working together

**Workforce Development Board**

Saratoga – Warren - Washington

# *2018-2020 Work Plan*

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| **Connections – ?**<br>**Essential Question: What exists and/or should be developed for clear direction of the workforce system and to ensure all major elements of the system have true "interconnectedness" that focuses on desired outcomes?** | |
| **1. Workforce System Finances** | **A. Establish budgetary priorities for the system to be implemented PY 2019 and approve budgets.**<br>**I. Review of existing budget, process for development and current levels of funding.**<br>**II. Establish Board list of programmatic priorities.**<br>**III. Prioritize list for implementation.**<br>**IV. Determine funding levels for all aspects of the system including Career Center operations.**<br>**V. Establish a process for Board approval of annual budgets.** |
| **2. Facilitate Center Director Focus** | **A. Regional Center Policy Review.**<br>**B. Charge the R&D Team to guide the development of a "cross-Center" procedural manual outlining processes and protocols for consistent Center operations.** |
| **3. Establish Expectations to ensure WDB Board, Career Centers, Teams and other workforce entities are "connected" and address business needs in our region:**<br>**a. For Board Teams** | **A. Getting a service menu in place and on the website for all to see (board, customers and center staff themselves) with the board and centers setting expectations of exactly what and how those services look like.** |

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| **b. For Facilitation of Board Direction** | **B. Develop Center/Board agreements and implement them. These are required agreements in lieu of a contract for service contracts for both youth services and the adult/DW career and training services delivered through the centers.**<br><br>**I. Develop a list of expectations the board has for the centers – both programmatic and administrative.**<br>**II. Finalize the list with the Execs and any other Team if necessary.**<br>**III. Initiate agreements with the centers/service providers.**<br>**IV. Reference such agreements in any contracts with the centers/primary service providers to ensure consistent application across all centers.** |
| **4. Facilitate Team Direction and Related Work** | **A. Connections Team to develop plan for helping Board Teams work through expectations and progress toward work plan.**<br><br>**I. Refer to the defined scope of each Team and potential activities / work plan already developed and handed out at the initial meetings in 2017.**<br>**II. Connections should then clarify:**<br>**a. What a typical agenda format should look like at a given Team meeting.**<br>**b. Goals for subsequent meetings based on information already established.**<br>**c. Address both process goals and program/service goals or decisions to be determined by the Team.**<br>**d. Develop system for removing a goal that has been addressed and replace it with the next logical item to be addressed.** |

**Needs – Corbin Daugherty**
**Establish the needs of the business community in our region by sector.**

1. **Develop a systematic approach to obtain information from the private sector (businesses and companies) to identify human capital needs and "business friendly" assistance mechanisms to help them succeed in this region.**

2. **Utilize the information collected in a sector based format to guide the R&D Team in the development and strengthening of the workforce system in this region.**

A. **Identify Multiple Methods to Determine Business Needs.**

   I. **Review existing approaches to determine the needs of businesses.**
   II. **Utilize the review to develop a specific set of on-going methods to collect and array "needs" information that is actionable by the R&D Team.**
   III. **Longitudinal data sets are to be developed that allow for trends to be determined.**

B. **Initiate & Oversee the Business Engagement Services Team (BEST) Effort.**
   I. **BEST approach is reviewed by Team allowing to tweaks to the system.**
   II. **Approach is vetted with private sector Board members for reaction, comment and adjustments as necessary.**
   III. **Sectors are prioritized to determine which sectors are convened.**
   IV. **Team leadership convenes BEST group to review process.**
   V. **Identified sector groups are convened by Team leadership and BEST group to obtain needs information.**
   VI. **Needs Team makes decisions about information passed along to the R&D Team.**

C. **Prioritize BEST Feedback.**
   I. **Information is collected, prioritized and *recommendations* sent to the full Needs Team for review.**

D. **Needs as Identified are Provided based on prioritized feedback to the R & D Team for use.**
   I. **Needs Team makes decisions about recommendations received and passes information to R&D Team.**
   II. **A report form needs to be developed for use by BEST group and Needs Team for consistent documentation between Teams.**

E. **Hand-off BEST Feedback to Match Needs to Existing Resources.**
   I. **Needs Team recommendations are used to see how they match the current system and approaches are developed to address recommendations where gaps exist.**

**R&D – Joe Serafini**

**Determine what currently exists in our WDB System and ensure the Board/System knows it's purpose, intent & impact. Ensure Career Center operations are "Unified" & common among and between them. Ensure Center Certification process is complete.**

1. **Identify Existing Resources to Both Job Seeker and Businesses.**

2. **Identify Center Processes for Both Job Seeker and Businesses.**

A. Center certification process
   I. Visit a center for frame of reference
   II. Have centers give brief review of how a jobseeker requests services – steps
   III. Same for business
   IV. Have centers show any current description of services they have available*
   V. Share certification info with committee
   VI. Find out how many members can devote time to a review team and decide if we will have one or 3 teams
   VII. Establish a schedule for center visits to use the review materials
   VIII. We need to decide if there will be additional local board criteria and if so what
   IX. Conduct reviews and meet/conference call to discuss results
   X. **Submit to NYS with prior Director copy provided.**

**B. Develop Career Center Inventory**
   I. **Utilize an audit method to obtain information for each Center focusing on Business Services, In-house training & partner training for job seekers.**
   II. **Center Directors to provide a list for each Center and a way to cross-reference each to the other two Centers.**
   III. **Center Directors to present information in presentation and print form for Committee to analyze.**
   IV. **Gaps and overlaps are identified.**

C. Identify how key services are delivered
   I. Develop flow charts for each key service provided to both job seekers and businesses.

D. Develop a "cross-center" Policy and procedural manual outlining processes and protocols for consistent Center Operations within the region. Center Directors:
   I. Develop policy list and fill in any missing items
   II. Review, revise and add policies as needed

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| | and present to board for approval<br>III. Review each Centers policies, operational protocols and establish a table of contents describing each area to be addressed in the manual.<br>IV. Develop manual for a unifying approach across centers for procedures and protocols. Center Directors work as a team to create common procedures and protocols for Center operations.<br>V. An appendices is developed for the manual that allows for forms, documents, etc that coincide with manual procedures and protocols.<br>VI. Present sections of the manual to the R&D and Connections Team to show progress over time.<br>VII. Establish a draft timeline for the development of the manual and for Connection Team review. |
| 3. Effectiveness and Outcome Metrics. | A. Establish Key measures of effectiveness that show progress toward desired system outcomes.<br>I. Develop job seeker metrics<br>II. Develop business services metrics<br>III. Develop system/Center metrics<br>IV. Develop training metrics<br>V. Develop methods for routine data collection, display & communication of results. |
| 4. Develop System for Enhanced Coordination Of Partners and Refined Collaboration in Consultation with Center Operator. | A. Partner Coordination (handled by operator and partner subcommittee)<br>I. Develop system to access each partners programs<br>II. Develop a partner referral process.<br>III. Partner input and satisfaction system developed.<br>IV. These are all part of the MOU process. |

Last Revision – 5/17/2019