

# Implementing WIOA in Arkansas

July 21-22, 2015  
Little Rock, Arkansas





# Welcome

*Daryl Bassett, Director  
Arkansas Department of Workforce Services*

# Objectives For Event



- A clear understanding of WIOA, including:
  - Need for and benefits of both sector strategies and regional planning
  - Importance of aligning all talent development activities with economic development strategies
  - State, regional and local roles in implementation
- A “plan to plan”



# Message from the Governor

*The Honorable Asa Hutchinson  
Governor of Arkansas*

# Get Ready to “flex!”



- We have a question ... How many workforce professionals can one fit in a Volkswagen?

500?





# Workforce Investment & Opportunity Act: What's New & How This Impacts You

*Rick Maher, President & CEO  
Maher & Maher*

## **ETHICS DISCLAIMER**

“This presentation reflects my (personal) views of the changes implied by WIOA and the actions a proactive workforce system professional may want to consider in preparing for the new Law. It is not reflective of Federal policy nor, in any way, shaped by any specific knowledge thereof.”

# Getting to know you



# A Vision for a Future System...



# Common vision...common goals



Educational  
Systems



Economic  
Development



**Workforce  
System**



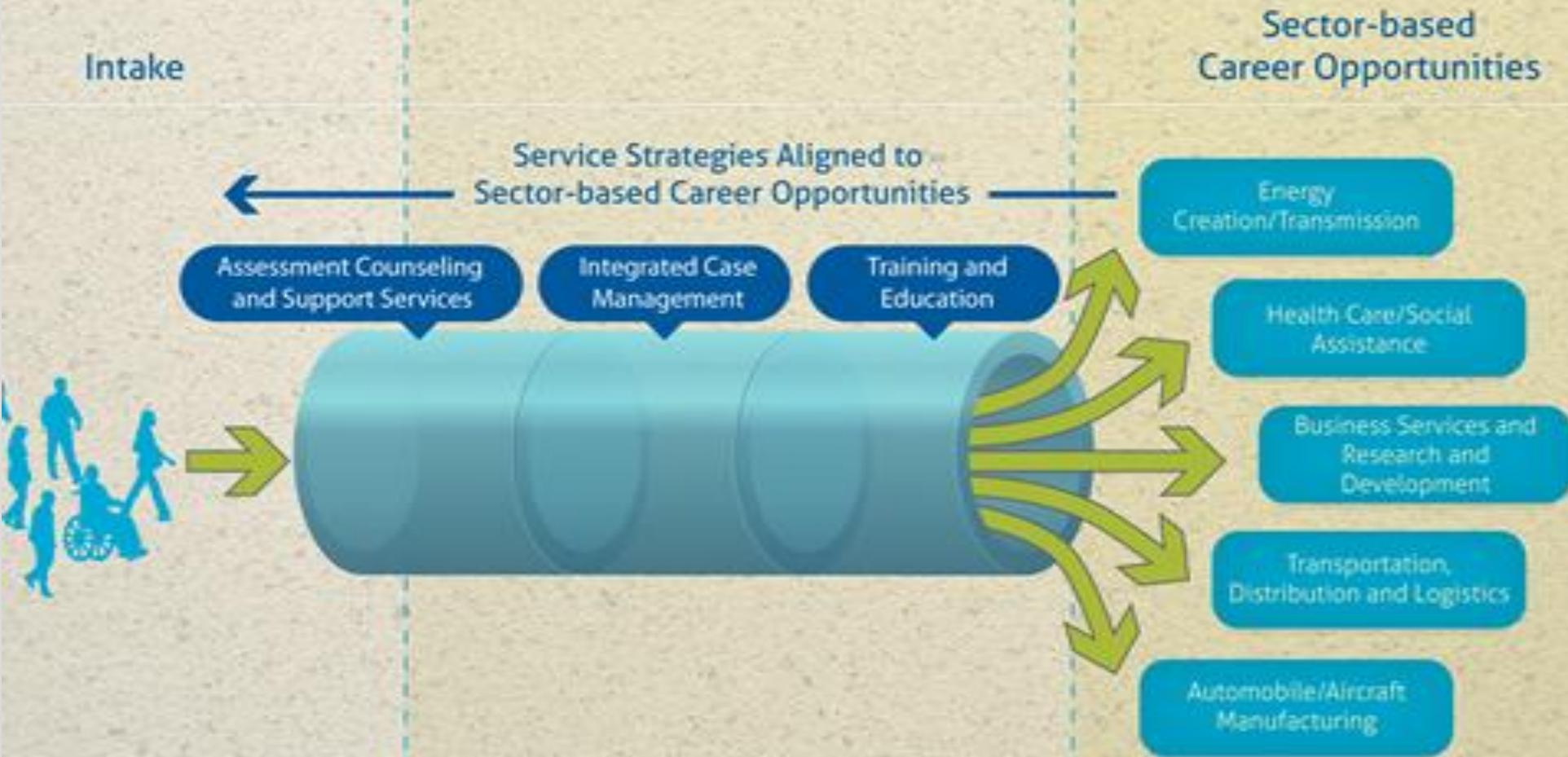
Targeted  
Growth Sectors

The Talent Pipeline – workforce as an asset for regional prosperity

# What might the future look like?

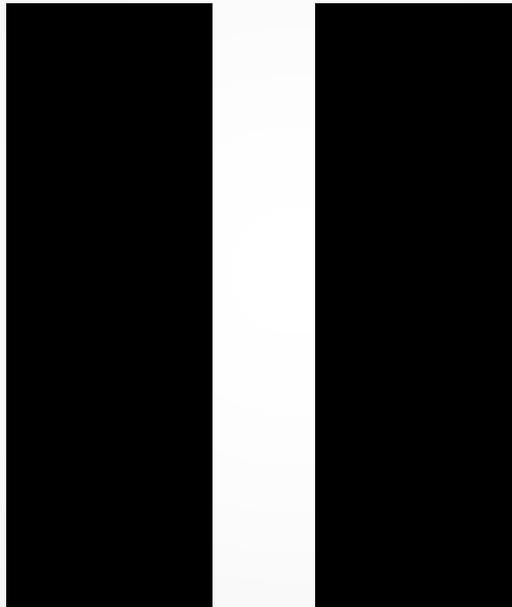


## A WORLD-CLASS TALENT PIPELINE





# Let's Pause Here.



# Priorities of WIOA



# I. Broader & Deeper Partnerships



## The foundation for most of the changes:

- STRATEGIC CHANGES:
  - More Strategic State & Local Boards
  - Unified planning at all levels: State, regional, local
  - Sector Strategy development
- PROGRAMMATIC CHANGES:
  - Industry partnerships
  - Career pathways
  - Integrated service delivery and emphasis on career services rather than employment transactions
  - Unified business services
  - One Stop certification

# Catalyst for Partnerships



- The WF system should be the catalyst to bring together strategic partners and align workforce development, economic development, and education policies and activities
  - Identify targeted high growth industries for ALL to focus on
- Core Partners and Programs
  - Adult program, Dislocated Worker program and Youth program
  - Wagner-Peyser Employment Services
  - Adult Education
  - Vocational Rehabilitation
- Key partners to engage for Sector Strategies:
  - K-12 Education System
  - Economic Development Entities
  - Community College System
  - Focus industry employers
- Memoranda of Understanding (MOUs) that clearly delineate agreements

# Required and Optional Partners



- In addition to the core programs, WIOA identifies the following required One-Stop system partner programs:
  - Career and Technical Education (Perkins Act)
  - Community Services Block Grant
  - Indian and Native American Programs
  - HUD Employment and Training Programs
  - Job Corps
  - Local Veterans' Employment Representatives and Disabled Veterans' Outreach Program
  - National Farmworker Jobs Program
  - Second Chance Act programs (reintegration of ex-offenders)
  - Senior Community Service Employment Program
  - TANF (under WIOA Governor can waive requirement)
  - Trade Adjustment Assistance Programs
  - Unemployment Compensation Programs
  - YouthBuild

## II. Strategic State & Local Boards



- State and local workforce boards are smaller, more agile strategic boards in partnership with governors and chief elected officials; must fully engage all WF system stakeholders
- They facilitate public- private partnerships; and support sector strategies and career pathways
- Business-led Boards with a majority of employers – Engaged in training in in-demand occupations, in growing industries
- Board responsibilities to help achieve the state’s strategic vision and goals
  - Engaging employers, especially in sector strategies
  - Developing career pathways
  - Strengthening connections between core programs
  - Promoting proven and promising practices
  - Effectively using technology

# STATE Boards



- Focus on continuous improvement of the One-Stop delivery system
- Develop a One-Stop certification process
- Develop and implement:
  - State Plan & performance measures
  - Aligned policy to support sector strategies and career pathways
- Identify statewide focus industries

# LOCAL Boards



- Align systems and ensure effective operations across workforce programs
- Develop regional and local plans
- Designate One Stop operators
- Take the lead in career pathways development
- Promote industry and sector partnerships

# III. Sector Strategies & Career Pathways



- WIOA significantly broadens allowable statewide activities to include: **sector and industry cluster strategies** and **career pathway programs**.
- State and Local boards both charged with developing, designing, planning for and promoting Industry Partnerships

# IV. Regionalism



- The Workforce System Supports Strong Regional Economies - All education and training investments must be aligned to regional economic growth strategies and focus industries
- Governors identify regions within their state
- Regional plan must include:
  - Analyses of regional labor market information
  - Development of sector initiatives for the region
  - Establishment of a regional service strategy
  - Coordination of supportive services
  - Possible establishment of administrative cost arrangements
- The regional plan incorporates individual local plans within the planning region

# State, Regional, and Local Plans



## State Plan:

Establishes policy and designates planning regions



## Regional Plan:

Coordinates regional service strategies, regional sector initiatives, analysis of regional labor market data, admin costs, coordination with regional economic development, etc.



## Local Plan:

Must align to regional plan, focuses on how services will be delivered

# V. Service Value and Integration



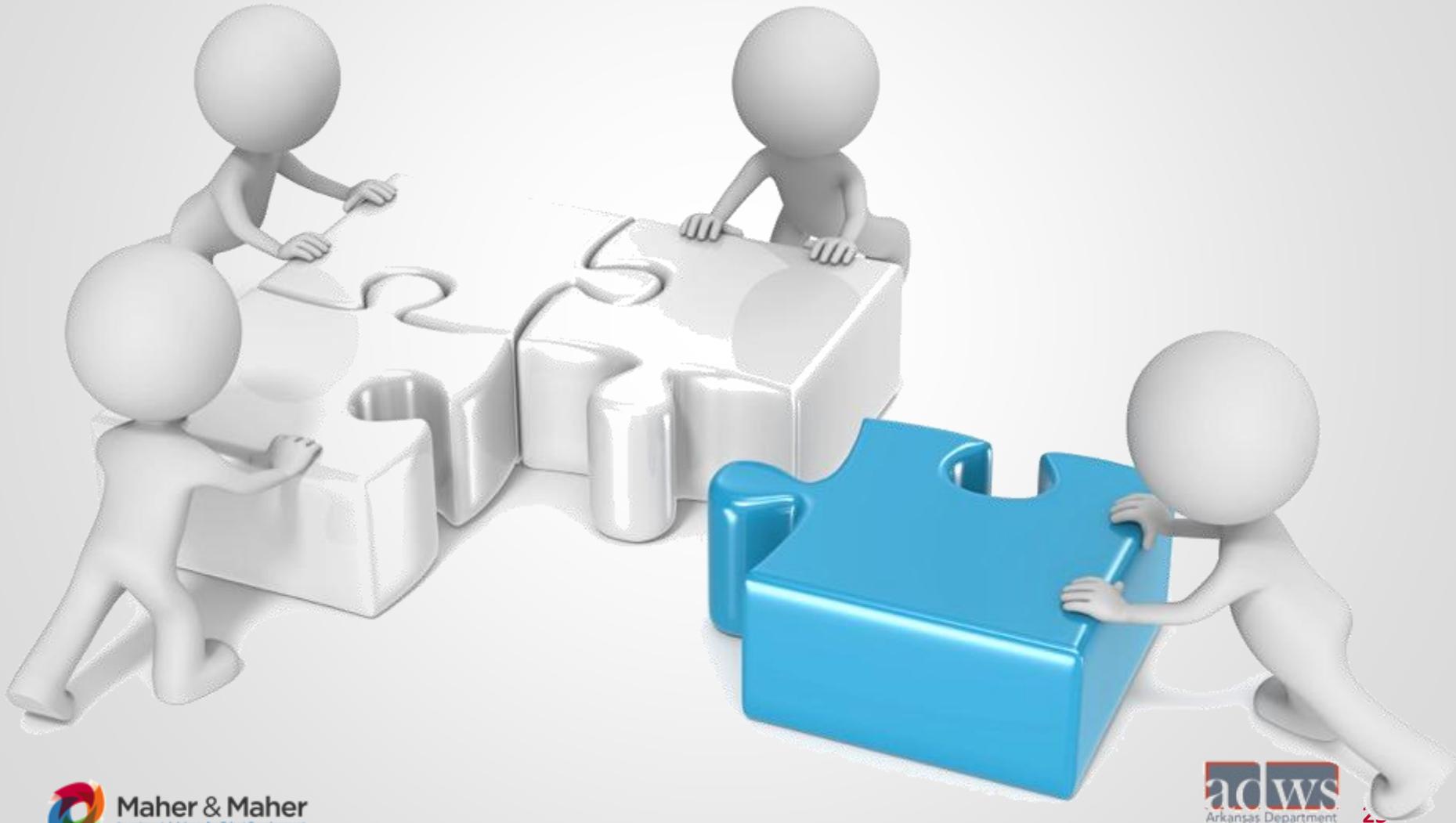
- **WIOA collapses intensive and core services** into the single category of “career services.”
- Emphasizes use of best practices, including:
  - Industry/sector partnerships: SS and CP
  - Work-Based Learning
  - Increased focus on the attainment of industry-recognized certificates and credentials linked to in-demand occupations
  - Emphasizes helping job seekers understand and access the steps along their career pathway

# Integration of Services



- States and local areas encouraged to improve customer service and program management by **integrating intake, case management, and reporting systems.**
- **Employment services** are required to be co-located with One-Stops, and **TANF** is now a required partner.
- **UI services to be provided through the one-stop delivery system** include both information and assistance in claims filing.
- Requires State Boards to focus on continuous improvement of the One-Stop delivery system and develop a **One-Stop certification process.**

# What exactly is “integration?”



# Integration Defined ...



Integration [in-ti-grey-shuh n]; noun.

“an act or instance of combining into an integral whole.”

**Integration of services** – aligning services across multiple service delivery systems/partners through a unified plan, and performance outcomes in all core programs, including especially Title I of the Rehabilitation Act, Wagner-Peyser ES and Adult Ed

~ *Source: Dictionary.com*

# “Service Integration”



“to **facilitate collaboration among community partners** to provide **coordinated resources** and information for individuals and families. We are agency and community partners **expediting solutions** by matching resources to clearly defined needs, while **avoiding duplication of service.**”

~ *Polk County, Oregon Department of Health & Human Services*

<http://www.co.polk.or.us/fco/si/service-integration>

# Why Integrate? Why Now?



- Better leverage limited resources
- Extend limited resources of professional staff to assist “targeted” populations in WIOA
- Improve outcomes and measures
- It’s the law.
- Be the BEST you can be!
- Increased Customer Value



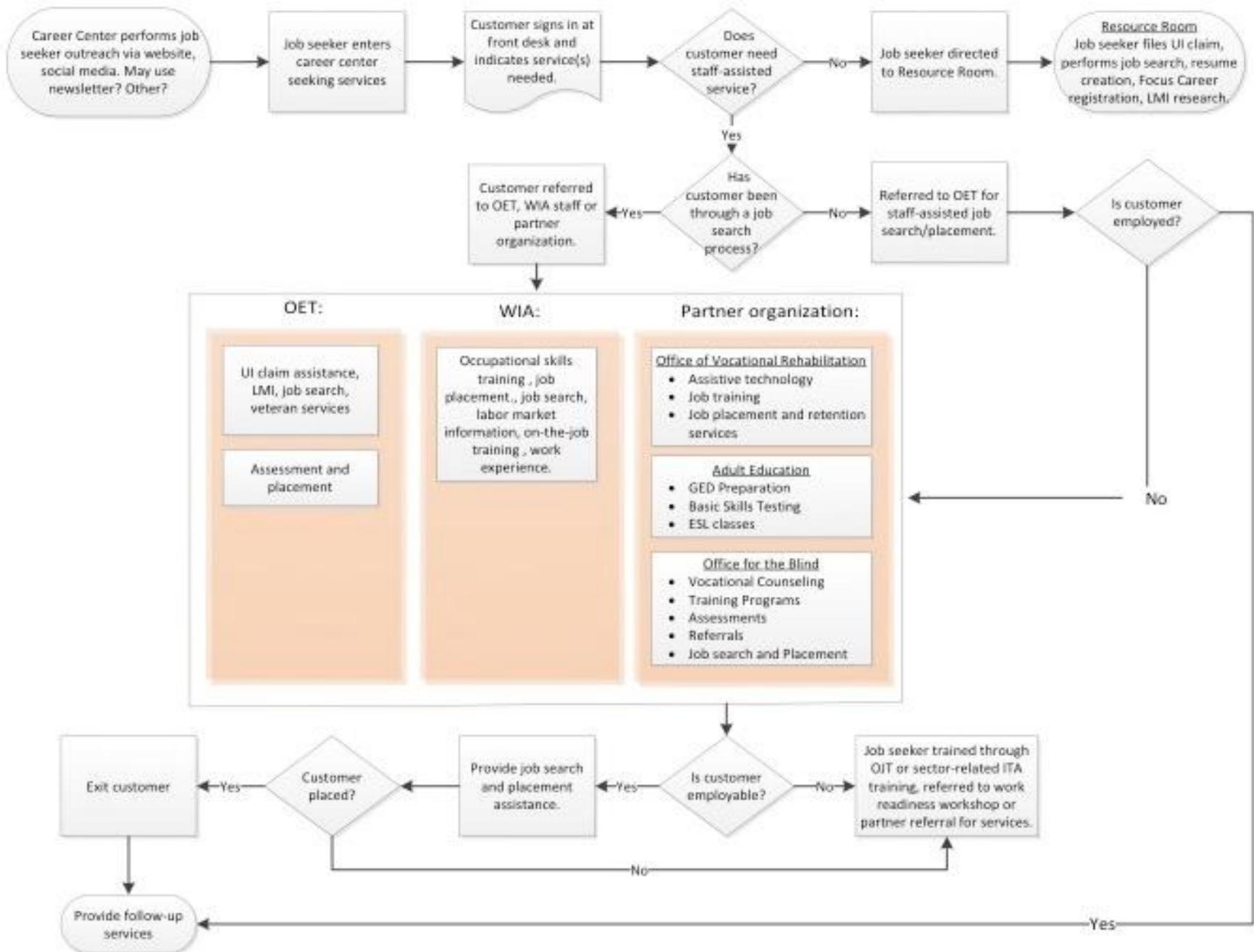
# What's the "As Is?"



- Look at the following “as is” map of a One Stop service delivery process
  - Follow the customer through their “journey”
  - Now consider the key elements of WIOA ...
- What “problems” do you see (as a customer)?
  - What steps need to change?
  - Why?
  - How might you improve customer value?



# Generalized Job Seeker Customer Flow



# Improving Integration



## ***“As is” Process***

- Customer flow
- What/how are services provided?
- How is technology used?

## ***Define Problem Statement***

- What adds customer value?
- What does NOT?
- What is the root cause?

## ***Define “Can be” solutions***

- How close to the “ideal” can we get?

## ***Define “should-be solutions***

- How should work change in the future?
- How can we add value?
- How can we maximize technology?

## ***Recommend solutions to management***

- How can we implement change?
- What support (training) is needed?
- Who is responsible?
- How can we maximize technology?

## ***Implement approved recommendations***

- Measure customer value
- Continuously improve

# Integrated Business Services



# Employer Perspectives



- Understand our talent needs at the competency level and provide screened and skilled workers that are well-matched to our needs
- Deliver solutions, not programs and processes
- Be consistent and dependable and deliver on promises
- Demonstrate that you (as a unified system) understand the environment that employers operate in today
- Define career pathways that fuel our talent pipeline
- Anticipate and understand our talent supply chain needs (ability to quantify employers' talent supply chain needs)
- Be agile and responsive: Employers need solutions immediately, not in weeks or months
- Add value for us and deliver results
- Provide a single/primary point of contact; employers don't want to be contacted multiple times by different partner entities
- Public partners need to align their strategies and activities

# Unified Business Service Framework

(Ideal Vision Snapshot)



## *Strategic Aspects*

1. Organizational Structure (C-Level Industry Partnership Teams)
2. Sectoral Alignment
3. Quantitative talent supply chain
4. Management of Business Intelligence
5. Policy and Funding Alignment
6. Curriculum Alignment & Sharing
7. Accountability and Performance Measurement

## ***Operational Aspects***

***(“Concierge Service” Delivery)***

- Relationship Manager assigned for each key client
- Staff BST; cross-trained and focused on sectors
- Implement metrics for performance to quantified pipeline needs (Career Centers; community college capacity)
- implement common CRM to manage business intelligence
- Prioritize services (through policy) to targeted sectors
- Rapid, competency-based curriculum solutions – increased access and response through sharing agreements
- Define success metrics for each partner and publish results at least quarterly

# Unified Business Services

## Operational Aspects



- Relationship Manager assigned for each key client
- Staff BSRs; cross-trained, focused on sectors, “total quality culture”
- Implement metrics for performance to quantified pipeline needs (Career Centers; community college capacity)
- Implement common CRM to manage business intelligence
- Prioritize services (through policy) to targeted sectors
- Rapid, competency-based curriculum solutions – increased access and response through sharing agreements
- Define success metrics for each partner and publish results at least quarterly

# VI. Focus on Competition and Quality



- Requires 6 Core Partners in the One-Stop Centers sharing costs and coordinating service delivery
  - Adult Program
  - Dislocated Worker Program
  - Youth Program
  - Wagner-Peyser Employment Services
  - Adult Education
  - Vocational Rehabilitation
- Aligns performance measures and goals across Core Partners
  - Employment Rate (adults)
  - Employment or placement in education or training rate (youth)
  - Earnings after exit (all programs)
  - Credential Attainment (all programs but Wagner-Peyser)
  - Measurable Skill Gains (all programs but Wagner-Peyser)
  - Effectiveness in Serving Employers (all programs)
- Boards choose One Stop Operators competitively
- Transparent Eligible Training Provider List

# Memorandum of Understanding (MOU) & Infrastructure Funding



## Local Boards Negotiate a MOU with every One-Stop Partner

- The MOU will describe:
  - Services provided and coordinated through the One-Stop system.
  - Funding of shared services and infrastructure costs.
  - Referral methods between partners and One-Stop operators.
- MOUs will be reviewed every 3 years.
- If a Local Board is unable to reach agreement, the Governor determines how much each partner will contribute within certain caps.

# Large Group Q & A





# Luncheon and Presentation



## Panel Discussion: Workforce Development Efforts in Arkansas

*Daryl Bassett, Director, Arkansas Dept. of Workforce Services*

*Dr. Brett Powell, Director, Arkansas Dept. of Higher Education*

*Dr. Charisse Childers, Director, Arkansas Dept. of Career Education*

*Kyla Waters, Director, Arkansas Community Colleges Center for Workforce*

*Steve Sparks, Division Director of Existing Business Resources, Arkansas Economic Development Commission*



# Introduction to Breakout Sessions

*Rick Maher, President & CEO, Maher & Maher*

# Facilitated Session 1: Self Assessment of LWIB Areas

# Directions for Breakout Session 1



- Complete the self assessment
- How did you rate your area on each WIOA theme?
- What is your “AS IS” condition?
- Prioritize areas of opportunity
- Now, 3 groups will leave to go to breakout room:
  - Central: Go to Riverside E
  - City of Little Rock: Go to Riverside W
  - West Central: Go to Palisades



# Session 1 Touchpoint

*Rick Maher, President & CEO, Maher & Maher*

# Adjourn for the Day

# Welcome to Day 2: Implementing WIOA in Arkansas





# Debrief Day 1 & Prep for the Day

*Rick Maher, President & CEO, Maher & Maher*

# Facilitated Session 2: Key WIOA Elements/Changes

# Directions for Breakout Session 2



- Discuss each theme:
  - **Broader and Deeper Partnerships**
  - **More Strategic State & Local Boards**
  - **Regionalism**
- What are strengths and areas of opportunity for each theme?
- Prioritize areas of opportunity
- Outcome of this session:
  - Critical themes and opportunities for development
  - 3-5 actions for each of the three WIOA themes

# Directions for Breakout Session 2



- West Central in Palisades
- Northwest in Riverside West
- Southwest in Riverside East

# Break

# Facilitated Session 3: Key WIOA Elements/Changes

# Directions for Breakout Session 3



- Discuss each theme:
  - **Sector Strategies & Career Pathways**
  - **Service Value & Integration**
  - **Focus on Competition & Quality**
- What are strengths and areas of opportunity for each theme?
- Prioritize areas of opportunity
- Outcome of this session:
  - Critical themes and opportunities for development
  - 3-5 actions for each of the three WIOA themes

# Directions for Breakout Session 3



- West Central in Palisades
- Northwest in Riverside West
- Southwest in Riverside East



# Session 2 & 3 Report Out

*Rick Maher, President & CEO, Maher & Maher*

# Directions for Report Out



- Each LWIB area has 3 minutes to report out
- Share biggest strength and greatest area of opportunity identified by your team



# Session 2 & 3 Wrap Up

*Rick Maher, President & CEO, Maher & Maher*



# Lunch by WIOA Topic

# Lunch Topics by Table



- Tables 1-5 – Partnership
- Tables 6-10 – LWIB Boards
- Tables 11-15 – Regionalism
- Tables 16-20 – One Stop Integration
- Tables 21-25 – Industry Engagement
- Tables 26-30 – Customer Centered Service Delivery
- Tables 31-35 – Sector Strategies
- Tables 36-40 – Career Pathways
- Tables 41-45 – Target Industries Identification
- Tables 46-50 – Eligible Trainer Provider Lists

# Facilitated Session 4: Create “Plan to Plan”

# Directions for Breakout Session 4



- For each WIOA theme:
  - Areas of opportunity
  - Action items
  - Target dates for action
  - Technical assistance needed
- Remember: Make your plan to plan actionable!



# Session 4 Report Out

*Rick Maher, President & CEO, Maher & Maher*

# Directions for Report Out



- Each LWIB area has 5 minutes to report out
- Summarize your action plan





# Conclusions & Next Steps

*Rick Maher, President & CEO, Maher & Maher  
Daryl Bassett, Director, Arkansas Department  
of Workforce Services*

# Follow Up



- [www.dws.arkansas.gov/wioa.htm](http://www.dws.arkansas.gov/wioa.htm)
  - PowerPoint Slides
  - Handouts from all sessions
  - Report of input received during meeting
- List of attendees will be emailed to everyone

# Thank You!



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