

Workforce Training and Education Coordinating Board WorkSource Integration Project

Joint Committee Meeting

October 31, 2017

Meeting Agenda

1. Introductions

- Community Attributes Inc.
- Phippen Consulting

2. Project Timeline and Schedule

- Overview of project timeline
- Project milestones

3. Project Approach and Progress

- Project approach
- Current status

About Community Attributes



- Based in downtown Seattle, CAI currently employs 20 people
- Expertise
 - Surveys and market research
 - In-depth interviews
 - Focus groups
 - Stakeholder surveys
 - Data analysis & business intelligence
 - Big data solutions
 - Database design & management
 - Economics
 - Employment and workforce assessments
 - Occupational forecasts
 - Industry cluster studies
 - Development and land use planning
 - Cartography and GIS

About Community Attributes

- Past projects and clients
 - WorkForce Central – Pierce County Skills Gap Analysis
 - Swedish Hospital/Providence Health Systems – Swedish Market Analysis Reporting Tool (SMART)
 - Bill & Melinda Gates Foundation – Global Libraries Atlas
 - Workforce Development Council of Seattle-King County – Talent Pipelines
 - Workforce Development Council of Seattle-King County – State of the Workforce Online Report
 - Spokane Area Workforce Development Council – Healthcare Industry Cluster Analysis and Future Workforce Planning

CAI Project Team

- Michaela Jellicoe, Economics Analyst and Project Manager
 - Project manager
 - Economic analyst with experience in stakeholder outreach and workforce analysis
 - Extensive data collection and analysis experience
 - Support all aspects of project approach
- Robert Douglas, Data Systems Technology & Database Manager
 - Data management expert
 - Lead data analysis and database analysis
 - Support data collection, outreach and report development
- Diana Haring, Data & Development Manager
- Carrie Schaden, Data Systems Analyst

About Phippen Consulting

- Established in 2012
- Led by Ed Phippen
 - 20 years of workforce development experience
 - Expert in program design, research, evaluation and grant writing
 - Worked at Seattle-King County Workforce Development Council (2000-2004)
 - Worked at Washington State Hospital Association (2004-2012)

About Phippen Consulting

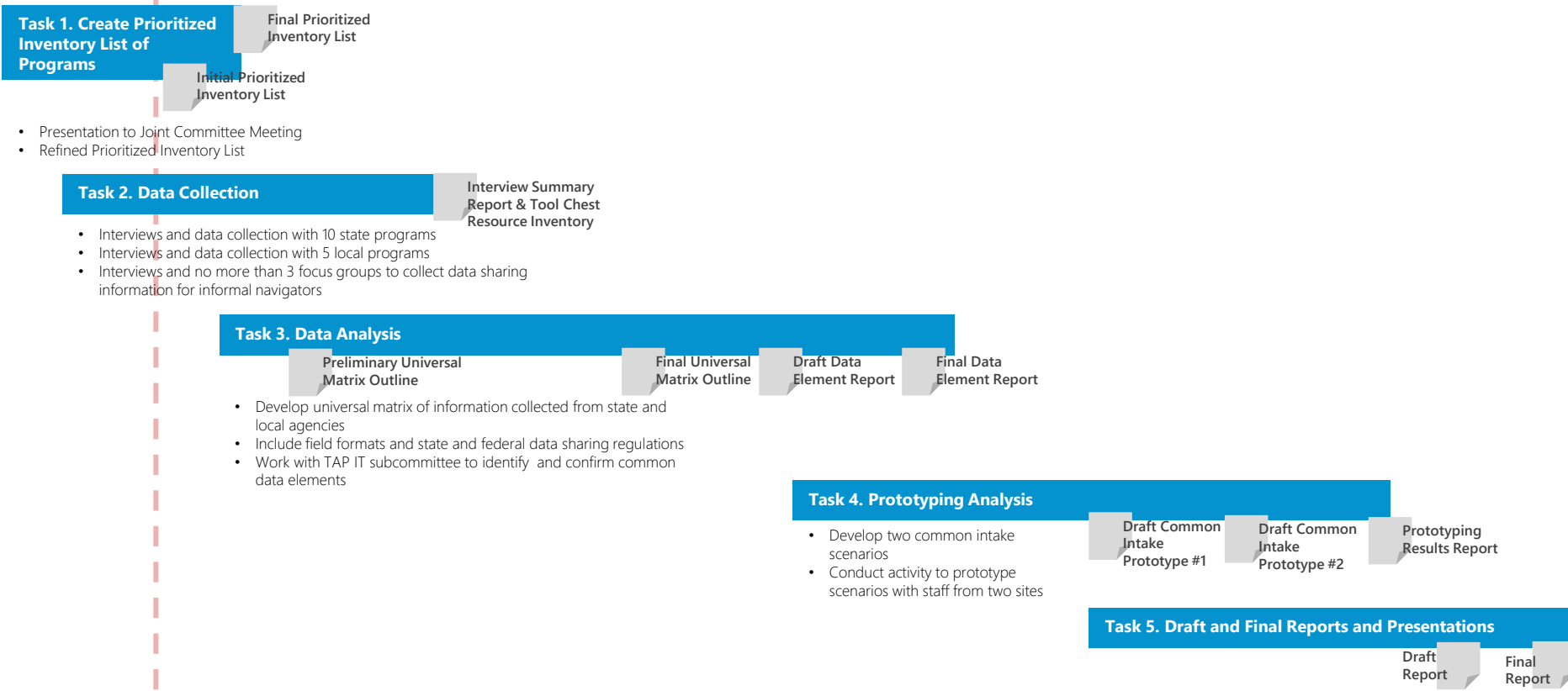
- Past clients and projects
 - Workforce Central – Pierce County Sector Strategy and Skills Gap Analysis
 - Shoreline College – Program Reviews
 - Seattle University – Adult Education Market Research
 - Seattle Jobs Initiative – Program Design and Training

Project Overview

- October 1, 2017 through July 31, 2018
- Research common intake data collected by selected state and local programs at WorkSource Centers
- Create a common intake form for WorkSource Centers
- Collect best practices and tools to help WorkSource employees and clients navigate the system

Project Schedule

October					November				December				January				February				March				April				May				June				July						
2	9	16	23	30	6	13	20	27	4	11	18	25	1	8	15	22	29	5	12	19	26	5	12	19	26	2	9	16	23	30	7	14	21	28	4	11	18	25	2	9	16	23	30



- 1 Kick-Off Meeting October 2
- 2 Joint Committee Meeting October 31
- 3 & 4 Presentations TBD

Project Milestones

Month	Deliverables and Milestones
October	<ul style="list-style-type: none">• Presentation to Joint Committee Meeting (October 31)• First draft of refined prioritized inventory list
November	<ul style="list-style-type: none">• Finalized prioritized inventory list• Preliminary universal matrix outline
December	<ul style="list-style-type: none">• Summary report of interviews/surveys across various locations• Inventory of "tool chest" resources
January	<ul style="list-style-type: none">• Final universal matrix outline
February	<ul style="list-style-type: none">• Draft report on data elements identified in Task 3
March	<ul style="list-style-type: none">• Final report on data elements identified in Task 3
April	<ul style="list-style-type: none">• Draft common intake prototype #1
May	<ul style="list-style-type: none">• Draft common intake prototype #2
June	<ul style="list-style-type: none">• Prototyping results report
July	<ul style="list-style-type: none">• Draft and final reports• Up to two in-person presentations

Project Approach

- Inventory List of Agencies and Programs
 - Work with WTB to develop initial list of agencies and programs
 - Use preliminary outreach to determine prioritization
 - Prioritize full outreach based on list of agencies and programs at WorkSource Centers
- Data Collection
 - Outreach to 10 state programs
 - Outreach to 5 local programs
 - Collect data through interviews and no more than 3 local focus groups
 - Determine data collected regarding intake, assessment, eligibility, enrollment and service plans
 - Collect information on the navigational tools and best practices being deployed by WorkSource employees
 - Determine needs for WorkSource employees to help clients navigate through the system, tools that could be useful in a navigational tool chest

Project Approach

- Data analysis
 - Develop matrix of all data collected including formats and agency or program collecting the data
 - Identify any field formatting conflicts among data collected across agencies and programs
 - Identify any regulations that may inhibit data exchange
- Prototyping
 - Develop two prototype scenarios
 - Test each scenario at two WorkSource Centers
- Final report and presentations
 - Develop report summarizing all findings
 - Present to committees at up to two in-person meetings

Current Status

- Contract was signed week of October 23, 2017
- Working with WTB to develop list of state programs and determine priority for these programs
- Initial outreach to state programs
 - Identify main contact(s) at each program
 - Identify proper data expert at each program
 - Scope the data, formats and systems used at each program
 - Collect any paper forms used
 - Use findings to help determine priority level for each program in conducting deeper outreach efforts

Current Status

- Identify local sites for outreach
 - Outreach to Washington Workforce Association
 - Determine best method for reaching out to local WorkSource locations
 - Discuss potential for survey to membership at December WWA meeting
 - Determine programs available at each site
 - Identify local providers who are informal system navigators

Discussion and Q&A
