

Central MA WIOA Partner Planning Team  
FY 16 Workplan

| Topic Area              | Strategies   | Desired Outcomes<br>- Deliverable | Timeline |
|-------------------------|--|-----------------------------------|----------|
| <b>Referrals</b>        | Develop streamlined (priority) referral process – requests for services - between partners; ex. ITA's for ABE grads  |                                   |          |
|                         | Create partner resource reference guide or menu of options indicating services available, eligibility, schedule, location, etc. (including a shared public calendar of events/trainings for customers to access) |                                   |          |
|                         | Identify additional resources available to all partner customers and jointly access them; for instance, area colleges, public library, etc.  |                                   |          |
|                         | “marketing” of service openings through the partners   |                                   |          |
|                         | Out stationing of partner staff at Workforce Central?  |                                   |          |
| <b>Intake</b>           | Create a joint intake process (intake forms) to allow easier referrals   |                                   |          |
| <b>Service Delivery</b> | Virtual customer portal (local services version; state dashboard & intake version)   |                                   |          |
|                         | Establisher feeder-programs for career pathways; training to employment  |                                   |          |
|                         | Design an integrated customer service flow – joint process to triage customers to determine services needed  |                                   |          |
|                         | Greater use of work-based learning and internships   |                                   |          |
|                         | Shared employment readiness assessment and career interest surveys   |                                   |          |
|                         | Offer a standardized core group of career readiness workshops (shared work-readiness credential?)  |                                   |          |

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| <b>Case-Management</b>                  | Coordination of service delivery by organization – based upon partner org capacity and focus   |                                   |          |
|   | Front-line case-managers regular check in meetings or conf. calls  |                                   |          |
|   | Shared staff access to case-notes  |                                   |          |
| <b>Outcomes</b>                         | Define and track outcomes for shared customers   |                                   |          |
| <b>Data Systems</b>                     | Regional tracking of outcomes across partner programs  |                                   |          |
|   | Central/shared database that all can access  |                                   |          |
| <b>Professional Development</b>         | Staff cross-trained on all available partner services, eligibility, and referral procedures  |                                   |          |
|   | Staff cross-trained to deliver a core group of basic career readiness workshops  |                                   |          |
|   | Professional development/trainings offered to partner staff regarding relevant topics of mutual interest (tbd) – may be recorded for new staff |                                   |          |
|   |  |                                   |          |
| <b>Business services &amp; Outreach</b> | Share information regarding business outreach efforts to avoid duplication   |                                   |          |
|   | Create a unified candidate referral process  |                                   |          |
| <b>Marketing</b>                        | Develop ways to promote our collaborative approach to potential customers and to inform the public about the joint successes we have           |                                   |          |
| <b>Oversight</b>                        | Identify which partners specialize in what services (and capacity) as well as the service gaps that exist in our region                        |                                   |          |
|   | Develop a shared policy/decision making process  |                                   |          |
|   | Regularly scheduled leadership meetings  |                                   |          |
|   |  |                                   |          |