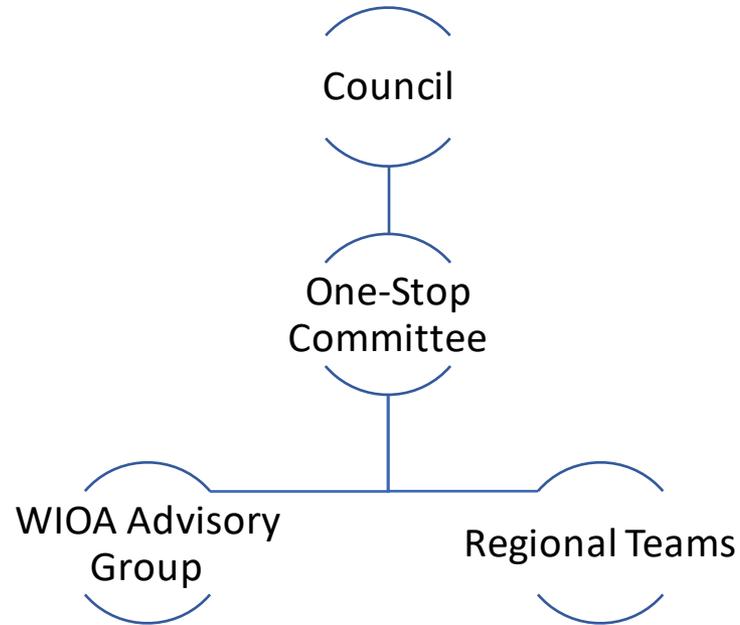


One-Stop Committee

July 14, 2020

Rethinking Our Role



Responsibilities – a starting point

One-Stop Committee

- Strategy, Policies, and Continuous Improvement
- Ensure state plan is implemented

WIOA Advisory

- Develop state plan and modifications
- Monitor one-stop system performance – data sharing
- Review evaluations of individual programs for best practices

Regional Teams

- Local implementation/coordination of:
 - Service delivery & cross-training
 - Referrals/co-enrollment
 - Business services

State Plan Goals – Technical Assistance Scope of Work

Priority Focus Areas

Improving Public Awareness and Access to the Workforce System – The sixteen public listening sessions conducted by the Council and partners show several gaps that allow various opportunities for system improvement. This includes actionable messaging of the services and benefits available to both jobseekers and employers. Also, increasing referrals and service coordination among programs will help to improve outcomes for those in need. Specific goals for implementation during this state plan period include:

- Identify gaps and opportunities – **conduct a customer flow exercise across the partners.**
- Develop a consistent referral process across programs.
- Implement a communications strategy that is segmented to specific audiences.
- Explore technology solutions to increase efficiencies in referrals and intake.

Proposal

conduct a customer flow exercise across the partners

Consultant's Role

- Spend 1 day (?) with each partner observing customer interactions, talking with staff and reviewing documents.
- Report on gaps, potential biases, limits to accessibility, etc.

One-Stop Committee Role

- Use reports to identify system improvements.
- Develop an outreach plan

Priority Focus Areas

Coordinating Business Services across partners to ensure delivery of streamlined and high-quality solutions – As previously noted, statewide listening sessions brought to light that employers are seeking services and information in a coordinated and targeted fashion. Based on this feedback, the system must clearly identify the services each program has to offer, develop a coordinated approach to visit/serve employers, and utilize a continuous improvement approach to better serve employers. In addition, an information portal needs to be developed to include information on services available from WIOA and non-WIOA partners. Specific goals for implementation during this state plan period include:

- **Develop value statements for services offered by the partners.**
- Implement targeted, coordinated business visits through regional teams.
- Launch a comprehensive virtual one-stop source of information for employers.

Proposal

Develop value statements for services offered by the partners.

Consultant's Role

- Work with each partner to develop value proposition for employers. (Could likely be facilitated remotely among a group of individuals you select.)
- Value proposition must be free of program lingo, acronyms, etc. It must resonate with individuals and organizations who have no idea what the workforce system is.

One-Stop Committee Role

- Drive the value proposition throughout your organization.
- Ensure that regional business services leads are using the work to drive their local coordination of business services