



# Continuous Improvement of State Workforce Policies



Tuesday, October 24, 2017

# Session Participants

## Presenters:

- Mark Burgess, Staff, Illinois Workforce Innovation Board
- Diana Robinson, Center for Governmental Studies, Northern Illinois University

## Attendees:

- State and local board members, elected officials, staff, others

# Purpose of This Session

Provide an overview of key State policies to implement WIOA

Capture your ideas to strengthen these policies going forward

- Are the policies clear?
- Are there obstacles or challenges to implementation that should be addressed?
- Did you create tools to help you better manage the policy?
- Are there other opportunities to strengthen the policy?

# WIOA Governance

WIOA empowers State and Local elected officials and workforce boards to develop local and regional plans that support economic growth and labor force needs. Other board functions include:

- Overseeing programs and outreach efforts
- Ensuring service delivery strategies are integrated
- Collaborating with WIOA partners
- Engaging employers
- Convening stakeholders and leveraging resources
- Selecting service and training providers

# IWIB Policy Approach

A policy process has been developed that provides a consistent and flexible approach to policy-making.

- **Inclusive:** local perspective, core and required partners
- **Evidence-based:** what is already working here and elsewhere
- **Accessible:** minimize jargon and bureaucratic detail
- **Responsive:** prioritize federal mandates and local needs
- **Continuously improved:** review and refine regularly

# Example: One-Stop Certification

- One of 5 policy initiatives under way or completed
- Policy work group met from November 2016 to March 2017
- ~40 stakeholders participated (IWIB, LWIB, local administrators, core partner agency staff, others)
- Useful assessment of one-stop center strengths and challenges
- A number opted for “provisional certification”
- Helped work group members deepen understanding of issues

# Strengthening our Policies

- One Stop Certification
- Service Integration
- Minimum Training Expenditure
- American Job Center Branding
- CEO Agreements
- Training Provider Eligibility

# One-Stop Certification

Related board functions: Overseeing programs and outreach efforts, integrating service delivery, collaborating with WIOA partners.

Illinois requires an evidence-based system of effective service delivery, physical and programmatic accessibility, and continuous improvement. Certification ensures that LWIBs oversee the delivery of employment and training programs in their communities and support high levels of effectiveness and sustainability.

- *Did the policy provide you with the structure needed to complete an effective review?*
- *What improvement suggestions do you have for the certification process?*



# Service Integration

## Related board function: Integrating service delivery

WIOA strengthens the integration of services through one-stop centers, particularly across core programs. Shared career seeker and employer customers should receive the full range of services for which they are eligible regardless of which partner program sees them first. This commitment is reflected in the IWIB's strategic planning process and in the one-stop certification criteria.

***What potential barriers to service integration are you experiencing?***

***How could we address them?***

# Minimum Training Expenditure (MTE)

**Related board function: Overseeing programs and outreach efforts**

In 2006, the IWIB developed an MTE policy requiring each LWIA to expend at least 40% of the formula WIA funds on specific training activities. In 2016, the IWIB created a workgroup to review and update this policy. A workgroup identified additional training related activities considered as “calculable” and seek an increased focus on them.

***What should the work group take into consideration?***

***What has your board identified as effective strategies to meet the expenditure rate?***

# American Job Center (AJC) Branding

**Related board function: Overseeing programs and outreach efforts**

Under WIOA the one-stop system must adopt a national brand in addition to any State or local identifier, to help job seekers and employers readily access services. The “American Job Center network” is the unifying name and brand that identifies online and in-person workforce development services.

***How can we simplify the multiple brands in use by Illinois one-stop centers?***

***What are some of the marketing strategies used in your area as outreach to businesses and individuals?***

# CEO Agreements

**Related board functions: Engaging employers, convening stakeholders and leveraging resources**

The authority to appoint members to the LWIB lies solely with the chief elected officials (CEOs). Special consideration should be given to assuring the board reflects the local area's demographic profile and that a majority of the board represent business and industry.

***What steps has your local board taken to attain this directive?***

***How can boards attract and retain business members?***

# Training Provider Eligibility

**Related board function: Selecting service and training providers**

WIOA requires all states to establish a procedure for Local Workforce Innovation Boards (LWIBs) to determine eligibility for training providers and their programs. This policy applies to all organizations providing training services to WIOA adults and dislocated workers.

***How involved is your Board in determining provider eligibility?***

***What eligibility considerations are most important?***

# What Else is On Your Mind?

*How do we continue this conversation?*

*Would you like to be more involved in policy discussions?*

*What do you need to enable you to effectively participate?*





- Contact for the Illinois Workforce Innovation Board

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