

IMPLEMENTING THE WORKFORCE INNOVATION AND OPPORTUNITY ACT IN WASHINGTON

BACKGROUND ON THE WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)

- The Workforce Innovation and Opportunity Act (WIOA) was signed into law by President Obama on July 22, 2014
- Replaces the Workforce Investment Act of 1999
 - Many features of WIOA mimic best practices that have long been cornerstones of Washington's workforce development system
- Governor Insee charged the state Workforce Training and Education Coordinating Board with coordinating the planning process and developing implementation recommendations to:
 1. Help more people find and keep jobs that lead to economic self-sufficiency, with a focus on disadvantaged populations.
 2. Close skill gaps for employers, with a focus on in-demand industry sectors and occupations.
 3. Work together as a single, seamless team to make this happen.
- Most parts of WIOA became **effective on July 1, 2015**



KEY FEATURES OF WIOA

- Many more programs under **one strategic planning umbrella to drive system-wide coordination and integration of services**
- **Single performance accountability system for core programs**, comparing apples to apples and designed to drive continual self-improvement
- Focus on **improving service for both job-seekers and employers**
- Emphasizes **engagement with the business community** to build sustained, long-term partnerships to close skill gaps
- **Coordinated programming and service delivery for better performance outcomes** and more efficient job placements—eliminating the previous requirement to inefficiently move job-seekers down a proscribed “sequence of services”
- Focus on **local and regional planning** that takes into account the needs of local industry sectors
- Shift from serving in-school youth to **servicing out-of-school youth**: 75 percent of all WIOA Youth funds must be expended on disconnected youth (up to age 24)
- Incentivizes **work-integrated learning opportunities and customized training programs**: 20 percent of all WIOA Youth funds must be expended on work-integrated learning opportunities
- Mandates improved service for all, including **ensuring universal accessibility of the workforce development system** to all populations, including those with barriers to employment

WHAT PROGRAMS ARE PART OF THE STATE'S WORKFORCE DEVELOPMENT SYSTEM?

The programs below participated in the creation of the state's plan for workforce development, Talent and Prosperity for All.

WIOA “Core” Programs*

WIOA Title I Services: Adult, Youth, and Dislocated Worker Service
 WIOA Title II: Basic Education for Adults
 WIOA Title III: Wagner-Peyser Services
 WIOA Title IV: Vocational Rehabilitation (DSHS/DVR & DSB)

WIOA “Partner” Programs

Temporary Assistance for Needy Families (TANF)/WorkFirst
 SNAP Employment & Training
 Trade Adjustment Act
 Veterans Employment and Training
 Unemployment Insurance Services
 Senior Community Services Employment
 Community Development Block Grant
 Community Services Block Grant

Other Participating Programs

Carl Perkins Act (secondary and post-secondary career and technical education)
 Worker Retraining Program
 Training Benefits Program
 Apprenticeship
 Private Vocational Schools
 Second Chance Act
 Job Skills Program
 Customized Training Program

**WIOA “Core” programs are required to be located in comprehensive one-stops and contribute to infrastructure cost sharing per a locally-bargained MOU. Core programs are also subject to a uniform set of performance accountability measures.*

ROLE OF THE WORKFORCE TRAINING AND EDUCATION COORDINATING BOARD IN PLANNING



- **Central coordinating hub** for WA workforce system.
 - Sets a **strategic vision** for the system.
 - **Measure system performance** through research, analysis.
- Dual customer focus: **Business and Labor** guide the Board
- WIOA Implementation Planning committees of system policy professionals and stakeholders were co-chaired by Business and Labor leaders



WIOA Implementation Steering Committee Co-Chairs **Jeff Johnson** (President, Washington State Labor Council) and **Gary Chandler**, (Vice President of Government Affairs, Assoc. of Washington Business)

TALENT AND PROSPERITY FOR ALL GOALS

Talent and Prosperity for All is Washington's first state strategic plan for workforce development under WIOA. Through 2015 and early 2016, stakeholders across the state were engaged in a planning process that developed goals designed to spark innovation in how our workforce development system serves job-seekers and employers in the four primary areas below. Local boards must align their own strategic plans and related efforts with the state's plans goals, per the federal law.

PERFORMANCE ACCOUNTABILITY

A more informative snapshot of the system's impact on people

Our workforce development system will focus on customers: workers, businesses, jobseekers and students. Previous performance measures focused on programs rather than people.

- Develop a system to accurately measure the collective success of all WIOA partners in serving workforce populations: **Common accountability measures** allows for *demographic comparisons across* "siloed" core workforce development programs (Adult, Youth, and Dislocated Worker programs; Adult Basic Education; Wagner-Peyser Services; and Vocational Rehabilitation services), giving us a closer look at how system services drive outcomes among different communities.

INTEGRATED AND STREAMLINED CUSTOMER SERVICE

Serving everyone seamlessly

The system's goal is to ensure that 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.

- Increase the number of designated navigators available within the One-Stop system.
- Develop an intake process that eliminates redundant assessments and streamlines customer experience.
- 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.

ACCESSIBLE, TECHNOLOGICALLY SAVVY SYSTEM

Ensuring access to everyone

Every Washington resident needs universal, barrier-free access to our state's workforce system. Technology is a powerful tool that can reduce obstacles to access. However, it's clear that technology will not solve all accessibility issues. Tailored approaches to different populations are required.

- Implement secure, wireless Internet access in public areas of all comprehensive One-Stop centers in Washington by 2020.
- Establish a 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 the state-level advisory committee has received annual progress reports on One-Stop centers' accessibility at the local level.
- Identify and encourage local pilot programs that use technology to facilitate and improve integrated service delivery for customers, including programs designed to improve access to the system.

STRENGTHENED BUSINESS ENGAGEMENT

Better access, better engagement

By providing businesses with easier access to the workforce system and a clearer understanding of the benefits of working together, Washington can move business engagement to the next level.

- Identify meaningful metrics to establish a baseline and increase the number of businesses utilizing the workforce system.
- Identify meaningful metrics to establish a baseline and increase the number of businesses reporting satisfaction with the services they receive via the workforce system by 5 percent each year.
- Have at least one sector partnership in development in each workforce region. Use the Sector Partnership Framework or a similar framework to show progress over time.
- Train at least 30 percent of the workforce system's staff on the implementation of sector partnerships.
- Increase resources for work-based learning opportunities, including on-the-job training and apprenticeship, internships, job shadows, but especially, incumbent worker training.
- Increase the amount of work-based training including incumbent worker training, on-the-job training and apprenticeship, job shadows, internships.