

TALENT AND PROSPERITY FOR ALL GOALS

Talent and Prosperity for All is Washington's first state strategic plan for workforce development under WIOA. Through 2015 and early 2016, stakeholders across the state were engaged in a planning process that developed goals designed to spark innovation in how our workforce development system serves job-seekers and employers in the four primary areas below. Local boards must align their own strategic plans and related efforts with the state's plans goals, per the federal law.

PERFORMANCE ACCOUNTABILITY

A more informative snapshot of the system's impact on people

Our workforce development system will focus on customers: workers, businesses, jobseekers and students. Previous performance measures focused on programs rather than people.

- Develop a system to accurately measure the collective success of all partners in serving workforce populations: **Common accountability measures** allows for *demographic comparisons across* "siloed" core workforce development programs, (such as Adult, Youth, and Dislocated Worker programs; Adult Basic Education; Wagner-Peyser Services; and Vocational Rehabilitation services), giving us a closer look at how system services drive outcomes among different communities.

INTEGRATED AND STREAMLINED CUSTOMER SERVICE

Serving everyone seamlessly

The system's goal is to ensure that every customer has the education, employability skills, work experience, and credentials needed to move into sustained employment and economic self-sufficiency, and receives the wraparound services needed to pursue his or her career pathway.

- Increase the number of designated navigators available within the One-Stop system.
- Develop an intake process across programs that eliminates redundant assessments and streamlines customer experience.
- Increase the number of participants, including those with barriers, who have defined career pathways and have gained portable skills, received industry recognized credentials, and/or earned college credits.

ACCESSIBLE, TECHNOLOGICALLY SAVVY SYSTEM

Ensuring access to everyone

Every Washington resident needs universal, barrier-free access to our state's workforce system. Technology is a powerful tool that can reduce obstacles to access. However, it's clear that technology will not solve all accessibility issues. Tailored approaches to different populations are required.

- Implement secure, wireless Internet access in public areas of all comprehensive One-Stop centers in Washington by 2020.
- Establish a state-level advisory committee on accessibility and barrier solutions and ensure the designation of local advisory committees during the first two years of the plan. By the fourth year of the plan, ensure the state-level advisory committee has received annual progress reports on One-Stop centers' accessibility at the local level.
- Identify and encourage local pilot programs that use technology to facilitate and improve integrated service delivery for customers, including programs designed to improve access to the system.

STRENGTHENED BUSINESS ENGAGEMENT

Better access, better engagement

By providing businesses with easier access to the workforce system and a clearer understanding of the benefits of working together, Washington can move business engagement to the next level.

- Identify meaningful metrics to establish a baseline and increase the number of businesses utilizing the workforce system.
- Identify meaningful metrics to establish a baseline and increase the number of businesses reporting satisfaction with the services they receive via the workforce system by 5 percent each year.
- Have at least one sector partnership in development in each workforce region. Use the Sector Partnership Framework or similar framework to show progress over time.
- Train at least 30 percent of the workforce system's staff on the implementation of sector partnerships.
- Increase resources for work-based learning opportunities, including on-the-job training and apprenticeship, internships, job shadows, but especially, incumbent worker training.
- Increase the amount of work-based training including incumbent worker training, on-the-job training and apprenticeship, job shadows, internships.