

Talent and Prosperity for All (TAP) Washington's State Strategic Plan for Workforce Development

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Director

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State Board of Education

Workforce Training and
Education Coordinating Board



WHO IS THE Workforce Board?

2

Laser-focused on long-term employment and economic outcomes for workers/jobseekers and employers.

- Tri-partite; dual-customer focus:
- 2/3 held by Business and Labor;
- Balance held by major service providers (OSPI, SBCTC, ESD)
- Advisory members from targeted populations, chief local elected officials, DSHS, Commerce.
- Created by the Legislature in 1991;





Workforce Board's Main Roles

3

The Workforce Board advises the Governor, Legislature, and Congress on workforce policy to ensure continuous improvement of services for businesses and jobseekers.

-  **Independent Program Performance Evaluator**
-  **Advocates for Innovation and Continuous Improvement**
-  **Fosters Multiple Pathways to Economic Self-Sufficiency**
-  **Informs Consumers about Program Performance**
-  **Consumer Protection for Private Career School Students**
-  **Unites the State's Talent Pipeline Behind a Strategic Plan**



Access to Opportunity and "FUTUREPROOFING"

4

**Re-engineering Talent Development:
From "Train and Pray" to Lifelong Career Learning**

A successful system will be able to respond flexibly and effectively to the learning needs of all:

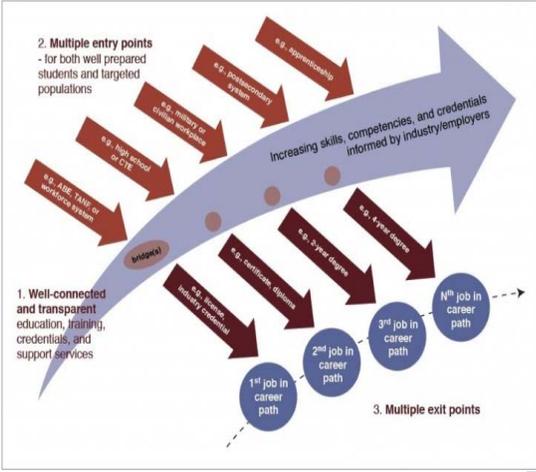
- Businesses
- Incumbent Workers
- Young people
- Adults

In every region of the state, and in support of all individuals.



Fostering Multiple Pathways to Prosperity for Businesses and Workers

5



Principles and Challenges

- Learner-centered, acceleration strategies
- Incumbent Worker Support
- Business as co-creators and co-investors
- Career-Connected Learning (internships, job shadows, mentors, apprenticeships, etc.)
- Navigable, Articulated, Portable Credential pathways
- Account Reps/Navigators



“Talent and Prosperity for All”

6

1. Help more people find jobs that lead to economic self-sufficiency, with a focus on disadvantaged populations.
2. Close skill gaps for employers, with a focus on in-demand industry sectors and occupations, including apprenticeships.
3. Work together across programs and funding silos as a single, seamless team to make this happen.

Talent and Prosperity for All:
The Strategic Plan for Unlocking Washington's Workforce Potential
 Draft: January 4, 2016



7

ALL REALLY DOES MEAN ALL!

Talent and Prosperity for All
The Strategic Plan for Strengthening Washington's Workforce Potential
Draft January 4, 2018

8

TAP Strategic Priorities

Strengthened Business Engagement	Streamlined Customer Service Delivery
Accessible, Technology Savvy System	Next Generation Performance Accountability

Talent and Prosperity for All
The Strategic Plan for Strengthening Washington's Workforce Potential
Draft January 4, 2018



9

Integrating Service Delivery

- Improve/streamline the experience of customers who use or need multiple resources
- Establish resources for system navigation (navigators or navigational services)
- Enhance career guidance and career pathway resources across programs
- Develop procedures for recognizing alternative learning and portability of credentials

Common Intake Processes and Data Sharing

- Develop **common intake process** that eliminates redundant assessments and paperwork
- Create secure procedures to share customer data to facilitate system navigation



10

Accessibility and Barrier Solutions

- Establish standing committee of state Workforce Board to identify barriers and facilitate barrier removal across agencies and funding streams
- Access to **secure, wireless Internet** and paperless One-Stop centers
- **Virtual service delivery** as a way of meeting the needs of participants with mobility and transportation difficulties, rural customers
- Develop strategies for **rural and underserved** communities
- Customization of **new state labor exchange system**, WorksourceWA.com, which includes help matching people with disabilities to federal contractors



11

Professional Development

- Create a system of widely available **professional development resources** on TAP's goals and four strategic priority areas—integrated service delivery, accessibility for all, business engagement, and performance accountability.
- Establish accessible Learning Management System

Performance Accountability

- **Common accountability measures** allow for demographic impact analyses across “siloes” core programs
- Focuses on cross-system effectiveness among target populations—building a dashboard to assess **system performance**.
- Develop **Business Engagement dashboard**



12

Increase and Enhance Business Engagement— WTB 2018-19 Initiative: From Partner to Co-Creator of Talent

- Provide businesses with easier access to the workforce system and a clearer understanding of the benefits of working together.
- Learn what business needs.
- Use standardized terms and speak the language of business
- Map and analyze points of contact with businesses; Reframe our services through a business lens.
- Use **Account Rep model** to help business navigate the system
- Establish measures that help us track business engagement and satisfaction.
- Create a dashboard that is meaningful to the business community.
- Train staff to **understand business impact** of service interventions.

TAP Accelerator: Upskill-Backfill Initiative 13

- Learning laboratory to identify policies/practices to transform state's workforce system.
- Focus on the entire talent pipeline needed in Washington.
- Business perspective: Current, near-term, future needs.
- Jobseeker perspective : Career pathways for long-term economic security.
- Develop strategies for underserved, rural, disadvantaged populations.
- Business and community development in all regions of state.

Project Highlights

4	sectors—healthcare, maritime, construction, manufacturing
6	regional workforce development councils
7	counties/locations
8	projects
18	months long
21	business partners
\$1.85	million in business & local match
\$1.95	million in federal funds

556

Employees gain new skills, advance careers

415

New hires for entry-level positions left open by advancing workers

Upskill-Backfill Project Locations 14

Workforce Board staff are:

- Facilitating learning community with all stakeholders to:
- Organizing policy recommendations
- Providing Technical Assistance
- Developing "Best Practice" model for scalability and sustainability

15

Career-Connected Learning (CCL)

NGA Policy Academy Phases 1&2

- 60+ Organizations over 2 years
- Scale up availability of high quality CCL opportunities so that every young Washingtonian:
 - is career aware and career ready,
 - has experienced employment, and
 - has a plan to navigate a career pathway prior to adulthood

Gov. Inslee's Career Connect Washington Initiative

- By 2023, 100,000 young Washingtonians participate in high quality CCL, including registered apprenticeships.
 - Task Force
 - Demonstration projects (Governor's discretionary funds—about \$10 million over last 5 years)
 - Focused strategic planning process

Career Connected Learning Video: <https://youtu.be/oCTqyRRKkv4>

16

Competency-Based Credentialing

- Credential transparency, gaining credentials with work
- Credentialing and badging acknowledge achievements or skills acquired at a more granular level than the college
- Workers will require clear, navigable pathways to learn on the job and gain recognized credentials for their experiences
- Gold-standard Pathway: Earn-and-Learn models like Registered (Union and Non-union) Apprenticeship!
- Example in application:
- Germany and competency-based credentialing

Moving Credentialing Forward



Questions?

Find out more about what we do at:

www.wtb.wa.gov

Contact Information

Contact Information		
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