

# Workforce Synergy Pilots – WIOA Training Services Strategy

<b>Topic</b>	<b>WIOA Training Services Strategy Development – Watch Party Part I and Part II</b>	
<b>Dates</b>	Part I - Tuesday, Aug 22, 2023, from 2-3:30 pm Part II - Tuesday, Aug 29, 2023, from 2-3:30 pm	
<b>Participants</b>	LWDB Directors, E&T Managers/Directors, and NYSDOL Managers	
<b>Facilitators</b>	Kailee Marafito-Franchini, Employee Development and Growth through Education Office and Juie Deo, WIOA & Grants Administration Office	
<b>Description</b>	<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. <a href="#">Training and Employment Guidance Letter (TEGL) 21-22</a> 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>	
<b>Recording</b>	The recorded sessions are available with the following links using the password DEWSweb123: Part I: <a href="https://dews.webex.com/dews/k2/e.php?RCID=78667f1e9d340641904fcce0a82a95d6">https://dews.webex.com/dews/k2/e.php?RCID=78667f1e9d340641904fcce0a82a95d6</a> Part II: <a href="https://dews.webex.com/dews/k2/e.php?RCID=0a28ddf965367644c3677504d6f01224">https://dews.webex.com/dews/k2/e.php?RCID=0a28ddf965367644c3677504d6f01224</a>	
<b>Resources</b>	<ul style="list-style-type: none"><li>• <a href="#">Practitioners Guide to Supportive Services</a></li><li>• <a href="#">IWT Desk Reference Guide</a></li><li>• <a href="#">Transitional Jobs Desk Reference</a></li><li>• Page 2 with poll responses and participant feedback in breakout rooms and Miro board</li></ul>	<ul style="list-style-type: none"><li>• <a href="#">OJT Toolkit</a></li><li>• <a href="#">Pre-Apprenticeships: Building Strong Apprentices</a></li><li>• <a href="#">Direct Entry Programs</a></li></ul>
<b>Contact</b>	<a href="mailto:lwdb@labor.ny.gov">lwdb@labor.ny.gov</a>	

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](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

Held a training fair directed call in customers to attend in person at library with trainers w/ Semi truck for interaction	marketing social media, newspaper, radio	marketed to youth, transitional workers	Trainin g fair training session (not well attended)	specific targeted events: such as entry level healthcare	Doing workshops for clients plus recruiting events such as resume						
				14 different trainers did a fair with newspaper, radio,	Sharpen pencil program from Allegany	Events for targetd industry groups Broome County					

**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 <b>boxes</b> 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

apprenticeship - 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





# 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



Making ITA  
process  
easier for  
staff

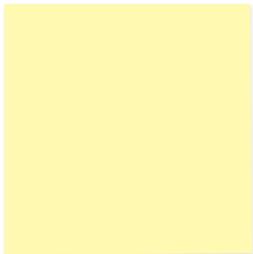
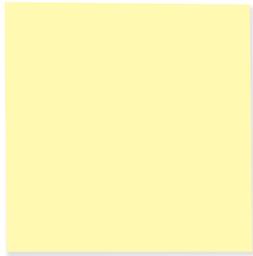
Making ITA  
process  
easier for  
customers

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

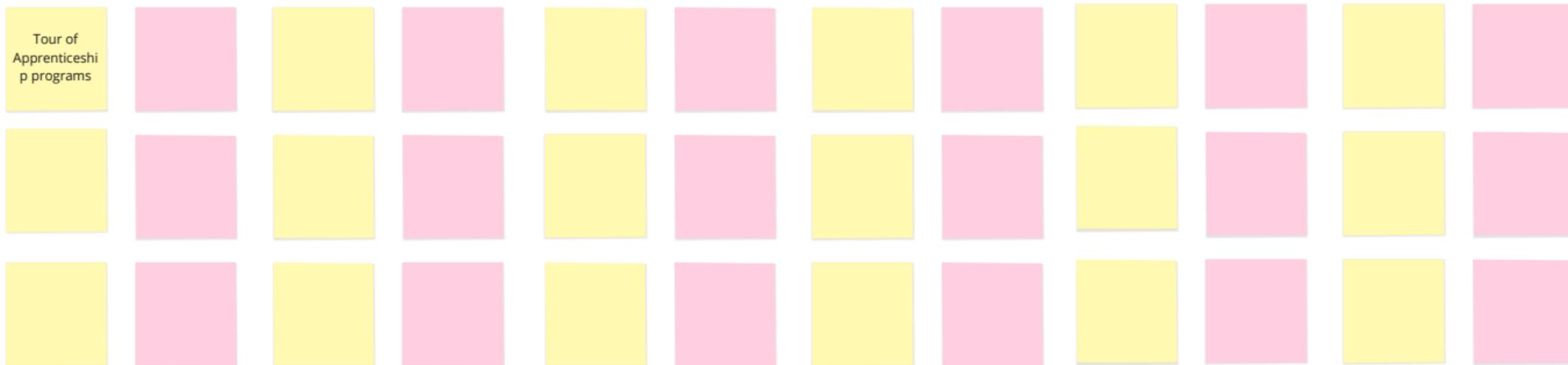
I found it hard  
to read the  
poll selections  
while you were  
talking :)

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



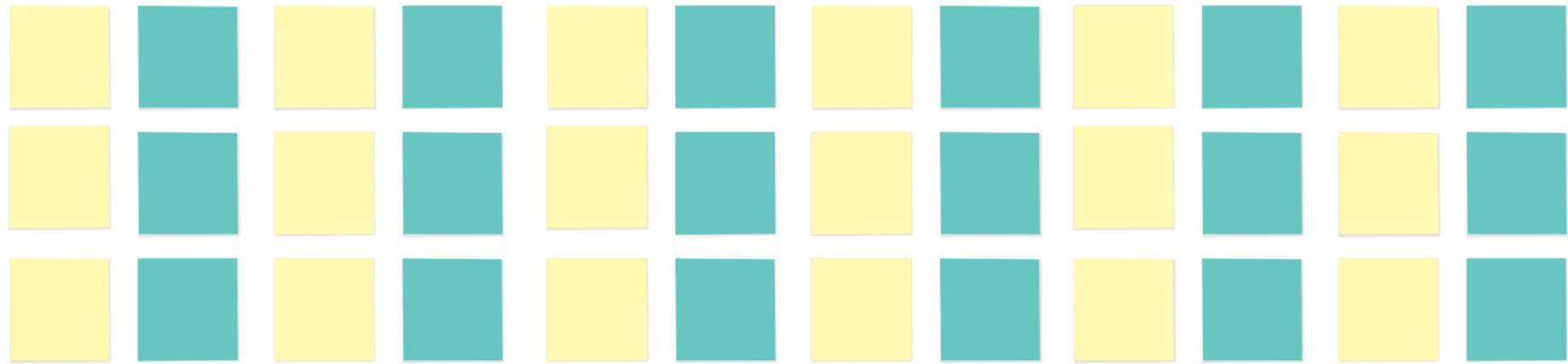
**Title Instructions:** 1) Review a resource: \_\_\_\_\_

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](https://ion.workforcegps.org/resources/2017/03/19/19/18/Incumbent_Worker_Training_-_WIOA_Desk_Reference)

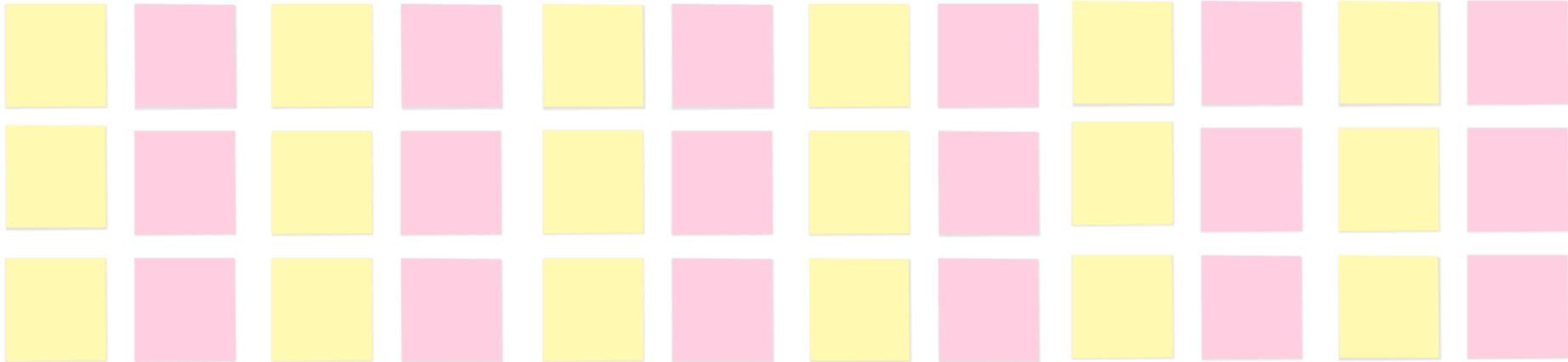
2) Share Strengths, Opportunities, Aspirations and Results you have in your area about IWT

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? ?

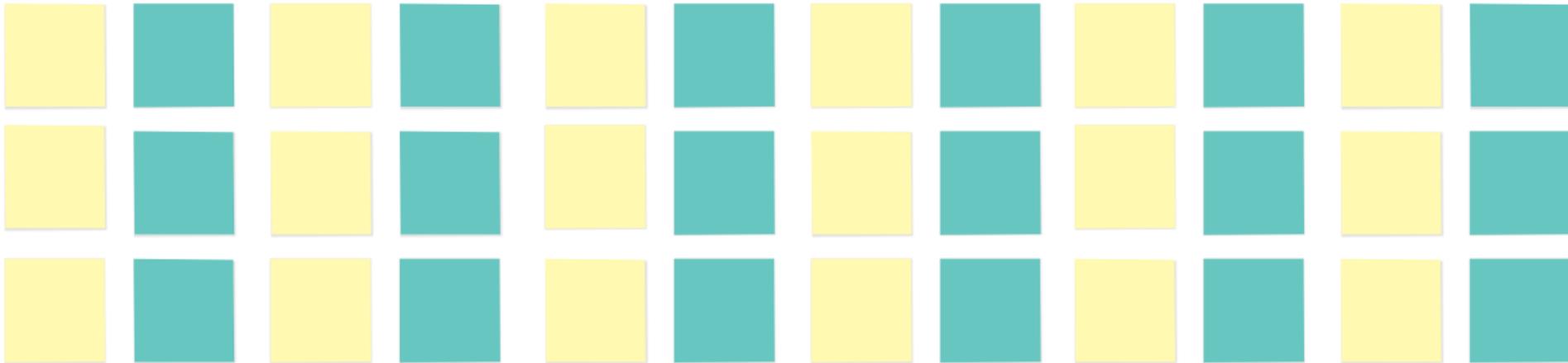
**Think out of the box!**

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

