

## One-Stop TF 052215

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- Number of conversations recently tying together Pathways and Sector Strategies
  - Importance of tying together Sector Strategies and Pathways and get to issue of employer engagement – cohesive employer engagement strategy that recognizes sectors – and how Pathways link to requirement for high wages planning

## Updates from WIOA Teams

### Unified and Combined Plan Task Force – Mark Adreon

- Lot of evidence to look at **Unified Plan with strong strategic collaborative plan that mirrors what Combined Plan would look like – but attempt to create what Combined Plan looks like using MOUs and other partner relationships – identify barriers**
- Need to see how well it works into overarching purpose of what the state is working to achieve and we don't yet have that level from top down
- *Unified Plan will most likely happen*, and that level of plan will inform local WDC plan development and maybe in future will move to Combined
- Perkins and HUD are resistant to combined as only a sliver of their programs are WIOA-related
- **TANF not wanting to go into Combined Plan because funding is at cross purposes but more than willing to go into partnerships and work to more effectiveness**
- Our local work needs management info to drive program success if we let Federal reporting govern our system we won't ever be able to make system work together more effectively
- We recognize that much of this work is usually incremental – but also some of us have waited very long time to “incrementally” get to the table – and not take advantage of this opportunity to move system forward seems a missed opportunity
- 2<sup>nd</sup> conversation about “hybrid” plan was explicit that goals were to drive partnerships through guidance of statewide strategic memorandum for robust, tangible partnerships

### Technology and Accessibility Task Force - Mark Adreon

- Met twice, dissolved another committee for Adults with Barriers to Employment into this group – now at educating and informing members on the following topics:
  1. **Paperless one-stop** concept
  2. **Community and technical colleges as parts of one-stop system** – accessibility
  3. Kelly Lindseth from ESD will be talking about **Monster Solution system and what it offers for system**
  4. **Digital Divide** – broadband around the state – plus **populations with barriers e.g., individuals with disabilities, language access, poverty/economic circumstances – WorkFirst/TANF**
- Then will get to recommendations and hope to have some recommendations for criteria to be considered by One-Stop Task Force

### North Star for this Task Force

Ideas for a possible two-pronged approach

- 1) Direct delivery in one-stop, on operational side
- 2) For WDC – what it takes to continuously improve and get feedback to conduct operational management effectively and be able to communicate to other stakeholders meaningful info to tell our story; management data

Need to consider:

- A. Continuous robust services for challenging populations – **welcome and serve people all along the pathway**
  - B. As partners, we haven't always been engaged as well as we could and we haven't always been engaged to **tell the same story to community and to employers in particular and legislators, i.e., out of the hub of the one-stop**
- Need for flexibility to cover distinctions between areas
  - In existing processes, **emphasize Continuous Quality Improvement (CQI) and still promote innovation**

- Lean, shrink footprint, **balance opportunities for new services that appear seamless and de-siloed for customer – with realities that resources are shrinking**
- New ways to access – phone, IT
- **Set high goals – tempered with realities of resource constraints - create operating environment that supports this**

#### Summary

- North star that sets high goals for service delivery – more people get access and more get results - as a result of committing to system enhanced services that are broader better more usable and more used
- Focus on creating infrastructure and criteria for evaluating one-stops that focus on value and innovating to support service delivery and outcomes

### Quick Start Action Planner – One-Stop Service Design

#### **#10. The Role of TANF on the One-Stop has been defined, introduced, and integrated into service delivery**

- Working around a 3 or a 4 – haven't decided whose performance measures we are trying to reach
- 1 or a 2 as **not much integration at all** – some centers are consolidated with CSOs – very few – still separation with referral – and partly because it's not always about career pathways but about a paycheck to start creating incentive towards further growth
- Pull back to reality of **what's possible in law and what's in workplace** – perhaps shortcoming is we don't hold on to people long enough to get to progress
  - More of a **long term approach with comprehensive partnership**
- TANF very interested in this conversation

#### **#11. A Process is in place to assess customers' educational barriers and refer to programs/partners**

- ABE/ESL at *WS-Renton* and *Seattle Opportunity Place* works well – have staff onsite – challenge in retaining students and transitioning to college programs – but generally works – **model of paying staff to be onsite is effective**
- Question regarding services and outcomes for Learning Disabled customers – need to ascertain, but the Access Services Office does serve a number of customers
- Experience is varied – but think some of complications are more obvious – ESL, etc. – and having **Full-time staff at one-stop with expertise is difficult to fund; secret to success is engagement of colleges in one-stop and with WDC**
- False dichotomy of education vs. get job – not either or choice
- One of ongoing challenges has been **assessment process** – who does it? What domains are assessed?
  - We need to come to some **common decisions around this**

#### **#12. Youth Service Strategies in place to access educational and other activities and services**

- Have been talking with OSPI – you can co-enroll youth in ABE and spend WIOA youth dollars on them – we have struggled to serve youth at higher levels to connect to employment – can better connect to I-BEST , use funding, etc.
- Need to get private sector to tell us about things that are available and help illustrate to youth what opportunities are –
- At a “2” here –**challenges are that all kinds of organizations and systems in place to serve this population but not committed to the one-stop system**
  - Need to improve this connection/coordination
- Score was quite low in this arena – Hodge podge – many entities just get the funding and serve as they always have without strategic framework; **emphasis on OSY will require us to re-think programmatically**
- Agree that there is a lot of work to do in the area - Seattle-King has “OSY Consortium” of CBOs/CTCs – that get together and compete – pockets of good work are the result, need to take to larger scale

- **Blend WIOA funds with ABE instruction** – “WS-Renton Upstairs” is youth center – but there is bit of divide between upstairs and downstairs – youth/adult – how best to coordinate/integrate for benefit of customers?
- Need to maintain contact with participants – for next step in their career ladder
  - **One-stop is value-add partner for life – aid in career advancement as a lifelong partner**
- **Employer engagement** also speaks to this – **position as value-add for them all along this continuum**

### #13. Job Corps Partnership with One-Stops

- Q: Do most one-stops have separate youth centers – A: not really, but WIOA will require firmer connection
- There are a number of drop out re-engagement programs under 1418 being developed
- **Need to pivot this summer to think about what we can do differently next year**

### #14. State has Robust/Interactive On-line Service Delivery system that supports services across all partner programs

- We have some good resources and services but lots of room to grow
- Used to think access issue was hardware – now all have smartphones and **issue is more access to info, must solve access issue – particularly around low income populations**
- Looking at it from cohesive system 1) individually we have some solutions but not as a cohesive whole – also passive interaction not active service environment – need more interactive 2) if we could capture service exchange we could capture intervention as system provided
  - And can you count as a customer from one portal to the next and determine difference between service and resource

### #15. State is engaged in regional partnerships with Employers, Work-Based Learning is available through one-stops

- Place to reinforce employer engagement – define so that we can measure it
- Is there a piece to build into one-stop infrastructure to support regional planning?
- **Work-based learning – we can make this part of one-stop employer engagement, also assist youth – incorporate into question on assessment**
- Recognize there are standard ways to do things that we can choose to identify and assess

### #16. State has process to establish MOUs with partners with focus on career services delivered through one-stop system, customer-centered service delivery, and infrastructure/cost agreements

- **Now required under WIOA to not just define roles/responsibilities, but also cost sharing**
- Suggestion that investment formula could be based on outcome measures – not service measures – to demonstrate that the funds partners are providing are getting ROI in outcomes
- ABE in the interesting position of waiting for response from Feds on % ABE providers should contribute to one-stop system – % of overhead or % of the whole – good intentions but there is confusion over the level of autonomy to make investment decisions
- DVR serves a lot of customers through other local offices – **how to count customers that don’t go into one-stop centers?**
  - Difficult to count when agencies don’t send customers to one-stops
- **Market one-stop as business hub to offer value to other agencies’ customers – include CTCs**
- Also **reflect variance for different WDCs** – as local relationships will be different everywhere and need to ensure we take that into account

#### Next Steps:

- Doodle for future mtgs
- Consider 3 hour meeting – for next time to complete this rubric