

Business Engagement Drives New State Workforce Development Plan

Update on Talent and Prosperity for All and the Workforce Innovation and Opportunity Act

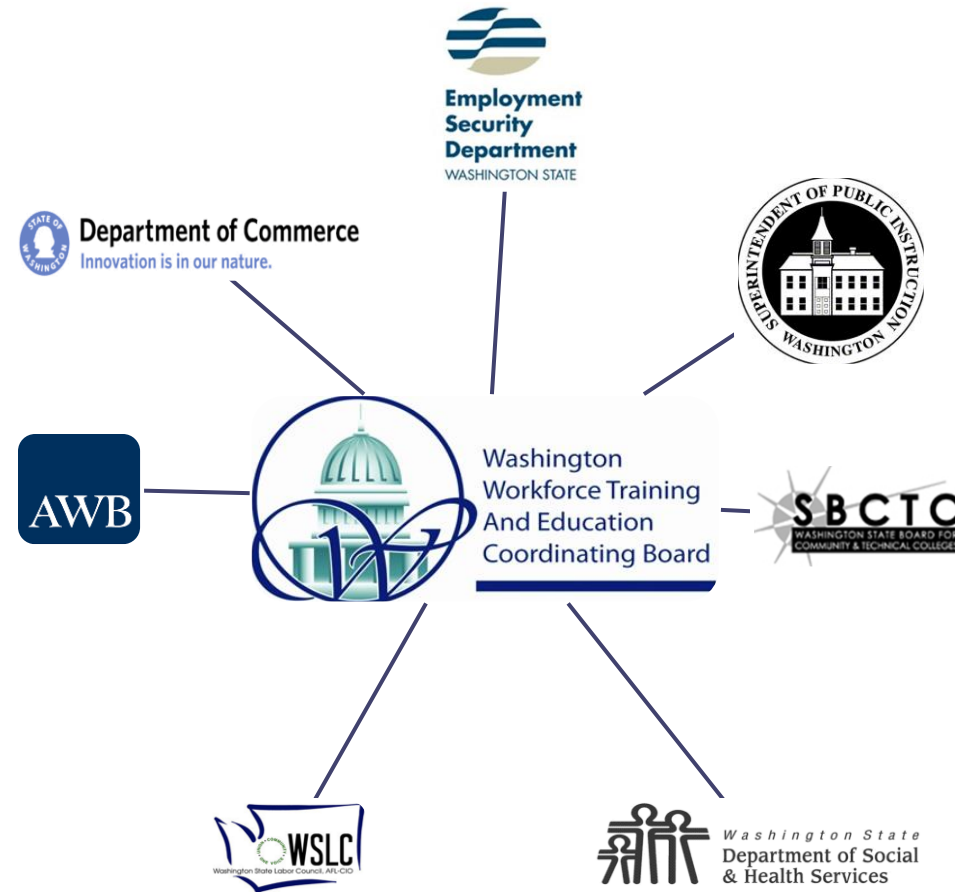
Eleni Papadakis, Executive Director

Workforce Training and
Education Coordinating Board

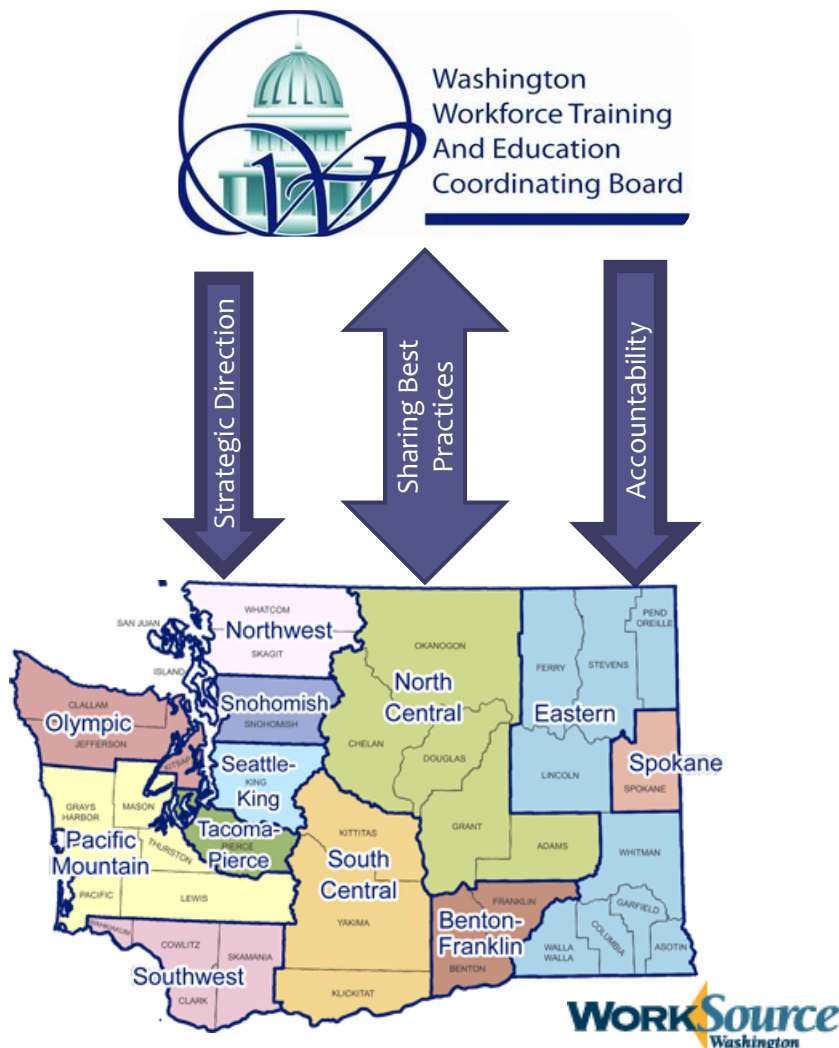


The Workforce Board

- **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
 - 2/3 of seats held by Business and Labor; remaining seats held by major service providers (OSPI, SBCTC, ESD)
 - Advisory members representing STEM community, chief local elected officials, DSHS, and Commerce

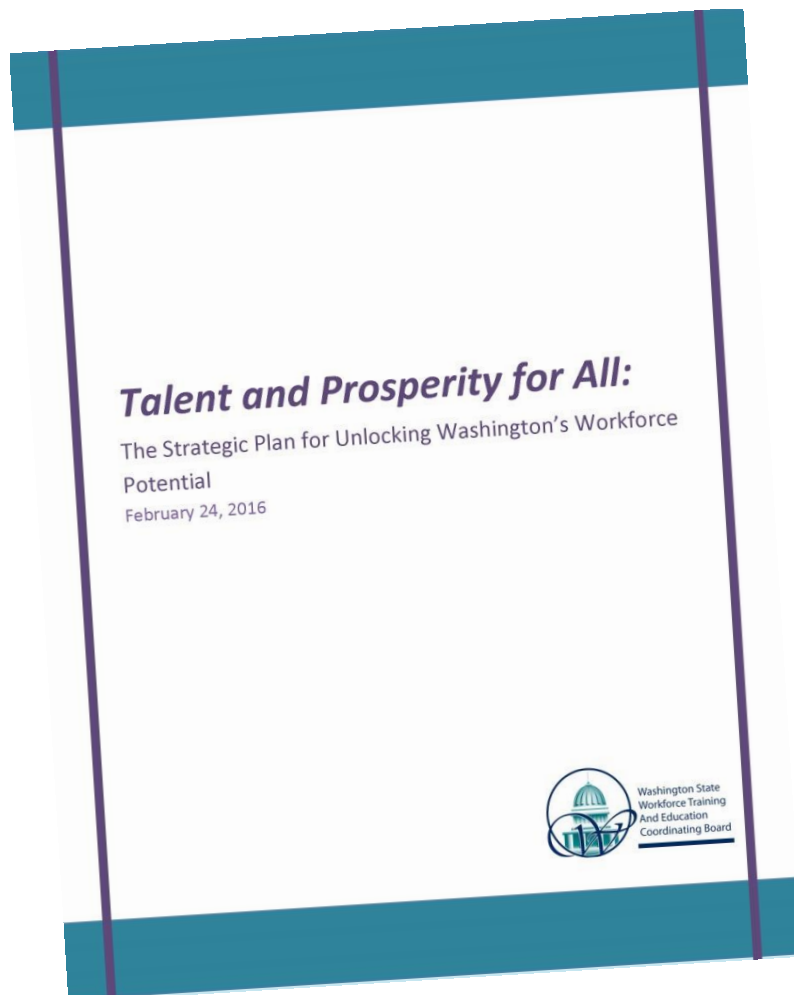


Workforce Development in Washington



- The 12 local Workforce Development Councils (WDCs) are business-led boards that coordinate workforce development in their communities
- Each local WDC has at least one comprehensive one-stop job center
- The Workforce Board provides strategic direction and monitors performance of local WDCs

Talent and Prosperity for All



- Washington's strategic plan for workforce development
- Opens with narrative, strategic component
 - "Public-facing"
- Contains operational component that supports the strategies
 - Required elements of the federal plan that involve program-to-program commitments to align the system
- A guide to Washington's workforce development goals over the next four years, and strategies to achieve those goals
- <http://wtb.wa.gov/WAWorkforcePlan.asp>

The Workforce Innovation and Opportunity Act (WIOA)

WIOA Goals

- 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.



Governor Inslee's Charges to the Workforce Board

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.

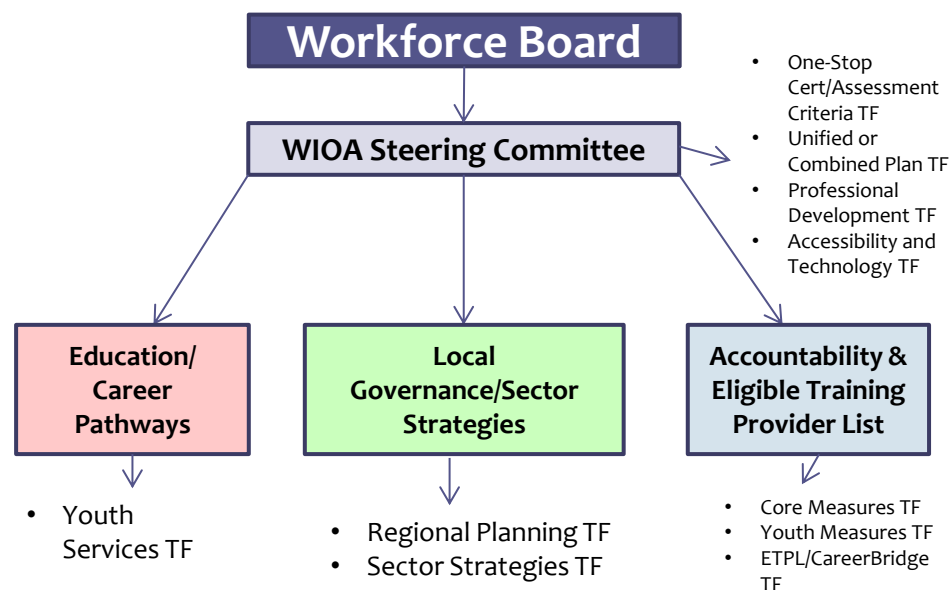


Washington State
Workforce Training
And Education
Coordinating Board



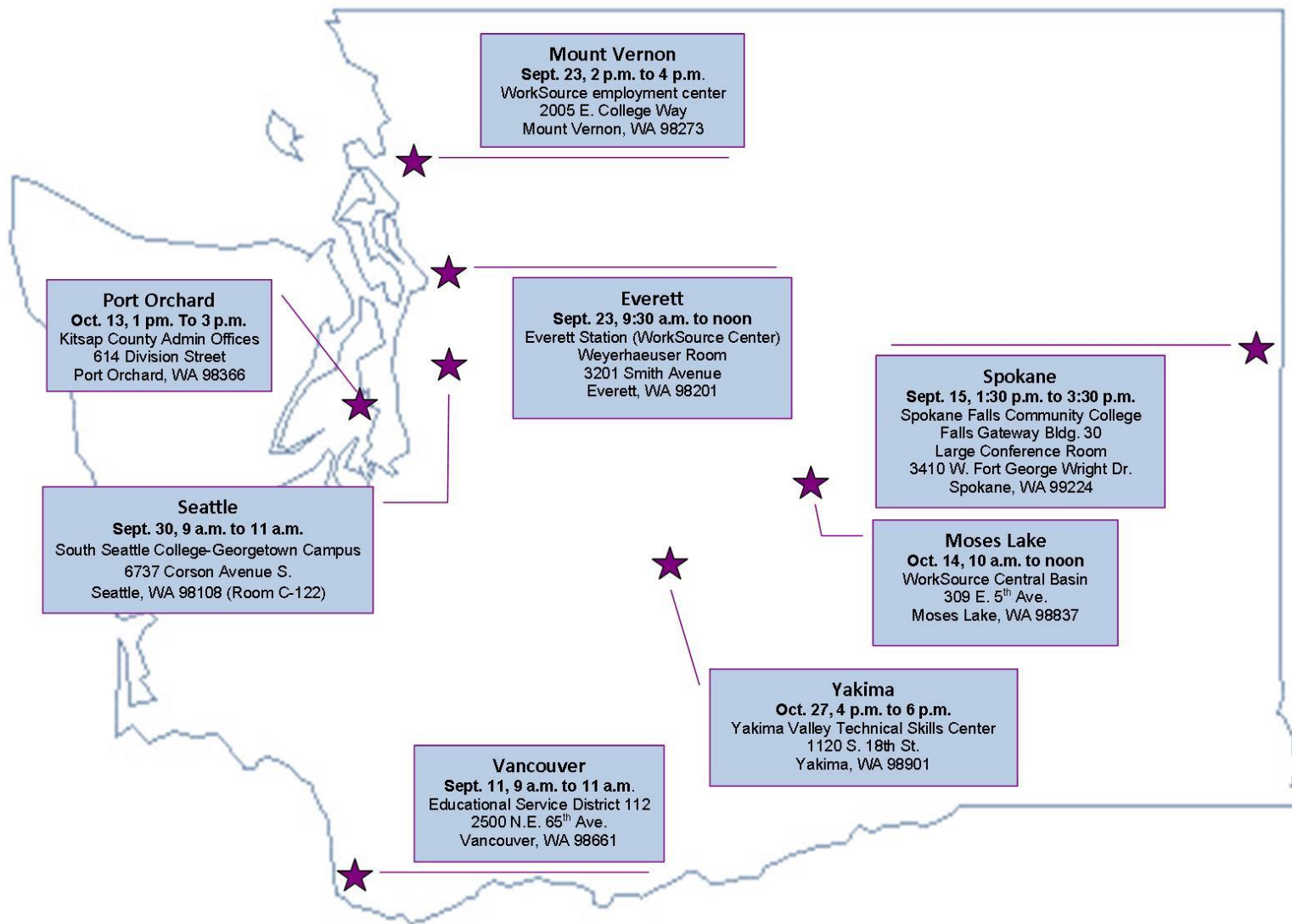
TAP & WIOA Implementation Planning

- WIOA implementation planning was **co-chaired by leaders in the business and labor communities**, putting the employer and jobseeker perspective in a leading role
- Committees of policy professionals, stakeholders, employers, and others identified strategies to better align the workforce development system
- 50+ committee meetings in 2015, with over 500 individual participants

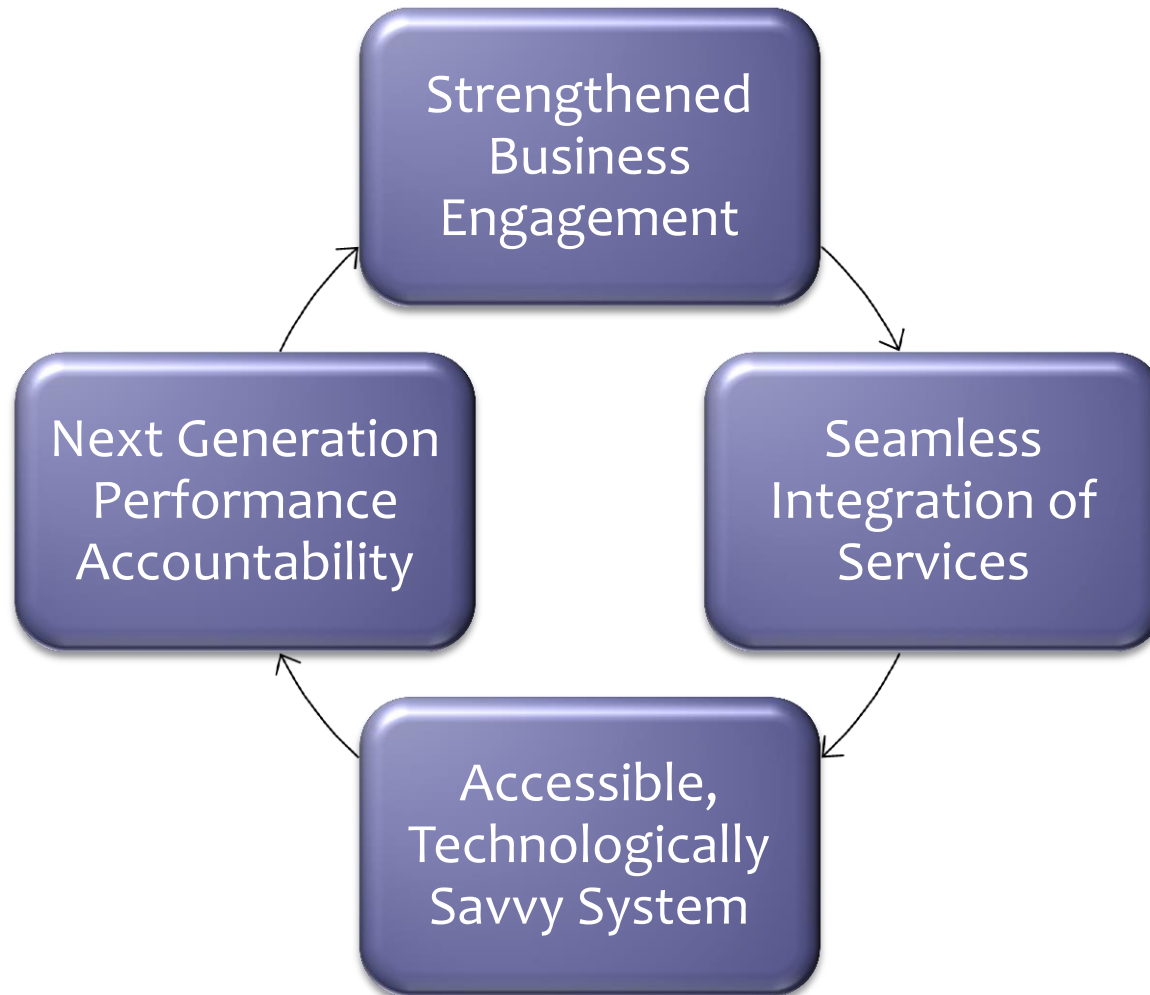


Workforce Board members and WIOA Implementation Steering Committee Co-Chairs **Jeff Johnson** (President, Washington State Labor Council) and **Gary Chandler**, (Vice President of Government Affairs, Assoc. of Washington Business).

State Workforce Plan Public Forums



Washington's Key Strategic Priorities for Workforce Development

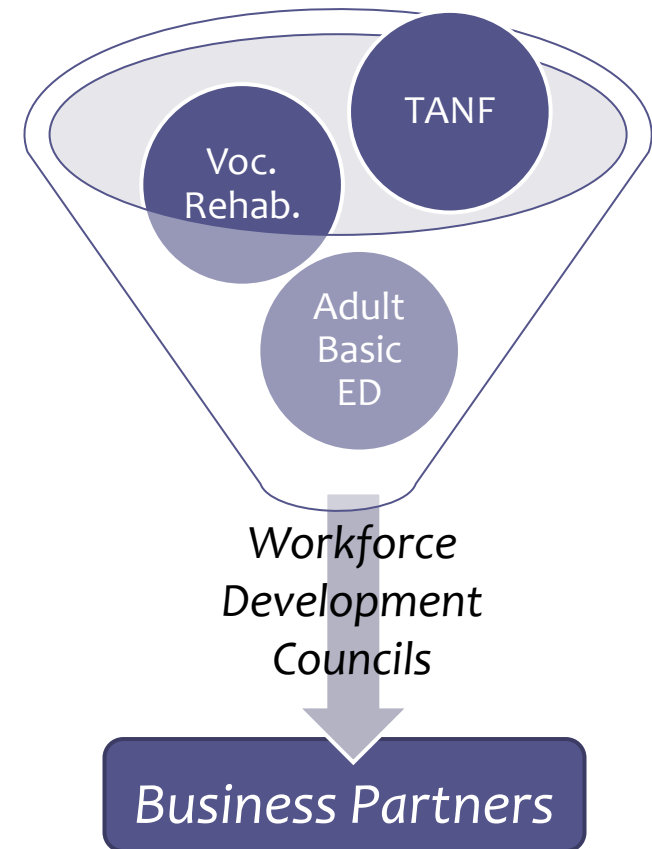


Business Engagement—*Better access, better engagement*

Clearer Communication and Stronger Partnerships

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.

- Use **standardized terms** and speak the language of business
- Train staff to **understand business impact** of workforce system interventions
- Map and **analyze points of contact** with businesses
- **Single points of contact** for system, focused through workforce development councils



Business Engagement Strategies



- Incumbent worker training funds for **business growth strategies**
 - Upskill-backfill strategies
- **Develop work-based learning opportunities** aligned with industry skills needs
- **Industry Sector Partnerships** will bring consortia of businesses together for shared solution-finding and investment

Integrated Service Delivery – *More effective, streamlined customer experience*

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 in One-Stop system
- Develop **common intake process** that eliminates redundant assessments, streamlines customer experience
- Increase the number of participants, including those with barriers, who have **defined career pathways and gained portable skills**, received industry recognized credentials, and/or earned college credits

Accessibility and Technology – *Ensuring efficient access for all*

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.

- Access to **secure, wireless Internet** and paperless One-Stop centers
- **Virtual service delivery** as a way of meeting the needs of participants with mobility and transportation difficulties, rural customers
- Customization of **new state labor exchange system**, WorksourceWA.com, which includes help matching people with disabilities to federal contractors
- The a state-level Workforce Board **Advisory Committee on Barrier Solutions** to identify and remove accessibility barriers for customers

Performance Accountability – *The Next Generation*

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.

- **Common accountability measures** allows for demographic comparisons across “silo-ed” core workforce development programs
- Focus on effectiveness among target populations—dashboard to assess **system performance**
- WIOA performance metrics similar to what Washington has been measuring, but include new measures:
- **Business Impact**
 - New federal measures under development at USDOL
- **Participant Impact**
 - Recognize the relationship between participants' barriers, their progress, and their outcomes
 - Encourage participants to be served by applicable programs

Additional TAP and WIOA Information

For additional information go to:
www.wtb.wa.gov/WAWorkforcePlan.asp

Contact Information

Eleni Papadakis

*Executive Director,
Workforce Training and
Education Coordinating Board*

360-709-4600

Eleni.Papadakis@wtb.wa.gov



Washington
Workforce Training
And Education
Coordinating Board