

# State Strategic Plan--Table of Contents--Draft

**Plan Introduction**—Highlights the reason for the plan, and establishes some topical themes that will be threaded throughout the report.

- Goals – mission, vision, strategy (Governor’s letter)
- The economic rationale for strategies
- Note how WIOA aligns with current practices in Washington
  - One strategic plan
  - Single performance accountability system, ETPL
  - Dual customer focus
  - Emphasis on Business Engagement
  - Improving access for all
- Career Pathways concept
- New Performance accountability system in development and why
- Continuous Performance Improvement
- Professional development of front line staff and managers
- What it takes to achieve our goals
- Four Strategic priorities as organizing principles

## **Chapter 1 – Streamlined Customer Experience**

### **Why is this a Plan priority?**

- A. What does this mean to jobseekers/workers?  
Pathways and services available to support:
  - I. Youth
    - a. In school
    - b. Out of school
    - c. Older youth
    - d. Youth with disabilities
    - e. Transitioning youth
  - II. Adult
    - a. Dislocated workers
    - b. Incumbent workers
    - c. Adults with barriers
    - d. Veterans
- B. What does this mean to Businesses?
  - I. Ease of access to system

- II. Recruitment of new employees
  - III. Upskilling incumbent workers
  - IV. Upskill of existing workers & backfilling with newly recruited employees
  - V. Lay-off aversion and dislocated worker services
- C. What does this mean to the workforce system?
- I. Streamlined intake
  - II. The Navigator Role
  - III. Sector strategies
  - IV. Work-integrated learning
  - V. Emphasis on career pathways
  - VI. Common exit across programs
- D. Who is specifically involved ?
- E. How will we know if we are successful—Performance Measures**

## **Chapter 2 – Business Engagement**

- A. Why is this a priority in the Plan?
- a. 5% of Business participation in system is not enough
  - b. System can help solve business workforce problems
  - c. Business as true partner in service delivery system (i.e., increased work-based learning opportunities, modernizing curriculum, etc.)
- B. What is needed?
- a. Outreach activities
  - b. Tool box of business relevant services
  - c. Using the language of business
  - d. Business impact performance data
  - e. Business navigators
  - f. Focused investment on:
    - I. Targeted industry sectors
    - II. Rural, small & mid-size businesses
- C. What does this mean to the workforce system?
- a. Business team approach (single points of contact for businesses)
  - b. Professional development of frontline staff and managers
  - c. Performance indicators that businesses find relevant
- D. Who is specifically involved?
- E. How will we know if we are successful-Performance Measures

### Chapter 3 – Technology and Access

- A. **Why is this a priority?**
  - a. **All really will mean all**
  - b. **Modern technology can make services more widely accessible, with cost returns over time**
- B. What does this mean to our customers?
  - a. Equal access to programs and services.
  - b. Customization of services and delivery modalities to meet customer access needs.
  - c. Enhanced ability to benefit from programs and services
- C. What does this mean to the workforce development system?
  - a. Provide all customers with equal access to career centers and programs & strengthen non-discrimination requirements.
  - b. Establish local standing committees to work on these issues
  - c. Establish a state advisory committee to help sustain progress around technology and access.
  - d. Focus on populations with barriers to employment
- D. Who is specifically involved?
- E. **How will we know if we are successful—Performance Measures**

### Chapter 4 – Next Generation Performance Accountability System

- History of Washington Performance Accountability
- A. Why is this a priority
- B. What does this mean to the system--Business-Workers-Service Providers
- C. What change are we trying to affect?
- D. Who is specifically involved?
- E. **How will we know if we are successful and improving over time?**