



WIOA Working Groups Report – Spring/Summer 2016

To: DC WIOA Implementation Executive Committee
From: Workforce Investment Council (WIC)
Date: June 20, 2016
Subject: Key Updates and Considerations from WIOA Working Groups

The WIC has been working closely with agency partners on the District's Implementation of the Workforce Innovation and Opportunity Act (WIOA). These efforts included the development of the [District's WIOA State Plan](#) covering the period from 2016-2020, which was submitted to the U.S. Departments of Labor and Education as required on March 31, 2016. Officials from these federal agencies will be providing feedback on the District's Plan over the coming months, and the WIC will coordinate any necessary revisions accordingly with agency partners.

In the process of developing the State Plan, the WIC held seven engagements events throughout the 30 day public comment period and received robust feedback from these events as well as submitted written comments from public stakeholders. Due to the input and suggestions received we made some additions to the plan to provide greater transparency and clarity to the agreed upon strategies. These changes, though not substantive, are important in ensuring our plan is effective in moving our workforce system forward. Many of the comments received will also be useful in informing ongoing implementation efforts over the next four years.

One of the primary WIOA implementation processes presented in the State Plan was the establishment of WIOA working groups under the WIC to help carry out our responsibilities in implementing required elements of WIOA. The WIC subsequently moved to establish these working groups in April 2016, each consisting of senior agency staff, WIC Board members, and a community representative. An overview of the four working groups is as follows:

- *System Integration*: One-Stop partner integration, unified business services, ensuring access to all DC residents, coordinated service delivery, alignment of youth services
- *WIOA Funding and Procurement*: One-Stop procurement and funding, drafting MOUs, procurement of new service providers to meet District needs and align with WIOA, leverage resources between local and federal dollars, contract and resource sharing
- *Data Integration and Performance*: Integrate data systems required by WIOA and ensure enhanced delivery of services, sharing of Labor Market Information to guide policy decisions, identify optimal common performance measures
- *Administration and Board Structure*: Identify and inform new policies in light of WIOA and District goals and strategies

These groups met for the first time between May 4th and May 10th. Initial meetings included a broad overview of WIOA, the working group process, and each group's responsibilities. Working groups identified priorities, established deliverables for subsequent meetings, identified items for consideration in other working groups, and identified possible technical assistance needed to complete their work. Specific recommendations for Executive Team and WIC Board action were not formulated during these initial meetings.

WIOA working groups met for a second time between June 10th and June 15th and began addressing key priorities and developing input that will help inform Executive Team decisions. Regular reports ins on ongoing implementation activities within each agency were also incorporated as relevant. A summary of activities for each of the four working groups follows.

Administration and Board Structure Working Group

Meeting Dates:

- Met Tuesday May 10, 2016
- Met Wednesday, June 15, 2016

Activities

- Reviewed WIOA Implementation process and group role.
- Reviewed key items for working group attention and feedback, including:
 - identifying areas for new policy development and informing updates of current policies in light of WIOA and District goals and strategies; and
 - informing policy mechanisms, dissemination, and monitoring and state level guidance for such policies.
- Reviewed the WIC's WIOA Youth, Adult/ Dislocated Worker, and American Job Center policies that are currently being updated and provided feedback to help inform updates.
- Reviewed different work readiness standards used both within agencies and nationally (including additional research provided by WIC and consultants) to assess possible policy implications.

Decisions Discussed and Recommendations

- Decisions on content to include in WIC policies related to WIOA Youth, Adult/ Dislocated Worker, and American Job Centers were discussed, and the group was asked to provide input. The working group generally agreed that WIC policies should ensure compliance, flexibility in implementation, and encourage the implementation of best practices. No specific recommendations related to elements of WIC policies on these topics resulted from the group's discussion.
- The group deliberated the merits of utilizing a common work readiness definition across agencies and the extent to which policy updates may be warranted to facilitate additional standardization. The group generally agreed that more standardization across District agencies could be helpful and that standards would likely need to vary based on sector of career interest to at least some extent, with employer validation. The group agreed that any work readiness standards should be implemented cautiously and with significant feedback given differences in program authorization and goals and clients

served. For example, it was noted that many DDS/RSA clients may not be able to meet a traditional work readiness definition without additional supports and incentives that their agency can provide, but that once they have reached their full potential they should still be assisted in finding employment. No one standard was endorsed, though the relative merits of a number of local and national standards were discussed.

Attendance

- Working group members from the WIC (staff and Board members), DOES, DDS/RSA, UDC-CC, and OSSE were all in attendance at both meetings.
- A DHS rep was unable to attend either meeting but did check in to provide some input, while the community representative for this group was also absent from both meetings.

System Integration Working Group

Meeting Dates:

- Met Wednesday May 4, 2016
- Met Monday, June 13, 2016

Activities

- Reviewed WIOA Implementation process and group role.
- Reviewed key items for working group attention and feedback, including:
 - one-Stop partner integration and coordinated service delivery;
 - ensuring access for all DC residents;
 - innovative and effective service design;
 - alignment of youth services; and
 - unified business services.
- Reviewed other inter-agency AJC integration efforts that are ongoing through DOES, DHS, OSSE, and DDS and include co-location of TANF services.
- Reviewed WIOA-compliant intake/ enrollment procedures, including best practices and current efforts. The group also discussed the possible need for a universal intake, assessment, and referral system. WIC consultants conducted

additional research on this topic at the group's request to help guide deliberations.

- Discussed AJC-integration efforts relative to WIOA requirements, including co-location, access and referral requirements, possible policy and/or inter-agency agreement development, and procurement and certification considerations.

Decisions Discussed and Recommendations

- Decisions on the extent to which the District's certified AJC(s) should have co-location of required partner services versus referrals that make services accessible, specific programs to be located in a certified center, and the extent to which affiliate AJCs may have different services to help ensure there is no wrong door for access were addressed. The group generally agreed that core WIOA program partners should be co-located in a certified AJC and affiliates to best meet clients' needs, though staff cross training/ ability to serve as access points for multiple core programs was also cited as an alternative method for achieving this. Some concerns were raised around the extent that required partner services that are not co-located are truly accessible, and the group agreed that seamless handoffs and clear processes are needed to ensure both compliance and effective services to clients. Questions were raised on how current TANF integration efforts with DHS would fit in to a certification and procurement process, and while no specific recommendations were made, the group agreed that this type of partnership could represent an additional access point without being a certified AJC.

Attendance

- Working group members from the WIC (staff and Board members), DOES, DDS/RSA, OSSE, UDC-CC, and DHS were all in attendance at both meetings.

Funding and Procurement Working Group

Meeting Dates:

- Met Thursday May 12, 2016
- Met Monday, June 13, 2016

Activities

- Reviewed WIOA Implementation process and group role.
- Reviewed key items for working group attention and feedback, including:
 - optimal one-stop operator role;
 - one-stop operator procurement process;
 - one-stop funding methods;
 - youth provider procurement; and
 - career services provider contracts.
- Reviewed CapSTAT performance management process and possible role in informing procurement based on lessons learned as that process moves forward.
- Reviewed one-stop operator procurement requirements, process, and funding. This included a review of different WIOA-compliant models for this procurement and implications for the District's workforce system operations and organizational structure and related firewalls.

Decisions Discussed and Recommendations

- Decisions on the mechanism that will be used to procure one-stop operator services in the District were deliberated, including the following possible models that the operator could be responsible for implementing:
 - coordinating service delivery in a multi-center area (most services provided in-house by District employees similar to current format, but with a “mall manager” format for the operator);
 - coordinating service providers within the center and across the one-stop system (similar to option one, but with a broader range of program coordination);
 - coordinating services and providing some of the services within the center; or
 - coordinating services and providing most of the services within the center.

The group discussed the relative merits and tradeoffs among these models, including implications for service delivery, changes to current agency operations and staffing, possible firewalls needed within District agencies – particularly if an agency or consortium elected to bid for serve as the operator. No specific

recommendation came out of the meeting, but the group was asked to complete an anonymous survey to identify the service model that they felt was best for the District to utilize. The survey is still open, and the results of this survey will be shared in our next report.

Attendance

- Working group members from the WIC staff, DOES, DDS/RSA, DHS, and a community member were all in attendance at both meetings. Representatives from UDC-CC and OSSE were present at the second meeting.
- The WIC Board member assigned to this working group has not attended either meeting to date.

Data Integration and Performance Working Group

Meeting Dates:

- Met Tuesday May 10, 2016
- Met Friday, June 10, 2016

Activities

- Reviewed WIOA Implementation process and group role.
- Reviewed key items for working group attention and feedback, including:
 - workforce data integration efforts, including Data Vault and MOUs;
 - performance management efforts, including CapSTAT, provider scorecards, and WIC program reporting and performance policies and reporting templates;
 - District-specific performance metrics and data definitions;
 - District government staff and WIC Board training related to data integration and performance management; and
 - workforce research and evaluation, including the Workforce Information Grants to States (WIGS) and state-level program evaluations.
- Reviewed WIOA-required data sharing requirements and current status of District implementation efforts and systems, including discussion of Data Vault role. The group also reviewed different data system integration processes used in other states and possible considerations for implementation in the District.

- Reviewed current District performance management initiatives, including CapSTAT and DOES provider scorecards.
- Reviewed labor market research considerations for the District and the Department of Labor's (DOL) Workforce Information Grants to States (WIGS) program.

Decisions Discussed and Recommendations

- The group was engaged on decisions related to the level of data integration that would be best for the District to pursue given compliance needs, cost and administrative burden, and our ability to effectively manage performance. The group was asked to weigh in on the current state of integration in the District and key considerations for making adjustments from this current state. In order to get a more concrete recommendation from the group, they were provided with an anonymous survey at the June meeting and asked to provide feedback on these topics. The survey remains open and we will report back on their input in our next report.
- Decisions on the use of Department of Labor funding through the Workforce Information Grants to States (WIGS) program, administered by DOES's Office of Labor Market Information (OLMRI), were also deliberated. Specifically, the group was asked to consider specific labor market information and workforce information research topics that have not been addressed in recent years that could be useful in our WIOA implementation efforts and broader system operations. An anonymous survey was also shared on this topic in June and remains open. We will report back on their input in our next report and share with DOES as they submit final plans to DOL for program year 2016 in July.

Attendance

- Working group members from the WIC (staff and Board members), DOES, DDS/RSA, UDC-CC, OSSE, DHS, and OCA were all in attendance at both meetings.



- A DDS/RSA rep was unable to attend the second meeting due an e-mail address error by WIC staff that has since been resolved. They have been provided with updated materials and are fully engaged.
- The community representative for this group was also absent from both meetings.