

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

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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:

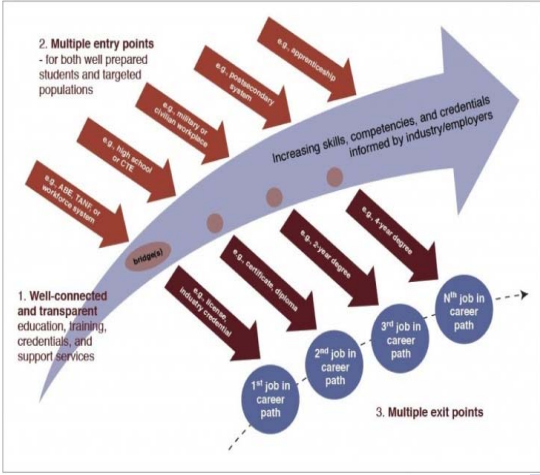
- Businesses
- Incumbent Workers
- Young people
- Adults

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



## Fostering Multiple Pathways to Prosperity for Businesses and Workers

5



**2. Multiple entry points**  
- for both well prepared students and targeted populations


**1. Well-connected and transparent education, training, credentials, and support services**

**3. Multiple exit points**

Increasing skills, competencies, and credentials informed by industry/employers

### 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



Washington State  
Department of Economic  
Development, Licensing  
& Regulatory Services

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**

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

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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

**Career-Connected Learning (CCL)**
15

**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>

**Competency-Based Credentialing**
16

- 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





17

## Questions?

Find out more about what we do at:  
**[www.wtb.wa.gov](http://www.wtb.wa.gov)**

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