



WIOA Peer Learning Group Descriptions

CUSTOMER-CENTERED DESIGN

WIOA implementation gives us huge opportunity to step back from business as usual and, with the customer in mind, design better services. The CCD PLG will provide an overview of how Customer-Centered Design can improve outcomes and result in higher customer satisfaction.

INTEGRATED SERVICE DELIVERY: OPERATIONS

This peer group will explore the operational fundamentals of integrated service delivery. This will include relationship building and policy considerations. Then the group will explore various approaches to integrated job seeker and business customer service delivery.

INTEGRATED SERVICE DELIVERY: PROGRAMS

WIOA requires States to strategically align key programs provided by the four core Programs in a complementary and coordinated way for the benefit of workers, jobseekers and employers—all under a single, transparent performance accountability system. This Peer Learning Group will provide participants with real-world examples of state guided and locally implemented strategic partnerships that leverage partner services and resources to support improved and coordinated service delivery.

STRATEGIC BOARDS

The Strategic Boards PLG will offer presentations from practitioners who are operating strategically, and provide recommendations and tools for further developing your ability to drive strategic action at the State and Local levels. You will have an opportunity to engage our experts and walk away with actionable strategies.

REGIONALISM

WIOA lays the groundwork for workforce areas to design and govern regionally—aligning education and training strategies and services with regional economies, rather than with county borders or with traditional local service area boundaries. This group will highlight and share promising practices that support this regional approach.

YOUTH SERVICES

Most states have identified multiple challenges in meeting the new requirements for serving youth. The focus on Out-of-School Youth and the limited allocation directed to In-School Youth require states to be strategic and design program to meet the needs of a challenging population that can be difficult to engage. This PLG will feature States and Local Areas that have made strides in service that recruit, engage, and retain youth providing them the career and transition skill necessary to become self-sufficient and independent adults.
