

CONTINUING **the** CONVERSATION

2017 WIOA National Convenings

April 18 – 20, 2017 in Dallas, TX | May 8 – 10, 2017 in San Diego, CA
May 23 – 25, 2017 in Washington, DC

PROGRAM



**Innovation &
Opportunity
Network**
Implementing WIOA



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Program

**Please note one or two sessions may vary slightly in order from convening to convening, but all sessions take place at least once at each location.*

Day 1

10:00 a.m. – 1:00 p.m. Registration

1:00 p.m. – 1:15 p.m. Welcome & Opening

Adele Gagliardi & Nick Lalpui, U.S. Dept. of Labor (Dallas)
Virginia Hamilton & Laura Watson, U.S. Dept. of Labor (San Diego)
Amanda Ahlstrand & Leo Miller, U.S. Dept. of Labor (Washington, DC)

1:15 p.m. – 3:00 p.m.

Looking Ahead & Celebrating Progress

During the opening session, you will have a chance to meet your peers, get tips and tools for navigating the sessions, and hear from Federal partners about the innovation and ongoing system changes that are happening as we implement the Workforce Innovation and Opportunity Act (WIOA). We will also spend time learning about the economic forecast and understanding the implications for workforce development from our partners at the Federal Reserve banks, so that as we spend the next two days digging into the details and examples of program implementation, we remember the importance of the bigger picture of economic success as our collective end goal.

Byron Zuidema, U.S. Dept. of Labor (All Locations)
Cheryl Keenan, U.S. Dept. of Education (Dallas & San Diego)
Kim Ford, U.S. Dept. of Education (Washington, DC)
Melinda Giancola, U.S. Dept. of Education (Dallas & San Diego)
Ruth Ryder, U.S. Dept. of Education (Washington, DC)
LaKesha Pope Jackson, U.S. Dept. of Health & Human Services (Dallas)
Julie Fong, U.S. Dept. of Health & Human Services (San Diego)
Susan Golonka, U.S. Dept. of Health & Human Services (Washington, DC)
Garrett Groves, Dallas Federal Reserve Bank (Dallas)
Jeanne Bonds, Federal Reserve Bank of Richmond (San Diego)
Jen Giovannitti, Federal Reserve Bank of Richmond (Washington, DC)

Day 1 *continued*

3:00 p.m. – 3:30 p.m. Break

3:30 p.m. – 4:45 p.m. Concurrent Sessions

Labor Market Information as an Asset for Economic Development & Business Engagement

Business Engagement

Come to this session to see how three Labor Market Information (LMI) shops are converting data into actionable information and tools for their workforce and economic development customers. What data are they using, and where did it come from? What factors have enabled these states to develop their capacity? How do these LMI shops help workforce development staff and their business customers use the information and understand where it comes from?

I Have to Compete my One-Stop Operator, Now How Does This Work?

Financial and Grants Management

WIOA requires local workforce development boards (WDB) to use a competitive process for the selection of a one-stop operator for the system. Starting July 1, 2017, all contracts and agreements with one-stop operators must be executed as the result of a competitive procurement process. With this deadline approaching, we'll discuss how to ensure your one-stop operator procurement competition is full and open and that your solicitation is reaching the right audience. We'll also discuss how local and/or state WDBs are doing in the process and talk about some struggles and successes that local and/or state WDBs are experiencing.

No Wrong Door to Help Youth & Adults with Disabilities Achieve Their Goals

Integrated Services

This session will provide WIOA regulations training and guidance on how to integrate services to help youth and adults with disabilities prepare for, secure, and regain or retain employment. The session will focus on ensuring full accessibility to training and career pathways and putting people with disabilities at the center of service delivery, processes, and customer flow to fully integrate them into mainstream society and the workplace.

One-Stop 101: Where You Should Be Now as a One-Stop System

One-Stop Operations

This session will provide a basic overview of the American Job Center network, partnerships, and timelines for implementation of various requirements in the law and regulations. It will help participants benchmark their progress against these requirements and provide advice from workforce development boards and American Job Center staff about how they have successfully implemented WIOA—they will describe challenges they have overcome and ways they have worked to stay customer-centered.

Understanding the Statistical Model & Its Use in Negotiations

Performance Accountability

WIOA requires the use of a statistical adjustment model in establishing performance goals. Presenters in this workshop will focus on the statistical regression model and its practical use at the state level. Participants will become familiar with the model and how it will be applied at the national level. Attendees will learn how the model can be used for establishing performance metrics.

Day 1 *continued*

The Governance Puzzle: Piecing Together Our Roles & Responsibilities

Strategic Governance

There is nothing worse than assembling a complicated puzzle only to find out you are missing a piece. To ensure a seamless and effective workforce system, all stakeholders must understand and fulfill their roles and responsibilities under WIOA. In this session, participants will explore the foundational concepts of effective governance. Within that context, participants will identify the roles and responsibilities each must fulfill to ensure the U.S. public workforce system is prepared at all times to meet employers' and job seekers' needs. Participants will also identify ways to help align and leverage other stakeholders' contributions to complete the governance puzzle.

Equal Opportunity Law 101

Special Session: Civil Rights

This session will serve as an introduction to Equal Opportunity (EO) laws. It will provide an overview of EO Laws that apply to the workforce development system, who must follow them, who is protected, and what the EO laws prohibit.

Day 2

7:30 a.m. – 8:45 a.m.

Registration

8:45 a.m. – 9:00 a.m.

Day 2 Welcome

Adele Gagliardi & Nick Lalpui, U.S. Dept. of Labor (Dallas)

Virginia Hamilton & Laura Watson, U.S. Dept. of Labor (San Diego)

Amanda Ahlstrand & Leo Miller, U.S. Dept. of Labor (Washington, DC)

9:00 a.m. – 10:15 a.m.

Design for Continuous Improvement

How can you make behavioral insights and design thinking accessible to your work to promote change and improvement within the workforce system? Whether you provide customer services, are a state policymaker, a board member at the state or local level, an executive, director, or a business service representative, you will leave this session with insights into how you can use data, research findings, and design methods to improve the services you deliver to your customers.

Amanda Ahlstrand, U.S. Dept. of Labor (Washington, DC)

Samia Amin, Mathematica (All Locations)

Virginia Hamilton, U.S. Dept. of Labor (Dallas & San Diego)

Andrew Picard, San Diego Workforce Partnership (All Locations)

10:15 a.m. – 10:45 a.m.

Break

10:45 a.m. – 12:00 p.m.

Concurrent Sessions

Many of these sessions will be repeated during the 3:15 p.m. – 4:30 p.m. block.

Legislation to Action: A Data-Driven Approach to In-Demand Occupations

Business Engagement

Attendees of this session will hear how a state labor market information bureau and a local workforce development agency partner to identify in-demand occupations at state, regional, and local levels. Presenters will walk you through the process, beginning with the interpretation of the WIOA legislation and concluding with the development of an in-demand occupation list that mirrors the needs of the region's employers.

Day 2 *continued*

Workforce Development Board Members & Staff, Community College & Higher Ed Representatives

Financial and Grants Management

This presentation is designed to provide the relevant facts needed by attendees to make informed decisions when negotiating infrastructure funding contributions, including the consequences of not reaching consensus at the local level. First, we will cover infrastructure funding requirements. Second, we will describe the local funding mechanism—how it works and the philosophy behind it. Third, we'll address the state funding mechanism—what it practically means for partner programs and how it works. Finally, we will compare the two mechanisms and engage the audience for their input and thoughts through the use of scenarios and a hypothetical state with three or four local areas.

Integrating Services to Connect Youth to Their Future

Integrated Services

This session will showcase practices and policy implementation that create integrated service delivery for youth. This presentation will be highly interactive and allow participants to act as integrated service delivery specialists to develop a vision for a customer-centered design approach to serving youth through WIOA. Participants will also hear from local youth service providers about promising practices that are breaking down service silos and braiding funds and services to serve youth successfully.

Program Design & Service Delivery

One-Stop Operations

This session will cover practical answers to questions such as: How do we work together to design integrated program and service delivery? What do we mean by career services? How do we come to understand each other's programs and the best design for the customer? This session will cover integrated intake, assessment, case management, functional alignment, referrals, individual employment plans (IEP), business services, and other fundamentals to the new American Job Centers (AJC). The session will also discuss designing service delivery that is customer-centered, seamless and accessible to all individuals including those with major barriers to employment. This session will include dialogue with workforce development boards and AJC staff on strategies for working together and improving program integration.

Beyond 101: A Walk-Through of WIOA Performance & Accountability Reporting Requirements & Related Policy Issues

Performance Accountability

WIOA established new performance metrics for core programs. Attendees will participate in an in-depth discussion about the six core indicators and new terminology, gain a better understanding of WIOA concepts, and become familiar with decoding the new WIOA measures. Come share in the walk-through discussion regarding key components of the guidance, such as understanding the triggers for participation, exiting participants, identifying and reporting reportable individuals, using supplemental wage data, and addressing complex measures like Credential Attainment and Measurable Skill Gains.

Day 2 *continued*

Driving Success: High Performance Workforce Boards in Action

Strategic Governance

Are you ready for your workforce development board to go beyond compliance and take on the role of dynamic leadership? WIOA reinforces the vision that workforce development boards are responsible for driving the direction of state and local workforce systems in a strategic, data-driven, and customer-focused manner. Furthermore, WIOA empowers boards to impact their state, regional, and local economies through increased employer engagement and the development of career pathways and sector partnerships. In this interactive session, state and local workforce board representatives will share how they have been able to move beyond the “rubber stamp” to influence and drive high-performing workforce systems.

What You Need to Know about Section 188: Individuals with Disabilities

Special Session: Civil Rights

The session will discuss the physical and programmatic accessibility requirements of WIOA’s Equal Opportunity Provisions (Section 188). Hear directly from the Department of Labor’s Civil Rights Center and Office of Disability Employment Policy staff about *DOL’s Promising Practices in Achieving Universal Access and Equal Opportunity: A Section 188 Disability Reference Guide* and how the state of Missouri is using the guide to promote equal opportunity and the inclusion of people with disabilities in workforce services.

12:00 p.m. - 1:30 p.m.

Lunch (On Your Own)

1:30 p.m. – 2:45 p.m.

Concurrent Sessions

Make WIOA Value-Added for Business: Strategies to Improve & Sustain Business Engagement

Business Engagement

Are you helping businesses be more competitive? Are you establishing mutual trust and creating long-term business partnerships? How do you measure success in business engagement? This session will provide proven strategies for WIOA partners to be more value-added to business and show how that leads to improved profitability, opportunities for workers, and community prosperity with the use of work-based learning.

Transparency in the Workforce System: Establishing Firewalls & Internal Controls

Financial and Grants Management

This session includes a presentation and discussion on the use of internal controls and firewalls that help improve your code of conduct policies, defining and separating roles and responsibilities of your board, staff, fiscal agent and more to minimize conflicts of interest.

Creating Synergy Across Programs to Put Americans Back to Work

Integrated Services

This session will provide WIOA regulations training and showcase strategies that help the unemployed secure employment and the underemployed advance in employment. The customer-focused session will include career and reemployment practices that helps each customer get what they need through coordination among programs.

Day 2 *continued*

Building Partnerships Related to MOUs & One-Stop Certification

One-Stop Operations

This session will explore the development of partnerships that underpin the negotiated agreements among partners in the American Job Center (AJC). What does it mean to be a partner? How do we explain to potential partners the benefits of engaging in the AJC? This workshop will discuss the challenges and helpful strategies in negotiating the memorandum of understanding and between the local workforce development board and the AJC partners and in conducting one-stop certification in order to ensure successful program operations and positive outcomes for customers.

Evidence-Building Capacity in State Workforce Agencies

Performance Accountability

Many state workforce agencies have a long history as learning organizations. But what do we know about current research and evaluation capacity in the agencies? Are states prepared to meet WIOA's evaluation requirements that emphasize coordination with other core programs, workforce boards, and Federal evaluation efforts? Presenters will share insights from a national scan, and state agencies and their research partners will share practices and strategies that enabled them to build research capacity and champions in their policymaking community.

Regionalism: The Framework of the Future

Strategic Governance

WIOA promotes regionalism by requiring strong regional planning and coordination. The legislation encourages state and local workforce development boards and chief local elected officials to lead, partner, design, and govern the system regionally, aligning workforce policies and services within regional economies and supporting service delivery strategies tailored to these needs. In this session, you will hear from workforce and economic development representatives who have led efforts within their region to adopt and implement regional sector, career ladder, and service delivery strategies. The session looks to engage participants in a collaborative learning opportunity to share issues, concerns, and promising practices to help inform future Federal guidance and technical assistance.

2:45 p.m. – 3:15 p.m.

Break

3:15 p.m. – 4:30 p.m.

Concurrent Sessions

Make WIOA Value-Added for Business: Strategies to Improve & Sustain Business Engagement

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Day 2 *continued*

WIOA Infrastructure: Comparing the Local vs. State Funding Mechanisms

Financial and Grants Management

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Day 2 *continued*

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4:30 p.m. – 4:45 p.m.

Break

4:45 p.m. – 5:30 p.m.

Affinity Group Conversations & Team Time

Use the last hour of the second day of the 2017 WIOA National Convenings to engage and network with your peers from across the country—choose to participate in moderated conversations with those who are in similar roles, problem solve and celebrate with others interested in innovation, or informally gather with your colleagues for further discussion.

- State Policymakers and Staff for WIOA Titles I-IV
- Youth & Other Service Providers
- Workforce Development Board Staff
- Workforce Development Board Members & Community Colleges/Higher Education
- One-Stop Operators
- Sharing Successes and Innovations
- Team Time

Day 3

8:45 a.m. – 9:00 a.m.

Day 3 Welcome

Adele Gagliardi & Nick Lalpui, U.S. Dept. of Labor (Dallas)
Virginia Hamilton & Laura Watson, U.S. Dept. of Labor (San Diego)
Amanda Ahlstrand & Leo Miller, U.S. Dept. of Labor (Washington, DC)

9:00 a.m. – 10:15 a.m.

Concurrent Sessions

The Business Model: Business, Community, & Workforce Development

Business Engagement

Business relationships are the cornerstone of a successful workforce partnership. Join us to learn more about effective techniques for getting employers to the table. You’ll learn engagement methods and real-world examples for maximizing collaboration at any level. This session will also cover business services delivery, from assessment and planning to outreach, programming, and implementation.

Day 3 *continued*

Key Elements for Oversight & Management of Local Areas & Sub-Recipients

Financial and Grants Management

This session will work with state, local areas and sub-recipients of federal WIOA funds and educate them on how to effectively provide oversight through monitoring. States will obtain tools to ensure their sub-recipients are effectively monitoring fiscal funds, while local areas and sub-recipients will receive tools and strategies to self-monitor their programs based on the compliance needs of the state. This session is meant to be interactive and will use real-life examples of best practices.

Community Colleges: Multi-Faceted WIOA Partners

Integrated Services

Learn how integrated services in one-stop partnerships are enhanced when they include community colleges, and hear how successful partnerships have made that happen. Community colleges can be valuable partners with numerous aspects of WIOA implementation and are an integral part of career pathways that lead to industry-based credentials. They can serve as locations for American Job Centers or satellites; training providers for on-demand training; Registered Apprenticeship sponsors or partners; resources for Adult Basic Education programs; connectors to the Health Profession Opportunity Grants (HPOG), and more.

American Job Center Operations: Behind the Scenes

One-Stop Operations

Whether the American Job Center is an affiliate or comprehensive center, much of the work for ensuring smooth operations occurs outside of the customer's awareness. This workshop will focus on the "backstage" operations of the American Job Center that are essential to ensure customer-focused, integrated services that result in positive outcomes. Topics will include staffing patterns and cross-training of staff; developing operational policies that reflect an integrated system of performance, communication, and case management; programmatic and physical accessibility; and strategies to overcome the challenges of seamlessly operating multiple programs in an integrated fashion.

Effectiveness in Serving Employers Measure: A Discussion

Performance Accountability

WIOA introduced the Effectiveness in Serving Employers primary performance indicator as a measure for evaluating shared outcomes across all six core programs within each state to ensure a holistic approach to serving employers. To proactively explore the opportunities and challenges in establishing this indicator, teams from Alabama, Missouri, Pennsylvania, Texas, and Washington, comprised of one representative from workforce, adult education, and vocational rehabilitation, met to engage in peer sharing and learning. This workshop will feature the learnings from this panel, including how the agencies gathered, shared, and reported data; what approaches states selected during testing; and which conclusions were reached based on other state-specific approaches.

Day 3 *continued*

Strategic Partner Engagement, Planning, & Implementation: Realizing Your Plan & Partnerships

Strategic Governance

Do you remember that WIOA state, regional, or local plan you wrote with your partners? Have you and your partners figured out how to keep things moving and shaking? This session will address successes and challenges in securing and maintaining partnership engagement, particularly as it relates to joint strategic planning and implementation. Hear about the experiences of a single statewide workforce system (state, local, and cross-program partners) in its quest to align resources across and between state and local partners and steps it is taking to ensure effective implementation of the strategic plan. Participants will engage in active discussion and solution-building.

Obligations to Provide Language Access Services

Special Session: Civil Rights

This session will cover prohibition of national origin discrimination and the obligation to provide services to persons with limited English proficiency. The session will also provide planning tools to ensure that language services are provided to eliminate a barrier to employment and service delivery.

10:15 a.m. – 10:45 a.m. Break

10:45 a.m. – 11:45 a.m. **Closing Plenary:
The Business Case for Innovation**

Featuring key thought leaders from regions and representing the voice of business, this closing session will focus how employers are both strategic leaders of and customers of the WIOA and the public workforce system.

Amanda Ahlstrand, U.S. Dept. of Labor (Dallas & San Diego)

Leo Miller, U.S. Dept. of Labor (Washington, DC)

Jon E. Gustafson, Lockheed Martin (Dallas)

Nicholas Morgan, Adaptive Construction Solutions (Dallas)

Susie Harborth, BioLabs San Diego (San Diego)

Charlie Hopewell, Oregon State Board (San Diego)

Tony Myrell, San Bernardino Board Chair (San Diego)

Brett A. Vassey, Virginia Manufacturers Association (Washington, DC)

Thomas Penny, Marriott's Courtyard Washington Convention Center (Washington, DC)

Gary Stockbridge, Delmarva Power (Washington, DC)

11:45 a.m. – 12:00 p.m. Convening Closing

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Track Descriptions

Business Engagement

Business Engagement is the cornerstone to successfully preparing a skilled workforce. This track will touch on the need to use and understand real-time labor market data, how to define “in-demand” jobs, and how to develop networks and long-term relationships with businesses so as to engage them with approaches like career pathways, industry/sector strategies, and work-based learning opportunities, including: On-the-Job Training, Registered Apprenticeship, Incumbent Worker Training, Customized Training, and more.

Financial and Grants Management

The Financial and Grants Management sessions are a key resource for states, partners programs, and national grant recipients who seek to learn more about managing grants under WIOA and will cover topics from one-stop infrastructure costs to one-stop operator competition to the Uniform Guidance. Through the use of open dialog and peer-to-peer panel discussions, attendees will leave with a better understanding of and resources to implement the WIOA regulations and the uniform guidance as they reach out to serve customers and employers.

Integrated Services

The Integrated Services track will focus on the public workforce system and how it must operate as a comprehensive, integrated, and streamlined system that provides pathways to our customers and continuously improves the quality and performance of its services. Using an overarching framework that will embed customer-centered design, the six elements of career pathways, and concepts that the WIOA Information Technology Support Center will address in relation to program integration, these sessions will include regulations training and examples of practitioner strategies and operations that work. Attendees will walk away with information on how to better integrate delivery of services to targeted populations, regardless of the funding stream.

One-Stop Operations

The sessions within the One-Stop Operations track will build capacity for integrated services by focusing on the partnership development and service design that goes on behind the scenes to best serve our customers. Sessions will cover American Job Center requirements and timelines, American Job Center operations, building partnerships and MOUs, and the challenges of designing services across multiple programs.

Performance Accountability

The Performance Accountability track features performance-related workshops designed to increase awareness and understanding of key WIOA performance topics that will apply to all core programs. The sessions are non-technical yet impactful for a policy-oriented audience including state and local workforce development boards and state agencies.

Strategic Governance

Strategic governance is crucial for building a world-class workforce system that ensures that businesses can connect to a well-trained skilled workforce. The Strategic Governance track will provide system stakeholders with ideas and tools to better understand what the law and regulations require and translate them to engineering real and measurable change at the community, regional, and state levels. Sessions will emphasize how workforce boards and system partners can engage and be empowered to pursue effective strategy-setting within a regional economy with the objective of well-aligned services for jobseekers and business.

**There are a few sessions that do not fall within these six tracks and are simply labeled “Special Session: Civil Rights.”*



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Implementing WIOA

