

## Idaho WDC One-Stop Committee Planning Session

### Today's Objectives:

- Go deeper on strategies identified in the WIOA State Plan Update
- Set our vision and guiding principles for integrated services going forward
- Focus on overseeing the continuous improvement and effectiveness of services carried out through the One-Stop system

### Where do we have strengths in the model:

- Some well-developed sector partnerships
- Knowing where the demand gaps are
- We are focused on maintaining a participant based system (recognizing the needs of each individual person)

We struggle to communicate to students and parents where the communities are. There is a general lack of knowledge statewide.

### Do you feel like you have all the labor market information and data to make this system work?

- Partners have a hard time getting to the data
- Need a regional specialist to update non-IDOL partners
- Library staff would like training from the agencies
- Training for agency staff on where to find the data, accessing the data, etc.

## Setting a Vision for Integrated Services Activity

### Discussion Questions:

- What do we want our career center to look like?
- What are common intake questions across all programs?
- How can mandated program services be delivered so they are seamless to the customer?
- How can we leverage strengths?
- How can WBL, apprenticeships cross-over and be part of our programs and partners?

### Group 1: Rico, Wendi, Birgit, Teresa, Dwight, Roy, Jane, Beth

- Current State
  - Co-Enroll within Title IB, etc.
    - "Tag Team" outside programs
    - Lack system to track
  - Lack integrated business outreach
    - Lack system to coordinate cross partners
  - No common intake
  - Starting to cross-train in several SDAs in the state
  - Confidentiality concerns

- Perceived barriers
- Future State
  - Common systems must be accessible, secure, and affordable
  - Additional cross-training – ongoing, scheduled, etc.
  - Businesses:
    - Integrated tracking system
    - Joint marketing and outreach
  - Participants:
    - Specific on youth focus
      - Redirect to parents contact info
    - Common intake and triage, assessment

Group 2: Terry, Shirley, Matthew, Matt M., Marie, Kellye, Marian, Georgia, Laurel

- Current State
  - Warm Hand-Offs
  - Co-enrollment (partial)
  - Front line staff is well coordinated but varies regionally
  - Limited (if any) system integration
  - Struggled with common intake
    - At best using paper forms
  - Orientation to services still siloed (labor services are integrated)
  - Live Better Idaho
  - Region 4 is doing quarterly partner meeting
- Future State
  - Common Intake (One-Stop Portal)
  - System Integration
  - Common language through any entry point
  - Team based approach (rather than programmatic)
  - Customer-centric
  - Use of LMI for decision making
  - Lifelong relationships with customers
    - Continually meeting skill upgrade needs
    - Customers know they can come back
  - Business outreach is coordinated
  - Overcoming the gap between decision makers and front line
  - Leadership buy-in
  - Better change management
  - Alignment of priorities (especially among regions)
  - Terminology & branding match our identity
  - Providing a business product that actually meets business needs
  - Staff development on a continual basis (cross-training)
  - Importance of informal education
  - Real-time customer feedback/feedback loop
  - More depth of program access online

- Having supplemental resources to implement

As individual entities we do not have the resources or funding to do outreach on our own. The Legislature would not fund a State Marketing campaign so how do we reach the public? If all of the state departments would pool their resources together we could start making a difference.

4 Things we want/can do:

1. Cross Training of Partners/Staff
2. Common Systems/Sharing Data
  - a. Universal Release
  - b. Common Intake
3. Functional Redesign/Collaborative Triage
4. System Based Collaborative Business Outreach
  - a. Outreach & Coordination
  - b. Regional

### **“How Might We” Activity**

#### **Cross Training of Partners/Staff**

- Regional Trainings
  - Monthly partner calls
  - Live trainings
- Build online resources
- Reference handbooks
- Access to information needs to be readily available
- Putting faces with names
- YouTube videos
- Social media
- App
- Measuring effectiveness

#### **Common Systems/Sharing Data**

- Identify Financial Resources at all One-Stops
- Universal Forms
- Agree to share data processes
- Design a cross agency team
- Development One-Stop Delivery Service Portal
- Look at Best Practices
- Overall High-Level Objective to each Agency
- FTP/Block-Chain

#### **Functional Redesign/Collaborative Triage**

- Insure that you put the customer first
- Get customer feedback
- Common language

- Customer focus groups
- Reducing duplicate data entry
- Empowering staff to make decisions on resource recommendations

#### **System Based Collaborative Business Outreach**

- Creating regional response teams
- Identifying why each agency does outreach/who is responsible
- Establish a Statewide plan on effective business outreach
- Regional Outreach plans
- CRM
- Identify Financial Resources

#### **End Vision:**

#### **Cross Training of Partners/Staff**

- 5-Year Vision: Start delivering regionally
- 1-Year Vision: Create a delivery plan/resources
- 1-Year Steps:
  - Replicate region 2 & 6 training
  - Identify statewide/regional training team
  - Make Training plan – frequency, delivery mode, metrics
  - Create/Customize content

#### **Common Systems/Sharing Data**

- 5-Year Vision: Common intake database on a Blockchain (or warehouse)
- 1-Year Vision: What universal intake should be
- 1-Year Steps:
  - Identify common elements
  - Universal release (conversation)
  - Stakeholders get on same page

#### **Functional Redesign/Collaborative Triage**

- 5-Year Vision: Wait to see how year-1 goes
- 1-Year Vision: Collect data and create definitions
- 1-Year Steps:
  - Review and identify best practices (Spokane/Oregon, Tri-cities, Tacoma)
  - Understand challenges/opportunities, such as co-location
  - Dialogue on common language
  - Define One-Stop

#### **System Based Collaborative Business Outreach**

- 5-Year Vision: Region teams who collaborate and connect customers to statewide resources with a CRM
- 1-Year Vision: Outreach capabilities of stakeholders
- 1-Year Steps:
  - Have common language/outreach materials
  - Plan for training & information sharing

- Strategies/best practices
- Process/Intake flow chart for business customers & job seekers