

# State, Regional, and Local Service Coordination

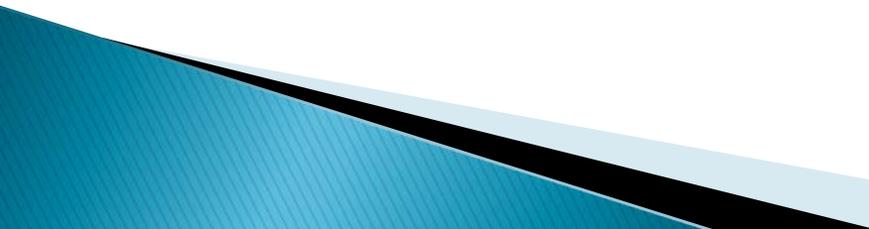
Workforce Innovation and Opportunity Act  
(WIOA) Workgroup  
April 14, 2015

# Service Coordination Workgroup

This group will meet to gather information and exchange ideas about service coordination to effectively implement WIOA in the state, regional, and local areas. Here, partners and potential partners will develop a roadmap using shared language, common knowledge, and shared goals to build the strategy and rationale for the state plan, and finally for WIOA implementation as a collaborative effort.



# Last Service Coordination workgroup meeting (4/1/15)

- Discussion of WIOA Policy and Combined State Plan
  - Partner discussion on Program Goals
  - Partner discussion on Service Coordination Needs and Client Benefits
  - Began to Discuss WIOA Program Strategies Policy Discussion
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# Meeting Agenda

- Service Coordination (4/1/15) Follow up
  - Mapping the Field Recap
  - Review Common Program Strategies
  - Needs Assessment Review
  - Identify Potential and Current Value-Added Partnerships
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# Service Coordination (4/1/15)

## Follow up

- ▶ What did you discuss With Your Colleagues and Leadership
  - ▶ Discuss the work you have begun with your Stakeholders and Leadership to Develop Measureable Program Goals for the State Plan
  - ▶ What Suggestions have you gathered for a Coordinated Service Delivery system in your programs
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# Mapping the Field Recap

- Common Program Strategies
  - Matrix 1: Needs Assessment vs. WIOA Program Strategies
  - Needs Assessment – what does your program need to better achieve goals?
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# Common Program Strategies

## Partnering In Sector Strategies

- Organizing Industry To Strategize/Address Common Workforce Needs
- Organizing Workforce/Education Professionals To Provide Training And Education To Meet Industry Needs
- Developing A Plan To Connect Job Seekers With Relevant Skillsets To Industries That Are Hiring

Purpose: Ensure Training Program Are Relevant To The Economy



# Common Program Strategies

## Building Career Pathways

- Progressive Skills Development
- Each Level Of Development Has Earnings Impact (Stackable Credentials)
- Multiple Entry And Exit Points (On And Off Ramps)

Purpose: Access, Flexibility, Facilitated Navigation Of Training And Education Programs

# Common Program Strategies

## Utilizing “Earn-and-learn”

- Paid Work While Learning Skills
  - Apprenticeships
  - On-the-job Training (OJT)
  - Subsidized/Transitional Employment
  - Paid Internships

Purpose: Simultaneous Access To Income And Training For Those Who Cannot Afford Full Time Education

# Common Program Strategies

## Organizing Regionally

- Value-added Partnerships (Both Sides Gain)
- Partnerships Based On Program Specialization/Core Competencies

Purpose: Economies Of Scale, Gains To Exchange, Labor Markets Are Regional, Industry Is Organized Regionally

# Common Program Strategies

## Providing Supportive Services

- Dealing With Obstacles Faced By Clients, Customers, Consumers, Students, Participants, Workers
  - Subsidized Childcare
  - Subsidized Transportation
  - Books, Uniforms, Equipment
  - Counseling
  - Tutoring/Mentoring

Purpose: Removing Barriers To Program Completion And Employment

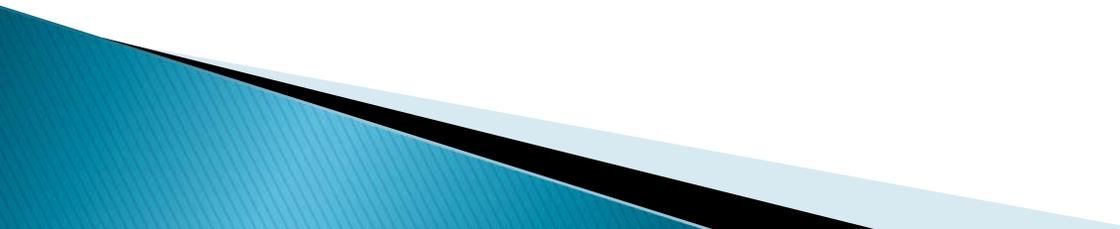


# Common Program Strategies

## Creating Cross-system Data Capacity

- Diagnostic Data To Understand Labor Markets
- Research Data To Know What Works
- Performance Data To Ensure Success And Foster Accountability

Purpose: Effective Use Of Resources



# Common Program Strategies

## Integrating Service Delivery & Braiding Resources

- Each Partner Has Something To Contribute
- Everyone Has Limited Resources
- We Share Common Goals

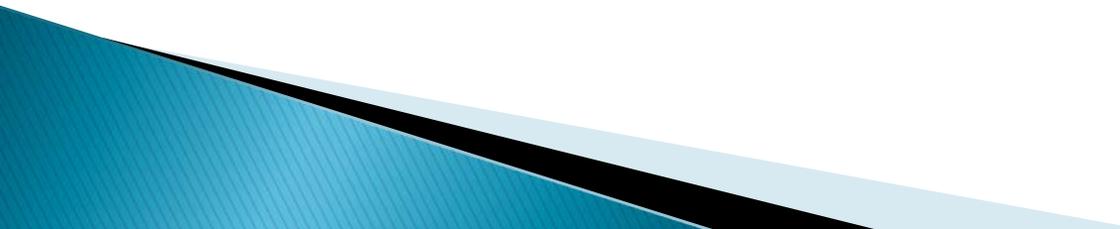
Purpose: Optimize Limited Resources And Make Use Of Program Specialization To Better Serve Individuals



# Facilitated Discussion #1: Needs vs. WIOA Program Strategies

Which strategies fit or do not fit with your program and why?

How could the outlined program strategies improve outcomes for your client population and program?



# Matrix 1: WIOA Program Strategies

	LWIA Title I	CWIB	CDE	CCCCO	COE	ETP	EDD	DOR	CDSS – CalWORKs	CDSS – CalFresh
Partnering in Sector Strategies	+	+	+/-	+	-		+	+/-	+	+
Building Career Pathways	+		+	+	+			+	+	+
Utilizing “Earn-and-Learn” Training	+/-	+	+	+	-		+/-	+/-	+	+
Organizing Regionally	+	+	+/-	+	+/-			-	+	+
Provide Supportive Services	+		+/-	-	+/-			+	+	+
Creating Cross-System Data Capacity	+/-	+/-	-	+/-	-			-	+/-	+/-
Integrating Service Delivery & Braiding Resources		+	+	+	+				+	+

**Legend:** + = currently utilizing, - = not currently utilizing but would like to implement, +/- = currently utilizing but would like to strengthen.

# Summary of Needs Assessment From Last Meeting

Customer Centered Design  
Clearinghouse Matching Employers With Consumers  
Incentivize Employers and Sectors  
Industry Recognized Credentials Single Pipeline  
Stackable Credentials  
Consortium Share Best Practices Consistency  
Economic Development Partners Skills Attainment Career Pathways  
Common Performance Metrics Services Focused  
Employer Engagement Integration  
Valuable Data Regional Asset Maps  
Team Approach Incentivize the Policy Job Creation  
Barrier Removal Outreach Technical Assistance  
Whole Child Initiative Short Term Options  
System Expectations Student Outcomes Flexibility  
Common Goals Partners Tailored Support Services  
Array of Pathways Subsidized Employment  
Work Focused Leverage  
Apprenticeship Models  
Customer Centered Pay for Performance  
Better Coordination  
Private Sector Employers Resources and Opportunities  
Multiple Funding Sources Stackable Credential  
Staff/Management Training  
Evidence Based Practices



# Facilitated Discussion # 2: Potential Partnerships

What do you need and want from your partners across the table?

What core competencies, skills, and/or program aptitudes do you bring to the table that you can offer your partners?

What is the value proposition for a regionally coordinated service delivery model?



# Next Steps

- ▶ Read the draft regulations for your programs
  - ▶ Discuss with your colleagues, stakeholders and leaders this meeting content
  - ▶ Respond to follow up questions sent by CWIB
  - ▶ Send the Value-Added Partnership Matrix back to CWIB
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