



One-Stop Redesign

Comprehensive Workforce Service Delivery
Through Technology Integration

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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



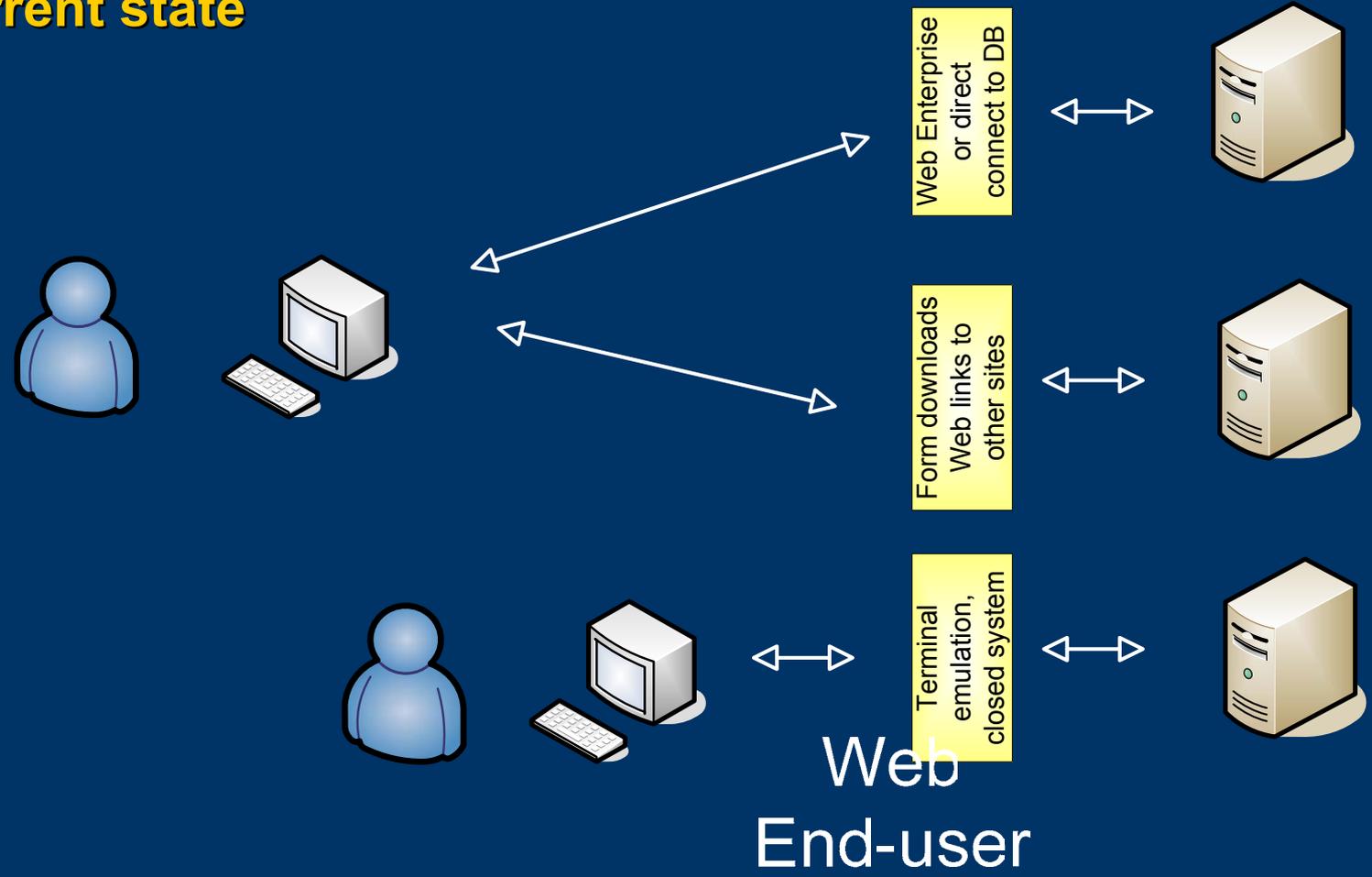
2. Workforce IWXML Data Model

- 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

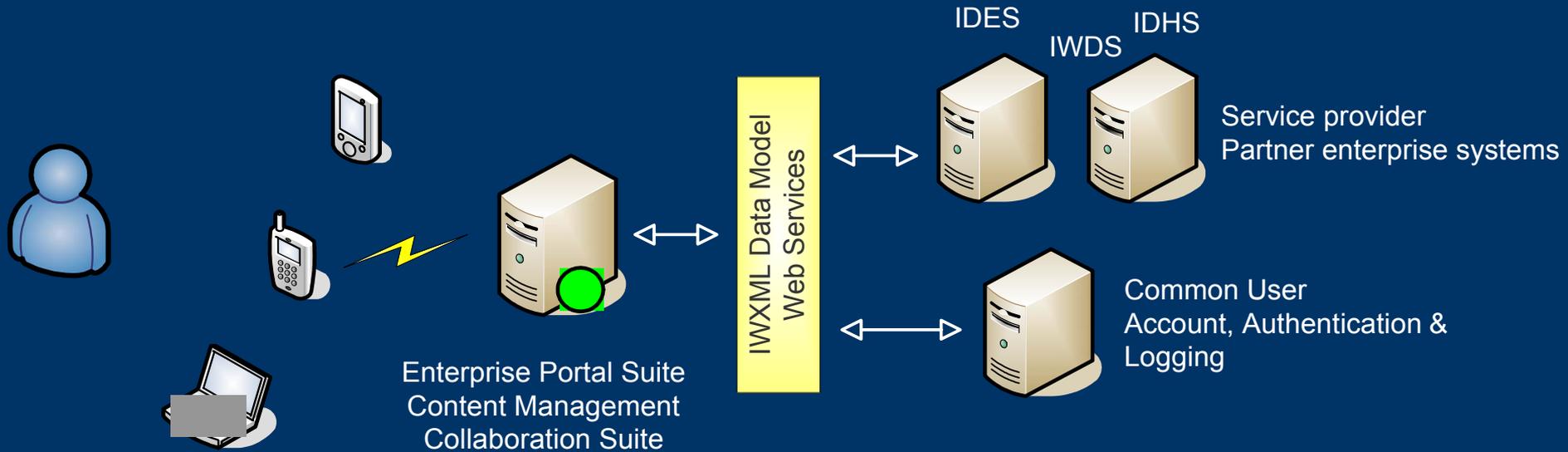
Current state





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.

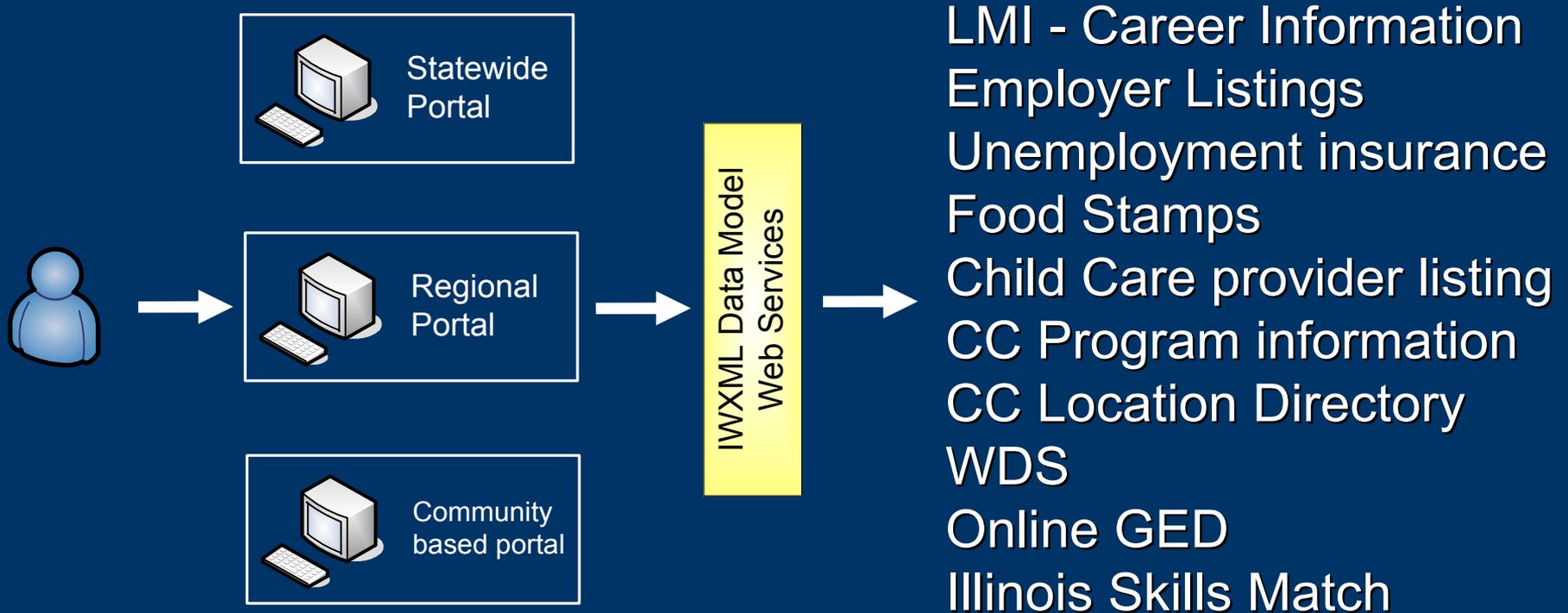


5. Career Specialist

- 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