

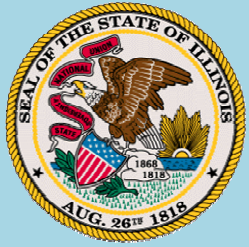


# One-Stop Redesign

Comprehensive Workforce Service Delivery  
Through Technology Integration

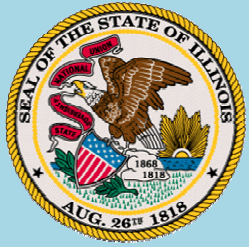
October 27, 2004

Orlando Saez - Infodynamics  
Greg Sutton – TEC Services



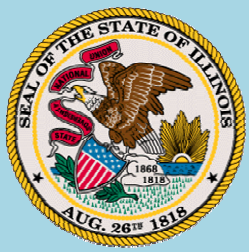
# Presentation Outline

- Objectives and Background
- Taskforce Activity
- Recommendations
- Implementation Plan



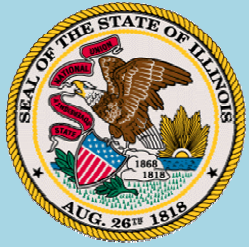
# Objectives

- Provide feedback on the vision of a flexible career center network and overall WIA strategy.
- Form a taskforce to develop recommendations for effective use of technology in:
  - Career/employment information
  - Universal customer registration
  - Collecting common user account information
  - Customer referral and access logging
- Plan and Implement recommendations



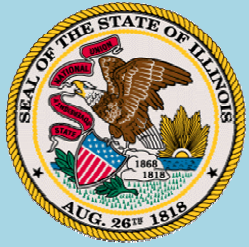
# Taskforce Background

- **In-state Subcommittee** (Chair: Craig Missel, IDHS)—look at current use of technology by agencies and local partners.
- **Out-of-State Subcommittee** (Chair: Greg Sutton, TEC Services/IWIB Member)—look at current use of technology in other states including state web portals.
- **Career Specialists** (Kevin Crouse, LWIA 23)---developed job description and certification program for career specialists.



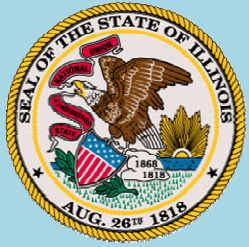
# Task Force Activities

- **In-State Sub-committee**
  - Vendor presentations
  - Visited two one-stops (Galesburg and Moline)
  - Met with agency and local partners
  - Held six meetings with consultants and vendors
- **Out-of-State Sub-committee**
  - Researched all state web portals
  - Identified leading states and conducted further analysis
  - Make recommendations



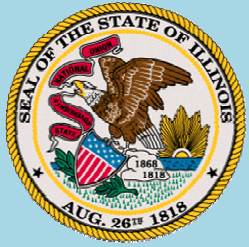
# Task Force Activities (cont.)

- **Career Specialist Subcommittee**
  - Identified and analyzed job descriptions from other states
  - Reviewed and assessed national and local training curricula
  - Developed job description
  - Developed recommendation for training and certification program
- **Full Committee**
  - Held five meetings to discuss subcommittee reports
  - Developed and reviewed final recommendations at September 2 meeting.
  - Comments/feedback incorporated into final report



# Recommendations

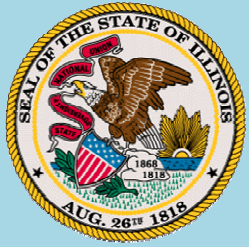
1. Establish a Workforce Portal Integration Workgroup
2. Formalize a Workforce Data Model Specification
3. Develop a Service Center Portal and common user account database
4. Improve referral and navigation tools for job information and explore alternative models
5. Better utilize local area staff/resources to take advantage of career specialist role



# 1. Portal Integration Workgroup

- Oversight responsibility for design, resource allocation and management of portal activity.
- Workgroup members - state agencies, LWIAs, IWP, ICAA, community colleges, CBOs
- Identify features, content, and user communities for the workforce portal
- Establish operation and support procedures





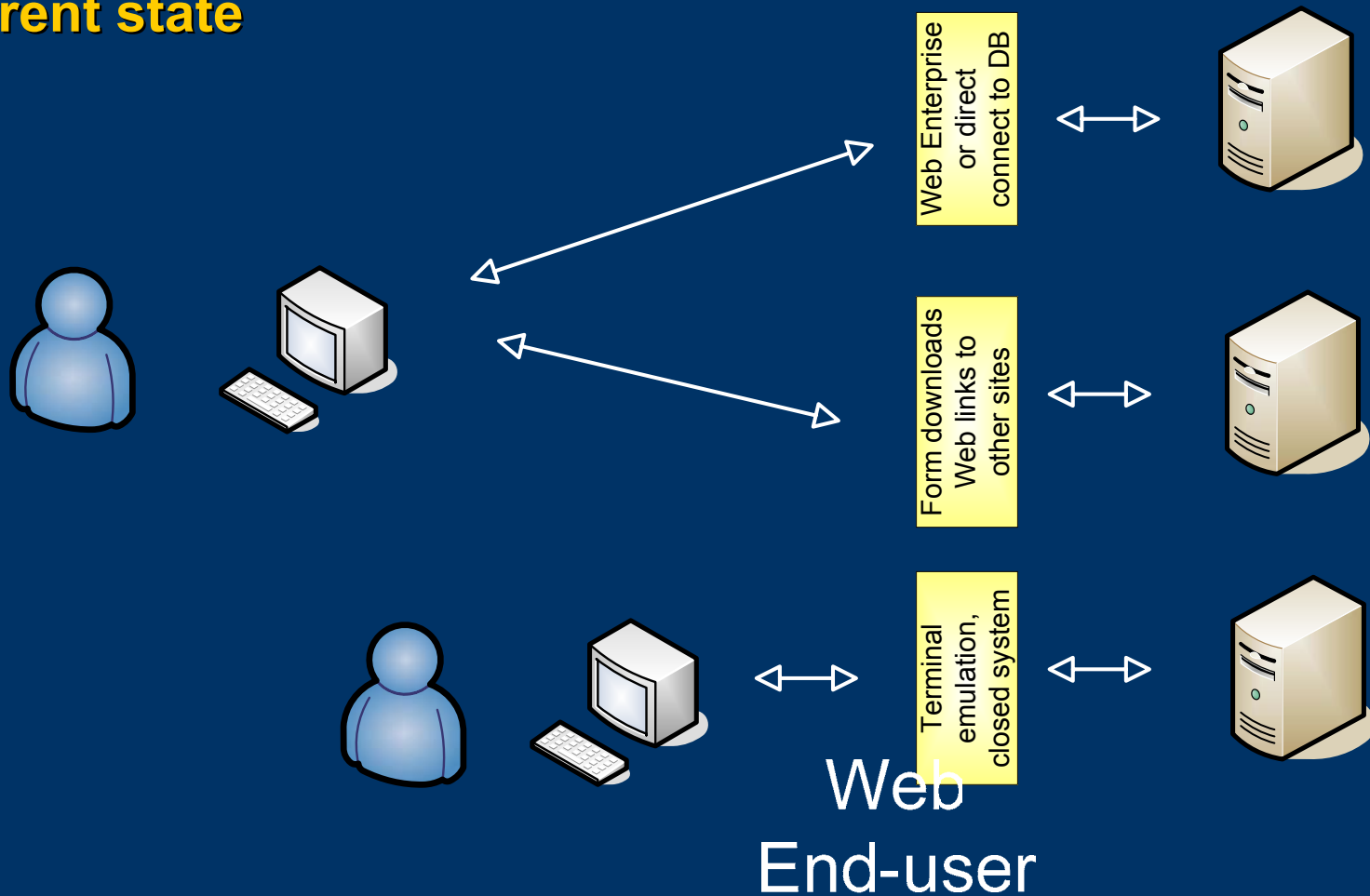
## 2. Workforce IWXML Data Model

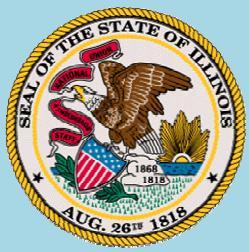
- Create an IWXML data model
- Identify universal and common user account elements for targeted services.
- Create a data repository for storing, documenting, and maintaining the data model.
- Provide ongoing support for partner's enterprise technology roadmap for its adoption.



## 2. Workforce Data Model

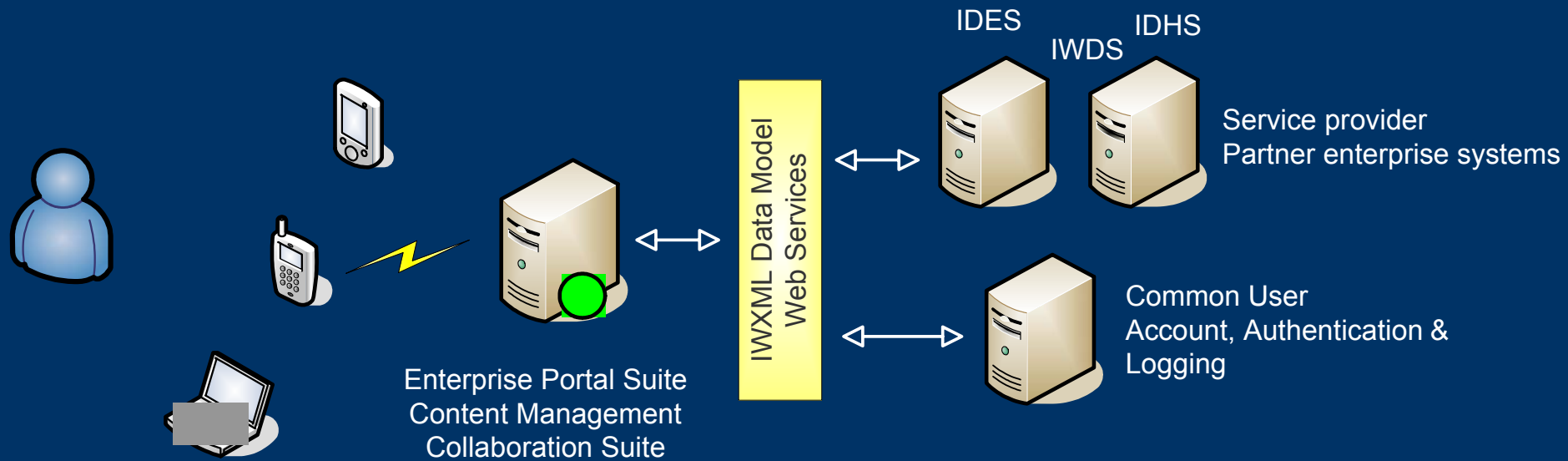
### Current state

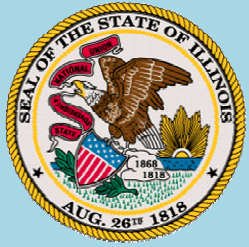




## 2. Workforce Data Model

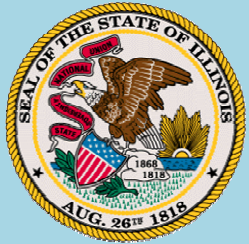
### Proposed Approach





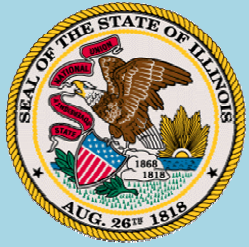
### 3. Workforce Service Center Portal

- Create a **Workforce Service Center Portal website** and **Common User Account database**.
- This portal shall provide internal partner and external users a personalized, integrated and secured web based interface to information, application and collaboration services.
- Customize portal with a **user community** focus
  - Geographic areas (e.g., LWIAs)
  - Targeted populations (e.g., ESL populations, people with disabilities, youth)
  - Workforce staff (e.g., state agencies, CBOs, career specialists)
- Create and focus on strong **branding and promotion**.



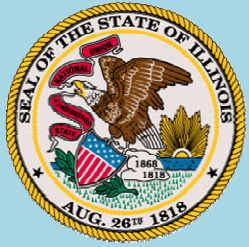
## 4. Career and Employment Information

- Consolidate relevant local job boards within user communities
- Develop navigation and pre-screening tools to accelerate job and employment options  
(i.e. LMI, employer listing, job boards and education)
- Explore alternative models for job listing aggregation  
(i.e. spidering)
- Identify push technology for proactive service delivery



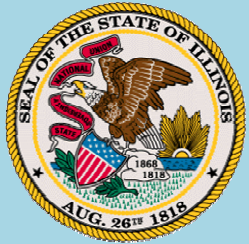
## 4. Referral and Access Logging

- Develop robust re-direction screening tools.
- Collect access logging data at each contact point throughout the system.
- Implement push technology for proactive service delivery based on user account information.
- Promote common user account information as input to partner enterprise enrollment.

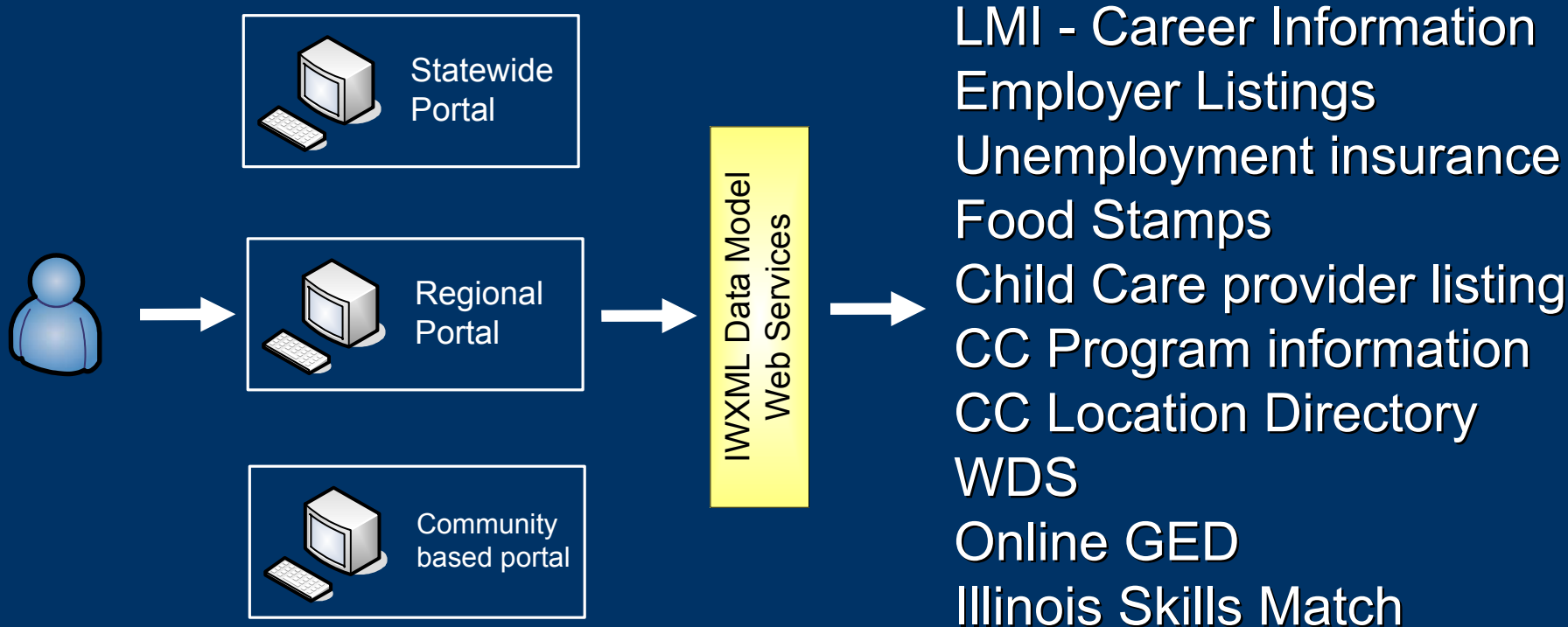


## 5. Career Specialist

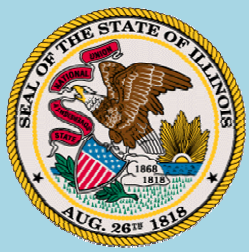
- Job description
  - Focus on coaching not case management
  - Helping customers navigate web portal
- Development of certification program
  - Program methodology
  - Training and certification components
  - Timetable



# Service Delivery Roadmap







# Implementation Roadmap

Phase	Milestone/Activity	Target Date
Envisioning	Define Project Structure and workgroup teams Refine Scope of work	29-Oct
Planning (agile approach)	Design Functional/Service and Content specs Development and Test Plan Branding and Market Plan	24-Nov
↓ Developing	User Interface & branding and promotion Internal Software Release Testing, Integration Career Specialist program Operational support system	23-Dec
Stabilizing	Portal Beta Release (pilot user communities)	26-Jan
Training & Deploying	Launch	31-Jan



Thank you