Talent and Prosperity for All (TAP)
Washington’s Strategic Plan for Workforce Development

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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.

- Tri-partite with a **dual-customer** focus: **business** and **workers**
  - 2/3 of seats held by Business and Labor; remaining seats held by major service providers (OSPI, SBCTC, ESD)
  - Advisory members representing targeted populations, chief local elected officials, DSHS, Commerce
What programs are part of the state’s workforce development system?

<table>
<thead>
<tr>
<th>Programs Included in Federal “Combined” Plan</th>
<th>Programs Included in State Strategic Plan Only</th>
</tr>
</thead>
<tbody>
<tr>
<td>• WIOA Title I</td>
<td>• Carl Perkins Act (secondary and post-secondary)</td>
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<tr>
<td>• Disadvantaged Adult</td>
<td>• Worker Retraining Program</td>
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<tr>
<td>• Youth</td>
<td>• Training Benefits Program</td>
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<tr>
<td>• Dislocated Workers</td>
<td>• Apprenticeship</td>
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<tr>
<td>• WIOA Title II: Basic Education for Adults</td>
<td>• Private Vocational Schools</td>
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<td>• WIOA Title III: Wagner-Peyser Services</td>
<td>• Second Chance Act</td>
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<tr>
<td>• WIOA Title IV: Vocational Rehabilitation</td>
<td>• Job Skills Program</td>
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<tr>
<td>• Temporary Assistance for Needy Families (TANF)/WorkFirst</td>
<td>• Customized Training Program</td>
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<td>• Trade Adjustment Act</td>
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<tr>
<td>• Veterans Employment and Training</td>
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<td>• Unemployment Insurance Services</td>
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<td>• SNAP Employment &amp; Training</td>
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<td>• Senior Community Services Employment</td>
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<td>• Community Development Block Grant</td>
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</table>
## Priority Service Populations:
Ensuring the system is universally accessible to job seekers and businesses

<table>
<thead>
<tr>
<th>Category</th>
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</thead>
<tbody>
<tr>
<td>Economically Disadvantaged Adults</td>
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<tr>
<td>Dislocated Workers</td>
</tr>
<tr>
<td>Disadvantaged Youth</td>
</tr>
<tr>
<td>Individuals with Disabilities</td>
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<tr>
<td>Older Individuals</td>
</tr>
<tr>
<td>English Language Learners</td>
</tr>
<tr>
<td>Undereducated Adults</td>
</tr>
<tr>
<td>Migrant/Seasonal Farmworkers</td>
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<tr>
<td>Ex-Offenders</td>
</tr>
<tr>
<td>Veterans</td>
</tr>
<tr>
<td>Underrepresented Minorities</td>
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</tbody>
</table>
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.
WIOA’s Key Features

- Many are modeled after best practices in Washington
- More programs under one strategic umbrella
- Single performance accountability system for core programs, comparing apples to apples—will be designed to drive continual improvement across program silos
- Dual customer satisfaction objective: businesses and workers/jobseekers
- Industry sector partnerships encouraged
- Coordinated programming and service delivery for better performance outcomes
WIOA’s Key Features—New to WA

- Eliminates Sequence of Service
- Eliminates many service timelines
- Allows for post-employment support
- Shifts focus from In-School Youth services to Out-of-School Youth Services
- Increases age of eligibility for youth funds—up to age 24
- Requires transition planning for youth with disabilities
- Requires Work-Integrated Learning Opportunities for youth
  - (20% minimum expenditure of all youth funds)
- Skill development measures—momentum towards goals
- Focuses on 14 priority population subgroups with barriers to employment
WIOA Priority Populations

- Included within broader state categories

<table>
<thead>
<tr>
<th>★ Displaced Homemakers</th>
<th>Low-Income Individuals</th>
</tr>
</thead>
<tbody>
<tr>
<td>★ Individuals w/in 2 Years of Exhausted TANF Eligibility</td>
<td>English Language Learners</td>
</tr>
<tr>
<td>★ Indians, Alaska Natives, Hawaiians</td>
<td>Migrant/Seasonal Farmworkers</td>
</tr>
<tr>
<td>★ Youth in/Formerly in Foster Care</td>
<td>Individuals with Disabilities</td>
</tr>
<tr>
<td>★ Single Parents/Pregnant Women</td>
<td>Older Individuals</td>
</tr>
<tr>
<td>★ Long-Term Unemployed</td>
<td>Ex-Offenders</td>
</tr>
<tr>
<td>★ Homeless Individuals</td>
<td>Veterans</td>
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</tbody>
</table>

“Other Groups”

- WIOA enumerates 14 priority subpopulations—and a 15th “catch-all” category for other populations designated by the Governor.
- The Workforce Board and system partners have interpreted Governor Inslee’s charge as a call to improve access among all priority populations.
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.
Talent and Prosperity for All

Washington’s plan for workforce development
Contains a narrative, strategic component
- “Public-facing”
- Accessible to practitioners, stakeholders, participants, legislators
Also contains an operational component
- Required elements of the federal plan that involve program-to-program commitments to align the system
Washington’s Key Strategic Priorities for Workforce Development

- Integrated and Streamlined Customer Service
- Next Generation Performance Accountability
- Strengthened Business Engagement
- Accessible, Technologically Savvy System
Performance Accountability – The Next Generation

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

- **Business Impact**
  - Continue the Workforce Board’s “Business Satisfaction Survey,” new federal measures under development

- **Participant Impact**
  - Recognize the relationship between participants’ barriers, their progress, and their outcomes
  - Encourage participants to be served by applicable programs
  - Common accountability measures allows for demographic comparisons across “silo-ed” programs
  - Will define a common exit (ex: economic self-sufficiency)
  - Focus on effectiveness among target populations—dashboard to assess system performance
Integrative 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.
Integrated Service Delivery Strategies

- Create **efficient, non-duplicative intake** process

- Nurture staff culture of “navigators” who connect customers to a career pathway:
  - Emphasize staff **coaching and mentoring** roles
  - Encourage broader array of **wrap-around support services**, customized to specific needs of customers
  - Continue **navigator role post-job placement**, strengthening the bond between the business and system and helping the new hire stay on a pathway to economic self-sufficiency

- Design and adopt **professional development for “frontline” staff** and management

- Use technology for efficiency and scale
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.

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

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 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, includes help matching people with disabilities to federal contractors
Accessibility Strategies—Systemic Barrier Removal

- The state’s Workforce Board will form a standing **Advisory Committee on Barrier Solutions**

- Local areas will **annually assess accessibility of their One-Stops**, provide a report to the state advisory group on the progress of accessibility improvement projects
  - Local advisory groups will include a broad cross-section of representation from barriered populations
Public Comment on the Plan

The state plan is open for comment at http://wtb.wa.gov

- We value your comments!
- Please visit our webpage to download draft chapters of the TAP plan and submit feedback via email.
- Public comments will be accepted through February 9.
- The TAP plan is before the Legislature for approval in the form of HCR 4415.