Pre-Session Survey

If you have not had a chance to complete the 'pre-session' Program Alignment Survey – Here's the link…..

Iowa System Alignment Pre-Survey



Central Iowa Workforce System Alignment

Self-Assessment and Planning - 2026

Meet the Team



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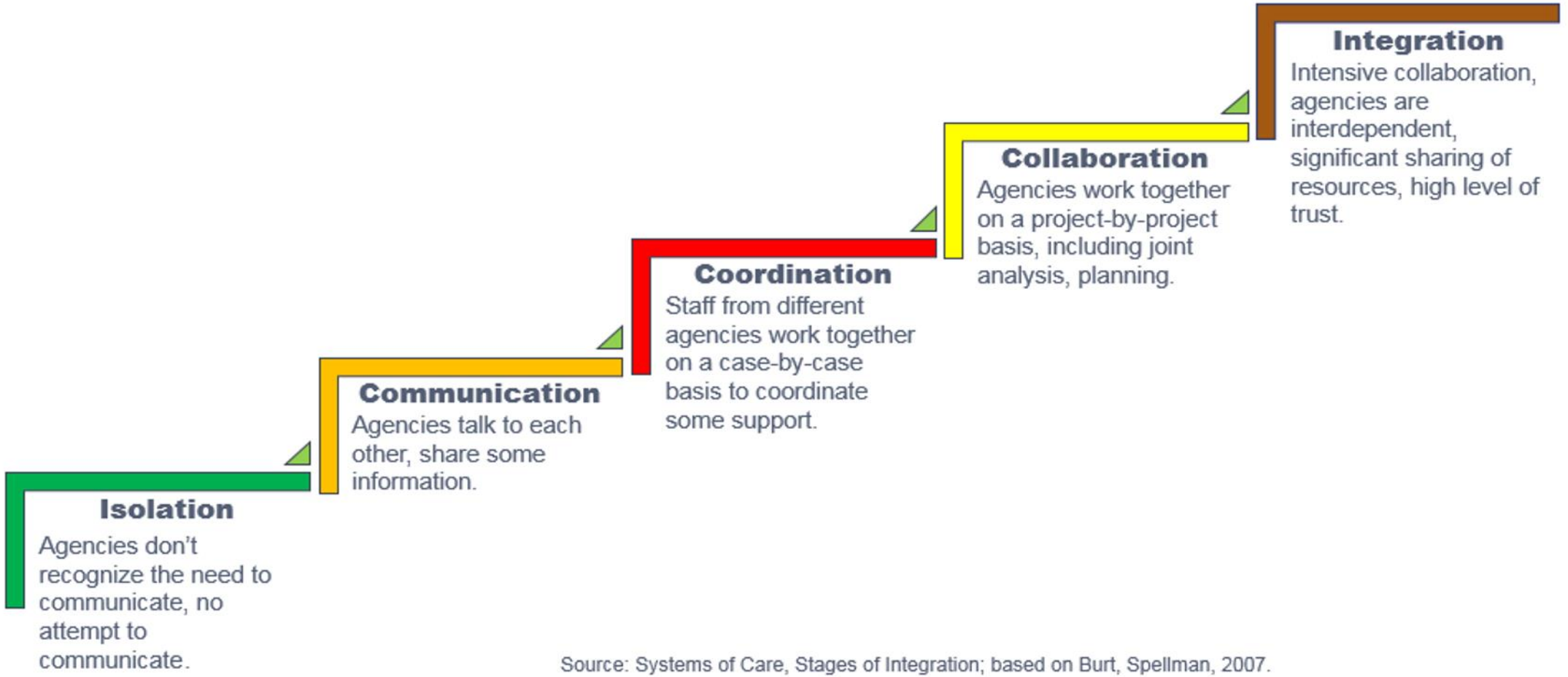
Doug Keast
LEAD Center

Welcome

- Purpose
- Past Implementation
  - State Level Changes
  - Local Changes



How are we Aligned?



Source: Systems of Care, Stages of Integration; based on Burt, Spellman, 2007.

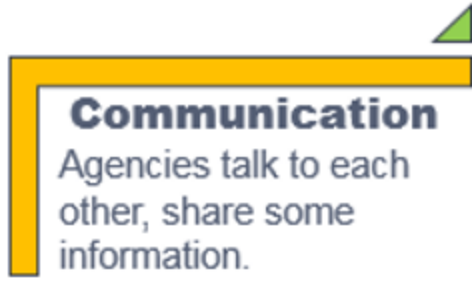
Isolation

- Each agency and program has its own separate career service options.
- Agencies and programs do not regularly inform partners of those services.
- Each separate agency and program promotes services separately to community.
- No exchange of information
- No time commitments no trust, turf or information issues
- No sharing of resources



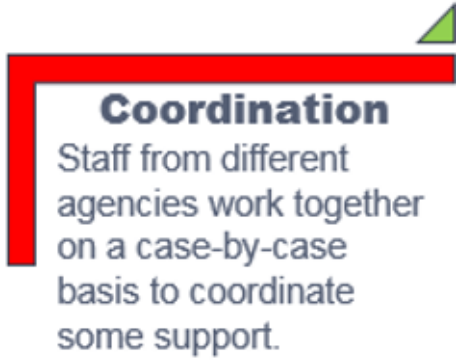
Communication

- Core agencies talk to each other, but they have no planned or required contact.
- Contact is intermittent. Some information is shared, but no formal information or data sharing plan exists.
- Exchanging information for mutual benefit, without altering activities
- Minimal time commitments, limited levels of trust, and no necessity to share turf; information exchange is the primary focus
- No mutual sharing of resources necessary



Coordination

- Core partners work together at all levels (from management to direct service) to align services, but there is no formal structure to their interaction.
- It is done on a case-by-case basis.
- Exchanging information for mutual benefit, and altering activities to achieve a common purpose – **oftentimes on a case by case basis**
- Moderate time commitments, moderate levels of trust, and no necessity to share turf; making access to services or resources more user-friendly is the primary focus
- No or minimal sharing of resources – case by case (maybe)



Collaboration

- Core agencies agree to work together for mutual benefit.
- The relationship is based on consistent communication and coordination.
- Exchanging information for mutual benefit, and altering activities and sharing resources to achieve **a common purpose**
- Partners agree they can best achieve goals by working together and using the strengths and expertise of each partner to accomplish common goals.
- Substantial time commitments, high levels of trust, and significant access to each other's turf; **sharing of resources to achieve a common purpose is the primary focus**
- Moderate to extensive mutual sharing of resources and some sharing of risks, responsibilities, and rewards



Integration of Services

- Core agencies agree to work together to achieve common goals and create an organizational structure to share information, data and resources to accomplish mutually agreed upon outcomes as an integrated system.
- Exchanging information for mutual benefit, and **altering activities, sharing resources, and enhancing the capacity of the system to achieve a common purpose**
- Extensive time commitments, very high levels of trust and extensive areas of common turf; enhancing each other's capacity to achieve a common purpose is the primary focus
- Extensive sharing of resources, and **full sharing of risks, responsibilities and rewards**



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Outreach Examples

ISOLATION	COMMUNICATION	COORDINATION	COLLABORATION	INTEGRATION
Each program promotes its services separately to the community. This includes businesses and career seekers.	Programs share written service promotion materials with one another. Each program engages in public outreach. A record of the contact information for a program contact from each program is kept and shared for future reference.	Programs create a joint brochure or flyer that identifies all programs operating in the AJC and the services they provide. What about something like this: Programs determine what information about their services will be shared with staff for outreach purposes and ensure that this information, including brochures from partnering programs, is readily available and distributed across program locations.	Partners set up a central contact point at the AJC that can connect customers to any of the separate partner agencies based on their needs . Together, the AJC agencies promote and host resource fairs in the community and take part in rapid-response events for plant closings. They provide information on how to reach each of the partner agencies. All partners take part in Disability Access Committees and set shared objectives, then develop activities to meet those objectives.	Programs create shared marketing materials and resource fairs. AJC services are described as functional rather than by individual program. Efforts to reach the community are planned by teams that include expertise from all programs.

This information is based upon the workforce system alignment model developed and used by RSA's Workforce Innovation Technical Assistance Center 2015 – 2020

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Career Services Examples

ISOLATION	COMMUNICATION	COORDINATION	COLLABORATION	INTEGRATION
Each program has its own separate career service options for the individuals enrolled in that program. Programs do not share those services with other programs operating in the AJC.	Programs inform partners about available career services (such as resume workshops) that they each offer to people in their programs.	AJCs utilize Wagner-Peyser staff to provide basic career services to all job seekers accessing services through the AJC, while program staff provide individualized career services to participants enrolled in their specific programs. Non-Wagner-Peyser programs do not provide input on AJC career services as a whole. Programs coordinate onboarding and regular training on the supports and services each partner provides as a group.	Professionals from multiple programs operating in the AJC work together and support career services as a system for career seekers as they enter the system or a physical AJC location. Programs share a strategy to help customers develop their employment plans, including the use of career services within those plans for individuals who are co-enrolled.	A common cross-agency employment plan is created and shared for individuals who are co-enrolled between agencies. All programs work together and contribute resources to design career services offered through the AJC, including workshops and work-experience opportunities.

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Case Management Examples

ISOLATION	COMMUNICATION	COORDINATION	COLLABORATION	INTEGRATION
Each agency uses its own separate case management system and does not regularly communicate with other partners. Co-enrollment between programs happens occasionally and is not part of how services are planned within the workforce system.	Program case managers and career planners ask other programs for updates, usually to check referral progress or enrollment status.	Some staff share information about customers, following what Iowa programs consider "safe data." Staff understand that customer consent is required before sharing information across different programs. Resource coordination occurs on a case-by-case basis for clients perceived as having complex resource needs.	Staff may meet with customers together across agencies to provide joint case management and direct services for people who are co-enrolled. Systems intentionally use the IRT service strategy for any career seeker who will benefit from the combined expertise and resources of multiple programs. Staff follow the CORE 4 procedures and meet as a team to share case management duties	Staff use cross-agency case management as a regular practice for anyone who is co-enrolled. Electronic case management systems are set up to share "safe data" across programs. Staff are aware when participants are receiving support and what those supports include from other programs within the workforce system. All intake, evaluation, assessment, and plan development are done and implemented in a cohesive way across all relevant programs

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Career Pathways Examples

ISOLATION	COMMUNICATION	COORDINATION	COLLABORATION	INTEGRATION
Programs do not share a common cohesive, strategy for career pathways. Counselors and Employment Specialists do not coordinate career pathway activities or goals with other programs. Each Program has their own career pathway efforts.	Counselors and Employment Specialists communicate through referrals to help with supportive services related to education and training. A single partner invites multiple partners to trainings on O*NET and/or Career One Stop to help develop career pathways.	Staff share information about plan progress for co-enrolled customers. Programs may work together to help develop work-experience opportunities in a specific industry sector. Several partners offer opportunities for businesses to discuss work-based learning options such as OJT, WEPs, internships, and job shadowing.	Joint planning, resource sharing, and braided funding occur with clear plan coordination and defined roles. Counselors and Employment Specialists work together through integrated resource teams, service delivery timelines are coordinated to ensure continued support to co-enrolled jobseekers as individual providers begin and complete their plans	Programs are strategically designed to support advanced placement in STEM Careers and Apprenticeship. They are managed behind the scenes and kept seamless for the customer. LMI is generated and shared across in a cohesive way to all programs. All programs invest in shared outcomes and continuous improvement to build industry sector pathways and opportunities for customers to enter and advance along those pathways.

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Business Engagement Examples

ISOLATION	COMMUNICATION	COORDINATION	COLLABORATION	INTEGRATION
Placement specialists in each program make their own business connections. There is no sharing of business information between agencies, except for the information added to the Job Center's search engine by Wagner-Peyser business representatives.	Placement Specialists meet once a month for virtual coffee to talk about business development strategies. Program specialists share information about their programs, job fairs, and similar events. Business Service staff share Registered Apprenticeship (RA) opportunities with all partners when available. Business Service Specialists can speak to all Core Partner programs about available job opportunities.	Placement Specialists and Business Associates meet every Thursday to share the skill needs of their business customers and to share placement opportunities. Some programs may work together to respond to a specific industry's skill needs. Partners work together to make plans and activities responding to layoffs or business closings.	Business Service Specialists form multiple partner agencies meet regularly and plan business events together, such as job fairs. They host a business event once a quarter to gather information about the needs of specific business sectors and provide information or training on topics identified as important by those business sectors. Partner agencies still contact businesses separately but share information with each other to meet business needs.	All programs create a shared business service strategy and support a unified process to connect qualified job candidates to meet business skill needs. Professionals from the different programs assume roles in implementing the system strategy to meet business needs. Programs use a shared a case management system in which all business services staff utilize.

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Menti Poll

Scan the QR Code or go to Menti.com and enter code: 3518 6917



Morning Break



Break-Out Session #1

- Identify Presenter -‘Report Out’
- Review ‘Desk Aid’ Examples
- What resonates with us?
- ‘Why’ on post-it notes
- Consensus – Where we are
- Where do we want to be?



Working Lunch



Where Are We? Where do we want to be?

- Outreach
- Career Services
- Case Management
- Career Pathways
- Business Engagement
- Priorities (Menti)

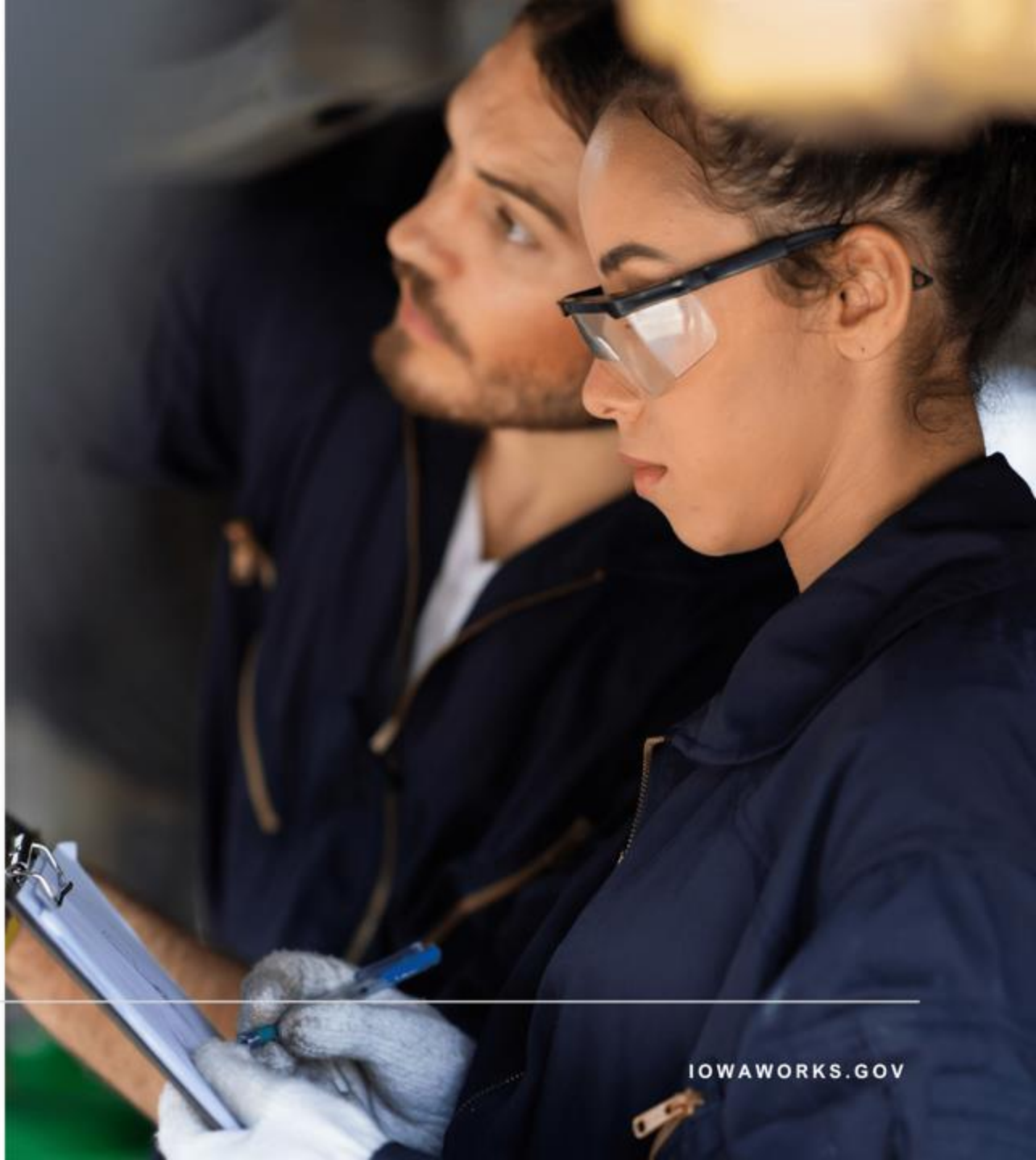


Prioritization Menti Poll

Scan the QR Code or go to Menti.com and enter code: 3518 6917

Break-Out Session #2

- Difference between Where we are and Where we want to be
- Brainstorm: What can we do to close the gap
- Who would like to be engaged? Who could be engaged? (by program)



Afternoon Break



Final Push

- Final Report Out and Adjustments
- Observations and Takeaways
- Next Steps

Post-Event Survey

Scan the QR Code or go to Menti.com and enter code: 5242 9386



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Thank You!

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