

# Workforce Board Retreat Planning/Priority Themes

**PRESENTER NAME:** Gary Polain

**BOARD MEETING DATE:** 7/11/2018

**BOARD MEMBER SPONSOR NAME:** Perry England

**DISCUSSION TIME ALLOTTED:** 60 min

<p><b>ISSUE/SITUATION:</b> Be concise - 1 or 2 sentences that get to the heart of the situation, problem or opportunity being addressed.</p>	<p><b>THE ISSUE/OPPORTUNITY IS:</b> Clarify and discuss process that will be used to help the Board set its 2018-19 Priorities.</p> <p><b>I. Preliminary Themes from 2018 Stakeholder Survey</b> This survey, which focused on the state's workforce plan <i>Talent and Prosperity for All</i>, or TAP, was sent in June to a wide range of stakeholders throughout the workforce system. Survey participation jumped dramatically from last year, rising from 70 responses to 140-plus. Survey responses remained largely the same, with a few exceptions.</p> <p><b>A. What Ranked as Number 1 Talent and Prosperity for All (TAP) Priority?</b> This year's survey results highlighted the importance of three priorities including, Business Engagement (43-#1), Integrated Service Delivery (41-#1) and addressing Barriers and supporting Accessibility (41-#1). All of these priorities received top marks with the overall leader changing throughout the survey process. Next was Integrated Service Delivery with 37 participants citing it as the #1 priority. Finally, Next Generation Performance Accountability received 16 top ratings.</p> <p>Aside from gauging the top TAP priorities, the survey also helped rank the importance of certain services within these four large categories. The following shows the #1 ranking within each of these priority areas:</p> <ul style="list-style-type: none"> <li>• <b>Integrated Service Delivery:</b> The top pick with 61 marks (#1) was "Develop an intake process that eliminates redundant assessments and streamlines customer experience." Close behind at 52 first picks was: "Increase the number of participants including those with barriers, who have defined pathways and have gained portable skills, received industry recognized credentials and/or earned a college degree.</li> <li>• <b>Business Engagement:</b> The clear favorite with 83 top picks (#1) was "Increase resources for work-based learning opportunities including on-the-job-training, pre-apprenticeships, apprenticeships, internships and job shadows."</li> <li>• <b>Barriers and Accessibility:</b> By a wide margin, with 65 top picks (#1) was "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."</li> <li>• <b>Next Generation Performance Accountability:</b> "Proactively share information" received 65 (#1) top picks, while "Develop the System" received 62 (#1).</li> </ul> <p><b>B. Other Survey Highlights on Other Workforce System Components:</b></p> <ul style="list-style-type: none"> <li>• Career Connected Learning got 27 top picks (#1).</li> <li>• Common Intake Process got 22 top picks (#1),</li> <li>• Building Defined Career Pathways got 18 top picks (#1),</li> <li>• System Barrier Identification and Removal Efforts got 13 top picks (#1).</li> </ul>
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**C. What would Workforce System in its Ideal State Look Like:** The responses varied across a number of themes from a seamless system driven by collaboration and a laser-focus on the customer to a comprehensive system that works closely with individuals and business from K-12 forward; Comprehensive internal Workforce System-Wide Employee Training and Professional Development; Data driven investments to better support dual business and workers; an incentive driven system to support apprenticeship in Washington; A one point of easy access for all customers; Lifelong Learning Accounts (LiLA) is available for all workers; training credentials and four year degrees receive high levels of support by the Workforce System.

**II. Board Caucus & Consultant Pre-Retreat Sessions (GARY & LINDSEY INPUT)**

**A. Labor:**

**B. Business:**

**C. Government:**

**III. Outline of August 8-10 Retreat Format & Priority Setting Process**

**Background Information on 2018 Board Retreat (previously presented)**

The Workforce Board's annual retreat is scheduled for August 8-10 in Semihamoo. The annual retreat is a pivotal event in the Board's annual calendar of events, where priorities are discussed and determined for the coming year and concrete action plans are agreed-upon.

The calendar of events leading up the retreat include:

Consultants, Gary Polain and Lindsey Woolsey have been retained to build on the work of previous retreats in particular 2016 and 2017 and also help align the wide array of workforce policy responsibilities of the board as outlined in state and federal statutes with the priorities outlined in *Talent and Prosperity for All* (TAP).

Consultants have met and been in contact with Perry and staff over the last few months. The current plan of action leading up to the retreat includes:

**May—Phase I**

1. Gary and Lindsey review draft memorandum to workforce partners from Perry and Eleni seeking their input on workforce system priorities that is very similar to the 2017 process.
2. Mail out memorandum to workforce partners and start collecting information from SurveyMonkey that we will share with team.
3. Gary and Lindsey work with Erica to determine scheduling of in person interviews of board members in group/caucus format.
4. May 23 Board receives briefing on Retreat Process (Perry/Eleni/Erica/Patrick presenters)

**June—Phase II**

1. Gary and Lindsey meet and review input from partner survey information and finalize their interview questions for board member caucus groups.
2. Gary and Lindsey complete interviews with board member caucus groups and write-up findings and observations.
3. Gary, Lindsay, Perry, Eleni and Team draft detailed agenda for August 8 through 10 retreat that reflect information from surveys and interviews.

**July**

1. Lindsey and Gary mail-out and complete "Teaming Survey" to board members and staff that will build on 2016 and 2017 process to determine where we are as a team.
2. Gary, Lindsey, and Team review survey results from stakeholder input and integrate findings and recommendations into retreat and priority planning.

	<p><b>August</b>          1. Team Pre-Meet before Retreat (TBD)          2. Retreat August 8-10          3. Lindsey and Gary provide "Retreat Follow-Up Report"</p>
<p><b>TAP STRATEGIC PRIORITY:</b>          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><b>SUPPORTS TAP STRATEGIC PRIORITY:</b>          Support all priorities of TAP along with other workforce priorities.</p>
<p><b>POTENTIAL IMPACT:</b>          Effect on people, businesses, communities. What is better or different from other existing strategies?</p>	<p><b>IT IS SIGNIFICANT BECAUSE:</b>          Potential for significant impact on workforce plan.</p>
<p><b>OPTIMAL NEXT STEPS:</b>          What do you really want to happen as a result of this discussion with the Workforce Board?</p>	<p><b>MY IDEAL OUTCOME OF THIS DISCUSSION IS:</b>          Support and investment in the Board's process of developing priorities and developing concrete action plans that are supported by all of the Board members and partners.</p>
<p><b>BACKGROUND:</b>          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><b>RELEVANT BACKGROUND INFORMATION:</b>          The Board's retreat process has become a pivotal event in building and understanding around workforce priorities and then developing action plans to for implementation.</p>
<p><b>STAKEHOLDER ENGAGEMENT, PROS AND CONS:</b>          Which stakeholders have been engaged in the development of this recommendation? What are the pros and cons of recommendation? According to whom (which stakeholder groups)? Are there viable alternatives to consider?</p>	<p><b>STAKEHOLDERS HAVE PROVIDED INPUT AND THEY THINK:</b>          Stakeholders are key to the Retreat's Priority setting and action plan process</p>

<p><b>FINANCIAL ANALYSIS AND IMPACT:</b>          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><b>THE COST AND RESOURCE NEEDS OF THIS RECOMMENDATION ARE:</b></p> <p>No fiscal impact at this stage of the process.</p>
<p><b>RECOMMENDATION AND NEXT STEPS:</b>          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><b>THE RECOMMENDATION AND/OR REQUESTED ACTION IS:</b></p> <p>Board investment in retreat process and priority setting and action plan development.</p>