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Integration and Service Delivery Strategies For Adults

WIA Planning
Guidance

Nature of the Planning Guidance Topics

Reference sections VII and IX of the guidance.

- Integrated Service Delivery Strategies in the broad context of WIA Title I.
- Integrated Service Delivery Strategies in the One-Stop Career System.

Both levels converge at many points thus will be discussed together in this presentation.

1 State leadership (strategic planning, targeted policies and key partnerships)

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2 Leveraging of resources, (state and local collaborations and common goals)

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3 Integrated System

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4 Performance outcomes which meet or exceed negotiated levels of performance

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Different Approaches to Integration

- Stop thinking programmatically
- Collaborative partnerships build integrated service delivery
- Eliminate duplication; gain efficiencies
- Training through the lens of Demand-Driven
- Every consumer must have access to fullest service array possible
- Integrated Business Services
- Services to all populations

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Stop Thinking Programmatically

- State policies and incentives encourage integration.
- Examples of system-wide guidance and communication from state.
- Policies & strategies for organizing staff by function.
- Strategies to use intra-program teams to monitor functions across programs.

Stop Thinking Programmatically (cont.)

- Policies & strategies to move the system towards "Any program = doorway to all."
- Shared Real-Estate and Co-Location
- Fungible Staff and Resources (where possible)
- Co-enrollment policies & strategies.
- Policies & strategies for holding all partners accountable for program outcomes (e.g. implementation of common measures)
- Strategies to take advantage of flexibility provisions in WIA, incl. waivers and Workflex.

Collaborative Partnerships Build Integrated Service Delivery

- Policies & strategies to cast the net wider to include other State & Federal agencies, business and industry, economic development, education and FBO/CBOs (e.g. formalize partnerships through MOUs)
- Customer-centric strategies.
- Description of pooled resources.
- Examples of consolidated functions.
- Strategies for future consolidation.

- Strategies for making rapid intra-program decisions.
- Policies & strategies for sharing accountability for outcomes.
- Strategies to take advantage of flexibility provisions in WIA, incl. waivers and Workflex.

Eliminate Duplication and Gain Efficiencies

- State analyses of all functions and processes to identify and eliminate duplication.
- Policies for holding locals accountable for the same.
- Strategies to consolidate under current law to reduce redundancies in services, staffing, staff development, location, equipment, information systems, technology, supplies forms, technical assistance, etc.
- Strategies to identify savings and to channel into realizing training strategies and goals
- Strategies to take advantage of flexibility provisions in WIA, incl. waivers and Workflex.

Training Through the Lens of Demand-Driven

- Strategies to involve business and industry in training design & delivery to meet business needs. Discussion should address:
 - strategies to clearly target high-growth/high demand jobs;
 - strategies to increase use of Governor's discretionary funds to develop innovative training approaches;
 - strategies to build on BRG High-Growth and Community-Based Job Training Grants.
- Policies & strategies to increase amounts of non-WIA dollars for training through leveraging resources from federal, state, private sector, foundation, other.

Training Through the Lens of Demand Driven (cont.)

- Strategies to “seize” opportunities (within the law) to eliminate barriers to training.
- Strategies for strengthening existing delivery approaches and tools. Discussion should address:
 - strategies to increase use of OJT, customized training and apprenticeships for adults and youth (e.g., partnering with Job Corp);
 - strategies to retool of the Eligible Training Provider list to assure relevant training choices;
 - strategies to increase entrepreneurial training/business start ups.

Give Every Consumer Access to Fullest Possible Service Array

- Strategies to meet the expectation of doubling the number of individuals trained.
- Strategies to leverage resources from other than WIA Title I. Discussion should include:
 - strategies to involve more One-Stop partners;
 - - policies & strategies for co-enrolling customers in TAA, TANF and other programs;
 - strategies to share resources with the education community;
 - strategies to tap more employer-subsidized offerings;
 - strategies to partner with State & local economic development entities.

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Integrated Business Services: Aligned Business Engagement

- State workforce and economic development strategies for business engagement
- Local Board strategies for workforce and economic development
- One-Stop Business Service Delivery

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Integrated One-Stop Business Service Delivery

- Seamless service delivery through One-Stop Centers
- Single point of contact
- Integrated Business Service Units
- Multiple entry points/integrated service
- Targeted solutions-based service delivery

Integrated Business Services (cont.)

- Demand-driven policies and approaches to strategically engage high growth/high demand and economically critical businesses and industries.
- Training strategies that attract, retain, expand and create high growth jobs.
- Strategies for identifying and meeting the diverse workforce needs of business.
- Policies & strategies for increasing use of 15% funds and leveraged dollars for incumbent worker training.

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Integrated Business Services Strategies

- Strengthen Rapid Response as a key entry point to the system for some employers and dislocated workers and businesses.
- Make workforce information user-friendly and widely available to all.
- Draw on the expertise of all partners to provide customized strategies and non-duplicative services.
- Leverage resources to expand scope of offerings.
- Take advantage of flexibility provisions in WIA, incl. waivers and Workflex.

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Policies and Strategies to Serve Targeted Populations

- Ensure the full array of One-Stop services are accessible, seamless and appropriate.
- Involve partners (FBOs & CBOs, etc.) with the expertise necessary to meet customer needs.
- Equip workers with competencies required in high-growth industries, so that they are identified as part of the critical pipeline of workers.
- Promote co-enrollment of Trade Affected Workers.
- Take advantage of flexibility provisions in WIA, incl. waivers and Workflex.