

Workforce Board Consent Agenda Item TAP Implementation Committee Charter Updates

PRESENTER NAME: N/A

BOARD MEETING DATE: 9/13/2017

BOARD MEMBER SPONSOR NAME: N/A

DISCUSSION TIME ALLOTTED: n/a

<p>ISSUE/SITUATION: Be concise - 1 or 2 sentences that get to the heart of the situation, problem or opportunity being addressed.</p>	<p>THE ISSUE/OPPORTUNITY IS: TAP Implementation Committees have organized their work around charters setting forth deliverables, project timelines, and other relevant information on the committee. Following initial approval of charters in September 2016, committees were given leeway to refine their charters and propose new project timelines, subject to the Board's approval.</p>
<p>TAP STRATEGIC PRIORITY: Which TAP strategic priority or priorities does this recommendation support? Can you tie to specific goals and objectives in TAP? Briefly describe these connections. If the connection is unclear, describe why this is of consequence to the Workforce Board and/or workforce system.</p>	<p>SUPPORTS TAP STRATEGIC PRIORITY: Committee charters set forth implementation committee priorities and activities, tied back to each committee's assigned TAP goals.</p>
<p>POTENTIAL IMPACT: Effect on people, businesses, communities. What is better or different from other existing strategies?</p>	<p>IT IS SIGNIFICANT BECAUSE: N/A</p>
<p>OPTIMAL NEXT STEPS: What do you really want to happen as a result of this discussion with the Workforce Board?</p>	<p>MY IDEAL OUTCOME OF THIS DISCUSSION IS: The Board approves charters as amended.</p>
<p>BACKGROUND: Short history of how this recommendation came to be. What has been tried, to what result? What evidence exists to support this recommendation?</p>	<p>RELEVANT BACKGROUND INFORMATION: TAP Implementation Committees were formally established by the Board at their September 2016 meeting, where implementation committee charters and leadership were initially approved. Thereafter, amendments to implementation committee charters have proceeded during the TAP Implementation Update section of each Board meeting. Staff was guided by the Board to submit charter amendments as part of a Consent Agenda at future meetings.</p> <p>This meeting, four committees have amended charters for the Board's consideration, reflecting the adoption of TAP Accelerator projects, milestones</p>

	<p>towards completion, and expected deliverables: Common Intake, Integrated Service Delivery, Performance Accountability and Data Sharing, Barrier and Access Solutions.</p> <p>All amended charters are attached to this consent agenda item; changes to charters have been annotated with Comment Bubbles, giving Board members detail on the nature of the committee’s amendments.</p> <p>Follow-up questions may be directed to staff.</p> <p>Possible Motion: That the Board approves the consent agenda.</p>
<p>STAKEHOLDER ENGAGEMENT, PROS AND CONS: Which stakeholders have been engaged in the development of this recommendation? What are the pros and cons of this recommendation? According to whom (which stakeholder groups)? Are there viable alternatives to consider?</p>	<p>STAKEHOLDERS HAVE PROVIDED INPUT AND THEY THINK: Committee charter amendments have been developed by implementation committee chairs and staff in consultation with their committees.</p>
<p>FINANCIAL ANALYSIS AND IMPACT: What will it cost to enact this recommendation? What resources will be used? Are new resources required? How much? Where will existing or new resources come from? Are there savings to be gained from this investment? Over what period? Are there other returns on investment to consider?</p>	<p>THE COST AND RESOURCE NEEDS OF THIS RECOMMENDATION ARE: N/A</p>
<p>RECOMMENDATION AND NEXT STEPS: What specific result do you want from the Board? Is this recommendation for discussion or action? If for discussion, will action be required at a later date? What next steps are expected after this discussion?</p>	<p>THE RECOMMENDATION AND/OR REQUESTED ACTION IS: That the Board approves the TAP Implementation committee charters as amended.</p>

Project Name: TAP Implementation Committee on Common Intake Process/Data Sharing Sponsor: Workforce Training and Education Coordinating Board (Workforce Board) Project Leaders: David Stillman / Cynthia Wilson

MISSION STATEMENT

Develop an intake process that complies with the Workforce Innovation and Opportunity Act (WIOA) to eliminate redundant assessment and streamlines customer experience.

DEFINITIONS

Intake: Intake is considered the initial point of contact with potential customers. During this time, data is collected that may be redundant across partner agencies. Such redundant information may include:

- Identification
- Demographics
- Socio-economic data as it relates to thresholds of program eligibility

Assessments: Assessments are those diagnostic tools used to determine or refine determinations of program eligibility, workplace readiness, certification, level of attainment of specific skills or training etc.

Consensus: For the purposes of discussions among participants in this committee, this will be the term used for identifying general agreement on topics. Not exclusively majority rule or other quantitative limits of expressed agreement. The vagueness of this definition is necessary as the ideas surrounding common intake evolve and may become more restrictive as the group desires.

BACKGROUND

The WIOA anticipates and emphasizes a seamless integration of partner services that will require substantial strategic, operational, infrastructure, and customer service considerations. The December 9, 2015 DOL statement of what to include in a state plan for WIOA, it explicitly calls for the state to:

... draft policies that will support the implementation of the state's strategies (e.g., co-enrollment policies and universal intake processes).

In addition, Governor Jay Inslee directed the Workforce Training and Education Coordinating Board (Workforce Board) to work with the system's stakeholders to *work together as a single, seamless team.*

To achieve this level of integration, the Workforce Board has commissioned a committee to specifically address the challenges of implementing a common intake process that works for all WIOA partners¹. The Workforce Board charged this body to identify which intake data points are standard across most programs, creating a process to store and share that data so it is accessible to all partners and facilitates integrated service delivery.

Strategic Link with TAP

This charge from the Workforce Board is in direct response to the following strategic goal stated in the adopted state plan Talent and Prosperity for All (TAP).

- *Develop an intake process that eliminates redundant assessments and streamlines customer experience.*

The plan goes on to describe what the achievement of this goal would look like operationally:

- *A critical goal of integrated service delivery is to provide customers a streamlined intake process that quickly connects them to relevant services . . . , but the customer should not be bombarded with duplicative requests for information or skills assessments.*

In accomplishing these ends the specific business drivers for this committee include:

- WIOA 101(d): duties of the state board (referring to requirement for common intake)
- Support all aspects of the TAP
- Accurate reliable data is collected and reported
- Benefits the staff by cross sharing information
- Improve the system so that clients a positive experience
- Clients receive the support services needed to successfully reach their goal
- Program outcomes are met/improved/assessed
- Eliminate redundant data
- Increasing program participation by seeing an increase in the number of co-enrollments across multiple programs.

Goals Tied to Strategic Priority

The goal of this committee tied to the above strategic priority is to eliminate redundant assessments, data taken at intake and streamline the customer's experience.

¹ We will be considering intake of all Combined Plan WIOA partners. For a list of Combined Plan participants and contacts in the development of the TAP, Please see Attachment 1.

SCOPE OF COMMITTEE WORK

The Common Intake and Data Sharing Committee will make recommendations to the Workforce Board and TAP partners for creating a common intake process that eliminates requests for the same information by each TAP program and agency a customer is referred to.

Steps to developing this process include (but are not limited to):

- Identify all partner intake process and inventory questions to determine areas where we collect the same data
- Develop proposals for data sharing (present to Data Sharing committee)
- Determine standard assessments for the system, i.e. basic skills, mental health, disability, etc.
- Research opportunities for building upon existing portals and data warehouses for data sharing and potential electronic common intake, including WA Connection, WorkSource WA, etc. (share learning with Data Sharing committee)
- Develop guiding principles that define a positive customer experience
- Research external data collection/sharing systems for best practices

SCHEDULE

MILESTONE	START DATE	FINISH DATE
Adopt project charter	08-15-2016	11-2-2016
Expand membership to include WIOA non-core partner programs	08-15-2016	12-15-2016
Reach consensus on operating definitions	09-30-2016	12-15-2017
Develop a general needs assessment as it relates TAP Partners and their intake process; to establish scope of work for contractor knowledge	09-12-2016	01-24-2017
DRAFT a TAP Acceleration Grant with the following scope of work: <ul style="list-style-type: none"> • Identify all common data elements with regards to eligibility, intake, and assessments • Work with the IT workgroup on data sharing • Draft recommendations, including key stakeholder input as needed 	3-2017	7-2017
Hire Contractor	9-2017	6-2018
Review preliminary findings from contractor	6-2018	6-2018
Review final findings and recommendations	7-2018	8-2018
Determine Next Steps	8-2018	TBD
Finalize recommendations	TBD	TBD

Comment [EW1]: In May, the Board approved a charter amendment from the Common Intake Committee outlining two possible tracks for the committee's work: one track if a contractor supported by TAP Accelerator funds is engaged, one with no contractor. The contractor has since been funded in a joint project with the Integrated Service Delivery Committee. This charter amendment reflects the adoption of the project and eliminates all of May's references to the possibility of doing work without the contractor.

Deliver recommendations to Board (via Interagency Committee)	TBD	TBD
Recommendations adopted by Board	TBD	TBD

OUTCOMES AND MEASURE

OUTCOMES	MEASURES OF SUCCESS
Reduce number of repetitive data entry by client and staff	To be determined
Increase number of program participants	Number of referrals and multiple program enrollments
Reduce the number of questions related to program eligibility for inter-program referrals	Number of referrals and multiple program enrollments. Reduced time-to-enrollment.
Increase number of cross-program referrals	To be determined once common exit dates are implemented

RELATIONSHIP TO END GOAL

How does the work of this committee relate to the end goals:

- **Help more people find and keep jobs that lead to economic self-sufficiency with a focus on disadvantaged populations.**
- **Engage more people and sustain their positions.**
- **Close skill gaps for employers, with a focus on in-demand industry sectors and occupations.**
- **To work together as a single, seamless team to make this happen.**

The work of the Common Intake and data sharing implementation committee targets the third of the above challenges set forth by Governor Jay Inslee in his letter assigning WIOA implementation to the Workforce Board on October 27, 2014.

A common intake process facilitates the first two of these goals by creating a single, seamless intake process by presenting ourselves to our customers as a single, seamless team.

COMMITTEE MEMBERSHIP ROLES AND RESPONSIBILITIES

ROLE	RESPONSIBILITY/AUTHORITY
Committee Lead	<ul style="list-style-type: none"> • Facilitate Committee meetings • Work with staff to development agendas and work plans • Represent committee activities to the Workforce Board

	<ul style="list-style-type: none"> • Facilitate strategies for committee recommendations • Create and assign leadership for needed taskforces/small groups
Committee Staff	<ul style="list-style-type: none"> • Assist Lead in development of agenda • Assist in meeting facilitation, as requested • Develop and provide support materials, as appropriate • Represent Committee, as appropriate or requested
Committee Participants	<ul style="list-style-type: none"> • Defines project vision, goals and objectives • Commit to mission • Represent your organization/administration • Brings information back to your organization • Advocate for the groups mission • Approves charter • Accepts key project deliverables • Champions the project and its priority within the department • Represents their business area • Participates in project activities • Reviews deliverables as assigned • Attends monthly meetings • Look for opportunities and initiatives that support the mission

CONSTRAINTS AND DEPENDENCIES

- Ability to develop shared technology
- Information is collected in a consistent manner
- Person(s) collecting the information or the interface if done electronically
- Regulatory constraints and requirements

GOVERNANCE AND GUIDING PRINCIPLE

- All TAP partners have equal representation
- Clients/customer experience is positive/productive/focused
- Consensus
- Decisions should never have to wait for a meeting. If communications are flagged as urgent, we all agree to respond within 48 hours.
- We all assume that all partners are acting with good intent but may not fully understand one-another's processes.
- The long term impacts of our actions will be a primary focus of the strategies we define.

COMMITTEE MEMBERSHIP

Executive Lead: David Stillman and Cynthia Wilson

Staff Support: Rebecca Reule/ Dave Wallace

Committee Members	Organizations
Babs Roberts	DSHS
Cindy Wilson (Co-Chair)	SBCTC
Clyde Brown	Rural Resources (CBO)
David Stillman (Co-Chair)	DSHS
Debbie Scott-McFarlane	Western Washington Indian & Employment Training
Diane Smith	Grays Harbor College
Don Kay	DSHS/DVR
Elise Rowe	ESD
Ellen Nolan	DSHS
Erin Frasier	SBCTC/Workforce Ed
Freda Cogger	United Way
Gary Kamimura	ESD
Jenni Fleming	ESD
Kay Neill	WDC-Sea-King
Kelli Bloomstrom	Centralia College
LaTanya Huey	Workforce Central
Lori Pflugst	DSHS
Louisa Erickson	DSHS
Louisa Mora	OIC
Malinda Bjaaland	Northwest WDC
Marissa Cahill	Northwest WDC
Martha Guerra	OIC
Melissa Ford-Shah	DSHS
Melodie Pazolt	DSHS
Mieko Gray	Pacific Mountain WDC
Patrick Dymond	DSB
Tim Robison	Spokane Area WDC

Project Name: TAP Implementation Committee on Integrated Service Delivery

Sponsor: Workforce Training and Education Coordinating Board (Workforce Board)

Project Leader: Eleni Papadakis

MISSION STATEMENT

Improve the customer experience at one-stops and across the *Talent and Prosperity for All* (TAP) umbrella system, by streamlining service planning towards customer goals, and accelerating the time from intake to meaningful results. The TAP system's goal is to ensure every customer has the education, employability skills, work experience, and credentials needed to move into sustained employment and economic self-sufficiency, and receives the wraparound services needed to pursue his or her career pathway.

BACKGROUND

The Workforce Board was named by the Governor as Washington's State Workforce Development Board under the Workforce Innovation and Opportunity Act of 2014 (WIOA). The Workforce Board's role is to provide policy recommendations and coordination among the workforce system's 17 partners (20 plus programs and funding streams), evaluate system effectiveness, and to advocate for policy improvements on behalf of the system. The Workforce Board is responsible for convening system partners to fully implement the state's strategic workforce development plan, TAP within its four strategic priority areas: enhanced business engagement, access and barrier removal, performance accountability, and integrated service delivery. The Board established six implementation committees to bring the voices of the system's multiple stakeholders and partners together to ensure attainment of TAP's goals.

Throughout the TAP planning process, braiding of service resources and making it easier for individuals to navigate available services towards economic self-sufficiency was emphasized as among the most critical components of a high performing system. Many ideas and promising practices were highlighted throughout planning. The four concepts that had broad consensus were:

- Create a common intake process across all programs and fund streams
- Develop an MOU across states and local agencies to standardize where possible systemic funding parameters
- Establish a system of articulated career pathways in high demand fields
- Establish a workforce of "navigators" who will work as single point of contact for job-seekers/workers who need to use multiple services in order to meet their goals.

The first concept, because of the amount of technical work required to develop a single intake process, was deemed worthy of its own TAP implementation committee. The Integrated Service Delivery Implementation Committee will explore the concepts of career pathways, "system navigators" and a statewide resource MOU(s).

Strategic Link with TAP

Specific TAP strategic priorities and goals will provide direction for the work of this committee.

Strategic Priority 1. Customers Receive Integrated Services that Lead to Employment and Careers. Customers need to be able to find and navigate the workforce development pathway that is best for them. This means Washington’s richly complex system must help customers move beyond program-specific solutions to make informed choices that pull from the full menu of services. Services need to be designed and delivered with customers as the focal point. In addition to acquiring skills, education, and jobs that put them on the path to prosperity, customers should also understand they have continuous access to the workforce development system throughout their working lives. For sustained lifelong success, individuals will reengage in the workforce system throughout their career and lifelong learning journey. The system’s promise is to combine all resources to help each individual learn how to find and keep the right job and receive continued support to advance their careers.

Goals Tied to Strategic Priority

- Increase the number of designated navigators available within the One-Stop system.
- Increase the number of participants, including those with barriers, who have defined career pathways and have gained portable skills, received industry recognized credentials, and/or earned college credits.

SCOPE OF COMMITTEE WORK

The Integrated Services TAP Implementation Committee (Committee) will develop draft policy recommendations for the Workforce Board and/or for cognizant administrative entities in order to institutionalize effective practices towards full service integration, within existing legal bounds and parameters. The Committee will also develop recommendations for statutory reform when warranted. Additionally, to meet a WIOA statutory requirement, the Committee will develop a policy recommendation for the Governor to consider regarding infrastructure cost-sharing negotiations.

The majority of work emphasis for the first year for this Committee is expected to be on the building of a navigator workforce for the system. This will entail, but is not limited to, identifying current workers or occupations that can serve in the navigator role, identifying sustainable resources to support the navigator workforce, developing standards and performance expectations for navigators, creating tools and materials to support the work of navigators, and designing a sustainable professional development system for navigators (both new and in-service).

Creating articulated career pathways in high demand fields will also be a priority of this Committee. However, there is already much work being undertaken across the system, especially in secondary and post-secondary CTE, and in apprenticeship programs. The Committee will hear periodic progress updates from the organizations involved in that work. The Committee will help develop and/or support policy recommendations that emerge from these efforts.

SCHEDULE

MILESTONE	STATE DATE	FINISH DATE
Adopt project charter	August 17, 2016	September 7, 2016
Develop Navigator framework, standards, and competencies	September 2016	September 2017
Develop Youth Navigators framework	September 2016	December 2017
Defined Career Pathways	June 2017	June 2018
Defined Navigation Service Delivery	June 2017	June 2018
Governor MOU Arbitration policy is developed	October 2016	November 2016
Develop state-level MOU framework	October 2016	June 2017

Comment [EW1]: New dates and deliverable milestones have been added related to the adopted TAP Accelerator project with the Common Intake Committee.

OUTCOMES AND MEASURE

OUTCOMES	MEASURES OF SUCCESS
Committee Charter adopted by Committee and approved by Workforce Board	<ul style="list-style-type: none"> Membership signs agreement to support charter
Complete policy and resource analysis of navigator workforce/system	<ul style="list-style-type: none"> Inventory of potential navigator positions across TAP system Policy recommendations necessary to support navigator system build-out adopted by Workforce Board
Establish standards for professional navigator role, and recommendations for professional development	<ul style="list-style-type: none"> Navigator Professional development curriculum and sustainable distribution infrastructure is established.
Identify the resources and training necessary for implementation of a Navigator workforce within the WorkSource system.	<ul style="list-style-type: none"> WorkSource system increases the number of Navigators who serve clients/customers The number of Navigators steadily increases to one Navigator for every 120 job-seekers.
Identify data elements needed for frontline staff to enhance performance in current roles and overlapping data across different programs, which will support full service integration for a variety of clients populations across multiple programs	<ul style="list-style-type: none"> Contract a consultant to do the research work with various stakeholders A final report of findings and recommendations to the Committee Performance Accountability's subcommittee/IT intend to use the findings to streamline navigation delivery efforts across the State.
Develop policy guidance for the Governor for arbitrating MOUs when local agreement cannot be reached.	<ul style="list-style-type: none"> Guidelines are adopted for Governor or Governor's designee to intercede in the event that One-Stop partner MOUs cannot be negotiated at the local level.

Establish an MOU among state administrative agencies to support resource braiding and effective integration of services to improve customer outcomes.	<ul style="list-style-type: none"> • Signed MOU among agencies.
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COMMITTEE MEMBERSHIP ROLES AND RESPONSIBILITIES

ROLE	RESPONSIBILITY/AUTHORITY
Committee Participants	<ul style="list-style-type: none"> • Refine project vision, goals and objectives • Commit to mission and goals • Represent your organization/administration/constituents • Relate information to your organization/administration/constituents • Keep focus on customer outcomes • Advocate for the committee’s mission • Approve charter • Accept and support key project deliverables • Champion adoption of recommendations • Participate fully in Committee activities • Review deliverables as assigned • Make efforts to attend all meetings or keep up with Committee progress • Look for opportunities and initiatives that support the mission • Be open to new ideas

CONSTRAINTS AND DEPENDENCIES

Work must be coordinated with the other five SWB Implementation Committees to ensure consistency and continuity in approach. Work must be in accordance with local strategic plans and the state TAP Plan. Many statutes and regulations govern the work to be undertaken. Committee must understand legal limitations and evaluate where to invest energy in statutory or regulatory reform.

COMMITTEE MEMBERSHIP

Executive Lead: Eleni Papdakakis, Executive Director, Workforce Board

Staff Support: Wesley Nguyen, Program Specialist, Workforce Board

Admin. Support: Rebecca Reule, Workforce Board

Committee Members/Subject Matter Experts		
Aaron Korngiebel		North Seattle Community College
Amy Nagley		Seattle Jobs Initiative
Beth Blanchard		Seattle King County WDC
Beth Thew		Spokane Labor Organization
Bill Messenger		Washington State Labor Council
Brian Horst		DSHS
Britta Echtle		DSHS (Aging & Long-term)
Chelsea Chunn		Workforce Southwest WA
Cliff Leach		DSHS
Corinne Daffern*		Pacific Mountain WDC
Darlene Snider		Walla Walla Community College
Dave Perreira		ESD 113
Dawn Karber		Spokane Area WDC
Diane Smith		Grays Harbor College
Don Kay*		DSHS/DVR
Elise Rowe*	ESD	
Ellen Nolan		DSHS
Erin Frasier		SBCTC/Workforce Education
Freda Cogger*	United Way	of Pierce County
Gary Smith		Northwest WDC
Jage Curl		CSD/DSHS
Jason Scales		CBO
Jessica Clayton		Spokane Area WDC
Jon Kerr		SBCTC/BEaA
Karen Dove		Apprenticeship (ANEW)
Kathleen Harvey		DSHS – JJRA
Laurie Shannon*	OSPI	
Lisa Bennett-Perry		DSHS
Louisa Erickson		DSHS
Marie Bruin	ESD	
Marissa Cahill		Northwest WDC
Mark Dillon		DSHS
Mark Mattke		Spokane Area WDC
Mary Ellen Laird		Workforce Central
Matt Bench		ESD
Michael MacKillop		DSB
Molly Onkka	Commerce	
Rich Coleman		ESD
Tarimah Thomas		DSHS
Tom Berry		DSHS
Troy Goracke	SBCTC/BEaA	
Will Durden*	SBCTC/BEaA	

*small group leader

GOVERNANCE AND GUIDING PRINCIPLE

All really does mean All. Economic opportunity for all will drive decision-making.

Project Name: TAP Implementation Committee on Barrier and Accessibility Solutions (BASC)
Sponsor: Workforce Training and Education Coordinating Board (Workforce Board)
Project Leader: LouOma Durand, DSB; Teesha Kirschbaum, WA State Rehabilitation Council

MISSION STATEMENT

The mission of the **Barrier and Access Solutions Committee (BASC)** is to support an accessible and usable workforce system for all.

Our work focuses on identifying barriers to access for jobseekers and employers in the workforce system; developing and supporting access solutions for the 14 Workforce Innovation and Opportunity Act (WIOA) populations facing barriers to employment; and identifying strategies and resources to achieve equal access for all.

BACKGROUND

The Workforce Board was named by the Governor as Washington's State Workforce Development Board under the Workforce Innovation and Opportunity Act of 2014 (WIOA). The Workforce Board's role is to provide policy recommendations and coordination among the Workforce system's 17 partners (20 plus programs and funding streams), evaluate system effectiveness, and to advocate for policy improvements on behalf of the system. The Workforce Board is responsible for convening system partners to fully implement the state's strategic workforce development plan, Talent and Prosperity for All (TAP) within its four strategic priority areas: enhanced business engagement, access and barrier removal, performance accountability, and integrated service delivery. The Board established six implementation committees to bring the voices of the system's multiple stakeholders and partners together to ensure attainment of TAP's goals.

WIOA reenacts and strengthens the non-discrimination requirements of the Workforce Investment Act's Section 188 and requires the one-stop career centers to provide physical and programmatic accessibility to individuals with disabilities. WIOA allows local area boards to establish standing committees to work on issues specifically faced by individuals with disabilities, including Section 188 and ADA compliance, ensuring equal access to all services and appropriate staff training on providing accommodations and finding employment opportunities for individuals with disabilities.

Although WIOA only specifically calls out standing committees focusing on access issues for people with disabilities, the Workforce Board has embraced a more expansive goal of improving access for all jobseekers and employers. This requires identifying and removing a wide variety of barriers to access, including economic barriers, geographic barriers, physical barriers, and mental and behavioral health barriers. The Workforce Board achieved consensus that a standing committee of the Board should be charged to develop strategies for improving accessibility for all throughout the state workforce system, informed by local advisory committees assessing barrier issues at the ground-level. In August 2015, the state Workforce Board adopted a

recommendation from the state's WIOA Implementation Steering Committee that the Board convene a formal standing committee to tackle ongoing systemic accessibility issues.

The state Barrier and Access Solutions TAP Implementation Committee was subsequently charged by the Workforce Board to implement TAP goals related to accessibility, to help build consensus on strategies to make systemic improvement to the system, informed by local advisory committees that assess accessibility issues at the ground-level, improve the service experience for populations with barriers and will help local area boards prioritize projects and track progress towards improved customer service for those populations. This committee will additionally serve as a forum for sharing best practices and strategies to improve access and as an advocate for resources and policy development that will improve services for all populations with barriers.

TAP Plan Goals Assigned to BASC

- Implement universal wireless Internet access in high-traffic areas of all comprehensive one-stop (WorkSource) centers in Washington by 2020.
- Establish the state-level advisory committee on accessibility and barrier solutions and ensure the designation of local advisory committees during the first two years of the plan. By the fourth year of the plan, ensure that the state-level advisory committee has received multiple years of progress reports on barrier removal projects at the local level from each local area.
- Identify and encourage local pilot programs that use technology as a means of facilitating and improving an integrated service delivery for customers, including programs that are designed to improve access to the system.

SCOPE OF COMMITTEE WORK

The BASC will work in an ongoing collaborative committee forum, with operating agencies, community based organizations, local WDC advisory committees and public stakeholders, and will inform the development of a periodic state work-plan to address system barriers, approved by the BASC's voting members and the Board itself. We will accomplish our work by:

- Drafting recommendations for strategies and solutions in collaboration with the 14 communities facing barriers to employment, identified in WIOA;
- Forwarding recommendations from the BASC standing committee to the Workforce Board for their input and consideration;
- Developing implementation strategies, as needed;
- Engaging appropriate stakeholders in the implementation process;
- Assessing whether the solution works to improve access.

Recommendations could include:

- Policy changes;
- Strategic system changes;
- Recommendations for process or procedures;

- Technology or human resource solutions;
- Resource development;
- Appropriate statutory reforms.

The BASC is committed to working in partnership with the local WDC advisory committees and welcomes feedback early and often. We will accomplish this by:

- Valuing two-way communication;
- Providing technical support to help local WDCs achieve their local barrier and access goals.

WORKPLAN AND SCHEDULE

The work of this Committee will proceed as follows:

1. BASC committee leadership will complete a listening tour at local advisory committee meetings to introduce themselves and the state-level BASC as a partner, and learn where local WDCs are in the development of their advisory group.
2. Establishing voting members (the Standing Committee) to develop resources and solutions strategies that address barrier and accessibility issues identified locally.
3. Develop a communications strategy that connects the twelve local WDC barrier and accessibility solutions advisory groups to each other and the statewide Barrier and Accessibility Solutions Committee (BASC)
4. Implement the approved TAP Accelerator Projects.

Comment [EW1]: TAP Accelerator projects have been integrated into the committee workplan. Completed milestones have been updated by the chairs.

<i>Complete?</i>	MILESTONE	START DATE	FINISH DATE
	Adopt project charter	August 2016	September 7, 2016
X	Contact Local WDCs to set up BASC committee leadership “listening tour” visits; establish listening tour schedule and send confirmation letters	August 2016	September 30, 2016
X	Convene BASC for first meeting		Late October 2016
X	Continue to Convene BASC Monthly	October 2016	Ongoing
X	BASC Leadership Listening Tours	October 2016	May 2017
X	Submit Proposal to Workforce Board on Standing Committee of Voting Membership	May 2017	June 2017

	Recruit Standing Committee of Voting Membership Based on Board Recommendations; Submit Roster for Board Approval	June 2017	Late September 2017
	Convene Standing Committee Approximately Quarterly	Winter 2017	Ongoing
	Draft and Finalize RFP for Communications Consultant Funded by TAP Accelerator	July 2017	August 2017
	Award RFP for Communications Consultant	n/a	September 2017
	Communications Consultant Interviews Local WDCs Advisory Committees	September 2017	December 2017
	Communications Consultant Interviews Newly Seated Standing Committee Members	Winter 2017	Winter 2017
	Communications Consultant Drafts Communications Strategy, Develops Summation/Report of Learning from Locals, Creates Materials for BASC Convening	October 2017	March 2018

OUTCOMES AND MEASURES

OUTCOMES	MEASURES OF SUCCESS
Committee Charter adopted by Committee and approved by Workforce Board	<ul style="list-style-type: none"> Membership signs agreement to support charter
Organize formal listening tours to solidify partnership between state and local barrier removal efforts	<ul style="list-style-type: none"> BASC leadership will attend 12 local advisory committee meetings. Establish protocols for annual communication of barrier removal efforts to state BASC.
TAP Accelerator Fund: Local-State Communications Plan	TAP Accelerator Funding is sought to engage a communications consultant to develop a communications strategy that connects the twelve local

Comment [EW2]: Outcomes have been defined for the TAP Accelerator projects, first to engage a communications consultant, how the consultant will synthesize information that allows the voting membership of the committee to create recommendations to the Workforce Board, and to organize an accessibility-based convening.

	<p>WDC barrier and accessibility solutions advisory groups to each other and the statewide Barrier and Accessibility Solutions Committee (BASC). The consultant will additionally establish a communications strategy for the statewide BASC to work with the public stakeholders and community partners for the purpose of identifying and collaborating on barrier solutions.</p> <p>The contactor will consult local advisory committees and the state-level standing committee and deliver a communications strategy that will include:</p> <ul style="list-style-type: none"> • A method for sharing best practices among advisory groups; • A forum for local advisory groups to talk to each other and ask questions of each other; • A protocol for highlighting relevant issues and solutions to each other to the statewide BASC; • A plan for structured outreach to stakeholders and the public. <p>The contractor should deliver their strategy by early 2018, with the expectation of presenting the communications strategy and related tools and resources to the network of local advisory committees and the state-level standing committee at an anticipated convening in March 2018.</p>
Report on Local Barriers	<p>Contractor will synthesize information received from local WDC advisory committees obtained during local interviews to share at the March 2018 convening in a report to stakeholders. The report will be used by the Standing Committee to build their knowledge of system barriers, and will inform the facilitated development of their first work plan at the convening.</p>
BASC Convening	<p>To that end, TAP Accelerator Funding is sought to organize a day-long convening in Spring 2018 that brings together:</p> <ul style="list-style-type: none"> • Members of the 12 local barrier and access solutions advisory committees based at local workforce development councils; • Voting members and their designees from the Workforce Board’s Barrier and Access Solutions Advisory Committee; • Subject-matter experts in barrier removal; and • Other stakeholders. <p>The event will give local advisory committee members, staff, and subject-matter experts a forum to share</p>

	<p>information on their programs and local barrier mitigation practices, leading to:</p> <ul style="list-style-type: none"> • Cementing the establishment of a cross-regional community of practice at the local advisory committee level focused on barrier removal; • Ensuring local advisory committee members, of the Workforce Board’s Barrier and Access Solutions Committee, are well-informed about the experiences of communities facing common or particularly impactful barriers present in the workforce system; • Achieving consensus on 2-3 barriers that impact multiple communities and regions, which the state Barrier and Access Solutions Committee will prioritize for the system to address in the coming year; <p>A professionally facilitated discussion with the state standing committee designed to produce their first work-plan tackling barrier removal projects that resonate across the system.</p>
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COMMITTEE MEMBERSHIP ROLES AND RESPONSIBILITIES

ROLE	RESPONSIBILITY/AUTHORITY
Co-Chairs	<ul style="list-style-type: none"> • Facilitate BASC committee meetings • Work with staff to create agendas and work plans • Represent committee activities and draft recommendations to the Workforce Board. • Facilitate strategies for committee recommendations to community partners and stakeholders. • Create and assign leadership for needed taskforces. • Co-chairs only cast a vote in the case of a tie. Should a tie vote occur among Standing Committee members, Co-Chairs must agree to break the tie together.
Committee Staff <ul style="list-style-type: none"> • Part of executive team 	<ul style="list-style-type: none"> • Assist Co-Chairs in developing agenda. • Assist in facilitating meetings, as requested. • Develop and provide support materials, as appropriate. • Speak on behalf of committee, with approval

	by co-chairs.
Standing Committee of Voting Members <ul style="list-style-type: none"> • Eight voting members representing the principals of state agencies operating significant workforce development efforts (<ul style="list-style-type: none"> • Authority to allocate resources for barrier solutions. • Represent WIOA operating agencies interests or represent the interests of identified barrier communities. • Commit to providing resources and human capital and/or operational change. • Provide statewide perspective on the workforce system. • Participate in meetings approximately quarterly, and ensure that designees attend whenever principal is unable. • Exercise voting rights. One vote per seat.
Non-Voting Members <ul style="list-style-type: none"> • Meetings and topic discussions are open to all who want to attend. • Stakeholder participation is valued and encouraged. 	<ul style="list-style-type: none"> • Explore and develop statewide and local resource solutions, as appropriate. • Actively participate in meeting discussions and activities. • Participate in assigned taskforces and subcommittees. • Represent constituency issues. • Provide subject matter expertise. • Communicate committee work to targeted or represented communities. • Communicate committee work to stakeholders for input and feedback.

CONSTRAINTS AND DEPENDENCIES

Work must be coordinated with the other five SWB Implementation Committees to ensure consistency and continuity in approach. Work must be in accordance with local strategic plans and the state TAP Plan. Committee must understand legal limitations and evaluate where to invest energy in statutory or regulatory reform. The success of this systemic effort is dependent on a concerted communication between the state BASC and local barrier removal advisory committees to ensure that the state committee is receiving accurate and timely information to identify barrier removal priorities.

COMMITTEE MEMBERSHIP

Co-Chairs:

- LouOma Durand, Director, Department of Services for the Blind
- Teesha Kirschbaum, Executive Director, Washington State Rehabilitation Council

Staff Support:

- Mark Adreon, Program and Partnership Specialist, Department of Services for the Blind
- Eric Wolf, Director of Policy and Programs, Workforce Board

Admin. Support:

- Marie Vela, Executive Lead, Washington State Rehabilitation Council

Comment [EW3]: Updated admin support to reflect that WSRC has stepped up to provide support.

Committee Members/Subject Matter Experts

Per the Board’s adopted recommendation, the BASC will be seated with 8 voting members that can advance committee recommendations to the Board, but all meetings are open for all to participate.

Committee Leadership and Staff

- LouOma Durand, Department of Services for the Blind
- Teesha Kirschbaum, Washington State Rehabilitation Council
- Mark Adreon, Department of Services for the Blind
- Eric Wolf, Workforce Training and Education Coordinating Board

The standing committee will consist of the principals or their designees from the following agency partners:

- Employment Security Department
- Department of Social and Health Services
- State Board for Community and Technical Colleges
- Department of Commerce
- Department of Veterans Affairs
- Department of Services for the Blind
- Office of Superintendent of Public Instruction
- Department of Corrections

Comment [EW4]: The standing committee of voting members is now listed, per the Board’s action in June 2017.

GOVERNANCE AND GUIDING PRINCIPLES

Core Guiding Principles

- Access for All
- User equity for programs and services.

- Opportunity and Innovation.

Core Governance Principles:

- Meetings should model accessibility.
- All individuals attending meetings are encouraged to participate in discussions.
- Co-chairs facilitate meeting agenda and will only vote to break a tie.
- Co-Chairs have the ability to call for a discussion and ask for a motion.
- Quorum is required to vote on a motion; proxies held by Standing Committee designees count towards quorum.
- Simple “Roberts Rules” used for motion, second, and votes.
- Voting decisions based on number of voting seats present.

Governance in Depth. The structure, membership, and roles of the BASC were set by the Workforce Board in their August 2015 recommendation to form the committee.

- (1) **Purpose:** The state BASC shall provide a forum for sharing best practices and developing statewide guidance on improving accessibility throughout the workforce development system, advocate for resources to make recommended systemic changes, and to assist local WDCs in recruiting effective members to local board advisory groups on access. The state BASC shall have the ability to report to the Board at regularly scheduled meetings and to advise the Board on issues related to access for populations with barriers at one-stop centers and will advise the full Board on strategies to improve accessibility and generate better outcomes among populations with barriers.
- (2) **Consultation on Planning:** The state BASC shall be consulted in the development of the state technology plan for workforce development and any elements of the state strategic plan(s) for workforce development that address accessibility issues.
- (3) **Membership of State Committee:** The state Board chair shall designate the BASC chair and members of the committee. Members of the state BASC should have a statewide footprint and be able to bring resources and solutions to the table. They could include of experts in access issues for populations with barriers, drawn from agency and system partners.

The same recommendation of the Board set out the establishment of local WDC advisory groups on accessibility, and detailed their reporting responsibilities to the BASC:

- (1) **Establishing/Designating Local Advisory Groups:** Each WDC may establish a local committee modeled after the state BASC, or will designate another advisory group that informs the local board on issues related to access in the workforce development system and

at one-stop centers, including but not limited to accessibility issues for people with disabilities. The advisory group utilizes data gathered by the WDCs on populations with barriers and will make recommendations on how to improve services, collaborate with key stakeholders to recommend solutions to remove access barriers in the system, and develop universal access solutions for all. *(Note: Local WDCs were to discuss the formation or designation of a local advisory group on accessibility in their local strategic plans.)*

- (2) **Required Membership on Advisory Committees:** Each WDC may establish procedures for designating an advisory group chair, as well as the length of term of service for advisory group members, if appropriate. The advisory group should consist of representatives of community and agency partner programs that serve people with potential access barriers, reflecting the broad spectrum of local communities served by the WDC. The communities should include, but are not limited to:
- a. People with physical disabilities;
 - b. People with sensory disabilities (blind and low-vision, deaf and hard of hearing);
 - c. People with behavior or mental health disabilities;
 - d. People with cognitive disabilities;
 - e. Economically disadvantaged communities;
 - f. English Language Acquisition (ELA) or bilingual communities;
 - g. Disadvantaged youth;
 - h. Long-term unemployed;
 - i. Community college disability specialists; and
 - j. A representative from a certified one-stop in the local area.

The listed communities above will serve as a guideline for recruiting members to local advisory groups. Local areas are not required to have an advisory group that always includes representation from each listed community. To the extent local areas have difficulty identifying and recruiting advocates for any of the listed communities, the state BASC shall assist local areas in recruiting representatives from those communities.

- (3) **Recruiting Members to Local Advisory Groups:** In the event a local WDC has difficulty recruiting advisory group members from communities listed in Section 2(2), the local WDC may request assistance from the state BASC in identifying and recruiting potential members.
- (4) **Reports to Boards:** The advisory group should have the ability to report to the WDC at regularly scheduled meetings of the local Board and to advise the Board on issues related to access for populations with barriers.
- (5) **Annual Barrier Report and Progress Update:** The advisory group will produce an annual report to their WDC Board outlining and discussing:
- a. Issues, accomplishments, and deliverables as they relate to the WDC's local strategic plan;
 - b. Concerns and challenges faced by populations with access barriers, as seen from the advisory group's perspective;

- c. A work-plan containing recommendations for improving accessibility in the coming year;
and
- d. A progress report on recommendations for improving accessibility that have been
previously issued by the advisory group.

Each local advisory group will submit their report on an annual basis to the state BASC, on a timeline yet to be designated. The state BASC shall examine the advisory groups' reports and incorporate the findings and strategies into the ongoing development of statewide strategies to improve access.

The BASC may inquire about the progress local WDCs have made to establish a local advisory group pursuant to Section 2 above, and whether the local WDC would like additional assistance from the state BASC in recruiting members to their local advisory group that represent communities listed in "Required Membership of Advisory Committees" above.