

**WIOA Training and Technical Assistance Topics:**

- 1. WIOA System Vision**, including the key change drivers to position for success
- 2. Local Workforce Boards**, including membership, expanded strategic functions, development of the regional and local plans, and new Board options for funding
- 3. Business Engagement** (and not just business services), including the role of the Board and service providers, development of sector talent pipelines to define career pathways, and new Board options for business services
- 4. One-Stop System and Center Partnership**, including the roles and responsibilities of the six core partner programs, development of new and enhanced MOU, sharing of infrastructure costs, and competitive selection of One-Stop Operators
- 5. One-Stop Center and Adult/Dislocated Worker Program Operations**, including the required “Career Services”, “no sequence of service”, the new customer flow, and eligibility, registration and “priority of service” for the Adult/DW Programs
- 6. WIOA Title I Youth Program**, including the focus on “disconnected youth”, the new eligibility and program element requirements, and the two new requirements of 75% minimum funds expended on out-of-school youth and the 20% minimum on work-based learning
- 7. WIOA Performance and Reporting**, including the six core measures, the impact of the removal of the “common measures” waiver and the return of credentials, the new skills gain and employer measures, and the required reporting data elements

***Attached WIOA Training and Technical Assistance Descriptions:***

*Are You Ready to Implement a New Workforce System Vision?..... page 2*

*Leading the Workforce System:*

*WIOA Board Roles, Responsibilities, and Opportunities..... page 2*

*Expanding Employer Engagement:*

*Seeking Advice and Involvement in WIOA Service Design and Delivery..... page 3*

*Building the WIOA One-Stop System and Center Partnership..... page 3*

*What Will WIOA Mean for the Day-to-Day Operation of Your  
One-Stop Center and the Adult and Dislocated Worker Programs? .....page 4*

*Reaching and Serving Out-of-School Youth in WIOA..... page 4*

*The New WIOA System and Program Performance Expectations.....page 5*

*Sample WIOA Training Agenda for Operations and Frontline Staff..... page 6*

*Sample WIOA Training Agenda for Workforce Boards..... page 7*

## Are You Ready to Implement a New Workforce System Vision?

*Congress and the Administration have big expectations for a revitalized workforce system—how will you respond? Learn the five major WIOA themes and change drivers and how you will want (and need) and what they mean for your system, center, and programs*

- The Big Picture of WIOA with Key Operational Implications
- What Congress and the Administration Want to Accomplish
- Five Major Thrusts for System Change
  - Enhanced Partnerships and Program Alignment
  - Increased System, Program, and Service Access
  - Skills and Credentials and Employment
  - Career Pathways for Workers to Support Industry Talent Pipelines
  - Employer Engagement, Business Services, and Work-Based Learning
- WIOA Implementation Timeline and Next Steps: What's Most Important Right Now?

## Leading the Workforce System: WIOA Board Roles, Responsibilities, and Opportunities

*WIOA has high expectations for your Board and provides increased opportunities to build even stronger workforce system for job seekers and employers. Your new Board will be even more strategic and have as a major focus the convening of partners and engaging businesses to develop a responsive, demand-driven system. When you join us for this session you will learn the new board membership requirements, the expectations for the development of regional and local plans, and the new strategic choices for Boards in who, what, and how they fund the workforce activities.*

- WIOA Vision: The Five Major Thrusts and What They Mean for Your Board
- Goal: Smaller, More Strategic Boards (Membership and Expanded Board Functions)
- Board Committees: Alignment with the New WIOA Board Functions
- Regional and Local Plans: What Is Required and What Can Be Done Now
- WIOA Partnerships: Roles and Responsibilities of Core and One-Stop Partners
- Increased Board Strategic Choices: Who, What, and How Fund?
- Increasing Employer Engagement and Enhancing Business Services
- The New Definitions of Success: The Six WIOA Performance Indicators

## **Expanding Employer Engagement: Seeking Advice and Involvement in WIOA Service Design and Delivery**

*While WIOA requires business services, it also requires that Workforce Boards and programs seek the active involvement of employers in three ways: seeking advice on preparing job seekers for employment; developing career pathways for talent pipelines; and creating work-based learning opportunities. This workshop will provide ideas and strategies to accomplish each of these three requirements (including promising practices) to show how you can make employers a true partner in service design and delivery.*

- WIOA Expectations for Increased Business Services and Employer Engagement
- The Expanded Menu of Options for Business Services
- More Than Just Providing Business Services: “Employer Engagement”
- Employer Engagement: Seeking Advice on Program Design
- Employer Engagement: Developing and Validating Career Pathways
- Employer Engagement: Providing Work-Based Learning Opportunities
- Dual Customers: Career Pathways to Fill the Talent Pipeline

## **Building the WIOA One-Stop System and Center Partnership**

*The new WIOA One-Stop System has an expanded list of required partners and identifies six “core program” partners. What does it mean to be a partner in the new system? How will you strengthen the WIOA Title I, Wagner-Peyser, Adult Education, and Vocational Rehabilitation partnership to serve customers even better? Learn what WIOA expects in new Memoranda of Understanding, the selection of the One-Stop Operator, the certification of the one-stop system—and get ready for mutual success.*

- WIOA Vision: The Five Major Thrusts and What They Mean for the Partnership
- Two Types of Partners: Core Program Partners and One-Stop Partners
- Partner Roles and Responsibilities
- What does it mean to be one of the six “core program” partners?
- Why Your MOU Will Need to be Revamped---and What is Expected of All Partners in Sharing Costs, Including State Infrastructure Funding
- The Memorandum of Understanding: Sharing Customers and Sharing Costs
- Partner on What? The Required System and Center “Career Services”
- The Board’s Competitive Selection of the One-Stop Operator

## **What Will WIOA Mean for the Day-to-Day Operation of Your One-Stop Center and the Adult and Dislocated Worker Programs?**

*WIOA makes big changes in how One-Stop Center customers are served and the services they receive. Are you ready to deliver the 13 required “career services” and implement a new customer flow without the traditional WIA sequence of services? Which Center services will you need to enhance---and what will you need to add? How will you implement the new requirements for eligibility, registration and enrollment, and priority of service in the Adult and Dislocated Worker Programs?*

- The WIOA Vision: The Five Major Thrusts and What They Mean for Your Center
- What’s New: No Core/Intensive Services, Expanded “Career” and Training Services
- What You Will Now Need to Offer to Deliver the 13 Required “Career Services”
- Two Categories of “Career Services”: “Basic” and “Individualized” (What They Are---and Why It makes a Difference
- How Your Center’s Customer Flow May Need to Change
- What Does It Really Mean to Have No “Sequence of Service”?
- Implementing the New Requirements for Eligibility, Registration, and Priority for Services in the Adult/Dislocated Worker Programs
- WIOA Implementation Timeline and Next Steps: What’s Most Important Right Now?

## **Reaching and Serving Out-of-School Youth in WIOA**

*How will you successfully implement the two major changes for WIOA youth programs: targeting “out-of-school youth” and increasing “work-based learning” opportunities? After reviewing the WIOA requirements for eligibility and program design, you will learn best practices for outreaching, engaging, and serving disconnected youth. Leave with ideas that will help you get ready to succeed!*

- The Two Key Youth Program Design Change Drivers: Emphases on “Disconnected Youth” and “Work-Based Learning”
- The New Definitions and Eligibility Requirements: Out-of-School and In-School
- How Will You Meet the Required Minimum of 75% of Funds Expended on OSY?
- Capturing the Opportunity for Work-Based Learning Activities (20% of Funds)
- The Expanded Menu of Required Youth Services: What Needs to Be Added?
- Best Practices for Outreaching and Serving Disconnected Youth

## **The New WIOA System and Program Performance Expectations--- And How to Exceed Them!**

*WIOA establishes six new primary indicators of performance for the six core partner programs. These measures value employment, skills gain, credential attainment, and effectiveness of employer services---and each will require new program design features to achieve success. Are you ready for the new definitions?*

- The New Performance Measures: How They Are Very Different Than WIA
- The Six New Primary Indicators of Performance
- Youth Measures: Same, But With a Twist
- What It Means to Remove the “Common Measures” Waiver
- The Return of the “Credential Measure” and the New “Skills Gain Measure”:  
How These Measures Will Require a Changed Program Strategy
- How Are We Doing? (The Implications of Longer Outcome Horizons)
- What Must Be Reported: Whom You Serve and How You Serve Them
- What Will Need to Be Changed to Achieve Performance Success

### ***Meet Greg Newton...***

Greg Newton has journeyed with states and local areas across the across the country in helping them successfully implement the transitions from CETA to JTPA, JTPA to WIA, and now, WIA to WIOA. He has worked with state and local workforce systems in all 50 states and is armed with plenty of examples and promising practices. Greg makes WIOA policy understandable (and enjoyable) and translates the bureaucratic legalities into practical, real-world, customer-centric, operational solutions.

### ***Greg Wants to Help You Find Your Workforce System Solutions...***

- WIOA Partnership Meeting Facilitation
- Board Strategic Planning
- Conference Keynotes and Workshops
- Onsite Training and Technical Assistance
- Customized Webinars and Telephone Consultation
- Policy Development and Technical Procedures Writing

## **Sample WIOA Training Agenda for Operations and Frontline Staff**

### **1. Are You Ready to Implement a New Workforce System Vision?**

- The Big Picture of WIOA with Key Operational Implications
- What Congress and the Administration Want to Accomplish
- Five Major Thrusts for System Change:
- Enhanced Partnerships and Program Alignment
- Increased System, Program, and Service Access
- Skills and Credentials and Employment
- Career Pathways for Workers to Support Industry Talent Pipelines
- Employer Engagement, Business Services, and Work-Based Learning

### **2. What Will WIOA Mean for the Day-to-Day Operation of Your Center?**

- What's New: Expanded "Career" and Training Services
- What You Will Need to Offer to Deliver the 13 Required "Career Services"
- Two Categories of "Career Services": "Basic" and "Individualized" (What They Are---and Why It makes a Difference
- Expanded Training Services (and the Partnerships Needed to Provide Them)

### **3. What Does WIOA Mean for the Day-to-Day Operation of Adult/DW Programs?**

- How Your Center's Customer Flow May Need to Change
- What Does It Really Mean to Have No "Sequence of Service"?
- Implementing the New Requirements for Eligibility, Registration, and Priority for Services in Adult/Dislocated Worker Programs
- When Will You Need to Register Customers into the WIOA Performance Pool?

### **4. How Will You Meet the WIOA Priority to Reach and Serve Out-of-School Youth?**

- The Two Key Youth Program Design Change Drivers: Emphases on "Disconnected Youth" and "Work-Based Learning"
- The New Eligibility Requirements: Out-of-School and In-School
- How Will You Meet the Minimum of 75% of Funds Expended on OSY?
- Capturing the Opportunity for Work-Based Learning Activities
- Expanded Menu of Required Youth Services: What Needs to Be Added?

### **5. What Are the New WIOA Program Performance and Reporting Expectations?**

- The Six New Primary Indicators of Performance
- What It Means to Remove the "Common Measures" Waiver
- The Return of the "Credential Measure" and the New "Skills Gain Measure": How They Will Require a Changed Program Strategy
- How Are We Doing? (Implications of Longer Outcome Horizons)

### **6. Best Bets! Next Steps!**

## **Sample WIOA Training Agenda for Workforce Boards**

### **1. Are You Ready to Implement a New Workforce System Vision?**

- The Big Picture of WIOA with Key Strategic Implications
- What Congress and the Administration Want to Accomplish
- Major Thrusts: Partnership, Access, Career Pathways, Employer Engagement
- *How Do These Expectations Align with Your Board's Vision?*

### **2. Is Your Board Ready to Lead the New WIOA System?**

- The Goal: Smaller, More Strategic Boards
- Expanded Expectations for Boards:  
More Responsibility, More Opportunity
- New WIOA Local Board Functions
- Transitioning to the New Membership Requirements
- Committees: Alignment with the New Board Functions
- *What Changes Will Your Board Make to Comply Capture the Opportunities?*

### **3. What Is Required in Regional and Local Planning?**

- Convening Partners and Engaging Businesses for Improved Service Design
- Required Regional and Local Plans: What They Must Include
- Increased Board Strategic Choices: Who, What, and How Fund?
- *Is Your Board Ready to Develop Regional and Local Plans?*

### **4. How Will You Capture the Potential Opportunity for Strengthened Partnerships in the WIOA One-Stop System and Center?**

- What does it mean to be one of the six “core program” partners?
- Why Your MOUs Will Need to Be Revamped  
What is Expected of All Partners in Sharing Customers and Costs
- The Board's Competitive Selection of One-Stop Operators
- *How Can Your Local Partnerships Be Strengthened?*

### **5. How Will You Increase Employer Engagement and Serve Businesses?**

- The Local Board's Strategic Role with Businesses
- More Than Just Providing Business Services: “Employer Engagement”
- Employer Engagement: Seeking Advice on Program Design; Validating Career Pathways; Providing Work-Based Learning Opportunities
- Board Option: Incumbent Worker Training
- *What Will Your Board Do to Expand Employer Engagement?*

### **6. Next Steps for Your Workforce Board**