

**WASHINGTON STATE  
WORKFORCE TRAINING AND EDUCATION COORDINATING BOARD  
MEETING NO. 198  
February 24, 2016**

**WIOA STEERING COMMITTEE UPDATE**

The Board has received presentations on the Workforce Innovation and Opportunity Act (WIOA) throughout the past 18 months. The accomplishments during that time are due to the hard work and dedication of staff from multiple agencies, and from stakeholders across the state. Wanting to ensure a consumer-led, inclusive, and transparent planning process, the Workforce Board established a WIOA Steering Committee, co-led by business and labor.

The WIOA Steering Committee has provided direction and leadership throughout this process. The Steering Committee met to hear the results and recommendations from subcommittees and task forces, and to provide guidance in developing each aspect of the state plan under WIOA. The Steering Committee then brought recommended policy and planning actions to the Workforce Board for approval.

The Steering Committee's work has resulted in a comprehensive (combined) state plan that includes 23 separate programs and/or funding streams that sit within seven operating agencies. The draft state plan was approved by the Workforce Board at its January 2016 meeting, forwarded for public comment, and is moving forward to the final stage of submittal.

On February 9, 2016, the Steering Committee met once again. Committee members heard about the January national convening in Washington, D.C., where our state was represented by a diverse group of 15.

This group returned after three days of presentations, discussions, meetings, and honest evaluation of the work ahead with renewed vigor and hope. They reported to the Steering Committee that the hard work behind the writing of the state plan may be complete, but the work ahead is no less daunting if the plan is to be a guiding roadmap, rather than just a document sitting on a shelf. During the convening, these 15 individuals discussed that work; they talked about changes that need to be made, talked about how to proceed with plan implementation, and made team commitments. These commitments include:

- Improve outcomes for jobseekers and employers by:
  - Knitting together agencies to ensure and support true integration of services and braiding of resources;
  - Supporting local operations; and
  - Nurturing relationships, honest dialogue, and collaboration among agencies and other workforce system stakeholders.
- Work backward from the goals and create and commit to action plans and timelines, especially at the agency leadership level.
- Support and live up to the “no wrong door” concept.
- Be creative and innovative, recognizing that we have been given space from our federal partners to try new approaches to transform the workforce development system.

The Steering Committee listened to the convening participants as they shared their reaction to the three-day meeting, and talked about the list of projects that the state needs to tackle as it moves into the implementation process: *(This list is not prioritized.)*

- Professional development
  - Who will the audience be?
  - What should the curriculum include?
  - What resources can partners commit toward professional development?
  - What ongoing professional development will workforce system staff need to thrive under WIOA and make the state plan goals reality?
- Defining integrated service delivery
  - Can the system come to a stronger consensus on our vision of integrated service delivery?
  - How can the system apply human-centered design concepts to improve our integrated service for customers and build better career pathways?
- Common intake
  - How can the system create a streamlined intake and triage process that:
    - Reduces duplicative assessments;
    - Facilitates quick enrollments in many programs; and
    - Promotes a feeling of “no wrong doors” and improves the experience for jobseekers?
- WorkSourceWA.com
  - What is the current status of the WorkSourceWA.com website and the vision for its future?
  - Can the system come together to build a virtual one-stop portal?
- Data sharing and performance accountability
  - How can we build effective interagency data sharing agreements?
  - How will we keep our performance accountability system accurate and accountable?
  - How will we define the “common exit” data?
- System map
  - Is it time to revisit the way we graphically communicate the size and scope of the workforce development system to stakeholders?
  - Do we need a new Workforce System Matrix, or another map-like tool to serve as a more accessible guide to our system’s collective services?
- Business engagement
  - What tools can we provide local Workforce Development Councils (WDCs) to help them engage employers in their community?
  - How can we work as a system to focus business engagement efforts strategically?
- Memoranda of Understanding (MOU)
  - What state-level support is needed to complete a statewide model MOU?

After learning of the team commitments, the project list, and a proposal for a statewide WIOA convening, the Steering Committee proposed sharing these as discussion and possible action items for the Board.

1. Should there be an oversight entity/structure other than the Workforce Board for the implementation of WIOA?

2. Should there be a statewide or regional convening, asking the question, “*What will it take to make you more effective?*”
3. Should the Board conduct a survey of frontline staff and managers to ask a similar question?
4. What are the Board priorities for implementation of the plan?

**Board Action:** Discussion and possible action.