

Business Services Workgroup

September 1, 2015

Alysia Ordway joined us as a consultant for the state to help put the final WIOA plan together. She is working to align all groups in the process. Alysia had previously worked with the Boston PIC for more than 10 years.

Alysia:

Process Update and Proposal for Moving Forward :

Business Service Workgroup Timeline

- Plan due in March
- Governor asked for early Nov. draft
- Oct 26-30 MWIB review
- Nov 12-16 Secretary Walker briefing

Power point will be sent out to all

Over the next week or so, will be sending info for comment & then on to Steering Group for meeting on 9/10. Over the 6-8 weeks left on this group, need to be thinking about further recommendations.

Yashira: This is very ambitious! Looking forward to feedback and getting it done by teamwork.

Dave: This is our shot. The field doesn't always get included. Excited to get his correctly resourced. By next meeting we should formulate our recommendations and then formalized them.

Ann: Questions asked on measures/metrics

Yashira: She has talked with the other groups on what the requirements are and what they want.

Dave: Discussions on parallel play that has been going on

Yashira: WIB certification group will have crossover here. Les is probably soliciting input from you.

Chris: Prepared to have metrics on all state measures.

Dave: Ken has always said that USDOL doesn't have a clear idea on all of this, so we can help with that.

Alysia: Process Update – Steering Committee

- Targeted small groups
- MOU to be signed
- Develop case studies to illustrate cross agency influence

Chris: Questioning the practicality of fill rates/chasing customer ourselves because company will not provide information.

Yashira: Current System – Vision – Gap What is it we need to have in place to obtain the Vision? Maybe to shift the Vision?

Chris: How will discretionary funds be used? There has to be a budget piece.

Dave: **Good point Chris**

Yashira: **Demand Driven Systems** (handout)

- External partners too / Diverse group of people / Required by WIOA
- Will require a system change – culture shift
- Business (page 2) Regional and clearly articulated
- A conversation with Business

Stan: Like what's here / trying to find out business needs. It is going to require Chambers to get businesses to engage and come to the table.

George: Real helpful chart. All components right here in one place. Cover Pathways to help students.

Chris: Coordination with Employer and Groups / Careful not to burden Employer with too much.

Dave: Collaboration and communication!

Alysia: Everything starts with the Business Going on to the **Business Flow Chart** (handout)

Dave: Business Support Services / referral to any State operated group to help businesses

Chris: "Kind of Wrap Around Services more focused on Economic Development" Dave: "I like that!"

Roberta: ABE is private

Dave: For now, can we leave it as Wrap Around Services for Businesses that we as a system can broker to them.

Discussion on Rapid Response as layoff aversion and management. Discussion was tabled, put in **Parking Lot.**

Greg; Add another column to the document. Outputs and Outcomes

Alysia: Output is a measure of process Outcome is a measure of impact

Ann: It would matter to our area. It show we have done our due diligence to help the Employer, sometimes they don't select our candidate.

Dave: Strong distinctions, can we put this in the Parking Lot? Put in **Parking Lot**

Roberta: We had talked about adding vocational ed schools and possibly higher ed.

Yashira: 3rd column, 1st square, blue square under 'who manages account' added acronyms.

Roberta: Can we add ABE to Legends at the bottom? Roberta will check to see what acronyms are needed.

Chris: to take out Career Readiness 101, put it in pipeline box

George: They can be job ready but still working on Career Readiness 101

Chris: Majority of ABE people are currently working

Alysia: First step is the hiring requirements, Second is to screen the candidates, Third is to conduct onsite recruitment.

Chris: Don't think we get enough credit for this

George: More than just to help a candidate prepare

Yashira: True job matching. All the work that it takes to do the job matching process. You're really trying to find who they need to hire.

Chris: We're not head hunters

Alysia: Question on Depth of service. In an 'Ideal World', what would it look like?

Dave: Have to resource it properly. First sending this to the higher ups.

Alysia: Orient candidates

Chris: What will Employers do to meet us half way?

Flow Chart, 2nd page, top line, 3rd box

- Dave: As we expand the system, we want to add all these other services

Rapid Response box:

- Chris: Add Set Aside Grant
- Stewart: Highlight to TIF applicant that RR is part of what we do
- Roberta: These might be other abbreviations that Employers might not be familiar with

Stewart: businesses might have to pony up a bit for training

Chris: Co-invest in training

Stewart: If I'm going to work with the WIB, part of the problem is getting that Company to the table. If they have money, they have more pull.

Alysia: OJT issue

Dave: there has to be an OJT person

George: OJT funds are limited

Chris: Add Company paid or Community College

Outcome/Metrics

- Stew: Repeat business should be in all boxes
- Yashira: Who is the person being measured? Need to think about this
- Dave: System's overall efficiency will be ownership
- Chris: Apprenticeship isn't mentioned - Will be added
- Alysia: Measurement of pipeline alignment with projections Incumbent Worker Training
- Stewart: Try to mimic Comm Corp metrics
- Chris: Company is accountable for some metrics through WFTP
- Alysia: Put expansion of sales in parentheses

Last box

- Chris; Would like it to mirror previous language

Suggestions for next agenda:

Alysia: Chart

Chris: Metrics