDD's Workforce Services Branch (WSB)
	    • Field Divisions: North, South, & LA
	    • Central Office
	    • Labor Market Information Division (LMID)
	• EDD staff within AJCCs
	• U.S. Department of Labor (DOL)

CCCCO	• Workforce Economic Development Division • Community College Districts • Sector Navigators: Partners with K-12, adult education, LWIAs, and business • Regional Consortia

DOR	• 14 districts with 85 branch offices throughout the state.
	    • Vocational Rehabilitation Employment Division (VRED)
	    • Blind Field Services (BFS)
	• Cooperative programs: Transition Partnership Project (TPP); WorkAbility II, III, & IV
	• U.S. Health and Human Service Agency

LWIA	• 49 local workforce investment areas (LWIAs) at the city or county level • Service providers • Employment Development Department (EDD) Workforce Services Branch (WSB) • U.S. Department of Labor (DOL) Employment and Training Administration (ETA)

MAPPING THE FIELD WORKGROUP: DISCUSSION QUESTIONS: SET TWO

- What are your programs' current policy goals?

MAPPING THE FIELD WORKGROUP: DISCUSSION QUESTIONS: SET THREE BRAINSTORM EXERCISE

- What is the potential for these goals to become shared goals for the system as a whole?
  - What is the basis for partnerships across/between programs?
  - Where can you see value-added for your program and clients?
  - What do you bring to the table? What are your core competencies?
  - What do you need from your partners across the table? How can they help your program succeed and your clients benefit?