

**Region 10 RWDB Strategic Plan FY 2020****Region: 10****Participating Partners: Title 1 (Kirkwood/IowaWORKS), Title 2 (Kirkwood), Title 2 (Iowa Workforce Development/IowaWORKS), Title 4 (Iowa Vocational Rehabilitation Services and Iowa Dept for the Blind)**

The Wintac Grant was received by the state of Iowa to support WIOA core partners evaluate current levels of coordination of services, and create goals around growing and expanding coordination in a meaningful way to have lasting impacts on our work with job seekers and businesses. The goal of the Wintac is to:

- 1) Assess our collaboration and coordination level in four areas:
  - a. Outreach and Intake
  - b. Business Engagement
  - c. Career Pathways
  - d. Career Services
- 2) Identify what level of coordination we would like to be at in one year.
- 3) Develop an action plan of activities to move towards greater coordination that is also directly linked to increasing our ability to serve job seekers and businesses.

Leadership from the core WIOA programs of Title 1 (Kirkwood/IowaWORKS), Title 2 (Kirkwood), Title 3 (Iowa Workforce Development/IowaWORKS), Title 4 (Iowa Vocational Rehabilitation Services and Iowa Dept for the Blind) worked together on the assessment of coordination and developing the following plan. This was completed as follows:

- a) Each leader self-assessing coordination levels on the assessment tool. (December 2018)
- b) Leadership meeting to share self-assessment results, discuss differences, and come to a consensus on current coordination level, as well as why and areas for growth. (December 2018)
- c) Next, the team developed a plan on how to increase coordination, prioritizing ideas into those that will have both the greatest impact on our services and are likely to be completed in approximately 1 year. (January 2019)

The current strategic plan ends June 30, 2019. We are proposing to utilize the Wintac grant plan outlined below as the FY 2020 RWDB strategic plan. We invite in any RWDB team members who would like to be part of our future strategic plan work sessions to provide guidance or input either in an ongoing capacity or on an ad hoc basis. This new plan, if approved by the RWDB, would start July 1, 2019 and run through June 30, 2020.

## Region 10 RWDB Strategic Plan FY 2020

<b>Activities and Tactics</b> How will we do it?	<b>Key Players</b> Who should be involved?	<b>Expected Outcomes</b> What is the result?	<b>Timeline</b> When will we do it?	<b>Progress Notes and Outcomes</b>
<p>Outreach and Intake: Develop a referral committee composed of team members from each title to focus on how to best serve individuals and remove barriers to connecting individuals with core WIOA services.</p>	<p>Outreach Committee- Composed of staff from 4 titles (not management).</p> <p>Leadership Team-provides guidance to the outreach committee and supports implementation of their work.</p>	<ul style="list-style-type: none"> <li>*Committee established</li> <li>*More comprehensive informational flyer articulating WIOA partner services</li> <li>*GeoSolutions referral process finalized and WIOA staff trained</li> <li>*Committee establishes goal for outreach activities completed (including targeted youth engagement) with 2 or more WIOA partners representing the entire WIOA system.</li> <li>*re-evaluate marketing materials being used by core WIOA partners</li> </ul>	<p>July 1, 2019-June 20, 2020</p>	
<p>Business Engagement: Identify a Title 1 and Title 2 team member to attend Business Service team meetings monthly to coordinate services for training completers, DW clients, and Title 2 IET/IELCE services.</p>	<p>Shawn Story-Title 2 Mike Rose-Title 1 Title 1 Youth Team Bret Koenig-Title 4 BSR Team</p>	<ul style="list-style-type: none"> <li>*Identify technology supports to encourage participation.</li> <li>*Determine appropriate participation level and meeting attendance.</li> <li>*More integrated approach to meeting business needs.</li> <li>*More opportunities for businesses and job seekers.</li> </ul>	<p>July 1, 2019 to June 30, 2020</p>	

## Region 10 RWDB Strategic Plan FY 2020

		<ul style="list-style-type: none"> <li>*Better understanding of business services offered by all core WIOA Titles.</li> <li>*Better coordination of sector board work among WIOA Partners.</li> <li>*Identify</li> </ul>		
<p>Career Pathways: Develop stronger communication, and education between sector boards and WIOA core staff to ensure job seekers are connected with appropriate job services and training.</p>	<p>Sector boards BSR Team All Staff Title 1 and 4 Youth Teams</p>	<ul style="list-style-type: none"> <li>*ICR Iowa core activities shared with WIOA team and updates provided regularly.</li> <li>*Staff understand the connection between sector needs and our services</li> <li>*Youth services are tailored to connect you with the 6 main industry sectors in Region 10.</li> </ul>	<p>July 1, 2019 to June, 30, 2020</p>	
<p>Career Services: Coordinated programming for targeted populations such as ESL, HS completion students, individuals with disabilities and those with barriers. Continuous improvement of Career Services by hosting customer focus groups and completing regular surveys.</p>	<p>Leadership Team Customers Disability Access Committee</p>	<ul style="list-style-type: none"> <li>*increased access to career services by targeted population groups</li> <li>*seek, analyze and incorporate customer feedback on career services to improve offerings (special outreach to youth populations)</li> <li>*establish a consistent focus group format and survey used by all partners</li> </ul>	<p>July 1, 2019 to June 30, 2020</p>	

OUTREACH AND INTAKE	ISOLATION			COMMUNICATION			COORDINATION			COLLABORATION			INTEGRATION		
✓ <b>Current Level of Integration</b>	Low	Mid	High	Low	Mid	High	Low	Mid	High	Low	Mid	High	Low	Mid	High
									X	X					
<b>Examples:</b> IVRS and IDB coordinate with Title 1 and 3. RR meetings...hosted by Title 1 and 3, with IVRS and Title 2 services available/present as appropriate. Desk aid and video for WIOA services already created.															
<b>Circle Priority Rating: High = 5</b>															
<b>Ideas/Opportunities:</b> Develop a referral committee on how to best serve individuals and remove barriers to connecting individuals. Re-evaluate marketing materials to cover all services within WIOA core partners (Info card, window shade, materials for businesses & job seekers). It would look like the desk aid branding. Maybe bigger than an info card. Promote desk aid with business/external partners (re-evaluate first to see if it needs adjustment).															
<b>Questions/Concerns/Areas for Assistance?</b> Money to do co-marketing materials.															
ASSESSMENTS	ISOLATION			COMMUNICATION			COORDINATION			COLLABORATION			INTEGRATION		
✓ <b>Current Level of Integration</b>	Low	Mid	High	Low	Mid	High	Low	Mid	High	Low	Mid	High	Low	Mid	High
									X						
<b>Examples:</b> NCRC, CASAS, Career Interest/Inventory, objective assessment (completed by interview with case management). If pertinent for a partner service, T1, T2, T3, and T4 share the information but not globally.															
<b>Circle Priority Rating: Medium = 3</b>															
<b>Ideas/Opportunities:</b> Learn more about each other's assessments. Create an assessment team to look for ways to improve in this area, complete more assessments in a group, and reduce duplication.															

**Questions/Concerns/Areas for Assistance?** Expanded knowledge of different types of assessments available to all program partners and can provide universal benefits. How will GeoSolutions impact our ability to share information and can we build in assessments to the system? How to administer assessments for individuals with disabilities? Learn about different type of assessments that may better serve those with a disability.

CAREER SERVICES	ISOLATION			COMMUNICATION			COORDINATION			COLLABORATION			INTEGRATION		
✓ Current Level of Integration	Low	Mid	High	Low	Mid	High	Low	Mid	High	Low	Mid	High	Low	Mid	High
										X					

**Examples:**  
Ticket to work, referrals and in person handoffs, Title 1, 2, 3, 4 and PJ customers attending workshops at IowaWORKS. Trained and practiced on tech to serve those experiencing a disability.

**Circle Priority Rating: Medium/High = 4**

**Ideas/Opportunities:** How can we coordinate more with Title 2 programming to support ESL students in Level 4, as well as HS graduates to get linked to our services, and connect them with job opportunities? Coordinate more targeted/reverse job fairs for specific populations. WINTAC grant received to pilot best practices to serve blind/low vision customers. Focus groups to hear from target populations to identify key barriers. Learn more about using professional SurveyMonkey account to develop surveys for customers on how our services were, with the chance to win a prize each month for those who complete it. Create more opportunities for youth and young adults to access the IowaWORKS center and work readiness activities. Youth / Young Adult lounge area.

**Questions/Concerns/Areas for Assistance?**

CASE MANAGEMENT	ISOLATION			COMMUNICATION			COORDINATION			COLLABORATION			INTEGRATION		
✓ Current Level of Integration	Low	Mid	High	Low	Mid	High	Low	Mid	High	Low	Mid	High	Low	Mid	High
								X							

**Examples:**  
Case manage together between intensive referrals with Title 1, 4, PJ and GAP. TTW joint services together. Utilization of workers. Work ready placement services with direct care workers and BSR team. Wednesday morning staff meetings.

**Circle Priority Rating: Low/Medium = 2**

**Ideas/Opportunities:** As we implement GeoSolutions Title 1, 2, and 3 will share one system. Title 4 will use it for some pieces of referrals and coordination as well as business service coordination.

**Questions/Concerns/Areas for Assistance?**

Will there be ability to view each other's notes/services to ensure strong case management to better serve customers?

CAREER PATHWAYS	ISOLATION			COMMUNICATION			COORDINATION			COLLABORATION			INTEGRATION		
	Low	Mid	High	Low	Mid	High	Low	Mid	High	Low	Mid	High	Low	Mid	High
✓ Current Level of Integration						X									

**Examples:** We have collaborative representation at Sector boards with IowaWORKS, IVRS and Title 2. Area has 6 sector boards. The sector board updates are shared at BSR team meetings.

**Circle Priority Rating: Medium/High = 4**

**Ideas/Opportunities:** Share more about sector board work and activities with all teams at all staff meetings. Create a google doc with information on sector board updates to show job, training, new needs, and pathways in development to give a snapshot of sector initiatives/needs. Meeting with sector board facilitators to better identify how to communicate SB needs with staff and develop a strategic plan supported by WIOA leadership to create an overall vision for our services, braid together funding, coordinate efforts, etc. How do we educate youth/young adults on career pathways/wages in area based upon sector board needs (similar to re-connect workshops)? Where does it make sense to bring Title 2 into our work groups? How can we bring other WIOA program services to Title 2 spaces? Continue Re-Connect workshops and find ways to promote with more partners and the public.

**Questions/Concerns/Areas for Assistance?**

Survey schools, corrections, refugees, and other opportunity customer areas to gather their input and buy in on how to best serve their students.

BUSINESS ENGAGEMENT	ISOLATION			COMMUNICATION			COORDINATION			COLLABORATION			INTEGRATION		
	Low	Mid	High	Low	Mid	High	Low	Mid	High	Low	Mid	High	Low	Mid	High
✓ Current Level of Integration									X	X					

**Examples:** Integrated business services teams with Title 3 and 4, with coordinated business visits.

**Circle Priority Rating:**           **High = 5**

**Ideas/Opportunities:** Integrate Title 1 more in business visits. Integrated Title 2 IET and IELCE services/opportunities into visits (ESL Program Supervisor: join this work group?). Greater coordination between Title 1 Youth and Business Services team to develop a more robust list of work experience sites. Develop staff training to ensure better referrals, greater customer knowledge of expectations and tracking of activities. Train staff on “save a job” activities through IVRS, and how to access/coordinate together to respond to these employers.

**Questions/Concerns/Areas for Assistance?**