

PARTNER CONVENING

Maryland's Workforce System



WIOA Fundamentals



Maryland's Mission

Combined State Workforce Plan



- To guide a nationally-recognized workforce development system that aligns with the economic and educational goals of the State of Maryland and will result in a qualified workforce available to employers across the State.
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Seamless Integration of Services

Maryland's Customer-Centric Workforce System



PowerNotes^{LLC}

- **Engaging business** through a more a more collaborative and proactive strategy;



Seamless Integration of Services

Maryland's Customer-Centric Workforce System



PowerNotes^{LLC}

- **Providing excellent customer service** to businesses and individuals through improved customer intake processes and an increased focus on businesses and jobseekers as customers of the system;
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Seamless Integration of Services

Maryland's Customer-Centric Workforce System



PowerNotes^{LLC}

- **Building an efficient workforce system** through staff training and information sharing, increasing collaboration, streamlining service delivery using a “systems approach” where necessary partner strengths are maximized, and improving customer flow and access;
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Seamless Integration of Services

Maryland's Customer-Centric Workforce System



PowerNotes^{LLC}

- **Developing standards, policies, and procedures** to ensure the sustainability of best practice efforts throughout the State through: the integration of career pathway models in competitive grant applications; the implementation of continuous improvement plans for service delivery; the provision of technical assistance and best practice resources; the negotiation of local performance measures utilizing regression models, the expansion of apprenticeship opportunities in high-demand industries; and, through the establishment of a robust Eligible Training Provider List;
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Seamless Integration of Services

Maryland's Customer-Centric Workforce System



PowerNotes^{LLC}

- **Ensuring a system that serves all and is accessible to individuals** through the development of clear guidelines outlining the process for managing and referring customers between and among partners; ensuring provision of culturally appropriate materials and services; implementing universal design practices; creating multiple access points to increase outreach; and to ensure that all jobseekers can access services.
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Seamless Integration of Services

Maryland's Customer-Centric Workforce System



PowerNotes^{LLC}

- **Utilizing technology** to ensure a collaborative system through: the integration of technology and data sharing between WIOA Partners; enhancing functionality of the Maryland Workforce Exchange; the creation of metrics, process maps, and models; working towards full accessibility of websites and web presences for those with disabilities; and, implementing enhanced technologies that increase data sharing and access; and,
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National Progress

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National Progress and Challenges



- Final Regulations Scramble
 - State Board Restructuring and Revised/New Statewide Policies
 - Local Board Restructuring
 - Revised Local Elected Official Consortium Agreements
 - Partner Discussions on Integration
 - Revised Customer Flow
 - Apprenticeship Coordination
 - Career Pathways and Sector Strategies
 - Referral Processes
 - Co-enrollment Strategies
 - Exit Coordination
 - Tracking
 - Resource Sharing
 - Performance Management
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Partner Considerations

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PARTNER CONSIDERATIONS



Core Program Partners

1. Adult, Dislocated Worker, Youth
 2. Adult Education and Literacy
 3. Wagner-Peyser
 4. Vocational Rehabilitation
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PARTNER CONSIDERATIONS



Required One-Stop Partners

- Adult, Dislocated Worker, Youth
 - Adult Education and Literacy
 - Wagner-Peyser
 - Vocational Rehabilitation
 - Career and Technical Education
 - Title V Older Americans
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PARTNER CONSIDERATIONS



Required One-Stop Partners

- Job Corps
 - Native American Programs
 - Migrant Seasonal Farmworkers
 - Veterans
 - Youthbuild
 - Trade Act
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PARTNER CONSIDERATIONS



Required One-Stop Partners

- CSBG (Community Acton)
 - HUD
 - Unemployment Compensation
 - Second Chance
 - TANF (Governor can reject)
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PARTNER CONSIDERATIONS



- Meaningful involvement of partner programs on committees and special task forces
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Changes in Program Design

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CHANGES IN PROGRAM DESIGN



- Focus on individuals with barriers
 - Good jobs with livable wages and potential for continued growth
 - Career Pathways with jobs and credentials
 - Evidence-based data
 - Employer engagement
 - Work-based learning
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Service Focus

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SERVICE FOCUS



- Shifts from universal to targeted services
 - Greater focus on a career rather than a job
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SERVICE FOCUS



- Eligibility for services
 - Outreach, intake, orientation
 - Initial assessment
 - Labor exchange services
 - Referrals to programs
 - Labor market information
 - Performance, cost information
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SERVICE FOCUS



- Supportive services information
 - UI Information and assistance
 - Financial aid information
 - Follow-up services
 - Comprehensive assessment
 - Individual employment plan
 - Career planning, counseling
 - Short-term prevocational services
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SERVICE FOCUS



- Internships, work experience
 - Out-of-area job search
 - Financial literacy services
 - English language acquisition
 - Workforce preparation
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SERVICE FOCUS



- Youth
 - Extends to 24
 - Co-enrollments encouraged
 - 75% funds spent on out-of-school
 - No out-of-school income eligibility
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SERVICE FOCUS



- Occupational Skills Training
 - On-the-Job Training
 - Programs that Combine Workplace Training with Related Instruction
 - Training Programs Operated by Private Sector
 - Skill Upgrading and Retraining
 - Entrepreneurial Training
 - Customized Training
 - Incumbent Worker Training
 - Adult Education and Literacy Activities
 - Job Readiness Training
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Partner Action Steps

WIOA Transition

Partner Action Steps



- Access
 - Will you be co-located in the Comprehensive Center?
 - Will you be at the Comprehensive Center on a scheduled basis?
 - Will you be co-located or scheduled at any of our Affiliate Centers?
 - We encourage some presence at the Comprehensive Center if a Core Program Partner
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WIOA Transition

Partner Action Steps



- Services
 - What age groups do you work with?
 - What eligibility requirements do you have?
 - How long are individuals enrolled?
 - What Basic Career Services do you offer your participants?
 - What Individualized Career Services do you offer your participants?
 - What Training Services do you offer your participants?
 - What Supportive Services do you offer your participants?
 - Do you register your applicants and participants in the State's workforce system? If not, what process could be used to start doing that?
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WIOA Transition

Partner Action Steps



- **Customer Service**

- Do you have a required script for answering the phone?
 - What marketing materials do you have available on your services?
 - Do you have a waiting list for services?
 - What basic career services can the Center provide at initial contact and during the referral process procedures?
 - If we were to create a common intake form, what information do you require on the application?
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WIOA Transition

Partner Action Steps



- Referrals
 - What process or procedure can be used to refer potential applicants to you?
 - What initial screening can the receptionist at the Center do that will help refer appropriate applicants to you?
 - Do you have labor market information/data on your target population for our local area? How can we access that information?
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WIOA Transition

Partner Action Steps



- Referrals
 - What characteristics are required of a potential applicant for your program? (Example: low-income, documented disability, dependable to show up, basic skills deficient, reliable transportation, etc.)
 - How will we know they are on your program?
 - How will we coordinate a desire to co-enroll?
 - How will we coordinate case information?
 - How will we communicate when the participant has completed one of our programs?
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WIOA Transition

Partner Action Steps



- Policies and Procedures
 - Do you have policies or procedures regarding customer flow?
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WIOA Transition

Partner Action Steps



- **Resource Sharing**

- Can you provide training to partners on what you do and do your applicant pool is?
 - Do you offer any pre-employment, life skills, or work readiness workshops that could be coordinated for shared enrollments?
 - Would you participate in any shared enrollments other partners offer?
 - Do you have special equipment you could provide for your targeted population?
 - Do you have classroom space?
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WIOA Transition

Partner Action Steps

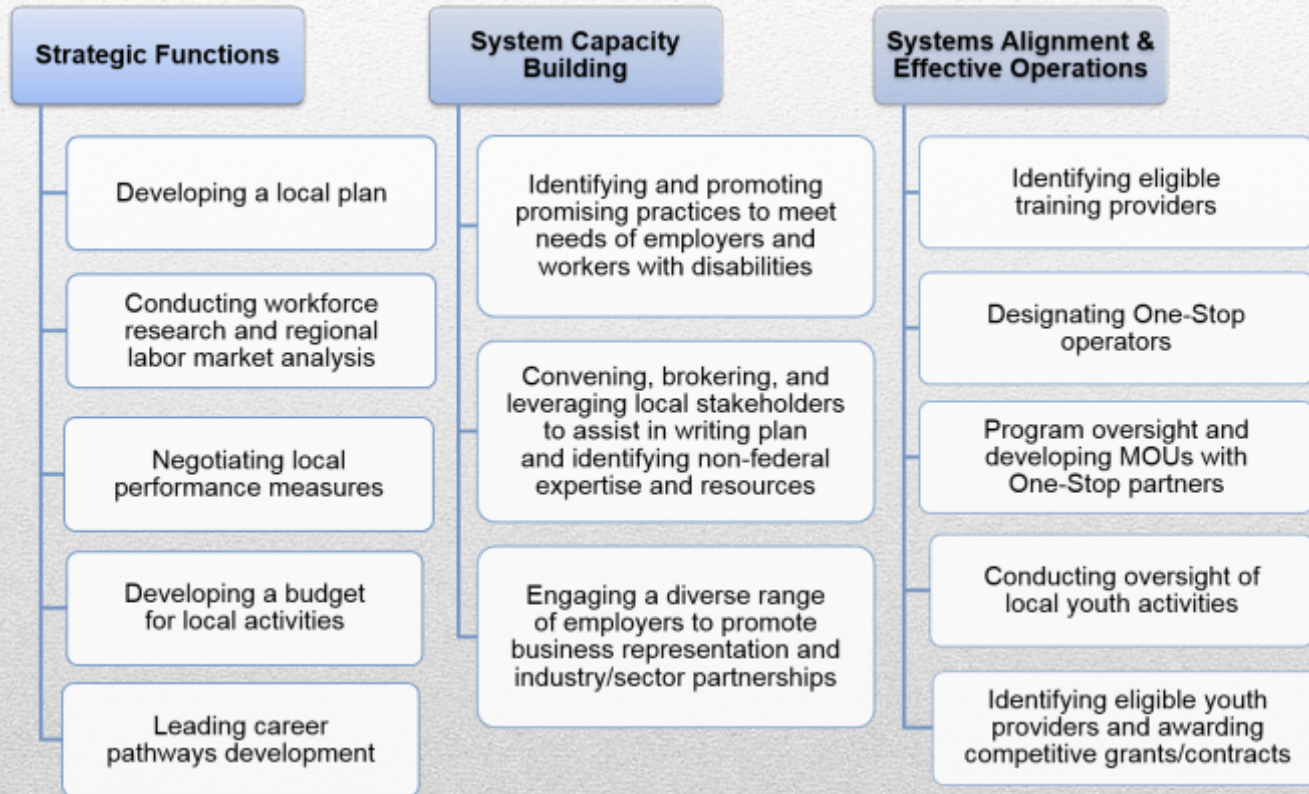


- Other Information
 - What are your performance requirements?
 - Do you work with any specific industry sectors?
 - What areas of performance could you use help with from partners?
 - Do you engage in a career pathways model for your participants?
 - Do you do job development?
 - Do you work with employers?
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Role of Local Workforce Development Boards



Local Workforce Board Functions



P.L. 112-128 Sec. 107(d)

One-Stop Operator Procurement



WIOA Transition

One-Stop Operator Procurement



- Single eligible entity or consortium of one-stop partners
 - Local board only with approval of CEO and Governor
 - Other interested organizations capable of carrying out one-stop operator duties
 - Elementary & secondary schools not eligible
 - Non-traditional public secondary schools (night, adult or career & technical) eligible
 - Required by July 1, 2017
 - Must be procured at least every 4 years
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WIOA Transition

One-Stop Operator Procurement - Required



- Coordinate Service Delivery among Partners
 - Coordinate Service Delivery among Physical and Electronic sites
 - Primary Provider of Services at Physical Centers Includes:
 - Manage hours of operation at all sites
 - Manage technological resources such as websites, case management information, business networking software, on-line testing sites
 - Manage daily operations thru coordination with WIOA Fiscal Agent for lease, utilities, and other invoice remittance
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WIOA Transition

One-Stop Operator Procurement - Required



- Manage partner responsibilities as defined in MOU
 - Manage services for individuals
 - Manage services for business
 - Provision of basic services such as orientations, information on careers and labor markets, and resource rooms
 - Submission of annual staffing, and operational budgets
 - Following federal and state regulations pertaining to handling of EEO responsibilities, customer complaints, and physical and programmatic accessibility
 - Implementation of board policies
 - Reporting to Board on operations, performance
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WIOA Transition

One-Stop Operator Procurement – Can Also Do



- Provision of Career Services under the WIOA Adult and Dislocated Worker Programs
 - Provision of Youth Program Services
 - Provision of Other Services
 - Fee for Service Activities
 - Outreach and Recruitment of customers and voluntary partners
 - Staff and partner training
 - Membership and/or participation with local associations and workgroups
 - Entering into lease agreements for the physical sites
 - Specialized site management
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WIOA Transition

One-Stop Operator Procurement – Cannot Do



- Convene System Stakeholders to assist in the development of the local/regional plan
 - Prepare and Submit local plans
 - Be responsible for oversight of itself
 - Manage or Participate in the Competitive Selection Process for Operators
 - Select or Terminate One-Stop Operators, Career Services, and Youth Providers
 - Negotiate Local Performance Measures
 - Develop and Submit Budget for Activities of the Local Board
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WIOA Transition

One-Stop Operator Procurement



- Selection of One-Stop Operator
 - U.S. DOL Final Rule Section 679.410
 - U.S. DOL/U.S. DOE Final Rule Sections 678.610 – 678.635
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WIOA Transition

One-Stop Operator Procurement



- The Department maintains the interpretation, consistent with 20 CFR 678.605 (see Joint WIOA Final Rule) and WIOA sec. 121(d)(2)(A), that the Local WDB must select the one-stop operator through a competitive process.
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WIOA Transition

One-Stop Operator Procurement



- Neither WIOA nor § 679.410 prohibit Local WDBs from competing to become a one- stop operator if they could do so in accordance with the Uniform Guidance.
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WIOA Transition

Career Services Procurement



- Although WIOA sec. 107(g) requires that one-stop operators be competitively procured, there is no similarly clear statutory requirement for provision of career services and therefore Local WDBs do not have to undertake a competitive process to offer career services.
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WIOA Transition

Career Services Procurement



- The Department has interpreted WIOA sec. 107(g)(2), which states that a Local WDB may provide career services described in WIOA sec. 134(c)(2) through a one-stop delivery system or be designated or certified as a one-stop operator only with the agreement of the CEO and the Governor, to mean that the Local WDB's delivery of career services is at the discretion of the CEO and Governor.
 - Section 679.410(b) offers the CEO and Governor flexibility in deciding whether to pursue a competitive award of career services.
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WIOA Transition

Career Services Procurement



- However, the Department supports competition and maintains the opinion that Local WDBs acting as direct providers of these services is not optimal.
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WIOA Transition

Youth Services Procurement



- Section 681.400 provides that the local grant recipient may directly provide youth services.
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WIOA Transition

Multiple Roles



- Entities serving multiple roles must adhere to WIOA title I, subtitle E (Administration) and § 679.430 to ensure appropriate firewalls within a single entity performing multiple functions, including when a fiscal agent also functions as a direct provider of services.
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WIOA Transition

Multiple Roles



- Section requires a written agreement with the Local WDB and chief elected official when a single entity operates in more than one of the specified roles, but does not dictate the specific contents of the agreement, because the regulation cannot account for each individual Local WDB situation. However, the agreement must demonstrate how the organization will carry out its responsibilities while in compliance with WIOA and corresponding regulations, relevant Office of Management and Budget (OMB) circulars, the Uniform Guidance, and the State's conflict of interest policy.
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WIOA Transition

Questions



- Will GWIB/Governor create a policy that gives Chief Elected Officials the authority to allow Local Workforce Development Boards to serve as one-stop operator and provider of career services?
 - Will GWIB/Governor instead consider each local area separately when a request is submitted?
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WIOA Transition

Questions



- What firewalls will support multiple roles?
 - Independent contractor to do local monitoring and report findings to Board and Chief Elected Official?
 - Independent contractor assistance in performing functions that may not be done by the Operator?
 - Independent contractor to work with Board in regard to procurement processes?
 - Board contracts with individual to report directly to the Board for monitoring, procurement, and functions Operator cannot perform?
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Performance Measures



WIOA Transition

Performance



- WIOA Title I Adult & Dislocated Worker Programs, Title II Adult Education and Literacy programs, Title III Wagner-Peyser employment services, and Title IV Vocational Rehabilitation
 - Employment during 2nd quarter after exit
 - Employment during 4th quarter after exit
 - Median earnings
 - Credential attainment rate
 - Measurable skills gain
 - Effectiveness in serving employers
-

WIOA Transition

Performance



- WIOA Title I Youth
 - Employment, education, or training during 2nd quarter after exit
 - Employment, education, or training during 4th quarter after exit
 - Median earnings
 - Credential attainment rate
 - Measurable skills gain
 - Effectiveness in serving employers
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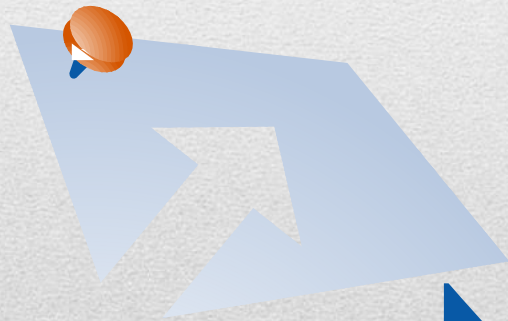
WIOA Transition

Questions



- How are the negotiated performance measures determined?
 - When will discussions begin?
 - How will they be coordinated with local board plans?
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TCA/WIOA



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WIOA Transition

TCA/WIOA



- Per the Maryland State Combined WIOA Plan, Maryland's TCA/WIOA partnership will be phased in over a three year period across the 12 Local Areas to allow for strategic planning and evaluation of chosen interventions and strategies within each Local Area.
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WIOA Transition

TCA/WIOA



- Phase One
 - Anne Arundel County
 - Lower Shore
 - Sesquehanna
 - Phase Two
 - Baltimore City
 - Baltimore County
 - Frederick County
 - Upper Shore
 - Phase Three
 - Mid-Maryland
 - Montgomery
 - Prince George's
 - Southern Maryland
 - Western Maryland
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MOU/RSA



WIOA Transition

Memorandum of Understanding



- A locally negotiated, three-year agreement between Local Workforce Boards, Chief Elected Officials, and One-Stop partners, describing the operation of the one-stop delivery system in the local area.
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WIOA Transition

Memorandum of Understanding



- Required Partners:
 - Provide access to its programs or activities through the one-stop delivery system, in addition to any other appropriate locations;
 - Use a portion of funds made available to the partners' program, to the extent consistent with the Federal law authorizing the partners' program and with Federal cost principles in 2 CFR parts 200 and 2900, to provide applicable career services and to work collaboratively with the State and Local Boards to establish and maintain the one-stop delivery system;
 - Enter into a local MOU with the Local Board to describe the operation and delivery of services in the career center system; and
 - Participate on state and local boards, or within committees, as required.
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WIOA Transition

Memorandum of Understanding



- Local MOU must include:
 - Description of services including manner services will be coordinated and delivered through the system;
 - Agreement on funding the costs of the services and the operating costs of the system (more in Resource Sharing below);
 - Methods for referring between partners;
 - Methods to ensure needs of workers, youth, and individuals with barriers to employment are addressed;
 - Duration of the MOU and procedures for amendment;
 - Review period of not more than every 3 years.
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WIOA Transition

Resource Sharing Agreement



- Infrastructure costs of one-stop centers are non-personnel costs that are necessary for the general operation of the one-stop center:
 - Facility rental
 - Utilities and maintenance
 - Equipment – including assessment-related products and assistive technology for individuals with disabilities
 - Technology to facilitate access to the Center, including technology used for the Center’s planning and outreach activities.
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WIOA Transition

Resource Sharing Agreement



- Infrastructure costs can be paid:
 - Cash
 - Non-cash
 - Third-party in-kind contributions valued consistent with 2 CFR 200.306
 - Expenditures incurred by one-stop partners on behalf of the One-Stop Center
 - Non-cash contributions of goods or services contributed by a partner program and used by the One-Stop Center.
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WIOA Transition

Resource Sharing Agreement



- Local Workforce Development Board, Chief Elected Officials, and One-Stop Partners agree to amounts and methods of calculating amounts each partner will contribute.
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Next Steps





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Developed by...
