**WorkforceGPS**

**Transcript of Webinar**

**WIOA Wednesday: One-Stop Delivery System Overview**

**Wednesday, February 15, 2017**

*Transcript by*

*Noble Transcription Services*

*Murrieta, CA*

LAURA CASERTANO: Now I'd like to turn things over to Robert Kight. He is the director of the Division of WIOA Adult Services and Workforce System at the U.S. Department of Labor. Robert?

ROBERT KIGHT: Thank you. Thank you. Good afternoon to everyone across the country. We appreciate you taking the time to join us for today's "One-Stop Delivery System Overview." Again, this is Robert Kight, director of WIOA Adult Services and Workforce System here at the Employment and Training Administration in the nation's capital.

I'm glad to be joined by a cast of all-star colleagues from the Departments of Labor, Education, and Health and Human Services.

As we scroll through the next several slides, you will clearly see this is a joint presentation with representatives from all the partnering agencies. You will learn more about each presenter as they share their information.

Next slide. (Pause.)

Today's overview is not intended to provide a deep dive into the full guidance. As you can see, we have some very clear objectives that we hope to accomplish, but this presentation serves as a gateway to a series of One-Stop technical assistance that will follow in the months to come. In the future you can expect to receive additional topics, to be mentioned at the end of today's presentation.

We now have our first poll question. Charlotte?

CHARLOTTE HARRIS: OK. Next slide. (Pause.) OK. Our first polling question is, "Have you read your agency's operational guidance regarding the American Job Center network?" In particular, the One-Stop operating guidance for the American Job Center network released jointly through TEGL 16-16 at ETA or Technical Assistance Circular 17-2 with RSA and Memorandum 17-4 through OCTAE.

Please select whether or not you have read your guidance. And you see your options are: A, yes, I've read it and I fully understand its objectives and directives; or B, yes, I have read it but have questions; or C, no, I have not read it yet.

Wow. Looks like three is looking like the majority response right now. No, I have not read it yet. But the "yet" tells me that you're going to, so I appreciate that.

OK. We'll continue on with the next slide, which is the vision.

MR. KIGHT: As you look at the WIOA vision very closely, you will see that it's characterized by three critical hallmarks of excellence. And I won't bore you by reading them to you. But the partnering agencies have adopted an ambitious vision for the workforce system, which you can see on this slide.

While I will not read them all, the information provided on this slide, the importance of implementing a workforce system that supports regional economies and plays an active role in community and workforce development. The ultimate outcome is to create a workforce system that is customer-centered for the job-seeker and the business. This newly transformed work system is designed to make this vision a reality.

And you can also see on the slide that it will be critically important for the years ahead for the workforce system to remain relevant, because we all know there will be technological advancements, there will be changes in the economy, and there will be a need for new types of skills in the workplace. So continuous improvement will be the lay of the land as we move forward in the implementation of a new workforce system.

(Pause.)

Ok. Next slide.

OK. And so hopefully all of you have had an opportunity to acquaint yourself with the guidance at your particular agency. The guidance serves a particular purpose. And the purpose of the American Job Center guidance is to provide general guidance for the implementation of operational requirements under the Workforce Innovation and Opportunity Act pertaining to the One-Stop delivery system, branded nationally as the American Job Center network.

Due to the broad scope of the One-Stop delivery system, encompassing multiple programs administered by different federal agencies, this guidance provides the primary components for understanding and implementing an integrated American Job Center network. In other words, this is where the real rubber hits the road. We've had lots of conversation over the months about creating this integrated system, so hopefully this One-Stop guidance will serve its purpose in helping us to better understand how we move forward.

Next, we have Carol Dobak from the Department of Education's Rehabilitation Services Administration, who will provide the vision for the American Job Center network. Carol?

CAROL DOBAK: Thank you, Robert. Under WIOA, the vision for the American Job Centers can be described by the following statements that appear on the slide, which I'll expand a bit on as we go through them.

First of all, American Job Centers reflect the modern public workforce system. And as Robert has said briefly a minute or two ago, this is a system that emphasizes integrated service delivery and collaboration among partner programs in a seamless customer-focused network.

Next, American Job Centers provide a full range of services to individuals who are seeking jobs, basic educational and occupational skills, postsecondary education, and career guidance, as well as services to businesses and employers seeking a skilled workforce.

Next, American Job Centers align workforce development, education, and economic development programs so that they are able to implement strategies that address the needs of regional and local employers.

And finally, American Job Centers increase access to, and opportunities for, jobs, education, training, and support services that individuals with barriers to employment need to succeed in the labor market today.

And I'll turn the presentation over now to our next presenter, who will discuss the designation of the American Job Centers under WIOA.

LISA WASHINGTON-THOMAS: Thanks, Carol. I'm Lisa Washington-Thomas from the Office of Family Assistance in the Administration for Children and Families in the Department of Health and Human Services.

And the American Job Center network is a unifying name and brand that identifies online and in-person workforce development services as a part of a single network of publicly-funded services. The use of the American Job Center network designation in this guidance establishes a framework for accentuating and implementing an integrated workforce delivery system.

And although many of you use this nomenclature, to help facilitate the use of the American Job Center name as a common identifier for everyone, the use of the AJC acronym was intentionally not used in this guidance. We want to ensure that the system learns the name before we start abbreviating it.

And now I'll turn this over to Lekesha. (Pause.)

LEKESHA CAMPBELL: Thank you, Lisa. I'm Lekesha Campbell from the U.S. Department of Education, Office of Career, Technical, and Adult Education.

And as you know, the American Job Center network includes six core programs: the Title I adult, dislocated worker, and youth program; the Title II Adult Education and Family Literacy Act program; the Wagner-Peyser Act employment service program, authorized under the Wagner-Peyser Act, as amended by Title III of WIOA; and the vocational rehabilitation program authorized under Title I of the Rehabilitation Act of 1973, as amended by Title IV of WIOA.

The American Job Center network also includes other required and additional partners. Through the American Job Centers, these partner programs and their direct service providers ensure businesses and all jobseekers have access to information and services that lead to positive educational and employment outcomes.

As you can see here on the slide, for more information on this we've included a reference to Part 678 of the Joint Final Rule, specifically subpart A, which provides a general description of the One-Stop delivery system.

I'll now turn it over to Jeffrey Patton to provide more specific detail about the One-Stop characteristics.

JEFFREY PATTON: All right. Thank you. So far, in 678, and subpart A specifically, the American Job Center network is describing sort of the collocating, the collaborating, the integrating of activities. And that is really the "what" of the characteristics.

So what we're looking at here on this slide we're trying to introduce is a small piece of the "why." So obviously, the "why" for most things that we do is an attempt to provide the best possible services.

So in this case we're – how we're trying to do that is – at least from the perspective of serving the businesses and the employers – is to enable them to identify and hire skilled workers and to access other resource assistance, including, for example, education and training for their current workforce. Perhaps that could look like something like assistance in developing a customized training. Or perhaps an employer would like to create a pipeline of talent and they could partner with the American Job Center in developing a registered apprenticeship program.

Other things could include prescreening applicants, writing job descriptions, perhaps offering rooms to conduct interviews for the recruitment of qualified applicants. Or that could also look like something like a job fair. Or other services as needed by an employer.

Next slide, please. (Pause.) Thank you.

So from the perspective of the jobseeker, the "why" is so that we can provide access and opportunity; to provide them to get, to keep, and to advance in high-quality, high-demand careers. With a particular focus on serving individuals with barriers to employment, individuals with disabilities, for example, English language learners or jobseekers who have low levels of literacy.

Next slide, please. (Pause.)

So another way in which we attempt to do this is that we want to provide jobseekers with high-quality, high-demand careers by helping them get the skills and credentials necessary to secure and advance employment. And if that sound a lot like using a sectoral strategy to you, then you'd probably be on the right track there.

Next slide, please. (Pause.)

In order to verify that we are doing these things that we say we want to do with businesses, employers, as well as jobseekers, then we need to participate in common performance reporting that supports the continuous improvement. And we'd like to identify those strategies that work best for those different populations.

Next slide, please. (Pause.)

So in order to ensure that we are doing so, we look at those high-quality integrated data – we look at the high-quality integrated data and try to make informed decisions made by the local workforce board or state workforce board, as the case may be, policymakers, employers, and jobseekers.

I believe our next section is the benefits of participating in the American Job Center network. And that will be Winston Tompoe.

WINSTON TOMPOE: Well, thank you very much. And we apologize if the transition of our slides are a little bit slow, but we are different parts of the country, as Robert said. So bear with us.

I am going to be focusing very quickly on the benefits of participating in an integrated American Job Center. From time to time we hear from partners and some folks in the workforce development system that say, what are the benefits for participating in this integrated American Job Center network? Why should I be there? I mean, I have my own program, seem to be doing pretty good. Why should I be a part of this?

Well, there are significant benefits to partner participation in American Job Center network. One of the clear benefits is definitely that customers will get better outcomes, both the jobseeker customers and the business community. So in the following few minutes we'll be talking about benefits. They're not an exhaustive list of benefits, but want to provide some of the many advantages that are inherent in being a partner in an integrated One-Stop delivery system.

Next slide, please. (Pause.) Next slide. (Pause.)

OK. The first one I want to talk about is expanded workforce services for individuals at all levels of skills and experience. And what this is, is that in this integrated One-Stop delivery system, all customers, including folks with disabilities or others that have barriers to employment, they all have opportunity to receive hard skill guidance, soft skill guidance, career planning services, job placement services, particularly timely information on labor market demand and occupations.

So I mean, if you come in a One-Stop system or One-Stop Center, it won't be that you'll just be training and hoping to get a job. But we provide you with information and the latest labor market information and say, here are the demand occupations. Here are the growing – the fastest growing occupations. So you'll be able to make that kind of informed decision as to which occupations you want to have training or services for.

And then there are a variety of job-driven training options that are also provided in this integrated system. That include job-based training opportunities such as registered apprenticeships, which is one of the things that is on the uptick nowadays in workforce development.

On-the-job-training – some people call it OJT. OJT is one of those job training modules that really has high income – I mean, high outcomes, both in terms of job placement – it has a high level of job placement. It also has high wages around the country. So they will have opportunity, including that is also opportunity for incumbent worker training, which is something that the business community really like.

The next one is access to multiple employment and training services. What this is, is access to multiple services, including the different type of supportive services that may not be offered by just one program – one individual program. Access to multiple resources in one location also have another added benefit, which is it reduces the travel and commuting distances for customers that are needing referral to or the receipt of multiple services.

Access also to multiple services may also facilitate in the leveraging of various resources. In other words, you have WIOA resources. You have TANF resources. You have SNAP resources. And here in this one location, one system, your customers are going to have the opportunity to access those leveraged resources. So if I were a TANF client or a voc rehab client, I may be enrolled – what they call co-enrollment – in the various programs and therefore have access to those resources.

So instead of being only limited to training that may last for just six months, if my individual employment plan calls for two years training, now that I have services or have access to these multiple resources, I'm able to be trained for two years so I get a credential that is going to take me much farther than just having a three-month or six-month training.

Next slide. (Pause.) Next slide, please.

OK. So the next one is integrated and expert intake process for all customers entering the American Job Center. What this is, is an opportunity for front-line staff, who are highly familiar with the functions and basic eligibility for these different programs, to provide assistance that people will need to be able to navigate the different types of programs that are available at the One-Stop Center.

Given their scope of complexity, given the eligibility requirements for the various programs, you're going to have someone who, when you walk into the One-Stop delivery system, whether or not you access it at an affiliate site or so, that you will have information that will be provided to you in terms of what are the requirements.

And then the last one is integrated – at least for me – is the integrated and aligned business service strategy among American Job Centers. This is a very good benefit for joining the American Job Center network for a couple of reasons. One is because this particular benefit for customers (only ?) two primary customers. One is the jobseeker customer; the other one is the business community.

So for example, if I was a voc rehab partner, all right, before I joined this network – this family or network of partners – I used to call on just a hundred businesses. Now, that's pretty good, a sizable number of individuals to serve my client. And within that 100 businesses, maybe on a monthly basis I may get – they may provide me with about 30 job openings.

Well, when I move on to become a part of the integrated American Job Center network, all of a sudden I have the WIOA folks. These guys have what are called dedicated business services individuals. And their primary job – most of them, their primary job is to go out there and knock on doors for businesses. So they may have about, what, 200 businesses that they call on.

Now I have joined a network that is providing – that I have access to 300 businesses. And instead of having access to only 30 job openings, now there's about 90 to 100 job openings. Imagine the possibility for the voc rehab clients is three times the benefit in terms of access to job openings, to job opportunity, that they wouldn't have if you were just doing your program by yourself.

So we think that joining the American Job Center network provides a tremendous amount of opportunity and benefits.

Now I'm going to turn it over to my colleague Ed, who will give you – Ed West, who will give you some more benefits. Ed?

ED WEST: Yes. Hi. This is Ed West. Happy to be with you all this afternoon. I'm going to also talk a bit more about the benefit section over the next couple of slides.

And the first benefit in terms of participating – the first of the additional benefits, I guess – in participating in the One-Stops are it ensures relevance to the labor market conditions. All workforce development activities occur within the context of the regional economy. As we know, everything is local, it seems.

And services provided should be informed by data on the labor market demand in the local area, to ensure a positive impact on labor market outcome. This outcome results in a return on investment for the jobseeker, or the employer's time and efforts, and for the workforce program resources expended.

It's very important, especially when it comes to – my background is in vocational rehabilitation programs. And certainly if you're working with individuals and you're developing individualized plans for employment, it's critical that individuals are being considered or being trained for jobs that are going to be within what's available out there within the area they live or the area they're willing to travel to. So it becomes really, really important.

The second aspect would be that expanded community and industry outreach. The integrated nature of the American Job Center network extends the One-Stop reach to increase customer participation and enrollments, and to engage and support businesses. And this is the idea that one partner's program can only reach so far.

And as Winston was saying, when it comes to knocking on employer doors and such, again, sometimes it takes a village when it comes to individuals being able to gain employment. And so it just sort of increases your resources and your abilities to be able to reach out and to serve in a supported environment, where everyone is working toward the same goals.

Next slide.

The next area would be strengthen partnerships. The increased nature of the American Job Center network also helps in developing seamless workforce services that serve similar populations. Some examples might be setting up common intake and assessment procedures, joint outreach activities, referral processes outlined in agreements that are implemented between the partners who are part of the job center. One-Stops with active VR involvement will be in a better position to screen individuals with disabilities and meet their needs.

Again, this is sort of the cross-training that goes on. And the idea that not everyone is familiar with the needs of different populations. But the more one works together, the more cross-training that goes on, the better they are to serve. So that's a really important thing.

And then the last area that I wanted to cover was encouraging efficient use of accessible information technology to include, when possible, the use of machine-readable forms and other features consistent with modern accessibility standards, such as section 508 standards and the World Wide Web consortiums, Web content accessibility guidance 2.0; as well as virtual services to expand customer base and effectively deliver self-services.

I want to make the point that it's not enough to just put the technology out there, but One-Stops need to take the time to help individuals – especially individuals with disabilities – to become acquainted with the technology and to gain confidence and comfort in using it, because it's not enough to just put it out there. And the goal is to help to empower individuals regarding self-services. And that really – that's a really important goal in all this and it's a really important benefit that could be derived from this.

So I'd like to turn this over to Charlotte Harris. Charlotte?

MS. HARRIS: Thanks, Ed and Winston. I'm Charlotte Harris. I'm here at the national office in the Employment and Training Administration in the Office of Workforce Investment. And I'll be talking about the management about the American Job Center network.

You've heard a lot about the characteristics of an American Job Center network, the benefits of an American Job Center network, and now we're going to talk about how we manage all of these partners and programs and activities in the network.

It is very possible and very doable but it's going to take some work. So in order to make this integrated system work more efficiently – or as efficiently as possible – it takes the shared responsibility of all of the partners in the American Job Center network.

You see several partners listed on the slide who can make this happen, to include the states, the local boards, elected official, our required partners, additional partners, the One-Stop operator service providers. It takes a whole lot of individuals and programs to make this efficient system work. And through the American Job Center network, the One-Stop operator is the one responsible for coordinating and managing the operations of the American Job Center network.

Next slide.

Through the American Job Center network, the One-Stop operator helps the management team by facilitating integrated partnerships in the One-Stop delivery system or the American Job Center network. They do it in a way that seamlessly incorporates services for the common customers served by the multiple partners of the program.

The customers entering into the American Job Center network aren't concerned about who funds the network or who works for who. They want to find a job. Employers are looking for skilled workers. So as much as possible, the American Job Center network – we need to seamlessly incorporate these services so we look like a unified system. And I'll talk a little bit more shortly about some strategies for implementing an integrated system.

Ok. Next slide.

OK. Develops and implements operational policies that reflect an integrated system. The management team – and that's the management team of the American Job Center network – there can be managers from the multiple partners that are part of this system who participate in creating these operational policies for the American Job Center network.

These are the operations that make the operation work. It should not be – the partners should not all have their own set of policies to direct their persons in the American Job Centers. Each of them are part of one team and you can have an operational policy that reflects this system.

Where I worked out in the system when I was a part of the local system, we did have operational policies. We worked together to develop policies that would make our system flow a lot better. And that included things with performance, communication, case management. How are we as a system going to operationalize the duties or the tasks that we have at hand?

Organize and integrate the American Job Center services by function rather than by program. A functional alignment includes having American Job Center staff who perform similar functions to serve on the same team. And again, the management team is responsible for making this happen.

In one American Job Center where I worked, we had three functional teams to make it work. An example of the functional teams were a customer services team, a skills development team, and a business services team. This is just one example; I'm sure you could have others.

For our customer services team, team members that performed services in a resource room at your local American Job Centers were all on one team, the customer services team. So partners who had people assigned to work different times in the resource room, along with Title I, Title III staff all participated on this team. So they were responsible for making sure that their team functioned smoothly, what went out in a resource room, what materials were there, assisting customers on the computer.

We also had a skills development team. This was the team that would do your individualized services. These are the ones where jobseekers needed additional assistance. They would move on to maybe being enrolled in WIOA. They needed skills assessment. They needed additional work or training. This skills assessment team was the one who was responsible for getting the person enrolled. And again, this could be consistent across programs. The local area just has to work out what does that look like? What does that protocol look like for moving a person through the system?

And lastly, we had a business services team. And this is where the business services representatives from multiple programs worked together to have one unified – (inaudible) – for the American Job Center network. They worked together to come up with a plan on how they were going to engage the business community. They looked at the sectors. They looked at industries. Who was responsible for what?

And they covered – this particular one – a three-county area, so they decided who was going to see which employer. And included jobseekers – job-ready personnel from each of the areas so that all of them were not bombarding the employer's door; everyone was not knocking on the same employer door.

So if you (can't ?) organize and integrate among functional teams – (inaudible) – a more efficient system because you're a part of one network and one team. OK.

So a well-integrated American Job Center also ensures that their staff – the center staff – are trained. This means training in operational policies, certifications. Do you need certified staff members there? Do you want them to have credentials? And an organized or integrated team makes sure that this is budgeted for that the staff will become certified and they will be trained in the operations of the facility.

Equipment. A well-integrated job center ensures that the staff are equipped to do the job that you called them to do. Do they have the assessments to do proper assessments? Do they know how to work the equipment that's out in the resource room from our partner agencies? Do they have what they need to do the job? And the partner team – the partner management team is responsible for ensuring all of that.

Are they operating in a continuous learning environment? Are you conducting periodic team meetings where professional development training is being provided to the staff? Again, a well-integrated American Job Center ensures that all the staff has these things to operate in one organized, seamless, integrated fashion.

OK. Next slide.

Center staff are also cross-trained as appropriate. And again, this is cross-trained against programs – across programs and titles. And again, this increases staff capacity, expertise, and efficiency. And some of the upcoming trainings you're going to receive, as well as in your guidance – which I know you're going to read tonight after this webinar – it talks about accessing services and providing services through the American Job Center network through a physical presence in the network, or through a partner staff being trained to provide the service, or through a direct linkage to a staff member or program partner to get the information that they need.

Cross-training ensures that everybody working in the American Job Center is trained in some – at some level on the basic scope and responsibilities of each other's program. This also helps the jobseeker when a person comes in. Because one person is off today, that jobseeker should not have to come back when the next person is there. So ensure that cross-training staff takes place, and that happens in a well-integrated American Job Center.

OK. Next one.

And lastly, center staff are routinely trained so they are keenly aware as to how their particular function supports the overall vision of the local workforce development board. Staff should not be working independently of the vision of the board. They should know how their work complements or supports the vision of the board.

So the local management team should ensure that the tasks that they're having their staff to do matches up with the board. The workers should know what the vision of the board is. And again, a well-integrated American Job Center ensures that what we're carrying out is just not stuff for us to do, but it supports what the board is trying to do.

And again, the staff should know how their daily work supports the vision of the board. It's not them and us; we're all one team, one American Job Center network.

Before moving on, are there any questions regarding the management of the American Job Center network? (Pause.)

OK. What we're going to do is we're going to do a last poll question and then we will field some of the questions that have come in so far.

OK. Can you (type ?) to the next poll? What topics – this is out there for you as we're getting ready to discuss come of the upcoming technical assistance events that are coming up. We'd like you to know – I mean, we'd like to know from you what topics do you feel you need the most technical assistance to understand? (Pause.)

OK. Some of the options are: A, partner roles and responsibilities; B, developing an MOU; C, integrating service delivery; D, One-Stop operator competition; E, infrastructure funding agreements; F, universal design; or is there an "other" that we did not include. And if there is an "other," please put that in the chat box, what you would want that technical assistance topic to be. (Pause.)

OK. As it's coming in, it looks like, of course – not surprisingly so – infrastructure funding agreements are the top one, followed by partner roles and responsibilities. And – what is that – integrating service delivery. Those are the top three ones. And you would be pleased to know that you'll see some of the technical assistance activities scheduled or planned to occur, that those topics will be covered in upcoming technical assistance events.

OK. Now we're going to take a minute or so, just go offline and look at some of the questions and get back to you with answers to some of the questions. (Pause.)

Yes. There's a question that says, "Will all of this be done at a local One-Stop?" Now, if you're referring to all the information that we provided before, related to the benefits and the management of the local One-Stop system, yes, it would be all done at the local One-Stop. If it's a comprehensive center, all of those would be there. At an affiliate, which would be coming up later in a later training, not all of them are required to be there. And you'll get more information on that in an upcoming session. (Pause.)

There's a question that says, "How does that American Job Center and WIOA provide education and training to the current workforce for employers?" There is provisions for incumbent worker training and there will be some upcoming trainings on that. But that's where – that is funded through your local American Job Center. But there is incumbent worker training funds available that the local workforce board can designate for incumbent worker training for workers that are currently working for an employer.

There's a question that says, "Will staff at the American Job Centers have a clear understanding of registered apprenticeship? OJT is not necessarily registered apprenticeship." With your assistance and with the assistance of the guidance provided, that can have a clear understanding of the training on OJT and registered apprenticeship. Make sure that you review the guidance on what's specifically entailed in that area.

The information that I just talked about on staff training – ensure that your staff are trained, understand responsibilities of the American Job Center network, what is operationalized in the American Job Center network. And there's also a TEGL or guidance on registered apprenticeship and what that entails.

So make sure that you're reviewing the guidance that's out, because there is a lot of guidance coming out and it's coming out quick. But it's a lot of good information out there for you. (Pause.)

OK. Right now we're going to move over to some upcoming One-Stop technical assistance events, because we want you to see what is currently scheduled, what's coming up, so that you can prepare to come with your questions and information about what's going on. And make sure that you read the guidance ahead of time so that you know what's already in there. And then you can come with questions to make sure, one, that we answer your questions as best as we can; but two, also know what's already provided to you.

OK. Lekesha?

MS. CAMPBELL: Thank you, Charlotte. So over the next few slides you'll see a list of upcoming One-Stop technical assistance webinars, some of which we tried to provide opportunities for peer learning from other states, as well as adding in some interactive dialogue that covers a range of topics. So the complete list is here on these slides.

But I just – I won't go through the whole thing but I just wanted to take a few minutes to highlight a few of these webinars. So you see here, next week we have a webinar titled "We are WIOA Partners; Now What?" Which is an interactive video panel with peer learning.

And in March we have two One-Stop competition webinars. One is providing the basics on background, roles, and functions; and we also have a second webinar later on in the month which is more of a deep dive webinar on the competitive procurement process. So we definitely encourage you to check out both of those webinars, but the second one will be more of a deep dive in that process.

In April we will be hosting a webinar on American Job Center branding and available resources, and also a webinar on the certification process. So there's a description there and we want you to all check that out.

Also, I want to point out there are two upcoming webinars related to One-Stop infrastructure costs. And we've seen a lot of questions coming in and also the poll question where people were interested in really understanding the infrastructure guidance. And so there is one which is an MOU part one, and that's the overview and development webinar. And that will be a discussion of the different types of MOUs and the key elements. And we're also hoping to showcase a sample MOU document for you all to get a better understanding of how something like that would look at your – (in your face ?).

And the second is a part two MOU, which will be focusing on the local versus state funding mechanism. And that will take place on May 31st.

So I know there's a lot of interest there and we – I think you'll find these webinars very informative and we hope that they will further clarify the guidance that we've issued.

I also want to mention there's an integrated service delivery through the American Job Center network that's coming up May 17th. I saw some comments and questions about that as well.

So please mark your calendars for these events. And also visit the Ion website that you see listed here to register. And as Charlotte reiterated before, check out the guidance.

I saw a question where people asked where they could find the guidance. They're on our respective websites. So there's www.doleta.gov/wioa, and you can find most of the guidance there. And then the Department of Education also has their respective website with the same guidance under our different program memo, or training – (inaudible) – circular.

So with that, I will turn it over to Charlotte to wrap things up.

MS. HARRIS: OK. Thank you, Lekesha. And on here, in the open chat box, type any other questions or concerns that you would like to share. And we're going to answer a few of the ones that have come in.

One of them in particular says, "Where can we get the guidance document you referenced?" As Lekesha said, you can go to doleta.gov/wioa online. But for this particular section, in your slides are the guidance documents for – the TEGL for ETA, the technical assistance circular for RSA and then for OCTAE – or education – is the Memorandum 17-4. So they're already provided in your slides. But on the doleta.gov website you can find there's a WIOA – or resources page where you can find everything that's been released about WIOA. (Pause.)

There's also a question about infrastructure funding agreements that says, "Seem to be very complicated." And they are. "Are there resources to help establish infrastructure costs?" In the guidance that was recently released on infrastructure costs, which is – I know the TEGL is 17-16 (sic), but you can also find that on the doleta.gov website. All things WIOA are posted there.

And additionally, as part of that guidance it talks about – it gives you resources to help you to figure out and understand infrastructure costs and additional One-Stop operating costs for your system. And as well, there's a posted webinar that was previously done on infrastructure costs. And there are upcoming ones, as Lekesha mentioned, coming up scheduled as further One-Stop guidance. (Pause.)

MS. CASERTANO: Also, we just wanted to apologize for any technical inconveniences that you guys are experiencing. There will be a recording of today's webinar, as well as a transcript made available on WorkforceGPS in about two business days. Again, we apologize about that.

MS. HARRIS: There's also a question, "Describe the expectations of making referrals from the centers to partners not located in the center." Again, as part of your local MOU negotiations and how you are going to service – provide services through the American Job Center network, you would negotiate that at the local area. And you can – again, expectations are referrals from the center. If you're part of the network your services must be available via one of those three methods – a person onsite, a cross-trained individual from a partner program, or through a direct linkage.

And as far as making a referral, again you would have to determine at your local level what is a referral going to look like? Because there are affiliated opportunities, affiliated locations, and we'll be doing a presentation on that on March 1st. So there are other options there. But for the most part, you have to determine at your local level how you're going to make referrals to one another.

MS. CASERTANO: Also, just one more reminder that you can download a copy of the list of upcoming virtual learning sessions and dates from the file share window, as well as the PowerPoint from today's presentation.

MS. HARRIS: OK. There's a question that came in that says, "In Arizona we are known as Arizona Works. Do we need to change the name to the American Job Center?" Yes. No, I'm kidding. For that, you do not have to change. There's a session coming up on that too. You can either – and this is in your guidance too. So you can get more specific information in the guidance.

Do we need to change the name to the American Job Center? You either need to change it to the American – have the American Job Center logo or you can use the tagline, "A proud partner of the American Job Center network." For more specific or concrete guidance, I refer you to TEGL 16-16 on the section that talks about common identifier for the American Job Center network.

And we will take one more. It says, "Should we be doing staff training now or plan for it after regional convenings?" You should be doing staff training now. In fact, when we get off this call you can start your staff training. Do not wait until after the regional convenings because you have enough information now to begin your staff training. So I would recommend that you use the guidance to conduct your staff training, but you can begin that now. (Pause.)

OK. Now I'm going to just turn it over to Robert to do some closing comments.

MR. KIGHT: Thank you, Charlotte. We hope that all the – everyone has found this information very helpful today. I know we tried to cram a lot of information in a short period of time. But we encourage you to follow up and review some of the resources, and also to prepare and mark your calendars for the upcoming webinar sessions.

Again, thanks to everyone for attending today's plenary, American Job Center network technical Assistance session. As you see, there are many exciting topics coming up that will provide you with more in-depth discussions on specific American Job Center issues. And we can tell by many of your questions, there's many yet to be answered for you, but we assure you that we will get to them.

Future webinars will also provide representatives from the field who will share some lessons they have learned along the way, as well as some promising practices that they have implemented. Hopefully, this will assist you in moving your system forward. We hope that this interagency presentation reflects the model that the American Job Center network can demonstrate over time.

Finally, I'd like to thank the staff of the Departments of Labor, Education, and Health and Human Services for putting together this presentation. And to all of you, have a good afternoon.

(END)