

Creating Synergy across Programs to Put Americans Back to Work

One Great Session in the Integrated Services Track

Presented by the U.S. Departments of Labor, Education, Health and Human Services and Partner Organizations

WIOA Vision of Integrated Services

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2017 WIOA National Convenings

"The purposes of this Act are the following:
(1)To increase access to, and opportunities for, the employment , education, training, and support services that **individuals** need to succeed in the labor market, particularly those with barriers to employment." - *WIOA Sec. 2*

This is accomplished by connecting **all customers** with the **full range of services** available in their communities.

- *Vision for the One-stop Delivery System under WIOA*

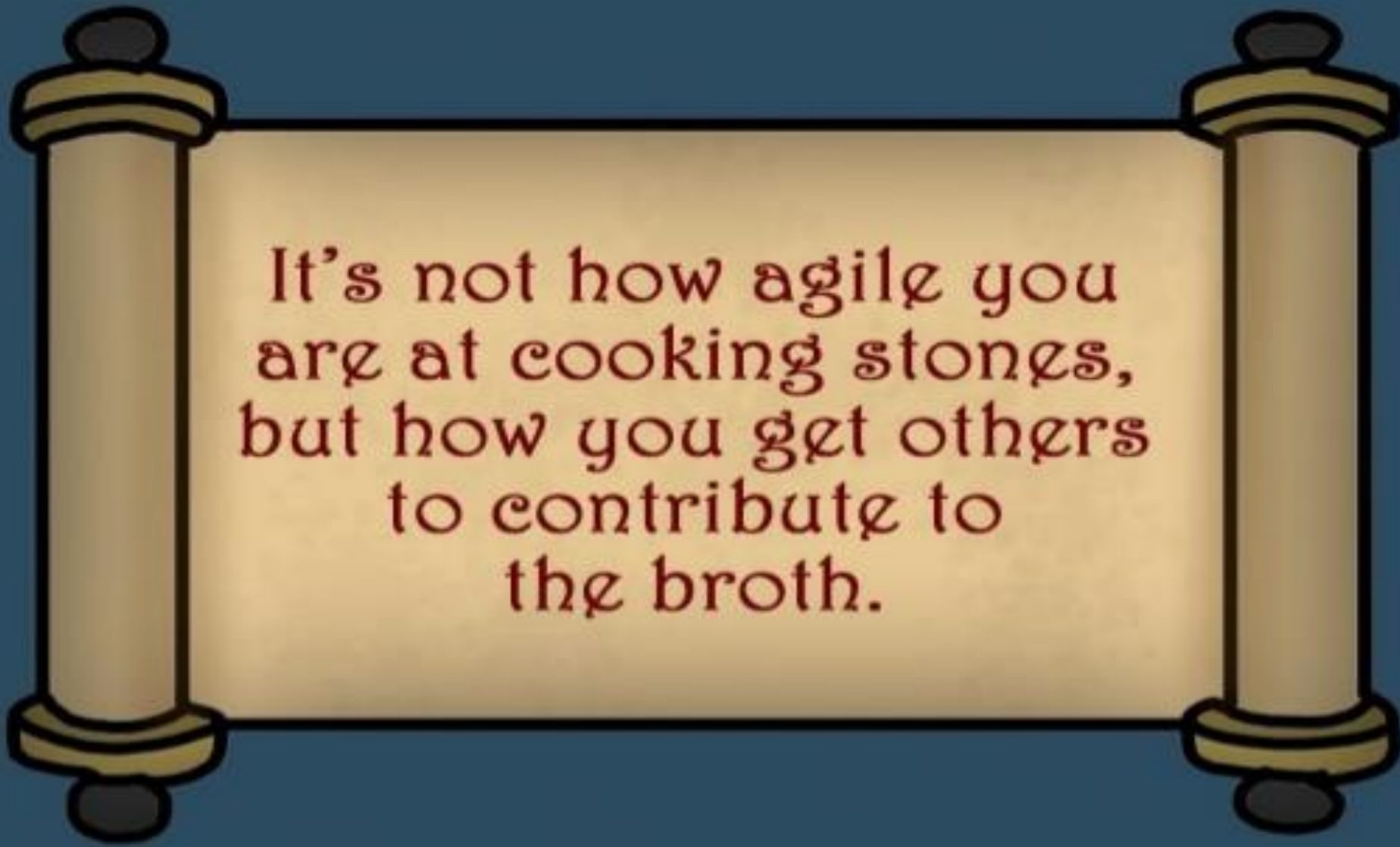
Integrated Services are a Process

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- Accessing the full range of services – the full force of the workforce system
- Making available information about those services and eligibility criteria for them
- Working with each client to individually select the specific combination of services they need to succeed in the labor market, and
- Organizing them in a coherent and seamless way.

Stone Soup: The Ancient Wisdom behind WIOA

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Goals: In the Integrated Services track, we will…

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- Learn about two successful, research-validated **integrated service delivery models** and **technical assistance** to implement them

- Discover an **IT platform** to support integrated services

- Hear from practitioners how they integrate services to serve **youth** and **adults**

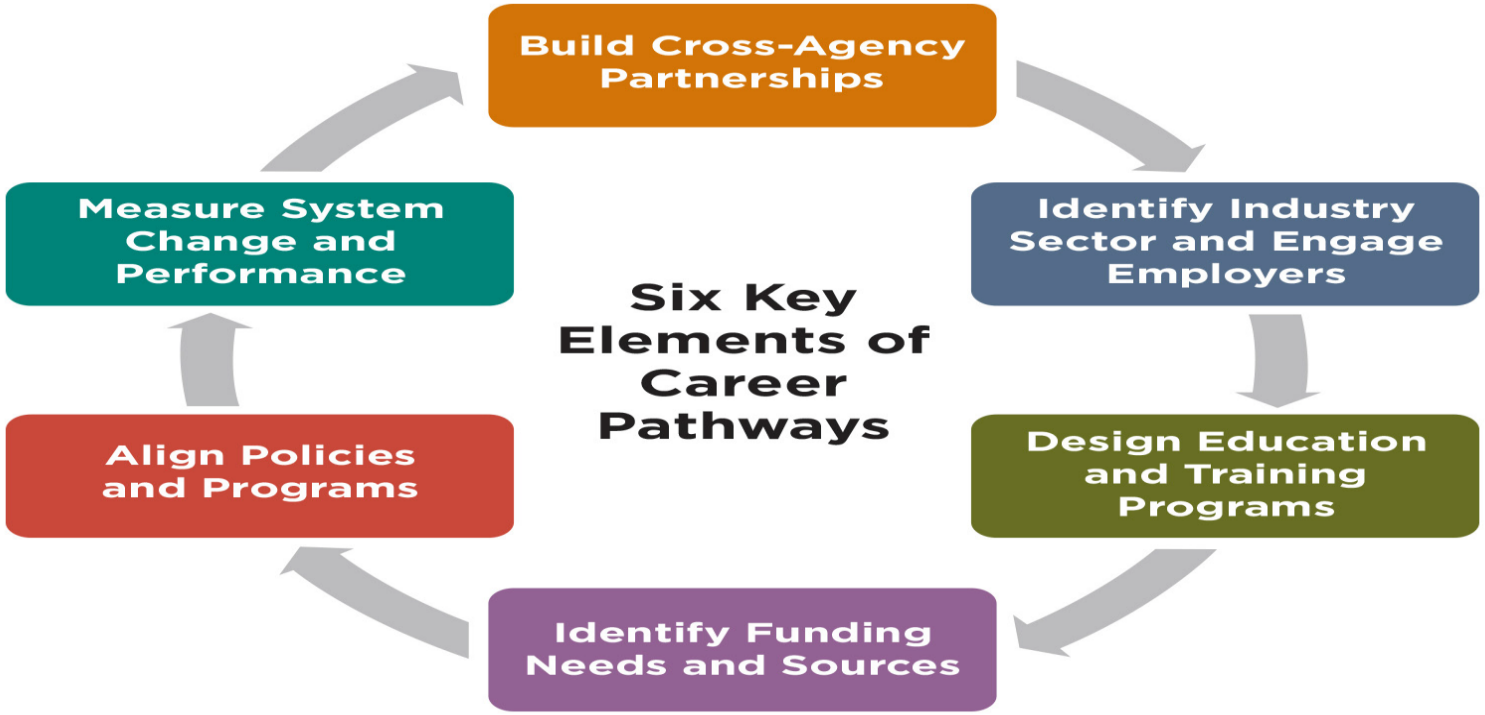


- Discuss how to create synergy across programs to **put Americans to work**

- Hear from practitioners how **community colleges,** can enrich your integrated service delivery

WIOA Models of Integrated Services

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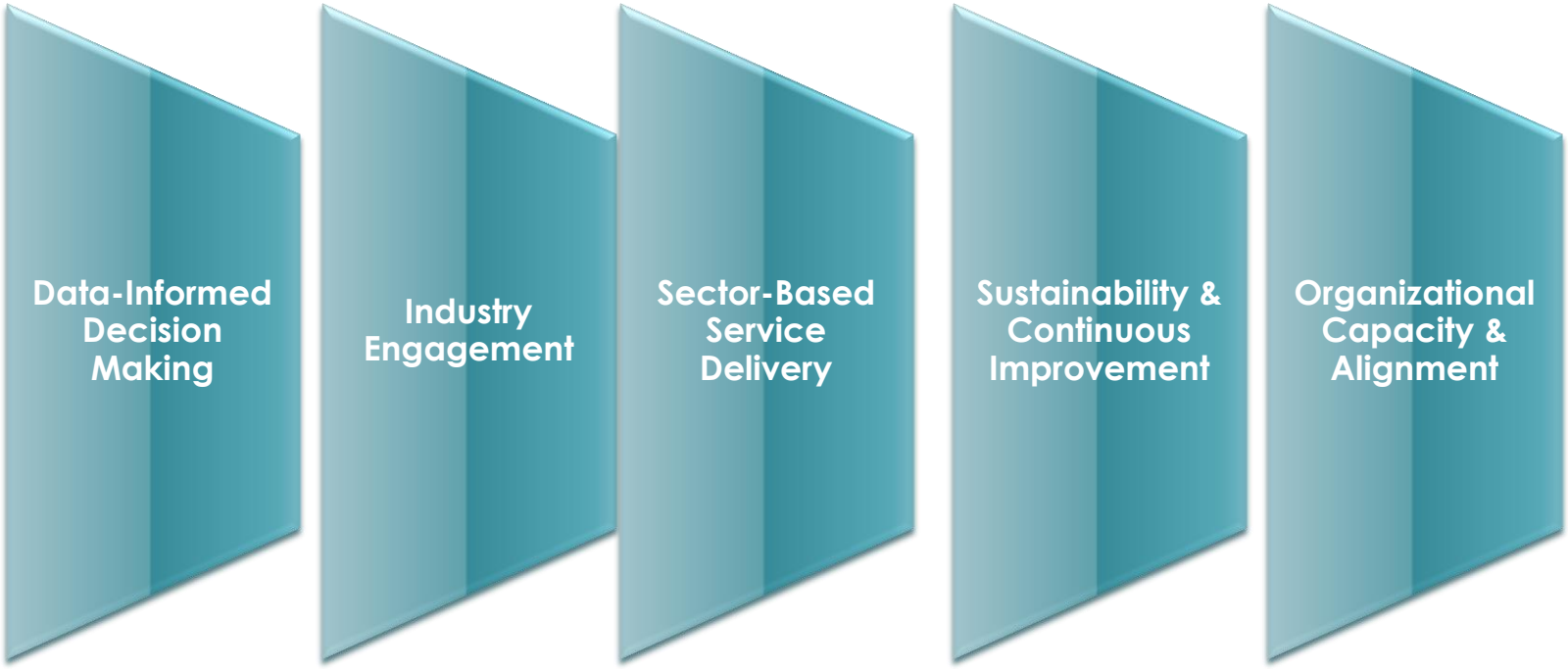


Innovation & Opportunity Network
Implementing WIOA

WIOA Models of Integrated Services

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ETA's Sector Strategies Implementation Framework



Innovation & Opportunity Network
Implementing WIOA

Technology to Support Integrated Services

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- ✓ Share Code
- ✓ Share Example RFPs
- ✓ Grab IT Tools
- ✓ Get Procurement Advice
- ✓ Collaborate on IT Projects

IT Support Center:
Visit www.itsc.org

WORKFORCE CONNECT
Your link to an integrated workforce system

Creating Synergy across Programs to Put Americans Back to Work

Vision: To create a workforce development system in which Americans have full and easy access to WIOA-related programs and services.

Session Roadmap:

- Identify practices and policies that impact synergy.
- Apply principles of career pathways and customer-centered design.
- Provide examples and tools.



Career Pathways Elements

Build Cross-Agency Partnerships

Engage Employers Across Programs

Design Education and Training Programs
- Cross-Train Staff

Align Policies and Programs

Build Cross-Agency Partnerships

Cross-agency leadership teams clarify the roles and responsibilities of each partner and gains high level support from political leaders.

- Changes to culture begin with management.

Integrated service delivery starts with partnerships and is not limited to infrastructure alone.

- Requires effort – does not happen naturally.

Build Cross-Agency Partnerships continued

- Identify potential partners:
  - WIOA Section 121 identifies required partners.
  - Survey other Federal, state, local, nonprofit and private sector.

- Beyond service and program requirements, partnerships are often personal

- Key Elements:
  - Engage cross-agency partners and employers.
  - Establish a shared vision, mission, and customer-centered.
  - Define roles and responsibilities of all partners.
  - Develop a work plan and MOU for the partnership.

Engage Employers Across Programs

A critical component of a job-focused integrated program is a strong relationships with employers at all points on the business lifecycle.

- Talent transfer – connect workers
- Relationships – requires meeting the needs of businesses
- Alignment – align sector strategy and career pathway efforts

Opportunities for Integration: Business Services

- Joint WIOA Final Rule requires the provision of business services through the AJC Network to assist business and industry sectors recruit, retain, and develop talent.
  (20 CFR 678.435; 34 CFR 361.435; and 34 CFR 463.435)

- Some career services, such as labor exchange and labor market information, must be provided to business customers.

- Career and business services are clearly identified but there is flexibility on how they are provided.

Cross-Training Staff

An integrated delivery system must include well-trained staff.

- Focus on changing from a collection of programs delivered in silos to an integrated system supporting real-time decision making.

- Mechanics of cross-training may vary.
  - Method must include a customer-centered approach.

Opportunities for Integration: Career Services

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- Joint WIOA Final Rule requires the provision of career service through the AJC Network .

- Three types:
  1. Basic Career Services—must be provided
  2. Individualized Career Services—must be provided as appropriate and be available in all comprehensive centers
  3. Follow-Up Career Services- provided, as appropriate to Adult and Dislocated worker participants after employment

- Career Service Regulations : 20 CFR 678.430; 34 CFR 361.430; and 34 CFR 463.430.

Align Policies and Programs

Aligned policies and programs help create a seamless service delivery.

- Benefits of Alignment
  - Reduces customer burden and increases staff efficiency
- Examples
  - Common or universal application/intake form
  - Accept assessments completed by other programs
  - Integrate case management systems, accessible by several programs
  - Co-enroll to provide more comprehensive services and training, when appropriate.
- How to Align
  - Leadership identifies individual program needs and commonalities
  - Program leaders develop common protocol for overlapping functions
  - Uniform training on shared functions delivered to all coordinating staff

WIOA Requires States to Align

- Employment and training services for Adults, DW, and Youth, and WP employment services administered by U.S. DOL through formula grants to states.
- Programs for specific vulnerable populations, including the Job Corps, YouthBuild, Indian and Native Americans, and Migrant and Seasonal Farmworkers.
- Adult education and literacy programs and VR State programs that assist individuals with disabilities in obtaining employment administered by the U.S. ED.
- Programs administered by ED and the U.S. HHS.

Opportunities for Integration: Cost Sharing

- In addition to infrastructure costs, partners may share other costs that support the operations of AJCs including:
  - Career Services
  - Initial intake
  - Assessment of needs
  - Appraisal of basic skills
  - Identification of services
  - Referrals to partners
  - Business Services

- Citation: 20 CFR 678.760, 34 CFR; 361.760, and 34 CFR 463.760

Panelists

What's working well?



Scenario



How would you help Cindy Lou…

Cindy's Story…

- Cindy is a 40 year old woman that recently walked into an AJC alone, looking for employment. Her previous employment history includes several part-time jobs.
- She simply cannot find a job that compares to the wages she used to receive in her previous textile job.
- Cindy is not aware of the programs or services offered in the AJC.

Cindy's Story continued…

- Cindy received good grades in high school, attended a semester in a community college, but was unable to complete college due to her work schedule.
- Cindy has limited computer skills, and she is not quite sure what jobs skills she has to offer an employer.
- During the initial intake, Cindy is adamant about finding a job that pays the same as her textile job.

How would you help Cindy?

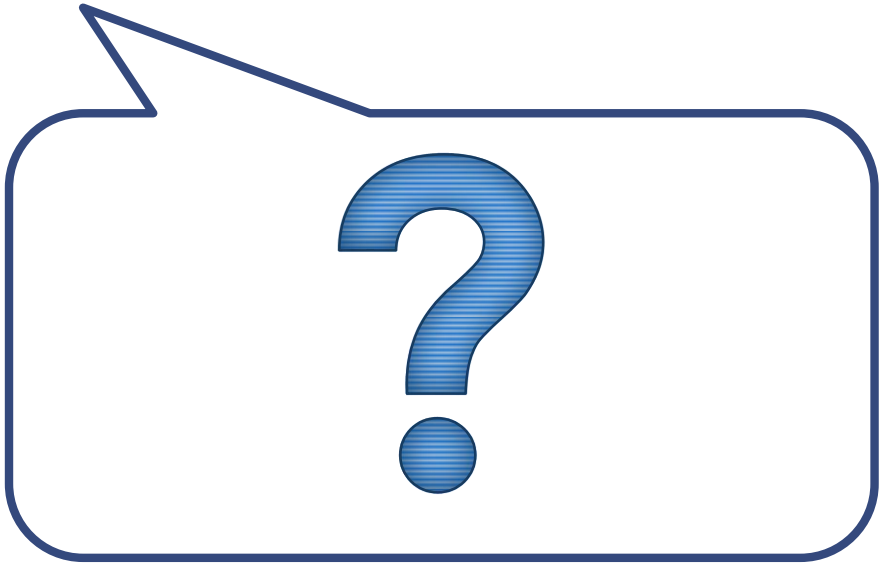
What combination of service would meet Cindy's needs?

Which programs might co-enroll Cindy to provide her those services?

How do you make this combination of services seamless?



Any Questions?



Resources

Workforce GPS - https://www.workforcegps.org/

- Career Pathways Toolkit https://careerpathways.workforcegps.org
- Clearinghouse for Labor Evaluation and Research- http://clear.dol.gov
- Supporting Career Pathways for TANF Recipients- https://www.acf.hhs.gov/ofa/resource/tanf-acf-im-2016-05
- My Reemployment Plan Template- https://rc.workforcegps.org/resources/2016/10/03/05/28/My_Reemployment_Plan

Contact Information

For questions regarding the information in presentation, send an email to:

DOL.WIOA@dol.gov

Integrated Services Track as the subject line.

Thank you!