

WE ARE WIOA PARTNERS!

Now ♦ *What?*

PRESENTED BY THE WIOA PARTNERSHIPS OF
BALTIMORE COUNTY, MD, SOUTHERN OKLAHOMA, AND SPOKANE, WA
AND THE U.S. DEPARTMENTS OF
EDUCATION (OCTAE & OSERS), AND LABOR (ETA)

February 22, 2017



**Innovation &
Opportunity
Network**
Implementing WIOA



WorkforceGPS

Navigate to Success

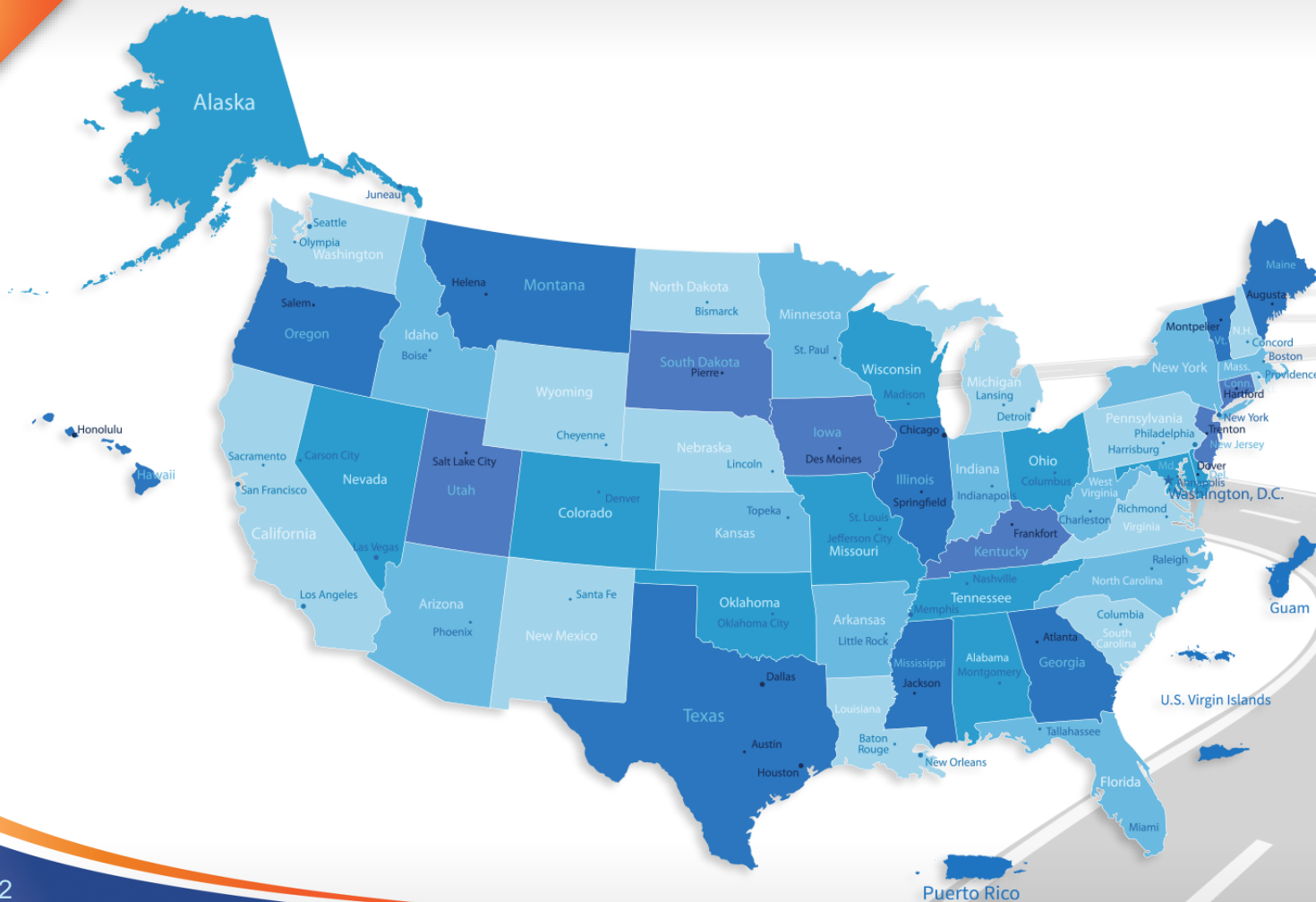


EMPLOYMENT AND TRAINING ADMINISTRATION
UNITED STATES DEPARTMENT OF LABOR

Where Are You?



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Opening Thought:

*“In the long history of humankind
... those who learned to
collaborate and improvise most
effectively have prevailed.”*

~ Charles Darwin



Today's Facilitators

❖ Cheryl Keenan

U.S. Department of Education
Office of Career, Technical and Adult Education

❖ Chris Pope

U.S. Department of Education
Office of Special Education and Rehabilitative Services:
Rehabilitation Services Administration

❖ M. Frank Stluka

U.S. Department of Labor
Employment and Training Administration

Today's Panelists

❖ Baltimore County Partnership:

- ◆ **Sharon Klots** and **LiLi Taylor**, Baltimore County Dept. of Economic and Workforce Development
- ◆ **Matt Jackson**, MD Department of Education, Division of Rehabilitation Services

❖ Southern Oklahoma Partnership

- ◆ **Kerry Manning**, Southern Workforce Board
- ◆ **Jeane Burruss**, OK Office of Workforce Development
- ◆ **Lance Allee**, OK Dept. of Career and Technology Education, Lifelong Learning Division

❖ Spokane Partnership

- ◆ **Mark Mattke**, Spokane Area Workforce Development Council
- ◆ **Louisa Erickson**, WA Department of Social and Health Services

Today's Objectives

- ✓ Review the vision for WIOA partnerships in American Job Centers (AJCs);
- ✓ Dig deep on One-Stop partner roles and responsibilities guidance;
- ✓ Learn from three local partnerships that have accomplished a lot; and
- ✓ Identify tools and upcoming technical assistance related to roles and responsibilities within WIOA partnerships in AJCs.



Today's Agenda

- ❖ Vision and Guidance Related to WIOA Partnerships in AJCs
- ❖ Interactive Discussion of AJC Partner Roles and Responsibilities
- ❖ Next Steps, Additional Resources and Upcoming Technical Assistance



WIOA Vision

- ❖ The workforce system will be characterized by three critical hallmarks of excellence:
 - ◆ The **needs of business and workers** drive workforce solutions;
 - ◆ One-Stop Centers (AJCs) provide **excellent customer service** to jobseekers and employers and focus on continuous improvement; and
 - ◆ The workforce system supports **strong regional economies** and plays an active role in community and workforce development.
- ❖ Across the system, **continuous improvement** is supported through evaluation, accountability, identification of best practices, and data driven decision making.



Vision of WIOA Partnerships in American Job Centers

American Job Centers –

- ❖ Connect all customers to the **full range of services** available in their communities
 - ❖ Provide **seamless, customer-focused, integrated service delivery** across all programs and enhance access to the programs' services
 - ❖ Ensure that businesses and job-seekers have **access to information and services** that lead to positive employment outcomes
- *This and the next slide reflect content that is in joint policy guidance entitled “Vision for the One-stop Delivery System under WIOA” and “One-stop Operations Guidance for the American Job Center Network”*



Who are the Core AJC Partners?

- ❖ Title I Adult, Dislocated Worker, and Youth programs
- ❖ Title II Adult Education and Family Literacy Act programs
- ❖ Title III Wagner-Peyser Act programs
- ❖ Title IV Vocational Rehabilitation programs



Who are Other Required AJC Partners?

DOL-Funded Programs

- YouthBuild
- WIOA Title I Indian and Native American Programs
- National Farmworker Jobs Program
- Job Corps
- Senior Community Service Employment Program
- Trade Adjustment Assistance Activities
- Jobs for Veterans State Grants
- Unemployment Compensation
- Re-entry Employment Opportunities

ED-Funded Programs

- Career and Technical Education programs at the post-secondary level, authorized under the Carl D. Perkins Career and Technical Education Act of 2006

Other Federally-Funded Programs

- Community Services Block Grant E&T
- Temporary Assistance to Needy Families
- HUD Employment and Training
- Second Chance Act sec. 212



Who Else Can Be AJC Partners?

- ❖ Additional partners may include, with the approval of the Local WDB and CEOs, a variety of appropriate Federal, State or local programs.



Poll



Which of the following has been your biggest challenge?

Choose the answer that best reflects you (or your group):

1. Getting the core programs to share a vision and step out of their silos to accomplish it;
2. Getting the other required partner to engage with us in a meaningful way that emphasizes the benefits of partnering over mere compliance; or
3. Identifying which additional partners to engage, and engaging them.



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AJC Partner Role: Access

- ❖ Provide access to its programs or activities through the AJC network, in addition to other appropriate locations
- ❖ Three options for providing access:
 - ◆ Have program staff physically present at AJC
 - ◆ Have appropriately trained partner staff physically present at AJC
 - ◆ Have direct linkage through technology to program staff who can provide meaningful information or services



AJC Partner Role: Use of Funds



❖ Use a portion of its funds to:

- ◆ Provide applicable career services;
 - ◇ Basic
 - ◇ Individualized
 - ◇ Follow-up
- ◆ Establish and maintain the one-stop delivery system.

Poll



Which of the following is your biggest challenge in coordinating career services across partner programs.

Choose the answer that best reflects you (or your group):

1. Keeping track of which customers are eligible to receive services from which program.
2. Sharing information needed to determine eligibility for each program and providing unified case management to make it seamless for the customer.
3. Each program has its own vocabulary. For example, “on-the-job training” and “employability” mean certain things to WIOA title I staff and very different things to TANF staff.
4. Blending and braiding funding streams in a way that the management of each program – and their monitors and auditors - can live with.

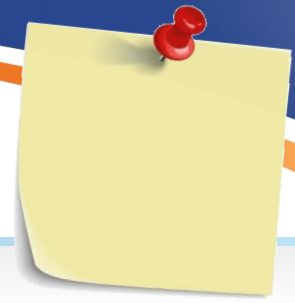


Panelists Respond

- ❖ How did you address the biggest challenges identified in the poll and how did that work out?
- ❖ What advice would you give other partnerships about coordinating career services?



AJC Partner Role: Memorandum of Understanding



One of the critical requirements that a one-stop partner must satisfy is signing the local MOU, which describes:

- ❖ Services
- ❖ Access
- ❖ Referral
- ❖ Duration
- ❖ Appeals
- ❖ One-Stop Operating Budget
- ❖ Other Contributors
- ❖ Modification Process
- ❖ Signatories



Poll



What progress have you and your local partners made in developing your MOU?

(if you don't work in a local area, please select the answer that best describes the local areas you interact with)

Choose the answer that best reflects you (or your group):

1. We are done! All core, required and additional partners have signed.
2. We have made good progress, but are still working on the cost sharing part.
3. We are starting the process.
4. We are waiting for (more) guidance from the State or Federal entities.
5. Tell me again: What is an MOU?



Panelists Respond

❖ How are you developing your MOU?

- ◆ What has worked well and what has not worked well?

❖ What advice would you give other partnerships about developing an MOU?



Partner Role: Participation

- ❖ Participate in operation of the AJC network consistent with the MOU
- ❖ Provide representation on State and Local WDBs (as required)
- ❖ Participate in Board committees, as needed.



Partner Role: Business Services

- ❖ To support area employers and industry sectors most effectively, AJC staff, including designated partner program staff, must:

Clearly understand industry skill needs;

Identify appropriate strategies to assist employers;

Coordinate business services across AJC partner programs; and

Incorporate an integrated and aligned business services strategy among AJC partners to present a unified voice to employers.



Any Questions?



Enter your questions
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Upcoming One-Stop Technical Assistance Events

25



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Upcoming One-Stop Technical Assistance Webinars

Implementing Comprehensive, Affiliate, and Colocation Requirements Under WIOA

❖ *March 1, 2017*

- ❖ State and Local peers share challenges and triumphs
- ❖ Continue the conversation with Peer Learning Group

One-Stop Operator Competition: The Basics

❖ *March 8, 2017*

- ❖ Interactive dialogue covering:
 - ✓ Background, Roles, and Functions
 - ✓ Eligible Entities
 - ✓ Procurement Standards



Upcoming One-Stop Technical Assistance Webinars

Universal Design: A Customer Centered Approach

❖ *March 15, 2017*

- ❖ Engage with two local areas who will share their process and innovations for a customer centered One-Stop

One-Stop Operator Competition: “Deep Dive”

❖ *March 22, 2017*

- ❖ Interactive dialogue covering:
 - ✓ Competitive Procurement Process
 - ✓ Essential Contract Elements
 - ✓ Avoiding Conflicts of Interest
 - ✓ Transition, Implementation, and Monitoring

Upcoming One-Stop Technical Assistance Webinars

American Job Center Branding for the Next Generation Workforce System

❖ *April 5, 2017*

- ❖ Exploration of available resources
- ❖ Branding success highlights from around the country

American Job Center Certification: A Tool to Maximize State's Quality and Consistency of Services

❖ *April 12, 2017*

Discussion on:

- ❖ Emerging practices occurring in states evaluating effectiveness
- ❖ Physical and programmatic accessibility
- ❖ Continuous improvement

MOU Part I: Overview & Development

❖ *April 26, 2017*

- ❖ Discussion of different types of MOUs and key elements
- ❖ Showcase a sample MOU document

Upcoming One-Stop Technical Assistance Webinars

Increasing Opportunity for Shared Customers: Integrated Service Delivery through the American Job Center Network

❖ **May 17, 2017**

- ❖ Advice and lessons learned when building an integrated service delivery system

MOU Part II: Local vs. State Funding Mechanism

❖ **May 31, 2017**

- ❖ Infrastructure costs are funded either through the Local or State funding mechanism
- ❖ Federal partners walk participants through both options and provide examples

ION Website – New Focus Areas Tab

- ❖ The new [Focus Areas navigation tab](#) on the ION homepage offers a host of resources on 11 key elements of WIOA. This information was formerly housed on the WIOA Implementation Training page.



Guidance

- ❖ One-Stop Operating Guidance for the American Job Center Network released jointly in:
 - ◆ Training And Employment Guidance Letter No. 16-16 (ETA)
 - ◆ Technical Assistance Circular 17-2 (RSA)
 - ◆ Memorandum 17-4 (OCTAE)



