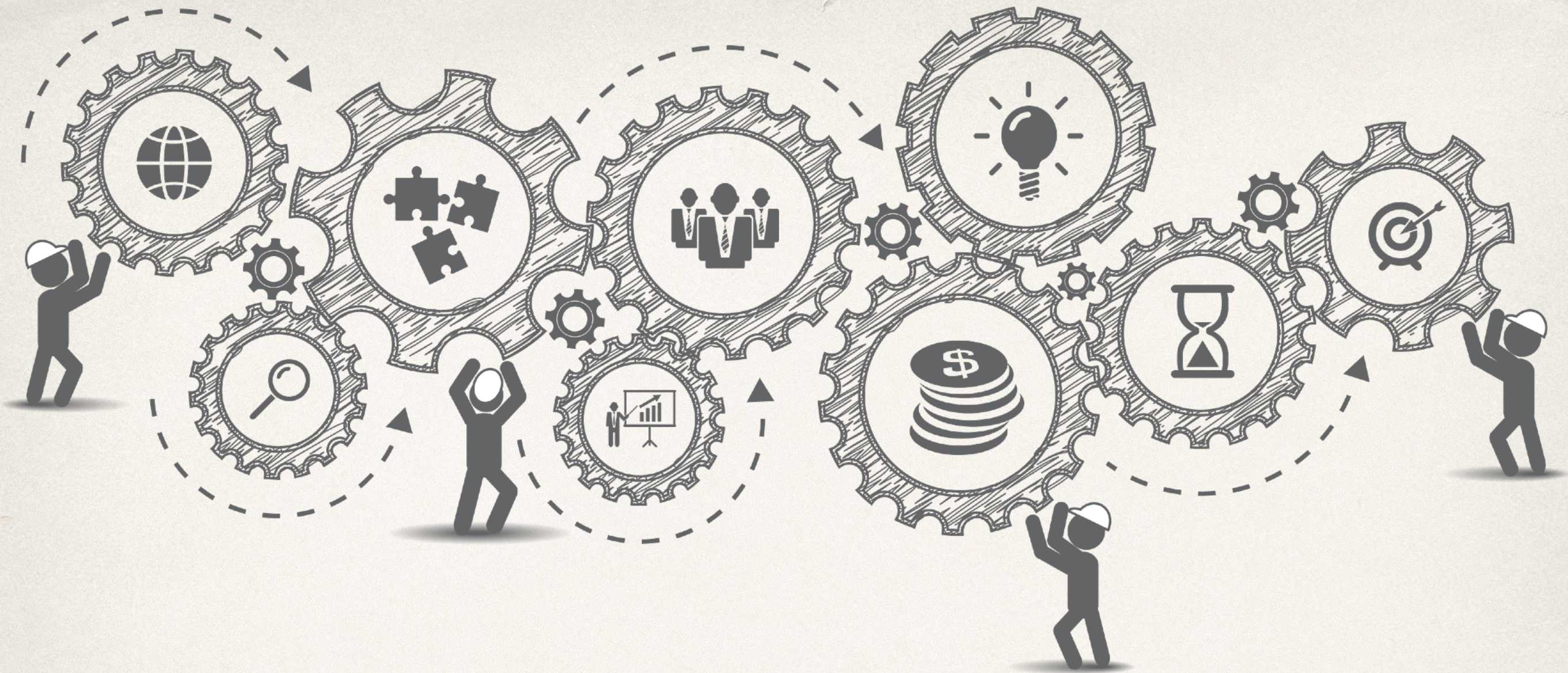




Susquehanna Workforce Innovation Partnership

Quarterly Meeting

November 14, 2017

Why are we here?

Vision: A seamless workforce system that strengthens individuals, employers, businesses, and communities in the Susquehanna region and beyond

Mission: Susquehanna Workforce Innovation Partnership provides Susquehanna job seekers an individualized suite of support services so they possess skills for businesses and enterprises to compete in the local, regional, and global economies.



Q1 Recap

- ❖ July: Interviews with WIOA partners about vision, challenges, opportunities under WIOA structure. **Three goals emerged.**
- ❖ August: Quarterly meeting discussion on vision, barriers, and solutions resulted in the Action Plan for FY18. **Focus Area subcommittees formed.**
- ❖ September / October: Focus Area subcommittees worked on Action Plan steps via **conference calls.**

ACTION PLAN FOR FY2018		
Draft Vision Statement: Susquehanna Workforce Innovation Partnership (SWIP) provides Susquehanna job seekers an individualized suite of support services so they possess skills for businesses and enterprises to compete in the local, regional, and global economies.		
Focus Area One: Communication and Awareness	FY18 Action Steps/Milestones	Lead
Outcome: WIOA partners, staff members, clients, and area businesses understand resources and capabilities of workforce system.	☐ Bring health/human services and mental health partners to the table with SWIP to help identify gaps, resources, and funding for clients with mental health and substance abuse challenges	
	☐ Conduct cross-training for staff members that work directly with clients	
	☐ Develop reference guide on workforce system capabilities and resources – one version for line staff and one for customers	
	☐ Track progress of common intake form and provide input where necessary	
Focus Area Two: Job Connections	Action Steps/Milestones	Lead
Outcome: Regional job availability/demand and employee preparation / training are tightly linked.	☐ Identify pathways for clients from education to in-demand careers	
	☐ Gather, curate, and share available employer data on entry-level skills, in-demand careers, employment opportunities	
	☐ Expand soft-skills training opportunities for customers, particularly interviewing skills and add job fair prep class	
Focus Area Three: Client Service	Action Steps/Milestones	Lead
Outcome(s): 1. Job seekers experience minimal barriers when using workforce system resources 2. Employers recruit local candidates with appropriate skills	☐ Explore customer intake process across all partners and identify collaborative service delivery improvements	Linda
	☐ Identify new resources and solutions for hard-to-serve populations	
	☐ Study feasibility of cross-partner universal assessment tool	

Today's Discussion

❖ Panel Discussion on Substance Abuse and Mental Health Resources

- **Joe Ryan**, Harford County Office of Drug Control Policy
- **Don Mathis**, Addiction Connections Resource
- **Tracy Kelly**, Office on Mental Health, Core Service Agency of Harford County
- **Chris Martin**, Advantage Psychiatric Services



Action Plan Progress

❖ Focus Area 1: Communications

- ❖ Bring substance abuse / mental health organizations to table
- ❖ Additional cross-training for customer-facing staff
- ❖ Reference guide
- ❖ Status of state common intake form

WIOA partners, staff members, clients, and area businesses understand resources and capabilities of workforce system.

Action Plan Progress

❖ Focus Area 2: Job connections

- ❖ Identify pathways from education to in-demand careers
- ❖ Gather, curate, and share available employer data on entry-level skills, in-demand careers, and employment opportunities
- ❖ Expand soft-skills training opportunities for customers, particularly interviewing skills and job fair prep

Regional job availability/demand and employee preparation and training are tightly linked.

Action Plan Progress

❖ Focus Area 3: Client Service

- ❖ Explore customer intake process across all partners and identify collaborative service delivery improvements
- ❖ Identify new resources and solutions for hard-to-serve populations
- ❖ Study feasibility of cross-partner universal assessment tool

- A. Job seekers experience minimal barriers when using workforce system resources
- B. Employers recruit local candidates with appropriate skills

Small Group Work Sessions

End at 3:45 p.m. and return to
Training Room

Group 1: Communications and
Awareness (Training Room)

Group 2: Job Connections
(Chesapeake Conference Room)

Group 3: Client Service (Cluster
1 Room)



Q2: Next Steps

- ❖ Groups continue to meet and focus on Action Plan 1x/month
- ❖ New additions to SWIP
- ❖ Quarterly Meeting:
February 13, 2018, 2-4 p.m.
Special Topic: Serving justice-involved candidates.
- ❖ Email updates/newsbrief
- ❖ Info archive at wioapartners.com

