

WIOA One-Stop Task Force - 042715

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#1-2. Core and Required Partners at the Table are Invested in the One Stop

- In the past one part of educational system tried to represent but few places where ABE has participated
 - New law is very specific to ABE role – and needs representative of ABE to participate
- Regarding question of who pays and how much – we will address this in the MOU discussion later in our process
- Lot of variances across the state – to help narrow this down let's **make sure we are talking about the one-stops, not the entire workforce system**
 - Yes, and also recognize that the one-stops have evolved over the past 14 years and our **criteria and assessment need to encompass and authorize the new portals in our system**
- Need for someone at one-stop to help with **mental health services**
- If we go back to beginning of one-stop – **no wrong door concept, etc. – expanding capabilities – in a virtual sense – also cross training of staff – link to other programs – integration**
- “Core and Required” envision different levels of investment and different levels of responsibility – continue to see **issues of technology are less about hardware but cost and availability of connectivity**
 - Need to offer different places to connect to the system
 - Mark Adreon – technology and access Task Force mtg tomorrow for 1st time –

#3. Workforce System Connects Discretionary Grants to One-Stops

- In Seattle-King and some other areas, all grants go to WorkSource specifically – DOL, DSHS, CSOs – use WorkSource to get the word out about funding availability for the different opportunities
 - WorkSource Orientation session – info changes as the resources come and go – staff at ground level are kept updated over time
 - Need to ensure online info is also updated – websites for WorkSource and other partners

#4. Established and Expanded Career Pathways

- We have a lot of pathways – not always connected – need to bridge between Community and Technical Colleges (CTCs)/WDCs, etc. – **more coherent and more efficient**
- another Subcommittee is working on this and we will be informed by their outputs

#5. Business Input about Skill Needs is Capture and Addressed

- **Business Services** – concern that we don't really have a “system”
- PacMtn WDC has 5 county area and each has EDC, Chamber, and trying to put together a comprehensive structure is challenging
- Agencies, CBOs, others – working in conjunction or parallel in one-stop system
- Weakness pointed out in small businesses – 80% of jobs but efforts in business services are focused on bigger companies

#6. Business Services Reps Work Collaboratively

- Industry-Recognized Credentials (IRCs) – colleges play this role in some areas – but not always broadly disseminated – also WDC doing one thing and CTC another – not always as a system
 - **This is opportunity for alignment**
- Credential programs – some people believe that this qualifies a person to do the work – but absence of work-based learning causes a person to not have *all* the skills they need for the job
- **Improve process of credentialing**
- That's where **apprenticeship** is very important
- Our **certification/assessment process can address how training modalities are used in the one-stop system** and how effective they are

- General comment – **doesn't always seem like we are working as a system – will there be single plan for students to achieve goals?**
- This is an important item and there was strong push to get employers involved
- **We could point to need for single intake system** and data collection used by all partners to **eliminate duplication and streamline the customer experience**. Issues with data sharing/privacy have gotten in the way in the past but this continues to be a challenge for our systems that we should address.

#7. Business Services Reps have Understanding of Economy and are Connected Via Sector Strategies

- We were doing respectable job on this when we had more resources – we **need stronger state system that gets info to us regionally**
- Many of these things we want to see statewide but lot of variance in who has access to resources – **problems with dissemination**
- Would like more inclusive language – not “business services reps” – and ability to share what we learn and know
- Do we anticipate design of our recommendation – what we'd like to see or deadline of what we need in order to be certified?
- Noted that in the past it was common to use **scale of self-assessment where the goal is on one end of continuum and progress towards it is rated by each area/center**. Difficult to actually mandate specific activities when the resources available are different all over the state.

#8. Strategies in place for Serving UI Claimants and One-Stop Staff are Trained and Knowledgeable

- **Cross-trained** in UI - + Commissioner Approved Training (CAT)/Training Benefits (TB)
- Need more effective **integration of Trade Adjustment Assistance (TAA) and Rapid Response (RR)** staff onsite – weren't able to be cross-trained in the past as was sole province of ESD, now under WIOA is different
- Co-located ESD staff at CTCs used to provide UI support services for students but those were de-funded and have mostly been eliminated
- As we look at Alternative Service Delivery – we need to recognize that some are **direct desk side** – not a phone # or PC access – direct link to program info by staff
- **Critical function for adults to develop educational skills** – most of workforce that we have available at this time and in future (due to demographics of less young people coming along in the pipeline) is **working adults** who are non-native speakers – array of strategies to assist both those who need higher levels of assistance and those who can progress independently
- Recurring issue with key word of integration – **how to more effectively integrate one-stop to provide true one-stop services** – processes need to align
- PacMtn WDC has meeting in May with several stakeholders to determine what level they are at and how ready to start integration
- Eric Wolf – also work group of WDCs on Integrated Service Delivery (ISD), daylong conference in early June at WDC level, another component is professional development for staff that needs to occur
- Lot of overlap between groups is occurring, need to define who has what responsibilities and how we can best communicate between groups

#9. Role of All Required Partners in One-Stop has been Defined and Integrated into Service Delivery

- Would be helpful to have Eric give general sense of what is necessary
- Also request to **develop charter and North Star** for this group
- We have the tasks identified by the Steering Committee but could further outline what we intend to achieve