

Workforce Synergy Pilots – WIOA Training Services Strategy

Topic	WIOA Training Services Strategy Development – Watch Party Part I and Part II	
Dates	Part I - Tuesday, Aug 22, 2023, from 2-3:30 pm Part II - Tuesday, Aug 29, 2023, from 2-3:30 pm	
Participants	LWDB Directors, E&T Managers/Directors, and NYSDOL Managers	
Facilitators	Kailee Marafito-Franchini, Employee Development and Growth through Education Office and Juie Deo, WIOA & Grants Administration Office	
Description	<p>WIOA training offers the strongest return on investment of our workforce development efforts. Training resulting in high-wage, high-growth jobs with career advancement options leads individuals, businesses, and communities to reach their potential. Training and Employment Guidance Letter (TEGL) 21-22 shares evidence of this, as well as data-driven innovations in training opportunities.</p> <p>During this two-session Watch Party, we reviewed and discussed the national guidance with peers, and explored the strengths, opportunities, achievements, and results in enhancing our training opportunities statewide.</p>	
Recording	The recorded sessions are available with the following links using the password DEWSweb123: Part I: https://dews.webex.com/dews/k2/e.php?RCID=78667f1e9d340641904fcce0a82a95d6 Part II: https://dews.webex.com/dews/k2/e.php?RCID=0a28ddf965367644c3677504d6f01224	
Resources	<ul style="list-style-type: none">• Practitioners Guide to Supportive Services• IWT Desk Reference Guide• Transitional Jobs Desk Reference• Page 2 with poll responses and participant feedback in breakout rooms and Miro board	<ul style="list-style-type: none">• OJT Toolkit• Pre-Apprenticeships: Building Strong Apprentices• Direct Entry Programs
Contact	lwdb@labor.ny.gov	

Brought to you by the Employee Development and Growth through Education Office (EDGE) and
WIOA & Grants Administration Office

WIOA Training Services Strategy Development Session Watch Party Resources and Poll & Board Responses

Practitioners Guide to Supportive Services –

https://www.dol.gov/sites/dolgov/files/ETA/advisories/TEN/2021/TEN_12-21.pdf

IWT Desk Reference Guide –

[https://ion.workforcegps.org/resources/2017/03/19/19/18/Incumbent Worker Training - WIOA Desk Reference](https://ion.workforcegps.org/resources/2017/03/19/19/18/Incumbent_Worker_Training_-_WIOA_Desk_Reference)

Transitional Jobs Desk Reference –

[https://ion.workforcegps.org/resources/2017/03/19/19/26/Transitional Jobs - WIOA Desk Reference/](https://ion.workforcegps.org/resources/2017/03/19/19/26/Transitional_Jobs_-_WIOA_Desk_Reference/)

OJT Toolkit –

<https://ion.workforcegps.org/resources/2017/12/01/11/19/On-the-Job-Training-Toolkit/>

Pre-Apprenticeships: Building Strong Apprentices –

<https://youthasready.workforcegps.org/resources/2023/06/30/12/57/Pre-Apprenticeships-Building-Strong-Apprentices/>

Direct Entry Programs – <https://dol.ny.gov/direct-entry/>

During the last two years, which of the below pre-training readiness services and strategies were implemented to prepare participants and improve the quality of training services (select all that apply)?

Skills assessment of participants before, during and after training	100%
Financial and lifestyle planning with participants	29%
Transitional jobs	14%
Workshops, courses, and avenues to build training and work readiness (soft/essential) skills that employers seek	57%
Applying participant effort and motivation in the determining selection process for the training criteria	50%
Continual staff training for overcoming unconscious bias, cultural sensitivity, and other topics relevant to the local community	36%
Evaluation of training provider outcomes and/or sought input from trainees about the quality of training	43%
Seeking input from training providers and businesses via interview, surveys and group discussions	36%
Offering orientation and discussion forums for businesses to strengthen their training through us	21%

**WIOA Training Services Strategy Development Session
Watch Party Resources and Poll & Board Responses**

Which participant supports are offered by the local area during the training as retention services (select all that apply)?

Supportive services	47%
Frequent follow-up and contact with the trainees by staff	37%
Intensive career counseling at the onset to have higher wages in the long-term	5%
Building a support network/social capital for trainees to tap into with employers	0%
Trainee cohort or group sessions (e.g., job clubs, study, and support groups)	5%
Buddy system among trainees to support each other	0%
Partnership and engagement of trainees in community-based organizations that support workers with varied needs and strengths;	
Frequent and consistent communication with training provider and businesses to collect participant strengths and learning opportunities	

What strategies are effective in increasing enrollments for customers with unique strengths or Adult Priority of Services for training? (select all that apply)

Active and diverse social media with events, groups, stories, etc.	52%
Simplifying the enrollment process and not denying access to services due to a lack of appropriate source documentation	61%
Community/Partner events and workshops at partner enrollment location	65%
Career Center tours and open house sessions	30%
Advertising transitional jobs to recruit participants with varied skills levels	48%
Local outreach around salons, libraries, community centers, etc.	35%
Development of a cadre of community, business, and participant spokespersons to be ambassadors or trusted members for promoting Career Center Services	43%
Co-enrollment with other programs (e.g., Social Services, Homelessness Prevention Centers, Community Action Programs, Group Homes, Literacy and Tutoring services)	39%
Recruiting staff members, interns, peer navigators, etc. who reflect the local community, speak their language(s), and have lived experiences that help them understand, relate to, and effectively serve participants	13%
Businesses on the local Board are involved in offering training	26%

Participant Outreach for Training: Discuss strategies you need to use to recruit customers with distinct strengths or Adult Priority of Service Populations for training? (Some ideas written below the stickies)

Reporter- note one action/process you will Cease, Continue and Commence for recruitment of training participants (total three actions)

Notetaker - write names on one sticky and then each idea, comment, discussion point, thought that someone expresses on individual stickies

Review this webinar after this Synergy Workshop is completed - <https://www.workforcegps.org/events/2022/10/11/18/35/Outreach-and-Marketing-for-the-Public-Workforce-Development-System-Exploring-the-Possibilities>

Participant Outreach for Training - Improve



Participant Outreach for Training Idea: Active and diverse social media with events, groups, stories, etc.; Dynamic program website and online information sessions; Community/Partner events and workshops at partner enrollment location; Career Center tours and open house sessions; Direct communication with participants and/or businesses; Local outreach around salons, libraries, community centers, etc.; Development of a cadre of community, business, and participant spokespersons to be ambassadors or trusted members for promoting Career Center Services; Co-enrollment with other programs (e.g., Social Services, Homelessness Prevention Centers, Community Action Programs, Group Homes, Literacy and Tutoring services); Recruiting staff members, interns, peer navigators, etc. who reflect the local community, speak their language(s), and have lived experiences that help them understand, relate to, and effectively serve participants; Businesses on the local Board are involved in offering training; Simplifying the enrollment process and not denying access to services due to a lack of appropriate source documentation; Advertising transitional jobs to recruit participants with varied skills levels

Section 1: Which training type other than ITA has been most successful in terms of job seeker and business participation? Explain how come.

Section 1

OJT - The business receives compensation for the training as well as being able to provide the customer/employee their own training	OJT - benefits both the local business and the job seeker	OJT - the job seeker starts earning \$\$ right away.	OJT and customized training since it better matches the needs of the area	CNA training because matches the need of our area and we have several opportunities in our county for employment	our local boxes has developed classes specific to what employers requested, not really customized because anyone can take the class	apprenticeships because they offer chance to upskill entry level workforce	We also do some transitional jobs. Employers sometimes like a transitional job followed by an OJT.		Customized Training & incumbent Worker - Training larger groups of trainees and employees.		
OJT creates a partnership with employer and potential employee - offsets training costs for employer	OJT	OJT			Leadership for Supervisors-Prevocational						
OJT -Connects workers with learning new skills and connects businesses to our services.	OJT- Benefits local businesses and customer / job seeker- often job seeker will get hired after OJT.	OJT-It took a few years to transition from reverse referrals to "forward" referrals		Federal Bonding Program.							

Section 2: Ignoring COVID years, which training types have been most challenging to implement in your county? Why?

Paper work

Customized Training - there is so much **work to sign up a business up-front.**

OJT as Westchester county has such a **complex contract process** 

Apprenticeships are time consuming to get businesses accredited

Pre apprenticeships in a small town is very hard// many employees will not offer.

Apprenticeship. business is low on staff and feels its **extra work to have someone to train under them.**

Customized trainings for groups of workers require **way too much paperwork.**

Customized

customized training, because we have only ever done one - years ago

Customized training is difficult to get socials and birthdates from employers for customers to enroll

customied training
Customized training - immediate benefit to both employer and individual whose job is being retained or reorganized

Cohort

cohort training 

Cohort, don't know what it even is

Need NYSODLs help to make Cohort Training practical

Section 2

Pre & RAP

Registered apprenticeship. Construction trades are still doing their own things. Manufacturers are hiring and testing workers first, then selecting for RA.

Apprenticeship training, because employers don't understand it, and staff have not dealt with it

apprentice 
Not a lot of employers willing to offer

OJT

OJT's for fields like HHA where there is competition for trainees not as much interest

Being such a small County, we find it hard to do OJT with lack of interested businesses

OJT - the process to develop and approve contracts. Employers were more interested pre-covid.

ITA

colleges/tech centers/all schools have trouble finding instructors

lack of training providers 

ITA: customers are unable to provide the required credentials/documentation. Also, not enough funding toward the program. 

Federal Bonding, while this is not a training program, its a program that is not well known or marketed in the area

There are not a lot of training providers and the competitiveness is preventing applicants from the opportunity 

Specialized fields are hard since there is not a lot of viable candidates.

Section 3: What next steps you can take to initiate non-ETP, contracted/cohort training?

Section 3

contracted training seems difficult - it requires an RFP?	We would need a LOT more guidance before approaching cohort training.	Much more direction and guidance on how to implement	A time study so both the employer and our line staff know how much time this will take	Begin to understand the labor market on a regional level, then create a small taskforce and instruct the participants to begin their outreach efforts to those non-ETPs. Bridge the gap!	
Needs to be part of our strategic planning	Determine who could be a potential provider - are there agencies/consultants, etc?	More information is needed	Need guidance how to implement...	identifying skill gap trends and corresponding businesses	
Sample documents, so we know we're in compliance with DOL regs. We could use these as a starting point.	coordinate with partners so staff have better understanding of programs and options for referrals	Maybe ask NYATEP if they can host such cohort?	Identify what trainings would be appropriate for this type of training	Would be nice to create a joint WDB/NYS DOL workgroup to develop the state policy on this	

Write Strategic Thinking Synergy Workshop Topics that We Could Offer

basic training
for new
employees

Have a local area walk us
through how they provide
a particular training service,
and offer to share their
process notes with us all



2

Making ITA
process
easier for
staff

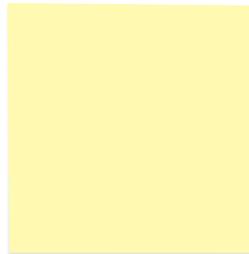
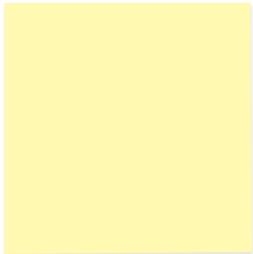
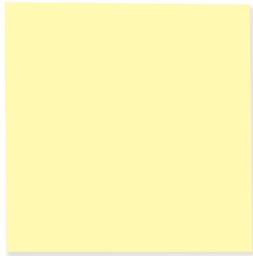
Making ITA
process
easier for
customers

INSIDE TIPS
on successful
apprenticeshi
pprograms

Ways to Facilitate Synergy in Workforce System

YES! more strategic sessions PLEASE. Maybe in person session.

want roles delineated better i.e. LSR/ Employment Counselor/Managers/ Career Centers level.



Facilitator Strengths and Areas of Improvement

Extend
breakout
room time



Presenter to
be less critical
of themselves
because Juie is
amazing!!!

Have a local area
walk us through
how they provide a
particular training
service, and offer to
share their process
notes with us all

Be clear about the
purpose of the
training, in the
invite. "WIOA Watch
Party" sounded like
WIOA re-
authorization info.

Love the
opportunity
to share with
each other

Teach ppl
how to use
the Miro
board

Give the session a
different name to
encourage more
participation from
providers

Need more
time in
break out
room

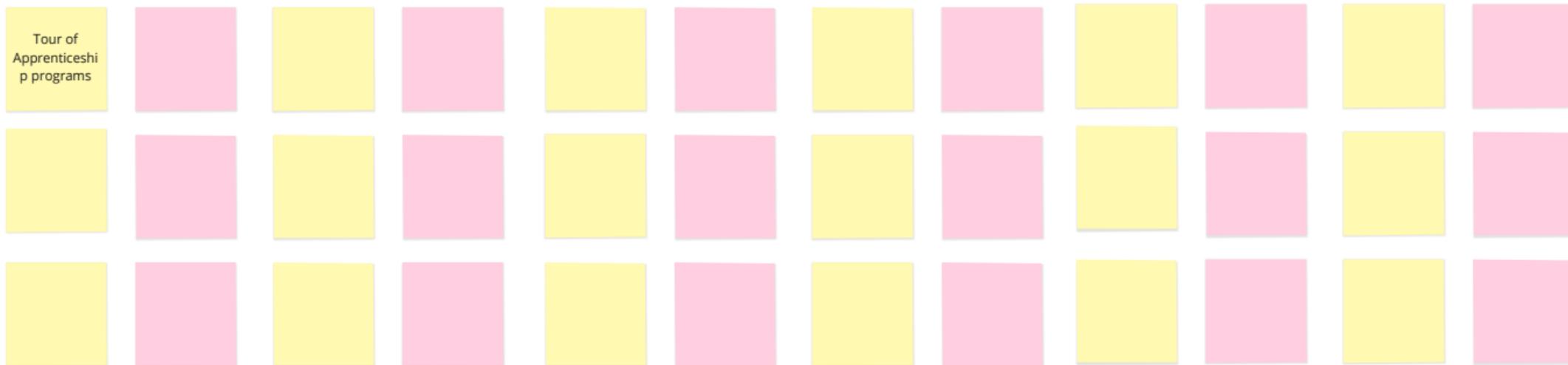
I found it hard
to read the
poll selections
while you were
talking :)

Allow for more
time to use the
miro board.
It's fun

more
time.

Pre-apprenticeship: 1) Review resources from - [Pre-Apprenticeships: Building Strong Apprentices](https://youthasready.workforcegpps.org/resources/2023/06/30/12/57/Pre-Apprenticeships-Building-Strong-Apprentices/) - <https://youthasready.workforcegpps.org/resources/2023/06/30/12/57/Pre-Apprenticeships-Building-Strong-Apprentices/>
2) Share a detailed next step you could take to support pre-apprenticeship programs. Provide details of next steps such as: a one-stop delivery system could serve the pre-apprenticeship programs, including, marketing, referrals, training costs, direct placements in registered apprenticeships, connecting with direct entry programs and use of OJT funds.
Reporter- note one action/process you will Cease, Continue and Commence (total three actions)
Notetaker - write names on one sticky and then each idea, comment, discussion point, thought that someone expresses on individual stickies

Pre-apprenticeship - Initiate



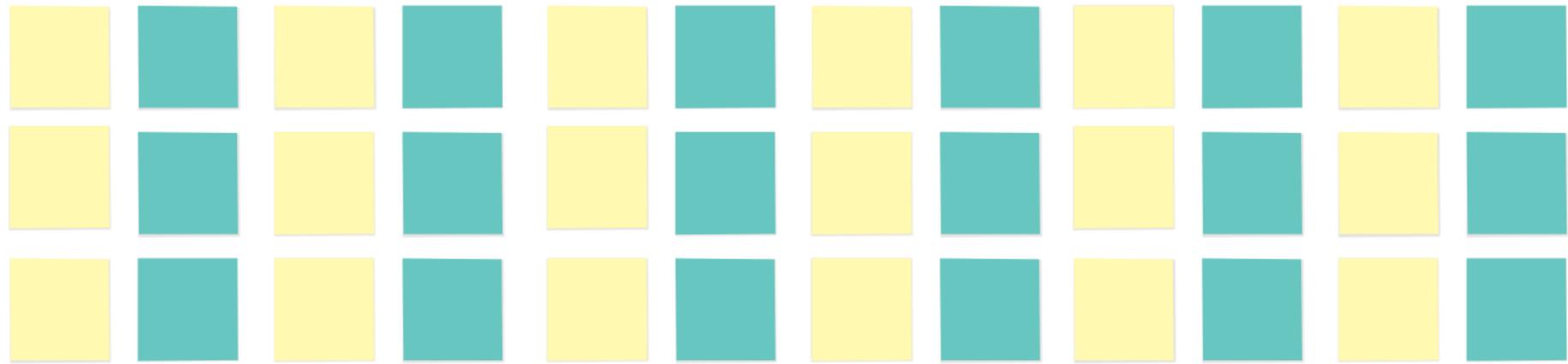
Title Instructions: 1) Review a resource: _____

2) or 3) Instructions

Reporter - note one action/process you will Cease, Continue and Commence (total 3)

Notetaker - write names on one sticky and then each idea, comment, discussion point, thought that someone expresses on individual stickies

Section Title





Incumbent Worker Training: 1) Review https://ion.workforcegps.org/resources/2017/03/19/19/18/Incumbent_Worker_Training_-_WIOA_Desk_Reference

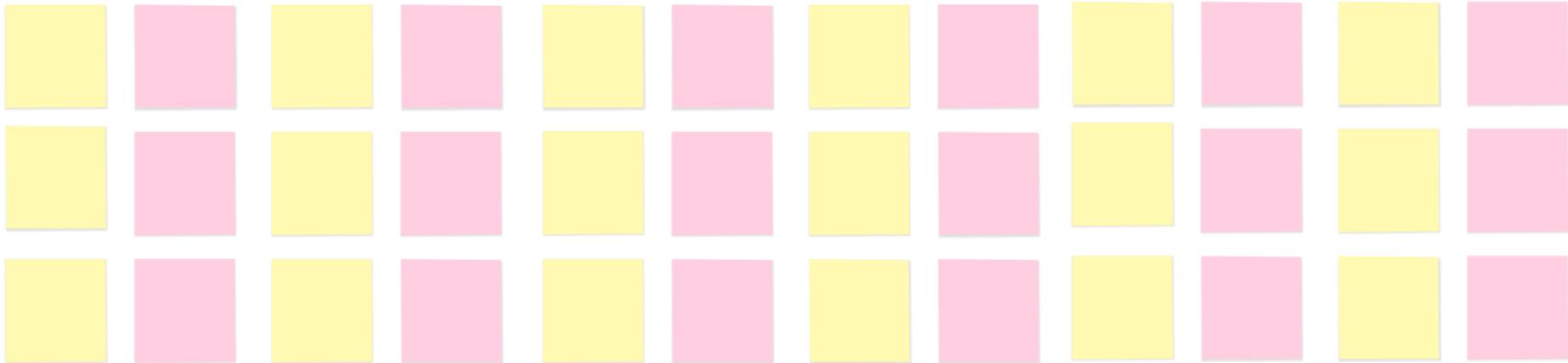
2) Share Strengths, Opportunities, Aspirations and Results you have in your area about IWT

3) Share a detailed next step you could take to support IWT programs.

Reporter - note one action/process you will Cease, Continue and Commence for your OJTs

Notetaker - write names on one sticky and then each idea, comment, discussion point, thought that someone expresses on individual stickies

Incumbent Worker Training - Explore



Training Readiness and Retention Services: 1) Review resources from - [Practitioners Guide to Supportive Services - https://www.dol.gov/sites/dolgov/files/ETA/advisories/TEN/2021/TEN_12-21_Attachment_1.pdf](https://www.dol.gov/sites/dolgov/files/ETA/advisories/TEN/2021/TEN_12-21_Attachment_1.pdf)

2) Which participant services do you or would like to offer to customers with distinct strengths or Adult Priority of Service Populations to get ready for training?

3) Which participant supports do you or would like to offer during the training as retention services to customers with distinct strengths or Adult Priority of Service Populations to get ready for training? ?

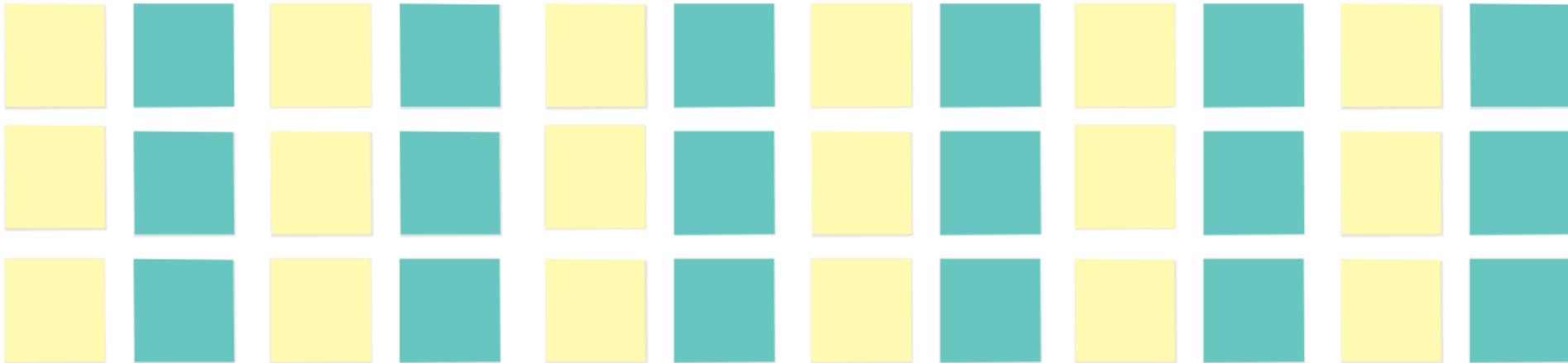
Think out of the box!

Reporter- note one action/process you will Cease, Continue and Commence (total three actions)

Notetaker - write names on one sticky and then each idea, comment, discussion point, thought that someone expresses on individual stickies



Training Readiness and Retention Services – Analyze



Training Readiness and Retention Services Ideas: Financial and lifestyle planning with participants; Transitional jobs; Workshops, courses, and avenues to build training and work readiness (soft/essential) skills that employers seek; Applying participant effort and motivation in the determining selection process for the training criteria; Continual staff training for overcoming unconscious bias, cultural sensitivity, and other topics relevant to the local community; Evaluation of training provider outcomes and/or sought input from trainees about the quality of training; Seeking input from training providers and businesses via interview, surveys and group discussions; Offering orientation and discussion forums for businesses to strengthen their training through us; Frequent follow-up and contact with the trainees by staff; Intensive career counseling at the onset to have higher wages in the long-term; Building a support network/social capital for trainees to tap into with employers; Trainee cohort or group sessions (e.g., job clubs, study, and support groups); Buddy system among trainees to support each other; Partnership and engagement of trainees in community-based organizations that support workers with varied needs and strengths; Frequent and consistent communication with training provider and businesses to collect participant strengths and learning opportunities

Transitional Jobs - Enhance: 1) Review [Transitional Jobs Desk Reference - https://ion.workforcegps.org/resources/2017/03/19/19/26/Transitional_Jobs - WIOA Desk Reference](https://ion.workforcegps.org/resources/2017/03/19/19/26/Transitional_Jobs_-_WIOA_Desk_Reference)

2) Discuss Strengths, Opportunities, Aspirations and Results of your transitional jobs

Reporter- note one action/process you will Cease, Continue and Commence (total three actions)

Notetaker - write names on one sticky and then each idea, comment, discussion point, thought that someone expresses on individual stickies



Transitional Jobs -- Enhance



OJT Paperwork Simplify: 1) Review some resources from [OJT Toolkit https://ion.workforcegps.org/resources/2017/12/01/11/19/On-the-Job-Training-Toolkit](https://ion.workforcegps.org/resources/2017/12/01/11/19/On-the-Job-Training-Toolkit)

2) Discuss your business customer flow and paperwork of one or two local areas

3) For each step, ask five whys and reach the truest intention of that flow step and the paperwork

Reporter- note one action/process you will Cease, Continue and Commence (total three actions)

Notetaker - write each idea, comment, discussion point, thought that someone expresses on individual stickies



OJT Paperwork -- Simplify

