



Workforce Innovation and Opportunity Act (WIOA)

## Technology and Access Task Force Charter

### Summary and overview

The Technology and Access Task Force (TATF) was chartered by the WIOA Steering Committee to make recommendations on Technology and Access issues, concerns, innovations and opportunities for Washington's workforce system customers.

The Task Force's goal is to make recommendations about technologies and access to the WIOA Steering Committee, which will review and accept, modify, or edit the recommendations to forward to the Workforce Board. The Board will review these recommendations as part of the proposed WIOA development and implementation plan to be sent to the Governor for his input, approval, and implementation.

### The recommendations should focus on developing an accessible technology strategy that:

- Enables workforce customers to access all WIOA services and programs for career and employment goals.
- Helps workforce customers obtain education and training that leads to employment, and also provides access to Career Pathways through continuous learning.
- Encourages employer engagement and provides programs and services for employer customers.
- Reduces barriers to workforce systems and programs through WorkSource (One Stop) programs and services.

### Barriers and Task Force focus areas can include and are not limited to the areas below:

- Access to technology tools, web-based programs and services, lean and paperless environments, mobile devices, and all programs and services developed and delivered by WIOA partners.
- Examples of accessible tools or adaptive technology can include: screen-reading software, screen enlargement software, Braille display, voice recognition and other adaptive technologies that may be used by persons with disabilities to access all WIOA systems and programs.
- Mitigate barriers to serve the needs of all populations by addressing the challenges of WIOA and the state's future technology and issue landscape, including:
  - More web-based education and training.
  - Books –become paperless and textbooks use reading devices.
  - One Stop Centers become virtual One Stops.

- Community and technical colleges become more web-based with more online learning opportunities.
  - Access to services and programs move away from desktop computers to portable and mobile devices.
- Access can include ensuring all Washington residents have broadband access throughout the state, with a focus on rural areas and other places where Internet access may be limited.
- Ensure access to programs and services for English learners and other populations with language or technology skills challenges.



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## **Technology and Access Task Force**

### **Proposed work plan and agenda focus by date**

April 28

Discussed scope and charter for the Task Force

- **Outline topic issue/area focus for work plan/charter**
- **Deliverables and time table**
- **Identify key partners and who should be at the table**

Tacoma WorkSource Access Project was discussed and acknowledged as a pivotal component for developing a universally accessible One Stop system. – Anne Goranson, ESD Regional Director, James and Erin from WorkSource Tacoma

At the center of the project are the following tangible implementations and potential recommendations:

- Centers have, and can provide, Wi-Fi throughout the center (public spaces for core and workshop class rooms)
- The Universal One Stop would be virtual and would strive to be paperless for public interaction
  - All workshops and materials would be digital
  - All program notices, partner programs and fliers would be digital
  - All job leads and consumer information including college and training programs, would be digital
- Customers needing accessible tools or technologies, would bring their own tools and access information through Wi-Fi
- One Stop Centers would have simple tools like Apple iPads or lap tops with MS office (including Magic Eyes screen reading as part of the MS package) – to be available to those that don't have equipment
- Foot print of the current WorkSource labs could be reduced by half and centers could substantially cut printing costs

May 19<sup>th</sup>

### **Presentation and discussion on E-learning**

- Explore the current status of the e-learning system with the community colleges  
-  
Mark Jenkins, Director ELearning and Open Education for the State Board for Community and Technical Colleges (Other panel members may also present or respond to questions) (system wide).
- Data on CTC system – including
  - Variety of courses offered, certificates or completion verifications
  - Number of courses offered
  - Number of students served through e-learning last year (3 years would be nice perspective)
  - Growth patterns in use and types of courses with increased public interest
  - Demographic information on e-learner community? Students
    - Age and gender
    - Resident location
    - Frequency of using the e-learning tool (several courses – just once)
    - Other relevant information
- Projections on any future technology changes to provide e-learning at the community and technical colleges
- Presentation on Phoenix University E-learning program  
Bruce Williams
  - Relevant data and information on programs and # served etc.
  - E-learning tools/programs/design and user interaction
  - Projections on future of E-Learning as method of public education and training

June 11

The focus of this meeting will be the Monster Solutions Project

Kelly Lindseth, Deputy Director (ESD) will lead her project team in this presentation.

Some of the question focus will include:

- Universal Access
- Disability access specifically
- Ability of system to be accessed with portable tools (smart phones, tablets)
- Ability for system to be center repository for a “paperless” One Stop

- Ability for local One Stops to personalize some of their operations and public interface
- Tracking capacity
- 503 Federal Contractors tracking tools as well as Governor’s 5% Initiative

July 14

This meeting will focus on two major topic areas.

1. Digital access in all parts of the state – broadband access

Elizabeth Laukea

Project Manager

Washington State Library Microsoft IT Academy Office of the Secretary of State

A second presenter has done research on this topic area and can inform the Task Force on the scope of the issue.

2. Discussion and presentation from the system users perspective to include presenters that can speak to the experience of the following communities:
  - Disability community general
  - Blind and low vision
  - Deaf and hard of hearing
  - Immigrant and ESL(ESA or other)
  - Economic barriers (TANF)
  - Rural

Learning from the experiences of varied communities will help inform the Task Force on recommendations that lead to Universal Access in the broadest conceptualization possible.

Meeting dates yet to be determined

August

September

November

December