

Susquehanna Workforce Innovation Group

QUARTERLY MEETING – AUGUST 8, 2017

Susquehanna Workforce Advancement Group

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Agenda

- Introductions
- FY18 Action Planning
 - Key Themes from Interviews
 - Vision
 - Workforce system barriers
 - Ideas for action
 - Metrics
 - Actions and Leads
- Wrap-Up

ACTION PLAN FOR FY2018		
<u>Draft Vision Statement:</u> Susquehanna job seekers receive a seamless suite of training and support services so that they possess the skills necessary for their employers to compete in the local, regional, and global economies.		
Focus Area One: Communication and Awareness	FY18 Action Steps/Milestones	Completion Date
<u>Outcome:</u> WIOA partners, staff members, clients, and area businesses understand resources and capabilities of workforce system.	☐	
	☐	
	☐	
Focus Area Two: Job Connections	Action Steps/Milestones	Completion Date
<u>Outcome:</u> Regional job availability/demand and employee preparation / training are tightly linked.	☐	
	☐	
	☐	
Focus Area Three: Client Service	Action Steps/Milestones	Completion Date
<u>Outcome(s):</u> 1. Job seekers experience minimal barriers when using workforce system resources 2. Employers recruit local candidates with appropriate skills	☐	
	☐	
	☐	

Key Themes: Vision for Workforce System

- All partners realize they are in this together. Needs to be a seamless system.
- Not siloed but a blended situation where we all work together. Furthermore, all partners are valued equally for what they bring to the table.
- Hoping that we can identify duplication of effort, make sure it is a seamless system that no matter where someone enters, if they need food stamps or other services, they can get that service.
- Seamless to client and student – they wouldn't know one agency from the next because there is no need to.
- No matter where our customers go, when they open the glass door, they see the sign that welcomes them into the workforce development partnership
- gain self sufficiency. And partners are aware of other partner interactions with clients.
- A person can come in at an entry point in the system and have access to all services in the system. Information sharing is seamless. We have knowledge of other organizations, and we work together.
- We are a coherent team: We pass clients seamlessly into training opportunities at college, job placement, and ultimately getting off of our services
- Seamless operation that is understandable to both the providers and the clients.
- A systems that is transparent, seamless, immediate, responsible, encouraging self-sufficiency. Ready and responsive.
- Service-driven and client-centric approach. Ideally no duplication of services and seamless hand-offs between agencies based on criteria. Deploy partner resources at right time with little obstacles for the client. Helping clients gain self sufficiency. And partners are aware of other partners' interactions with clients.

Workforce System Barriers

BARRIERS FOR SYSTEM

- ▣ Partners siloed
- ▣ No method of client triage
- ▣ No clear education > career pathways outlined
- ▣ Legal and regulatory barriers to information and data sharing
- ▣ ESOL
- ▣ Gaps in service structure
- ▣ Need more employers coming to the table

BARRIERS FOR CLIENTS

- ▣ Mental health and substance abuse
- ▣ No common intake form
- ▣ Few job services for least-skilled workers
- ▣ Transportation
- ▣ For many clients – soft skills
- ▣ ESOL
- ▣ Availability of partner services – hours and location

Ideas for Action: Communication and Awareness

1. Cross-train front-line staff on partner capabilities
2. Increase community awareness of resources
3. Include mental health and substance abuse partners in SWIG
4. Communicate “stackable” nature of education and credentials to clients
5. Explore common measures across agencies
6. Better understand WIOA and other metrics for each partner

Ideas for Action: Communication and Awareness

7. Educate WIB on disparate performance measures and gaps
8. In meetings, share challenges, solutions, case management examples
9. Develop “cheat sheet” on each agencies capabilities and resources
10. Collaborate on grants and expand partnerships
11. Set up repository of information relevant to WIOA
12. Create better information sharing systems

Ideas for Action: Job Connections

1. Expand soft skills training, particularly interviewing skills and add job fair prep class
2. Outline education-to-career pathways in growth fields, particularly for GED clients
3. Youth Development: Job fairs focused on emerging career fields
4. Dialogue with employers on skills they need and want. Develop deeper understanding of entry-level skills in specific fields. Include small businesses

Ideas for Action: Job Connections

5. Conduct surveys to gather feedback from businesses
6. Explore bringing pathway support programs, such as MI-BES, which offers wrap-around support and training in high-demand occupations
7. Work to expand job connections for people with disabilities
8. Expand apprenticeship programs

Ideas for Action: Client Service

1. Explore extending functionality of Maryland Workforce Exchange to incorporate partner data; request pilot for region of MWE beyond read-only access
2. Develop common intake form
3. Improve inter-partner referral system
4. Workforce system app – opportunities, next steps
5. Outreach programs for housing waitlist clients; cross-promotion SWN/housing
6. Identify workshops to people falling through the cracks – homeless, ESOL, recently incarcerated, disabled

Ideas for Action: Client Service

7. Increase flexibility and availability of services – hours, locations
8. Universal assessment tool – easier to identify skills, barriers
9. Improve “warm hand-off” for clients between agencies
10. Single point of contact for housing clients
11. Help drive regional solutions for transportation challenges
12. Expand solutions for “hard-to-serve” clients

Evaluating Proposed Actions

- **Feasibility:** Is the task within our budget, timeline, and control?
- **Validity:** Will this task get us closer to our vision/outcome?
- **Doability:** Can we make significant progress in a year?

Wrap Up

- FY18 Action Plan Next Steps
- Other potential partners to bring to the table
- Partner meeting dates and topics

Meeting Dates and Topics

- Dates

- November 14, 2017
- February 13, 2018
- May 8, 2018

- All at 2 p.m. at HCOED

- Structure:

- FY18 Action Plan updates and coordination
- Special Topics

- Special Topics:

- Mental health and substance abuse resources
- State updates: Common Intake form and REX
- WIOA metrics and regional data
- Labor market updates
- Case management