

# Integrated Service Delivery Models and WIOA

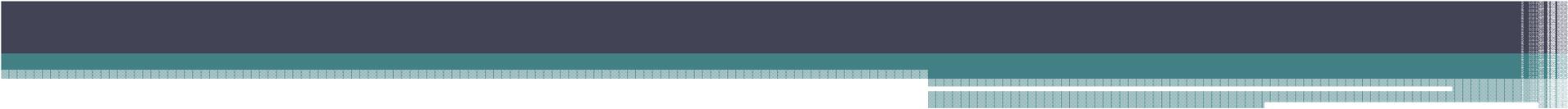
*Overview of WIOA Provisions*

WIOA Implementation Subcommittee on  
Education and Career Pathways Through  
Integrated Service Delivery Models

February 11, 2015

Workforce Training and  
Education Coordinating Board



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- Overview of the Workforce Innovation and Opportunity Act (WIOA).
    - Streamlining of services, evaluation metrics, and funding
    - Specific improvements in the delivery of services to individuals with disabilities and youth
    - An “one-stop” delivery system for workforce training and support services that uses data and performance measures to continually improve
  
  - Examination of three recently proposed model integrated workforce systems aligned with WIOA.
    - CLASP Framework 1.0
    - Ready to Work: Job-Driven Training and American Opportunity
    - Workforce Board’s Model for Improving Outcomes for Disadvantaged Populations

# The Workforce Innovation and Opportunity Act (WIOA)

- Passed in July 2014, first federal reform of the workforce system in 15 years.
- Majority of WIOA provisions become effective on July 1, 2015, with some requirements related to state unified and local plans and performance accountability measures becoming effective a year later. Provisions related to Vocational Rehabilitation took effect immediately.
- Goals of WIOA: To improve the quality of the workforce, increase economic self-sufficiency, reduce welfare dependency, meet employer skill requirements, and enhance the productivity and competitiveness of the nation.
- Like WIA, there is a **dual customer focus on job-seekers and employers.**

# WIOA – Core Programs

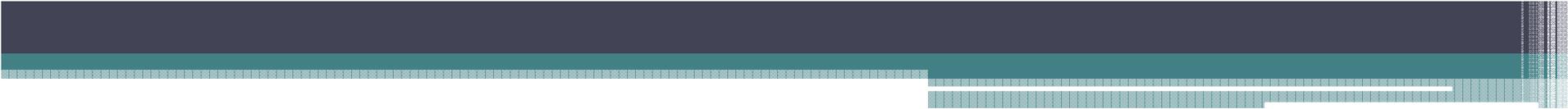
## Core Programs Included in WIOA

- Workforce Development Activities under Title I
  - Disadvantaged Youth Services
  - Economically Disadvantaged Adult Service
  - Dislocated Worker Programs
- Basic Education for Adults under Title II
- Wagner-Peyser Employment Services under Title III
- Vocational Rehabilitation Services under Title IV



# WIOA Reforms

- WIOA streamlines the workforce development system by:
  - Collapsing WIA's **15 core and intensive service categories into one** “career services” category with **no required sequence of services**.
  - Applying a **single set of performance outcome metrics** to every federal workforce program funded under the Act.
  - Improving customer service by using performance measures to inform a **process of continuous improvement**.
  - Encouraging **industry and sector partnerships** to address the particular workforce needs of local employers, and
  - Incentivizing **on-the-job and customized training** programs.
- Local areas have more flexibility to serve job seekers by customizing their distribution of funds between the Adult and Dislocated Worker programs.
- Job seekers who are basic skills deficient, in addition to those who are low-income individuals, are given priority for services from the Adult program.
- WIOA also allows incumbent worker training.



# WIOA Strategic Planning and HSHW

*Similar to WA's statutory requirement for High Skills, High Wages, WIOA requires States to strategically align key programs provided by the four core programs in a complementary and coordinated way for the benefit of workers, jobseekers and employers—all under a single, transparent performance accountability system.*

- Unified or Combined Plan Elements:
  - Vision and goals for preparing an educated and skilled workforce and meeting the needs of employers
  - Analysis of economic conditions of the State
  - Analysis of current workforce and labor market trends
  - Analysis of education and training activities in the State
  - Strategies for individuals with barriers to employment (14 subpops)
  - Strategies for supporting critical industry sectors
  - Career pathway development

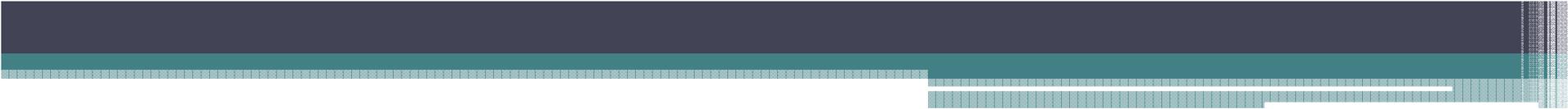
# Unified, Combined, HSHW

UNIFIED	COMBINED		Additional HSHW
Adult	Postsecondary Carl Perkins		Secondary Career and Technical Education
Dislocated Worker	TANF	WorkFirst	
Youth	Trade Act		Job Skills Program
Adult Education	Veterans Employment and Training		Customized Training Program
Vocational Rehabilitation	Unemployment Insurance Services		Worker Retraining Program
Wagner-Peyser	Food Stamp Employment & Training		Training Benefits Program
	Senior Community Services Employment		Apprenticeship
	Community Development Block Grant		Private Vocational Schools
	Community Services Block Grant		
	Second Chance Act (offender re-entry)		

Included in HSHW

# WIOA - Vocational Rehabilitation Services for People with Disabilities

- WIOA **strengthens the non-discrimination requirements** of WIA's Section 188 and other applicable provisions of the ADA, and **requires career centers to provide physical and programmatic accessibility** to individuals with disabilities.
- WIOA allows local boards to establish **standing committees for working on issues for individuals with disabilities**, including Section 188 and ADA compliance, ensuring programmatic and physical access to services, and appropriate staff training on providing supports for, accommodations to, and finding employment opportunities for individuals with disabilities.



# WIOA – Youth Services

- WIOA prioritizes services that **improve both post-secondary credential and employment opportunities** for economically disadvantaged young people.
  - The **eligibility** age for services is increased from 21 to 24 and eligibility for service is also expanded to all youth in high poverty communities.
  - A new **priority is placed on work-based learning**, requiring that at least 20 percent of local youth grant funds be used for paid and unpaid work experiences. These may be summer or year-round employment opportunities.
  - WIOA also places an emphasis on **providing transition services for youth with disabilities**, including career pathway planning, early work experience, and post-secondary planning and support.

# WIOA – One-Stop Delivery Systems

- Washington’s WorkSource centers serve as the state’s one-stop delivery centers.
- WIOA gives special attention to **improving local one-stop career development center partnerships and the funding infrastructure** that pays for those career centers, braiding funding from 15 different federal programs into a single funding stream.
- The Act directs the Workforce Board to develop **one-stop certification criteria** to gauge the effectiveness, accessibility, and continuous improvement of the WorkSource centers.



# WIOA – One-Stop Delivery Systems

- Employment services must be co-located with one-stop delivery centers, and TANF is added as a required partner. All mandatory partners must contribute, cash and/or in-kind.
- Unemployment insurance claimants can receive eligibility assessments and referrals to a wide array of training and education resources through the Wagner-Peyser Employment Service plan.
  - Unemployment insurance services must be provided through the one-stop delivery system, including providing information and *assistance* in claims filing.
- One-stops are encouraged to improve customer service and program management by adopting inclusive and data-driven intake, case management, and reporting systems.

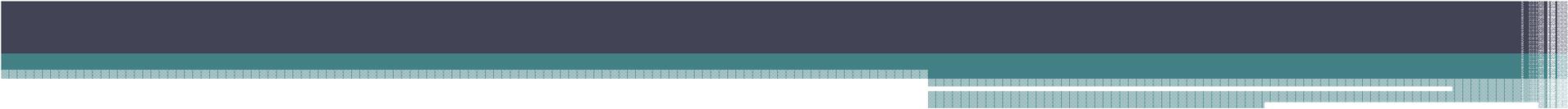
# CLASP's Alliance for Quality Career Pathways Framework

- Effective “career pathway systems” include three features:
  - Well-connected and transparent education, training, support services, and credentials within specific sectors or cross-sector occupations
  - Multiple entry points
  - Multiple exit points

SHARED VISION,  
STRONG SYSTEMS

June 2014

 Alliance for Quality  
Career Pathways  
a project of CLASP  
Framework  
Version 1.0



# CLASP's Alliance for Quality Career Pathways Framework

The AQCP Framework identifies **four essential functions** of a career pathway:

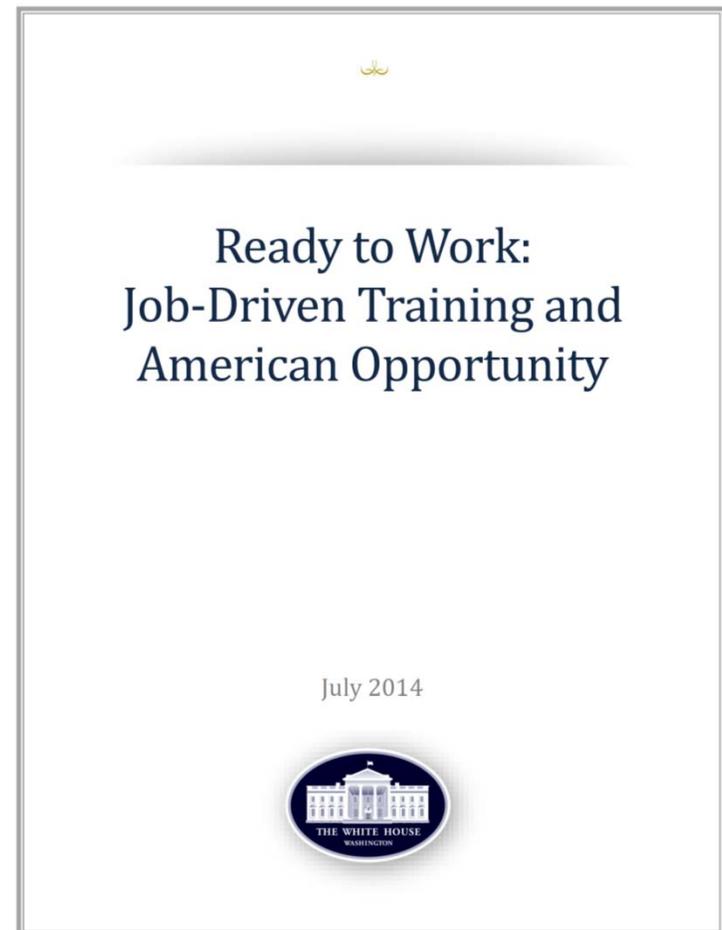
- Providing individualized and customized education and training;
- Consistent and non-duplicative assessments of participants' education, skills, and assets/needs;
- Support services and career navigation assistance to facilitate transitions; and
- Employment services and work experiences.

# CLASP's Alliance for Quality Career Pathways Framework

- The AQCP Framework also identifies **six criteria** that all partners in a quality state career pathway system adhere to:
  - Committing to a **shared vision and strategy**
  - **Engaging employers**
  - Collaborating to **make resources available to other partners**
  - Implementing **supportive state policies**
  - Using data and **shared measures of data**
  - Implementing best practices and processes to measure success and engage in a **continuous improvement process**

# Ready to Work Report: Elements of Effective Workforce Programs

- A multi-agency federal report coordinated by Vice President Biden in summer 2014 highlighted seven elements that characterize effective “job-driven” workforce programs.
- Each element distills best practices that have been identified by research, evaluations, and peer reviews.



# Ready to Work Report: Elements of Effective Workforce Programs

- Effective workforce programs:
  1. **Work up-front with employers** to determine local or regional hiring needs and design training programs that are responsive to those needs.
  2. **Offer work-based learning opportunities with employers**—including on-the-job training, internships, and pre-apprenticeships and Registered Apprenticeship as training paths to employment.
  3. **Make better use of data to drive accountability**, inform what programs are offered and what is taught, and offer user-friendly information for job seekers to choose what programs and pathways work for them and are likely to result in jobs.
  4. **Measure and evaluate outcomes** for employment and earnings.
  5. **Promote a seamless progression** from one educational stepping stone to another, and across work-based training and education, so individuals' efforts result in progress.
  6. **Break down barriers to accessing job-driven training** and hiring for any American who is willing to work, including access to supportive services and relevant guidance.
  7. **Create regional collaborations** among job centers, education institutions, labor, and nonprofits.

# WTB's Model for Improving Outcomes for Disadvantaged Populations

Core Values of the Model:

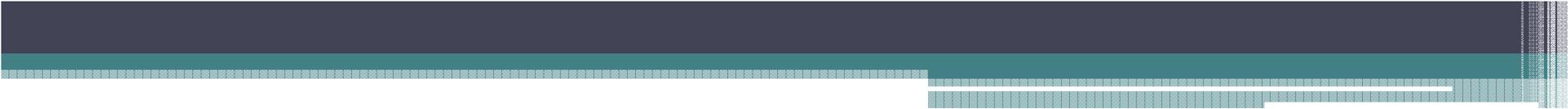
- **Staff Professional Development and Cross-Training for Effective Outreach and Awareness**
- **Customer Choice and Strength or Asset-Based Programming**
- **Coaching and Navigation**



# WTB's Model for Improving Outcomes for Disadvantaged Populations

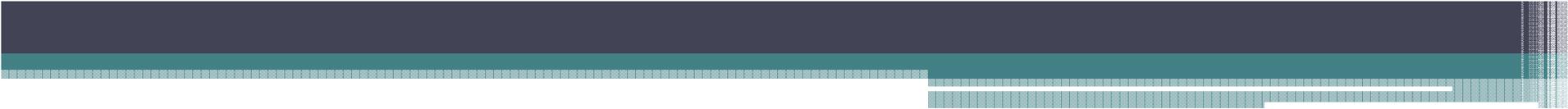
## Service Delivery Model Components

- Intake
- Triage and Follow-Up
- Assessment of Interests/Aptitudes/Needs
- Career and Educational Exploration
- Participant Pathway and Outcome Plan
- Counseling/Case Management/Coaching
- Support Services
- Work-Readiness Instruction and Assessment
- Development of Knowledge, Skills, and Abilities for Job Entry
- Skills Upgrading for Occupational Progress
- Employer Engagement/Job Development and Placement
- Post-Job Placement Support for both Participant and Employer
- Employer Services and Engagement



# Common Themes in Proposed Service Delivery Models

- **Engaging employers** to connect participants with in-demand workforce needs
- **Offering work-based learning opportunities** that align with local employer workforce needs
- Fostering partnerships with all system partners, including businesses, labor, nonprofits, and educational institutions, to **build a shared vision and strategy**
- **Promoting seamless transitions** through guidance and support services
- Using uniform **data measures to inform accountability and continuous improvement**
- **Breaking down barriers to access** for all populations



# More Information

For more information, please visit the state's WIOA Implementation webpage at:

<http://wtb.wa.gov/wioa>

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