

Tompkins County Workforce Investment Board
Three-Year Plan Addendum
For
Functional alignment of WIA Title I B and Wagner-Peyser Workforce Services

1. Describe the current level of WIA Title IB and Wagner-Peyser service integration in your One-stop Center and local system.

The Tompkins Workforce New York One Stop Career Center has had both Wagner-Peyser and WIA Title IB staff co-located since 2001.

Individuals entering the Center are greeted, the purpose of the visit is determined, and those wanting One-Stop Services are provided an overview/orientation of One-stop services by either WIA Title IB, Wagner Peyser, or other partner funded staff.

Staff assisted Core Services in the Resource Room such as assistance with a resume is provided by staff of either funding stream.

All staff at the One Stop Center has access to and use OSOS.

Staff at the One Stop Center receive functional supervision from the One Stop Center Manager.

Center staff meetings are held for problem solving, staff input and capacity building. In addition, memos and other information are routinely shared by routing and e-mail.

Re-Employment Services Orientations are conducted utilizing both Wagner-Peyser and Title IB staff with customers identified during the RSO for a more intensive level of service. Customers are then provided an orientation to the One Stop System/Resource Room and appointments are made for plan development, counseling and workshops. Both Title IB and Wagner-Peyser staff conduct all of the above activities.

Workshops are provided by staff of both funding streams with workshop staff meeting on a monthly basis to evaluate workshops for previous month including customer satisfaction, attendance, marketing, curriculum and relevance to customers. In addition staff plan workshops for next month and provide a comprehensive single report to the One Stop Center Manager.

Currently Business Services are a shared function between WIA and WP, with each organization sharing business requests, engaged with customer contacts, communicating information between business and One-Stop partners.

The Rapid Response Team is made up of WIA and WP staff and this team serves businesses and the workers who are experiencing layoffs. The team works together to conduct RR orientations, reemployment workshops and conduct targeted job fairs.

2. What goals does the local area seek to achieve through this functional alignment plan?
 - a. Establishment of a single service delivery culture: service principles.
 - b. Establishment of a single customer pool and service flow for delivery of Core, Intensive and Training Services by Title I B and Wagner-Peyser funded staff.
 - c. Functional supervision of Title IB and Wagner-Peyser staff carried out by the Center Operator/Manager identified in the One-stop Operator Plan.
 - d. Establish a One-stop Center staff evaluation process focused on customer services and service integration as the primary measure of success
 - e. Increased enrollments in Workforce Investment Act programs
 - f. Staff focused on common goals based on common measures

2a. How will the local system move beyond co-location of staff at One-Stop Centers to achieve even greater functional alignment of WIA Title IB and Wagner-Peyser program services?

The Tompkins Workforce New York One-Stop Career system seeks to achieve a unified system wherein the true intent of the Workforce Investment Act of 1998 is realized in the local area and throughout the Southern Tier of NYS. The initial phase will involve the alignment of the workforce system's two primary funding sources: WIA Title IB and Wagner-Peyser. To initiate this effort, WIB staff has engaged in planning discussions that involve four WIB's and the Southern Tier NYSDOL Regional Administrative staff. Planning meetings addressed a need for a Regional Customer Flow Chart to ensure that services and planning are reviewed on a regional basis.

In addition, in light of the need for regionalizing as a time saving and cost saving measure Tompkins County and the Finger Lakes Workforce Investment Board have begun sharing monitoring staff with a contract for both fiscal and program monitoring of the Tompkins County Workforce Investment Board's contractors.

Tompkins WIB staff in cooperation with the NYSDOL Regional Staff, and the Workforce Investment Board Directors of the Southern Tier has developed in concept a Regional Customer Flow Chart (Attachment A-revised June 2006). The next step will be to distribute the flow chart to ES and WIA Title IB supervisors for comment. Full implementation and completion of this process will require determining which staff will perform each of the flow chart steps. For this purpose, the WIB has identified the following functional Service Units:

1. Welcoming
2. Career Advising
3. Job Getting
4. Business Services

Job descriptions associated with each of these Services Units and with the flow chart will need to be developed.

WIA Title IB and Wagner-Peyser staff will share primary responsibility for all individuals who enter the One-stop Centers. As individuals progress through the service flow process, they will be assisted by staff from each of the service units and referred to other agency and program specific services (i.e. Youth, Veterans, Individuals with Disabilities, Older Worker). The primary goal is to establish a single customer flow and process for all individuals seeking services.

Each step in our planning for functional alignment has revolved around how we can design the delivery system with the customer in mind. The revised customer flow chart will serve as a mechanism for customers to navigate the system. Service design is accomplished through feedback from customers and reviewing customer flow from a customer perspective.

The WIB Directors and Regional Administration have meetings set in May and June to continue the development and refinement of the customer flow chart.

It is expected the job descriptions for each of the Service Units will be finalized by the end of June. The WIB staff, One Stop Center Management and NYSDOL Regional Staff, will initiate implementation of this process. Staff will be assigned to functional units based on their skills and interests.

Staff within the functional units will be cross-trained in all aspects of the unit. Initially a training plan will be developed for staff and on going training provided to keep staff up to date on issues. This will foster continuous improvement. Training will include participation in workshops, seminars, webinars, local training opportunities and peer-to-peer exchanges.

Staff will continue to be functionally supervised by the One Stop Center Manager. It is anticipated that this process will be strengthened and enhanced by the creation of functional units, job descriptions and common performance goals that are centered on customer service and functional units.

WP and WIA staff will continue to collaborate on employer services, job fairs, recruitment assistance, and Rapid Response assistance under one functional unit. Cross training of staff is required to complete the full functionality of this unit. The timeline for completion of additional cross training will be July 2006.

In addition steps are underway to create a regional approach to business services. The timeline for a regional approach begins May 2006 with a meeting of employment services representatives and Title IB staff from the Southern Tier region.

Currently staff is assigned to manage the WIA Adult, Dislocated Worker and Youth data in OSOS. It is anticipated that role will be expanded to assist in managing the customer data entered to meet Common Measures. However there will be a need to obtain additional security privileges that will assist in managing the data. The WIB Director and the One Stop Operator Consortium will continue to review performance data at their monthly meetings and will include Common Measures.

Our goal is for all One Stop Center staff to have access to all parts of OSOS to more effectively maintain individual customer data and enrollment/exit in the system

Further technology integration will need to occur to fully achieve functional integration of the Tompkins Workforce New York One Stop Center. The One Stop Center shares a common telephone system and the costs associated are shared. However, there are duplicate copiers, fax machines, and PC costs and they will need to be evaluated for further integration leading to cost saving and efficiencies of service. The integration of data systems, prompted by NYSDOL, will provide powerful momentum for systems integration, by creating the means to reduce staff time inputting duplicative paperwork. Furthermore it is anticipated there will be greater reporting efficiencies with both WIA Title IB and Wagner-Peyser held to the common measures.

2b. How will the planned WIA Title IB and Wagner-Peyser service integration help to increase the number of customers that can be served and improve the quality of services provided in your system?

It is anticipated that the integration of WIA and Wagner-Peyser One-Stop services through a single customer pool and customer services flow will ensure that all individuals are captured through a distinct registration and enrollment process, shared by both WIA and Wagner-Peyser. In addition, the planned changes to the One Stop Operating System will enhance the capacity for further enrollments and allow the One Stop Center to serve a larger number of people more efficiently and with more intensive services. Furthermore all customers will have access to a more comprehensive array of services and workforce-related information that is expected to result in higher participation levels and increased enrollments.

2c. In analyzing the resources available to operate the local One-Stop Centers after July 1, 2006, and the cost to maintain the current operations of the local One-Stop Centers, is there a gap? If there is a gap, how will your planned functional alignment of WIA Title IB and Wagner-Peyser resources and services help to close this gap?

The analysis of the Tompkins County workforce system's fiscal status, based on estimated PY 2006 WIA Title IB allocations, indicates there is a gap in funding to meet current operations of the One-Stop centers.

However, with the many changes that the Tompkins County Workforce Investment Board implemented in June 2005 including the consolidation of the One Stop Center on one level, the layoff of several staff and the subsequent absorption of the duties of those staff by existing staff, while continuing to maintain a focus on quality services, it significantly prepared the Tompkins County Workforce Investment Area for the challenges of 2006.

In addition, integration of WIA Title IB and Wagner-Peyser resources and staff will soften the impact of the funding cuts to the local workforce development service structure and will enable the Workforce Development System to continue to provide the employment and training services as outlined in the Tompkins County Workforce Investment Board's Comprehensive Three-Year Plan.

As always the Tompkins County Workforce Investment Board has been committed to seeking out alternative resources for funding of the workforce development system and continues to establish partnerships that seek to develop the workforce without the inconsistency of federal funding.

3. What new unified policies and procedures and/or changes to existing policies and procedures need to be put in place by the Local Board and Chief Local Elected Official(s) to support the local/regional functional alignment plans and goals?

The Tompkins County Workforce Investment Board is currently conducting a comprehensive review of policies and procedures to ensure that all of the existing policies fully support the integration process. It is anticipated that additional policies that support the most recent NYSDOL Common Measures Policy Guidelines, customer service principles and policies related to the flow of customers through core, intensive and training services will need to be developed. It is anticipated that the review of policies and procedures will be completed by June 30, 2006.

4. How will the Local Board strengthen the authority and accountability of its One-Stop Operator(s) to help achieve WIA Title IB and Wagner-Peyser resource and service integration? What revisions will need to be made to the One-Stop Operator Agreement (s) and system level Memorandum of Understanding (MOU)?

The One-stop Operator Agreement will be amended to include as part of the “Responsibilities of the One-stop Operator Consortium” section, the following:

1. Achievement of Common Measures
2. Achievement of service delivery goals
3. Continued development of functional integration of WIA Title IB and Wagner-Peyser staff, and enhancement of the functional services units.
4. Establishment of a single/integrated Workforce service culture and principles.

The WIB Director and the NYSDOL Regional Manager will coordinate efforts to provide on-going support to strengthen the role of the One-stop Managers, as well as to ensure accountability and responsiveness of the Operators to:

1. Adhere to the Operators Agreement and WIB Policy and Procedure.
2. Achieve performance and WIB system measures.

Establish the new integrated Workforce service culture and Functional Service Units.

In addition, negotiations regarding a Memorandum of Understanding will incorporate the changes to the system based on functional alignment of WIA Title IB and Wagner-Peyser.

5. What changes will occur based on the implementation of the new Common Measures to support greater resource and service integration?

Our functional integration plan and customer flow chart identifies a common system access and enrollment point that is recognized by both WIA Title IB and Wagner-Peyser funded staff. This is a change from the present process in that a majority of the customers were only registered under Wagner-Peyser and missed the opportunity to access additional services under WIA Title IB.

Additionally, the new common enrollment point acknowledges that any customer accessing services through a Center, including self-service activities, must be registered in the system. By registering all customers, greater attention will be placed on case management and data tracking to ensure that both WIA performance and Common Measures are met. Center staff will add to their current regular staff meetings a regular agenda item to monitor the progress of registered and enrolled participants. Again, it is believed that by combining the skills and expertise of the Center staff to jointly manage the progress of Center customers, the area’s overall customer satisfaction, customer retention, and Centers’ performance will improve.

TIMETABLE FOR PLANNED ACTIONS

Customer Services Flow

Responsible Party: One Stop Center Manager

May 2006

Capacity Building for Staff

Responsible Party: WIB Staff

June 2006-Sept 2006

Functional Units & Supervision

Responsible Party: One Stop Center Manager

June 2006

Joint Business Services

Responsible Party: DOES Regional Staff

June 2006

Technology to Streamline Services, Data and Performance Management

Greater reporting efficiencies for both WIA and Wagner Peyser

June – Sept 2006

Policies/Procedures for Functional Alignment

Responsible Party: WIB Staff

July 2006

One Stop Operator's agreement

Modifications will be overseen by WIB staff and One-Stop Operator

Responsible Party: WIB Staff

July 2006

Common Measures Training

All staff will participate in a single common measures training with a single message

Responsible Party: DOES Regional Staff

June 2006